



Cisco Meeting Server web app

Important information

Version 2.9.7

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Revision history

Listed below are the recent changes done to the document:

Date of revision	Change
June 24, 2021	Seventh maintenance release (2.9.7)
March 17, 2021	Sixth maintenance release (2.9.6).
Nov 27, 2020	Open issues updated.
Nov 18, 2020	Fifth maintenance release (2.9.5). Resolved issues updated.
Sept 23, 2020	Fourth maintenance release (2.9.4). Resolved issues and Browser versions updated.
Aug 20, 2020	Third maintenance release (2.9.3). Resolved issues and Browser versions updated.
June 25, 2020	Second maintenance release (2.9.2). Resolved issues and Browser versions updated.
June 15, 2020	Expressway version support information updated. See Important note for Expressway users
May 18, 2020	List of open issues updated.
April 30 , 2020	First maintenance release (2.9.1). Resolved issues and Browser versions updated.
April 8, 2020	Cisco Meeting Server version 2.9.0 first version published

1 Introduction

Cisco Meeting Server web app (web app) is a browser-based client for Cisco Meeting Server that lets users join meetings (audio and video).

In this release, the web app is fully supported however it is not yet fully featured. It is intended that in due course it will support virtually the same feature set and supersede WebRTC app. See [Limitations in Cisco Meeting Server web app](#)

This version of Cisco Meeting Server offers the Cisco Meeting Server web app (web app) in addition to the Cisco Meeting App for WebRTC (WebRTC app). Refer to the [WebRTC App important information document](#) for more information. For a comparison of features in Cisco Meeting Server web app and Cisco Meeting App for WebRTC see the [Appendix](#).

Note: Web app features are in varying stages of development so a feature which is partially implemented might not be visible on the user interface, but accessible to users via browser debugging tools. So it's not safe to assume that users cannot use certain features of Meeting App for WebRTC which are missing from the web app's user interface.

For more information about Cisco Meeting Server, refer to [Cisco Meeting Server 2.9.7 Release Notes](#).

Note: The Web bridge 3 component that supports web app cannot be run on the Acano X-series. However, the Acano X-Series can still run the Call Bridge and be part of the same cluster. Web bridge 3 will need to be run on Cisco Meeting Server 1000 and 2000 platforms and other specification-based VM.

1.1 Important note for Expressway users

Cisco Meeting Server web app version 2.9.0 is supported with Expressway version X12.6. Previous versions of Expressway are not supported.

Note: Refer to the [Cisco Meeting Server Release Notes](#) for more information about call capacities.

1.2 Whats new in Cisco Meeting Server version 2.9.4

You can use web app with Mozilla Firefox 80 and later. Versions earlier than 2.9.4 are not supported on Firefox 80.

1.3 What's new in Cisco Meeting Server web app 2.9

The web app's user interface has been improved to enhance the experience of video conferencing with your team, and to simplify the process of finding spaces.

You can easily find your spaces to start a meeting, or join meetings. You can invite guests to join a meeting by copying the meeting details and optionally restrict access to a meeting using passcodes.

This version of web app, offers the following features. Refer to the User Guide for Cisco Meeting Server web app for detailed instructions on how to use the following:

- Invite people to your spaces. You can copy or email invitation details.
- Users with appropriate permissions can create a space. Whilst creating a space, users can select a template from the list of available templates. Templates allow users to apply preconfigured space settings and joining methods to a space.
- When you click on a space, Web app allows you to view space information and all the methods to join a space meeting separated out into roles such as, host, guest. Note that methods to join the meeting will vary depending on how the administrator has set up the system for you. Depending on how your system is set up, you may see one or more roles. Each role refers to an Access Method which is a combination of join link, passcode, Meeting ID and secret that can be used to access a space. For more information about Access Methods refer to the Cisco Meeting Server API documentation.
- Users can edit a space now. You can change the space name, or edit space details such as: join link, passcode, video address.
- Space members with appropriate permissions can now delete a space from web app. When you delete a space all members will be removed from the space, and the space will no longer exist.

- In-meeting menu options available in web app are as follows:
 - During a meeting, you can mute audio and video of other participants from participant list.
 - You can remove participants from a meeting if needed.
 - You can change the layout for video and presentation.

