



## MEETINGS

# Transitioning from Webex Meetings App to Webex App

## Deployment Guide

May 19, 2022

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# What's New in This Guide

Table 1 provide a historical list of updated and new topics added to this guide.

**Table 1.** *Webex Meetings App to Webex App Transition Deployment Guide Publication History*

Date	Updated or New Topics	Update Details and Location
February 10, 2021	<i>Initial document publication</i>	<i>Initial release</i>
March 10, 2021	<i>Updated information related to install, update, and uninstall of the Webex Meetings application as well as post transition considerations.</i>	<ul style="list-style-type: none"> <li>▪ <a href="#"><u>Transition step 1 (Setup Webex Control Hub), sub-step vi (Enable Full Meeting Experience)</u></a></li> <li>▪ <a href="#"><u>Transition step 2 (Deploy the Webex App)</u></a></li> <li>▪ <a href="#"><u>Post transition step 1 (Review post transition considerations)</u></a></li> <li>▪ <a href="#"><u>Post transition step 2 (Remove the Webex Meetings App)</u></a></li> </ul>
August 23, 2021	<i>Branding updates and format corrections</i>	<i>Locations throughout the document</i>
	<i>Transition prerequisite restriction removal</i>	<a href="#"><u>Overview</u></a>
	<i>Minor clarifications and updates related to mandatory and highly recommended pre-transition steps as well as hybrid calendar and OBTP or join button behavior.</i>	<ul style="list-style-type: none"> <li>▪ <a href="#"><u>Pre-transition step 2 (Prepare Control Hub for transition) sub-step ii (Add and Verify Domains)</u></a></li> <li>▪ <a href="#"><u>Pre-transition step 2 (Prepare Control Hub for transition) sub-step iii (Claim Users)</u></a></li> <li>▪ <a href="#"><u>Pre-transition step 4 (Deploy Hybrid Calendar Service)</u></a></li> </ul>

	Updated information regarding Webex App installation location with pointer to details in appropriate Webex help article.	<ul style="list-style-type: none"> <li>▪ <a href="#"><u>Transition step 2 (Deploy the Webex App)</u></a></li> </ul>
	Minor clarification and updates related to user meeting experience for Webex Events (new) and full-feature meeting along with update from O365 to M365 given change by vendor.	<a href="#"><u>Post-transition step 1 (Review post transition considerations)</u></a>
October 24, 2021	Include the capability of setting the update month in Control Hub when Webex Meeting App is updated to Webex App	<a href="#"><u>Update the Webex Meetings App to Webex App</u></a>
December 14, 2021	New definition for update date when Webex Meetings App will be updated to Webex App	<a href="#"><u>Update the Webex Meetings App to Webex App</u></a>
	Rename Webex Events (new) to Webex Webinars	Locations throughout the document
March 29, 2022	Added a note for VDI Update Process	<a href="#"><u>Transition step 3 (Update the Webex Meetings App to Webex App)</u></a>
	Added a new scheduling option, Webex App Calendar caveat and information	<a href="#"><u>Post-transition step 1 (Review post transition considerations)</u></a>
	Added note to clarify that Webex Meeting component will be installed when using Webex App to join meeting	<a href="#"><u>Post-transition step 2 (Remove the Webex Meetings App)</u></a>
May 19, 2022	Content edited for clarity and second option (connecting directly to M365 calendar) added.	<a href="#"><u>Deploy Hybrid Calendar Service</u></a>

	<i>Edited to clarify that app update is now available in non-test sites</i>	<u><i>Transition step 3 (Update the Webex Meetings App to Webex App)</i></u>
	<i>Corrected information in Table 5</i>	<u><i>Post-transition step 1 (Review post transition considerations)</i></u>
	<i>Updated note to clarify Webex App update process runs under an account with admin right and that installing Webex Meeting Component will not create a desktop icon</i>	<u><i>Post-transition step 2 (Remove the Webex Meetings App)</i></u>





# Introduction

This document will assist in understanding the transition path from Webex Meetings App to Webex App. This will cover general considerations and deployment steps as you evaluate a meetings client application transition.

General discussions and detailed steps are included here along with links to other documentation where necessary.

## Target Audience

This transition deployment guide targets Webex Meetings customers who use Webex Meetings App for meetings and have either of the following:

- Webex sites managed in Webex Site Administration (site with direct access from [https://<site\\_name>.webex.com/admin](https://<site_name>.webex.com/admin)).
- Webex Meetings sites and users linked to Webex Control Hub (Control Hub).
- Webex Meetings sites that are managed by Control Hub (site accessible from Control Hub at <https://admin.webex.com/>)

The intended audience are individuals or teams who manage the Webex Meetings sites and have knowledge of the Webex App, Control Hub administration for user management, services, and applications configuration.

## Overview

Webex Meetings is part of the Webex collaboration solutions that enables meetings hosted in the Webex Cloud and are accessible anywhere around the globe and across different devices.

The Webex Meetings App is used for meetings because of its full featured experience. However, Webex Meetings App can be used only for meetings. Another app is required for additional collaboration workloads such as calling or messaging.

After the transition, the Webex App can be used not only for meetings, but it can also be used for calling and messaging workloads. This enables customers to deploy a single app for different collaboration workloads while at the same time providing a unified experience.

Webex App with full featured meeting offers the same in-meeting experience as available with the Webex Meetings App today. This full featured experience provides

AI-enabled features such as People Insights and Webex Assistant which provide a more robust experience along with other enhancements that facilitate the participants interaction within the meeting.

Without the full featured meeting experience, when joining Webex Meetings with the Webex App, only basic meeting functions such as audio, video, content share, and layout changes are available.

Figure 1 shows the current architecture for Webex Meetings App with Webex Meetings deployment.

**Figure 1.** *Before: Webex Meetings App with Webex Meetings Deployment*

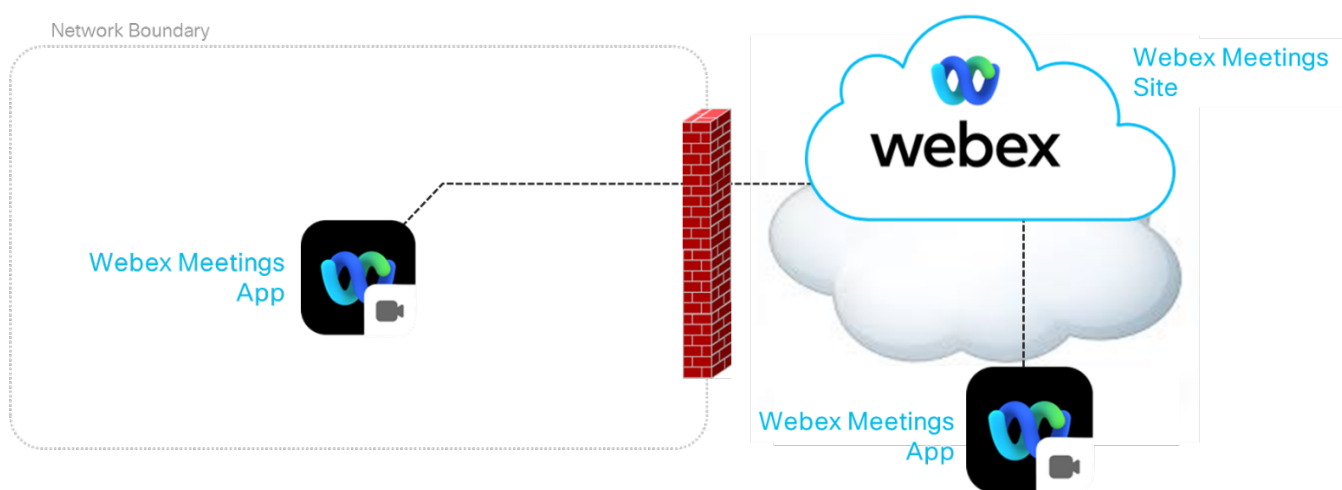


Table 2 lists the key elements of the Webex Meetings App with Webex Meetings deployment architecture prior to transitioning to the Webex app.

