WebEx T31.11: What’s new

Version 1.0

July 2017
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1 Introduction

The intent of this document is to introduce users to the changes to WebEx with WBS31. BT customers will be upgraded to version T31.11.11. Summary of the changes are:

- Personal Rooms are more flexible to use and more secure.
- Modern look and feel standardized across WebEx Centers and Productivity Tools.
- Meetings are easier and quicker to join.
- Security enhancements.

With this version, Cisco announced additional support for browsers, operating systems, mobile devices, and other key applications as well as ended support for others. Read through this document and familiarize yourself with what’s new.
2 Features and functionality

1 Usability

The user will see improvements on how they use WebEx. There is a quicker join experience, a new look, and better flow. Users will see:

- Improved user interface, including a refresh of the icons and account holder customizations, are now available.

- Attendees joining a meeting are now shown the audio connection options first, then shown the video preview options only after connecting to audio.

- Simplified access for hosts to share web-based multimedia to participants. This is done through the Multimedia Viewer (formerly called the Media Viewer) and is available in Meeting Center and Training Center.

- New video layout where the screen is resized as people join video systems.
2 Meeting Center

This version updates Meeting Center with more flexibility for hosts joining and managing meetings added languages and support for visually impaired people.

- In the Meeting Center preferences page, hosts can specify other users who can be alternate hosts for their Personal Room meetings, allowing better control of meetings when a host is unable to join.

- Start Personal Room meetings by phone without having to sign in first from the WebEx application.

- Personal Rooms now include customizations of the join screen and avatars.

- The option ‘Require attendees to have an account on this website to join this meeting’ is now working for instant meetings that hosts start with Meet Now, and that use customized meeting templates. When this option is on, only attendees who have accounts on the WebEx site can join meetings, including instant meetings, and they must add a phone number and PIN in their audio preferences before joining from audio devices.

- Site administrators can make a request to WebEx administrators to enable Multilanguage WebEx Meeting Center application. The Multilanguage WebEx Meeting Center application installation file may be useful for deploying to systems where language switching is required, or in large enterprise environments using Virtual Desktop Infrastructure (VDI).

- Visually impaired people can now hear text, links, and actionable elements in WebEx Meeting Center.

- Higher display resolutions, such as 3K or even higher. Support for higher display resolutions is limited to Windows 8.1 or later.
3 Event Center

- Event Center supports higher display resolutions, such as 3K or even higher. Support for higher display resolutions is limited to Windows 8.1 or later.
- Video can now be enabled in Event Center.

4 Productivity Tools

Productivity Tools interface is also refreshed with quicker scheduling, updated invitation template and additional support for Mac. Specific updates include:

- Only one email invitation template is available in the Windows version of Productivity Tools (for both Microsoft Outlook and Lotus Notes). This change eliminates the possibility of host information being sent to attendees. Hosts can still locate their details on the WebEx site, on the desktop, or in the mobile app. Note that both the integration with Microsoft Outlook 2016 for Windows and the integration with Microsoft Outlook for the Mac already support only the attendee version of the meeting email template.

Once the meeting is scheduled, open the invite and click on “Host Information”.

- In WebEx Productivity Tools for both Windows and Mac, improvements have been made for handling meeting type changes after meetings have been scheduled.
- Higher display resolution.
- Personal Room Scheduling in Outlook for Mac.

5 CMR Hybrid

- Administrators can now set default and maximum video call-in port numbers for CMR Hybrid meetings in WebEx Productivity Tools. This feature allows administrators to have better control over scheduling video resources. If these values are specified, when a host schedules a CMR Hybrid meeting with
Productivity Tools, the ‘Add video call-in participants’ field in the meeting options shows the default value. The host can still enter a different value, but it cannot exceed the maximum value.

- When a user schedules a CMR Hybrid meeting in Productivity Tools, the ‘Allow people to join using WebEx meeting’ option is enabled by default.
- HTML formatted email is now supported in CMR Hybrid.
  TelePresenceManagement Suite (TMS) version 15.3 or higher required.
6  CMR Cloud

CMR Cloud updates include a combination of improved join experience, scheduling, and name. Going forward, CMR Cloud will be known as “video.” Changes in this release include:

