

FAQs for Cisco WebEx Meetings Server Release 3.0

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Application and Document Sharing

What's the difference between "document sharing" and "application sharing"?

With document sharing, attendees can see the document, but you can't change it. With application sharing, you are sharing the application that you used to create the document so as you change the document, your attendees see your changes. Application sharing uses more bandwidth and therefore can affect the overall performance of your meeting.

You can share virtually any type of document or application, but those that stream video or audio may not display properly. To share streaming content, select **Share > Web Browser** and follow the instructions to display the content in a web browser on each attendee's computer. You can share many documents or presentations at the same time; each document or presentation appears on its own tab in the content viewer.

Document sharing requires relatively little bandwidth and thus works well at slower connection speeds. Application sharing requires more bandwidth.

Can I save presentations or documents that contain annotations and view them offline?

Yes. Just save the document or presentation to your desktop and then double-click it. The document or presentation displays in the WebEx Document Viewer.

Can I show animations and slide transitions in Microsoft PowerPoint presentations?

Yes.

Why do attendees sometimes see a yellow crosshatched pattern when I share applications with them?

The crosshatched pattern is the shadow of a window that is displayed on top of the shared application. Just close the window and the pattern disappears.

Can I log chat to an external server?

No.

Can I display to more than one monitor during a presentation?

No. You can only share to one monitor at a time.

Can I use the camera on my Cisco Unified IP Phone 9971 to present video in a meeting?

No. Many audio endpoints support audio and video connectivity. However, only audio connectivity to the Cisco WebEx Meetings Server is supported.

Hosting, Joining, and Setting up Meetings

Q. What do I need to host or attend meetings?

A. You must have the Cisco WebEx Meetings application. The first time you start or join a meeting, it is automatically downloaded to your computer. You can also download the application at any time by selecting **Downloads** from your WebEx site.



Note Chrome 32 and later and Firefox 27¹ and later do not support Java. You will be prompted to install the appropriate Cisco WebEx plug-in the first time you attempt to start or join a meeting, or playback a meeting recording.

Q. Can I schedule meetings from Microsoft Outlook?

A. Yes. You can use Outlook to schedule meetings, invite attendees, and start WebEx meetings. The attendees you invite can join your meeting from their Outlook Calendars.

To get started, download and install Cisco WebEx Productivity Tools from your WebEx Downloads page.

For detailed instructions, see the "Scheduling WebEx Meetings with Microsoft Outlook" topic in the *Cisco WebEx Meetings Server User Guide*.



Note You must have administrative privileges to install Productivity Tools on Windows computers.

Q. Does a meeting automatically end if it exceeds the scheduled duration?

A. Regardless of the scheduled duration, a meeting can continue up to 24 hours (1440 minutes) as long as there is a host and a participant in the meeting. When there is only one person in the meeting, a warning message appears every 15 minutes, "You are the only participant in this meeting. The meeting will automatically end in:". The clock decrements from 2 to 0 minutes. The user can select **Continue** to extend the meeting. Unlike other types of Cisco WebEx meetings that automatically end after 24 hours, a Blast Dial meeting continues until the last person ends his or her call or leaves the online portion of the meeting. If there is no active speaker in a Personal Conference Number (PCN) meeting, the meeting ends automatically in 2 hours.

Q. Is it possible to restrict features?

A. Yes. If you are a System Administrator, you can enable and disable features, such as Chat, File Transfer, and Sharing, by selecting **Settings > Meetings** from your Cisco WebEx Administration site.

¹ The exact versions of Chrome and Firefox that are impacted by this policy have not been finalized as of the publishing of this document.

Q. Why does a user appear twice in the meeting Participant list?

A. It is possible that the user joined the meeting from two different devices, for example, their iPhone and a desktop computer. They might also have inadvertently joined the same meeting twice by opening Meeting Center twice on their desktop. Ask the user to end any additional sessions so that their name displays only once in the meeting.

Q. How many simultaneous meetings can I start as the host?

A. You can start two simultaneous meetings as the host. However, only one license is used.

Q. I would like to host a Blast Dial meeting. How do I do that?

A. Select **My Account > Blast Dial information**. Fill out the Templates as per your meeting schedule requirements and contact your administrator.

Q. How do I know the PIN for a given blast dial meeting?

A. The host and participant PINs are sent out to hosts and participants respectively via email at the time a Blast Dial group is created. Also, information specific to Blast Dial groups you have been invited to is always accessible by selecting **My Account > Blast Dial information**.

