

WebEx Training Center Release Notes and FAQs

Version: WBS28.12.2

Date: July 9, 2013

Contents

- [Training Center Release Notes](#)
- [Training Center FAQs](#)
- [Cross-platform Features and Known Issues](#)
- [Audio Broadcast Release Notes](#)
- [WebEx Audio Release Notes](#)
- [Integrated VoIP Audio FAQs](#)
- [Video Release Notes](#)
- [Recording and Playback FAQs](#)
- [My WebEx Release Notes](#)
- [UCF Toolkit FAQs](#)
- [Productivity Tools Release Notes](#)
- [Productivity Tools FAQs](#)
- [Site Administration Release Notes](#)
- [Global Site Backup Release Notes](#)
- [Global Site Backup FAQs](#)

Training Center Release Notes

Version: WBS28.12.1

Date: July 9, 2013

These release notes describe new WebEx Training Center features; the WebEx service that helps you deliver real-time, interactive training over the Web. For detailed instructions on using Training Center, see the user guides on the Support page of your Training Center service site.

Tip: Get best practices, case studies, the latest training research, online seminars, content, and files, and share experiences with other users when you sign up for a free membership in the [WebEx Training Community](#).

Note: Training Center no longer supports Windows 98, Mac OS X 10.3 and some Linux distributions. It also no longer supports Netscape 8, Mozilla on Windows and Safari 1.3 on Mac. For more information about the operating systems and browsers that you can use with Training Center, see the [WebEx Cross-platform Features and Known Issues](#).

See these topics:

- [What's New in Version WBS28.12.1](#)
- [Known Issues/Limitations](#)

What's New in Version WBS28.12.1

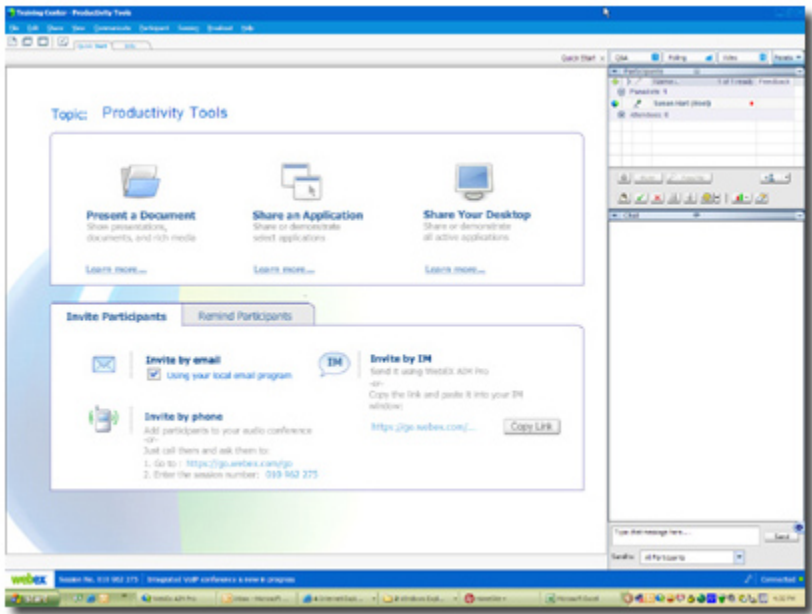
Microsoft Office 2013 Support	<p>Support for scheduling meetings in Microsoft Office 2013 using WebEx Productivity Tools is available starting with version WBS28.11.</p> <p>Microsoft Office 2013 support for File Sharing in WebEx meetings is available starting with version WBS28.12.1.</p> <p>If you have Office 2013 installed on your computer and want to share an Office 2013 file in a WebEx meeting, the following core features for Microsoft PowerPoint file sharing with Office 2013 are supported:</p> <ul style="list-style-type: none">• Preload multiple documents prior to the meeting• Toggle sharing between several open documents• Annotate shared slides• Move between pages <p>The following functionality is not supported for Office 2013 PowerPoint files:</p> <ul style="list-style-type: none">• Animations and transitions• Embedded video or audio files• PowerPoint notes in a dedicated panel• UCF Toolkit <p>If you want to share PowerPoint presentations that contain animations, transitions, or embedded video, we recommend that you use the desktop sharing or application sharing features instead of the file sharing feature when using Office 2013.</p> <p>In addition, customers who use Custom Info Tabs and who have PowerPoint 2013 installed should validate their customized tabs because some elements may not be supported. Contact your CSM or Tech Support if you require verification or change assistance for Custom Info Tabs.</p> <p>Office 2013 support for sharing Word and Excel documents is also included in this release. There are limitations for Windows 8 and we recommend that you use the desktop sharing or application sharing features instead of the file sharing feature to share file types that are not supported. For more information, see Known Issues/Limitations.</p>
High-definition video support	<p>Participate in a high-definition video experience with up to 720p resolution.</p>

Known Issues/Limitations

Microsoft Office 2013 Support	<ul style="list-style-type: none"> • If you have Microsoft Office 2013 installed, the following features are not supported when sharing PowerPoint 2013 files: <ul style="list-style-type: none"> ◦ 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: <ul style="list-style-type: none"> ◦ 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 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 desktop sharing features instead.
Sharing Microsoft Office 2010 documents	Some features that were newly introduced in Microsoft PowerPoint 2010, such as 3D graphics, animations, and transitions, are not supported and may be rendered as static objects when sharing presentations using those features.
Streaming media sharing	<p>Attendee video resolution is optimized to 480p. Video files with higher resolution are resized to fit (640p X 480p) resolution.</p> <p>The following media file formats are currently supported: WMV, WMA, WAV, MP3, ASF, AVI, MPG, MPEG, MOV, FLV, F4V, QT, and MP4.</p> <ul style="list-style-type: none"> • MP4 and MOV video files cannot be shared in a WebEx Meeting if they cannot be played by the installed QuickTime player • Recommended System requirements for video file sharing on Presenter side: <ul style="list-style-type: none"> ◦ Core2-Duo E6750 @ 2.66GHz for VGA file is required ◦ AMD 9650 2.3GHz (4 core) 8GB is preferred ◦ Intel® Core™ 2 Duo -E7400 2.8GHz 2.79GHz is preferred • Streaming video sharing is available for the main session only. There is no support for breakout sessions at this time.
High-definition video	High-definition video is available for the main session only. There is no support for breakout sessions at this time.
High-quality video	High-quality video is available for the main session only. There is no support for breakout sessions at this time.
Operating	If you use Solaris or Linux you cannot:

<p>system limitations</p>	<ul style="list-style-type: none"> • Display UCF PowerPoint animations and transitions • Share UCF files • Cache course material before the session starts • See the attendee-ready indicator • Use WebEx integrated video • Record sessions with the WebEx Recorder or edit them with the WebEx Recording Editor • Play a training session recording file (WRF format) on Solaris or Linux • Use PCNow • Install the Integration to Microsoft Outlook • Conduct Hands-on Labs <p>The Linux platform does not support the new interface, Training Control panel, streaming video sharing, computer audio enhancements, new participant panel, and high-quality video behavior, including full-screen video behavior.</p> <p>If you use the Mac platform you cannot:</p> <ul style="list-style-type: none"> • Install integration to Microsoft Outlook • View PowerPoint Notes in a panel • Playback non-Quicktime movie format files during a session (only .MOV and .QT are supported) • Use Quick Start • Invite or Remind attendees from Session Option tray during full screen document sharing, application and desktop sharing • Set Hands-On Lab options • Record sessions to a local computer with the local WebEx Recorder or edit them with the WebEx Recording Editor (.WRF format only). <p>Please refer to the cross-platform features and known issues document for further details.</p>
<p>Other Mac issues</p>	<ul style="list-style-type: none"> • If a host on a Mac assigns the Presenter role to an attendee on a Mac, and at the same time has polling list, invite options, or Q&A tab options open, these options do not automatically close for the new presenter if she does full-screen or Application/Desktop sharing • A host cannot start a session on a Mac simultaneously while viewing a WebEx Network Based Recording. • Chat and Q&A text box does not have a scroll bar when entering large amounts of text in the message • If an attendee switched to a presenter role while taking a test, they still can take the test. • Attendees can see the Presenter's Sharing menu during desktop share, if the latter is on an Intel Mac. • Web Browser for attendee does not close automatically when Presenter on Mac stops web sharing • When doing desktop share, if Presenter tries to simultaneously assign attendees to breakout sessions from the Session Options tray, the panel overlaps the Assignment dialog and this dialog disappears if the presenter clicks anywhere on the desktop. • Scroll bar space for polls always appears, even if there is no scroll bar <p>Session options always appears on top of other windows if opened during desktop share</p>

	and using other functions from the session options tray.
Feature enhancements for Macintosh	Feature enhancements in this release are available for Windows, Solaris, and Linux. Enhancements and more feature support on Macintosh will be available shortly after this release.
Mobile device support	Training Center is not currently supported on mobile devices.
On-Demand Module availability	<p>The On-Demand module (Training Center-Presentation Studio Integration) is not available in languages other than in English.</p> <p>On-Demand Module authoring does not support non-Windows platforms. Player support is available for Windows and Mac. The following are known issues and limitations for Mac support of the On-Demand Module:</p> <ul style="list-style-type: none"> • Mac support is based on Flip4Mac WMV version 2.1.2.72 and higher. Feature support for the Mac is dependent on the corresponding support provided by Flip4Mac. • Certain codecs are not supported on Mac leading to audio playback issues. Note: Refer to http://www.microsoft.com/windows/windowsmedia/player/wmcomponents.mspx for details on supported codecs in Flip4Mac. • If a file is inserted into a presentation, it will open up in a separate pop-up window during playback. • You have to turn on the Create streaming movies option to support streaming when an older version of Flip4Mac is installed (version 2.1.2.72 to version 2.1.3.10). If the Create streaming movies option is turned off, the viewer cannot play the presentation in streaming mode. By default, the option is turned off on the Mac and has to be turned on manually in the Flip4Mac System Preferences page. • If Real Player is used but is not installed on your computer, the Viewer setting page will remove the Real Player option. As a result, you will not have an option to view the presentation using Real Player.
Global Site backup availability	Global Site Backup (GSB) for the On-demand module (Training Center-Presentation Studio Integration) is only available for attendees who view recordings.
Hands-on Labs	<ul style="list-style-type: none"> • When upgrading from WBS 26 to WBS 27, Hands-on Labs within a session will not have all features for approximately 24 hours from the time of the upgrade. During this period, labs can be started and attendees will be able to join, but attendees will not be able to pass control to each other or transfer files. • If file transfer is disabled for Hands-On Labs in a customized session type, it is still available in On-Demand Hands-on Labs because it is supported in the main training session type.
Sessions deleted automatically after ending	If a session is automatically deleted after it ends, as specified by the host, and then the attendees of that session are also invited to an On-Demand lab, those attendees do not receive any cancellations from the On-Demand session and there is no way for the host to manually cancel their invitations. However, when they try to join the lab, they will not be

	allowed to do so.
Attention tracking	If an attendee is on Solaris or Unix and they take a test within the session, they are assumed to be always paying attention in the session for as long as they are in the session during and after completing the test.
Registering for recurring sessions	In the case of single recurring sessions, if a registered attendee from a later session is manually invited by the presenter into the current ongoing session, they will lose their registration from the session they originally registered for and show up as an attendee of the current session in the usage reports.
Meta data name	The meta data name when entering data for SCORM 2004 cannot include certain special characters, even if the original session included these characters in the title.
Registering through email link	If an attendee is invited to register for a session and clicks on the email link to do so, their name is not pre-filled in the registration form.
Host account files	If your host user account is deleted, your files are still included in the site storage space allocation.
Network-based recording	<ul style="list-style-type: none"> The network-based Recorder does not record: <ul style="list-style-type: none"> Private chat sessions with hosts Polling results (unless the results are shared with attendees) Test and breakout sessions WebEx Advanced Recording Format (.ARF) files are supported in the UCF Viewer.
Disabling Quick Start	<p>If your site administrator disables Quick Start in the session type and you save a scheduling template for this session type, Quick Start still appears in the template's options. However, Quick Start does not appear in the session.</p> 
Closing dialog	When using Firefox, some dialog windows may not close when clicking the Close or OK

windows in the Firefox browser button due to a technical limitation with Firefox.

Training Center FAQs

Version: WBS28.4

Date: March 23, 2012

This page contains answers to the most frequently-asked questions about Training Center.

For information about new Training Center features, see the [Training Center Release Notes](#). For detailed instructions on using Training Center, see the user guides on the Support page of your Training Center service site.

Getting Started

- Q: How does Training Center differ from Meeting Center?
- Q: Does Training Center support accessibility?
- Q: What do I need to host or attend a training session?
- Q: Does Training Center support accessibility?
- Q: Does WebEx offer professional services to help me get started or work with Training Center?

Hosting, Joining, and Setting Up Training Sessions

- Q: Can I schedule sessions from my Lotus Notes or Microsoft Outlook calendar?
- Q: Can I prevent attendees that I didn't invite from joining my sessions?
- Q: Why don't the email notifications show times in the attendee's time zone?

Sharing Documents and Applications

- Q: What's the difference between sharing documents and applications?
- Q: What types of files or applications can I share?
- Q: Does everyone in my training session need the file or application that I want to share?
- Q: Can I change documents that I'm sharing?
- Q: Can I share more than one document or presentation at a time?
- Q: Can I save the annotated documents or presentations?
- Q: Can I show animation and slide transitions in presentations?
- Q: Why do my images sometimes look grainy?
- Q: Will my presentations display correctly if my attendees have different resolutions on their computer monitors?
- Q: Why do my attendees sometimes see a yellow crosshatched pattern when I share applications?

Other Questions

- Q: What affects the performance of my training sessions?
 - Q: How can I test performance?
 - Q: Why can't I bookmark certain pages on my WebEx site?
 - Q: Can I set email notifications to show the session time in the attendee's time zone?
 - Q: Where can I find the global call-in numbers?
 - Q: Can users change their language, time zone, and locale settings?
-

Getting Started

Q: How does Training Center differ from Meeting Center?

A: Training Center includes all the features of Meeting Center but also provides:

- Advanced scheduling with recurring session support
- Play recorded sessions during a training sessions
- Sortable lists of live and recorded training sessions
- Full-duplex, multi-point VoIP audio
- Enhanced polling in the session
- Web-based polling editor
- Real-time testing in the session
- Pre- and post-session testing
- Question-and-answer (Q & A) in the sessions
- Multiple trainers or panelists
- Attention Indicator to view in real-time whether or not an attendee is paying attention
- Breakout sessions with manual or automatic attendee assignments
- In-session and On-Demand Hands-on Labs
- Support for teleconference and VoIP in the same session including automatic subconferencing support for Breakout sessions and Hands-on Labs
- Charge attendees and/or hosts by credit card—available for customers in the US and UK
- Customizable, advanced registration system for live and recorded training sessions, including waiting list and cancellations
- Detailed training session reports at the session, host, and site level
- SCORM (Shareable Courseware Object Reference Model), PHP, and XML API support
- Optional On-Demand module for creating multimedia presentations with tests, using Microsoft PowerPoint or client recording files (.wrf)

Q: What do I need to host or attend a training session?