- Join Collaboration Meeting Rooms (CMR Cloud) meetings using Microsoft Skype for Business and Lync applications. While previously available, this is now formally released.
- The video call-back feature is now supported for Telephony Service Provider (TSP) audio. This feature allows attendees to receive a call from the meeting to their Session Initiation Protocol (SIP)-based video conferencing systems to join a Collaborations Meeting Rooms (CMR) Cloud meeting.
- Joining a Collaborations Meeting Rooms (CMR) Cloud meeting from a Cisco TelePresence system is easier with Productivity Tools and requires Cisco TelePresence Management Suite (TMS) version 15.2 or later, and Cisco TelePresence Management Suite Extension for Microsoft Exchange (TMSXE) version 5.2 or later. The TelePresence room must appear in Outlook as a room resource when you schedule the meeting using WebEx Productivity Tools. When it is time to join, you can now select the ‘Join’ button from a Cisco TelePresence device.
- Connectivity of standards-based video endpoints to WebEx will still need to go through pre-deployment checks before BT provides support.
- Meeting password and numeric meeting password for phone and video systems are consolidated in email invitations.
7 Web app

Web app is a browser based application used to join a WebEx meeting and is intended for attendees only. It is ideal for users who have difficulty using the WebEx client e.g. external attendees who have never downloaded the client. Those attendees on web app will have the basic functionality including integrated audio, viewing shared content, chat, and sending and receiving video (Mozilla Firefox only). All other attendees will receive the full experience from using the application.

Changes to Web app in WBS31 include:

- WebEx now supports WebRTC access. The Web app does not require a download to use, and there are no plug-ins to install.
- Hosts and presenters will need to still use the desktop application.
- Attendees who are on Web app can switch seamlessly to the desktop app at any time during a meeting if they want to share content.
- Optimization for single sign-on authentication: When selecting the ‘Join by browser’ link, attendees are now required to sign in for meetings.
- The Web app is now the default meeting application on Linux desktops for sites with Web app enabled and will be the default meeting application when selecting the ‘Join’ button on the Linux desktop. Alternatively, attendees can still join the meeting using the legacy Java client by selecting the ‘Join by desktop app’ link.
3 Technical (administration)

1 Security

Security updates focus on how to improve control of Personal Room meetings. Including who can access the service and updates to password resets. Changes include:

- Two new features provide better security for Personal Rooms:
  - Option to require a CAPTCHA when attendees enter any Personal Room on a site for the first time, or when browser cookies have been cleared.
  - Option to admit unauthenticated users manually.
- Security was enhanced by changing the behavior of imported comma-separated values (CSV) files. Now, when the Telephony Privilege field is left empty for a particular user, all telephony privileges for that user are removed.
- Enforce passwords for network-based recordings to protect against unauthorized access.
- Option available to prevent Personal Rooms from being started when dialing in from telephones.
- Setting available to prevent hosts from leaving meetings without ending them.
- Default Automatic Locking Time for Personal Rooms.
- Timeout for the 'change user password' reset URL has been reduced from 72 hours to 24 hours.
- WebEx sites already have a configuration to allow attendees to join meetings before the host. To prevent any unauthorized access, WebEx automatically ends meetings at a predefined time if the host does not join. A new parameter is available through a provisioning request that can adjust the end time for unhosted meetings.

2 Productivity Tools

IT administrators now have the ability to uninstall Productivity tools. A new command-line tool performs a mass uninstallation of all existing Cisco WebEx Productivity Tools, regardless of version. All Productivity Tools files and folders are removed without impact on other WebEx components, such as WebEx Meeting Center or WebEx Recorder. Once uninstalled, that version cannot be reinstalled.

Steps to use this tool are:
1. Download the MSI package and manually install on a machine
2. Browse to the target installation folder and copy PTUninstaller.exe (default Windows path -C:\Program Files (x86)\WebEx\Productivity Tools\)
3. Distribute the executable to any machine that needs to have previous versions of Productivity Tools removed.
4. End running processes that will cause the utility to fail. Run the command “PTUninstaller.exe /ManualInstall”
3 Single sign-on

New single sign-on (SSO) add-ons allow hosts of meetings, events, and training sessions to identify which attendees in the Participants list are users who have signed in using single sign-on authentication and which attendees are guests. When scheduling meetings, events, or training sessions, hosts now have the option to require all participants to sign in using single sign-on authentication. Hosts can also restrict attendees to those who were invited directly by the host, preventing other people joining from a forwarded invitation.