**Table 2.** *Before: Webex Meetings App Deployment Components*

Product	Description
Webex Meetings App	The Webex Meetings App runs on the user's desktop or mobile device for users to schedule and join meetings. The Webex Meetings App runs as a standalone application.



### Webex Meetings Site

The Webex platform provides meeting services to the organization's Webex Meeting Site which extends meeting capabilities to the Webex Meetings App.

As illustrated in Figure 2, customers who have Webex Meetings App may choose to transition to the Webex App for their meeting workload. The decision to make this transition should be made based on a customer's functionality requirements.

**Figure 2.** *Transition Decision: Webex Meetings App to Webex App*



Customers must meet all prerequisites below before undertaking this transition:

- Highly recommend Webex Meetings Site and Webex Meetings App on 41.10 or later but minimum is 41.2.
- Webex Meetings Site can be either of the followings:
  - Webex Meetings Site and Webex site users are linked to Webex Control Hub
  - Webex Meetings Site is managed by Webex Control Hub

**Note:** Before proceeding, customers should also review the post transition step [1. Review post transition considerations](#) to understand the impact of this transition.

# Core Components

## Roles of the Components Involved

The target architecture for this migration includes several new major components that may be used in conjunction with Webex Meetings. This includes Cisco Directory Connector for identity integration with Active Directory, and Calendar Connector for calendar integration with corporate calendar such as Microsoft Exchange enabling “@” scheduling.

**Note:** The Webex platform supports SCIM API based enterprise directories such as Azure AD and Okta which do not require Directory Connector for identity integration.

Figure 3 shows the new deployment architecture with the Webex App and after linking the Webex Meetings Site and users to Control Hub.

**Figure 3.** After: Webex App with Webex Meetings Deployment

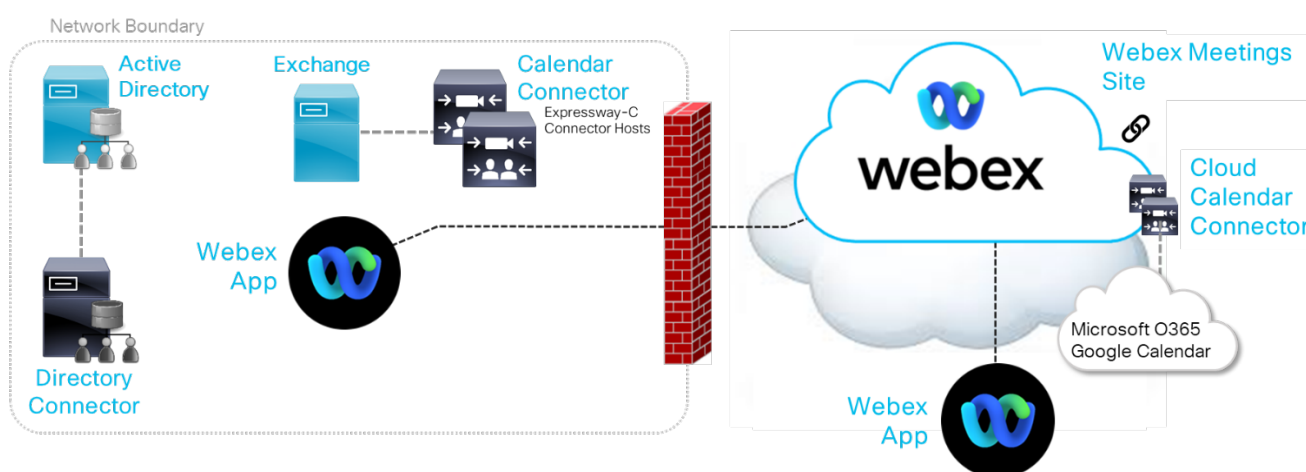


Table 3 lists the new elements of the architecture after transitioning to Webex.

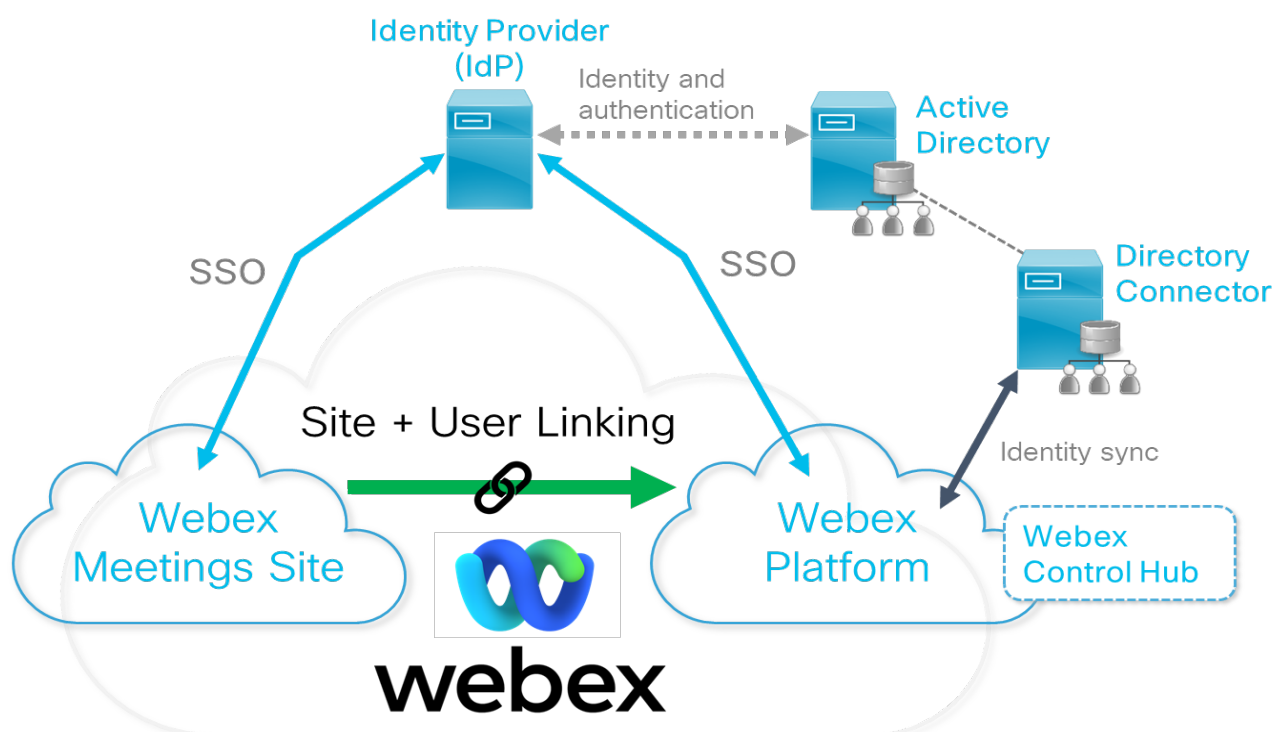
**Table 3.** After: Webex App Deployment Components

Product	Description
Webex App	The Webex App runs on the user's desktop or mobile device for users to schedule and join meetings as well as make calls and send & receive messages. The Webex App runs as a standalone application.

Webex Meetings Site	The Webex platform provides meeting services to the organization's Webex site which extends meeting capabilities to the Webex App.
Directory Connector	Directory Connector runs on a Windows server and enables integration of Active Directory user and identity services to Webex.
Calendar Connector	Calendar Connector runs on an Expressway-C Connector Host and enables "@" keyword scheduling. Additionally, Calendar Connector is also available in the cloud for cloud calendar integrations (M365, Google).

Figure 4 shows the high-level Webex site link architecture when site and user linking the Webex Meetings Site with the Webex platform and Control Hub.

**Figure 4.** Webex Site Linking Architecture



The organization's identity provider (IdP) centralizes identity and authorization for single sign-on (SSO).

