



Cisco WebEx Support Center Release Notes (version WBS29.11)

First Published: July 23, 2014

Last Modified: January 27, 2015

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Support Center

WebEx Support Center provides a variety of tools that you can use to provide remote support to customers.



Note

Support Center no longer supports Windows Me and NT. For more information about the operating systems and browsers that you can use with Support Center, see [System Requirements and Feature Support](#).

Remote Support—Remotely diagnose problems, transfer files, and resolve issues for customers. Show customers how to use applications or control their computers. Transfer files to and from a customer computers to analyze them or install updates or patches. See [Remote Support, on page 1](#).

Remote Access—Use this optional module outside support sessions to access, diagnose, and work with computers remotely. Troubleshoot and maintain remote equipment even when the customer is not at the computer. See [Remote Access, on page 8](#).

WebACD—Give your customers anytime, anywhere access to your agents by adding a "click-to-connect" link on your web site, desktop, product, or email signature. You can even customize the request form to collect information you need and make it look like your Website. Use the WebACD Inbox and Monitor to manage customer requests and CSRs. See [WebACD, on page 12](#).

System Management—This optional module is a Web-based console that you can use to remotely manage network assets such as computers, servers, printers, and routers. Distribute software packages and patches, view asset details, send messages to assets, manage software licenses, and generate reports about asset information and status. See [System Management, on page 18](#).

- [Remote Support, page 1](#)
- [Remote Access, page 8](#)
- [WebACD, page 12](#)
- [System Management, page 18](#)

Remote Support

These release notes describe the Remote Support features and what's new in this release.

What's New

The following list shows recent features and enhancements for Remote Support, listed by release version number. Versions that did not include major updates are not listed.

WBS29.11

Profile page enhancements

The Profile page has been reduced to contain key profile information.

- A more advanced image uploader has been added, which allows you to either upload an image or take a picture with your webcam
- You can now access the profile page by clicking on your username in the upper right corner
- It has been given a more modern look and feel, and made fully accessible

Preferences page

The Preferences page is now the centralized location for all user settings.

- New collapsible categories
- "Webpage Preferences" and "Default Page Settings" have been moved under the General section
- The following settings have been moved from the Profile page to the Preferences Page:
 - My Personal Room
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- "My Phone Numbers" (from the Profile Page) and the Personal Conferencing Page have been merged under "Audio Settings"
- The One-Click Setup page has been moved to the Preferences page and renamed to "'Meet Now' Settings"
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WebEx Productivity Tools

Updates were made to WebEx Productivity Tools support. For more information, see the "WebEx Productivity Tools Support" tables in [Productivity Tools](#).

Updates for operating system and browser support

Support was updated for operating systems and browsers. See [System Requirements and Feature Support](#) for more information.

Site Administration updates

Updates were made to the Site Administration tool. For more information, see [Site Administration](#).

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WebEx ball icon

The WebEx ball icon has been updated with a new design.

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WebEx page redesign and accessibility updates

There have been improvements to the user experience for web pages in WebEx centers. The WebEx pages now have a modern design, but the interaction has not changed, so all the functionality remains the same.

Accessibility features have also been added to increase our current level of accessibility.

The redesign is a phased approach, beginning with core pages and flows. (We will continue to redesign other pages and centers in subsequent releases.)

- Global elements (such as the header, top navigation, and the left menu bar) and core pages (such as the log in page, the My WebEx > My Meetings page, and the My WebEx > Training page) have been redesigned and have improved accessibility
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Enhanced audio experience with wideband audio on WebEx VoIP and WebEx Audio

WebEx Audio meetings and VoIP-only meetings now have a superior meeting experience with wideband audio when users are connecting to audio using their computers (VoIP).

Wideband audio also refers to high-definition voice. Wideband audio captures wider frequency range and therefore provides clearer audio connections.

Windows, Mac, and Linux desktop applications, Apple iPad and iPhone devices, and Android mobile devices are supported. Wideband audio is also supported for network-based recording of VoIP only and WebEx Audio meetings.

Wideband Audio Codec (OPUS) is now the default codec for WebEx VoIP attendees. The OPUS codec has superior Packet Loss Concealment (PLC) and Forward Error Correction (FEC) and is more resilient to packet loss. As a result, it provides better audio quality in less ideal conditions.

It has a better noise-suppression algorithm that provides a much better experience when using audio through a computer, even without headset. It includes enhanced jitter buffer for UDP-based VoIP traffic. Reduced delay and data loss with smaller packet sampling size of 20 ms.

Computers operating on Solaris, Windows mobile devices, and Blackberry devices will continue to use narrowband audio for VoIP audio. If a user joins a meeting from any of those devices, the narrowband audio is used for the whole meeting.

Company Address Book and Personal Address Book in Site Administration and My WebEx

In the Company Address Book, which is available in Site Administration and in My WebEx, and the user's Personal Address Book, which is available in My WebEx, multiple contacts can be imported only by using a comma- or tab-delimited values file (.csv). To upload a comma- or tab-delimited .csv file, select the file to upload, select the type of delimiter your file uses (Tab or Comma), and then select Import. The WebEx Address Book format can also be exported from Site Administration and from My WebEx.

WBS29.6

Updates for operating system and browser support

Support was updated for operating systems and browsers. See [System Requirements and Feature Support](#) for more information.

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New range for reuse of last passwords

The Do not allow reuse of last passwords option site administration option now allows site administrators to select a range from 3 to 8 last passwords. The new default is 3.

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Security enhancement for VeriSign security servers

A security enhancement made in WBS29 requires the meeting application on a participant's computer to connect with the VeriSign security servers for security certificate validation when a participant joins the meeting. Administrators should make sure your firewall is configured to allow participants' computers to complete the validation and easily join meetings. To do this, ensure that VeriSign CRL servers at <https://www.verisign.com/repository/crl.html> are included in the approved URL list (or "white list") in your firewall. It is also recommended that you add the following URLs to the approved URL list to avoid any issues in the future:

- *.verisign.com
- *.thawte.com
- *.geotrust.com
- *.rapidssl.com
- *.digitalcertvalidation.com
- *.ws.symantec.com

This security enhancement has also been made to remote access agents that are installed on a remote computer in all WebEx services. This includes the following services:

- remote computer sharing feature in WebEx meetings
- Hands-on Labs in Training Center
- Support Center
- WebACD

The enhancement requires the remote access agent to validate the security certificate from VeriSign. If using these services, make sure your firewall is configured to allow access to the URLs listed above in order for the remote agent to stay online and accessible for your users.

WBS29.1**Cross-platform support**

Updates were made for browser support. See the "OS and Browser Support" section in [System Requirements and Feature Support](#) for more information.

Known Issues and Limitations

Windows 8 and 8.1

- If a presenter using Windows 8 or 8.1 shares his or her application or screen (formerly called "desktop sharing"), other participants will see windows with a crosshatch pattern on top of the shared content in places where any panels are open. This problem occurs with all panels, including the meeting control panel, Participants panel, Chat panel, and sharing indicators. We recommend that presenters using Windows 8 or 8.1 keep panels closed as much as possible to provide a better viewing experience for other participants.
- When connecting to remote computer with Windows 8 or 8.1, the local screen will not be able to be blacked out.
- File sharing Word documents for the 32-bit version of Microsoft Office 2010 is not supported for Windows 8.1. We recommend that you use application sharing or screen sharing instead.

Microsoft Office 2013 Support

- If you have Microsoft Office 2013 installed, the following features are not supported when sharing PowerPoint 2013 files:
 - Animations and transitions
 - Embedded video or audio files
 - PowerPoint notes in a dedicated panel
 - UCF Toolkit
- If you have customized your Info Tab, some custom elements may not be supported. We recommend that you validate it to make sure it continues to display properly in a WebEx meeting.
- In a few cases, the following problems may occur:
 - Text and fill colors may be slightly different from the actual colors in a slide.
 - Some graphic elements may be missing from a slide.
 - Fonts may appear blurry on a slide or may be different from the original.
 - The size of shapes may be different from the original.
- If an object in a PowerPoint presentation does not display correctly in edit mode, it is automatically removed in Slide Show view; however, the object may continue to display when the file is shared in a WebEx meeting.
- You cannot share password-protected PowerPoint 2013 files using the file sharing feature. Use the application sharing or desktop sharing features instead.

- You cannot share Excel 2013 files on Windows 8 using the file sharing feature. Use the application sharing or screen sharing (formerly called "desktop sharing") features instead.
- You cannot share Word 2013 (64-bit) documents on Windows 8 (64-bit) using the file sharing feature. Use the application sharing or screen sharing features instead.

Operating system support

To run Remote Support:

- For Customer Support Representatives (CSRs) using Linux, Solaris, or Macintosh, some product features may not be supported. For more information, please refer to Support Center section in [System Requirements and Feature Support](#).
- Customers can use Linux, Solaris, or Macintosh, but they will not be able to connect to a remote session from behind a Microsoft ISA proxy server with user authentication enabled. This is a known Java issue document by Sun at http://bugs.sun.com/bugdatabase/view_bug.do?bug_id=4636657.

For more information about the computers, operating systems, and browsers supported by Remote Support, see [System Requirements and Feature Support](#).

Crashing while logged in to customer computers

If you log in to a customer computer as a different user and the Remote Support browser crashes, you will remain logged in on customer's computer. When this happens, ask your customer to log off and then log back in again.

Applications show while recording session

When you record a Remote Support session while showing an application to a customer, all other browser windows that are open on you computer will be visible to your customer.

Disk space during file transfers

During file transfers, if the receiving party runs out of disk space, the session will end.

Moving file transfer window during desktop sharing

If you start a file transfer while sharing desktops, you cannot move the transfer window.

Disable system information

Site administrators cannot disable the System Information feature in custom session types.

Lotus Notes email invitation limitation

If you use the Lotus Notes email application, the "send email invitation using local mail client" feature may not work. This happens because Lotus Notes limits the size of email messages that you initiate from Web pages. To resolve this, change your invitation email template to reduce the message size.

Basic file transfer doesn't show up on event log

Files transferred using the basic file transfer method do not show in the event log.

Joining an inbound support session on slow network connection

When client download method is set to TFS (Temporary Folder Solution) for the site, and a customer attempts to join an inbound support session using a slow network connection, a customer may receive the error message "Join Conference confirmation failed" after the customer fills out the entry form and clicks Submit

Scrolling while using Remote Support web chat

When using the Remote Support web chat, after the scrollbars have appeared, quickly scrolling up and down may cause the chat window to flash in quick succession.