Note: Options in the in-meeting menu may only be visible if you have appropriate permissions.

Note: A space is a persistent virtual meeting room that a group of users can use at any time for calling.

1.4 Important note whilst joining calls via web app

We do not recommend using both Cisco Meeting App (Desktop, iOS or WebRTC) and web app at the same time.

If you join a meeting from web app after signing in, you won't be able to join any meetings from WebRTC app and you will be disconnected from any calls you are currently in.

To use the WebRTC app again, disconnect any calls you are currently on from the web app before trying to sign in to the WebRTC app with same User ID and password.

2 Using the web app

Web app allows you to have meetings in spaces with audio, video, and sharing with your colleagues and clients both inside and outside of your organization.

You can use the web app on desktop, mobile or tablet from any of the supported browsers . See [list of browsers](#) for details.

Refer to the User Guide for Cisco Meeting Server web app for detailed instructions on how to use the web app.

You can choose from the following options based on what you want to do:

- Sign in to the web app - You can sign-in to the web app, join meetings, view a list of all spaces you are a member of and view joining methods and copy the invitation details to invite someone to your meeting. You can create a space using pre-configured templates, edit or delete a space if you have appropriate permissions.
- Join a meeting - Use this option if you have been invited to a meeting. The invitation should include some details such as a meeting ID, passcode (optional), or a meeting link.

2.1 Limitations in Cisco Meeting Server web app

Note: These limitations are only applicable to web app in the version 2.9.x of Cisco Meeting Server. For a better experience and more functionality, Cisco recommends upgrading to the latest 3.x version of Cisco Meeting Server which offers a fully functional web app.

The current version of web app is not feature complete but it is intended that in due course it will support virtually the same feature set and supersede WebRTC app, below are examples of features that are not supported in this release:

- When you sign in to the web app, you can only see spaces of which you are a member of, and currently the limit on number of spaces shown is 50.
- If you create a space in web app, you cannot view or edit the join information for the same space from the WebRTC app.
- You cannot view / add / modify list of members to a space, but you can view / add / modify list of members in a space from the Cisco Meeting App and the same will be reflected in the web app.
- Whilst in a meeting, the camera and microphone cannot be changed.
- You cannot view call info while joining or during a call.
- Option to making a participant important or unimportant is not available.
- Recording and streaming controls are not available. Web app calls can be recorded / streamed using API, Cisco Meeting Management or SIP endpoints, however you cannot start / stop or see notifications about recording / streaming.
- You cannot mute or unmute all participants' audio or video. However, you can mute or unmute audio and video for individual participants.
- Option to lock or unlock a meeting is not available.
- Call diagnostics is not available.
- Branding is not supported.
- Web app is not localized.
- You cannot dial out to SIP participants (using the video address) during a meeting.
- Currently, Web app users will not see a recording indicator if the meeting is being recorded, however they will see 'recorder' listed as a participant in the participant list in this version.

Note: The following features have been deprecated and are not intended to be supported in web app.

- Point to point calls.
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- Ability to dial out or invite other web app users whilst in a space meeting.
 - Notifications - whilst in a space meeting you cannot see notifications when other participants join .
-

3 Browser versions tested

Table 1 lists the browsers tested for web app at the time of release of a specific version of web app.

We always recommend using the latest version of browsers:

Note: Please note certain browsers such as Google Chrome and Mozilla Firefox automatically update to the latest version. The following table shows the version of browsers tested at the time of the official release of a version of Cisco Meeting Server. This means we have not tested this particular release with previous versions of those browsers.

We endeavor to test the latest maintenance release of each major release of Cisco Meeting Server against the latest public versions of all the browsers to keep them compatible and if we detect any issues we will endeavor to fix them as soon as possible.

The following table lists the different versions of Meeting Server tested for different browsers and versions.