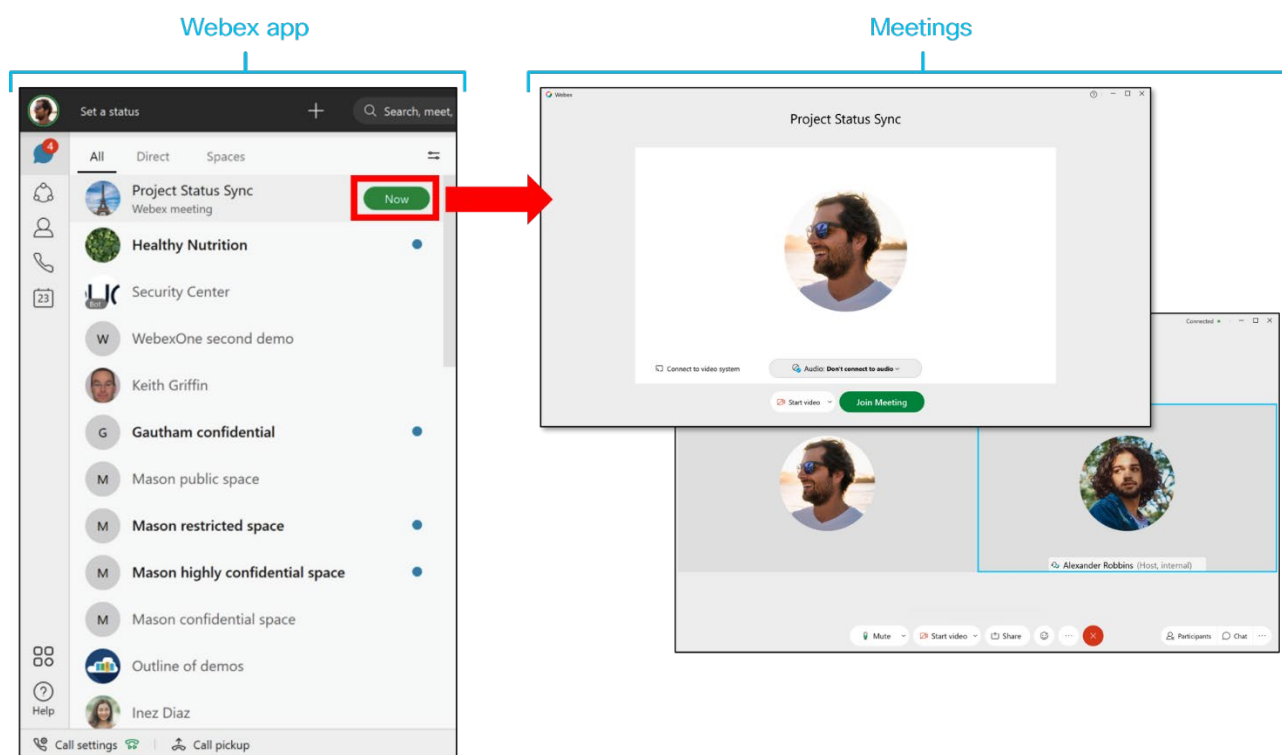
In this case, Active Directory provides authentication for SSO while Directory Connector synchronizes user identity information from Active Directory to the identity store of the Webex organization.

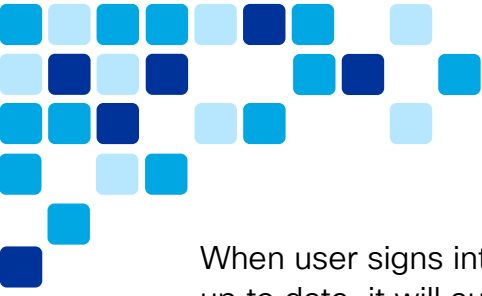
More details about site linking, SSO, and Directory Connector are provided in the [Transition](#) section.

The Webex App is managed from Control Hub. Control Hub is the management interface for Webex. Control Hub provides administrators with the ability to manage users and configure features and settings for the organization. Control Hub also provides rich analytics and real-time troubleshooting capabilities.

As shown in Figure 5, delivering the full featured meeting experience with the Webex App involves two components: the Webex App itself and the meeting component. The Webex App is installed by running the Webex App installer. The Webex App is the primary interface that users see when the app is running. Within the Webex App, users will see the in-app calendar and meeting join buttons, they'll be able to launch meetings, set the application preferences, and send and receive messages. The meeting component interface is brought up when a meeting is launched (see Figure 5).

**Figure 5.** *Webex App User Experience*





When user signs into the Webex App, if the meeting component does not exist or is not up to date, it will automatically be downloaded from the user's preferred meeting site and installed. Likewise, whenever a user joins a meeting if the meeting component is not up to date, it is automatically downloaded from the meeting site and installed.



# Transition

## Overview of this Transition Deployment Guide

This section focuses on the steps required to migrate from a Webex Meetings App deployment to a Webex App deployment.

This transition is divided into three high-level sets of steps:

- **Pre-transition steps** – These are the preliminary steps that should be done to prepare the environment prior to making the transition.  
The pre-transition set of steps involves configuring the Control Hub for user management and authentication as well as calendar integration.
- **Transition steps** – These are the steps to implement the transition from Webex Meetings App to Webex App.  
The transition steps cover the actual migration from the Webex Meetings App to the Webex App, linking site and users to Control Hub, and application deployment.
- **Post-transition steps** – These are the steps that should be done after completing the transition.  
In this case, the post-transition steps detail the removal of the Webex Meetings App and tracking updates to the Webex App feature set.

## Pre-Transition Steps and Considerations

Below are the pre-transition steps to consider when preparing for the transition from Webex Meetings App to Webex App.

### 1. Review network and firewall requirements.

Before proceeding it is important to understand the network protocols and ports for traffic that is expected to traverse the network and firewall. Accommodations for required traffic network ports, service domains, and client root certificate providers must be made for traffic to/from the on-premises network.

For details, refer to the *Network Requirements for Webex Services* article available at <https://help.webex.com/en-us/WBX000028782/Network-Requirements-for-Webex-Services>.

## 2. Prepare Control Hub for transition.

Control Hub is the administrative interface where administrators manage users, applications, and services for the organization.

The following steps need to be configured or verified before this transition:

- i. [Initial Control Hub Setup \(mandatory\)](#)
- ii. [Add and Verify Domain \(highly recommended\)](#)
- iii. [Claim Users \(highly recommended\)](#)
- iv. [Claim Domain \(highly recommended\)](#)
- v. [Setup Auto License Template \(highly recommended\)](#)

### *i. Initial Control Hub Setup (mandatory)*

Perform the initial login and setup of Control Hub unless this has already been done.

For information on the initial login and setup, refer to the *Get Started with Cisco Webex Control Hub* article available at <https://help.webex.com/en-us/nkhozs6/Get-Started-with-Cisco-Webex-Control-Hub>.

### *ii. Add and Verify Domains (highly recommended)*

Add and verify domains in Control Hub to prove organization domain ownership. Control Hub requires proof of domain ownership to ensure security and integrity of the organization. Without domain verification, Webex App with full-featured meetings will still function but some of the security features might not work. Also, unless domain(s) are verified, users outside of the organization (for example, users that have signed up for a free account using company email) won't appear in Control Hub and hence, they can't be claimed and use full-featured meetings. Due to the mentioned limitations, domain verification is highly recommended.

For more information about adding and verifying domains for Webex, refer to the *Manage Your Domains* article available at [https://help.webex.com/en-us/cd6d84/Manage-Your-Domains - Cisco Task.dita\\_01123578-ddcb-41d5-9bce-df3af6045e8b](https://help.webex.com/en-us/cd6d84/Manage-Your-Domains - Cisco Task.dita_01123578-ddcb-41d5-9bce-df3af6045e8b).