Remote Access

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Cross-platform support

Updates were made for browser support. See the "OS and Browser Support" section in [System Requirements and Feature Support](#) for more information.

Known Issues and Limitations

Known Issues/Limitations This section contains known issues that only affect Sales Center. For more information about the browsers, operating systems, supported by WebEx, and known issues that effect other WebEx services, see Cross-platform Features and Known Issues.

Joining a WebEx meeting on Chrome and Firefox

Because of Google and Mozilla policy changes, users will need to manually enable the WebEx plug-in when using Chrome and Firefox.

Remote Access site upgraded but not agents on desktops

After a Remote Access site has been upgraded but associated agents on desktops haven't, two menu items, Make Screen Blank and Send CNTRL-ALT-DEL are disabled for the agents that have not been upgraded.

Windows 8 and 8.1

- If a presenter using Windows 8 or 8.1 shares his or her application or screen (formerly called "desktop sharing"), other participants will see windows with a crosshatch pattern on top of the shared content in places where any panels are open. This problem occurs with all panels, including the meeting control panel, Participants panel, Chat panel, and sharing indicators. We recommend that presenters using Windows 8 or 8.1 keep panels closed as much as possible to provide a better viewing experience for other participants.
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Accessibility features have also been added to increase our current level of accessibility.

The redesign is a phased approach, beginning with core Meeting Center flows. (We will continue to redesign other pages and centers in subsequent releases.)

- Re-skinned and accessible global elements and core Meeting Center pages.
- Optimized "Welcome" tab has been renamed to "Home."
- Join by number page can now be used to look up a Personal Room by the host's username.
- New HTML email templates have been added for most Meeting Center use cases.

Screen saver when sharing

When a user is sharing content in a meeting, the screen saver is disabled for all participants.

WebEx Productivity Tools

Updates were made to WebEx Productivity Tools. For more information, see [Productivity Tools](#).

Using WebEx on Chrome

Because Chrome will be removing support for NPAPI, a new joining method using a Chrome extension has been provided for using WebEx starting with Chrome 38. When using WebEx for the first time on Chrome, users will be guided through a one-time process to add the extension and update the WebEx application. After the first time, users can join without the extra steps.

Site Administration updates

Updates were made to the Site Administration tool. For more information, see [Site Administration](#).

Enhanced audio experience with wideband audio on WebEx VoIP and WebEx Audio

WebEx Audio meetings and VoIP-only meetings now have a superior meeting experience with wideband audio when users are connecting to audio using their computers (VoIP).

Wideband audio also refers to high-definition voice. Wideband audio captures wider frequency range and therefore provides clearer audio connections.

Windows, Mac, and Linux desktop applications, Apple iPad and iPhone devices, and Android mobile devices are supported. Wideband audio is also supported for network-based recording of VoIP only and WebEx Audio meetings.

Wideband Audio Codec (OPUS) is now the default codec for WebEx VoIP attendees. The OPUS codec has superior Packet Loss Concealment (PLC) and Forward Error Correction (FEC) and is more resilient to packet loss. As a result, it provides better audio quality in less ideal conditions.

It has a better noise-suppression algorithm that provides a much better experience when using audio through a computer, even without headset. It includes enhanced jitter buffer for UDP-based VoIP traffic. Reduced delay and data loss with smaller packet sampling size of 20 ms.

Computers operating on Solaris, Windows mobile devices, and Blackberry devices will continue to use narrowband audio for VoIP audio. If a user joins a meeting from any of those devices, the narrowband audio is used for the whole meeting.

Company Address Book and Personal Address Book in Site Administration and My WebEx

In the Company Address Book, which is available in Site Administration and in My WebEx, and the user's Personal Address Book, which is available in My WebEx, multiple contacts can be imported only by using a comma- or tab-delimited values file (.csv). To upload a comma- or tab-delimited .csv file, select the file to upload, select the type of delimiter your file uses (Tab or Comma), and then select Import. The WebEx Address Book format can also be exported from Site Administration and from My WebEx.

WBS29.6

Updates for operating system and browser support

Support was updated for operating systems and browsers. See [System Requirements and Feature Support](#) for more information.

WBS29.5

Updates for operating system and browser support

Support was updated for operating systems and browsers. See [System Requirements and Feature Support](#) for more information.

WBS29.4

New range for reuse of last passwords

The Do not allow reuse of last passwords option site administration option now allows site administrators to select a range from 3 to 8 last passwords. The new default is 3.

Updates for operating system support

Support was updated for operating systems and browsers. See [System Requirements and Feature Support](#) for more information.

WBS29.3

Security enhancement for VeriSign security servers

A security enhancement made in WBS29 requires the meeting application on a participant's computer to connect with the VeriSign security servers for security certificate validation when a participant joins the meeting. Administrators should make sure your firewall is configured to allow participant computers to complete the validation and easily join meetings. To do this, ensure that VeriSign CRL servers at <https://www.verisign.com/repository/crl.html> are included in the approved URL list (or "white list") in your firewall. It is also recommended that you add the following URLs to the approved URL list to avoid any issues in the future:

- *.verisign.com
- *.thawte.com
- *.geotrust.com
- *.rapidssl.com
- *.digitalcertvalidation.com
- *.ws.symantec.com

This security enhancement has also been made to remote access agents that are installed on a remote computer in all WebEx services. This includes the following services:

- remote computer sharing feature in WebEx meetings
- Hands-on Labs in Training Center
- Support Center
- WebACD

The enhancement requires the remote access agent to validate the security certificate from VeriSign. If using these services, make sure your firewall is configured to allow access to the URLs listed above in order for the remote agent to stay online and accessible for your users.

WBS29.1

Cross-platform support

Updates were made for browser support. See the "OS and Browser Support" section in [System Requirements and Feature Support](#) for more information.

Features

The WebACD Inbox

Auto-start

To start working quickly and easily, you can configure WebACD to automatically start when you start your computer.

Hide queues

To help you focus on the right queues, the WebACD Inbox can hide empty customer queues.

Unavailable status

If you are idle for a specified period of time, WebACD Inbox can automatically change your status to "unavailable".

Auto alerts

WebACD can blink your window, bring it to the foreground, or play a sound when a customer joins your queue.

Customized queue views

You can set up your WebACD Inbox to check traffic in other queues and to display certain customer details and the queues you want to monitor.

Automatically accept requests

You can configure your Inbox to automatically accept the next request. WebACD detects that you are available and displays a message to let you know that a customer is waiting in one of your queues. This way you don't need to check your queue; your new session starts automatically.

Invite other CSRs to sessions

If you need assistance from other agents, you can invite all agents assigned to a queue or select agents to join your session. During the session you can chat privately with them and transfer the session to the other agent if necessary.

Customers can request assistance from your Web site

You can place a help link or button on your website. For details, see the Site Administrator guide on the Support page of your Support Center service site.

The WebACD Monitor

Track customer requests

Check traffic in the queues that you monitor and see the number of agents assigned to each queue and the status of each agent. You can also view details about customers being helped.

Flexible case assignment

WebEx site administrators can assign a pool of agents to handle requests for specific features.

Known Issues and Limitations

Links generated by WebEx centers and WebEx recording services

As part of our continuing updates to improve security, Cisco is making changes to improve the management of cryptographic keys used to generate URLs used in WebEx Meeting Center, Training Center, Support Center, Event Center, and WebEx recording services. As a result, existing links that were generated by those services have been updated, and in some cases, users may need to request new links.

Windows 8 and 8.1

- If a presenter using Windows 8 or 8.1 shares his or her application or screen (formerly called "desktop sharing"), other participants will see windows with a crosshatch pattern on top of the shared content in places where any panels are open. This problem occurs with all panels, including the meeting control panel, Participants panel, Chat panel, and sharing indicators. We recommend that presenters using Windows 8 or 8.1 keep panels closed as much as possible to provide a better viewing experience for other participants.
- When connecting to remote computer with Windows 8 or 8.1, the local screen will not be able to be blacked out.
- File sharing Word documents for the 32-bit version of Microsoft Office 2010 is not supported for Windows 8.1. We recommend that you use application sharing or screen sharing instead.

System Management

These release notes describe the WebEx System Management features and what's new in this release.

What's New

The following list shows recent features and enhancements for System Management, listed by release version number. Versions that did not include major updates are not listed.

WBS29.11

Profile page enhancements

The Profile page has been reduced to contain key profile information.

- A more advanced image uploader has been added, which allows you to either upload an image or take a picture with your webcam
- You can now access the profile page by clicking on your username in the upper right corner
- It has been given a more modern look and feel, and made fully accessible

Preferences page

The Preferences page is now the centralized location for all user settings.

- New collapsible categories
- "Webpage Preferences" and "Default Page Settings" have been moved under the General section
- The following settings have been moved from the Profile page to the Preferences Page:
 - My Personal Room
 - Scheduling Templates

- "Session Options" has been renamed to "Scheduling Options"
- Support Center
- "My Phone Numbers" (from the Profile Page) and the Personal Conferencing Page have been merged under "Audio Settings"
- The One-Click Setup page has been moved to the Preferences page and renamed to "'Meet Now' Settings"
- It has been given a more modern look and feel, and made fully accessible.

WebEx Productivity Tools

Updates were made to WebEx Productivity Tools support. For more information, see the "WebEx Productivity Tools Support" tables in [Productivity Tools](#).

Updates for operating system and browser support

Support was updated for operating systems and browsers. See [System Requirements and Feature Support](#) for more information.

Site Administration updates

Updates were made to the Site Administration tool. For more information, see [Site Administration](#).

WBS29.10

WebEx Productivity Tools

Updates were made to WebEx Productivity Tools support. For more information, see the "WebEx Productivity Tools Support" tables in [Productivity Tools](#).

Updates for operating system and browser support

Support was updated for operating systems and browsers. See [System Requirements and Feature Support](#) for more information.

WBS29.9

Session Query Tool report

- The Wait Time field in the Support Center Session Query Tool Report is moving from a value rounded to minutes to a value rounded to the closest second and displayed as hours, minutes, seconds. The column header for Wait Time has changed from "Wait Time (mins)" to "Wait Time (hh:mm:ss)"
- The column header for Session Time field has changed from "Session Time (mins)" to "Session Time (mins)."

WBS29.8.1

WebEx ball icon

The WebEx ball icon has been updated with a new design.

WBS29.8

WebEx page redesign and accessibility updates

There have been improvements to the user experience for web pages in WebEx centers. The WebEx pages now have a modern design, but the interaction has not changed, so all the functionality remains the same.

Accessibility features have also been added to increase our current level of accessibility.

