Cisco Meeting Server web app

Important Information

Version 3.7

March 16, 2023

Contents

Revision history

Listed below are the recent changes done to the document:

Table 1:Summary of changes

Date of revision	Change
March 16, 2023	First release of 3.7

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) and share what is on their screen.

Cisco Meeting App for WebRTC is removed in Cisco Meeting Server version 3.0 and later. You need to use Cisco Meeting Server web app instead of Cisco Meeting App for WebRTC. For more information, refer to Release Notes for Cisco Meeting Server.

Note: Cisco Meeting App for desktop, iOS and WebRTC are no longer supported in Cisco Meeting Server since version 3.0.

This document describe the new features, changes, resolved issues, and open issues in this release of the Cisco Meeting Server web app. For more information about Cisco Meeting Server, refer to [Cisco Meeting Server Release Notes](#).

1.1   Important note for Expressway users

Cisco Meeting Server web app version 3.0 and later 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.

2 What's new in Cisco Meeting Server web app

This version of the web app software introduces the following new features and changes:

- [Display logo on participant's screen during a meeting](#)
- [Display network information for the content shared in a meeting](#)
- [Auto prioritization of audio and content share over video during web app meeting](#)
- [Default join method to web app](#)
- [Enhancements to virtual background and blur](#)
- [Accessibility improvements](#)

2.1 Display logo on participant's screen during a meeting

From version 3.7, web app displays logos on the participants' screen. Organizations can use this feature for branding purposes by displaying their logos on the participants' screen during the meeting.

Logos are uploaded and configured in the Meeting Server. The administrators configure the logos to be displayed in certain positions on the participant's screen and web app renders them accordingly. Web app does not support adding or modifying logos. Depending on the position defined in the Meeting Server, logo is displayed in any of the following positions of the participants' screen:

- Left top
- Left bottom
- Right top
- Right bottom

Choose the Left top or Left bottom positions to prevent the logo from covering the participant count or the recording icon on the right-hand side of the web app or SIP screens.

Note:

- If the logo image is not uploaded in Meeting Server or the customization license is not activated, the logo will not be rendered in the layout.
- This feature is supported on web app and SIP endpoints.
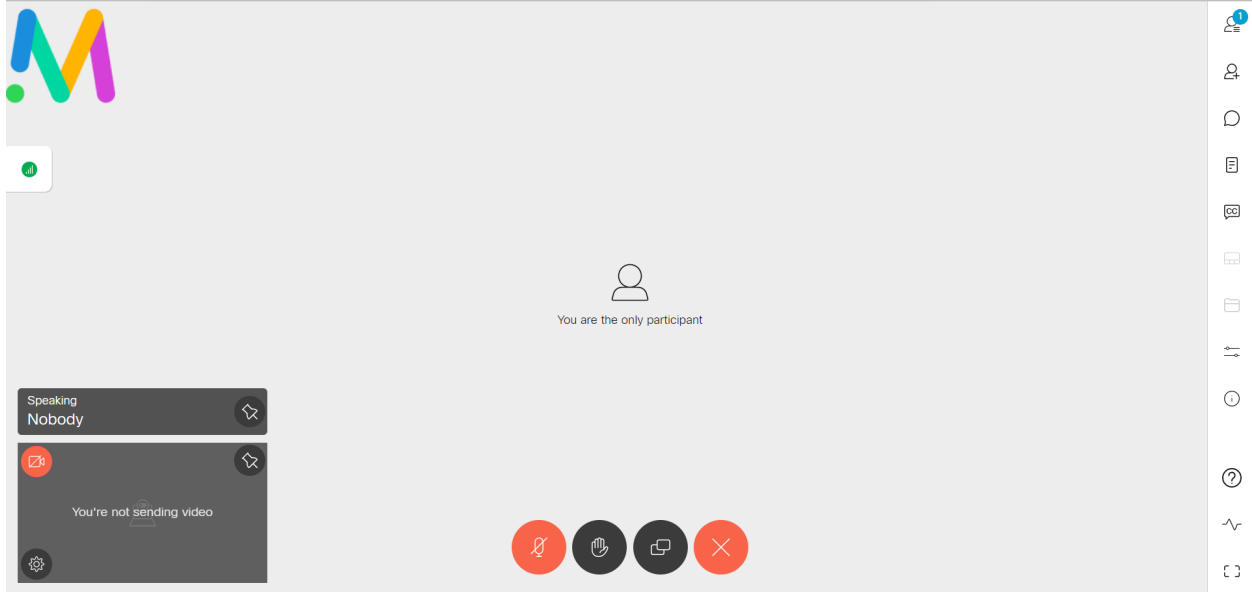
Logos can be rendered on custom and standard layouts. The logo position rendered will remain the same even if the user switches screen layouts.