### iii. *Claim Users (highly recommended)*

While optional, claiming your users is highly recommended. Claiming users enables an administrator to move existing users with verified domain(s) into the primary organization. This ensures all users have a consistent collaboration experience and access to the same feature and subscription sets for the organization. Claimed users are brought into the organization through immediate or delayed claim. Delayed claim allows users to have 14 days to decide if they want to migrate all Webex App conversations from their existing account to new account.

**Note:** When claiming users via CSV file, check all claimed users and get the appropriate license or entitlement during the claim process.

For more information about claiming users for your Webex organization, refer to the *Claim Users to Your Organization (Convert Users)* article available at <https://help.webex.com/en-us/nceb8tm/Claim-Users-to-Your-Organization-Convert-Users>.

### iv. *Claim Domain (highly recommended)*

While optional, claiming your domain(s) is highly recommended. Claiming your domain ensures that all users from your verified domain(s) are automatically placed into a single primary organization when an account is created for the user.

An organization with claimed domain(s) can contact Cisco Technical Assistance Center (TAC) and open a ticket to have self-signup disabled so no users can sign up for a new account with the organization's email domain(s). This ensures the organization can control all domain user accounts within the organization.

**Note:** If a customer has more than one organization with the same domain, they cannot claim the domain. For example, if customer has "amer.example.com" for North America organization and "apac.example.com" for Asia/Pacific organization as the domains, the example.com domain cannot be claimed.

For more information about claiming domains for Webex, refer to the *Manage Your Domains* article available at [https://help.webex.com/en-us/cd6d84/Manage-Your-Domain#Cisco\\_Task.dita\\_62139eaf-0eae-4d19-9c79-561e64d6ee9a](https://help.webex.com/en-us/cd6d84/Manage-Your-Domain#Cisco_Task.dita_62139eaf-0eae-4d19-9c79-561e64d6ee9a).

#### *v. Setup Auto License Template (highly recommended)*

While optional, setting up auto license template is highly recommended. Auto-assign license template simplifies the new users onboarding process with licenses assigned automatically to users created in Control Hub. The administrator can set up a default license template in Control Hub to automatically assign licenses to new users. In addition, if Directory Connector is deployed to sync users from Active Directory (AD) to the Webex Identity service, license template can be applied to new users based on AD groups.

For more on license template auto-assignment, refer to the *Set Up Automatic License Assignment Templates in Cisco Webex Control Hub* article available at <https://help.webex.com/en-us/n3ijtao/Set-Up-Automatic-License-Assignment-Templates-in-Cisco-Webex-Control-Hub>.

### 3. Configure user management and authentication

This set of steps focuses on configuration options for user management and authentication.

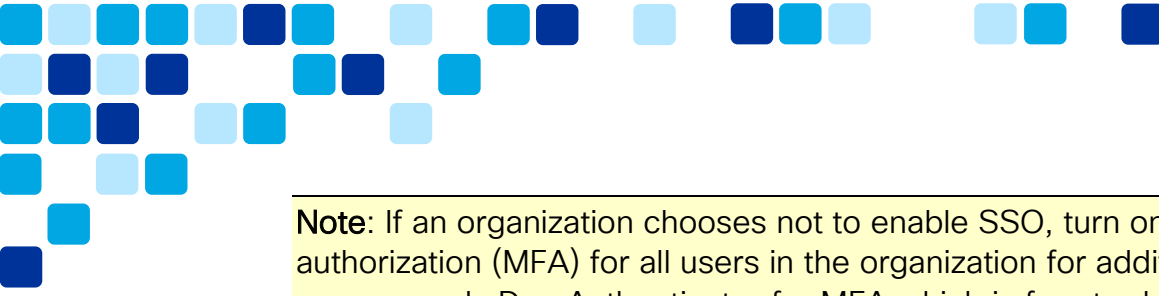
Perform these steps to prepare for the meeting application transition:

- i. [Enable SSO \(optional\)](#)
- ii. [Synchronize Users from Directory \(optional\)](#)

#### *i. Enable SSO (optional)*

While optional, best practice is to enable SSO so users can authenticate using a single, common set of credentials for Webex Meetings, Webex App and other applications in the organization. An organization may consist of one or more Webex Meetings Sites, if any one of the meeting sites or Control Hub has SSO enabled, enabling SSO in all sites and Control Hub is highly recommended. Otherwise, organization will encounter inconsistent authentication issues for Webex Meetings Sites and Control Hub users.

If your organization uses an identity provider (IdP) service, integrate the SAML IdP with Control Hub and Webex Meetings Site(s) for SSO. Using the same SSO identity provider for Control Hub and all Webex Meetings Sites is recommended in order to provide a consistent user sign-in experience.



**Note:** If an organization chooses not to enable SSO, turn on simple multi-factor authorization (MFA) for all users in the organization for additional security. Cisco recommends Duo Authenticator for MFA which is free to download from iOS or Android app stores.

**Note:** If an organization has SSO disabled in Control Hub but has at least one linked site with SSO enabled, Webex App users will be authenticated via the SSO site that was linked first.

For more information about SSO with Webex Meetings Site, refer to the *Configure Single Sign-On for Cisco Webex Site* article available at <https://help.webex.com/en-us/g5ey83/Configure-Single-Sign-On-for-Cisco-Webex-Site>.


For more information on SSO with Control Hub and the Webex App, refer to the *Single Sign-On Integration in Cisco Webex Control Hub* article available at <https://help.webex.com/en-us/lfu88u/Single-Sign-On-Integration-in-Cisco-Webex-Control-Hub>.

## ii. *Synchronize Users from Directory (optional)*

Although optional, the best practice recommendation is to synchronize users from a supported directory using Directory Connector with Active Directory or the SCIM API with Azure AD or Okta to the identity store of the Webex organization. This ensures users are always in sync between the directory and the Webex organization. Whenever a user is created, updated, or removed in the directory, the changes will be synchronized and reflect in Control Hub.

For more information and details about user synchronization between Active Directory and Webex using Cisco Directory Connector, refer to the *Deployment Guide for Cisco Directory Connector* available at [https://www.cisco.com/c/en/us/td/docs/voice\\_ip\\_comm/cloudCollaboration/spark/hybridservices/directoryconnector/cmgt\\_b\\_directory-connector-guide-admins.html](https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cloudCollaboration/spark/hybridservices/directoryconnector/cmgt_b_directory-connector-guide-admins.html).

For more information and details about user synchronization between Azure AD and Webex using the SCIM API, refer to the *Synchronize Azure Active Directory Users into Cisco Webex Control Hub* article available at <https://help.webex.com/en-us/aumpbz/Synchronize-Azure-Active-Directory-Users-into-Cisco-Webex-Control-Hub>.



For more information and details about user synchronization between Okta and Webex using the SCIM API, refer to the *Synchronize Okta Users into Cisco Webex Control Hub* article available at <https://help.webex.com/en-us/nmm9pzdb/Synchronize-Okta-Users-into-Cisco-Webex-Control-Hub>.

#### 4. Deploy Hybrid Calendar Service

Hybrid Calendar service is highly recommended for Webex App deployments for meetings so Webex devices can get One Button To Push (OBTP). Also, it can sync all meetings and appointments from user's calendar to Webex App calendar. With Hybrid Calendar, users can schedule meetings on Microsoft Exchange, Microsoft 365 and Google Workspace using the "@" keyword without a local plugin. Alternatively, if M365 is deployed, user can authorize Webex App to connect to M365 calendar directly and pull all meetings and appointments into its calendar without Hybrid Calendar service. However, Webex devices won't get OBTP without Hybrid Calendar.

**Note:** Webex App does not do local calendar scraping like Webex Meetings App does today, but it will show all Webex Meetings in the preferred site scheduled for the user by default. Showing all meetings and appointments requires integrating user's calendar with Webex (see above).