Q. How do I join the web meeting for a Blast Dial meeting?

A. At the time a Blast Dial meeting is launched, all hosts and participants receive an email with the link to join the meeting as well as any associated PINs & passwords.

Joining a WebEx Meeting or Playing Back a Meeting Recording on Chrome and Firefox

Because of Google and Mozilla policy changes, starting with Chrome 32 and Firefox 27, some users must manually enable the WebEx plug-in when using these browsers² to join a WebEx meeting or to play a WebEx recording. For more information and instructions, visit https://support.webex.com/webex/meetings/en_US/chrome-firefox-join-faq.htm.

Cisco WebEx for Mobile Devices

Q. What are the system requirements for using Cisco WebEx Meetings Server 2.0 or higher with my mobile device?

A. Cisco WebEx Meetings Server supports the following:

- Apple iPhone or iPad: Apple iOS 6.0 and later

² The exact versions of Chrome and Firefox that are impacted by this policy have not been finalized as of the publishing of this document.

- Android devices: Android 2.1 and later

Active high-speed Internet connection is required for all mobile devices.

Q. How do I download Cisco WebEx Meetings on my mobile device?

A. Go to your Cisco WebEx site and select **Downloads** on the top right of the page. Navigate to the WebEx for Mobile Devices section and select **Continue**. An activation email is sent to you.

- Apple iPhone or iPad: Make sure to download the app from the Apple Store using the link in your email. Alternatively, you can launch the Apple App Store on your iPhone or iPad and search for "Cisco WebEx Meetings". You'll find this app in the Meet Anywhere category.
- Android devices: Make sure to download the app from Google Play or the alternative link provided.



Note Your administrator must configure the system to display the option to download WebEx for mobile devices before you can see it on your WebEx site.

Q. If I can't join a WebEx meeting from my Apple iPhone or iPad running iOS 6.0 or later, and my administrator sends me an email with a certificate file attached, what do I do?

A. If your company uses a self-signed certificate or if your administrator determines that the root certificate installed on your Cisco WebEx Meetings Server is not on Apple's list of trusted root certificates, you must install a SSL certificate on your mobile device before you join a WebEx meeting.

- From your iOS email account, open the email from your administrator and save the certificate file to your mobile device.
- Tap **Install** on the Install Profile page.
- Tap **Install Now** on the Unsigned Profile dialog.
- Enter your iOS password.
- Tap **Next**.
- Tap **Done**.



Note Users must have an active high-speed Internet connection for their mobile devices.

Q. How do I activate Cisco WebEx Meetings on my mobile device?

A. Select the link in your activation email to complete the activation process. If you haven't yet downloaded the WebEx app, the activation link will prompt you to download it from the appropriate site.

- Apple iPhone or iPad: After downloading the app, return to your email and select the activation link again.
- Android devices: Your app will launch automatically after installation. Sign in to finish the activation process.



Note Your administrator must have enabled the mobile feature for your organization before you can use WebEx on your mobile device.

Q. Why don't I see the download option for WebEx for Mobile Devices?

A. Your administrator did not configure the Cisco WebEx Meetings Server Administration site to permit the display of this download option.

Q. How do I sign in?

A. There are several ways to sign in to WebEx depending on how your system is configured. The application will guide you through the sign in process, but here are a few tips:

- If you get an email to activate your WebEx app, select the contained link to activate your service, then enter the email address associated with your WebEx account and your WebEx password to sign in.
- If you're prompted to sign in through your corporate website, enter your WebEx site URL, click **Next**, then enter your user credentials to sign in.



Tip If your WebEx site is configured for single sign-on (SSO), make sure that you enter your corporate user credentials to sign in. If your WebEx site is not configured for SSO, enter your WebEx user credentials.

- If you have access to multiple WebEx sites, the system will prompt you to choose one after you sign in.
- To join a WebEx meeting you are invited to open the meeting invite in your email inbox or from your Calendar app. Tap on the meeting link in that invite to launch WebEx in your web browser. Optionally, you will be prompted to enter a meeting password. After providing your password, you will be taken to the meeting.



Tip If you are not signed in to the WebEx app, the option to join by meeting number is not supported unless you have previously signed in from your mobile device.