A: To use all of the interactive features in a training session, download and install the WebEx Training Manager on your computer. Training Manager automatically downloads the first time you start a training session. Each time you start a session thereafter, it checks for the latest version and automatically updates itself.

For a detailed list of the computers, operating systems, and browsers that work with WebEx Training Center, see [Cross-platform Features and Known Issues](#).

Q: Does Training Center support accessibility?

A: Several enhancements were made in the Training Center application for the Windows platform to provide keyboard accessibility and partial screen reader support in certain features. These enhancements comply with Section 508 of the U.S. Rehabilitation Act. For additional information, refer to the "Accessing the meeting window using the keyboard" topic in Training Center Help. In this release, users can now access the Session Controls panel and other floating panels using the keyboard when sharing content in full-screen mode.

Q: Does Training Center support languages other than English?

A: Yes. We also provide French, German, Italian, Spanish, Portuguese, Korean, Japanese, Simplified Chinese, and Traditional Chinese versions. However, the optional On-demand Module (with the Training Center-Presentation Studio integration) is only available in English. Dutch, European Spanish, and Russian

are available only for Windows.

Q: Does WebEx offer professional services to help me get started or work with Training Center?

A: Yes. Our Training Center Consultative Services can help you set up, run, and wrap-up your training sessions. For details contact WebEx Training Services by email at training_registration@webex.com or by call us at 866-22-WebEx (866-22-93239) and select option "1".

Hosting, Joining, and Setting Up Training Sessions

Q: Can I schedule sessions from my Lotus Notes or Microsoft Outlook calendar?

A: WebEx allows you to schedule training sessions, invite attendees, and start sessions from Microsoft Outlook or Lotus Notes. To get started, see detailed instructions and download the installer from the Support page of your Training Center service site. Not all features in the Scheduler are supported in Outlook integration and Lotus Notes integration.

Q: Can I prevent attendees that I didn't invite from joining my sessions?

A: Yes. To prevent uninvited attendees from joining a training session you can:

- Specify a password that users must enter to join the session. This password appears in the invitation email message that WebEx sends to the people you invite.
- Make the session "unlisted" so that only the people you invite know that it exists.
- Restrict access to the training session; once all invited attendees have joined the training session, you can select **Restrict Access** on the **Session** menu to prevent others from joining.
- Expel unwanted attendees from your training session by selecting **Expel** on the **Participant** menu.

Q: Why don't the email notifications show times in the attendee's time zone?

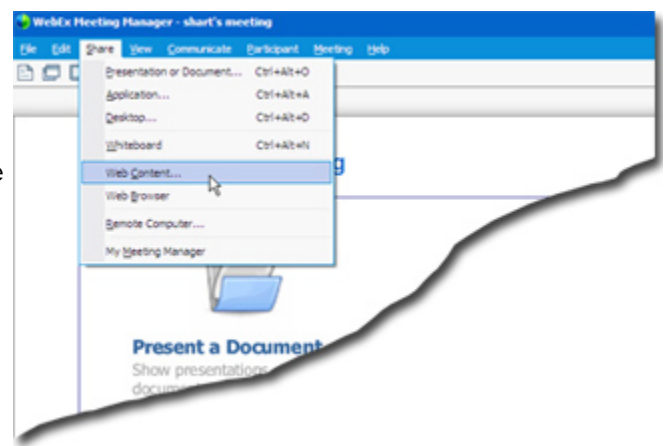
A: Training session times automatically appear in the host's time zone because we cannot determine each attendee's time zone.

Sharing Documents and Applications

Q: What's the difference between sharing documents and applications?

A: With document sharing, attendees can see the document, but you can't change it. With application sharing, you share the application that you used to create or change the document; as you change the document, your attendees see your changes. Application sharing uses more bandwidth and therefore can affect the overall performance of your session.

You can share virtually any type of document or application, but those that stream video or audio may not display appropriately. To share streaming content, use



WebEx "Web content sharing" which displays the content in a Web browser on each attendee's computer. All you have to do is select **Web Content** from the **Share** menu, enter the URL of a Web site that contains the streaming content, and your attendees can see it in their own browsers. You can share many documents or presentations at the same time; each document or presentation appears on its own tab in the content viewer.

Q: What types of files or applications can I share?

A: You can share virtually any document or application. For best results, if the application you want to share streams audio or video and is available on the web, you should:

- Display the page in your browser
- Use the Web content sharing feature (which opens a browser window on each attendee's computer)

Q: Does everyone in my training session need the file or application that I want to share?

A: No. Only you need the file or application on your computer.

Tip: If some of your attendees have slow network connections, you might ask them to cache the course material prior to the session. For detailed information see the Training Center Host's guide on the Support page of your Training Center service site.

Q: Can I change documents that I'm sharing?

A: Yes. Use our application sharing feature and change documents during your training sessions. With application sharing, you can also allow your attendees to control the application for you.

Q: Can I share more than one document or presentation at a time?

A: Yes. Use the WebEx content viewer to share as many documents or presentations as you like. Each document or presentation that you open appears on its own tab in the WebEx content viewer. For detailed information see the Training Center Host's guide on the Support page of your Training Center service site.

Q: Can I save the annotated documents or presentations?

A: Yes. To save documents or presentations that you annotated, on the **File** menu, select **Save**. To view the saved file from your desktop, simply double-click it. The document or presentation appears in the WebEx Document Viewer, which is part of Training Manager.

Q: Can I show animation and slide transitions in presentations?

A: Yes. If you share a Microsoft PowerPoint presentation, attendees can see the animations and slide transitions. You can also use the WebEx application sharing feature to show animation and slide transitions; just display the presentation in your slide-authoring application and then run the slide show in the application.

Q: Why do my images sometimes look grainy?

A: The quality of images sometimes may degrade if your Internet connection is slow.

Q: Will my presentations display correctly if my attendees have different resolutions on their computer monitors?

A: Attendees can see your desktop or application no matter which resolution they are using. For best results set your monitor's resolution to 800x600 pixels.

Q: Why do my attendees sometimes see a yellow crosshatched pattern when I share applications?

A: The crosshatched pattern is the shadow of a window that is in front of the application that you are sharing. Just close the window and the pattern no longer appears.

Other Questions

Q: What affects the performance of my training sessions?

A: Some of the factors that affect performance include:

- The speed of your computer's Internet connection Internet traffic
- Performance of your firewall and proxy servers

Although you may have a high-speed connection to the Internet, there may be congestion or packet loss on the Internet. You usually can't do much about it other than to inform your network administrator or Internet service provider. Congestion is often transient and resolve itself over time. You should, however, report serious or persistent problems.

Q: How can I test performance?

A: Use a route tracing utility, such as Trace Route, to determine where problems are exist between your computer and the WebEx servers. The utility sends data from your computer and measures the time it takes to for the data to reach the WebEx server. Ideally, data should take between 1-60 ms to reach the server. If it takes between 60-100 ms, your connection is slow. Times longer than 100 ms are unacceptably slow. If you continue to experience poor performance, contact your network administrator.

To run Trace Route on Windows, open a command prompt and then enter "tracert your_site_URL" (where "your_site_URL" is the address of your WebEx service site). Make sure that you place a space after "tracert".

Q. Why can't I bookmark certain pages on my WebEx site?

A. Your Training Center service Web site dynamically generates many of its pages so you cannot bookmark them. You can, however, bookmark the following pages on your WebEx service site:

URL	Description
<sitename>.webex.com	The home page for your WebEx service site.
<sitename>.webex.com/meet/<username>	Your Personal Meeting Room page, which shows online sessions that you scheduled and any in-progress sessions that you are currently hosting. You can provide this URL to a user in an email, and you can print it on your business cards. Users who view this page can join any meeting that you are hosting or download your shared files and folders.

In the My WebEx > My Profile page, you can specify

options for your Personal Meeting Room page, such as including a welcome message, graphics, and links to files and folders that you want to share.

`<sitename>.webex.com/join/<username>` Your join meeting page, which allows an attendee to join a meeting you have started, or if no meeting is in progress, it displays your Personal Meeting Room.

`<sitename>.webex.com/start/<username>` Your start meeting page, which allows you to start a meeting you have scheduled, or if more than one meeting is scheduled, it displays your Personal Meeting Room.

Q. Can I set email notifications to show the session time in the attendee's time zone?

A. Yes. For better ease-of-use for global attendees, you can invite attendees in their own language and time zone. The invitation will display the session time in the attendee's time zone, and the session link in the invitation will display session information in the attendee's language and will allow the attendee to join the session in their own language. This option is available only when scheduling on Web pages.

The host's settings for language and time zone are used by default. When inviting an attendee from an address book, stored settings for language and time zone are used. Any attendee's language and time zone can be overridden by the host when inviting the attendee.

Q. Where can I find the global call-in numbers?

A. If your site has WebEx audio turned on, and if your site also has the Global Call-in Numbers option turned on, you can view or display the global call-in numbers in two ways:

- In My WebEx, click My Audio. Under Personal Conference Number, click the Show all global call-in numbers link.
- When you are scheduling a meeting, under Audio Conference Settings, turn on the Display global call-in numbers option. This option will provide a link to the list of numbers—such as toll-free or local numbers—that attendees in other countries can call to join the audio conference.

For information about global toll-free calling restrictions, go to http://www.webex.com/pdf/tollfree_restrictions.pdf.

Q. Can users change their language, time zone, and locale settings?

A. Yes. Calendar pages, session information pages, Join pages, and email invitations now display links that allow users to easily change their language, time zone, and locale settings.

Cross-platform Features and Known Issues

Version: WBS28.12.1

Date: July 9, 2013

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.

Notes:

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

See these topics:

- [Language Support](#)
- [OS and Browser Support](#)
- [Citrix XenDesktop and XenApp Support](#)
- [Cross-platform Features](#)
- [Meeting Center](#)
- [Event Center](#)
- [Support Center](#)
- [Training Center](#)
- [Sales Center](#)
- [Known Issues/Limitations](#)

Language Support

	Meeting Center**	Event Center	Training Center	Support Center	Sales Center
Chinese (Simplified)	Yes	Yes	Yes	Yes	Yes
Chinese (Traditional)	Yes	Yes	Yes	Yes	Yes
Dutch*	Yes	Yes	Yes	Yes	No
English	Yes	Yes	Yes	Yes	Yes
French	Yes	Yes	Yes	Yes	Yes
German	Yes	Yes	Yes	Yes	Yes

Italian	Yes	Yes	Yes	Yes	Yes
Japanese	Yes	Yes	Yes	Yes	Yes
Korean	Yes	No	Yes	Yes	No
Portuguese (Brazil)	Yes	Yes	Yes	Yes	Yes
Russian*	Yes	Yes	Yes	Yes	No
Spanish (European)*	Yes	Yes	Yes	Yes	No
Spanish (Latin America)	Yes	Yes	Yes	Yes	Yes
Swedish	Yes	No	No	No	No

*Supported for the Windows meeting application only. Not supported on Mac.

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

OS and Browser Support

	Windows	Mac OS X*	Linux	Solaris	HP-UX	AIX
Operating Systems	XP SP3, 2003 Server, Vista 32-bit/64-bit, Windows 7 32-bit/64-bit, Windows 8 32-bit/64-bit	10.5, 10.6, 10.7, 10.8	Ubuntu 10x and 11x (Gnome), Red Hat 5, 6, Open SuSE 11.4, Fedora 15, 16 (all 32-bit)	Solaris 10, 11 OpenSolaris (x86)	HP-UX 11.11	AIX 5.3
Available WebEx Services	All services	Meeting Center Training Center Event Center Sales Center Remote Support	Meeting Center Event Center Training Center Remote Support	Meeting Center Event Center Training Center Remote Support	Meeting Center	Meeting Center
Minimum System Requirements						
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	UltraSPARC or Intel or AMD	PA-RISC	PowerPC
JavaScript	JavaScript and cookies enabled	JavaScript and cookies enabled	JavaScript and cookies enabled	JavaScript and cookies enabled	JavaScript and cookies enabled	JavaScript and cookies enabled
Other	Active X enabled (unblocked for IE is recommended)		Java 6, libstdc++ 6.0, GNOME/KDE	Java 6 CDE windowing system	Java 6 CDE windowing system	IBM Java 6 CDE windowing system

	Java 6 or later		windowing system			
Browsers (Recommended browsers are shown in bold)						
Internet Explorer	6, 7, 8 (32-bit/64-bit), 9 (32-bit/64-bit), 10 (32-bit/64-bit)					
Mozilla				1.7	1.7	1.6
Firefox	Latest	Latest	Latest	Latest	2	2
Safari		4 (10.5 only), 5, 6				
Chrome	Latest	Latest				

*Joining 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.

Citrix XenDesktop and XenApp Support

Added support for Citrix XenDesktop 5.0 and 5.5 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 [Known Issues/Limitations](#) for additional information.

Cross-platform Features

These features are supported in each WebEx service:

- Meeting Center
- Event Center
- Support Center
- Training Center
- Sales Center

Meeting Center						
	Windows	Mac OS X	Linux	Solaris	HP-UX	AIX

Host meetings	yes	yes	yes	yes	yes	yes	
Attend meetings	yes	yes	yes	yes	yes	yes	
Join teleconference before host	yes	yes	yes	yes	yes	yes	
Attendee ready indicator	yes	yes	yes	yes	yes	yes	
Quick Start tab (for inviting and reminding participants)	yes	yes	no	no	no	no	
Send meeting transcript	yes	no	no	no	no	no	
Power Panels (Delivers full-screen views for attendees while hosts use controls to manage meeting activity privately behind the scenes)	yes	yes	no	no	no	no	
Application sharing and annotation	yes	yes	yes	yes	yes	yes	
Web content browser sharing and annotation	yes	yes	yes	yes	yes	yes	
Desktop sharing and annotation	yes	yes	yes	yes	yes	yes	
Document and whiteboard sharing and annotation	yes	yes	yes	yes	yes	yes	
Web content sharing	yes	yes	yes	yes	yes	no	no
Remote desktop control	yes	yes	yes	yes	yes	yes	yes
Remote application control	yes	yes	yes	yes	yes	yes	yes
Web browser remote control	yes	yes	yes	yes	yes	yes	yes
Desktop remote control	yes	yes	yes	yes	yes	yes	yes
PowerPoint animations and transitions	yes	view only	view only	view only	view only	view only	view only
Automatically play presentations	yes	yes	yes	yes	yes	yes	yes
Automatically advance presentations	yes	yes	yes	yes	yes	yes	yes
Chat	yes	yes	yes	yes	yes	yes	yes
High-quality video	yes	yes	view only	view only	no	no	
High-definition video	yes	yes	no	no	no	no	
Full-screen video view with high-definition video	yes	yes	no	no	no	no	
Active-speaker switched video	yes	yes	yes	yes	no	no	
Offload video processing to GPU	yes	yes	no	no	no	no	