Without integrating users' calendar with Webex, users can use the built-in Webex App scheduler to schedule meetings and get the **Join** button in Webex App. Without Hybrid Calendar, Webex devices will not get OBTP, and users must manually dial the video address to join the meeting. Given the suboptimal experience with devices, hybrid calendar service should be enabled in order to achieve the best possible experience.

For more information on deploying Webex Hybrid Calendar Service refer to the *Deployment Guide for Cisco Webex Hybrid Calendar Service* available at [https://www.cisco.com/c/en/us/td/docs/voice\\_ip\\_comm/cloudCollaboration/spark/hybridservices/calendarservice/cmgt\\_b\\_deploy-spark-hybrid-calendar-service.html](https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cloudCollaboration/spark/hybridservices/calendarservice/cmgt_b_deploy-spark-hybrid-calendar-service.html).

For more information on how to connect to M365 calendar directly in Webex App refer to the *Webex App | Connect your Microsoft 365 calendar* article available at <https://help.webex.com/en-us/article/k2aot9/Webex-App-|-Connect-your-Microsoft-365-calendar>.



## Transition Steps and Considerations

Follow these transition steps to move from the Webex Meeting App to the Webex App:

### 1. Setup Webex Control Hub.

Note: Webex Meetings site that is Control Hub managed can skip steps i and ii as it is already part of Control Hub.

The following are the steps involved in setting up Control Hub for the transition to the Webex App for meetings:

- i. [Link Webex Site to Webex Control Hub \(mandatory\)](#)
- ii. [Verify Linking is Successful \(mandatory\)](#)
- iii. [Assign Service and License to Linked Users \(mandatory\)](#)
- iv. [Set Meeting Data Retention Policy \(optional\)](#)
- v. [Ensure Regulatory Compliance \(optional\)](#)
- vi. [Enable Full Meeting Experience \(mandatory\)](#)

#### *i. [Link Webex Site to Webex Control Hub \(mandatory\)](#)*

As part of Cisco Initiated Automatic Site Linking process, the customer's Webex site should have been linked to Control Hub. Linking users to Control Hub will associate them with Webex platform identity which gives users access to the Webex collaboration applications and services.

All users in Webex Meetings Site will be linked automatically at the end of the site linking process, but this will take up to 24 hours to complete. For more information on linking Webex Site and users to Control Hub, refer to the *Link Cisco Webex Sites to Control Hub* available at <https://help.webex.com/en-us/341eud/Link-Cisco-Webex-Sites-to-Control-Hub>

Linking the Webex Site to Control Hub enables users for Webex App and provides access to the following functions and features such as:

- **Analytics for your Cloud Collaboration Portfolio** – Analytics consist of historical data for Webex Meetings that includes minutes that people spent in meetings, quality of those meetings, and what type of audio people are using.

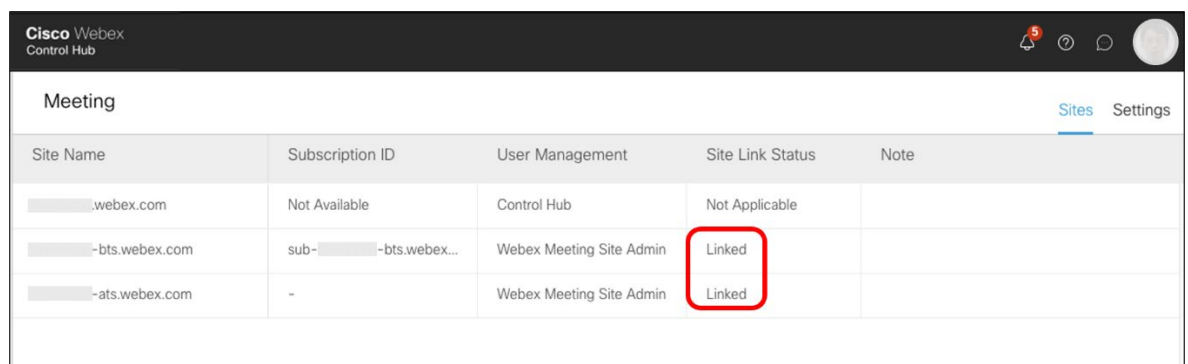
- **Advanced Diagnostics and Troubleshooting in Control Hub** – Exposes data to help locate quality issues for meetings that are in progress or occurred within the past 30 days. Quality data includes participants details, video quality, and audio quality.
- **People Insights** – Shows real-time business and professional profiles of meeting participants. Each user’s profile can include job title, work history, social media links, and additional job and work-related information.
- **Webex Assistant for Webex Meetings** – AI powered tool that interacts with participants and host to help capture notes, action items, reminders, and more by voice command or nature language processing (NLP). Real-time meeting transcription and automated closed captions for more accessible meetings are also included.

**Note:** Even though Webex Meeting site and users have been linked to Control Hub, users are still managed and maintained on both sides. All Webex Meetings related configuration and host licenses still reside in the site admin which should continue to be used for managing Webex Meetings. If new Webex Meetings accounts are required, follow the procedures outlined in the post-transition step [1. Review post transition considerations](#) to create new accounts.

## ii. Verify Linking is Successful (mandatory)

Verify Webex site and users linking to Control Hub is successful by going to **Services > Meetings** in Control Hub and confirm that the Webex Site status shows “Linked” (see Figure 6).

**Figure 6.** Control Hub – Meeting Services: Webex Site Linking Verification

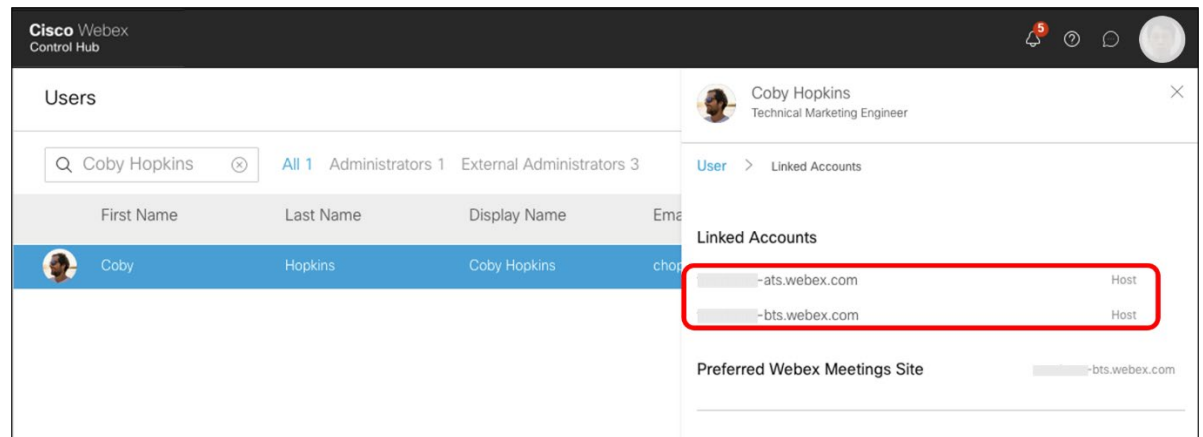


Cisco Webex Control Hub				
Meeting				
Site Name	Subscription ID	User Management	Site Link Status	Note
...webex.com	Not Available	Control Hub	Not Applicable	
...-bts.webex.com	sub-...-bts.webex...	Webex Meeting Site Admin	Linked	
...-ats.webex.com	-	Webex Meeting Site Admin	Linked	

Make sure all Webex Meetings users are linked and appear in the user list inside Control Hub. As shown in Figure 7, to verify that Meetings users have been

linked, go to several users that have been linked in Control Hub and confirm the linked Webex Meetings Site appears in the Linked Accounts list.

**Figure 7.** *Control Hub – Users: User Linking Verification*



If there are any issues, please contact TAC for further assistance.

### *iii. Assign Service and License to Linked Users (mandatory)*

Newly created linked users in Control Hub can be assigned licenses automatically from the license template. Existing linked users in Control Hub can have licenses assigned manually as shown in Figure 8.



