Configure Webex Meetings for Simultaneous Sessions and Join Before Host Functionality

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Issue

Users need to facilitate multiple simultaneous meetings at the same time slot where participants can join without the host having to start each meeting individually. The HR department requires the ability to arrange multiple meetings at the same timeslot that participants can enter without the organizer starting the meeting at their end. Currently, they are experiencing limitations where they need to start meetings before anyone else can get connected, and they cannot possibly start two meetings simultaneously.

Environment

- Webex Meeting Site: Commercial (Webex Suite)
- Meeting platform version: 1.X
- Webex Scheduling and Productivity Tools
- Partner admin and Webex site admin roles
- Simultaneous session limit setting not enforced on the meeting site

Resolution

To enable multiple simultaneous meetings where participants can join without the host starting each meeting, these steps.

Step 1: Enable Join Before Host Setting

When scheduling multiple meetings for the same time slot, ensure that the "Join Before Host" setting is

enabled for each meeting. This allows attendees to enter the meeting without the host starting the meeting.

The location of the scheduling option differs depending on how you are scheduling meetings. For detailed guidance on enabling the Join Before Host option, refer to the Cisco documentation for your specific scheduling method.

Step 2: Schedule Multiple Meetings

Users can schedule multiple meetings for the same time slot as needed. Each meeting has a unique meeting URL/link, and participants can join as soon as the **Join before host** window opens in their meeting, even if the host is not present yet.

Step 3: Address Licensing Limitations

If users encounter the error "Meeting Limit Exceeded. You cannot have more than 1 meeting running at the same time" when attempting to start a second meeting with the same account, this indicates a licensing limitation.

Resolution for Meeting Limit Error

Additional host licenses are required to host multiple sessions simultaneously. Online subscriptions cannot host multiple sessions from one user account.

Step 4: Testing and Validation

To validate the configuration:

1. Schedule two different meetings for the same time slot.

2. Attempt to join both meetings simultaneously.

3. Verify that participants can join without the host starting the meetings.

4. Monitor for any error messages during the process.

Cause

The issue typically arises when the "Join Before Host" setting is not enabled while scheduling meetings. Additionally, licensing limitations can prevent users from hosting multiple simultaneous sessions from a single user account, requiring additional host licenses for organizations that need to run multiple concurrent meetings.

Related Content

- The Join Before Host Option is Missing When Scheduling a Webex Meeting
- Error: Meeting Limit Exceeded. You cannot have more than 1 meeting running at the same time
- Cisco Technical Support & Downloads