Cross-platform Features and Known Issues

Self view when sending video	yes	yes	no	no	no	no
Medianet features supported	yes	no	no	no	no	no
WebEx Audio	yes	yes	yes	yes	yes	yes
Cisco Unified MeetingPlace version 8.x Audio	yes	yes	yes	no	no	no
Third-Party Audio (TSP)	yes	yes	yes	no	no	no
Personal Conferencing	yes	yes	yes	yes	yes	yes
Integrated Internet phone (VoIP)	yes	yes	yes	yes	no	no
Client-side recording (WRF)	yes	no	no	no	no	no
Network-based recording (ARF)	yes	yes	yes	yes	no	no
Stand-alone playback (WRF/ARF)	yes	yes	no	no	no	no
Playback in browser (WRF/ARF)	yes	yes	yes	yes	no	no
Edit recordings (WRF)	yes	no	no	no	no	no
Polling	yes	yes	yes	yes	yes	yes
Printing	yes	no	no	no	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	basic	basic	basic
Notes and closed captioning	yes	yes	yes	yes	yes	yes
Customized information tab	yes	no	no	no	no	no
32-bit and 64-bit Microsoft Outlook integration	yes	no	no	no	no	no

Event Center

	Windows	Mac OS X	Linux	Solaris		
Host events	yes	yes	yes	yes		
Attend events	yes	yes	yes	yes		
Join teleconference before host	yes	yes	yes	yes		
Quick Start tab (For inviting and reminding participants)	yes	yes	no	no		
Attendee ready indicator	no	yes	no	no		
Power Panels (Delivers full-screen views for attendees while hosts use	yes	yes	no	no		

controls to manage meeting activity privately behind the scenes.)						
Panelists	yes	yes	yes	yes		
Q&A	yes	yes	yes	yes		
Application sharing and annotation	yes	yes	yes	yes		
Web content browser sharing and annotation	yes	yes	yes	yes		
Desktop sharing and annotation	yes	yes	yes	yes		
Document and whiteboard sharing and annotation	yes	yes	yes	yes		
Web content sharing	yes	yes	yes	yes		
PowerPoint animations and transitions	yes	view only	view only	view only		
Automatically play presentations	yes	yes	yes	yes		
Automatically advance presentations	yes	yes	yes	yes		
Chat	yes	yes	yes	yes		
High-quality video	yes	yes	view only	view only		
High-definition video	no	no	no	no		
Full-screen video view with high-quality video	yes	yes	yes	yes		
Active-speaker switched video	yes	yes	yes	yes		
Offload video processing to GPU	no	no	no	no		
Self view when sending video	yes	yes	no	no		
Medianet features supported	no	no	no	no		
WebEx Audio	yes	yes	yes	yes		
Cisco Unified MeetingPlace version 8.x Audio	yes	no	no	no		
Third-Party Audio (TSP)	yes	no	no	no		
Integrated Internet phone (VoIP)	yes	yes	yes	yes		
Client-side recording (WRF)	yes	no	no	no		
Network-based recording (ARF)	yes	yes	yes	yes		
Stand-alone playback (WRF/ARF)	yes	yes	no	no		
Playback in browser (WRF/ARF)	yes	yes	yes	yes		
Edit recordings (WRF)	yes	no	no	no		
Polling	yes	yes	yes	yes		
Printing	yes	no	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	basic		

Cross-platform Features and Known Issues

Customized information tab	yes	no	no	no		
32-bit and 64-bit Microsoft Outlook integration	yes	no	no	no		

Support Center						
	Windows	Mac OS X	Linux	Solaris		
Host support session	yes	yes	yes	yes		
Attend support session	yes	yes	yes	yes		
Record sessions	yes	no	no	no		
Remote computer access	yes	yes	yes	yes		
Desktop sharing and annotation	yes	yes	yes	yes		
Document sharing and annotation	yes	no	no	no		
Share web content (customer service representative)	yes	no	no	no		
View web content (customer)	yes	yes	no	no		
Remote print	yes	no	no	no		
Chat	yes	yes	yes	yes		
Reboot remote computer and reconnect (safe mode)	yes	no	no	no		
Display user system information	yes	limited	limited	limited		
Log on as different user	yes	no	no	no		
High-quality video	yes	no	no	no		
High-definition video	no	no	no	no		
Full-screen video view with high-quality video	yes, but without thumbnails	no	no	no		
Active-speaker switched video	no	no	no	no		
Offload video processing to GPU	no	no	no	no		
Self view when sending video	no	no	no	no		
Medianet features supported	no	no	no	no		
WebEx Audio	yes	yes	yes	yes		
Cisco Unified MeetingPlace version 8.x Audio	no	no	no	no		
Third-Party Audio (TSP)	no	no	no	no		
Client-side recording (WRF)	yes	no	no	no		
Network-based recording (ARF)	yes	yes	yes	yes		
Stand-alone playback (WRF/ARF)	yes	yes	no	no		
Playback in browser (WRF/ARF)	yes	yes	yes	yes		

Edit recordings (WRF)	yes	no	no	no		
Integrated Internet phone (VoIP)	yes	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	basic		

Training Center						
	Windows	Mac OS X	Linux	Solaris		
Host training sessions	yes	yes	yes	yes		
Attend training sessions	yes	yes	yes	yes		
Join teleconference before host	yes	yes	yes	yes		
Attendee ready indicator	yes	yes	yes	yes		
Breakout sessions	yes	yes	yes	yes		
Hands-on Lab sessions	yes	yes	no	no		
Q&A	yes	yes	yes	yes		
Quick Start tab (For inviting and reminding participants)	yes	yes	no	no		
Power Panels (Delivers full-screen views for attendees while hosts use controls to manage meeting activity privately behind the scenes.)	yes	yes	no	no		
Application sharing and annotation	yes	yes	yes	yes		
Web content browser sharing and annotation	yes	yes	yes	yes		
Desktop sharing and annotation	yes	yes	yes	yes		
Document and whiteboard sharing and annotation	yes	yes	yes	yes		
Desktop sharing	yes	yes	yes	yes		
Remote application control	yes	yes	yes	yes		
Document and whiteboard sharing and annotation	yes	yes	yes	yes		
PowerPoint animations and transitions	yes	view only	view only	view only		
Automatically play presentations	no	no	no	no		
Presentation Studio integration (on-demand module)	yes	player only	no	no		
Chat	yes	yes	yes	yes		
High-quality video	yes	yes	view only	view only		
High-definition video	yes	yes	no	no		
Full-screen video view with high-quality video	yes	yes	no	no		

Cross-platform Features and Known Issues

Active-speaker switched video	yes	yes	yes	yes		
Offload video processing to GPU	no	no	no	no		
Self view when sending video	yes	yes	no	no		
Medianet features supported	no	no	no	no		
WebEx Audio	yes	yes	yes	yes		
Cisco Unified MeetingPlace version 8.x Audio	yes	no	no	no		
Third-Party Audio (TSP)	yes	no	no	no		
Integrated Internet phone (VoIP)	yes	yes	yes	yes		
Client-side recording (WRF)	yes	no	no	no		
Network-based recording (ARF)	yes	yes	yes	yes		
Stand-alone playback (WRF/ARF)	yes	yes	no	no		
Playback in browser (WRF/ARF)	yes	yes	yes	yes		
Edit recordings (WRF)	yes	no	no	no		
Polling	yes	yes	yes	yes		
Offline polling editor	yes	no	no	no		
Renaming tabs (for document sharing and polls)	yes	yes	no	no		
Printing	yes	no	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	basic	basic	basic		
Multimedia files	yes	yes (QuickTime)	no	no		
Floating icon tray	yes	yes	no	no		
32-bit and 64-bit Microsoft Outlook integration	yes	no	no	no		

Sales Center

	Windows	Mac OS X			
Host sales meetings	yes	yes			
Attend sales meetings	yes	yes			
Join teleconference before host	yes	yes			
Sales team and subject matter expert support	yes	yes			
See subject matter expert availability and invite	yes	yes			
Quick Start tab (For inviting and reminding participants)	yes	no			
Attention indicator	yes	yes			
Silent monitoring	yes	yes			
Send meeting transcript	yes	no			

Power Panels (Delivers full-screen views for attendees while hosts use controls to manage meeting activity privately behind the scenes.)	yes	no				
Application sharing and annotation	yes	yes				
Desktop sharing and annotation	yes	yes				
Web content browser sharing and annotation	yes	yes				
Document and whiteboard sharing and annotation	yes	yes				
Remote desktop control	yes	yes				
Remote application control	yes	yes				
PowerPoint animations and transitions	yes	view only				
Automatically play presentations	yes	yes				
Automatically advance presentations	yes	yes				
Chat	yes	yes				
Single-point video (SPV)	yes	no				
High-quality video	no	no				
High-definition video	no	no				
Full-screen video view with high-quality video	no	no				
Active-speaker switched video	no	no				
Offload video processing to GPU	no	no				
Self view when sending video	no	no				
Medianet features supported	no	no				
WebEx Audio	yes	yes				
Cisco Unified MeetingPlace version 8.x Audio	no	no				
Third-Party Audio (TSP)	no	no				
Client-side recording (WRF)	yes	no				
Network-based recording (ARF)	yes	yes				
Stand-alone playback (WRF/ARF)	yes	yes				
Playback in browser (WRF/ARF)	yes	yes				
Edit recordings (WRF)	yes	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				
Communication portal	yes	yes				
32-bit and 64-bit Microsoft Outlook integration	yes	no				

Known Issues/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.

Using application or browser sharing in OpenSolaris	<ul style="list-style-type: none"> Turn off Visual Effects to use application or browser sharing in OpenSolaris (x86).
Presentation Studio On Demand	<ul style="list-style-type: none"> Presentation Studio does not support OpenSolaris and newer versions of Linux distributions.
Linux 64-bit support	<ul style="list-style-type: none"> 64-bit Linux distributions are not officially supported. Firefox 64-bit is not supported.
Microsoft Office 2010 support	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> If you have Microsoft Office 2013 installed, the following features are not supported when sharing PowerPoint 2013 files: <ul style="list-style-type: none"> 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: <ul style="list-style-type: none"> 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 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 desktop sharing features instead.
Windows 2000	<ul style="list-style-type: none"> 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	<ul style="list-style-type: none"> • Users of Mac OS X 10.4 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. • Document sharing is not supported in Sales Center for 64-bit Mac systems. • The WebEx Network Recording Player does not support converting recordings to MP4 format on Mac systems.
Firefox 4.0 or higher	<ul style="list-style-type: none"> • The Windows operating system supports only Firefox 32-bit.
Citrix XenDesktop and XenApp	<ul style="list-style-type: none"> • 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 can't 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	<ul style="list-style-type: none"> • 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.
Windows 8 and Internet Explorer 10	<ul style="list-style-type: none"> • The "Enhanced Protected Mode" in Internet Explorer 10 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. • Users cannot share Excel files on Windows 8 32-bit using Excel 32-bit.

Audio Broadcast Release Notes

Version: WBS28.4

Date: February 20, 2009

WebEx Audio Broadcast provides a low-cost alternative to telephony-based audio conferences. Audio Broadcast is an ideal solution for environments where there are a low number of active speakers and a very large number of listeners who wish to participate in a principally listen-only mode.

Based on the Multi-Media Platform (MMP), Audio Broadcast is seamlessly interwoven into the WebEx meeting experience with hosts able to monitor the number of active Audio Broadcast attendees in real time. The Audio Broadcast client starts automatically for attendees, and hosts are able to promote individual attendees to full speaking privileges at any time during the meeting. Attendee promotion is provided by presenting PSTN dial-in information to promoted attendees. The promoted attendees then become full speaking participants.

For more information see:

- [Overview](#)
- [Frequently Asked Questions](#)

Frequently Asked Questions

Q. When would I use Audio Broadcast in preference to Integrated VoIP?

Q. What is the capacity for Audio Broadcast?

Q. What services does Audio Broadcast support?

Q. Can you use Audio Broadcast over dial-up connections?

Q. How do I use UDP transport for Audio Broadcast sessions?

Q. Does Audio Broadcast support a mixed mode or hybrid audio conference?

Q. Does Audio Broadcast support third-party audio bridges?

Q. Is the audio quality of Audio Broadcast comparable to Integrated VoIP?

Q. What if the customer experiences any technical issues with Integrated Audio Broadcast?

Overview

Services Support (New platforms)	Audio Broadcast is supported in the services and platforms below:				
	Windows*	Solaris	Linux	Macintosh	
Audio Broadcast	Yes*	Yes	Yes	Yes	
	* Windows 2k and XP and Vista are the only supported windows variants.				
Support for third-party or WebEx-integrated telephony	Audio Broadcast supports third-party audio bridges or WebEx-integrated telephony. Third-party bridge support is provided by using a dial-out wizard. Audio Broadcast playback muting is not available				

	when using a third-party bridge.
Hardware requirements	No special hardware is required to use the Audio Broadcast service. A sound card and speakers or headphones are all that is required.
Number of attendees	Audio Broadcast supports up to 3,000 attendees per meeting.
Auto Start	If an Event Center meeting is scheduled with Audio Broadcast, the streaming client starts automatically when an attendee joins the meeting. If the host has not joined the meeting, the attendees will receive a recorded announcement to inform them that the host has not yet joined the meeting.
Hybrid PSTN/Audio Broadcast operation	Hosts, presenters and panelists in an EC meeting join a PSTN audio conference. This conference is automatically bridged to the audio streaming servers that support the Audio Broadcast service.
Attendee phone privileges	Attendees may request access to the phone at any time by pressing the phone icon under the participant list. The host can grant or deny phone privileges individually or in groups.
TCP/UDP support	Audio Broadcast can use UDP or TCP as a transport method. UDP transport allows offers lower latency for Audio Broadcast sessions. TCP offers optional SSL security with slightly higher latency. When VoIP is started as a service, each client attempts to connect via UDP first, and then reverts to TCP as a transport protocol. Meetings can support a mix of UDP and TCP attendees.
SSL Support	Audio Broadcast can (if the site is SSL enabled) use SSL as a transport method. SSL provides highly secure transport for VoIP traffic. SSL may introduce additional latency for Audio Broadcast connections.

Frequently Asked Questions

Q. When would I use Audio Broadcast in preference to Integrated VoIP?

A. Audio Broadcast should be used in preference to Integrated VoIP when:

- The meeting size exceeds 500 attendees.
- More than 2 active speakers will be required, e.g., for panel discussions.
- The host, presenters or panelists prefer using PSTN based conferencing.
- Most of the attendees are expected to be in a listen only mode for the duration of the meeting.
- A lower cost "pay per event" pricing model is required.

Integrated VoIP should be used in preference to Audio Broadcast when:

- Support for MC and TC is required.
- The meeting will require a large amount of attendee interaction with frequent changes of speakers required.

Q. What is the capacity for Audio Broadcast?

A. The current Audio Broadcast maximum capacity is 3,000 attendees.

Q. What services does Audio Broadcast support?

A. Event Center only.

Q. Can you use Audio Broadcast over dial-up connections?

A. Audio Broadcast can be used over for dial up connections although this is not a recommended application. UCF based PowerPoint sharing should work satisfactorily as long as Video is not enabled and only one active microphone is in use. Application and desktop sharing in concert with Audio Broadcast is not supported.

Q. How do I use UDP transport for Audio Broadcast sessions?

A. UDP is only supported for non SSL sites. In order to use UDP the IP ports 7500 and 7501 must be opened for outbound communication using UDP on the corporate firewall. UDP is selected automatically if the ports are open.

Q. Does Audio Broadcast support a mixed mode or hybrid audio conference?

A. Yes, although the type of connections is fixed by meeting role. Hosts, presenters and panelists join the meeting via PSTN only and attendees join via Audio Broadcast initially (until they are promoted to full speaking privileges).