Q. How do I start a meeting?

A. As a host, you can easily schedule, start, and invite others to your WebEx meetings from your mobile device.

- From the **My Meetings** screen, select the + icon in the upper right corner of the Meeting pane, enter your meeting title, date and time, and then select your desired attendees. If the meeting is starting soon, you can start your meeting from here.
- If scheduling a meeting for later, tap **Schedule** and be returned to the **My Meetings** screen.
- To start a meeting, select **Start**.



Note You cannot record a WebEx meeting that is scheduled or started with an iPhone or iPad.

Q. How do I join a meeting?

A. Make sure that you have the Cisco WebEx Meetings app installed on your mobile device then join your WebEx meeting using one of the following methods:

- Go to your WebEx meeting invitation email and click on the link to join the meeting.
- Sign in to your WebEx account and join from your **My Meetings** screen.
- Sign in to your WebEx account and use the Join by Number feature by entering the meeting number.

Q. Why do I see an insecure connection warning when I launch the WebEx application from my Android device?

A. You are trying to access a site with a self-signed certificate. Select **Connect** to continue launching the application.

Q. How do I join the audio portion of the meeting?

A. When you join a meeting you will be asked whether you would like the system to call your phone or connect you to the audio conference using the Internet. If you select **Connect Using Internet**, the system immediately connects you to the audio conference. Note that the system calls the first number configured on the meeting information screen. If you prefer to use a different number, select **Call Me** to have the system call you at a number of your choosing. You can also manually dial into the audio conference by selecting **Call In** or by calling the call-in number listed on the meeting information screen.

Q. What audio conferencing is supported?

A. Integrated WebEx audio using the Internet or phone. If you do not use integrated WebEx audio, you will need to manually dial into the audio conference or select to have the system call you at a number of your choosing.

Q. Are there any special requirements to join the audio conference using the Internet?

A. If you are using an Android device and want to join the audio through VoIP, make sure that you are using Android SDK 2.3 or above. VoIP on SDK 2.1 and 2.2 is not supported.

To ensure the best audio quality on the iPad, we recommend that you use a headset. Without a headset, the application will mute you by default. To unmute yourself, tap the audio icon and select **Unmute Call**.



Note Your administrator must enable the option to connect to the audio conference using the Internet before you can use it. If you are using an iPhone or iPad, you are muted by default when you join an audio conference using VoIP, whether or not you use a headset.

Q. Is it free to attend a Cisco WebEx meeting from my mobile device?

A. Yes, there is no cost to download Cisco WebEx Meetings for your mobile device or to attend any WebEx meetings that you've been invited to join. If you are using a mobile data connection, note that you may incur data connection charges though from your mobile provider as per your mobile contract.

Q. Can I invite people to my meeting from my mobile device?

A. Yes, with the app's host capabilities you can invite people to your meeting from the **My Meetings** screen or from the Participant List after joining your meeting.

Q. Can I share video from my mobile device?

A. Yes, if your administrator has configured this feature for your organization, you can use the front-facing camera on your mobile device to send your video to other meeting attendees.

Q. How can I view video on my mobile device?

A. Equipped with multi-channel high quality video, you can view multiple participants' webcam videos simultaneously. Participants sharing video will show up on your screen, followed by silhouettes for participants not sharing video. Scroll back and forth to see all attendees. With voice-activated switching you can automatically see who is speaking. You can also view full-screen video. Just pinch out to enlarge the video. You can go back to the presentation by tapping on the screen. Tap on the button above the speaker video to minimize all video and focus on the presentation.

Q. What is the minium video resolution on the iPad?

- A.**
- Portrait view (3 video screens) - 90p for each video
 - Landscape view (4 video screens) - 90p for each video
 - Single active speaker - 180p
 - Full Screen - 360p

Q. What is the video resolution on Android?

A. Android devices support the following:

- Up to 360p incoming video
- Up to 180p outgoing video

Q. What are the various video capabilities supported in Cisco WebEx Meetings for mobile devices?

A. The following video capabilities are supported:

- You can preview your self-video before sending to other participants.
- Video window view which enables iPhone, iPad and Android tablets to view all video enabled participants (including self) — simply swipe left / right to view all others. For Android smartphones, turn the phone to landscape to see the video strip and be able to swipe left / right.
- "Active-speaker" view in which participants can see who's talking as well as the content being shared simultaneously (simultaneous video and content sharing on iPad only); the "active speaker" picture-in-picture frame can be moved around on iPads and iPhones, not on Android devices.