**Figure 8.** *Control Hub - Users: Service and License Assignment*

The screenshot shows the Cisco Webex Control Hub interface. On the left, a table lists users with columns: First Name, Last Name, Display Name, and Email. A search bar at the top of the table shows 'Coby Hopkins'. The table has one entry for Coby Hopkins. On the right, a user profile card for Coby Hopkins (Technical Marketing Engineer) is shown. Below the profile, there are sections for 'Services' and 'Hybrid Services'. The 'Services' section includes Messaging, Meeting, and Calling. The 'Hybrid Services' section includes Calendar Service, Call Service, and Message Service. The 'Calendar Service' is highlighted with a red box and labeled 'Activated'. A red arrow points from the 'Edit' button in the 'Services' section to the text 'Assign Licenses'.

Optionally, users can be activated with Calendar service for the '@' keyword scheduling capability (see Figure 8).

As shown in Figure 9, for the meeting workload, Webex App users can be assigned a meeting feature license such as *Webex Assistant for Meetings*.

**Figure 9.** Control Hub – Users: License Assignment

Messaging	Meeting	Calling
<b>Free Public Collaboration Services</b>		
<input checked="" type="checkbox"/> Basic Messaging	<input checked="" type="checkbox"/> Basic Space Meetings ⓘ	Call on Webex (1:1 call, non-PSTN)
<b>Licensed Collaboration Services</b>		
<b>Messaging</b> <input checked="" type="checkbox"/> Advanced Messaging	<b>Meetings</b> <input checked="" type="checkbox"/> Advanced Space Meetings <input checked="" type="checkbox"/> Advanced Space Meetings <input checked="" type="checkbox"/> Webex Assistant for Meetings <input checked="" type="checkbox"/> .webex.com Webex Meetings Suite <a href="#">Host</a>	<b>Calling</b> <input checked="" type="checkbox"/> Webex Calling <input type="radio"/> Professional ⓘ <input type="radio"/> Basic ⓘ

To manually assign users services and licenses in bulk, export users from Control Hub to CSV template, assign services and licenses to users using the various CSV template columns, and then, import the updated CSV template back into Control Hub.

Refer to the *Modify Users in Cisco Webex Control Hub with the CSV Template* article available at <https://help.webex.com/en-us/e2okky/Modify-Users-in-Cisco-Webex-Control-Hub-with-the-CSV-Template>.

If there are only a few users requiring a license and service assignment, the administrator can manually assign them within Control Hub. Refer to the *Edit Service License in Cisco Webex Control Hub for Individual Users* article available at <https://help.webex.com/en-us/9dmqgv/Edit-Service-Licenses-in-Cisco-Webex-Control-Hub-for-Individual-Users> for more information.

#### *iv. Set Meeting Data Retention Policy (optional)*

By default, the organization meeting data retention policy is set to 300 days for meeting recordings and Webex Assistant meeting transcripts and highlights.

If your organization has a different retention policy, refer to the *Set the Retention Policy for Your Organization* article available at <https://help.webex.com/en-us/nqmr56k/Set-the-Retention-Policy-for-Your-Organization> for information on changing the default retention policy.

#### *vi. Ensure Regulatory Compliance (optional)*

It is important to maintain regulatory compliance for Webex Meetings content. An organization's compliance officer can sign-in to Control Hub and search through the Webex Assistant transcripts for any non-compliant data and generate compliance report. This enables the compliance officer(s) to ensure people in the meetings are complying with both outside regulatory requirements as well as internal policies.

For more information on regulatory compliance for Webex content, refer to the *Ensure Regulatory Compliance of Webex Content* article available at <https://help.webex.com/en-us/nr70c1m/Ensure-Regulatory-Compliance-of-Webex-Content>.


**Note:** This compliance feature requires Pro Pack for Control Hub. For information on Pro Pack refer to the *Pro Pack for Cisco Webex Control Hub* article available at <https://help.webex.com/en-us/np3c1rm/Pro-Pack-For-Cisco-Webex-Control-Hub>.

#### *vi. Enable Full Meeting Experience (mandatory)*

All customers should have full featured meeting experience enabled automatically (except those who have Video Mesh deployed), if not, contact their CSM or Cisco Account Team to enable it. Once enabled, Webex App will have access to the following functions:

- Webex App users join Webex Meetings with full featured meeting experience.
- The Webex App can be made available to download from the customer's site download page.
- Full featured meeting experience is enabled for users in the entire organization and applies to all Webex Meetings that the user joins.


**Note:** Only the desktop version of the Webex App supports the full featured meetings experience today. This experience is not yet supported with Webex App running on mobile devices and instead, requires that the Meetings App is installed on the device



**Note:** Space meetings are associated with a space and are specific to the Webex App. Any space member can start a space meeting in order to meet for collaboration. For more details, refer to the *Webex Meetings Capabilities and Meeting Sponsors* article available at <https://help.webex.com/en-us/uxg1zl/Webex-Meeting-Capabilities-and-Meeting-Sponsors>.

Joining Space meetings with Webex App has no change in experience

## 2. Deploy the Webex App.

The Webex App is updated on a monthly release cycle. Each month, when the new release is available, a green update arrow (  ) will appear on the Webex App for users to click on and upgrade the app. The new update will be delivered to users randomly. It will take about 7 days to complete the roll out to all users in the organization. The organization administrator has control over product updates for the Webex App in terms of upgrade version and timing and can adjust according to the organization's policy. However, Cisco recommends staying on the latest version of Webex App in order to get all the new features and bug fixes.

For information on Webex App system requirements, installation, update process and other details, refer to the *Webex Installation and Automatic Upgrade* article available at <https://help.webex.com/en-us/nw5p67g/Webex-Installation-and-Automatic-Upgrade>.

For information on Webex App release control and management, refer to the *Product Update Controls for Webex* article available at <https://help.webex.com/en-us/wlgw73/Product-Update-Controls-for-Webex>.

The Webex App can be pushed and installed on desktop devices via third-party deployment tools or can be installed manually by end users.

- The Webex App for Windows is installed via an .msi file.
- The Webex App for Mac is installed via a .dmg file.

Users can self-serve and install themselves by downloading Webex App from <https://www.webex.com/downloads.html>.

When installing the Webex App on Windows devices, there are two different methods:

- Install the application for the current user.

- Install the application for all device users.

For more information about application install locations and command line installation options refer to the [Webex App installation information](#) of the Webex Installation and Automatic Upgrade help article.

The meeting component of Webex App is released monthly. It is released independently but close to the Webex App's release schedule. Each month, the new version is made available within the Webex Meetings Site. When users sign in or joins a meeting, if the meeting component does not exist or is not up to date, and the new version is available, the Webex App will download it from the meeting site and install onto the local device without any user interaction.

**Note:** While the overall Webex App has product updates control, the meeting component does not. Although Webex App and its meeting component can operate independent of their respective versions, Cisco recommends keeping the versions aligned to the same monthly release.

### 3. Update the Webex Meetings App to Webex App

Each Webex site has a default update month when the Webex Meetings App to Webex App update will take place for the users on the update date that is typically the second or third Friday of the month. Check [here](#) for the most updated schedule for Webex App update. If the default month does not work for an organization, administrator can go to Control Hub and set their update month (see the steps below).

- a. Navigate to **Services > Updates & Migrations** in Control Hub
- b. Click on the **Get Started** button in the **Update Webex Meetings to the new Webex** card on the right
- c. Review all references in the "Review update prerequisites" section and ensure the prerequisites are met before proceeding.
- d. In the "Test the update" section, it lists out an organization's test sites on cluster B or AI. A Control Hub admin can optionally set the update month on one or more sites to test with a few users before updating the users on production site(s).
- e. In the "Update Webex Meetings to the new Webex" section, it lists out all production sites that administrator can pick and set the update month. By clicking on the pen icon next to the site, administrator can set the update month for the client update to occur.