Q. Does Audio Broadcast support third-party audio bridges?

A. Yes.

Q. Is the audio quality of Audio Broadcast comparable to Integrated VoIP?

A. Yes, both services use the same underlying technology. In some cases the Audio Broadcast service may exhibit slightly better performance than Integrated VoIP under comparable operating conditions.

Q. What if the customer experiences any technical issues with Integrated Audio Broadcast?

A. Follow the standard Technical Support escalation process.

WebEx Audio Release Notes

Version: WBS28.9

Date: January 18, 2013

WebEx Audio Release Notes

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.

See below a description of [Features](#) for the WebEx Audio service.

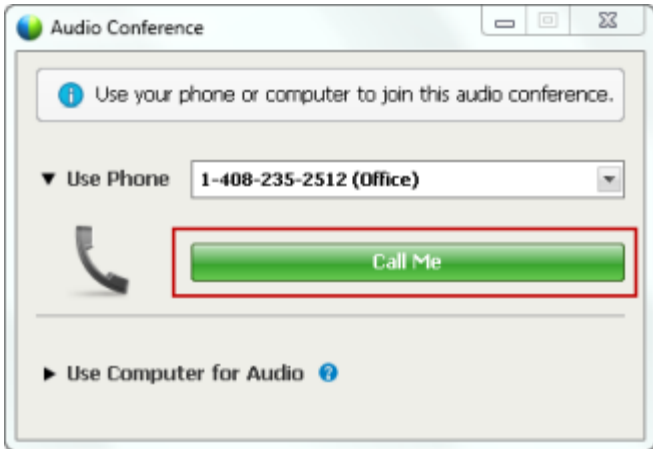
Frequently Asked Questions

Q. [What's the capacity for WebEx Audio?](#)

Q. [Are there any calling restrictions from certain locations?](#)

Q. [Does WebEx Audio support a mixed-mode or hybrid audio conference with VoIP attendees?](#)

Features

WebEx Audio (hybrid audio)	<p>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.</p> <p>Features such as muting and unmuting, 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.</p> <p>When you start or join a meeting that uses WebEx Audio, the Audio Conference dialog box appears automatically on your screen:</p> 
----------------------------	---

If you select the **Use Computer for Audio** option, the dialog box expands to show more information:



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
Sales Center	Yes	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 table above).

Audio Options

Note: For information about audio options supported for each operating system, see [Cross-platform Features and Known Issues](#).

Feature	Description	Available in				
		Meeting Center	Event Center	Support Center	Sales Center	Training Center
WebEx Teleconference	<p>This audio option is integrated into your WebEx online session. Choose from the these options:</p> <ul style="list-style-type: none"> Call in: WebEx provides a toll or toll-free phone number that you call when joining the session (global numbers are also available) Call back: When you join a session, enter your phone number and WebEx calls you. <p>For more information see the WebEx Audio Release Notes.</p>	Yes	Yes	No	Yes	Yes
Audio broadcast	(Available only in Event Center) This option is one-way audio, best suited for meetings where attendees only listen. Hosts speak using a microphone connected to their computers.	No	Yes	No	No	No
Integrated Voice-over-IP (VoIP) Audio	<p>Instead of using the telephone, use your computer to send the audio over the Internet. Speak and hear using a headset or speakers and a microphone connected to your computer.</p> <p>For more information, see Integrated VoIP Audio FAQs.</p>	Yes	Windows only	Yes	No	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	No

Other Teleconference Service	Use a third-party teleconference service.	Yes	Yes	Yes	Yes	Yes
------------------------------	---	-----	-----	-----	-----	-----

Audio Feature Comparisons

Feature	Description	Audio Broadcast	WebEx Audio*	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
Save default settings	Save default audio settings in your My WebEx 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	n.a.	Yes	n.a.
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	n.a.

***Note:** WebEx Audio includes hybrid audio.

Integrated VoIP Audio FAQs

Version: WBS28.9

Date: January 18, 2013

Integrated VoIP Audio Release Notes and FAQs

WebEx Integrated VoIP provides a low-cost alternative to telephony-oriented audio conferences. Integrated VoIP is an ideal solution for environments where there are a low number of active speakers and a large number of listeners.

Integrated VoIP is seamlessly interwoven into the WebEx meeting experience, with hosts being able to mute and un-mute attendees, pass the microphones, and start and stop Integrated VoIP at will.

This page contains the most frequently-asked questions about WebEx Integrated VoIP, the low-cost alternative to telephone-based audio conferences. Integrated into the WebEx meeting experience, VoIP audio is an ideal solution for meetings with few active speakers and many listeners.

Note: For detailed information about the audio options available for each operating system, see [Cross-platform Features and Known Issues](#).

Overview

- [Q. What are the features of Integrated VoIP audio?](#)
- [Q. What is the attendee capacity for Integrated VoIP audio?](#)
- [Q. How does WebEx VoIP audio help me know if attendees cannot hear me?](#)

System Requirements and Technical Information

- [Q. What are the system requirements?](#)
- [Q. Which WebEx service sites offer VoIP audio?](#)
- [Q. What do I need to use WebEx Integrated VoIP?](#)
- [Q. Can I use TCP, UDP, or PSTN with WebEx Integrated VoIP audio?](#)
- [Q. Can I use WebEx Integrated VoIP if my site is SSL-enabled?](#)
- [Q. Can I use VoIP over dial-up connections?](#)
- [Q. Can I provision WebEx VoIP from an EMX node.](#)
- [Q. Is VoIP a full or half duplex transmission?](#)

Troubleshooting

- [Q. Why is there a delay in the audio during my VoIP conferences? Why does the quality seem to be not as good as traditional telephony?](#)
 - [Q. Why do I get good quality on some VoIP calls, but not on others?](#)
 - [Q. What if the customer experiences any technical issues with Integrated VoIP?](#)
-

Overview

Q. What are the features of Integrated VoIP audio?

A. The following are brief descriptions of the features of Integrated VoIP audio:

- **Services Support:** Integrated VoIP is supported in the services and platforms listed in the following table:

	Windows	Solaris	Linux	Macintosh
Meeting Center	Yes	Yes	Yes	Yes
Training Center	Yes	Yes	Yes	Yes
Event Center	Yes	Yes	Yes	No
Support Center	Yes	Yes	Yes	Yes
Sales Center	No	No	No	No

- **Hardware requirements:** No special hardware is required to use integrated VoIP. A full duplex sound card and speakers or headset are all that is required. A headset is recommended for users wishing to speak.
- **Number of attendees:** Integrated VoIP supports up to 500 attendees (1,000 for Training Center).
- **TCP/UDP support:** Integrated VoIP can use UDP or TCP as a transport method. UDP transport allows offers lower latency for VoIP sessions. TCP offers optional SSL security with slightly higher latency. When VoIP is started as a service, each client attempts to connect via UDP first and then reverts to TCP as a transport protocol. Meetings can support a mix of UDP and TCP attendees.
- **SSL Support:** Integrated VoIP can (if the site is SSL enabled) use SSL as a transport method. SSL provides highly secure transport for VoIP traffic. SSL may introduce additional latency for VoIP connections.
- **Echo Cancellation:** Integrated VoIP features built in echo cancellation offering improved performance under most conditions.
- **Automatic Gain Control:** Integrated VoIP features automatic gain control provides level equalization for meeting attendees.
- **Cross-platform support:** Cross-platform support for Support Center

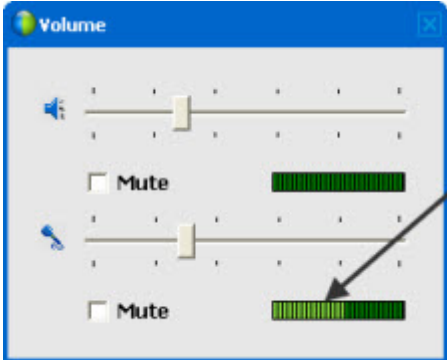
Q. What is the attendee capacity for Integrated VoIP audio?

A. You can invite up to 500 attendees to a session (1,000 for Training Center).

Q. How does WebEx VoIP audio help me know if attendees cannot hear me?

A. Integrated VoIP displays a network indicator in the **Volume** window (available from the **Audio** menu) that shows how your network is performing and the overall quality of the audio your attendees hear. The indicator displays one of the following colors:

Color Indicator	Description
-----------------	-------------



Green, when more than 85% of your attendees are experiencing good-quality audio



Yellow, when fewer than 50 to 85% of your attendees are experiencing good-quality audio



Red, when fewer than 50% of your attendees are experiencing good-quality audio

System Requirements and Technical Information

Q. What are the system requirements?

A. Your system must meet the requirements shown in [Cross-platform Features and Known Issues](#).

Q. Which WebEx service sites offer VoIP audio?

A. You can use Integrated VoIP with the WebEx services and computers listed in the following table:

	Windows	Solaris	Linux	Macintosh
Meeting Center	Yes	Yes	Yes	Yes
Training Center	Yes	Yes	Yes	Yes

Event Center	Yes	Yes	Yes	No
Support Center	Yes	No	No	No
Sales Center	No	No	No	No

Q. What do I need to use WebEx Integrated VoIP?

A. To use WebEx Integrated VoIP, you will need a full duplex sound card and speakers or headset. To speak, you should have a microphone that is connected to your computer. For best results, we recommend that you use a headset.

Q. Can I use TCP, UDP, or PSTN with WebEx Integrated VoIP audio?

A. You can use the UDP or TCP protocols with WebEx VoIP audio. With UDP, you may experience lower latency rates (delays) than with TCP, but with TCP, you can use the SSL security protocol (and the latency rate will probably be greater). When VoIP starts, WebEx tries to connect using UDP and then switches to TCP. You can conduct sessions where some attendees use UDP while others use TCP.

UDP is only supported for non-SSL sites. In order to use UDP, the IP ports 9000 and 9001 must be opened for outbound communication using UDP on the corporate firewall. UDP is selected automatically if the ports are open.

Q. Can I use WebEx Integrated VoIP if my site is SSL-enabled?

A. Yes. You can use SSL if you also use the TCP transport protocol.

Q. Can I use VoIP over dial-up connections?

A. Integrated VoIP is not recommended for dial-up connections. UCF-based PowerPoint sharing should work satisfactorily as long as video is not enabled and only one active microphone is in use. Application and desktop sharing in concert with Integrated VoIP is not supported on connections of less than 56Kb/s.

Q. Can I provision WebEx VoIP from an EMX node.

A. Integrated VoIP can be provisioned from a WebEx™ Extended MediaTone eXchange (EMX) node on a case-by-case basis. Please contact Product Management for further information.

Q. Is VoIP a full or half duplex transmission?

A. Integrated VoIP is full duplex, meaning multiple attendees can speak at the same time. This is similar to a traditional teleconference using PSTN. Half duplex is a VoIP conference where only one attendee can speak at a given time, similar to a CB radio.

Troubleshooting

Q. Why is there a delay in the audio during my VoIP conferences? Why does the quality seem to be not as good as traditional telephony?

A. Traditional PSTN-based teleconferencing is circuit-based, which gives each participant a dedicated channel to the teleconference bridge; the delay is virtually unnoticeable. Typically, the only delay one encounters in a circuit-switched voice environment is due to the distance the voice must travel). A good

VoIP solution will have delay of about 0.25 - 0.5 seconds, depending on a couple of factors:

1. **Network congestion:** VoIP solutions send the voice information over an IP network (such as the Internet), which is a shared medium on which the packets are routed on a first-in/first-out basis. Congestion on any of the routers between the meeting participants will delay and/or degrade the audio.
2. **Encoding process:** When you speak into the microphone, the sound card in your PC captures and digitizes the sound. This information is then broken up into data packets that are sent over the network to the conference server(s). The conference server(s) sends these packets to the other attendees' PCs, where the encoding process is reversed. The encoding process for integrated VoIP relies on audio components (microphone, speakers, and sound card), and these can vary greatly from PC to PC. Lower quality components will produce lower quality audio.

Such delay and audio quality issues are common to the VoIP solutions offered by all the vendors—not just WebEx. VoIP solutions offered by vendors such as Centra, et al., suffer from the same shortcomings when compared to PSTN. Based on our testing, the delay and audio quality of WebEx VoIP is at least on par with that of Centra's.

Q. Why do I get good quality on some VoIP calls, but not on others?

A. It is hard to have a straight answer to this question due to the number of possibilities. You can have a perfect VoIP conference with a 28-Kbps connection to a country halfway around the world, followed by a scratchy mess for a call to the next state with a 56-Kbps or a 300+-Kbps connection. The quality is almost entirely determined by the sample rate (number of "slices" per second it uses to reproduce your voice) of the VoIP software, plus the throughput of your internet connection. A 56-Kbps (or a 300+-Kbps LAN, for that matter) connection does not ensure that you can move data across the Internet at that speed; the actual speed is determined by traffic levels on all networks between the source and end point, and the equipment capabilities at the source and end point. In general, poor-quality transmissions are a result of traffic and cannot be avoided completely in VoIP that uses Internet for all or part of the voice-data traffic.

Q. What if the customer experiences any technical issues with Integrated VoIP?

A. Follow the standard Technical Support escalation process.

Video Release Notes

Version: WBS28.8

Date: November 16, 2012

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 in WBS28.8?](#)
- [High-Definition Video Features](#)
- [Cisco Medianet Integration—Performance Monitoring Support with Network Management Systems Requirements](#)
- [High-Quality Video Supported Cameras](#)
- [High-Definition Video Supported Cameras](#)
- [Known Issues/Limitations](#)

What's New in WBS28.8?

High-definition video support in all full-screen views	Starting with WBS28.4, WebEx Meeting Center and WebEx Training Center users can send and receive high-definition (HD) 720p video in both expanded full-screen view and full-screen view. Previously, high-definition video was available only in expanded full-screen view. Both views now support high-definition video. For additional details on bandwidth consumption, high-definition video system requirements and administrator options for allowing and not allowing HD video for your site, see the Cisco WebEx Network Bandwidth white paper at http://www.cisco.com/en/US/prod/collateral/ps10352/ps10362/ps10409/white_paper_c11-691351.pdf .
Increased USB camera compatibility	WBS28.7 adds increased support for one existing MJPEG color-space (I420) and adds support for another (YUV422) with corresponding increases to the number of USB video cameras that WebEx Meeting Center, Events Center, and Training Center support.
High-definition video decode offloading to GPU	Starting with WBS28.4, supported GPU chipsets can offload decode processing from the host CPU.
Cisco Medianet integration	Starting with WBS28.4, metadata support was added for making the network aware of the five WebEx media flows.

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
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
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	Automatic configuration of participants'	Yes	Yes	Yes	Yes

Video	video quality according to available network bandwidth.				
Camera hot plug-in	Attendees can connect and switch webcams 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 [Cisco Enterprise 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/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 [Cross-platform Features and Known Issues](#).

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.

Recording and Playback FAQs

Version: WBS28.12

Date: May 22, 2013

This page contains the most commonly-asked questions about recording and playing back WebEx meetings, events, and sessions. For detailed information about using WebEx recorders, players, and editors, see the user documentation on the Support page of your WebEx service site.

