Resolve AI Assistant and Message Rewriting Features Missing in Webex Desktop App Due to Advanced Messaging License Requirement

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Issue

Cisco AI Assistant and AI Messaging features, including message rewriting, translation, and summarization capabilities, are not appearing in the Webex desktop application messaging experience for specific user accounts. The affected users cannot access these AI-powered features despite having the latest version of the Webex App installed and the features being enabled in Control Hub.

The issue manifests as follows:

- AI Assistant and Rewrite Message features are completely absent from the Webex desktop app messaging interface.
- The same features can be visible for other users within the same organization.
- AI Assistant icon can be present in the Webex web client for the same affected user.
- Desktop client logs show EntityService::isAssistantEnabled evaluating as disabled across all scopes (Meetings: 0, Messaging: 0, Calling: 0, Other Tabs: 0).

This behavior occurs even when the organizational settings appear correctly configured in Control Hub and other users in the same environment can successfully access these AI features.

Environment

- Webex App for Windows (desktop client versions 46.7.0.35472, 46.8.0.35631)
- Webex web client version 46.8
- Windows 10.0.22621.6491, 64-bit
- Control Hub with AI Assistant for Messaging enabled at organizational level
- Mixed user licensing within the same organization

Resolution

The resolution involves assigning the required Advanced Messaging license to affected users who need access to AI-powered messaging capabilities.

Step 1: Verify License Requirements

Confirm that AI messaging features (including message rewriting, translation, and summarization) require an Advanced Messaging license to be assigned to individual users, in addition to the organizational-level enablement in Control Hub.

Step 2: Assign Advanced Messaging Licenses

Navigate to the **Webex Control Hub** and assign **Advanced Messaging licenses** to the affected user accounts:

1. Sign in to **Webex Control Hub**.
2. Navigate to **Users** section.
3. Locate the **affected user accounts**.
4. Assign **Advanced Messaging licenses** to these users.

Step 3: Validate Configuration

Ensure the organizational-level AI settings remain properly configured:

1. Navigate to **Management > Organization Settings > Cisco AI Assistant & AI Features > Customize AI Assistant & AI Features**.
2. Verify that **Ask AI Assistant for Messaging** is enabled in the Messaging AI Features section.

Step 4: Test and Verify Resolution

After license assignment, have the affected users:

1. Sign out of the Webex desktop application completely.
2. Clear the Webex application cache after the procedure at: How to Clear the Webex Cache
3. Sign back in to the Webex desktop application.
4. Verify that AI Assistant and message rewriting features are now visible and functional.

Cause

The root cause is a licensing dependency that requires individual users to have an Advanced Messaging license assigned to access AI-powered messaging capabilities. While the AI Assistant features can be enabled at the organizational level in Control Hub, the actual availability of these features for individual users depends on having the appropriate Advanced Messaging license entitlement. Without this license, the desktop client receives a "Disabled" signal from the server for AI Assistant functionality, even though the organizational configuration appears correct.

This licensing requirement was not clearly documented at the time of the issue, leading to confusion when organizational-level settings appeared sufficient but individual users could not access the features.

Related Content

- How to Clear the Webex Cache
- Cisco Technical Support & Downloads