The redesign is a phased approach, beginning with core pages and flows. (We will continue to redesign other pages and centers in subsequent releases.)

- Global elements (such as the header, top navigation, and the left menu bar) and core pages (such as the log in page, the My WebEx > My Meetings page, and the My WebEx > Training page) have been redesigned and have improved accessibility
- The "Welcome" page has been optimized and has been renamed to "Home."
- The join by number page can now be used to look up a Personal Room by the host's username.

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Screen saver when sharing

When a user is sharing content in a meeting, the screen saver is disabled for all participants.

WebEx Productivity Tools

Updates were made to WebEx Productivity Tools, including support for the Mac. For more information, see [Productivity Tools](#).

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WBS29.1

Cross-platform support

Updates were made for browser support. See the "OS and Browser Support" section in [System Requirements and Feature Support](#) for more information.

Features

Remote access maintenance and management

See a consolidated view of network assets and helps you upgrade one or all assets. If an asset is not connected to the internet, the update will occur as soon as the asset connects to the Internet.

Data backup

Use the Backup Management module to perform automated, secure, off-site backup of business data that is distributed across your enterprise's desktops and laptops. You set the retention policy to determine which data and frequency with which it is backed up. WebEx Backup Management works fast even over the slowest network connection to ensure that your data is constantly protected. With 128-bit AES encrypted transmissions, your data is kept secure.

Virus protection

Use the Virus Protection module to deliver virus protection to network assets and reduce the cost and complexity of managing an enterprise virus protection program. Even if you already have virus protection software, you can use WebEx Virus protection to distribute it.

Centralized policy management

With WebEx Patch Management, you can update policies from a centralized location using our browser-based interface. Easily integrate your existing SUS/WSUS servers to leverage our reporting and administration capabilities.

Optimize large distributions

Manage bandwidth consumption during large distributions with System Management bandwidth policies and download rules. You can set the maximum number of concurrent downloads and schedule distributions to occur during periods of low network usage.

Pay-per-use

System Management is a hosted Web-based application that allows you to pay only for the usage and the functionality you need.

No VPN required

Remote users and assets do not need VPN access for WebEx System Management to work. As long as an asset is connected to the Internet, you can use WebEx System Management to manage it.

Failure recovery

If a lost connection or other problem prevents a download from succeeding, WebEx System Management Software Distribution uses Checkpoint Restart to ensure that the download starts where it ended.

Search

System Management allows you to search your inventory for specific hardware, software, and users by location or office.

Reports

Generate graphical and text-based reports that show a variety of crucial metrics for specific assets, offices, or companies. Run reports in real time or schedule them to run at any time. You can also automatically distribute report data by email.

Data export

Use Integration Web Service (IWS), a WebEx System Management utility, to export asset data and then download it into a Microsoft Access or SQL Server database.



CHAPTER 2

Caveats

- [Resolved Caveats, page 25](#)

Resolved Caveats

The caveats listed in the following table describe issues that were resolved in this release.

Table 1: Resolved Caveats in Release 29.11

Identifier	Severity	Headline
CSCur55875	2	MAC 10.10 Join meeting failure with "Automatic proxy configuration"
CSCur73313	2	In-meeting message to rejoin computer audio even if VoIP is disabled
CSCur63223	2	'Storage Capacity Hard Limit notification' error if disable recording
CSCur52664	2	Left menu cannot collapse in Event Center
CSCur47920	2	Voice volume icon didn't change when volume up/down in Remote Player
CSCur41007	2	Customer's ppt file Presentation loading Partially
CSCuq63395	2	URI is changing based on the language selection in 29.9

Identifier	Severity	Headline
CSCur43481	2	Cannot change Host PIN length from default 4 to 10 on site admin page
CSCur39058	2	Call disconnects immediately when click 'Invite & Remind'
CSCur26600	2	Customer recording fail to convert to MP4 due to large camera files
CSCur30777	2	MAC Annotation cannot be erased from shared file on Host
CSCur03999	2	Preferences for the WebEx site (Default page) are not stored
CSCur06238	2	MAC-keyboard lost focus, unable to type during remote desktop share
CSCuq95672	2	Unable to type in Putty tool when remote controlling presenter's PC
CSCuq64861	2	Auto Account Update failed for .cn sites
CSCuq77867	2	"PPT Note" button did not show when sharing an UCF file saved from a PPT
CSCuq11436	2	File sharing not working with Websense DSS Endpoint version 7.7.3
CSCur18021	3	Desktop Share-Remote control not disabled when disabled in Session Type
CSCur12833	3	Breakout Session Chat not disabled when Chat is disabled in Session Type
CSCur65076	3	Panelist is not provided with the teleconference pop up information
CSCur51686	3	ARF playback fails, convert to WMV fails
CSCur55881	3	US flag shown as Canada flag and in green color in Japanese version

Identifier	Severity	Headline
CSCur45226	3	Brightness on MAC dims when in Support Session
CSCur43625	3	MC app crashes after the joining or starting the session
CSCur36657	3	Host can't mute or unmute attendee sometimes
CSCur34833	3	Registration report missing SourceID
CSCur40978	3	Recording failed to restart
CSCur38034	3	Text wipe animations were inverted during PowerPoint share
CSCur34787	3	Disable "Video option" in schedule meeting, page display error
CSCur22403	3	Available Recording Notification is sent as HTML instead of Plain Text
CSCur33123	3	Global calling list page is not getting displayed properly
CSCur30142	3	Unable to use New email domain for email
CSCur30482	3	Copying and pasting phone numbers causes meeting to crash
CSCur04053	3	Missing default call number from phone number list and invitation email
CSCur01627	3	PT schedule meeting, meeting link in invitation language wrong
CSCur24456	3	Event start time was shown incorrect when using browser on mobile device
CSCuq96291	3	Total recording use storage show in page is higher than actual usage
CSCur06220	3	Unable to accept some special characters in event password field

Identifier	Severity	Headline
CSCur06043	3	Registered user unable to join Training Center unlisted meeting
CSCur06046	3	Join Training Center unlisted meeting via URLAPI does not work
CSCuo06168	3	Pull Session Query Tool report timeout
CSCzt75354	3	Host is inactive, but other attendees still can join meeting
CSCuq19249	3	Audio out of sync when converting ARF recording to WMV
CSCur33722	4	Excel files.xlsx with hidden pages not loading in meetings
CSCur35487	4	Unable to schedule "Other Teleconference Service" meeting
CSCuq68945	4	Recording data failed to generate on backup storage
CSCuq63801	4	Recording is shorter than in the real meeting
CSCur30576	5	Annotation tools menu bar in MAC not display
CSCup43819	5	Site ID is wrong in log file when sent swap session failed email



System Requirements and Feature Support

This document describes available features, known issues, and any limitations you may experience when using WebEx services with a variety of operating systems and Web browsers.



Note

WebEx will support any Linux distribution as long as it meets the following requirements:

- Kernel: 2.6 or later
- X Lib: X11R6 or later compatible
- C++ Lib: libstdc++ 6
- Desktop Environment: XFce 4.0 or later, KDE, Ximian, Gnome
- GDK/GTK+ version: 2.0 or later
- Glib: 2.0 or later
- Java 1.6

- [Language Support, page 29](#)
- [Operating System and Browser Support, page 30](#)
- [Windows XP and Internet Explorer 6 End-of-Support Announcement, page 32](#)
- [Citrix XenDesktop and XenApp Support, page 32](#)
- [Cross-platform Features, page 32](#)
- [Cross-platform Known Issues and Limitations, page 42](#)

Language Support

Language	Meeting Center ¹	Event Center	Training Center	Support Center
Chinese (Simplified)	Yes	Yes	Yes	Yes

Language	Meeting Center ¹	Event Center	Training Center	Support Center
Chinese (Traditional)	Yes	Yes	Yes	Yes
Dutch	Yes	Yes	Yes	Yes
English	Yes	Yes	Yes	Yes
French	Yes	Yes	Yes	Yes
German	Yes	Yes	Yes	Yes
Italian	Yes	Yes	Yes	Yes
Japanese	Yes	Yes	Yes	Yes
Korean	Yes	No	Yes	Yes
Portuguese (Brazil)	Yes	Yes	Yes	Yes
Russian	Yes	Yes	Yes	Yes
Spanish (European)	Yes	Yes	Yes	Yes
Spanish (Latin America)	Yes	Yes	Yes	Yes
Swedish	Yes	No	No	No

¹ Mac localized languages are available only for Meeting Center. Training Center, Event Center, and Support Center do not support the localized languages.

Operating System and Browser Support

	Windows	Mac OS X ¹	Linux
Operating Systems	2003 Server, Vista 32-bit/64-bit, Windows 7 32-bit/64-bit, Windows 8 32-bit/64-bit, Windows 8.1 32-bit/64-bit	10.6, 10.7, 10.8, 10.9, 10.10	Ubuntu 10x and 11x (Gnome), Red Hat 5, 6, Open SuSE 11.4 Fedora 15, 16 (all 32-bit)
Available WebEx Services	All services	Meeting Center Training Center Event Center Sales Center Remote Support	Meeting Center Event Center Training Center Remote Support
Minimum System Requirements			

	Windows	Mac OS X ¹	Linux
Processor	Intel Core2 Duo CPU 2.XX GHz or AMD processor (2 GB of RAM recommended)	Intel (512 MB of RAM or more recommended)	Intel or AMD x86
JavaScript	JavaScript and cookies enabled	JavaScript and cookies enabled	JavaScript and cookies enabled
Other	Active X enabled (unblocked for IE is recommended) Java 6 or later		Java 6, libstdc++ 6.0, GNOME/KDE windowing system
Browsers			
Internet Explorer	7, 8 (32-bit/64-bit), 9 (32-bit/64-bit), 10 (32-bit/64-bit), 11 (32-bit/64-bit)		
Mozilla			
Firefox ²	Latest	Latest	Latest
Safari		5, 6, 7, 8	
Chrome ²	Latest 32-bit/64-bit	Latest 32-bit/64-bit	

¹Joining a Meeting on a Mac

- Starting with Mac OS X 10.7, Apple no longer offers Java as part of the Mac operating system. Since WebEx had previously relied on the Java browser plugin to automatically download the meeting application for first-time users, those who did not have Java installed found it difficult to join a meeting. The dependency on Java has been removed. Instead, the user is asked to install a small plugin that, once installed, handles the rest of the meeting application installation and then starts the meeting.
- When you start or join an event using Event Center for the first time on Safari 6.X and Safari 7, a problem occurs. After you have installed WebEx, Safari requires you to trust the plugin for the site you are attempting to join or start the event from. The page will refresh after that, but you will not join the event. In order to join, go back to the link you originally selected and you will be able to join successfully.