The WebEx Network Recording Player for Advanced Recording Format (.arf) files makes it easier to access and publish your network-based recordings. You can also use it to convert your WebEx network recordings to Windows Media File (.wmv) format, Flash (.swf) format, or MPEG-4 format (MP4). For detailed information, see the *WebEx Network Recording Player for Advanced Recording Format (.arf) Files Users Guide* on the Support page of your WebEx service site.

General Questions

- Q. What tools does WebEx provide for recording, editing, and playing recordings?
- Q. What do I need to play recordings?
- Q. Can I play WebEx recordings with any multimedia player?
- Q. How can I get the WebEx recorder, editor, and players?
- Q. How do I convert WebEx network-based recording files (ARF) to Windows Media File format (WMV) , Flash format (SWF), or MPEG-4 format (MP4)?
- Q. When I try to convert my ARF file to MP4 format, I'm asked for a URL, username, and password. What should I enter?
- Q. How do I connect the DynaMetric adapter to my computer and phone?

Network-Based Recording or "Record on Server"

- Q. What is network-based recording (NBR) or "Record on Server"?
- Q. Which centers can use network-based recording?
- Q. Which operating systems are supported for a host using network-based recording?
- Q. Do I need any additional hardware to use network-based recording for my meetings?
- Q. What is the typical size of a one-hour recording?
- Q. How long until my recordings are available for viewing or distribution?
- Q. How long until my recordings are available for viewing or distribution?
- Q. Where can I find my recordings?
- Q. How do I get the WebEx Network Recording Player?
- Q. How do I publish my recording to my attendees?
- Q. Does network-based recording capture all the content of the meeting?
- Q. Does network-based recording capture VoIP and Audio Broadcasting?
- Q. Can I pause the recording when I am recording on the server?
- Q. I cannot play my network-based recording file on the latest WebEx Network Recording Player after my site was upgraded. What should I do?

Playing Recordings

- Q. Are recordings streamed or downloaded to my computer?
- Q. Can I play a recording if my computer is not connected to the Internet?
- Q. I cannot play my local recording file on the latest WebEx Recorder and Player after my site was upgraded. What should I do?

Creating and Publishing Recordings

- Q. Can I record everything that happens in a WebEx meeting, event, or session?

- Q. How do I record a WebEx meeting, event, or session?
- Q. After I record a WebEx meeting, what happens to the recording?
- Q. How do I make my recording available to others?
- Q. Can I record an Internet phone (VoIP) conference?
- Q. Can I record WebEx meetings that contain UCF multimedia?
- Q. How can I improve the quality of the audio when using local recording?
- Q. What audio compression and sampling rates does WebEx support? Which ones should I use?
- Q. How large are recording files?

Editing Recordings

- Q. Can I edit recordings?
- Q. Can I dub the recording audio?
- Q. Can I insert markers into a recording?

Known Issues and Workarounds

- Q. What are the known issues?
- Q. Why does a security message appear when I play a recording?
- Q. Is the WOT format still supported?
- Q. I see a black screen when I try to record an application. What can I do?
- Q. I converted my network-based recording file (ARF) to Flash format (SWF) but I can't play it on my Flash Player. What can I do?

General Questions

Q. What tools does WebEx provide for recording, editing, and playing recordings?

A. With the WebEx recorders you can record everything that happens in a WebEx meeting; audio, video, chat conversations, notes, etc.

There are two options for recording a WebEx meeting: Network-based recording (Record on Server) with the Network-Based Recorder (NBR) and Local recording. When using Network-based recording, no additional hardware is required. All meeting content is automatically recorded on the WebEx servers and is easily accessible.

If you want to change the recording, such as making it shorter or eliminating sections where nothing important is happening, we provide another tool that allows you to change it. If you save recordings to your WebEx service site, you can publish the recording on a Web page so that others can play it or download it to their computer.

Choose from the following players and recorders:

WebEx Network Recording Player for Advanced Recording Format (.arf) files

Use it to play recordings in ARF format (Network-based recordings). Use the player to convert recording to Windows Media Format (.wmv), Flash format (.swf), or MPEG-4 format (MP4). No editing is supported in the player. Basic editing is supported on the recording properties on your WebEx service Web site, such as truncating the beginning or end of the recording, and removing panels such as video, chat, etc.

WebEx Recorder and Player for Recording

This is a standalone recorder and player that allows you to save recordings in the WebEx proprietary WRF format on your computer. You can also use it to

Format (.wrf) files	record applications on your computer to create software demonstrations, training, and so on. You can then upload recordings to your WebEx site and share them with others by sending them the provided streaming/download URLs.
WebEx Recording Editor	Use this tool to add, delete, or rearrange parts of a recording in WRF format.

For detailed information about using each of these players, see the user guides on the Support page of your WebEx service site.

Q. What do I need to play recordings?

A. To play WebEx recordings you should have a sound card; to play recordings on the Web you should have an Internet connection.

To record teleconferences when using WebEx stand-alone recorder, you should also have:

- A computer headset (presenters only)
- A phone headset (preferred over regular phone handsets for presenters who speak during a teleconference)
- A phone recording adapter

Note: this is required to connect your phone to your computer. WebEx recommends the DynaMetric TLP-120 or TMP-636 adapters; the TMP-636 adapter supports bi-directional audio which is useful for recording audio that contains UCF rich media.
- A universal amplifier (WebEx recommends the Plantronics MX10 universal amplifier and headset)

Q. Can I play WebEx recordings with any multimedia player?

A. Yes, but you must first download the recording from the WebEx service Web site and convert it to Windows Media File (.wmv) format, Flash (.swf) format, or MPEG-4 format (MP4). To convert a network-based recording (.arf) to Windows Media File (.wmv) format, Flash (.swf) format, or MPEG-4 format (MP4), use the WebEx Network Recording Player.

Note: The WebEx Network Recording Player does not support converting recordings to MP4 format on Mac systems.

To convert a local recording (.wrf) to WMV format, use the WebEx Recording Editor.

Q. How can I get the WebEx recorder, editor, and players?

A. If you have an account on your WebEx site:

1. On the navigation bar at the left, click **Support**.
2. Click **Downloads**.
3. Scroll down to the Recorders and Players section and click **Recording and Playback**.
4. Download the desired player.

Q. How do I convert WebEx network-based recording files (ARF) to Windows Media File format

(WMV) , Flash format (SWF), or MPEG-4 format (MP4)?

A. Start the WebEx Network Recording Player and open your ARF file. Select **File > Convert Format** and select the desired format. Select the desired configuration in the dialog that pops up and select **Convert**.

Note: The WebEx Network Recording Player does not support converting recordings to MP4 format on Mac systems.

Q. When I try to convert my ARF file to MP4 format, I'm asked for a URL, username, and password. What should I enter?

A. The URL you should enter is your WebEx site; for example, company.webex.com. The username and password should be your WebEx username and password.

Note: The WebEx Network Recording Player does not support converting recordings to MP4 format on Mac systems.

Q. My WebEx site requires that I sign in through my company website (through single sign-on) and I don't have a WebEx username and password. What should I do if I want to convert ARF files to MP4 format?

A. Converting ARF files to MP4 format is not currently supported for WebEx sites integrated with single sign-on.

Q. How do I connect the DynaMetric adapter to my computer and phone?

A. To connect the adapter to phone:

1. Unplug your phone handset or headset from the phone jack and connect the DynaMetric telephone cord to the jack.
2. Plug the phone handset or headset into the DynaMetric adapter.
3. Plug the DynaMetric gray audio cable into your computer's microphone jack. (If you are using the DynaMetric TMP-636, plug the black cable into the computer's headphone jack.)

Network-Based Recording

Q. What is network-based recording (NBR) or "Record on Server"?

A. Network-based recording (NBR) is a recording option available to WebEx customers on release WBS25 or later. Network-based recording enables you to capture all meeting content, including WebEx integrated audio, VoIP audio, or third-party audio conference for later playback and sharing. NBR recordings are saved to WebEx high-availability storage servers, making it easy to access all meeting content.

Unlike the stand-alone WebEx Recorder for WRF format files, network-based recording is managed completely within the WebEx client and does not require the use of additional hardware, such as a phone recording adapter to record the teleconference. Network-based recording also provides basic editing capabilities through your WebEx service site, without requiring the use a video-editing application.

Q. Which centers can use network-based recording?

A. WebEx Meeting Center, Event Center, Sales Center, Support Center, and Training Center.

Q. Which operating systems are supported for a host using network-based recording?

A. A host using network-based recording can use the Windows, Mac, Linux, and Solaris operating systems.

Q. Do I need any additional hardware to use network-based recording for my meetings?

A. No, you can simply get it enabled on your site. In the Meeting Manager you can record all your meeting actions, including the teleconference.

Q. What is the typical size of a one-hour recording?

A. The size will vary depending on the action during the meeting. Typically, a meeting that does not contain video usage ranges from 15 to 40 MB. A meeting with video usage can range in the 250MB size.

Q. How long until my recordings are available for viewing or distribution?

A. Usually, recordings are available between 30 minutes and up to 24 hours after the end of your meeting.

Q. Where can I find my recordings?

A. Your recordings are posted to the My Files section of My WebEx, in the **My Recordings** tab.

Q. How do I get the WebEx Network Recording Player?

A. You can download the WebEx Network Recording Player by going to **Support > Downloads > Recording and Playback**.

Q. How do I publish my recording to my attendees?

A. Once your recordings are posted to the My Files section in My WebEx, a streaming URL is generated that can be sent via email, posted to your WebEx service Web site, or posted to any other Web site.

Q. Does network-based recording capture all the content of the meeting?

A. It records the full attendee-view of the meeting, so it captures the following:

- All public chat
- All data including annotations, polls results that are shared, and notes (requires publishing)
- Presenter video (requires at least one attendee present in the meeting)
- WebEx Audio (VoIP and telephony) and third-party audio

It does not capture the following:

- All private chat to the host
- Poll results not shared by the host
- Breakout sessions (Training Center), Media Viewer (Event Center), Closed Captioning (Meeting Center), and Practice Rooms (Event Center) panels are not recorded or played back
- When recording multi-point video, only the presenter's video is recorded and played back

Q. Does network-based recording capture third-party audio?

A. Yes. By entering your third-party conference number in the

start recording process, you can capture third-party audio in your recording.

Q. Does network-based recording capture VoIP and Audio Broadcasting?

A. Yes, first start the recording and then start your audio selection.

Q. Can I pause the recording when I am recording on the server?

A. Yes. A Pause button is available in the Recorder panel when you are recording on the server.

Q. I cannot play my network-based recording file on the latest WebEx Network Recording Player after my site was upgraded. What should I do?

A. Starting in WBS28.9, a new audio engine was introduced in the WebEx Network Recording Player, and an old audio codec was removed. Due to those changes, network-based recording files (.arf) that were created on a release earlier than WBS27.12 (earlier than March 2010) and **use VoIP-only audio** can no longer be played on the latest Network Recording Player (they can still be played on earlier versions of the WebEx Network Recording Player). Network-based recordings that use VoIP-only audio and that were created after WBS27.12 can be played on the latest release using the new player with no issues. Network-based recordings that use hybrid audio (mix of VoIP and telephony or telephony only) are not impacted. If you still have access to an older version of the Network Recording Player, you can convert your recording file (.arf) to standard video format such as Windows Media File (.wmv) format, Flash (.swf) format, or MPEG-4 format (MP4).

Note: The WebEx Network Recording Player does not support converting recordings to MP4 format on Mac systems.

Playing Recordings

Q. Are recordings streamed or downloaded to my computer?

A. As the recording owner (meeting host), you can choose either to stream the recordings by selecting the streaming link or to download the recording file to your computer by selecting the download link. If you do not own the recording, you can ask the host to send you the recording streaming and download links.

Q. Can I play a recording if my computer is not connected to the Internet?

A. Yes. You need to download and install the appropriate stand-alone player. Click **Support > Download > Recording and Playback**.

To play back network-based recordings (.arf), install the WebEx Network Recording Player for Advanced Recording Format Files. To play back local recordings (.wrf), install the WebEx Recorder and Player for WRF Format files.

Q. I cannot play my local recording file on the latest WebEx Recorder and Player after my site was upgraded. What should I do?

A. Starting in WBS28.9, a new audio engine was introduced in the WebEx Player and WebEx Recording Editor. An old audio codec was also removed from these applications. Due to those changes, local recording files (.wrf) that were created on a release earlier than WBS27.12 (earlier than March 2010) can no longer be played on the latest WebEx Player or WebEx Recording Editor (they can still be played on older versions of these applications). Local recordings that were created after WBS27.12 can be played on

the latest release using the new player with no issues.

If you still have access to an older version of the WebEx Recording Editor, you can convert your local recording file (.wrf) to a standard video format—Windows Media File (.wmv).

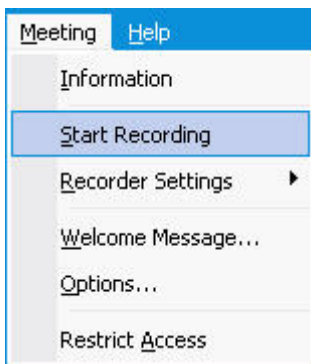
Creating and Publishing Recordings

Q. Can I record everything that happens in a WebEx meeting, event, or session?

A. Yes. You can record the audio, video, desktop sharing, annotations, chat, and so on.

Q. How do I record a WebEx meeting, event, or session?

A. Just start or join your WebEx meeting, event, or session, and then from the **Meeting** menu in Meeting Center and Sales Center, the **Event** menu in Event Center, or the **Session** menu in Training Center, select **Start Recording**.



In Support Center, you can click the Recording button from the floating icon tray.

Note: If you are an attendee you can record if your presenter has enabled recording for you.

Q. After I record a WebEx meeting, what happens to the recording?

A. If you used network-based recording (Record on Server) you can find your recordings in the My Files section of the My WebEx page of your WebEx service site, in the **My Recordings** tab.

My WebEx Files Welcome

My Documents **My Recordings**

Meetings | [Events](#) | [Sales Meetings](#) | [Training Sessions](#) | [Miscellaneous](#)

Find recordings Site storage 86% of 147GB

Total: 19 recordings

Topic	Size*	Create Time ▲	Duration	Format	
Design review-20080801 2009	5.36MB	8/1/08 1:32 pm	11 minutes	ARF	
Review schedule-20080801 1817	765.0KB	8/1/08 11:33 am	1 minute	ARF	

Q. How do I make my recording available to others?

A. Recordings made using network-based recording (Record on Server) will be in your WebEx service Web site under **My WebEx > My Files > My Recordings** tab. Each recording has a streaming/download link that you can email to others right from the recording list.

Clicking the Send Email icon opens the Share My Recording dialog box and allows you to send emails to others so they can view the recording.

My WebEx Files Welcome

My Documents **My Recordings**

Meetings | [Events](#) | [Sales Meetings](#) | [Training Sessions](#) | [Miscellaneous](#)

Find recordings Site storage 86% of 147GB

Total: 19 recordings

Topic	Size*	Create Time ▲	Duration	Format	
Design review-20080801 2009	5.36MB	8/1/08 1:32 pm	11 minutes	ARF	
Review schedule-20080801 1817	765.0KB	8/1/08 11:33 am	1 minute	ARF	

You can also publish the playback/download link for your recording on your web site for others to access. For details, see the *Streaming Recordings on Your Web Site* guide on your Support page.