Table 1: Tested versions of Meeting Server for different browsers

Cisco Meeting Server versions	Browsers and Version tested	
2.9.5	Google Chrome	86
	Mozilla Firefox	82
	Chromium-based Microsoft Edge	86
	Apple Safari for macOS	13.x and 14.0
	Apple Safari for iOS	iOS versions: 13.x and 14.0
	Yandex for Windows	20.9 and 20.11

Cisco Meeting Server versions	Browsers and Version tested	
2.9.4	Google Chrome	85
	Mozilla Firefox	80
	Chromium-based Microsoft Edge	85
	Apple Safari for macOS	13.x and 14.0
	Apple Safari for iOS	iOS versions: 13.x and 14.0
	Yandex for Windows	20.9
2.9.3	Google Chrome	84
	Mozilla Firefox	79
	Chromium-based Microsoft Edge	84
	Apple Safari for macOS	13.x
	Apple Safari for iOS	iOS versions: 13.x
	Yandex for Windows	20.7
2.9.2	Google Chrome	83
	Mozilla Firefox	77
	Chromium-based Microsoft Edge	83
	Apple Safari for macOS	13.x
	Apple Safari for iOS	iOS versions: 13.x
	Yandex for Windows	20
2.9.0 and 2.9.1	Google Chrome	80
	Mozilla Firefox	74
	Chromium-based Microsoft Edge	80
	Apple Safari for macOS	12 and 13
	Apple Safari for iOS	iOS versions: 12.4 and 13.3
	Yandex for Windows	20

Note: Web app is not supported on the legacy Microsoft Edge.

Note: The WebRTC app is not supported on virtual machines (VMs) running these supported browsers.

Important note about screen sharing on Chrome on macOS 10.15 or later

From macOS version 10.15 (Catalina) or later, to share the screen or application from the app running on Chrome, users need to enable permissions. Follow these steps:

1. From the Apple menu, open **System Preferences**.
2. Click on **Security & Privacy**.
3. Click on the **Privacy** tab at the top.
4. In the column on the left hand side, scroll down and click on **Screen Recording**.
5. Make sure Chrome is selected. Restart Chrome.

4 Bug search tool

You can now use the Cisco Bug Search Tool to find information on open and resolved issues for the Cisco Meeting Server, including descriptions of the problems and available workarounds. The identifiers listed in these release notes will take you directly to a description of each issue.

1. Using a web browser, go to the [Bug Search Tool](#).
2. Sign in with a cisco.com registered username and password.

To look for information about a specific problem mentioned in this document:

1. Enter the bug identifier in the **Search** field and click **Search**.

5 Resolved issues

This section lists web app issues seen in previous releases that are fixed in the versions indicated.

Table 2: Resolved issues in 2.9.5

Cisco ID	Summary
CSCvw03388	Unable to join a web app meeting without a working camera.
CSCvw75094	Safari browser cannot access internal FaceTime camera for web app call.

Table 3: Resolved issues in 2.9.4

Cisco ID	Summary
CSCvw76399	When Mozilla Firefox browser is used to share content from web app , users at the receiving end will either see no share, or intermittently flashing share.
CSCvs83695	When joining a Cisco Meeting Serverweb app meeting on Safari using an iPhone the participant hears audio glitches / buzzing / crackling.
CSCvt11301	Cisco Meeting Server web app and Cisco Meeting App for WebRTC cannot connect to the same https port on different interfaces.

Table 4: Resolved issues in 2.9.3

Cisco ID	Summary
CSCvw02988	Whilst joining a call from web app using Firefox version 78, the app became non-responsive.

Table 5: Resolved issues in 2.9.2

Cisco ID	Summary
CSCvt73834	Whilst using web app on Chrome from some Android devices, the self-view appears blank, even though the video is still being sent to other users in the meeting.

Table 6: Resolved issues in 2.9.1

Cisco ID	Summary
CSCvt64783	Web app shows a blank page if there are domain cookies that were encoded without being escaped correctly.

6 Open issues

The following table lists all the known issues in this release of the web app:

Note: For open issues related to Cisco Meeting Server web app for WebRTC, refer to the [Important information document for Cisco Meeting App for WebRTC](#).