²Using WebEx on Chrome

- Because Chrome will be removing support for NPAPI, a new joining method using a Chrome extension has been provided for using WebEx starting with Chrome 38. When using WebEx for the first time on Chrome, users will be guided through a one-time process to add the extension and update the WebEx application. After the first time, users can join without the extra steps.

Windows XP and Internet Explorer 6 End-of-Support Announcement

As you may be aware, Microsoft has announced that Windows XP will no longer be supported as of April 8, 2014. If you are using Windows XP, we highly recommend that you upgrade to a supported version of Windows. We understand that not everyone will be able to meet the Microsoft time line, so WebEx will continue Windows XP support through the end of 2014, with one exception—if an issue comes up with Windows XP that requires Microsoft changes, WebEx will be unable to fix the issue because Microsoft will no longer be providing updates. Starting in January 2015, WebEx will no longer support Windows XP. We recommend that you upgrade to a supported version of Windows before this date.

To keep up with current web standards, WebEx will no longer support Internet Explorer 6, starting with the WBS29.8 release. We recommend that you upgrade to a more recent version of Internet Explorer or use a different browser before your WebEx site is updated to WBS29.8.

Citrix XenDesktop and XenApp Support

Added support for Citrix XenDesktop 5.0, 5.5, 7.0, and XenApp 6.5 where the host operating system and virtual operating system are both Windows (Windows XP or Windows 7). Host OS is the operating system installed on the end user's local computer. Virtual OS is the operating system delivered by the server.

See [Cross-platform Known Issues and Limitations](#) for additional information.

Cross-platform Features

These features are supported in each WebEx service.

Meeting Center

	Windows	Mac OS X	Linux
Host meetings	yes	yes	yes
Attend meetings	yes	yes	yes
Join teleconference before host	yes	yes	yes
Attendee ready indicator	yes	yes	yes
Quick Start tab (for inviting and reminding participants)	yes	yes	no
Send meeting transcript	yes	no	no

	Windows	Mac OS X	Linux
Power Panels (Delivers full-screen views for attendees while hosts use controls to manage meeting activity privately behind the scenes)	yes	yes	no
Application sharing and annotation	yes	yes	yes
Web content browser sharing and annotation	yes	yes	yes
Desktop sharing and annotation	yes	yes	yes
File and whiteboard sharing and annotation	yes	yes	yes
Web content sharing	yes	yes	yes
Remote desktop control	yes	yes	yes
Remote application control	yes	yes	yes
Web browser remote control	yes	yes	yes
Desktop remote control	yes	yes	yes
PowerPoint animations and transitions	yes	view only	view only
Automatically play presentations	yes	yes	yes
Automatically advance presentations	yes	yes	yes
Chat	yes	yes	yes
High-quality video	yes	yes	view only
High-definition video	yes	yes	no
Full-screen video view with high-definition video	yes	yes	no

	Windows	Mac OS X	Linux
Active-speaker switched video	yes	yes	yes
Offload video processing to GPU	yes	yes	no
Self view when sending video	yes	yes	no
Medianet features supported	yes	no	no
WebEx Audio	yes	yes	yes
Cisco Unified MeetingPlace version 8.x Audio	yes	yes	yes
Third-Party Audio (TSP)	yes	yes	yes
Personal Conferencing	yes	yes	yes
Integrated Internet phone (VoIP)	yes	yes	yes
Client-side recording (WRF)	yes	no	no
Network-based recording (ARF)	yes	yes	yes
Stand-alone playback (WRF/ARF)	yes	yes	no
Playback in browser (WRF/ARF)	yes	yes	yes
Edit recordings (WRF)	yes	no	no
Polling	yes	yes	yes
Printing	yes	no	no

	Windows	Mac OS X	Linux
File transfer (Basic transfer allows you to publish files in a separate window so that attendees can download them. Advanced transfer allows you transfer files or folders to and from another person's computer.)	basic and advanced	basic	basic
Notes and closed captioning	yes	yes	yes
Customized information tab	yes	no	no
32-bit and 64-bit Microsoft Outlook integration	yes	no	no

Event Center

	Windows	Mac OS X	Linux
Host events	yes	yes	yes
Attend events	yes	yes	yes
Join teleconference before host	yes	yes	yes
Quick Start tab (for inviting and reminding participants)	yes	yes	no
Attendee ready indicator	no	yes	no
Power Panels (Delivers full-screen views for attendees while hosts use controls to manage meeting activity privately behind the scenes.)	yes	yes	no
Panelists	yes	yes	yes
Q&A	yes	yes	yes

	Windows	Mac OS X	Linux
Application sharing and annotation	yes	yes	yes
Web content browser sharing and annotation	yes	yes	yes
Desktop sharing and annotation	yes	yes	yes
File and whiteboard sharing and annotation	yes	yes	yes
Web content sharing	yes	yes	yes
PowerPoint animations and transitions	yes	view only	view only
Automatically play presentations	yes	yes	yes
Automatically advance presentations	yes	yes	yes
Chat	yes	yes	yes
High-quality video	yes	yes	view only
High-definition video	no	no	no
Full-screen video view with high-quality video	yes	yes	yes
Active-speaker switched video	yes	yes	yes
Offload video processing to GPU	no	no	no
Self view when sending video	yes	yes	no
Medianet features supported	no	no	no
WebEx Audio	yes	yes	yes
Cisco Unified MeetingPlace version 8.x Audio	yes	no	no

	Windows	Mac OS X	Linux
Third-Party Audio (TSP)	yes	no	no
Integrated Internet phone (VoIP)	yes	yes	yes
Client-side recording (WRF)	yes	no	no
Network-based recording (ARF)	yes	yes	yes
Stand-alone playback (WRF/ARF)	yes	yes	no
Playback in browser (WRF/ARF)	yes	yes	yes
Edit recordings (WRF)	yes	no	no
Polling	yes	yes	yes
Printing	yes	no	no
File transfer (Basic transfer allows you to publish files in a separate window so that attendees can download them. Advanced transfer allows you transfer files or folders to and from another person's computer.)	basic and advanced	basic	basic
Customized information tab	yes	no	no
32-bit and 64-bit Microsoft Outlook integration	yes	no	no

Support Center

	Windows	Mac OS X	Linux
Host support session	yes	yes	yes
Attend support session	yes	yes	yes

	Windows	Mac OS X	Linux
Record sessions	yes	no	no
Remote computer access	yes	yes	yes
Desktop sharing and annotation	yes	yes	yes
File sharing and annotation	yes	no	no
Share web content (customer service representative)	yes	no	no
View web content (customer)	yes	yes	no
Remote print	yes	no	no
Chat	yes	yes	yes
Reboot remote computer and reconnect (safe mode)	yes	no	no
Display user system information	yes	limited	limited
Log on as different user	yes	no	no
High-quality video	yes	no	no
High-definition video	no	no	no
Full-screen video view with high-quality video	yes, but without thumbnails	no	no
Active-speaker switched video	no	no	no
Offload video processing to GPU	no	no	no
Self view when sending video	no	no	no
Medianet features supported	no	no	no
WebEx Audio	yes	yes	yes

	Windows	Mac OS X	Linux
Cisco Unified MeetingPlace version 8.x Audio	no	no	no
Third-Party Audio (TSP)	no	no	no
Client-side recording (WRF)	yes	no	no
Network-based recording (ARF)	yes	yes	yes
Stand-alone playback (WRF/ARF)	yes	yes	no
Playback in browser (WRF/ARF)	yes	yes	yes
Edit recordings (WRF)	yes	no	no
Integrated Internet phone (VoIP)	yes	yes	yes
File transfer (Basic transfer allows you to publish files in a separate window so that attendees can download them. Advanced transfer allows you transfer files or folders to and from another person's computer.)	basic and advanced	basic	basic

Training Center

	Windows	Mac OS X	Linux
Host training sessions	yes	yes	yes
Attend training sessions	yes	yes	yes
Join teleconference before host	yes	yes	yes
Attendee ready indicator	yes	yes	yes
Breakout sessions	yes	yes	yes

	Windows	Mac OS X	Linux
Hands-on Lab sessions	yes	yes	no
Q&A	yes	yes	yes
Quick Start tab (for inviting and reminding participants)	yes	yes	no
Power Panels (Delivers full-screen views for attendees while hosts use controls to manage meeting activity privately behind the scenes.)	yes	yes	no
Application sharing and annotation	yes	yes	yes
Web content browser sharing and annotation	yes	yes	yes
Desktop sharing and annotation	yes	yes	yes
File and whiteboard sharing and annotation	yes	yes	yes
Desktop sharing	yes	yes	yes
Remote application control	yes	yes	yes
File and whiteboard sharing and annotation	yes	yes	yes
PowerPoint animations and transitions	yes	view only	view only
Automatically play presentations	no	no	no
Chat	yes	yes	yes
High-quality video	yes	yes	view only
High-definition video	yes	yes	no
Full-screen video view with high-quality video	yes	yes	no

	Windows	Mac OS X	Linux
Active-speaker switched video	yes	yes	yes
Offload video processing to GPU	no	no	no
Self view when sending video	yes	yes	no
Medianet features supported	no	no	no
WebEx Audio	yes	yes	yes
Cisco Unified MeetingPlace version 8.x Audio	yes	no	no
Third-Party Audio (TSP)	yes	no	no
Integrated Internet phone (VoIP)	yes	yes	yes
Client-side recording (WRF)	yes	no	no
Network-based recording (ARF)	yes	yes	yes
Stand-alone playback (WRF/ARF)	yes	yes	no
Playback in browser (WRF/ARF)	yes	yes	yes
Edit recordings (WRF)	yes	no	no
Polling	yes	yes	yes
Offline polling editor	yes	no	no
Renaming tabs (for file sharing and polls)	yes	yes	no
Printing	yes	no	no

	Windows	Mac OS X	Linux
File transfer (Basic transfer allows you to publish files in a separate window so that attendees can download them. Advanced transfer allows you transfer files or folders to and from another person's computer.)	basic	basic	basic
Multimedia files	yes	yes (QuickTime)	no
Floating icon tray	yes	yes	no
32-bit and 64-bit Microsoft Outlook integration	yes	no	no

Cross-platform Known Issues and Limitations

This section contains known issues and limitations about the browsers and operating systems supported by WebEx. For information about other known issues, see the individual release notes for each service.

Presentation Studio On Demand

- Presentation Studio does not support OpenSolaris and newer versions of Linux distributions.