Q. Can I record an Internet phone (VoIP) conference?

A. Yes.

Q. Can I record WebEx meetings that contain UCF multimedia?

A. Yes. To record the audio from UCF files at the same time that you record audio from a WebEx meeting, use an adapter such as the DynaMetric TMP-636 or Plantronics MX-10. This allows you to send the sound from your telephone through your computer's sound card. To record video or Flash files, turn off hardware acceleration (or video overlay) on your computer's video card. For details, see the Windows Media Player online help.

Q. How can I improve the quality of the audio when using local recording?

A. If audio quality is poor or if there is no audio, make sure that:

- You used the WebEx Audio Setup Wizard to test your volume.
- If you are recording audio from a source other than a microphone, start the recorder and select the

correct recording source.

- If you hear “clicks and clacks” during playback, you may be using an older version of the WebEx Player. Re-install the player on your computer and try again.

Q. What audio compression and sampling rates does WebEx support? Which ones should I use?

A. WebEx supports the following audio recording formats:

- G.723 (8 kHz) This is the default setting; it is optimized for streaming over the Internet.
- PCM (8 kHz, 22 kHz, 44 kHz) This results in higher audio quality but much larger file sizes. This is recommended only for recordings that you distribute on a CD-ROM.

Q. How large are recording files?

A. A one-hour recording is typically between 15 and 40 MB. The size varies depending on whether you have included chat sessions, notes, video, and other features in your recording.

Editing Recordings

Q. Can I edit recordings?

A. Yes. For recordings that were created using the WebEx WRF Player or the WebEx Recorder, Player, and Recording Editor, you can use the WebEx Recording Editor to add, delete, or rearrange recorded data. You can also specify segments in the recording, much like tracks on a CD, so that you can quickly navigate to a specific point during playback. You can download the WebEx Recording Editor from your Support page.

For recordings that were made using network-based recording (Record on Server), basic editing can be done on the Recording Properties page under **Playback control**, such as specifying a different start and end time for the playback, and omitting specific panels (Participants, Chat, etc.) from the playback.

Playback control:

Panel Display Options

☒ Chat ☒ Q&A ☒ Video ☒ Polling ☒ Notes ☒ File Transfer

☒ Participants ☒ Table of Contents

Recording Playback Range

☒ Full playback

☐ Partial playback

☒ Include NBR player controls

If additional editing is required, you can use the WebEx Network Recording Player to convert the recording to a Windows Media File (.wmv) format, Flash (.swf) format, or MPEG-4 format (MP4), and then use third-party editing tools to edit the file.

Note: The WebEx Network Recording Player does not support converting recordings to MP4 format on Mac systems.

Q. Can I dub the recording audio?

A. Yes, but this feature is only available for local recording (.wrf). “Dubbing” is where you copy all or part of a recording. To dub a recording:

1. Use the WebEx Recording Editor to open the WebEx recording.
2. Use the Current Location Indicator to specify where you want to start dubbing.
3. From the **Tools** menu choose **Dub Audio**.
4. If you would like audio dubbing to end automatically at the certain point, specify the end point end point.
5. Click **OK**.

Q. Can I insert markers into a recording?

A. Yes, but this feature is supported only in the stand-alone WebEx Recording Editor. You can use markers to specify certain points in the recording. During recording, press the **Ctrl-Alt-M** keys on your keyboard to insert markers.

Known Issues and Workarounds

Q. What are the known issues?

A. These are the known issues:

- New recordings created using a version 2.1 or later recorder will not play in pre-2.1 players, so be sure to upgrade to and download the latest player.
- You cannot use the recording editor to combine pre-2.1 WRF files with 2.1 WRF files.
- The Solaris player does not play audio from WebEx Internet phone conferences.
- If a host starts a meeting, shares his webcam video, and starts recording the meeting with no other participants, the video playback in the recording may have long periods of time where the video is frozen.

Q. Why does a security message appear when I play a recording?

A. A security message appears when you try to play a recording from the Web. The Windows operating system displays this message to let you know that a plug-in for your Web browser is about to be installed.

When you see the message, just click **Yes** in Internet Explorer to allow the WebEx Player installation to continue. The plug-in does not pose a security threat to your computer or network.

Q. Is the WOT format still supported?

A. WOT is the original format for WebEx recordings. You can continue to use the WebEx WOT Player to play recordings in this format, however the latest WebEx Player can play only recordings in the WebEx Recording Format (WRF).

Q. I see a black screen when I try to record an application. What can I do?

A. You are most likely recording an application that uses video overlay, such as an applications that play

video files. To record these applications, turn off hardware acceleration (or video overlay) on your computer's video card. To turn off hardware acceleration, see the Windows Media Player online help.

Q. I converted my network-based recording file (ARF) to Flash format (SWF) but I can't play it on my Flash Player. What can I do?

A. If you are using Adobe Flash Player version 11.4 or later, you must update your WebEx Network Recording Player to version WBS28.9 or later. After you update your WebEx Network Recording Player, you can convert your ARF file to SWF format by selecting the **High key frame rate** conversion option.

My WebEx Release Notes

Version: WBS28.4

Date: August 24, 2011

My WebEx is your personal productivity tool for managing your WebEx online sessions, files, recordings, reports, contacts, and your WebEx profile.

Features

Note: depending upon the features that are enabled for your WebEx site and user account, some of these features may not be available to you.

My Meetings	<p>Provides a list of all the online meetings that you are hosting and attending. You can view the meetings by day, week, or month, or you can view all meetings.</p> <p>This page also allows you to go to your Personal Meeting Room or start a One-Click meeting.</p> <p>In this version, the My Meetings page in My WebEx now has a tabbed layout, with sortable columns to allow hosts to more conveniently find and start their meetings. Tabs are provided for Daily, Weekly, Monthly, and All Meetings views, as well as an option to include past meetings in the view.</p>
Productivity Tools Setup	Lets you set up a meeting that you can quickly start at any time, as often as you want. If you install WebEx One-Click, you can start your One-Click Meeting right from your desktop, using the WebEx One-Click panel or one of the One-Click Meeting shortcuts.
My Computers	On the My Computers page you'll find your link to Access Anywhere, the tool that allows you to remotely access unattended computers. Using Access Anywhere is almost like sitting at another computer even though you may be thousands of miles away. Once you set up a remote computer to use Access Anywhere, return to the My Computers page to quickly access the computer at any time.
My Files	<p>Store files related to your WebEx sessions on your My Files page and then access these files from any where using your Web browser. My Files has four components:</p> <ul style="list-style-type: none"> • My Documents: a place to store folders, files, presentations, and documents. • My Recordings: stores WebEx recordings. • My Event Recordings: a place to store WebEx Event Center recordings. • My Training Recordings: a place to store WebEx Training Center recordings.
My Contacts	Allows you to view or maintain information about your contacts in your address book.
My Profile	The My Profile page lets you specify your personal contact information and customize and personalize your WebEx services.
Personal Conferencing	Allows you to add up to three personal conference number (PCN) accounts. You can edit

	<p>a PCN account at any time to change the following:</p> <ul style="list-style-type: none">• The access code that you want to use to start a teleconference• The access codes that you want participants to use to join the teleconference
My Reports	Access a variety of usage and activity reports for your WebEx sessions on your My Reports page.

UCF Toolkit FAQs

Version: WBS28.4

Date: November 18, 2011

Universal Communications Format (UCF) Toolkit is a WebEx utility that allows you to create rich media presentations. This document contains the most frequently-asked questions about using these files in WebEx.

General Questions

- Q. What is UCF?
- Q. What do I need in order to play rich media content files?
- Q. How can I quickly get started using rich media content files?
- Q. Can rich media content negatively impact my WebEx sessions or network capacity?
- Q. Can I turn off the UCF rich media capabilities if I am concerned about bandwidth?

Working with UCF Files

- Q. Can I share rich media content files during WebEx meetings?
- Q. Can I record WebEx sessions that contain rich media content files?
- Q. What is the difference between inserting files and using a URL? Which method do you recommend?
- Q. What file formats supported for each media type?

Known Issues and Workarounds

- Q. What are the known issues of using rich media content files?
 - Q. Can I use UCF files on Macintosh, Solaris, or Linux computers?
-

General Questions

Q. What is UCF?

A. UCF is a special file format you can use to display rich media files in WebEx sessions, as well as share any type of document, including PowerPoint and Excel files. UCF files can contain the following types of rich media content:

- WebEx WRF recordings (for more information about WRF files, see [Recording and Playback FAQs](#))
- Video
- Audio
- Flash files
- Web pages
- 3rd-party rich media content (through partner integration)

The WebEx Universal Communications Toolkit contains a plugin for Microsoft PowerPoint that you can use to create and share UCF files. In addition, the toolkit includes the WebEx Document Manager, which is an offline viewer for UCF files.

For more information about the toolkit, see the UCF Getting Started guide on the Support page of your WebEx service site.

Q. What do I need in order to play rich media content files?

A. Your computer should meet the following system requirements.

(Windows)

- Windows 98, 2000, XP, or Vista
- Internet Explorer 6, 7
- Macromedia Flash player 6 or later (for Flash files)
- Windows Media Player 9 or later (for most audio and video files)
- QuickTime 6 or later (for QuickTime and other audio and video files not supported by Window Media Player)

(Macintosh)

- Mac OS X 10.3, 10.4 (Meeting Center only)
- QuickTime 6 or later (for QuickTime movies)

Q. How can I quickly get started using rich media content files?

A. To make sure that your computer is properly set up, when you schedule a meeting, select the **Request that attendees verify rich media players** option, and WebEx will ask your attendees to test their computers before they join your session.

Q. Can rich media content negatively impact my WebEx sessions or network capacity?

A. WebEx uses a variety of techniques to minimize the impact to WebEx sessions. Although sharing rich media content can increase network utilization, under normal conditions, the impact to network traffic is negligible.

Q. Can I turn off the UCF rich media capabilities if I am concerned about bandwidth?

A. Yes. Ask your WebEx site administrator to disable UCF rich media for your service site.

Working with UCF Files

Q. Can I share rich media content files during WebEx meetings?

A. Yes. Just make sure that all attendees have a media player installed on their computers; to prepare for a meeting where you use rich media content files:

- Use the Advanced meeting scheduler and click **Invite Attendees**.
- On the Invite Attendees page, select the **Request that attendees verify rich media players** option. If this option is selected, when your attendees join the session, they will be asked to test their systems to make sure that they can play rich media files.
- On the Meeting Options page, select the **Enable UCF rich media for attendees** option.
- When you create your presentation, preview the slide presentation to ensure that the playback controls are visible.

Q. Can I record WebEx sessions that contain rich media content files?

A. Yes. To record the audio from UCF files at the same time that you record the audio from a teleconference, use a telephone transmit and receive patch such as the DynaMetric TMP-636 or Plantronics MX-10. This allows you to send the sound from your telephone through your computer sound card. To record video, make sure to turn off hardware acceleration (or video overlay) on your computer video card. For details, see the Windows Media Player online help.

Q. What is the difference between inserting files and using a URL? Which method do you recommend?

A. Insert a URL to create a link to a file that is stored on a Web server or streaming server. When you insert a file, you are including a file that is stored on your computer or another computer in your network.

Note: If you insert a rich media content file and want to send it to another person, you must also send the file; "zipping" the presentation and the files together is an easy way to do this. If you use Document Manager from the UCF Toolkit, you can save the rich media content inside the UCF file (called embedding) when saving the UCF file. In this case, you need to send only the UCF file itself to the other person.

Q. What file formats supported for each media type?

A. WebEx UCF supports these types of files:

Media type	Formats	OS	File extensions
Web pages	Any supported by Internet Explorer, for example, HTML, ASP, PHP	Windows	*.html, *.htm, *.asp, *.php
WebEx recordings	WebEx WRF File	Windows	*.wrf
Audio	Advanced Streaming Format (ASF)	Windows	*.asf
	Windows Media Audio (WMA)	Windows	*.wma
	MPEG Audio Layer-3	Windows	*.mp3
	MPEG Audio Layer-2	Windows	*.mp2, *.mpv2
	MPEG Audio	Windows	*.mpa
	Musical Instrument Digital Interface (MIDI)	Windows	*.mid, *.midi, *.rmi
	UNIX Audio (AU)	Windows	*.au
	Sound (SND)	Windows	*.snd

	Audio for Windows (WAV)	Windows	*.wav
	CD Audio (CDA)	Windows	*.cda
	Audio Interchange File Format (AIFF)	Windows	*.aiff, *.aif, *.aifc
Video	Advanced Streaming Format (ASF)	Windows	*.asf
	Windows Media Video (WMV)	Windows	*.wmv
	Audio Video Interleave (AVI)	Windows	*.avi
	MPEG	Windows	*.mpg, *.mpeg, *.m1v, *.mpe
	QuickTime movie	Mac OS, Windows	*.mov, *.qt
Flash	Flash	Windows	*.swf

Known Issues and Workarounds

Q. What are the known issues of using rich media content files?

A. Here is a list of known issues:

- For WebEx recording, audio, and video files, when you click **Pause**, the recording does not always pause at exactly the same place on all attendee computers.
- If you mute the audio in a UCF file, you will also mute audio for all applications on your computer, except on Windows Vista.
- If you share a presentation that contains UCF files on a computer that has Microsoft Office XP SP1 or SP2, and you have the Office XP macro security level set to "High" or "Medium", you will not be able to import the PowerPoint presentation into a WebEx session.
- If you have problems viewing ASF files on computers with Windows Media Player 9, upgrade to the latest version of Windows Media Player 9.
- Sharing QuickTime movies using the URL method requires QuickTime 6 or later.
- Animated images in GIF or PNG format display only the first image of the animation.
- Some types of images in StarOffice presentations may not appear.
- In PowerPoint, if you animate text by word or letter, a 10% delay occurs between words or letters, regardless of the value that you set.
- In PowerPoint, if you choose the "Group text by paragraph" option, paragraph animations may appear out of order.
- The PowerPoint chart animation "Group chart by unit" option is not supported.
- UCF does not support dimming general shapes such as charts, clip art pictures, 3D models, tables, WordArt pictures, diagrams, and OLE objects.
- For general shapes, UCF does not support color change animations.
- The PowerPoint animation options for "Repeat until end of slide" and "Repeat until next click" are

not supported when you share presentations.

- If you share a presentation that was created using PowerPoint XP or later on a computer that is running PowerPoint 2000, the first slide's master is used for all slides even if the slides have different masters.
- The quality of certain high resolution images in UCF media files may be degraded when you share presentations.
- Shadows set with the PowerPoint Shadows Settings toolbar do not display during meetings, however shadows created with the default shadow settings do appear.
- The following motion effects do not function as they do in PowerPoint slide show mode: Bounce Left, Bounce Right, Curved Square, and Stairs Down.
- In presentations created using PowerPoint versions prior to PowerPoint 2003, transparent portions of some images may be displayed as solid white regions.
- Animations in master slides are not supported.
- The PowerPoint "Change font animation" feature is not supported.
- Adobe Acrobat PDF custom fonts do not display; a default font displays instead.
- Fonts that are embedded into PowerPoint presentations are only displayed properly if the same font is installed on the presenter's computer; otherwise the default font displays instead.
- WebEx Meeting Manager performance on a participant's computer can be impacted by playing Flash files during a session.
- You cannot pause or stop interactive Flash files.