Resizing the web app window will not affect the resolution of the logo. Web app renders the logo in its original size and position, as uploaded and configured on the Meeting Server. However, the size and resolution of the logo are determined by the screen resolution of the participant/endpoint.

Note:

- Logo will not appear on [↗] popped-out presentation window.

- While sharing content, the logo position on web app will remain as configured on Meeting Server. However, the logo will be displayed in the video pane on SIP endpoints.

2.2   Display network information for the content shared in a meeting

Version 3.6 introduced the display of network statistics, during a web app meeting. Network statistics enables the web app participants to gauge whether they are experiencing a network, audio, or video issue during the meeting.

In version 3.7, this functionality is enhanced to improve its feature capabilities. Web app now shows network statistics for the content shared during the meeting. The audio, video, and content share metrics of an ongoing meeting is displayed in (i) **Call information** > **Media Health Statistics**.

⌃ Media Health Statistics

☑ Mute notification

You are having the full meeting experience

	Send (kbps)	Receive (kbps)
Audio Metrics		
Jitter	10	4
Latency	30	30
Packet Loss	0%	0%
Codec Negotiated		
Video Metrics		
Latency	30	30
Jitter	10	4
Packet Loss	0%	0%
Video Resolution	6	10
Frames Per sec	80	80
Content Share Metrics		
Latency	30	30
Jitter	10	4
Packet Loss	0%	0%
Video Resolution	6	10
Frames Per sec	80	80

Note: Network health indicator, media and content share statistics are visible to web app participants only. SIP participants cannot view this.

2.3 Auto prioritization of audio and content share over video during web app meeting

Version 3.6 introduced the network indicator icons that notifies the web app participants about the network performance during a meeting. From version 3.7, web app monitors the network health and takes automatic actions to turn off/on the video and content share ensuring the best user experience in all scenarios of an unstable network.

Web app prioritizes audio over content share and video in all scenarios of unstable network. For example, if the network connection during a meeting is poor, web app automatically turns off the video. If the network continues to deteriorate, content sharing is turned off. Web app will always prioritize audio over content share over video and therefore, turns off the video, followed by content share, while retaining audio in all scenarios.

The network health is based on the jitter and packet loss metric values as shown below:

Statistics icon	Metric values	Health	Health messages/notifications
(green icon)	Jitter value is less than 30 ms and	Good	You are having the full meeting experience.
	Packet loss is less than 5%	From Poor/Bad to Good	You are having the full meeting experience. You may turn on the video.
(orange icon)	Jitter value ranging from 30 ms to 100 ms or Packet loss ranging from 5% to 15%	Poor	Issues may be limiting your meeting exper-ience.
(red icon)	Jitter value is greater than 100 ms or Packet loss is greater than 15%	Bad	Meeting experience is being limited. The video has been disabled and currently in audio only mode.

As the network improves, web app restores content share and video in the same order of priority. Before taking any action of turning off/ on the video, web app monitors the network health status to ensure that it is in a steady state of good, poor, or bad for 45 seconds.

However, due to privacy considerations, web app does not turn on the participant's video (send video) automatically, but notifies them to turn on their video. The participants can enable their video back when the network is good.

Web app does not take any action if the meeting is in Audio Only or Presentation Only mode. However, web app will notify the participants regularly about the network health. If participants do not wish to see the network health status notifications, they can mute the notifications by selecting the **Mute notifications** check box in (i) **Call information** > **Media Health Statistics**.

Note: Auto prioritizing is supported on web app only and is enabled by default. To disable this feature, contact the Cisco Meeting Server Administrator.

2.4 Default method to join web app meeting

In earlier versions of web app, the default method for the users to join a meeting was with audio and video mode. From version 3.7, the default joining method can be configured to **Audio and video** or **Presentation only** mode.

The system administrators configure the default join method in the Meeting Server for each user who may join the meeting, as a guest user using the meeting link or as space members using the **Join** button. Accordingly, the web app joining page for the participant defaults to **Audio and video** or **Presentation only** mode. If the default joining method is not configured in the Meeting Server, it defaults to **Join with audio and video**. Web app does not support configuring or modifying the configuration.