Linux 64-bit support

- 64-bit Linux distributions are not officially supported.
- Firefox 64-bit is not supported.

Microsoft Office 2010 support

- UCF Toolkit is not supported with Microsoft Office 2010 64-bit.
- New animations, transitions, and 3D graphics introduced in Microsoft Office 2010 are not supported.
- Importing your company address book into your WebEx contacts is not supported with Microsoft Outlook 2010 64-bit.

Microsoft Office 2013 Support

- If you have Microsoft Office 2013 installed, the following features are not supported when sharing PowerPoint 2013 files:
 - Animations and transitions
 - Embedded video or audio files

- PowerPoint notes in a dedicated panel
- UCF Toolkit
- If you have customized your Info Tab, some custom elements may not be supported. We recommend that you validate it to make sure it continues to display properly in a WebEx meeting.
- In a few cases, the following problems might occur:
 - Text and fill colors might be slightly different from the actual colors in a slide.
 - Some graphic elements might be missing from a slide.
 - Fonts might appear blurry on a slide or might be different from the original.
 - The size of shapes might be different from the original.
- If an object in a PowerPoint presentation does not display correctly in edit mode, it is automatically removed in Slide Show view; however, the object may continue to display when the file is shared in a WebEx meeting.
- You cannot share password-protected PowerPoint 2013 files using the file sharing feature. Use the application sharing or desktop sharing features instead.
- You cannot share Excel 2013 files on Windows 8 and 8.1 using the file sharing feature. Use the application sharing or desktop sharing features instead.
- You cannot share Word 2013 (64-bit) documents on Windows 8 and 8.1 (64-bit) using the file sharing feature. Use the application sharing or desktop sharing features instead.

Windows 2000

Windows 2000 is no longer supported starting in this release. Users of Windows 2000 may still be able to join meetings, but performance is not guaranteed.

Mac OS

- Users of Mac OS X 10.5 or earlier are no longer able to connect to a WebEx meeting.
- Users of the Mac PowerPC platform are no longer able to connect to a WebEx meeting.
- The WebEx Network Recording Player does not support converting recordings to MP4 format on Mac systems.

Firefox 4.0 or higher

The Windows operating system supports only the 32-bit version Firefox.

Citrix XenDesktop and XenApp

- Due to an architectural limitation of the virtual desktop environment, sending video may not work smoothly. In addition, when sending video in a meeting, the frame rate may be very low. This will result in a less-than-optimal user experience when sending video.
- Some video files cannot be shared in a virtual desktop environment.
- If the host operating system is Mac OS, webcam and microphone (either external or integrated) may not be recognized and cannot be used in a meeting.

- Remote Access and Access Anywhere are not supported because the Remote Access and Access Anywhere agents will be automatically removed by the underlying Citrix platform after the operating system restarts.
- Productivity Tools users cannot start a One Click meeting or start a scheduled meeting from Outlook successfully.
- When using Productivity Tools as a published app on XenApp, a user must log out of the Productivity Tools app before exiting the app. Otherwise, the session ID will not be automatically be cleared from the server.

Mac OS X 10.8 Mountain Lion

When starting or joining a meeting using PAC proxy on Mac OS X 10.8 Mountain Lion, the meeting application crashes. This is an operating system bug that was reported to Apple (Apple bug report # 11844696). The issue was resolved in the Mac OS X 10.8.2 build.

Internet Explorer 10 and 11

The "Enhanced Protected Mode" in Internet Explorer 10 and 11 on the desktop is not supported. Since this mode offers plugin-free browsing experience, the WebEx add-ons are disabled and neither ActiveX nor Java download methods can be used. Users can still use the temporary folder solution (TFS) to join a meeting. Alternatively, users can choose to turn off Enhanced Protected Mode in order to join the meeting normally.

Windows 8 and 8.1

- Users cannot share Excel files on devices running 32-bit and 64-bit versions of Windows 8 and 8.1 using 32-bit and 64-bit versions of Excel.
- For file sharing, you must have Adobe Reader to share PDFs.
- When file sharing Microsoft PowerPoint files in "Print Driver" mode, some content may not appear. We recommend that you use our standard "UCF" mode, application sharing, or desktop sharing instead.
- For file sharing, we recommend that you use a 32-bit version of Microsoft Office because the 64-bit version of Word is not supported.
- If a presenter using Windows 8 or 8.1 shares his or her application or desktop, other participants will see windows with a crosshatch pattern on top of the shared content in places where any panels are open. This problem occurs with all panels, including the meeting control panel, Participants panel, Chat panel, and sharing indicators. We recommend that presenters using Windows 8 or 8.1 keep panels closed as much as possible to provide a better viewing experience for other participants.
- When connecting to remote computer with Windows 8 or 8.1, the local screen will not be able to be blacked out.

Windows 8.1 Only

- File sharing Word documents for the 32-bit version of Microsoft Office 2010 is not supported for Windows 8.1. We recommend that you use application sharing or desktop sharing instead.



Productivity Tools

These release notes describe the WebEx Productivity Tools features, supported versions, known issues, and limitations.

- [What's New](#), page 45
- [WebEx Productivity Tool Support](#), page 46
- [Known Issues and Limitations for Windows](#), page 53
- [Known Issues and Limitations for Mac](#), page 58

What's New

WBS29.8.11

Mac version of WebEx Productivity Tools

The Mac version of WebEx Productivity Tools has a full feature set to help you use WebEx with Microsoft Outlook on your Mac:

- The Mac version includes a brand-new user interface
- Users are allowed to schedule recurring meetings and create exceptions to the meeting series.
- All audio options are fully supported in WebEx scheduling, including Other Teleconference, Meeting Place audio, and others.
- It is now easy to assign an alternate host when you're scheduling your meeting.
- Assistants are now able to schedule on behalf of other users.
- All WebEx standard 13 languages are supported
- Improvements have been made for screen reader support and keyboard accessibility.

Windows version of WebEx Productivity Tools

- Users can now modify individual meetings within a recurring meeting series to create exceptions:
 - The following cases are supported for exceptions to the meeting series:

- - A WebEx meeting can be removed from a single occurrence of a recurring WebEx meeting.
 - Updating a single occurrence of a recurring WebEx meeting is supported.
 - Deleting a single occurrence of a recurring WebEx meeting is supported.
- The following cases are not supported for exceptions to the meeting series:
 - Editing is not supported for a single meeting that is either an occurrence of or an exception to a meeting series if the start and end times for that meeting are before the current time.
 - Updates to a single occurrence of a recurring WebEx-enabled TelePresence (CMR Hybrid) meeting is still not supported.
 - The Cisco Smart Scheduler does not support making changes to a single occurrence of a recurring WebEx-enabled TelePresence (CMR Hybrid) meeting.
 - Users cannot add a WebEx meeting to a single occurrence of a recurring meeting series if the recurring meeting series does not have a WebEx meeting added to it.
- The feature that allows a user to schedule WebEx meetings on behalf of another host has been simplified so that the only requirement now is to specify the delegation setting for your WebEx account.
- Starting with the WBS29.11 release, the WebEx Productivity Tools integration with Microsoft Outlook uses a single email invitation template for both the host and the attendees. Hosts can select a link within the meeting invitation to go to the meeting information page and then log in to their host accounts to retrieve the detailed host information, such as the host key and host audio information. Hosts can also select Change Settings within the meeting or select the Preferences tab in the WebEx Settings dialog box to view their audio information, if required. This information is also available on the WebEx site in the Audio section of the Preferences page.

WebEx Productivity Tool Support

Microsoft Outlook Support

Microsoft Outlook Version/ Microsoft Exchange Server Version	Windows 2000	Windows XP SP2	Windows Server 2003	Windows Vista	Windows 7	Windows 8	Windows 8.1	Mac OS 10.6 to 10.8
Microsoft Outlook 2000 SP3/ Microsoft Exchange Server 2000	Yes	Yes	Yes	No	No	No	No	No

Microsoft Outlook Version/ Microsoft Exchange Server Version	Windows 2000	Windows XP SP2	Windows Server 2003	Windows Vista	Windows 7	Windows 8	Windows 8.1	Mac OS 10.6 to 10.8
Microsoft Outlook XP SP2/ Microsoft Exchange Server 2003	Yes	Yes	Yes	Yes	No	No	No	No
Microsoft Outlook XP SP3/ Microsoft Exchange Server 2003	No	Yes	Yes	Yes	No	No	No	No
Microsoft Outlook 2003 SP1, SP2/ Microsoft Exchange Server 2003	No	Yes	Yes	Yes	Yes	No	No	No
Microsoft Outlook 2007/ Microsoft Exchange Server 2003	No	Yes	Yes	Yes	Yes	Yes	Yes	No

Microsoft Outlook Version/ Microsoft Exchange Server Version	Windows 2000	Windows XP SP2	Windows Server 2003	Windows Vista	Windows 7	Windows 8	Windows 8.1	Mac OS 10.6 to 10.8
Microsoft Outlook 2010 (32 bit and 64 bit)/ Microsoft Exchange Server 2007 (supported in WBS27.22 and later)	No	Yes	Yes	Yes	Yes	Yes	Yes	No
Microsoft Outlook 2010 (32 bit and 64 bit)/ Microsoft Exchange Server 2010	No	Yes	Yes	Yes	Yes	Yes	Yes	No
Microsoft Outlook 2010 (32 bit and 64 bit)/ Microsoft Office 365 Hosted Exchange Server	No	Yes	Yes	Yes	Yes	Yes	Yes	No

Microsoft Outlook Version/ Microsoft Exchange Server Version	Windows 2000	Windows XP SP2	Windows Server 2003	Windows Vista	Windows 7	Windows 8	Windows 8.1	Mac OS 10.6 to 10.8
Microsoft Outlook 2013 and Microsoft Outlook 2013 SP1 / Microsoft Exchange 2013	No	No	No	No	Yes	Yes	Yes	No
Microsoft Outlook Mac 2011 version 14.1.3	-	-	-	-	-	-	-	Yes

IBM Lotus Notes Support

IBM Lotus Notes Version/ Domino Server Version	Windows 2000	Windows XP SP2	Windows Server 2003	Windows Vista	Windows 7	Windows 8	Windows 8.1
IBM Lotus Notes/Domino Server 6.5.3, 6.5.4, 6.5.5, 7.0.0, 7.0.1, 7.0.2	Yes	Yes	Yes	No	No	No	No
IBM Lotus Notes/Domino Server 8.0.0, 8.0.1	No	Yes	Yes	Yes	Yes	Yes	Yes