Q. Can I use UCF files on Macintosh, Solaris, or Linux computers?

A. See the above table of supported file types for details.

Productivity Tools Release Notes

Version: WBS28.11

Date: April 17, 2013

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

See these topics:

- [What's New in WBS28.11?](#)
- [WebEx Productivity Tool Support](#)
- [Known Issues/Limitations](#)

For additional information, see the [Productivity Tools FAQs](#).

What's New in WBS28.11?

Lotus Notes support	WebEx Productivity Tools have now been tested and certified for support of Lotus Notes 8.5.2 and 8.5.3.
Microsoft Lync supports	WebEx Productivity Tools have now been tested and certified for support of Microsoft Lync.
Improvement for Microsoft Outlook invitations	We have fixed a known issue where printouts of Microsoft Outlook invitations sometimes contain "garbage characters."
TelePresence integration support	<p>Starting with WBS28.9, users have the ability to schedule and start joint meetings with WebEx Meeting Center and TelePresence using WebEx Productivity Tools using Microsoft Outlook. WebEx users can engage with TelePresence users in a combined meeting if their on-premises TelePresence equipment has been upgraded to the latest versions. WebEx users will be able to view and share content with TelePresence participants. This is a feature that can be turned on by administrators. To use this functionality, users must download WebEx Productivity Tools from a WebEx site has turned on this TelePresence integration feature.</p> <p>In WBS28.11, this WebEx and TelePresence integration version of WebEx Productivity Tools has been updated with more usability improvements. A nonbranded installer is also available for distribution by our telephony partners.</p> <p>Your system must meet the following requirements for the WebEx integration with Cisco TelePresence:</p> <ul style="list-style-type: none">• Cisco TelePresence Management Suite (Cisco TMS) version 14.2• Cisco TelePresence Management Suite Extension for Microsoft Exchange (Cisco TMSXE) version 3.1• Cisco Unified Communications Manager (Cisco UCM) version 8.6.2 or 9.1

- Cisco TelePresence Server (Cisco TS) version 3.0
- Cisco TelePresence Video Communication Server (Cisco VCS) version 7.2.2

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
Microsoft Outlook 2000 SP3/ Microsoft Exchange Server 2000	Yes	Yes	Yes	No	No	No
Microsoft Outlook XP SP2/ Microsoft Exchange Server 2003	Yes	Yes	Yes	Yes	Yes	No
Microsoft Outlook XP SP3/ Microsoft Exchange Server 2003	No	Yes	Yes	Yes	Yes	No
Microsoft Outlook 2003 SP1, SP2/ Microsoft Exchange Server 2003	No	Yes	Yes	Yes	Yes	No
Microsoft Outlook 2007/ Microsoft Exchange Server 2003	No	Yes	Yes	Yes	Yes	No
Microsoft Outlook 2010 (32 bit and 64 bit)/ Microsoft Exchange Server 2007 (supported in WBS27LSP19 and later)	No	Yes	Yes	Yes	Yes	No
Microsoft Outlook 2010 (32 bit and 64 bit)/ Microsoft Exchange Server 2010	No	Yes	Yes	Yes	Yes	Yes
Microsoft Outlook 2010 (32 bit and 64 bit)/ Microsoft Office 365	No	Yes	Yes	Yes	Yes	Yes

Hosted Exchange Server						
Microsoft Outlook 2013 / Microsoft Exchange 2013	No	No	No	No	No	No (Tested with Preview)

IBM Lotus Notes Support

IBM Lotus Notes Version/ Domino Server Version	Windows 2000	Windows XP SP2	Windows Server 2003	Windows Vista	Windows 7
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
IBM Lotus Notes/Domino Server 8.0.0, 8.0.1	No	Yes	Yes	Yes	Yes
IBM Lotus Notes 8.5.1, 8.5.2 (32 bit, In Notes)/ Domino Server 8.5 (supported in WBS27LFR14 and later)	No	Yes	Yes	Yes	Yes

Instant Messenger Support

Instant Messenger Name and Version	Windows XP SP2	Windows Server 2003	Windows Vista	Windows 7
Yahoo Messenger 7.0-8.3, 9.0, 10	Yes	Yes	Yes	Yes
AIM 5.5-6.9.13.4, 7.0.8.15, 7.3.6.4	Yes	Yes	Yes	Yes
Skype 3.1-3.8, 4.0.0.224, 4.2	Yes	Yes	Yes	Yes
Google Talk 1.0.0.105, latest version	Yes	Yes	Yes	Yes
IBM Lotus Sametime 7.0, 7.5, 8.0	Yes	Yes	Yes	Yes
IBM Lotus Sametime 8.0, 8.5.1, 8.5.2 (embedded in Lotus Notes)	Yes	Yes	Yes	Yes
Microsoft Office Communicator 2005, 2007, 2007 R2	Yes	Yes	Yes	Yes

Windows Messenger 2009	Yes	Yes	Yes	Yes
Windows Messenger 4.7	Yes	Yes	No	No
MSN Messenger 5.1-8.5	Yes	Yes	Yes	Yes
Microsoft Lync Communicator (supported from WBS27LSP32)	No	Yes	Yes	Yes

Microsoft Office Support

Microsoft Office Version	Windows 2000	Windows XP SP2	Windows Server 2003	Windows Vista	Windows 7
Microsoft Office 2000	Yes	Yes	Yes	No	No
Microsoft Office XP, 2003, 2007	Yes	Yes	Yes	Yes	Yes
Microsoft Office 2010 (32 bit and 64 bit) (supported in WBS27 SP17 EP4 and later)	Yes	Yes	Yes	Yes	Yes

Browser Support

Browser Name and Version	Windows 2000	Windows XP SP2	Windows Server 2003	Windows Vista	Windows 7
Microsoft Internet Explorer 6.0	Yes	Yes	Yes	No	No
Microsoft Internet Explorer 7.0	Yes	Yes	Yes	Yes	No
Microsoft Internet Explorer 8.0	Yes	Yes	Yes	Yes	Yes
Microsoft Internet Explorer 9.0	Yes	Yes	Yes	Yes	Yes
Microsoft Internet Explorer 10.0	Yes	Yes	Yes	Yes	Yes
Mozilla Firefox 2–10	Yes	Yes	Yes	Yes	Yes
Mozilla Firefox 17 (supported from WBS28.0)	No	Yes	Yes	Yes	Yes

Citrix Support (WBS26 SP45 to WBS28)

Citrix Version	Integration to Microsoft Outlook 2010	Integration to Lotus Notes 8.5.3
----------------	---------------------------------------	----------------------------------

Citrix XenDesktop 5.5	Yes	Yes
Citrix XenApp Share Desktop 6.0	Yes	Yes

Known Issues/Limitations

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

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	<ul style="list-style-type: none"> • 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 Sales Center meeting that is scheduled using the Outlook integration has the following limitations: <ul style="list-style-type: none"> ○ It is not possible to assign an account and an opportunity. ○ It is not possible to invite an attendee as sales team attendee. • A Training Center meeting that is scheduled using Outlook integration has the following limitations: <ul style="list-style-type: none"> ○ 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:

	<ul style="list-style-type: none"> ○ 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, etc. ○ 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. <ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • 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 Sales Center meeting that is scheduled using Lotus Notes Integration has the following limitations:
 - It is not possible to assign an account and an opportunity.
 - It is not possible to invite an attendee as a sales team attendee.
- 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, etc.
 - 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

	<p>at the same time, those changes will not appear on your WebEx service site.</p> <ul style="list-style-type: none"> • 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 list of meetings you are invited to in your My WebEx My Meetings list.
TelePresence integration	<p>The following issues apply to the WebEx integration with TelePresence:</p> <ul style="list-style-type: none"> • Scheduling joint meetings—If your administrator has turned on the TelePresence integration for your WebEx site, you can schedule joint meetings with WebEx and TelePresence 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 resources or you add extra dial-in ports, a joint meeting with WebEx and TelePresence will automatically be scheduled. If you do not include these resources, the meeting will only be a WebEx meeting. • Time zone, Daylight Savings Time, and meeting recurrence— <ul style="list-style-type: none"> ◦ 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 changes follow current WebEx behavior, but the 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/	<ul style="list-style-type: none"> • 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

Microsoft Office integrations

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.

Productivity Tools FAQs

Version: WBS28.4

Date: November 17, 2010

This page contains answers to the most frequently-asked questions about WebEx Productivity Tools. For more information, see the [Productivity Tools Release Notes](#).

For detailed instructions, see the Productivity Tools documentation available on your WebEx service site's Support page.

General Questions

[Q. What are WebEx Productivity Tools?](#)

[Q. What desktop integrations are available using Productivity Tools?](#)

Installation and Configuration

[Q. How can I install Productivity Tools?](#)

[Q. My WebEx service site has automatic installation of Productivity Tools turned off. How can I install Productivity Tools manually?](#)

[Q. My WebEx service site has automatic installation of Productivity Tools turned on, but I don't want to use Productivity Tools. Can I turn off the automatic installation?](#)

[Q. I like some of the Productivity Tools, but I don't want to use all of them. How can I configure Productivity Tools to be available only for my desired desktop applications?](#)

[Q. How can I uninstall Productivity Tools?](#)

[Q. Can I use WebEx Productivity Tools with multiple WebEx service sites?](#)

[Q. I am a Linux desktop or MAC user. Are Productivity Tools available for me?](#)

[Q. Can I implement Single Sign-On through integration with an identity management system, such as CA Siteminder, Sun Java Access Manager, or Oracle Oblix, so my employees can use their LAN credentials to log on to WebEx and not have to maintain separate user IDs and passwords?](#)

Scheduling Meetings using Productivity Tools

[Q. What are the different ways I can schedule meetings using Productivity Tools?](#)

[Q. How do I schedule a WebEx meeting using Outlook or Lotus Notes integration?](#)

[Q. How do I start a scheduled WebEx meeting using Outlook or Lotus Notes integration?](#)

[Q. How do my attendees join my scheduled WebEx meeting using Outlook or Lotus Notes integration?](#)

[Q. I know my preferences \(such as teleconference, join before start, tracking code, etc.\) for WebEx meetings that I schedule using Outlook or Lotus Notes integration. Why do I need to specify these options for every meeting? Can I specify these preferences once so they are available for all future meetings?](#)

Instant Meetings using Productivity Tools

[Q. What are the different options I have to start instant meetings?](#)

[Q. What is WebEx One-Click?](#)

[Q. How can I invite an attendee to a WebEx meeting using One Click?](#)

[Q. Can I join a WebEx meeting using One-Click?](#)

[Q. How can I invite my buddy to a WebEx meeting using an instant messenger integration?](#)

[Q. I already have a WebEx meeting in progress on my desktop—how can I invite my instant messenger buddy to an in-progress meeting?](#)

[Q. What is the best way to start a WebEx meeting from Microsoft Office documents?](#)

Site Administration for Productivity Tools

[Q. I don't want hosts to automatically install Productivity Tools. What are the different options I have for](#)
[WebEx Training Center Release Notes and FAQs](#)

installing Productivity Tools on users' desktops in my company?

Q. Users in my company do not have administrator privileges. How can they install Productivity Tools?

Q. All computers in my company are locked down. How can I install Productivity tools on all users' desktops in my company?

Q. Meetings run by our executives are confidential and sensitive meetings. Employees in my company know the email addresses for executives. How can I prevent employees from joining confidential and sensitive meetings?

Q. I don't want my employees to use instant messenger integrations. Can I pick and choose which Productivity Tools my employees will use?

Q. I don't like the default contextual awareness tips that appear on Schedule a Meeting pages. Can I customize those messages?

Q. What are the best practices for deploying Lotus Notes integration across all computers in my company?

General Questions

Q. What are WebEx Productivity Tools?

A. WebEx Productivity Tools make it very easy for users to start, schedule, invite, and join WebEx meetings from their desktop or from commonly used desktop applications.

Q. What desktop integrations are available using Productivity Tools?

A. The following Productivity Tools are available for use with WebEx services:

- Microsoft Outlook integration
- IBM Lotus Notes integration
- One-Click
- Instant messenger integrations:
 - Yahoo
 - Google Talk
 - Skype
 - AOL AIM
 - Windows Messenger/ Microsoft Office Communicator (OCS)
 - Lotus Sametime
- Microsoft Office integrations:
 - Word
 - Excel
 - PowerPoint
- Microsoft Internet Explorer integration
- Mozilla Firefox integration

Installation and Configuration

Q. How can I install Productivity Tools?

A. All that is required is logging on to your WebEx service site. When you log on to your WebEx service site, Productivity Tools are automatically installed on your desktop. If automatic installation is turned off on your WebEx service site, you also have following options to install Productivity Tools:

- Click **My WebEx > Productivity Tools Setup** (on the left navigation bar). The Productivity Tools Setup page appears. Under **On Your Desktop**, click **Download Productivity Tools**.
- In the left navigation bar of your WebEx Service site, under **Support**, click **Downloads**. In the Downloads page, next to the **WebEx Productivity Tools** heading, click **Download Now**.
- Go to the Schedule a Meeting page. At the top of the page, you will see a contextual awareness tip about Productivity Tools. Click on the **Install Productivity Tools** link to install Productivity Tools.

Q. My WebEx service site has automatic installation of Productivity Tools turned off. How can I install Productivity Tools manually?

A. There are multiple options to install productivity tools manually:

- Click **My WebEx > Productivity Tools Setup** (on the left navigation bar). The Productivity Tools Setup page appears. Under **On Your Desktop**, click **Download Productivity Tools**.
- In the left navigation bar of your WebEx Service site, under **Support**, click **Downloads**. In the Downloads page, next to the **WebEx Productivity Tools** heading, click **Download Now**.
- Go to the Schedule a Meeting page. At the top of the page, you will see Contextual awareness tips about Productivity Tools. Click the **Install Productivity Tools** link to install Productivity Tools.

Q. My WebEx service site has automatic installation of Productivity Tools turned on, but I don't want to use Productivity Tools. Can I turn off the automatic installation?

A. Yes. Click **My WebEx > My Profile**. In the Productivity Tools section, turn off the **Automatically download Productivity Tools when logging in to WebEx service site** option.

Q. I like some of the Productivity Tools, but I don't want to use all of them. How can I configure Productivity Tools to be available only for my desired desktop applications?

A. On your desktop, click **Start > Programs > WebEx > Productivity Tools > WebEx Settings**. In the WebEx Settings dialog box, click the **Tools** tab. In the list of available Productivity Tools, turn off the options for the applications you do not want to use Productivity Tools with.

Q. How can I uninstall Productivity Tools?

A. On your desktop, click **Start > Programs > WebEx > Productivity Tools > Uninstall**. You can also uninstall using **Add or Remove Programs** from the Windows Control Panel.

Q. Can I use WebEx Productivity Tools with multiple WebEx service sites?

A. You can not use Productivity Tools with multiple WebEx service sites simultaneously. If you need to switch service sites, click **Start > Programs > WebEx > Productivity Tools > WebEx Settings** and update your site and account information to use Productivity Tools with the new site.