- When single sign-on add-ons are enabled in Meeting Center, Training Center, and Event Center, participant tagging is available. When this feature is disabled, the Meeting Center-only participant tagging feature is still used.
- The new option that requires attendees to sign in with single sign-on authentication replaces the Meeting Center-only requirement for attendees to have a WebEx account on the site.
- Administrators can use the option ‘Attendees Authenticated from Email Domains’ to define which domains are considered to be company domains. When an attendee who is signing in enters an email address with a domain that matches one of the listed company domains, that attendee is automatically redirected to the single sign-on server to sign in.

4 Inactive accounts

Customers can now better manage inactive accounts with the following updates:

- Site administrators can generate a report of users who have been inactive for a specific number of days (between 0 and 365).
- Site administrators can configure warning email messages to users whose accounts are going to be deactivated soon. This feature was disabled by default.
4 What is now supported (operating systems, browsers, and applications)

1 Virtual desktop

- The following features are supported for XenApp 7.6 in WebEx Meeting Center, Event Center, and Training Center:
  - teleconferencing
  - document sharing
  - application and desktop sharing
  - network-based recording (NBR) and playback
  - file transfer, chat, polling, Q&A, closed captions, and notes.
- Cisco recommends XenApp VDA 7.6.2000 (LTSR) and the latest version of the Citrix receiver for both Windows and Mac
- XenApp 7.5 is now partially supported in WebEx Meeting Center. There is no support for ‘Call Using Computer’ audio (VoIP), video, Productivity Tools, Access Anywhere, Remote Access, or Hands on Labs.

2 WebEx Productivity Tools

The following are now supported for Productivity Tools:
- XenApp 7.6.
- Microsoft Office 365
- Microsoft Office 2016 and Office 2016 for the Mac.
- Microsoft Outlook 2016 (64 bit) Click-to-Run Support.
- Microsoft Outlook 15.26 (64 bit) and Microsoft Outlook 15.27 64 bit for Mac.

3 All Centers

All Centers now support the following:
- Microsoft Office 2016 and Office 2016 for the Mac.
- Windows 10 Anniversary (Redstone) Update.
- Windows 10 versions 10.0.14946, 10.0.14951, 10.0.14955
- Mac OS X 10.12 (macOS Sierra)
- PPT Notes now support Office 2013 & 2016 (Windows only)
- Safari 10
- Firefox 51.0b1 (Windows, Linux, Mac) and Firefox 64-bit via protocol handler
- Chrome 53 (Linux)
- Chrome 55.0.2883 and 56.0 (Windows and Mac)
- Microsoft Edge
• High-resolution 4k screens for Windows 8.1 & 10

4  Web app

Web app now supports the following browsers:
• Web app for Google Chrome. WebEx Meeting Center Web app now supports video in the Google Chrome browser.
• While most major browsers are supported for Web app, Cisco recommends using Mozilla Firefox for the best meeting experience (including video support).

5  Mobile devices

The following mobile devices are now supported in WBS31:
• Samsung Galaxy S8 devices.
• Apple:
  – WebEx Meetings now supports the Apple Watch Series 2.
  – WebEx Meetings for iPad and iPhone now support sharing content from IBM Connections Cloud.
• Cisco Meetings now has improved support for Bluetooth on the following devices:
  – Samsung Galaxy S5
  – Samsung Galaxy S6
  – Lenovo Yoga tablet- Nexus 6.
• WebEx Meetings app for Android now supports Google Pixel phones.
• BlackBerry devices based on the Android OS can use Cisco WebEx Meetings for Android. Support includes existing and future coming Android-based BlackBerry devices including:
  – BlackBerry PRIV
  – BlackBerry DTEK50.
5 Not supported

1 General

The option to share web content from ‘Share’ menu is no longer available. This was replaced by the multimedia viewer.

2 Virtual Desktop

XenApp 7.6 does not support the following WebEx features:
- VoIP and video.

3 All Centers

The following combinations are no longer supported:
- Microsoft Windows 8 and Microsoft Internet Explorer 10.
- Microsoft Windows 7 and Microsoft Internet Explorer 8, 9, and 10.
- Microsoft Windows Vista and Microsoft Internet Explorer 8.