IBM Lotus Notes Version/ Domino Server Version	Windows 2000	Windows XP SP2	Windows Server 2003	Windows Vista	Windows 7	Windows 8	Windows 8.1
IBM Lotus Notes 8.5 (32 bit, In Notes)/ Domino Server 8.5, 8.5.1, 8.5.2, 8.5.3 (supported in WBS28 and later)	No	Yes	Yes	Yes	Yes	Yes	Yes
IBM Lotus Notes 9.0 (32 bit)/ Domino Server 9.0 (supported in WBS29.3 and later)	Yes	Yes	Yes	Yes	Yes	Yes	Yes

Instant Messenger Support

Instant Messenger Name and Version	Windows XP SP2	Windows Server 2003	Windows Vista	Windows 7	Windows 8/ Windows 8.1
Yahoo Messenger 7.0-8.3, 9.0, 10	Yes	Yes	Yes	Yes	No
AIM 5.5-6.9.13.4, 7.0.8.15, 7.3.6.4	Yes	Yes	Yes	Yes	No
Skype 3.1-3.8, 4.0.0.224, 4.2	Yes	Yes	Yes	Yes	No
Google Talk 1.0.0.105, latest version	Yes	Yes	Yes	Yes	No

Instant Messenger Name and Version	Windows XP SP2	Windows Server 2003	Windows Vista	Windows 7	Windows 8/ Windows 8.1
IBM Lotus Sametime 7.0, 7.5, 8.0	Yes	Yes	Yes	Yes	Yes
IBM Lotus Sametime 8.0, 8.5.1, 8.5.2 (embedded in Lotus Notes)	Yes	Yes	Yes	Yes	Yes
Microsoft Office Communicator 2005, 2007	Yes	Yes	Yes	Yes	No
Microsoft Office Communicator 2007 R2	Yes	Yes	Yes	Yes	Yes
Windows Messenger 2009	Yes	Yes	Yes	Yes	No
Windows Messenger 4.7	Yes	Yes	No	No	No
MSN Messenger 5.1-8.5	Yes	Yes	Yes	Yes	No
Microsoft Lync Communicator	No	Yes	Yes	Yes	Yes

Microsoft Office Support

Microsoft Office Version	Windows 2000	Windows XP SP2	Windows Server 2003	Windows Vista	Windows 7	Windows 8	Windows 8.1
Microsoft Office 2000	Yes	Yes	Yes	No	No	No	No
Microsoft Office XP, 2003, 2007	Yes	Yes	Yes	Yes	Yes	Yes	No

Microsoft Office Version	Windows 2000	Windows XP SP2	Windows Server 2003	Windows Vista	Windows 7	Windows 8	Windows 8.1
Microsoft Office 2010 (32 bit and 64 bit) (supported in WBS27.22 EP4 and later)	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Microsoft Office 2013	No	No	No	No	Yes	Yes	Yes

Browser Support

Browser Name and Version	Windows 2000	Windows XP SP2	Windows Vista	Windows 7	Windows 8	Windows 8.1
Microsoft Internet Explorer 6.0	Yes	Yes	No	No	No	No
Microsoft Internet Explorer 7.0	Yes	Yes	Yes	No	No	No
Microsoft Internet Explorer 8.0	Yes	Yes	Yes	Yes	No	No
Microsoft Internet Explorer 9.0	Yes	Yes	Yes	Yes	No	No
Microsoft Internet Explorer 10.0	No	No	No	No	Yes	Yes
Microsoft Internet Explorer 11.0	No	No	No	No	Yes	Yes
Mozilla Firefox 3-10	Yes	Yes	Yes	Yes	-	-

Browser Name and Version	Windows 2000	Windows XP SP2	Windows Vista	Windows 7	Windows 8	Windows 8.1
Mozilla Firefox 17 (supported from WBS28.0)	No	Yes	No	Yes	Yes	Yes

Citrix Support (WBS26.45 to WBS28)

Citrix Version	Integration to Microsoft Outlook 2010	Integration to Lotus Notes 8.5.3
Citrix XenDesktop 5.5	Yes	Yes
Citrix XenDesktop 5.6 (supported from WBS28.4)	Yes	Yes
Citrix XenApp Share Desktop 6.0	Yes	Yes
Citrix XenApp Share Desktop 6.5 (supported from WBS28.4)	Yes	Yes

Known Issues and Limitations for Windows

The issues noted here affect all WebEx services unless indicated otherwise.

Email invitation templates

Since the WebEx Productivity Tools integration with Microsoft Outlook now uses a single email invitation template for both the host and the attendees, the email invitation cannot list information that should be seen only by the host, such as the host key or host access code. However, the host can select a link in the email invitation to view host information on the meeting information page after logging in to their host accounts. Hosts can also select **Change Settings** within the meeting or select the **Preferences** tab in the WebEx Settings dialog box to view their audio information, if required. This information is also available on the WebEx site in the Audio section of the Preferences page.

Lync 2013 support

- Lync 2013 support is limited because it does not allow Productivity Tools to change a user's status and no longer supported embedding WebEx menu item into the Lync right-click menu.
- Lync is not supported for CMR Cloud meetings.

Silent upgrade

In some silent upgrade cases, the version of Productivity Tools on the control panel will be reflected incorrectly. This problem does not impact any Productivity Tools features and should be fixed in a future release.

Links generated by WebEx centers and WebEx recording services

As part of our continuing updates to improve security, Cisco is making changes to improve the management of cryptographic keys used to generate URLs used in WebEx Meeting Center, Training Center, Support Center, Event Center, and WebEx recording services. As a result, existing links that were generated by those services have been updated, and in some cases, users may need to request new links.

Allow people to join using WebEx option is always unchecked

In WBS29 and later, the Allow people to join using WebEx option is unchecked by default for each WebEx meeting—it is not *sticky*. If you want to turn it on, you must turn it on each time you schedule a new meeting. This behavior is a change from the previous WBS28 behavior, where if you had turned on this option for a previous meeting, that setting was preserved for subsequent meetings.

Logging in with a single sign-on account

Users who use Internet Explorer 6 and later and who are required to log in to WebEx Productivity Tools through a single sign-on (SSO) account might experience problems logging in if their single sign-on IdP is not compatible with Internet Explorer 6 and later.

Cross-platform support

Productivity Tools are available only for the Microsoft Windows platform; they are currently not available on the Mac, Linux, Unix, and Solaris platforms.

Integration to Microsoft Outlook

- If a single occurrence of a recurring WebEx meeting is either deleted or rescheduled, the meeting information is not updated on the WebEx service site. In the host and attendee's Outlook calendars, however, the deleted or rescheduled meeting still appears correctly.
- Attendee registration can not be enabled for recurring WebEx meetings scheduled using Outlook integration.
- If a template used during Outlook integration has the Mute on Entry option turned on, you will still hear a sound as attendees join the session.
- If the Outlook software has different time zone settings as compared to the WebEx site, a WebEx meeting that is scheduled using the Outlook integration will not show up correctly on WebEx site. On the host and attendee's Outlook calendars, however, the time zone for the meeting schedule still appears correctly.
- A Training Center meeting that is scheduled using Outlook integration has the following limitations:
 - It is not possible to specify "Listed for authorized users only."
 - It is not possible to reserve Hands-on Lab computers.
 - It is not possible to specify a registration close date and a maximum number of registrations.
 - It is not possible to invite attendees as presenters into the training session.
 - It is not possible to assign attendee privileges.
 - It is not possible to edit the type of email messages you want to send when different events happen.
 - It is not possible to add tests and course material.
 - The option to join a meeting before the host is not available for recurring Training Center sessions.

- An Event Center meeting that is scheduled using Outlook integration has the following limitations:
 - It is not possible to assign a program.
 - It is not possible to assign multiple time zones to an event.
 - It is not possible to add event options such as uploading a host or presenter's image, uploading event material, UCF auto play options, and so forth.
 - It is not possible to add presenters and panelists.
 - It is not possible to edit email template options for an event.
 - The option to join a meeting before the host is not available for recurring Event Center sessions.
- If you schedule a meeting using Microsoft Outlook and then change the meeting information on the WebEx service site, your changes will not appear in Outlook.
- If you select multiple meetings in Outlook and delete or move them at the same time, those changes will not appear on your WebEx service site.
- If you schedule a new meeting in Outlook by copying an existing meeting, a new meeting is not created on the WebEx service site. Instead, the same WebEx meeting link is shown on both the original and the copied meeting.
- The Attendee access code (Listen only) is not displayed for Audio-only meetings scheduled using Outlook integration.
- Importing your company address book into your WebEx contacts is not supported with Microsoft Outlook 2010 64-bit.

Lotus Notes integration

- It is not possible to specify TSP telephony while scheduling a WebEx meeting using Lotus Notes Integration.
- WebEx Lotus Notes Integration requires a script to be inserted on the Domino database for each user. As a result, a Notes user with "Editor" privileges can not install Lotus Notes Integration by just running an MSI available from the Support page. For a Lotus Notes user with "Editor" privileges, a Domino administrator must insert a WebEx script into the Notes database using the WebEx Lotus Notes Integration Admin Tool.
- Using the Lotus Notes Integration MSI file, only a Lotus Notes user with "Manager" and "Designer" privileges can install WebEx Lotus Notes Integration.
- If a single occurrence of a recurring WebEx meeting is either deleted or rescheduled, the meeting information is not updated on WebEx service site. In the host and attendee's Lotus Notes calendars, however, the recurring meeting still appears correctly.
- When a WebEx recurring meeting is scheduled to recur on alternate weeks (Biweekly, Triweekly, etc.) in a Lotus Notes calendar, the recurring meeting appears to be scheduled on the WebEx service site as occurring weekly rather than recurring on alternate weeks. In the host and attendee's Lotus Notes calendars, however, the recurring meeting still appears correctly.
- Attendee registration can not be enabled for recurring WebEx meetings scheduled using Lotus Notes Integration.