The default joining method can be set for each participant at various access levels. However, the participants can override the configured joining method by selecting the options listed under **More ways to join** in the web app joining options screen. The participants can change the joining method before joining the meeting and not during the meeting.

Your camera is turned off.
Your video will not be shared when you join this meeting

Join with presentation only

Use this option to:

✓ View or share presentation

✓ Manage the meeting

No audio or camera video will be sent or received from this browser.

Join meeting

Join meeting

🎙 More ways to join ⌄

🎙 More ways to join ⌄
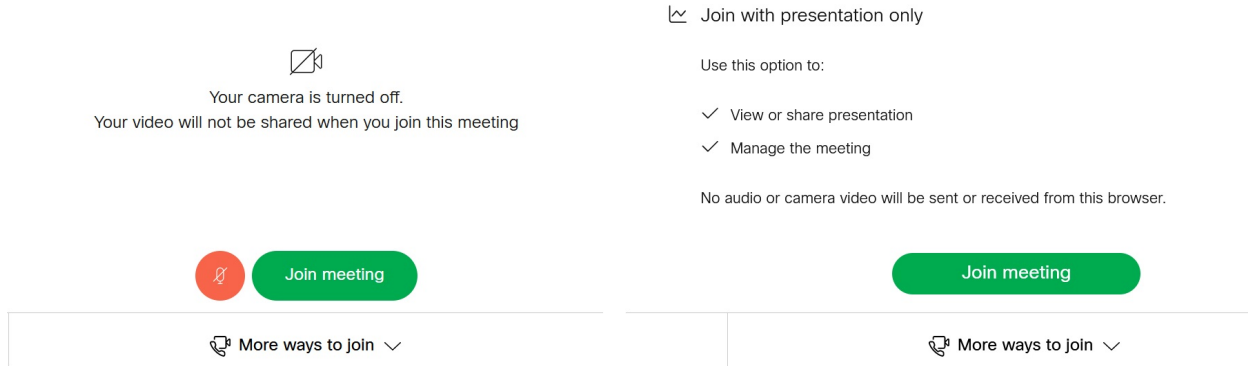
Note: The default join method can be configured for web app participants only. Dial-in options are not configurable.

Any configuration changes in the API made during the meeting will not take effect on the participants who have already joined the web app meeting.

2.5 Enhancements to virtual background and blur

The virtual background feature enables web app participants to change their background with one of the available preset backgrounds, during a meeting. Version 3.7 gives administrators the ability to upload custom background images to the Meeting Server. Participants in the meeting can apply the custom backgrounds uploaded by the administrator.

Note:
- Custom backgrounds will appear in the meeting if the feature is enabled in the Meeting Serverr and the administrator has uploaded the images in the Meeting Server.

- Web app participants cannot upload their own custom background images from/to web app.

Additionally, version 3.7 introduces support for blur and virtual background features on Microsoft Edge browser.

Operating System	Browser
Windows	Google Chrome, Mozilla Firefox, Microsoft Edge
macOS	Google Chrome, Mozilla Firefox, Microsoft Edge

2.6   Accessibility improvements

In version 3.7, web app supports the following accessibility improvements:

- Users can now use up or down arrow keys in the keyboard to navigate through chats in chat panel.

3 Using the web app

Web app allows you to join meetings with audio and video in a space. You can also share a screen or presentation in your meeting.

You can add or remove members to a space. You can also invite people both inside and outside of your organization to meetings.

Note: A space is a persistent virtual meeting room that a group of users can use at any time for a meeting. For more details refer to the Online Help or User Guide for web app.

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 online help or User Guide for Cisco Meeting Serverweb 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 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 video address (URI).

- Schedule a meeting – To schedule a meeting, click Schedule meeting on the home page. Type a name and the select the space you want to use for the meeting. The meeting can be scheduled for one instance or to recur daily, weekly or monthly. You can add all the members of the selected space or add selected participants and configure their roles for the meeting.

4 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.

