Downloading and Mass Deploying Applications

Use of this product requires additional applications that must be downloaded to your users' computers.

About Application Downloads

You can mass-deploy CWMS applications by using the tools available to you on the Webex Site Administration site. The applications available for download include are:

- Webex Meetings desktop app—The core application for scheduling, attending, or hosting meetings.

  If a user does not have the Webex Meetings desktop app installed, the first time that they join a meeting it automatically downloads to the PC. You can configure this to occur on-demand or silently. The user has the option of using the Cisco Webex Meetings desktop app for the duration of the meeting and having it removed when the meeting is over, or performing an installation of the application. Performing an installation speeds up the process of starting or joining future meetings. Installation fails if the user does not have administrator privileges.

- Webex Meetings Desktop Application—Adds meeting management functionality to other applications, such as Microsoft™ Outlook®.

  After an update or upgrade to a system, we recommend that you remove any old versions of Webex Meetings Desktop Application and install the latest version.

- Webex Network Recording Player—Plays back the recordings of meetings. This can include any material displayed during the meeting.

In CWMS the .MSI installer for the applications is available from the **Admin** > **Settings** > **Downloads** page. See "Downloading Applications from the Administration Site" in the CWMS Planning Guide for more information.

We recommend that you push the applications to user computers offline, before you inform those end-users that accounts have been created for them. Pushing the applications ensures that your users can start and join meetings and play network recordings the first time they sign in.

If users have administrator privileges, you can enable users to download the applications from the end-user **Downloads** page and install the applications themselves. No additional administrator action is required.

When **upgrading** to Cisco Webex Meetings Server in a locked-down environment where user PCs do not have administrator privileges, before you start the upgrade procedure push the new version of the Webex Meetings application to all user PCs.

Configure Your Application Download Settings

You can permit users to download the Webex Meetings Desktop Application and the Network Recording Player, or choose to push the applications to users.

Procedure

Step 1   Sign in to Webex Site Administration.

In a Multidata Center system, the DNS determines which data center Dashboard appears. Use this Dashboard to manage all the data centers in this system.

Step 2   Go to **Settings** > **Downloads**.

Step 3   Choose one of the following options:

- **Allow users to download application**

- **Manually push application to users' desktops**

   If you select this option, click each of the **Download** buttons to download the Webex Meetings Desktop Application and the Network Recording Player.

Step 4   (Optional) Check **Automatically update Webex Meetings Desktop Application when new versions are available**.

Application Language Key

The English application installer file in each ZIP file is without a language suffix. The application installer file for each of the other languages contains an abbreviation in the filename that indicates the language of the application it contains. The table lists the abbreviation used for each language:

Abbreviation	Language
B5	Traditional Chinese
DE	German
ES	Latin American Spanish
FR	French

Abbreviation	Language
GB	Simplified Chinese
IT	Italian
JP	Japanese
KO	Korean
NL	Dutch
PT	Portuguese
RU	Russian
SP	Spanish

Silent Installation Limitations for CWMS Applications When Using SMS

The following limitations apply when you perform a silent installation by using Microsoft Systems Management Server 2003 (SMS):

- SMS per-user mode is not supported.

- If the SMS administrator wants to add a feature for Webex Meetings Desktop Application, run the **REMOVE** command first, and then run the **ADDSOURCE** command.

- If users log on to their computers using remote desktop while their administrator advertises the package, have the users restart their computers.

- Mass deployment is possible, but each user must enter their credentials.

- Before you update to a maintenance release or upgrade to a newer release, have all users uninstall Cisco Webex Meetings Desktop Application. After the update or upgrade, you can manually push the application to your users or they can download it from the **Downloads** page.

- If you are using Lync integration, after a silent installation your users must restart their computers to ensure that all instant messenger integrations work properly.

Create a Package from a Definition

Procedure

Step 1 Open the SMS Administrator Console, and go to **Site Database** > **Package**.

Step 2 Right-click **Package**.

Step 3 Go to **New** > **Package From Definition**.

Step 4 On the **Create Package from Definition** wizard, click **Next**.

Step 5 Click **Browse** to locate and select the MSI package, and then click **Next**.

Step 6 Select **Always obtain files from a source directory**, and then click **Next.**

Step 7 Select Source directory location, and then click **Next**.

Step 8 Click **Finish**.

Cisco Webex Meetings Desktop Application Deployment

Install the Webex Meetings Desktop Application

Installing the Cisco Webex MSI package requires administrator privileges. The MSI package installs to the default OS Programs folder, which requires administrator privileges to access.

