



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

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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 ²
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 ²
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 ³	Latest	Latest	Latest
Safari		5, 6, 7, 8	
Chrome ³	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.

²Linux is not supported for Personal Rooms.

³Using 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
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
WebEx Audio	yes	yes	yes
Cisco Unified MeetingPlace version 8.x Audio	yes	no	no
Third-Party Audio (TSP)	yes	no	no

	Windows	Mac OS X	Linux
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
Record sessions	yes	no	no

	Windows	Mac OS X	Linux
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
WebEx Audio	yes	yes	yes
Cisco Unified MeetingPlace version 8.x Audio	no	no	no

	Windows	Mac OS X	Linux
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
Hands-on Lab sessions	yes	yes	no
Q&A	yes	yes	yes

	Windows	Mac OS X	Linux
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
Active-speaker switched video	yes	yes	yes

	Windows	Mac OS X	Linux
Offload video processing to GPU	no	no	no
Self view when sending video	yes	yes	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.