- Video conferencing view in which participants can see who is talking in fullscreen mode with self-view as picture-in-picture is supported on iPad and iPhone.

Q. How can I chat with other participants?

A. Tap on the people icon on the top of your screen to view the Participant List. From the list, you can choose one individual or all participants to chat with. Select who you want to chat with and then enter your message in the dialogue box and select **Send**. If video is being shared, you can chat directly from the video carousel. Tap a participant and choose to chat with that individual or with the entire group.

To transition back and forth between the presentation and chat, tap the **Cancel** button in the chat window and be returned to the presentation.

Q. Can I present content from my mobile device?

A. You can present content from your iPad if you are the host of the meeting. However, a desktop user cannot pass the ball to you if you are a mobile user. Presenting content is not supported on the iPhone or Android devices.

Q. How do I pass presenter control?

A. Tap on the "Pass the Ball" tip to get detailed instructions or click on the Participant List, select the WebEx ball, and drag and drop it to the new presenter. If video is being shared, you can also tap on the participant in the video carousel to pass presenter control.



Note Passing the presenter role to users on mobile devices is limited to the following:

- If the meeting is started from an Android device: You can transfer the presenter role to users using an iOS 7 iPad
 - If the meeting is started from an iPhone: You can transfer the presenter role to users using an iOS 7 iPhone
 - If the meeting is started from a desktop computer: You cannot transfer the presenter role to users on mobile devices
-

Downloading Cisco WebEx Applications

Q. Why don't I see the Productivity Tools and WebEx Meetings application on the Downloads page?

A. Your administrator has selected the **Manually push WebEx desktop applications to user's desktop** option and prefers to manually push the required WebEx applications to your desktop.

Q. How can I check to see if the administrator has pushed the WebEx Productivity Tools and WebEx Meetings application to my desktop?

- A.** You will find the WebEx Productivity Tools by selecting **Start > All Programs > WebEx > Productivity Tools > WebEx Assistant**. The WebEx Meetings application will be in your Control Panel (**Control Panel > Programs > Programs and Features > Cisco WebEx Meetings**).
- Q.** What happens if I don't see the WebEx Meetings application in the Control Panel and I've been invited to a Cisco WebEx meeting?
- A.** Select the **join meeting** link in the email invitation and follow any displayed instructions.
- Q.** I only see the WebEx for Mobile Devices option on the Downloads page. Why don't I see the other WebEx applications?
- A.** Your administrator prefers to silently push the required WebEx applications to your desktop but is providing access to the app for mobile devices.
- Q.** As an administrator, how do I configure the system to allow users to download WebEx Productivity Tools and the WebEx Meetings application?
- A.** You need to select the appropriate Downloads option.
- 1 Sign in to the Cisco WebEx Meetings Server Administration site.
 - 2 Select **Settings > Downloads**.
 - 3 Select **Permit users to download WebEx desktop applications**.
 - 4 Select **Save**.
- Q.** As an administrator, can I determine which WebEx applications to silently push to users?
- A.** Yes, you need to select the appropriate Downloads option.
- 1 Sign in to the Cisco WebEx Meetings Server Administration site.
 - 2 Select **Settings > Downloads**.
 - 3 Select **Manually push WebEx desktop applications to user's desktop**.
 - 4 Select **Save**.
 - 5 Select **Download** for each application you want to make available to users.
- When you select **Download**, a Windows installer ZIP file is saved to your hard drive. You can push the .msi file to your users with Windows systems.
- WebEx Meetings application - required for users to participate in meetings.
 - Productivity Tools - lets users schedule, start, and join meetings without accessing the WebEx site, and includes the WebEx Integration to Microsoft Outlook.
 - WebEx Network Recording Player - lets users download meeting recordings to convert or play them offline.
- Q.** As an administrator, how do I configure the system to display the download option for WebEx for Mobile Devices?

- A. You need to select the appropriate Downloads option.
- 1 Sign in to the Cisco WebEx Meetings Server Administration site.
 - 2 Select **Settings > Mobile**.
 - 3 Select the checkboxes for the mobile devices you want to enable.
 - 4 Select **Save**.