If the version of your Windows Installer Service is outdated, an error message appears. To install the Webex MSI package, upgrade to a newer version of the Windows Installer Service.

Procedure

Step 1 Run the installer on the user's computer.

The installation wizard appears with an introductory message.

Step 2 Click **Next** in the following dialogue boxes until you reach the installation dialogue box.

Step 3 Click **Install**.

Step 4 Click **Finish** when the installation is complete.

Uninstall the Webex Meetings Desktop Application

Procedure

Step 1 Sign in to the user's computer.

Step 2 Go to **Start** > **Control Panel** > **Programs and Features**.

Step 3 From the list of programs, choose **Cisco Webex Meetings**, and then click **Uninstall/Change**.

Install Silently—Command Line

Procedure

Step 1 Sign in to the user's computer.

Step 2   Download the MSI package to the computer hard drive.

Step 3   Open the Windows Command prompt.

On Windows 7 and later, you must use run as administrator to open the prompt window.

Step 4   Install all components of the MSI package webexapp.msi by entering the command `msiexec.exe /qn /i "webexapp.msi"`.

Uninstall Silently—Command Line

Procedure

Step 1   Sign in to the user's computer.

Step 2   Download the MSI package to the computer hard drive.

Step 3   Open the Windows Command prompt.

On Windows 7 and later, you must use run as administrator to open the prompt window.

Step 4   Uninstall all components of the MSI package webexapp.msi by entering the command `msiexec.exe /q /x "webexapp.msi"`.

Advertise—SMS Per-System Unattended Program

You can use Webex Administration to manually push the Cisco Webex Meetings Desktop Application to your users. Alternately you can allow users to download the Webex Meetings Desktop Application from the end-user **Downloads** page.

If you are the Microsoft Systems Management Server 2003 (SMS) administrator, you can advertise Cisco Webex Meetings Desktop Application by using the SMS per-system unattended program.

Procedure

Step 1   Create a package from the definition.

See Create a Package from a Definition, on page 3.

Step 2   Change the program options for **Per-system unattended** before advertisement:

a)   Open the SMS administrator console and go to **Site Database** > **Packages** > **Cisco Webex LLC Cisco Webex Productivity Tools 2.82** > **Programs**.

b)   Right-click Per-system unattended and select **Properties** to open the **Per-system unattended Program Properties** dialog box.

c)   Click the **Environment** tab.

- For the **Program can run** option, select **Only when a user is logged on**.

- For the **Run mode** option, select **Run with administrative rights**. (Do not turn on **Allow users to interact with this program**.)

   d) Click the **General** tab.

   e) Append additional parameters to the command line, to specify options for Cisco Webex Meetings Desktop Application:

- **SITEURL="http://sample.webex.com"** specifies the Webex Site URL used by your company.

- Integration parameters should be uppercase and the default value is 0 (Disabled).

  In the following example, the initial command line is **msiexec.exe /q ALLUSERS=2 /m MSIZWPBY /i "webexapp.msi"**.

  Append Productivity Tools flags and parameters to the command line: **msiexec.exe /q ALLUSERS=2 /m MSIZWPBY /i "webexapp.msi" SITEURL="https://sample.webex.com" OI=1 MSN=1**.

Step 3 Advertise the program.

   a) Open the SMS administrator console and go to **Site Database** > **Packages** > **Cisco Webex LLC Cisco Webex Meetings Desktop Application English** > **Programs**.

   b) Right-click **Per-system unattended**.

   c) Click **All Tasks** > **Distribute Software**.

   d) Click **Next** in the **Distribute Program Wizard**.

   e) Select the SMS Server, and then click **Next**.

   f) Select the collection, and then click **Next**.

   g) Enter the advertisement name in the **Name** field, and then click **Next**.

   h) Specify whether the advertisement should apply to subcollections, and then click **Next**.

   i) Specify when the program will be advertised, and then click **Next**.

   j) Specify whether to assign the program, and then click **Next**.

   k) Click **Finish** on the **Completing the Distribute Program Wizard** page.

   l) Navigate to the **\Site Database\System Status\Advertisement Status** directory and check the advertisement status.

  If you enable notification, the user sees a message indicating that the assigned program will run after the program advertisement. The assigned program runs silently.

Install Components—SMS Per-System Unattended Program

To install components of Cisco Webex Meetings Desktop Application, you must first run **REMOVE** and then run **ADDSOURCE**, even though the components were not previously installed.