4 Productivity Tools

The following are no longer supported for Productivity Tools:
- IBM Sametime 7.0, 7.5, and 8.0.
- IBM Domino 6.5, 7.0, and 8.0.
- IBM Lotus Notes 6.5, 7.0, and 8.0.
- Mozilla Firefox version 42 and later (integration only).
- Safari 6.x and 7.x (single sign-on only).
- Microsoft Internet Explorer 7.0 and 8.0 (integration and single sign-on).
- Instant Messenger Integrations:
  - Yahoo Messenger
  - AOL Instant Messenger (AIM)
  - Windows Live Messenger/MSN Messenger
  - Google Talk
5 Web app

The following types of WebEx meetings are not supported:
- Meetings that use the Cisco WebEx Meetings application (meetings.webex.com).
- Meetings that use Cisco WebEx Meeting Center version WBS29 or earlier.
- Meetings that you host.

6 Mobile devices

Cisco announced end-of-support and sales of the Cisco WebEx Meetings for BlackBerry OS 6, 7 and 10, effective on January 12, 2017.
6 Feature changes that can be enabled by an administrator

The following settings can be enabled or disabled by a Site or WebEx administrator. BT will configure the default settings, as shown below.

1 Features

- Web app feature (default off).
- Multimedia Viewer (default on).
- Multilanguage WebEx Meeting Center application (default off).
- Meeting hosts now have the ability to assign alternate hosts for Personal Room meetings (default off).
- Uploading Wall Pictures in Personal Rooms (default on).
- Site administrators can now reassign WebEx Event Center programs from one person to another person who is taking over that role.
- Allow video in Event Center and enable program management Event Center settings that were previously available through requests to WebEx administration are now available as site administration options.

2 Technical

- Automatic updates to Productivity Tools (default off).

3 Security

- Option to require a CAPTCHA when attendees enter any Personal Room on that site for the first time, or when browser cookies have been cleared (default off).
- Option admit unauthenticated users manually (default off).
- WebEx sites already have a configuration to allow attendees to join meetings before the host. To prevent any unauthorized access, WebEx automatically ends meetings at a predefined time if the host does not join. A new parameter is available through a provisioning request that can adjust the end time for unhosted meetings.
- Enforce passwords for network-based recordings to protect against unauthorized access.
- To enhance security for a site’s Personal Rooms, site administrators now have an option to prevent Personal Rooms from being started when dialing in from telephones.
- Prevent hosts from leaving meetings without ending them. If this option is enabled in WebEx Administration, the host can select ‘Leave Meeting,’ and the meeting
does not end. If this option is disabled, the host does not have the option to leave the meeting, and can only end the meeting or pass the host role to another participant (default off).

- Specify whether or not meeting participants can join an audio conference before the host for each Meeting Center, Event Center, and Training Center.
7 Device updates

The following changes impact attendees and hosts who use devices to join meetings. There are many improvements. See below for updates to Apple and Android devices.

1 Apple

- Higher resolution display for video meetings.
- Up to 720p supported on iPads and iPhones.
- Lock-screen notifications to join meetings.
- Multiple language support on Apple Watch.
- Streamed MP4 meeting recordings available for playback on Apple iPhones and iPads.
- The user interface of the WebEx Meetings App version 9.5 was updated to be consistent with the user interface of other Cisco collaboration products.
- iPhone and iPad Split Screen Support.
- Share iPhone or iPad screen from WebEx Meeting Center for Mac by connecting a mobile device to a Mac with a Lightning connector.
- Share files from Apple iPhone. The WebEx Meetings app version 9.5 now includes integration with Box, DropBox, and Google Drive.
- Cisco WebEx Meetings for all devices now show French translation of labels and product names in Event Center, Meeting Center and Training Center within the app.
- Attendee polling is now supported in Meeting Center, Event Center, and Training Center for iPhone and iPad.
- Latin Spanish Language is now supported for iPhone and iPad.
- Now supported:
  - Mac OS X Yosemite (10.10) and above
  - iOS 8.0 and above
2 Android

- Streamed MP4 meeting recordings are now available for playback on Android devices.
- The user interface of the WebEx Meetings App version 9.5 was updated to be consistent with the user interface of other Cisco collaboration products.
- Android mobile devices can now share screens with the ‘Share Screen’ button. This feature is available only for devices with the Android operating system 5.0 or later and the Cisco WebEx Meetings app version 9.0 or later.
- Sign in or join Personal Rooms without being redirected out of the app to the device’s browser to enter sign-in information.
- (CCA-SP) meetings now support the display of customized country lists and flags.
- The WebEx in-app scheduler can now sync with Microsoft Exchange, allowing users access to their corporate directory to easily look up invitees.
- Resolutions up to 720p are now supported.
- Cisco WebEx Meetings for all devices now show French translation of labels and product names in Event Center, Meeting Center and Training Center within the app.