Table 2:Cisco Meeting Server web app tested on browsers and versions

Browsers	Versions
Google Chrome (Windows, macOS, and Android)	111.0.5563.65
Mozilla Firefox (Windows)	110.0.1
Chromium-based Microsoft Edge (Windows)	110.0.1587.69
Apple Safari for macOS	16.3 (18614.4.6.1.6)
Apple Safari for iOS	16.3.1
Yandex (Windows)	23.1.5.708

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

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

Important note for users using iOS 13 or later and macOS 10.15 or later

In order for users to be able to use web app on Safari on iOS 13 or later and macOS 10.15 or later, webbridge3 needs to be properly configured to comply with requirements stated here : https://support.apple.com/en-us/HT210176.

Users will not be able to open the app on Safari if these requirements are not met.

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.

Important note about accessibility settings in Safari browsers

By default, Safari browsers do not allow navigation of UI elements via the 'Tab' key but via Option + Tab instead. This can be configured in Safari's Preferences as follows:

From your Safari browser menu, go to **Safari** > **Preferences** > **Advanced** > **Accessibility** > **Press Tab to highlight each item on a web page** to change your preference.

Important note about group policy settings in Microsoft Edge

If `WebRtcLocalhostIpHandling` – **Restrict exposure of local IP address by WebRTC** group policy is applied to Microsoft Edge browser, make sure to only use one of the following policy options:

- `AllowAllInterfaces` (default) or
- `AllowPublicAndPrivateInterfaces` (default_public_and_private_interfaces)

Any other option could cause connection issues.

5   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**.

5.1   Resolved issues

The table below lists issues seen in previous versions that are fixed in 3.7

Table 3:List of resolved issues in 3.7

Cisco Identifier	Summary
CSCwd68381	When scheduling a weekly recurring meeting for a selected day, web app schedules the meeting a day after the intended date.
CSCwd35273	When searching for participant(s) to be added in a scheduled meeting, if the participant's name is typed incorrectly first and then corrected, web app doesn't show the participant's name in the search result.
	If an external user's email is typed in the participant's list of a scheduled meeting, the meeting is not created.
CSCwc76768	In a web app meeting, Audio and Video Statistics shows incorrect video frame rate in Firefox browser.
CSCwb60392	In a cospace meeting, if the presenter is moved to lobby while content is being shared, other participants in the meeting continue to see the content shared from the participant in lobby.

5.2   Open issues

Table 4:List of open issues in 3.7

Cisco Identifier	Summary
CSCwc84546	After a presenter stops sharing their content and all participants in the meeting are inactive for a while but are still in the meeting, the participants are unable to see the content, even if the presenter resumes sharing the content.

Cisco Identifier	Summary
CSCwe26144	When scheduling a meeting through the web app scheduler, if the participant's role is selected as "Role 1" (default), the participant cannot join the meeting using **Join** button.
CSCwc23841	In a web app meeting, if a participant whose video is on and has applied blurred back-ground, turns off the camera and switches it on later, a black background is displayed in place of the virtual background intermittently.
CSCwc76769	In Google Chrome browser, when a participant applies blur to their video and leaves the web app meeting, the camera is still on and does not close.
CSCwc76768	In a web app meeting, Audio and Video Statistics shows incorrect video frame rate in Fire-fox browser.
CSCwa17363	In web app, the participants who are moved to lobby from Meeting Management can see still the list of participants in the meeting even if they are waiting in the lobby.
CSCvz01888	If the role of a member was changed in the space before the meeting, a role change noti-fication appears when the member joins the meeting.
CSCvu98805	Whilst in a meeting from web app on Firefox browser, if you open the presentation received in a second window, occasionally the content becomes non-responsive if the presenter stops and restarts the sharing or if another participant in the meeting starts sharing content at the same time. This is an issue with Firefox browser, for details see https://bugzilla.mozilla.org/show_bug.cgi?id=1652042. Work around: Maximize the second window or alternatively, close the presentation window and reopen it.
CSCvt71069	If the video layout 'speaker large' is selected, window does not re size correctly.