- If a template used during Lotus Notes Integration has "Mute on Entry" option enabled, you will still hear a sound as attendees join the session.
- If the Lotus Notes client has different time zone settings as compared to the WebEx service site, a WebEx meeting that is scheduled using Lotus Notes Integration will not show up correctly on WebEx service site. On the host and attendee's Lotus Notes calendars, however, the time zone for the meeting schedule still appears correctly.
- Since Lotus Notes Integration does not use an email template, it is not possible to configure the content of the host's and attendee's email invitations for WebEx meetings that are scheduled using Lotus Notes Integration.
- A Training Center meeting that is scheduled using Lotus Notes Integration has the following limitations:
 - It is not possible to specify "Listed for authorized users only"
 - It is not possible to reserve Hands-on Lab computers.
 - It is not possible to specify a registration close date and a maximum number of registrations.
 - It is not possible to invite attendees as presenters into the training session.
 - It is not possible to assign attendee privileges.
 - It is not possible to edit the type of email messages you want to send when different events happen.
 - It is not possible to add tests and course material.
 - The option to join a meeting before the start time is not available for recurring Training Center sessions.
- An Event Center meeting that is scheduled using Lotus Notes Integration has the following limitations:
 - It is not possible to assign Program.
 - It is not possible to assign multiple time zones to an Event.
 - It is not possible to add event options such as uploading a host or presenter's image, uploading event material, UCF auto play options, and so forth.
 - It is not possible to add presenters and panelists.
 - It is not possible to edit email template options for an event.
 - The option to join a meeting before the start time is not available for recurring Event Center sessions.
- If you schedule a meeting using Lotus Notes and then change the meeting on your WebEx service site, your changes will not appear in Lotus Notes.
- If you select multiple meetings in Lotus Notes and then delete or move them at the same time, those changes will not appear on your WebEx service site.
- If you schedule a new meeting in Lotus Notes by copying an existing meeting, a new meeting is not created on WebEx site. Instead, the same WebEx meeting link is shown on the original and is copied with the meeting.
- The Attendee access code (Listen only) is not displayed for Audio-only meetings scheduled using Outlook integration.

- If host edits a already scheduled Lotus Notes integration meeting and adds an attendee, the attendee information is not posted to WebEx service site. As a result, for such attendees, this meeting will not appear in the My WebEx My Meetings list of meetings to which you are invited.

TelePresence integration

The following issues apply to the WebEx integration with TelePresence:

- **Scheduling joint meetings**—If your administrator has turned on the TelePresence integration for your WebEx site, you can schedule WebEx-enabled TelePresence meetings with Microsoft Outlook for Windows. This option is only available for sites with TelePresence integration turned on.
- **Adding resources**—When you schedule a WebEx meeting with Outlook, if you add either TelePresence rooms or you add extra video call-in participants, a WebEx-enabled TelePresence meeting will automatically be scheduled. If you do not include these resources, the meeting will be WebEx-only meeting. Status indicators (green check mark) will show that you have booked a TelePresence meeting, if you have successfully added those resources.
- **HTML email invitations**—The Windows version of Productivity Tools for WebEx-enabled Telepresence (CMR Hybrid) does not currently support sending HTML email invitations
- **Time zone and Daylight Savings Time**
 - The time zone for the WebEx site must match the time zone for the Cisco TelePresence Management Suite; otherwise the meeting time will not be synchronized.
 - When you make Daylight Savings Time changes between your WebEx site and the Cisco TelePresence Management Suite, it is possible your meeting may be an hour off schedule; if this happens, rescheduling will be required. If this problem occurs with a meeting series where some instances occur before Daylight Savings Times begins and some occur after, it is recommended that you create two meeting series: one meeting series that ends before the Daylight Savings Time begins and a second meeting series that starts after Daylight Savings Time begins.
- **Meeting Recurrence**
 - Meeting recurrence changes follow current WebEx Meeting Center Productivity Tools behavior - that is, one-time exceptions to recurring series are not supported - and in addition, recurrence changes will not updated for the TelePresence systems.
- **Cisco Unified MeetingPlace Audio**-The version of WebEx Productivity Tools that supports the WebEx integration with Cisco TelePresence does not support Cisco Unified MeetingPlace Audio. If you have the Cisco Unified MeetingPlace Productivity Tools version installed and if you occasionally want to schedule a combined WebEx and TelePresence meeting using WebEx or TSP audio, you will need to use the Smart Scheduler in Cisco TelePresence Management Suite (TMS) to schedule it. A user cannot have two versions of WebEx Productivity Tools installed at the same time.

WebEx One-Click/Instant messenger integrations/Microsoft Office integrations

- If you use personalized *join* links to automatically populate attendee names and email addresses on the Join Meeting page, some email gateways may truncate the links. Attendees can still click the links, but the links do not automatically allow them to join the meeting; they will have to enter their name and email address before joining the meeting. There is no known workaround at this time.

- Using the One-Click user interface, it is not possible to invite an attendee as sales team member or as a panelist.
- If the instant messenger integration was installed using a silent installer, the user will need to log out and log back in to their instant messenger to see the WebEx Productivity Tools integration features.

Known Issues and Limitations for Mac

The issues noted here affect all WebEx services unless specifically noted.

New version of Productivity Tools for Mac

- WebEx Productivity Tools for Mac cannot currently support some advanced WebEx settings and features, assigning alternate hosts, scheduling on behalf of others, the option to allow users to join by meeting number, TelePresence integration and so on.
- WebEx Productivity Tools for Mac cannot currently support WebEx-enabled TelePresence meetings (CMR Hybrid).
- The current version of WebEx Productivity Tools for Mac supports only English. Support for other languages will be added in future versions.

Microsoft Outlook support

The Mac version of WebEx Productivity Tools has the following known issues and limitations for Microsoft Outlook support:

- Only version 14.1.3 or later of Microsoft Outlook for Mac is supported.
- Only meetings only scheduled from WBS29.8 or later are supported. Meetings that were scheduled with earlier versions of WebEx centers are not supported.
- Meetings from Cisco WebEx Meetings Server are not supported.
- Scheduling on behalf of another host is not currently supported. In addition, meetings that were scheduled through the Windows version of WebEx Productivity Tools on behalf of another host are not supported.
- Some known issues may occur with WebEx Productivity Tools using Microsoft Exchange Server 2007 and Microsoft Outlook for Mac.
- If user is updating the WebEx meeting on the Outlook calendar view instead of the editing window of the occurrence, some issues will occur because some Outlook behaviors are not under WebEx Productivity Tools' control in the Calendar view.

Sign-in and sign-out process

- For some circumstances, Productivity Tools for Mac might redirect the user to the WebEx site to log in again and change his or her password.
- Productivity Tools for Mac supports enterprise single sign-on users; however, because there is no single sign-out service from the enterprise site, the user can only switch his or her account when the single sign-on token has expired.



WebEx Audio

WebEx Integrated Audio provides a high-performance, feature-rich, telephony-based audio conference service. This service can be used in a stand-alone mode or fully integrated within a WebEx meeting.

- [Features, page 59](#)
- [Frequently Asked Questions, page 60](#)
- [Audio Options, page 60](#)
- [Audio Feature Comparisons, page 63](#)

Features

WebEx Audio (hybrid audio)

WebEx Audio (hybrid audio) provides flexibility for the attendees to join an audio conference using their computer (VoIP) or a phone. There are no meeting-level options to enable or disable this feature; it is available at all times that the WebEx audio is available within a WebEx meeting. Features such as muting and un-muting, icons, and active-talker notification operate identically for attendees. Attendees may transition at any time from using their computer to phone or vice a versa. Attendee status and the mode that they are using to connect to the conference can be seen in the Participant list.

WebEx Audio (hybrid audio) is supported on the following services and platforms:

Support for WebEx Audio (Hybrid Audio)	Windows	Macintosh	Linux
Solaris Meeting Center	Yes	Yes	Yes
Training Center	Yes	Yes	Yes
Event Center	No	No	No
Support Center	No	No	No

Frequently Asked Questions

Q. What's the capacity for WebEx Audio?

A. WebEx Audio capacity is 1000 attendees for all supported WebEx services with 500 attendees on telephony and 500 on WebEx integrated VoIP.

Q. Are there any calling restrictions from certain locations?

A. Yes, this document outlines those restrictions: http://www.webex.com/pdf/tollfree_restrictions.pdf

Q. Does WebEx Audio support a mixed-mode or hybrid audio conference with VoIP attendees?

A. Yes, WebEx Audio supports a hybrid audio in selected services. (Refer to the table above.)

Audio Options



Note

For information about audio options supported for each operating system, see [System Requirements and Feature Support](#).

		Available In			
Feature	Description	Meeting Center	Event Center	Support Center	Training Center
WebEx Teleconference	<p>This audio option is integrated into your WebEx online session. Choose from these options:</p> <ul style="list-style-type: none"> • Call in: WebEx provides a toll or toll-free phone number to call when joining a session (global numbers are also available). • Call back: When you join a session, enter your phone number and WebEx calls you. 	Yes	Yes	No	Yes
Audio broadcast	One-way audio, for meetings where attendees only listen. A host speaks by using a microphone connected to their computer.	No	Yes	No	No

		Available In			
Feature	Description	Meeting Center	Event Center	Support Center	Training Center
Integrated Voice-over-IP (VoIP) Audio	Instead of using a telephone, use your computer to send the audio over the Internet.	Yes	Windows only	Yes	Windows only
Personal Conferencing	<p>Personal Conferencing allows you to start an audio conference and then optionally expand the meeting to include an online meeting including video conferencing.</p> <p>A Personal Conferencing account can have up to three sets of access numbers (host and attendee access codes). To sign up for a Personal Conferencing account, go to the My WebEx tab and select Personal Conferencing.</p>	Yes	No	No	No
Other Teleconference Service	Use a third-party teleconference service.	Yes	Yes	Yes	Yes

Audio Feature Comparisons

Feature	Description	Audio Broadcast	WebEx Audio ²	Integrated VoIP	Personal Conferencing
Conference size	When choosing an audio option, consider the size of the group that will attend your session.	3,000 attendees	1000 attendees (500 on telephony and 500 on WebEx VoIP)	500 attendees (1,000 for Training Center)	500 attendees
Multiple speakers	How many active speakers are required in the conference	Only hosts, presenters and panelists can speak by default	No limitations	No limitations	No limitations
Entry and exit tones	WebEx can play to let you know when attendees join and leave the session.	No	Yes	No	Yes
Mute on entry	Automatically mute attendee microphones when they enter the session.	n.a.	Yes	Yes	No
Automatically start the audio conference	Start the audio when an attendee joins the session. If the host has not yet joined, attendees hear a recorded message that informs them that the host has not yet joined.	Yes	Optional	No	Optional

Feature	Description	Audio Broadcast	WebEx Audio ²	Integrated VoIP	Personal Conferencing
Save default settings	Save default audio settings in your MyWebEx profile to make it easier to start and schedule session with your preferred settings.	Yes	Yes	Yes	Yes
Reports	Run reports that show your WebEx audio usage.	Yes	Yes	Yes	Yes
TCP/UDP support	WebEx supports the UDP and TCP protocols.	Yes	NA	Yes	NA
Support for WebEx Audio (hybrid audio) meeting	WebEx Audio (hybrid audio) meeting where attendees have the flexibility to join a conference through telephone or through desktop-based VoIP.	Yes	Yes	No	NA

² WebEx Audio includes hybrid audio.