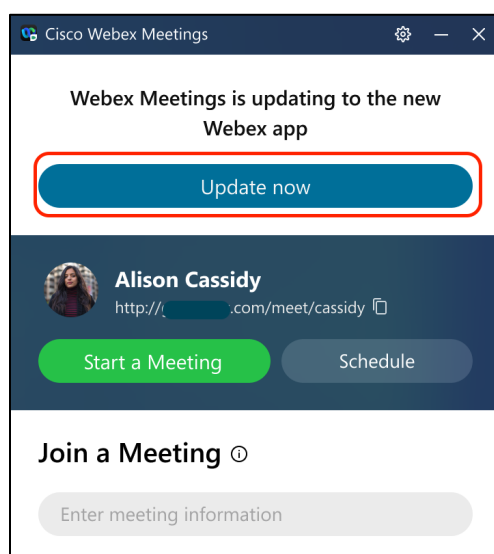
As shown in Table 4, there are 3 update options available: Update with release version, Update with selected release, and Update now. Refer to the table for a detailed explanation of each option.


Once the update month has been set, the Update status for the site will be changed to “Initiated”. If needed the admin can have up to 24 hours before the update date to defer the scheduled update.

**Table 4.** Options for scheduling Webex App update for Webex site

Options	Explanation
Update with release version	This is the default update month selected for the site. The update will occur on the update date as described above.
Update with selected release	Select an update month that is different than the default one from the dropdown list. Note that the update month can be selected up to 7 days before the update date of that month.
Update now	Set the update to occur immediately, which will start in about 6 – 8 hours. Note: this selection cannot be reverted.

**Figure 10.** Updating Webex Meetings App to Webex App





During the update month, Webex Meetings App can be updated to Webex App after the Webex site has been upgraded to that month's release. At that time, users will see the **Update now** button appear on top of the client (see Figure 10), and they can click on the button to start the update process. During the update process:

- The Webex App will be installed, and the Webex Meetings App will be uninstalled
- Preferences from the Webex Meetings App will be carried over to the Webex App
- User's Webex site configured in Webex Meetings App will be moved over to Webex App as user's preferred site

At the end of the update process, users will be automatically signed into Webex App if SSO is enabled. Otherwise, users must sign into Webex App manually.

**Note:** Due to a current issue, some SSO users might be asked to sign-in after the update.

**Note:** If Webex App exists when the update process takes place, Webex App won't be reinstalled and just the Webex Meetings App will be uninstalled. If users never click the **Update now** button, the next Webex Meetings App restart or computer reboot will kick off the update process.


As a result of updating to Webex App, on the Webex site download page, the link to download the Webex Meetings App will be replaced by the link to download the Webex App.

**Note:** In VDI, Webex Meetings App supports automatic update only in VMware (not Citrix) and hence, users will see the **Update now** button on the client running in Hosted Virtual Desktop (HVD) when it's time for the update. For Citrix customers, they have to manually install Webex App in HVD. However, Webex App VDI plugin is always required and has to be manually installed on the client computer.

The Webex App is installed and upgraded on mobile devices from public application stores, Google Play and Apple App Store. The Webex App for desktop devices provides a QR code capability to direct users to the mobile application download page in the public application stores.

**Note:** If organizations wish to manage Webex App rollout on mobile devices via a Mobile Application Management (MAM) tool, they can get IPA and APK packages





from Cisco.

For more details on using MAM for deploying Webex App, refer to the *Sign Up for the Mobile Application Management Program* available at <https://help.webex.com/en-us/j6gys3/Sign-Up-for-the-Mobile-Application-Management-Program>

## Post Transition Steps and Considerations

After the transition is complete, there are additional steps you may wish to consider to clean-up the environment:

### 1. Review post transition considerations.

Consider the following aspects of Webex App with Webex Meeting after the transition is complete:

Some features are not available when a device is Proximity-paired with the Webex App and joined a Webex Meeting including:

- Moving meeting from video device to app or vice versa.
- CTI call control support.

**Note:** CTI in the context of Webex Calling is supported.

Chat is not persistent in Webex meetings but is persistent for space meetings.

The Webex App with full featured meeting experience does not support Webex Video Mesh. However, Webex App with Space meetings supports Webex Video Mesh.

For Webex Events

- Panelists and attendees cannot join Webex Events (classic) directly from Webex App but can join outside of the application such as email invite or browser
- Webex App with full-featured meeting fully supports Webex Webinars (formerly Webex Events (new)) as hosts, panelists, and attendees

The Webex App does not support joining Webex Training or Webex Support. Users should continue to use the Webex Meetings App for Webex Training or the Webex Support Manager App for Webex Support.

The Webex App on Mac does not support running simultaneous Meeting sessions (same as Webex Meetings App on Mac).

The Webex App shows inconsistent Presence information for Meetings and Events. It will show user in a Meeting only when he is in Meetings but not in Events.

Users can continue to schedule meetings via Productivity Tools or Webex Scheduler as well as with the '@' keyword (Hybrid Calendar Service). Note the following differences:

- For Hybrid Calendar Service '@' scheduling, meetings will be created in the *Preferred Webex* site set in the Webex App. By default, the *Preferred Webex* site is set to the *Default Webex Site* defined in the Hybrid Calendar Service settings in Control Hub. Users can manually change their preferred Webex Site in the Webex App.
- For Productivity Tools and Webex Scheduler which are signed-in to a specific site, meetings are created for that site.

Table 5 shows the Webex Meetings scheduling options available post transition:

**Table 5.** *Webex Meeting Scheduling After the Transition to Webex App*

Options	Supported Calendar System	Schedulable Meeting Type
Productivity Tools <sup>1</sup>	M365 and Exchange	Personal Room, Regular Webex Meetings
Webex Scheduler <sup>1</sup>	M365, Exchange and Google	Personal Room, Regular Webex Meetings
Calendar Service <sup>1</sup>	M365, Exchange and Google	Personal Room, Space Meetings
Connect to a M365 Calendar Directly <sup>1</sup>	M365	Personal Room, Space Meetings

Web Scheduler <sup>2</sup>	N/A	Regular Webex Meetings and Webex Webinars
Webex App Scheduler <sup>1</sup>	N/A	Personal Room, Regular Webex Meetings and Space Meetings

<sup>1</sup> Does not support Webex Webinars

<sup>2</sup> Meetings created by Web Scheduler have an .ics calendar file attachment so invitee can open and save it to their calendar.

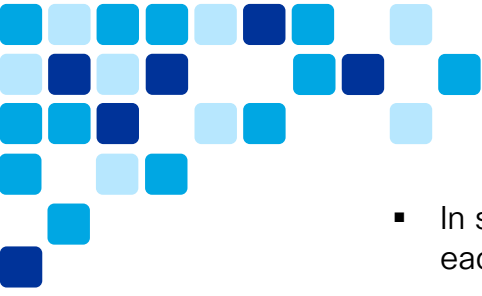
Existing meetings created using the Web Scheduler aren't shown in Webex App calendar after the update if the account has Calendar service enabled. Check the box that says "*Always send iCalendar mail for meeting invitation and notification. (Meetings and Events)*" in Site Admin Common Settings to ensure that new meetings created via Web Scheduler will appear in the Webex App calendar going forward.

Webex App calendar displays meeting information up to 7 days in the past and 31 days into the future.

When new Webex Meetings accounts are needed, do the following:

**Note:** For Webex Meetings site that is linked to Control Hub, new users need to be created in both Site Admin and Control Hub. See steps below for details.