6   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 5:Feature comparison between Cisco Meeting Server web app and Cisco Meeting App for WebRTC

Feature	Web app 3.7	Web app 3.6	Web app 3.5	Web app 3.4	Web app 3.3	Web app 3.2	Web app 3.1	Web app 3.0
General								
Cisco Meeting Server version	3.7	3.6	3.5	3.4	3.3	3.2	3.1	3.0
Managing access for members	Yes	Yes	Yes	Yes	Yes	Yes	No	No
User-level per-missions (e.g. can create space)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Support for loc-alization	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No
Branding	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Online help	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Encryption	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Single sign on	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No
Arabic lan-guage support	Yes	Yes	No	No	No	No	No	No
Join using video address (URI)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Schedule a meeting								
View list of scheduled meeting	Yes	Yes	Yes	Yes	Yes	No	No	No
Schedule a meeting	Yes	Yes	Yes	Yes	Yes	No	No	No
Modify a sched-uled meeting	Yes	Yes	Yes	Yes	Yes	No	No	No

Feature	Web app 3.7	Web app 3.6	Web app 3.5	Web app 3.4	Web app 3.3	Web app 3.2	Web app 3.1	Web app 3.0
Delete a sched-uled meeting	Yes	Yes	Yes	Yes	Yes	No	No	No
Space Management								
Space member roles	Yes	Yes	Yes	Yes	Yes	Yes	No	No
Create / edit space	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Activate newly provisioned spaces	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No
Add / edit / delete space members	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Directory look up for Add Members feature	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
View inform-ation for space	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Send invitation	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Audio and video								
Audio	OPUS	OPUS	OPUS	OPUS	OPUS	OPUS	OPUS	OPUS
Video	H.264, VP8	H.264, VP8	H.264, VP8	H.264, VP8	H.264, VP8	H.264, VP8	H.264, VP8	H.264, VP8
Mic/camera configuration controls	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Blur your back-ground	Yes	Yes	Yes	Yes	No	No	No	No
Virtual back-ground	Yes	Yes	No	No	No	No	No	No
Far end camera control	Yes	Yes	Yes	Yes	No	No	No	No
Auto pri-oritization of audio and video	Yes	No	No	No	No	No	No	No

Feature	Web app 3.7	Web app 3.6	Web app 3.5	Web app 3.4	Web app 3.3	Web app 3.2	Web app 3.1	Web app 3.0
Screen share								
Content magnification	Yes	Yes	Yes	Yes	Yes	Yes	No	No
Reset content zoom	Yes	Yes	Yes	Yes	Yes	No	No	No
View screen share	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Desktop sharing	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Application sharing	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
View screen share in a new window	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Re-size the video pane	Yes	Yes	Yes	Yes	Yes	No	No	No
Share content audio	Yes	Yes	Yes	No	No	No	No	No
Chat								
Chat	Yes, in call only	Yes, in call only	Yes, in call only	Yes, in call only	Yes, in call only	Yes, in call only	No	No
In-call								
On-screen messages	Yes	Yes	Yes	Yes	Yes	Yes	No	No
Full-screen view	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Layout control	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Name labels	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Recording	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Streaming	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Active speaker label (Beta support)	Yes	Yes	Yes	Yes	Yes	No	No	No
Self-view	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes

Feature	Web app 3.7	Web app 3.6	Web app 3.5	Web app 3.4	Web app 3.3	Web app 3.2	Web app 3.1	Web app 3.0
Pin self-view	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Mirror self-view	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Move self-view	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
HD/SD selection	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Pin presentation preview	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Move presentation preview	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Meeting notes	Yes	Yes	Yes	Yes	No	No	No	No
Closed captioning	Yes	Yes	Yes	Yes	No	No	No	No
Share files	Yes	Yes	Yes	No	No	No	No	No
Network health indicator and media statistics	Yes	Yes	No	No	No	No	No	No
Content share metrics	Yes	No	No	No	No	No	No	No
Logo support	Yes	No	No	No	No	No	No	No
Participants								
Move participant	Yes	Yes	Yes	Yes	Yes	Yes	No	No
Add participant	Yes (SIP only)	Yes (SIP only)	Yes (SIP only)	Yes (SIP only)	Yes (SIP only)	Yes (SIP only)	Yes (SIP only)	Yes (SIP only)
Remove participants	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Admit participants to a locked meeting	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No
Change a participant's role	Yes	Yes	Yes	Yes	Yes	No	No	No
Make participant important	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes

Feature	Web app 3.7	Web app 3.6	Web app 3.5	Web app 3.4	Web app 3.3	Web app 3.2	Web app 3.1	Web app 3.0
Mute/Unmute other par-ticipants' audio and video indi-vidually	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Mute/Unmute all participants' audio and video	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Send dia-gnostics during a meeting	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Send invite	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No
View call info	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No
Mic / Camera controls during call	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Raise hand	Yes	Yes	Yes	Yes	Yes	No	No	No
Move call								
Use this device for screen share and call management only (while another device is used for audio and video)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes

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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- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

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