Personal Conferencing

- Q. When I attempt to add or delete a Personal Conference account or regenerate Personal Conference access codes, I receive the error, "We've hit a glitch processing your request. Try again a little later." What should I do?
- A. There may be a network issue or the back-end connection failed. Wait a few minutes and try to add or delete an account or regenerate access codes again. If you see the same error, contact your administrator for assistance.
- Q. I'm trying to delete a Personal Conference account but I receive an error message. What should I do?
- A. If you are hosting a Personal Conference meeting and the meeting is in progress, wait until the meeting has ended and try again. If you do not have a Personal Conference meeting in progress, and the system does not delete an account, there may be a network issue. Contact your administrator for assistance.
- Q. I'm trying to regenerate access codes for a Personal Conference account but I receive an error message. What should I do?
- A. If you are hosting a Personal Conference meeting and the meeting is in progress, wait until the meeting has ended and try again. If you do not have a Personal Conference meeting in progress, and the system does not regenerate the access codes for an account, there may be a network issue. Contact your administrator for assistance.
- Q. When I dial in to a Personal Conference meeting and enter the Meeting number, I'm not connected to the meeting.
- A. Although the phone prompts you to enter a Participant Access code or a Meeting number, you should enter only the Participant Access code to access a Personal Conference meeting. The Meeting number is used for WebEx Audio calls. Hang up your phone and try to dial in to the Personal Conference meeting again, but enter the Participant Access code.
- Q. When I dial in to a Personal Conference meeting or connect to the online portion of the Personal Conference meeting because I'm using a computer with a headset, I receive an error message indicating that the host access code and host PIN combination is incorrect.
- A. Check your host PIN and host access code, and verify that you can sign in to your WebEx site.
- Go to your **My Account** page and select **Personal Conferencing** in the **My Audio Connection Options** section. Verify that you are using the correct host PIN and host access code generated for

the Personal Conference account you used when you scheduled the meeting. If you regenerated access codes for an account after you scheduled the meeting, the old host access code will not work.

- Check to make sure that you can sign in to your WebEx site. Your user account may have been inadvertently deactivated. If you can sign in to your WebEx site and you are using the correct host access code and host PIN, you may want to delete the current meeting and schedule a new Personal Conference meeting.

- Q.** As an invitee, when I dial in to a Personal Conference meeting or connect to the online portion of the Personal Conference meeting because I'm using a computer with a headset, I receive an error message indicating that the participant access code I entered is incorrect.
- A.** Go to your meeting email invitation and verify that you are entering the correct participant access code. If you are entering the participant access code displayed in the email invitation, contact the meeting host to make sure the code has not changed since the host scheduled the meeting. If the host regenerated access codes after scheduling the meeting, the host may have to cancel the current meeting and schedule a new Personal Conference meeting.
- Q.** As a meeting host, when I press *7 on the phone keypad, invitees do not receive reminder email messages for my Personal Conference meeting.
- A.** The *7 function works only when you schedule a Personal Conference meeting and include invitees in the Who field on the **Schedule a WebEx Meeting** page. If you did not schedule the Personal Conference meeting using your WebEx site or the WebEx Assistant, the *7 function will not send email reminders to invitees.

How Do I Enable Java?

- [Enabling Java in the Control Panel](#)
- [Enabling Java in Your Browser \(Windows\)](#)
- [Enabling Java in Your Browser \(Mac\)](#)

Enabling Java in the Control Panel

To ensure the best possible meeting experience, download and install the latest releases of Java software for your supported web browser. For further assistance, contact your systems administrator.

**Note**

Chrome 32 and later and Firefox 27 and later do not support Java. The following information applies if you are using a browser³ other than the ones mentioned.

- 1 Go to the **Java** icon to open the **Java Control Panel**.

³ The exact versions of Chrome and Firefox that are impacted by this policy have not been finalized as of the publishing of this document.

- 2 Select the **Advanced** tab.
- 3 Expand **Default Java for browsers**.
- 4 Check the box next to one or more browser names.
- 5 Select **Apply**.

Enabling Java in Your Browser (Windows)



Note

Instructions may vary per browser version.

Internet Explorer

- 1 Select **Tools > Internet Options**.
- 2 Select the **Security** tab, then select **Custom level**.
- 3 Make sure that **Scripting of Java applets** is enabled.
- 4 Select **OK** to save your changes.

Firefox

- 1 Start Mozilla Firefox browser or restart it if it is already running.
- 2 Select **Tools > Add-ons**.
- 3 Select **Plugins**.
- 4 Select **Java (TM) Platform**.
- 5 Select **Enable**.