Table 7: List of open issues

Cisco Identifier	Summary
CSCvu30182	Web app users will not see a recording indicator if the meeting is being recorded, however they will see 'recorder' listed as a participant in the participant list.
CSCvt71065	Whilst using web app on Safari, occasionally the background picture appears in front of the user interface. This is a known issue with Safari and is usually resolved when you click on the user interface or refresh your browser.
CSCvt71069	If the video layout 'speaker large' is selected, window does not re size correctly.
CSCvt71071	Whilst using web app on iPhones, occasionally the self-view window goes blank during a call.

Note: Whilst using the app from Safari on iPhone, the volume controls do not work while switching between speaker and headphones.

7 Product documentation

The end-user guides such as User Guide, and visual 'How to' guides for web app are available in the following location:

<https://www.cisco.com/c/en/us/support/conferencing/cisco-meeting-app/products-user-guide-list.html>

Appendix A: Apps feature comparison

Feature comparison between Cisco Meeting Server web app and Cisco Meeting App for WebRTC.

Table 8: Feature comparison between Cisco Meeting Server web app and Cisco Meeting App for WebRTC

Feature	Web app 3.0	Web app 2.9.x	WebRTC app (Meeting Server 2.9)
General			
Cisco Meeting Server version	3.0	2.9	2.7-2.9
User-level permissions (e.g. can create space)	Yes	Yes	Yes
Support for localization	No	No	Yes
Branding	Yes	No	Yes
Online help	Yes	No	Yes
Encryption	Yes	Yes	Yes
Join using video address (URI)	Yes	No	No
Notifications			
Incoming call notification	N / A	N / A	Yes
New chat message notification	N / A	N / A	Yes
Space Management			
Create / edit space	Yes	Yes	Yes
Add / edit / delete space members	Yes	No	Yes
Search for directory entries	Yes	No	Yes
View information for space	Yes	Yes	Yes
Send invitation	Yes	Yes	Yes
Audio and video			
Audio	OPUS	OPUS	OPUS
Video	H.264	H.264	H.264
Mic/camera configuration controls	Yes	Yes	Yes
Screen share			
View screen share	Yes	Yes	Yes

Feature	Web app 3.0	Web app 2.9.x	WebRTC app (Meeting Server 2.9)
Desktop sharing	Yes	Yes	Yes
Application sharing	Yes	Yes	Yes
View screen share in a new window	Yes	No	No
Chat			
Send / receive chat messages	No	No	Yes
In-call			
DTMF	No	No	Yes
Full-screen view	Yes	No	No
Layout control	Yes	Yes	Yes
Name labels	Yes	No	No
Recording	Yes	No	Yes
Streaming	Yes	No	Yes
Selfview	Yes	Yes	Yes
PIN self-view	Yes	No	No
Mirror self-view	Yes	No	No
Move self-view	Yes	No	No
HD/SD selection	Yes	No	No
PIN presentation preview	Yes	No	No
Move presentation preview	Yes	No	No
Participants			
Add participant	Yes (SIP only)	No	Yes
Remove participants	Yes	Yes	Yes
Make participant important	Yes	No	Yes
Mute/Unmute other participants' audio and video individually	Yes	Yes	Yes
Mute/Unmute all participants' audio and video	Yes	No	Yes
Send diagnostics during a meeting	Yes	No	Yes
Point to point calling	No	No	Yes
Send invite	No	No	Yes

Feature	Web app 3.0	Web app 2.9.x	WebRTC app (Meeting Server 2.9)
View call info	No	No	Yes
Mic / Camera controls during call	Yes	No	Yes
Move call			
Move call to this device	No	No	Yes
Use this device for screen share only (while another device is used for audio and video)	Yes	Yes	Yes
Use video system for a meeting			
Using a video system while joining a meeting by entering video address	No	No	Yes

Note: For more information about WebRTC app, refer to the [Cisco Meeting App for WebRTC app Important information](#) document.

Note: You cannot move a call to an external endpoint or move the audio to a regular phone during a call.

Accessibility Notice

Cisco is committed to designing and delivering accessible products and technologies.

The Voluntary Product Accessibility Template (VPAT) for Cisco Meeting Server web app is available here:

http://www.cisco.com/web/about/responsibility/accessibility/legal_regulatory/vpats.html#telepresence

You can find more information about accessibility here:

www.cisco.com/web/about/responsibility/accessibility/index.html

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