Procedure

Step 1 Create a new program named Add-phase1, copy all the options from the "per-system unattended program," and then update the command line:

   a) Open the SMS administrator console and go to **Site Database** > **Packages** > **Cisco Webex LLC Webex Meetings Desktop Application** > **Programs**.

   b) Right-click the blank area and then select **New** > **Program**.

   c) Enter the program name and default command line.

   d) On the properties dialog, select the **Environment** tab.

   - For the **Program can run** option, select **Only when a user is logged on**.

   - For the **Run mode** option, select **Run with administrative rights**. (Do not turn on **Allow users to interact with this program**.)

   e) Update the command-line on the **General** tab.

   f)

   g) Append **REMOVE** to the command line and specify the features that must be added.

   Example:

   If you want to add **OI** and **PITM** (the PITM value is for the Webex integration to instant messengers), you must **REMOVE** them first, even if they are not already installed: **msiexec.exe /q ALLUSERS=2 /m MSII5HK3 /i "webexapp.msi" REMOVE="OI,PTIM"**

Step 2 Advertise the program to the specified collection of work machines in the domain.

Step 3 Create a second program name, "Add-phrase2", and copy all the options from the "per-system unattended program" and then update the command line:

   a) Open the SMS administrator console and select **Site Database** > **Packages** > **Cisco Webex LLC Webex Meetings Desktop Application** > **Programs**.

   b) Right-click the blank area and then select **New** > **Program**.

   c) Enter the program name and default command line.

   d) On the properties dialog box, select the **Environment** tab.

   - For the **Program can run** option, select **Only when a user is logged on**.

   - For the **Run mode** option, select **Run with administrative rights**. (Do not turn on **Allow users to interact with this program**).

   e) On the properties dialog box select, the **Advanced** tab.

   f) Turn on **Run another program first** and select program **Add-phase1**.

   g) Update the command-line on the **General** tab.

   h) Append **ADDSOURCE** to the command line and specify the features to be added.

   Example:

   To add **OI** and **PITM**, use the following command: **msiexec.exe /q ALLUSERS=2 /m MSII5HK3 /i "webexapp.msi" ADDSOURCE="OI,PTIM" OI=1 MSN=1**

Step 4 Advertise the program to the specified collection of work machines in the domain.

Uninstall Components—SMS Per-System Unattended Program

Perform the following procedure to remove Cisco Webex Meetings Desktop Application by using Microsoft Systems Management Server (SMS):

Procedure

Step 1 Create a new program and copy all the options from the "per-system unattended program" as described in Advertise—SMS Per-System Unattended Program, on page 5, and then update the command line:

a) Open the SMS administrator console and go to **Site Database** > **Packages** > **Cisco Webex LLC Cisco Webex Meetings Desktop Application** > **Programs**.

b) Right-click the blank area, and then go to **New** > **Program**.

c) Enter the program name and default command line.

d) In the **Properties** dialog box, click the **Environment** tab.

   • For the **Program can run** option, select **Only when a user is logged on**.

   • For the **Run mode** option, select **Run with administrative rights**. (Do not turn on **Allow users to interact with this program**).

e) Update the command-line on the **General** tab.

f) Append **REMOVE** to the command line and specify the features that you want to remove.

Example:

If you want to remove **OI**, enter the following command: **msiexec.exe /q ALLUSERS=2 /m MSII5HK3 /i "webexapp.msi" REMOVE="OI"**

The PTIM value is for CWMS integration to instant messengers. Example:

msiexec.exe /q ALLUSERS=2 /m MSII5HK3 /i "webexapp.msi" REMOVE="PTIM"

Step 2 Advertise the program to the specified collection of work machines in the domain.

Uninstall the Cisco Webex Meetings Desktop Application—SMS Per-System Unattended Program

Procedure

Step 1 Use the SMS Installation package that you created to deploy the Cisco Webex Meetings Desktop Application. See Create a Package from a Definition, on page 3.

Step 2 Advertise the per-system uninstall program to uninstall the Cisco Webex Meetings Desktop Application.

Adverstise to Update or Upgrade the Version—SMS Per-System Unattended Program

Before you install a maintenance release or upgrade your system to a newer release, have users uninstall Cisco Webex Meetings Desktop Application. After the upgrade, you can use Webex Administration to manually push the application to your users, or users can download it from the end-user **Downloads** page.

Sign in to Webex Administration, go to **Settings** > **Downloads**, and then disable the following settings:

- **Automatically update Webex Meetings Desktop Application when new versions are available.**

- **Allow users to download application.**

Procedure

Step 1   Create a new SMS installation package by using webexapp.msi.