Video

WebEx Meeting Center, Training Center, and Support Center have high-definition video capability. WebEx Meeting Center, Event Center, Training Center, and Support Center continue to support high-quality video.

For detailed instructions on using WebEx video, see the user guide on the Support page of your WebEx service site.

- [What's New?](#), page 65
- [High-Definition Video Features](#), page 65
- [Cisco Medianet Integration—Performance Monitoring Support with Network Management Systems](#), page 67
- [Requirements](#), page 68
- [High-Quality Video Supported Cameras](#), page 69
- [High-Definition Video Supported Cameras](#), page 69
- [Known Issues and Limitations](#), page 70

What's New?

High-Definition Video Features

Feature	Description	Meeting Center	Event Center	Training Center	Support Center
Up to high-definition resolution (720p)	Video resolution can go up to high-definition 720p resolution (1280x720).	Yes	No	Yes	No

Feature	Description	Meeting Center	Event Center	Training Center	Support Center
Up to high-quality resolution (360p)	Video resolution can go up to high-quality 360p resolution (640x360).	Yes	Yes	Yes	Yes
Full-screen video view	Full-screen video view with high-definition or high-quality video display (depending on monitor size) and five video thumbnails.	Yes	Yes	Yes	Yes (but does not include video thumbnails)
Expanded full-screen video view	Expand the active speaker to the whole screen, which also allows high-definition video to be received.	Yes	Yes (Expanded full-screen view without high-definition video)	Yes	No
Active speaker video display in full-screen sharing view	Floating active speaker video display when sharing in full-screen view.	Yes	Yes	Yes	In full-screen view, the CSR views video in a separate panel; the customer views video in an embedded area of the customer console.
Video self-view in full-screen sharing view	View self-view video in the main video display when sharing in full-screen view. Start or stop sending video from the self-view video window.	Yes	Yes	Yes	No

Feature	Description	Meeting Center	Event Center	Training Center	Support Center
Active speaker switching	Automatic video switching to the loudest active speaker.	Yes	Yes	Yes	No
Video thumbnails	Video-based participant list with video thumbnails.	Yes	Yes	Yes	No
Auto-adjust Video	Automatic configuration of participants' video quality according to available network bandwidth.	Yes	Yes	Yes	Yes
Camera hot plug-in	Attendees can connect and switch web cams while in a meeting.	Yes	Yes	Yes	Yes
Lock video	Presenter can determine whose video will be displayed to all participants.	Yes	Yes	Yes	No
High-definition video decode offloading to GPU	Supported GPU chipsets can offload decode processing from the host CPU.	Yes	No	No	No

Cisco Medianet Integration—Performance Monitoring Support with Network Management Systems

Starting with WBS28.4, when on a Cisco network, Cisco Medianet supports real-time, end-to-end data collection and monitoring of performance on delay- and loss-sensitive WebEx video media streams and VoIP audio streams, by using a Cisco partner Network Management System (provided the Network Management

System supports the Medianet MSI 3.1.1 REST API, directly from users' machines that have the WebEx Meeting Center application installed. See <http://www.cisco.com/go/medianet> for more information.

Using the Cisco Medianet Performance Monitoring functionality with WebEx on a Cisco network, a network administrator can easily see, understand, and report whether individual users are having acceptable media experiences or not; for example, whether their sessions are experiencing latency, jitter, or packet loss, even before they call in to report issues. With Performance Monitoring using Medianet, network administrators can gain greater visibility into what is going on in their Medianet-enabled network, and the rich-media experience it is providing their users. Cisco Medianet makes your network smarter and more media aware.

Requirements

WebEx video works with any computer that complies with the standard Meeting Center, Training Center, or Support Center requirements. To be able to reach the video resolution of 360p, PCs must meet the following minimum requirements:

- CPU: Dual-core processor
- RAM: 1 GB RAM
- Camera: a high-quality video supported USB-based web camera (see list in [High-Quality Video Supported Cameras.](#))

To be able to send high-definition video (720p), PCs must meet the following minimum requirements:

- CPU: Quad-core processor (three or more meeting participants), Dual-core processor (two meeting participants).
- RAM: 2 GB RAM
- Camera: a high-definition video supported USB-based web camera (see list in [High-Definition Video Supported Cameras.](#))

To be able to receive high-definition video (720p), PCs must meet the following minimum requirements:

- CPU: Dual-core processor
- RAM: 2 GB RAM

To offload video decoding processing to the client's GPU for 720p, any of the following GPU chipsets are required:

- Windows(DXVA):
 - NVIDIA GeForce 9800GT
 - NVIDIA GeForce GT 430
 - NVIDIA GeForce GTS 450
 - NVIDIA GeForce GTX 275
 - NVIDIA GeForce GTX460
 - NVIDIA GeForce GTX560
 - NVIDIA GeForce GTX560Ti

- NVIDIA GeForce GT520
- ATI Radeon HD 6950
- Mac OS X(VDA):
 - NVIDIA GeForce9400M
 - NVIDIA GeForce320M
- NVIDIA GeForce330M

High-Quality Video Supported Cameras

Most PC-compatible cameras should work with WebEx. The following cameras were tested by WebEx for high-quality video:

- Cisco VT Camera II
- Cisco VT Camera III
- Cisco Precision HD
- Logitech HD Webcam C920
- Logitech Quick Cam Pro 9000
- Logitech QuickCam Orbit AF
- Logitech QuickCam C905
- Logitech QuickCam S7500
- Logitech HD Pro Webcam C910
- Microsoft LifeCam HD
- Microsoft LifeCam VX-1000
- Microsoft LifeCam Cinema
- Microsoft LifeCam VX-6000
- Microsoft LifeCam NX-6000
- Microsoft LifeCam VX-3000

High-Definition Video Supported Cameras

The following cameras were tested by WebEx for high-definition video:

- Logitech HD Webcam C310
- Logitech HD Webcam C500
- Logitech HD Webcam C510

- Logitech HD Webcam C905/B905
- Logitech HD Pro Webcam C910/B910
- Logitech HD Webcam C920
- Microsoft LifeCam HD-5000/HD-5001
- Microsoft LifeCam HD-6000
- Microsoft LifeCam Cinema
- Microsoft LifeCam Studio
- Cisco Precision HD
- Cisco VT Camera III
- Apple iSight HD

Known Issues and Limitations

This section contains known issues and limitations that affect WebEx integrated video. For more information about the browsers, operating systems, supported by WebEx, and known issues that affect other WebEx services, see [System Requirements and Feature Support](#).

High-definition video

High-definition video is automatically turned off during application, desktop, and streaming media sharing. It is automatically turned on again when those functions end.

Medianet and IPv6 support

Although the WebEx application supports IPv6, Medianet and metadata support only IPv4 addresses at this time. Support for IPv6 will be added in a future release.

Streaming media in Event Center stops presenter's video

In Event Center, playing video from a file and sharing it with all participants requires stopping the presenter's video camera. The presenter can send only one video stream at a time. The presenter's video camera can be turned back on again once he or she has finished streaming the file or media.

This limitation has been added to protect subscribers from bandwidth issues that could result from a spike in video traffic if multiple non-thumbnail video streams are sent to a large group of participants. The limitation is expected to be removed in the future.



Site Administration

These release notes apply only to administrators.

Use the WebEx Site Administration to configure and maintain your WebEx Meeting Center, Event Center, Training Center, or Support Center sites.

- [What's New](#), page 71
- [Features](#), page 71
- [Known Issues and Limitations](#), page 72

What's New

WBS29.11

Deactivated host account

WebEx meetings or events cannot be started if the host has been deactivated.

Disable printing and saving documents during file sharing

WebEx Site Administration provides the ability to control printing and saving documents when sharing a file for all centers.

Features

GMT offset display option

The Display GMT offset for time zones in emails and web pages option controls whether the Greenwich Mean Time (GMT) offset, such as "GMT -8:00," is displayed for time zones and times. If you only work with customers in the U.S. and Canada who are not familiar with GMT, you can disable this option.

Time zone configuration

Time zone labels are now brand-able for a site. These labels include the location (for example, "San Francisco") and time zone name (for example, "Pacific Time") and daylight-savings time (DST) label (for example, "Daylight" or "Standard").

Display meetings at actual or scheduled start time

The Display meetings at actual start time, not scheduled time option, which is available for Meeting Center, controls whether a meeting in progress displays on calendars at the scheduled time or the actual start time. To make it easier for attendees to find meetings in progress on calendars, meetings now display at the scheduled time by default. Enabling this option in the site administration options will revert to the previous behavior if desired.

Community button option

The Display Community button on navigation bar option controls whether the Community button appears on the horizontal navigation bar. Both hosts and attendees can use this button to access the WebEx Community.

Importing address books into Microsoft Outlook 2010

Importing your company address book into your WebEx contacts is not supported with Microsoft Outlook 2010 64-bit.

Site administration accounts without session type

Site administration accounts can now be created with no session types assigned, and such accounts do not count toward the Named Host limit on a site. Such accounts cannot start a session themselves, but can schedule for another user if given permission to do so by the other user.

Invite by IM and Remind by IM in Quick Start menu

The Presence integration option controls the appearance of the Invite by IM and Remind by IM options in the Quick Start menu in a meeting, and also controls the download of WebEx Connect on Support pages.

Named Host audio-only users

There is now a separate provisioning count for Named Host users who only have the Personal Conference meeting type enabled, that is, users who can only start Personal Conference meetings. This count appears on the site administration Home page.

Account sign-up confirmation

The Confirmation required for new accounts option requires users who sign up for an account to confirm the request. The user confirms by clicking a link in a follow-up email sent to the address given in the sign-up form. There are also related options to expire the confirmation page (the default is 3 days), and notify site administrators of a successful confirmation, and to include a security check in the sign-up form.

Known Issues and Limitations

This section contains known issues and limitations that affect only Site Administration. For more information about the browsers, operating systems, supported by WebEx, and known issues that affect other WebEx services, see [System Requirements and Feature Support](#), on page 29.

Branding and customization

- The new WebEx header does not allow branded headers to be less than 75 px. If a branded site has a header height that is less than 75 px and does not have customized header HTML code, the system will automatically increase header height to 75 px.
- The Log in and Log out links for the Site Administration tool are not visible if the header navigation color is blue or a dark color.

If you want to make branding changes, you should contact your customer support manager (CSM).

Safari browser support

The Safari browser is not supported for Site Administration.