- i. Create the new users in the Control Hub organization. Depending on whether directory sync is enabled, and if so the type of directory deployed, users are added manually or synced from the customer's directory. Refer to the *Ways to Add Users to your Webex Control Hub Organization* article for information on creating users in Webex Control Hub available at <https://help.webex.com/en-us/nj34yk2/Ways-to-Add-Users-to-your-Control-Hub-Organization>.
- ii. In Control Hub, assign meetings feature license and optionally, activate hybrid calendar service for the new users. For many users, use a CSV template to do a bulk update. For a few users, manually update the settings for each user in Control Hub.
- iii. For Webex Meetings site that is linked to Control Hub, do the followings:

- 
- In site admin for the Webex Meetings Site, create an account for each of the new users.
  - New users created in the Webex Meetings site should be automatically linked to the respective users in Control Hub, but this may take up to 24 hours to complete.
  - Verify new users are linked to Control Hub successfully.

## 2. Remove the Webex Meetings App.

**Note:** Please review the step [1. Review post transition considerations](#) above to ensure that Webex Meetings App is no longer needed before proceeding with this step to remove.

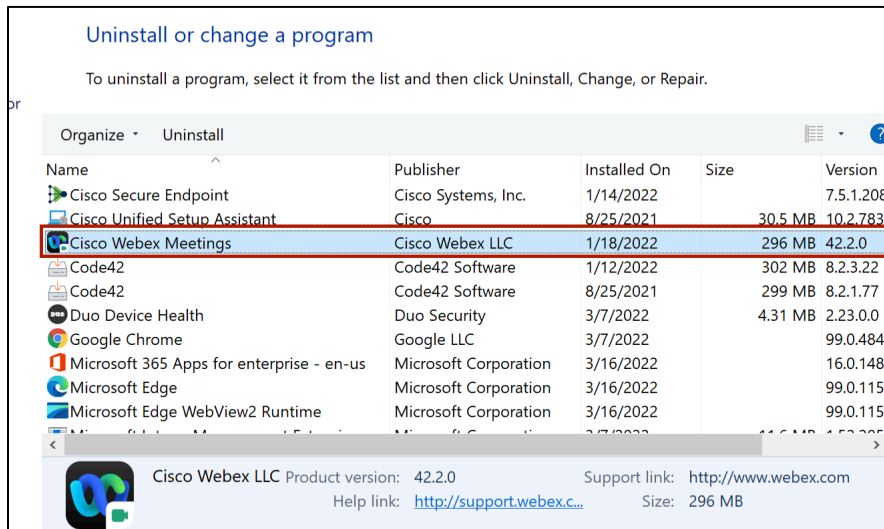
Once a user has been transitioned to the Webex App, the Webex Meetings App is no longer needed and can be removed from the user's device(s)

As part of the Webex App update process, the desktop version of the Webex Meetings App will be automatically uninstalled from the machine for Windows users, and Mac users with administrator privilege.

For standard users on Mac, IT admin can uninstall Webex Meetings App from the machine on their behalf. Cisco provides a tool for IT admin to remove the Webex Meetings App completely. For more information on removing the Webex Meetings App from Mac, refer to the *How Do I Uninstall Webex Software on a Mac* article available at <https://help.webex.com/en-us/WBX38280/How-Do-I-Uninstall-Webex-Software-on-a-Mac>.

**Note:** On Windows machine, Webex App update process runs under an account with administrator privilege that can uninstall Webex Meetings App for users without admin right. After Webex Meetings App has been removed and users joined meetings with Webex App, "Cisco Webex Meetings" will appear as an installed component in the Programs and Features panel on Windows machine (see Figure 11) and that is normal (no desktop icon should be installed). This component isn't the Webex Meetings App but is the meeting module installed by the meeting site for joining a meeting with the Webex App.

**Figure 11.** *Cisco Webex Meetings Installed Component*



### 3. Keep track of new and forthcoming Webex app features.

As new features and capabilities are introduced in the Webex App, the *What's New* articles for each component are updated. Cisco recommends keeping track of the following component *What's New* articles for Webex Meetings, Webex App, and Control Hub. Go to each of the *What's New* articles below and click on "Subscribe To This Article" link to receive notification on any future updates to the articles:

- Webex Meetings: *What's New for the Latest Channel of Webex Meetings* – <https://help.webex.com/en-us/xcwws1/What-s-New-for-the-Latest-Channel-of-Webex-Meetings>
- Webex App: *Webex What's New* – <https://help.webex.com/en-us/8dmbcr/Webex-What-s-New>
- Webex Control Hub: *What's New in Cisco Webex Control Hub* – <https://help.webex.com/en-us/u9dlxd/What-s-New-in-Cisco-Webex-Control-Hub>



# References

## Collaboration Transitions

- Collaboration Transitions Program Page  
<https://www.cisco.com/go/ct>
- Jabber to Webex App Migration – Customer Journeys & Readiness v2.0 (includes migration journey for Meetings)  
[https://www.cisco.com/c/dam/en/us/td/docs/solutions/PA/mcp/Jabber\\_to\\_WebexApp\\_Migration-Customer\\_Journeys\\_Readiness\\_v2-0.pdf](https://www.cisco.com/c/dam/en/us/td/docs/solutions/PA/mcp/Jabber_to_WebexApp_Migration-Customer_Journeys_Readiness_v2-0.pdf)
- Jabber to Webex App Migration – Customer Readiness Assessment (includes migration readiness for Meetings)  
[https://www.cisco.com/c/dam/en/us/td/docs/solutions/PA/mcp/Jabber\\_to\\_WebexApp\\_Migration-Customer\\_Readiness\\_Assessment.xlsx](https://www.cisco.com/c/dam/en/us/td/docs/solutions/PA/mcp/Jabber_to_WebexApp_Migration-Customer_Readiness_Assessment.xlsx)
- Transition Map for Transitioning from Webex Meetings App to Webex App  
[https://www.cisco.com/c/dam/en/us/td/docs/solutions/PA/mcp/TDM\\_MEETINGS\\_WebexMeetingsApp\\_to\\_Webex.pdf](https://www.cisco.com/c/dam/en/us/td/docs/solutions/PA/mcp/TDM_MEETINGS_WebexMeetingsApp_to_Webex.pdf)

## Hybrid Services

- Deployment Guide for Cisco Webex Hybrid Calendar Service  
[https://www.cisco.com/c/en/us/td/docs/voice\\_ip\\_comm/cloudCollaboration/spark/hybridservices/calendarservice/cmgt\\_b\\_deploy-spark-hybrid-calendar-service.html](https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cloudCollaboration/spark/hybridservices/calendarservice/cmgt_b_deploy-spark-hybrid-calendar-service.html)

## Meetings

- Install and Setup Webex Productivity Tools for Windows  
<https://help.webex.com/en-us/nby4rwy/Install-and-Set-Up-Webex-Productivity-Tools-for-Windows>
- Configure Cisco Webex Meetings Scheduler for Microsoft 365  
<https://help.webex.com/en-us/nttajz6/Schedule-and-Join-Meetings-with-Cisco-Webex-Meetings-Scheduler-for-Microsoft-365>

## Network

- Network Requirements for Webex Services

<https://help.webex.com/en-us/WBX000028782/Network-Requirements-for-Webex-Services>

## Users and Webex Control Hub

- Getting Started with Cisco Webex Control Hub

<https://help.webex.com/en-us/nkhozs6/Get-Started-with-Cisco-Webex-Control-Hub>

- Ways to Add Users to your Control Hub Organization

<https://help.webex.com/en-us/nj34yk2/Ways-to-Add-Users-to-your-Control-Hub-Organization>

- Manage Your Domains

<https://help.webex.com/en-us/article/cd6d84/Manage-your-domains>

- Single Sign-On Integration in Control Hub

<https://help.webex.com/en-us/lfu88u/Single-Sign-On-Integration-in-Control-Hub>

- Deployment Guide for Cisco Directory Connector

[https://www.cisco.com/c/en/us/td/docs/voice\\_ip\\_comm/cloudCollaboration/sip/hybridservices/directoryconnector/cmgt\\_b\\_directory-connector-guide-admins.html](https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cloudCollaboration/sip/hybridservices/directoryconnector/cmgt_b_directory-connector-guide-admins.html)



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