Q. I am a Linux desktop or MAC user. Are Productivity Tools available for me?

A. No. Currently Productivity Tools are available only for Microsoft Windows users.

Q. Can I implement Single Sign-On through integration with an identity management system, such as CA Siteminder, Sun Java Access Manager, or Oracle Oblix, so my employees can use their LAN credentials to log on to WebEx and not have to maintain separate user IDs and passwords?

A. Yes. Refer to the Site Administration document for Productivity Tools on how to configure your WebEx site to implement Single Sign-On (SSO) and integrate with an identity management solution.

Scheduling Meeting using Productivity Tools Questions

Q. What are the different ways I can schedule meetings using Productivity Tools?

A. If you use Microsoft Outlook or IBM Lotus Notes as your email client, you can schedule WebEx meetings directly from the Outlook or Lotus Notes scheduler using Productivity Tools.

Q. How do I schedule a WebEx meeting using Outlook or Lotus Notes integration?

A. You schedule a WebEx meeting with Outlook or Lotus Notes integration the same way you schedule other meetings. In the scheduler, click **Add WebEx Meeting** to add a WebEx meeting to your Outlook or Lotus Notes meeting.

Q. How do I start a scheduled WebEx meeting using Outlook or Lotus Notes integration?

A. When you add a WebEx meeting to your Outlook or Lotus Notes meeting, the meeting on your calendar includes a URL link that you can click to start a meeting.

Q. How do my attendees join my scheduled WebEx meeting using Outlook or Lotus Notes integration?

A. When attendees open a meeting on their Outlook or Lotus Notes calendar, they will see a URL link that they can click on to join the WebEx meeting. Attendees can also click on the URL link in the Outlook or Lotus Notes meeting invitation to join the meeting.

Q. I know my preferences (such as teleconference, join before start, tracking code, etc.) for WebEx meetings that I schedule using Outlook or Lotus Notes integration. Why do I need to specify these options for every meeting? Can I specify these preferences once so they are available for all future meetings?

A. With this release of Productivity Tools, you don't need to specify options for each meeting. There are two ways you can save your preferences for all future meetings:

- When you click **Add WebEx Meeting** while scheduling a Outlook or Lotus Notes meeting, after setting up your preferences in the WebEx Settings dialog box, turn on the **Save as default** option. Your preferences will be saved for all future meetings.
- In Outlook or Lotus Notes, click **WebEx > Account Settings** to open the **WebEx Settings** dialog box. In the WebEx Settings dialog box, click the **Scheduled Meetings** tab. Select your preferences and then click **OK** to save the preferences for all of your scheduled meetings.

Instant Meetings using Productivity Tools Questions

Q. What are the different options I have to start instant meetings?

A. You can start instant meetings with the following Productivity Tools:

- One-Click
- Instant messenger integrations:
 - Yahoo
 - Google Talk
 - Skype
 - AOL AIM
 - Microsoft Office Communicator (OCS)
 - Lotus Sametime
- Microsoft Office integrations:
 - Word
 - Excel
 - PowerPoint
- Internet Explorer integration
- Mozilla Firefox integration

Q. What is WebEx One-Click?

A. WebEx One-Click is a simple way to start and join meetings and to send meeting invitations without logging in to your WebEx service site or navigating Web pages. The WebEx One-Click panel is available from the Start menu, from the One-Click shortcut on your desktop, and from the One-Click icon in the taskbar.

Q. How can I invite an attendee to a WebEx meeting using One Click?

A. Right-click the One-Click icon in the taskbar and click **Open One-Click**. In the One-Click panel, you can either type your contact's email address or click the Address book icon to select your contacts from

your Outlook or Lotus Notes directory. Once you have selected your contacts, you can click **Start meeting** to start a WebEx meeting and automatically send invitations, using your local mail client, to all selected contacts to join the WebEx meeting.

Q. Can I join a WebEx meeting using One-Click?

A. Yes. Right-click the One-Click icon in your taskbar and click **Join a Meeting**. Type the host's email address or the meeting number to join WebEx meeting. You will still need to know the meeting password to join your host's meeting.

Q. Can I start my scheduled WebEx meetings using One-Click?

A. Yes. Right-click the One-Click icon in your taskbar and click **Start a scheduled meeting**.

Q. How can I invite my buddy to a WebEx meeting using an instant messenger integration?

A. Start a instant messenger chat session with your buddy. In the chat window, click **Start a WebEx Meeting** to start a WebEx meeting and then send a meeting invitation to your buddy as a chat message.

Q. I already have a WebEx meeting in progress on my desktop—how can I invite my instant messenger buddy to an in-progress meeting?

A. Start a chat session with your buddy. In the chat window, click **Invite to Meeting** to invite your buddy to an in-progress WebEx meeting.

Q. What is the best way to start a WebEx meeting from Microsoft Office documents?

A. In the toolbar of your Microsoft Office document, spreadsheet, or presentation, click **Share as Application**. Clicking this button starts a WebEx meeting and automatically shares that application. You can invite others to the meeting by clicking the Participants Panel button in the floating icon tray, clicking the Invite or Remind Participants button, and then clicking **Invite by Email** or **Invite by IM**. You can also invite attendees using One-Click or an Instant Messenger integration.

Site Administration

Q. I don't want hosts to automatically install Productivity Tools. What are the different options I have for installing Productivity Tools on users' desktops in my company?

A. You can turn off automatic installation of Productivity Tools with Site Administration options. You can use the following methods to install Productivity tools on all users' desktops:

- Install WebEx Productivity Tools on user's desktops using a software distribution tool, such as Microsoft SMS, IBM Tivoli, WebEx System Management, and so on.
- Request hosts to manually download WebEx Productivity tools from the Download section of WebEx Support pages.

Q. Users in my company do not have administrator privileges. How can they install Productivity Tools?

A. Administrator privileges are not required to install WebEx Productivity Tools. Even standard users with no administrator privileges can install Productivity Tools.

Q. All computers in my company are locked down. How can I install Productivity tools on all users' desktops in my company?

A. Turn off automatic installation and automatic upgrades for Productivity Tools in the WebEx service site administration options. Use a software distribution tool, such as Microsoft SMS, IBM Tivoli, WebEx System Management, and so on, to install Productivity Tools on the all users' desktops in your company.

Q. Meetings run by our executives are confidential and sensitive meetings. Employees in my company know the email addresses for executives. How can I prevent employees from joining confidential and sensitive meetings?

A. Schedule confidential and sensitive meetings as unlisted meetings, and then in the Productivity Tools section of Site Administration, turn off the **Allow users to join unlisted meetings using the host's email address** option.

Q. I don't want my employees to use instant messenger integrations. Can I pick and choose which Productivity Tools my employees will use?

A. Yes. Go to Productivity Tools section of Site Administration. In the list of Productivity Tools, turn on or off Productivity Tool options based on your business needs.

Q. I don't like the default contextual awareness tips that appear on Schedule a Meeting pages. Can I customize those messages?

A. Yes. You can customize messages in the Productivity Tools section of Site Administration.

Q. What are the best practices for deploying Lotus Notes integration across all computers in my company?

A. Other WebEx documents are available that contain information about Lotus Notes deployment. Ask your Client Services Manager to provide the Lotus Notes deployment checklist document and mass deployment guide.

Site Administration Release Notes

Version: WBS28.4

Date: November 18, 2011

These release notes apply only to administrators.

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

See these topics:

- [Features](#)
- [Known Issues/Limitations](#)

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 brandable 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 and Sales 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 <i>scheduled time</i> 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 <i>only</i> have the Audio-only session type enabled, that is, users who can only start Audio-only sessions. This count appears on the site administration Home page.
Account signup 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 signup 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 signup form.

Known Issues/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 Cross-platform Features and Known Issues.

Safari browser support	The Safari browser is not supported for Site Administration on the Mac.
------------------------	---

Global Site Backup Release Notes

Version: WBS28.4

Date: September 19, 2008

These release notes apply only to administrators.

These release notes describe the Global Site Backup (GSB) features.

For additional information, see the user guide on the Support page of your Support Center service site and the [Global Site Backup FAQs](#).

Features

Protection during scheduled and unplanned outages	When your site becomes unavailable, use your backup site to start and join sessions. WebEx GSB backs up your primary site every evening from 6:00 to 9:00 pm Pacific Standard Time. If your primary site needs to be updated, WebEx performs the update between 9:00 p.m. and midnight. Both your primary site and your backup site are available during the backup period.
Automatic redirect	When your primary site goes down, GSB automatically redirects you to the backup site. If you start a meeting on your primary site and your primary site fails, GSB automatically routes you and your attendees to the same meeting on your backup site.

Global Site Backup FAQs

Version: WBS28.4

Date: July 9, 2008

These frequently asked questions apply only to administrators.

This page contains answers to the most frequently-asked questions about Global Site Backup (GSB). For more information, see the [Global Site Backup Release Notes](#).

General Questions

- Q. What is GSB? What is the name of my WebEx backup site?
- Q. Is a WebEx backup site a separate site from the primary site?
- Q. Am I automatically redirected to my backup site when necessary?
- Q. What are some typical instances in which my meeting will be routed to my backup site?
- Q. What happens if the primary site fails during the meeting?
- Q. Can I access the meetings I scheduled on my primary site on my backup site?
- Q. Can I create a new user account on my backup site and use the account on my primary site?
- Q. Can I schedule a meeting on my backup site and start the meeting on my primary site?
- Q. When will maintenance be performed?
- Q. How do I know if I am on my backup site?
- Q. How often is my primary site backed up? During what hours is the site backed up?
- Q. Can I use my backup site even if my primary site is NOT down?
- Q. When I use my backup site, does it access information on my primary site?
- Q. Is the XML API supported on my backup site?
- Q. Is the Client API (SDK) supported on my backup site?
- Q. Is my branding and customization information available on my backup site?
- Q. Are my customized pages available on my backup site?
- Q. How is my backup site usage tracked?
- Q. Will the teleconference number change if I am routed to my backup site from my primary site?

General Questions

Q. What is GSB? What is the name of my WebEx backup site?

A. GSB stands for Global Site Backup. WebEx's Global Site Backup (GSB) system ensures that you experience business continuation even in a disaster situation. Additional benefits include full redundancy for maintenance windows or other system outages. GSB provides each customer with a backup WebEx site. The GSB system provides real-time, two-way database data synchronization between the primary site and the backup site. All customers are supported with GSB.

Q. Is a WebEx backup site a separate site from the primary site?

A. Yes, a backup site is a separate site from the primary site. WebEx hosts the backup site on a different system and at a separate geographic location from the primary site.

Q. Am I automatically redirected to my backup site when necessary?

A. Yes, the GSB system automatically redirects you to your backup site in the event of the entire meeting system failure. If you started a meeting on your primary site and your primary site fails due to a whole system failure, you are automatically routed to the same scheduled meeting on your backup site. In case of certain partial system failures, WebEx will manually switch your service to the GSB site.

Q. What are some typical instances in which my meeting will be routed to my backup site?

A. If the primary site fails before a scheduled meeting is started. The scheduled meeting is available on the backup site, since meeting data is synchronized real time between the primary and the backup site. Meetings you scheduled on the backup site will also be available when the primary site is back online again.

Q. What happens if the primary site fails during the meeting?

A. If the primary site fails due to a whole system failure during a meeting, everyone -- including the host and attendees -- is disconnected from the meeting. All meeting participants can rejoin the meeting using the primary site URL, and they are automatically routed to the backup site. If the meeting collaboration servers still function, you can continue the meeting on your primary site. However, you cannot start a new meeting on your primary site. You can start a new meeting only on your backup site until the services on your primary site are running again.

Q. Can I access the meetings I scheduled on my primary site on my backup site?

A. With the GSB system, user account and meeting information are synchronized in real-time and in two ways between the primary site and the backup site. You may access the meetings on your backup site only when your primary site is not available.

Q. Can I create a new user account on my backup site and use the account on my primary site?

A. Yes. A user account created on the backup site will be replicated to the primary site in real time.

Q. Can I schedule a meeting on my backup site and start the meeting on my primary site?

A. With the current GSB system, the answer is Yes. When you schedule a meeting on your backup site, that meeting is replicated to your primary site instantly. Any meetings that you schedule on the backup site do appear on your primary site.

Q. When will maintenance be performed?

A. Communication will be sent out for any maintenance ahead of time, and the work will be done in our standard maintenance windows (9PM – Midnight). During this time we will fail-over to the backup site, and then fail-back after the maintenance has been complete, and there should not be any impact to the availability of the service.

Q. How do I know if I am on my backup site?

A. With the GSB system your backup site looks exactly that same as your primary site. You can identify which site currently connected to by calling <http://mycompany.webex.com/mycompany/detectbackup.php>. If the URL reaches the primary site, it returns a "Primary" message. If it reaches the GSB site, it returns a "Backup" message.

Q. How often is my primary site backed up? During what hours is the site backed up?

With the GSB system, your site data are synchronized between the primary site and the backup site in real time and in a two-way fashion. If your primary site needs to be updated, WebEx performs the updates during the normal maintenance window from 9 p.m. (PST) to 12 a.m. (PST). These maintenance updates on the primary site are updated to the backup site instantly.

Q. Can I use my backup site even if my primary site is NOT down?

A. With the GSB system, you may access only one site, either the primary site if it is up, or the backup site in case the primary site is unavailable. The WebEx network automatically redirects the meeting requests to the backup site in case the primary meeting system is down.

Q. When I use my backup site, does it access information on my primary site?

A. Yes. When you start a meeting replicated from your primary site on the backup site, the meeting status (In Progress/Join Now) will also be displayed for the original meeting on the primary site. Attendees can join the meeting started on the backup site from the primary site.

Q. Is the XML API supported on my backup site?

A. The XML API is supported on your backup site with GSB. With GSB there is no need to modify your integration codes since the primary site and the backup site have the same URL.

Q. Is the Client API (SDK) supported on my backup site?

A. Compared with current RUN Site's support for API customers, the GSB API Support to partners offers many more features. The RUN sites only have user accounts and branding information, while GSB Sites have many more features supported as listed above. GSB also provides a way for API users to detect if they are accessing the backup site by calling `http://mycompany.webex.com/mycompany/detectbackup.php`. If the URL reaches the primary site, it returns a "Primary" message. If it reaches the GSB site, it returns a "Backup" message. RUN Sites did not provide any indication of Backup sites.

Q. Is my branding and customization information available on my backup site?

A. In the GSB system, user account and meeting information are synchronized in real-time and in two ways between the primary site and the backup site. The site branding information is replicated once a day from the primary to the backup site only. Branding updates made on the backup site are not available on the primary site.

Q. Are my customized pages available on my backup site?

A. Yes. The GSB replication system replicates all customized pages and client versions from the primary site to the backup site once a day. Customized pages and clients are usually available on the backup site after 24 hours.

Q. How is my backup site usage tracked?

A. WebEx merges backup site usage with your corresponding primary sites. Reports on your primary site contain both the primary site and backup site usage.

Q. Will the teleconference number change if I am routed to my backup site from my primary site?

A. No. You shall use the same teleconference number on your backup site as on your primary site.

POWERED BY
Cisco WebEx
Technology

© 1997–2013. Cisco and/or its affiliates. All rights reserved. www.webex.com
[Privacy Statement](#) | [Terms of Service](#)