Note

If you see the Disable button, the plugin is already enabled.

Chrome

- 1 Click on the customize icon, then select **Settings**.
- 2 Select **Show advanced settings**.
- 3 Scroll down to the Privacy section, then select **Content settings**.
- 4 Scroll down to the Plug-ins section, then select **Disable individual plug-ins** to check whether Java is already enabled.
- 5 If Java is not already enabled, select **Enable**.



Note

If you see the Disable link, the plugin is already enabled.

Enabling Java in Your Browser (Mac)



Note Instructions may vary per browser version.

Safari

- 1 Select **Safari > Preferences**.
- 2 Select the **Security** tab and make sure that **Allow Java** is checked.

Firefox

- 1 Select **Tools > Add-ons**.
- 2 From the Add-ons Manager, select **Plugins**.
- 3 Select **Enable** for Java Applet Plug-in.



Note If you see the Disable button, the plugin is already enabled.

Chrome

- 1 Click on the customize icon, then select **Settings**.
- 2 Select **Show advanced settings**.
- 3 Scroll down to the Privacy section, then select **Content settings**.
- 4 Scroll down to the Plug-ins section, then select **Disable individual plug-ins** to check whether Java is already enabled.
- 5 If Java is not already enabled, select **Enable**.



Note If you see the Disable link, the plugin is already enabled.

How Do I Enable JavaScript?

Windows



Note Instructions may vary per operating system and browser version.

Internet Explorer

- 1 Select **Tools > Internet Options**.
- 2 Select the **Security** tab.
- 3 Select **Custom level**.

- 4 Make sure **Active scripting** is enabled.

Firefox

- 1 Select **Tools > Options**.
- 2 Select the **Content** tab and make sure that **Enable JavaScript** is checked.

Chrome

- 1 Select the customize icon then select **Settings**.
- 2 Select **Show advanced settings**.
- 3 Scroll down to the Privacy section and select **Content settings**.
- 4 Select **Allow all sites to run JavaScript** or select **Manage exceptions** to allow your WebEx site.
- 5 When finished, select **Done**.

Mac



Note

Instructions may vary per operating system and browser version.

Safari

- 1 Select **Safari > Preferences**.
- 2 Select the **Security** tab and make sure that **Enable JavaScript** is checked.

Firefox

- 1 Select **Firefox > Preferences**.
- 2 Select the **Content** tab and make sure that **Enable JavaScript** is checked.

Chrome

- 1 Select the customize icon then select **Settings**.
- 2 Select **Show advanced settings**.
- 3 Scroll down to the Privacy section and select **Content settings**.
- 4 Select **Allow all sites to run JavaScript** or select **Manage exceptions** to allow your WebEx site.
- 5 When finished, select **Done**.

Windows OS: End-User System Requirements

- [Supported Windows Operating Systems](#)
- [Windows Hardware Requirements](#)
- [Supported Windows Browsers](#)

- [Microsoft Outlook Integration](#)
- [Supported Instant Messenger Clients](#)
- [Cisco Jabber for Windows Integration](#)

Q. What are the end-user system requirements for Windows operating systems?

A. See the following sections:

Supported Windows Operating Systems

- Windows Vista (32-bit/64-bit)
- Windows 7 (32-bit/64-bit)
- Windows 8 (32-bit/64-bit)
- Windows 8.1 (32-bit/64-bit)
- Windows 10 (32-bit/64-bit) (CWMS 2.6MR1 and higher)
- Edge (Windows 10 only) 20.10240.16384.0 to 38.14393.00



Note

Support for Microsoft Windows 10 Redstone 1, also known as Windows 10 Anniversary Update (Version 1607), was added in CWMS version 2.7.

Windows Hardware Requirements

Intel Core2 Duo or AMD CPU 2.XX GHz or higher processor.

A minimum of 2 GB of RAM is recommended.

Supported Windows Browsers

- Internet Explorer: 8 - 11.103.14393.0
IE 11 tested on Windows 7 SP1 and Windows 8.1
- Mozilla Firefox: 10—50
Mozilla Firefox: 34 - 37 tested in version 2.5MR4
See the Firefox release schedule at <https://wiki.mozilla.org/RapidRelease/Calendar>
- Google Chrome: 23 - 54.0.2840.99
Google Chrome: 39 - 42 tested in version 2.5MR4
See the Chrome release schedule at <http://www.chromium.org/developers/calendar>

Microsoft Outlook Integration

- Microsoft Outlook 2007 SP2 and later

- Microsoft Outlook 2010 (32-bit and 64-bit editions; all service packs)
- Microsoft Outlook 2013
- Microsoft Outlook 2016 (CWMS 2.6MR1)

The following table describes which versions of Microsoft Outlook are supported on what operating systems.

Microsoft Outlook Version (Client/Exchange server)	Vista	Windows 7	Windows 8 (Desktop Mode Only)	Windows 10
Outlook 2007/ Exchange 2007	Y	Y	N	N
Outlook 2010/ Exchange 2007	Y	Y	Y	Y
Outlook 2010/ Exchange 2010	Y	Y	Y	Y
Outlook 2013/ Exchange 2010	N	Y	Y	Y
Outlook 2010/ Exchange 365 Hosted	N	Y	Y	Y
Outlook 2013/ Exchange 2013	N	Y	Y	Y
Outlook 2013/ Exchange 365 Hosted	N	Y	Y	Y
Outlook 2016/ Exchange 365 Hosted	N	Y	Y	Y
Outlook 2010/ Exchange 2016	N	Y	Y	Y - supports window 7,8,10
Outlook 2013/ Exchange 2016	N	Y	Y	Y - supports window 7,8,10
Outlook 2016/ Exchange 2016	N	Y	Y	Y - supports window 7,8,10
Outlook 2016/ Exchange 2010	N	Y	Y	Y - supports window 7,8,10

Microsoft Outlook Version (Client/Exchange server)	Vista	Windows 7	Windows 8 (Desktop Mode Only)	Windows 10
Outlook 2016/ Exchange 2013	N	Y	Y	Y - supports window 7,8,10

Supported Instant Messenger Clients

Instant Messenger Version	Windows XP SP3	Windows 7	Windows 8
Communicator 2007	Y	Y	Y
Communicator 2007 R2	Y	Y	Y
Lync 2010 (32-bit)	N	Y	Y
Lync 2013 (32-bit)	N	Y	Y

Cisco Jabber for Windows Integration

- Cisco Jabber for Windows 9.2.6
- Cisco Jabber for Windows 9.6.1
- Cisco Jabber for Windows 9.7
- Cisco Jabber for Windows 10.5
- Cisco Jabber for Windows 11.0
- Cisco Jabber for Windows 11.5 (CWMS 2.6MR1)
- Cisco Jabber for Windows 11.6
- Supports Cisco WebEx Meetings Server with LDAP/Active Directory integration.



Restriction

Jabber for Windows 9.2.6 supports integration with Cisco WebEx Meetings Server 1.5 and later sites that are configured for SAML 2.0 single sign-on (SSO). Earlier versions of Jabber for Windows do not support single sign-on.

Not all Cisco Jabber versions or platforms support integration with Cisco WebEx Meetings Server. (For example, cloud-based Jabber and WebEx Communicator.) For information about integrating with Cisco WebEx Meetings Server, see the Cisco Jabber for Windows documentation at http://www.cisco.com/en/US/products/ps12511/tsd_products_support_series_home.html.

Mac OS: End-User System Requirements

- [Supported Mac Operating Systems](#)
- [Supported Mac Browsers](#)

Q. What are the end-user system requirements for Mac operating systems?

A. See the following sections:

Supported Mac Operating Systems

- Mac OS X 10.9 Mavericks
- OS X 10.11 El Capitan (CWMS 2.6MR1)
- OS X 10.12 Sierra (CWMS 2.7MR2)

Supported Mac Browsers

- Apple Safari: 6—9.1.3
- Google Chrome: 23— 53.0.2743.116
See the Chrome release schedule at <http://www.chromium.org/developers/calendar>
Google Chrome: 39 - 42 in version 2.5MR4
- Mozilla Firefox: 10—48.1
- Mozilla Firefox: 10 - 25

Optimizing Performance

Q. What can I do to get the best performance?

A. Some factors that affect performance include:

- The speed of your Internet connection
- Internet traffic between you and the Cisco WebEx Meetings Server
- The performance of any firewall and proxy servers on your network

To improve performance:

- Get the fastest internet connection possible
- Use document (presentation) sharing instead of application or desktop sharing
- Share documents that contain fewer images

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