See Create a Package from a Definition, on page 3 for more information.

Step 2   Change the program options for **Per-system unattended** before advertisement.

For more information, see Install Components—SMS Per-System Unattended Program, on page 6.

Step 3   Advertise the program.

For more information, see Install Components—SMS Per-System Unattended Program, on page 6.

Cisco Network Recording Player Deployment

Install the Network Recording Player

If the version of your Windows Installer Service is outdated, an error message appears. To install the Webex MSI package, upgrade to a newer version of the Windows Installer Service.

Before you begin

Verify that you have administrator privileges on the computer. The Cisco Webex MSI package installs in the default OS Programs folder, which requires administrator privileges.

Procedure

Step 1   Run the installer on the computer.

The installation wizard appears with an introductory message.

Step 2   Click **Next** on each of the dialogue boxes until the installation dialogue box appears.

Step 3   Click **Install**.

Step 4   Click **Finish**.

Install Silently—Command Line

You can sign in to a user's computer and install the Cisco Webex Recording Player by using silent mode.

Procedure

Step 1	Sign in to the computer.
Step 2	Download the MSI package to the computer hard drive.
Step 3	Open the Windows Command prompt.
	On Windows 7, you must use run as administrator to open the prompt window.
Step 4	Enter the MSI command to install Webex Recording Player silently.
	Example:
	Enter **msiexec/i nbr2player_onprem.msi/qn**.
Step 5	Restart the computer.

Uninstall Silently—Command Line Interface

You can sign in to a user's computer and remove the Network Recording Player by using silent mode.

Procedure

Step 1	Sign in to the user's computer.
Step 2	Download the MSI package to the computer hard drive.
Step 3	Open the Windows Command prompt.
	On Windows 7, you must use run as administrator to open the prompt window.
Step 4	Uninstall all components of the MSI package onpremmc.msi by entering the command **msiexec/i nbr2player_onprem.msi/qn**.

Advertise—SMS Per-System Unattended Program

Before you begin

Sign in to Webex Administration, and then configure your Download settings to manually push the Webex desktop applications.

You must be an SMS administrator.

Procedure

Step 1	Create a package from the definition.
	See Create a Package from a Definition, on page 3 for more information.
Step 2	Change the program options for "Per-system unattended" before advertisement:

a) Open the SMS administrator console, and go to **Site Database** > **Packages** > **Cisco Webex LLC Cisco Webex Network Recording Player English** > **Programs**.

b) Right click the **Per-system unattended** option, and theb click **Properties** to open the **Per-system unattended Program Properties** dialog box.

c) Click the **Environment** tab.

   • For the **Program can run** option, select **Only when a user is logged on**.

   • For the **Run mode** option, select **Run with administrative rights**. Do not select **Allow users to interact with this program**.

d) Click the **General** tab.

e) Append an additional parameter to the command line option to specify some options for the Webex Meetings application:

   Example:

   For example, the initial command line is: **msiexec /i "nbr2player_onprem.msi" /qn**

Step 3   Advertise the program.

a) Open the SMS administrator console, and go to **Site Database** > **Packages** > **Cisco Webex LLC Cisco Webex Network Recording Player English** > **Programs**.

b) Right-click **Per-system unattended**.

c) Go to **All Tasks** > **Distribute Software**.

d) Click **Next** in the **Distribute Program Wizard**.

e) Select the SMS Server and click **Next**.

f) Select the collection, and then click **Next**.

g) Enter the advertisement name in the **Name** field, and then click **Next**.

h) Specify whether the advertisement should apply to subcollections, and then click **Next**.

i) Specify when the program will be advertised, and then click **Next**.

j) Specify whether to assign the program, and then click **Next**.

k) Click **Finish** on the **Completing the Distribute Program Wizard** page.

l) Navigate to the **\Site Database\System Status\Advertisement Status** directory and check the advertisement status.

   If you enable notification, users see a message indicating that the assigned program will run after the advertisement. The assigned program runs silently.

Uninstall—SMS Per-System Uninstall Program

The SMS administrator can use the following procedure to uninstall the Cisco Webex Network Recording Player.

Procedure

Step 1   Create an SMS Installation package.

See .

Step 2   Advertise the per-system uninstall program to uninstall the Cisco Webex Network Recording Player.

The Cisco Webex Network Recording Player silently uninstalls from the specified machines.

Paths to Mass-Deployed Applications

After you perform an update of your Cisco Webex Meetings Server (CWMS) software, you may need to update the paths to your mass-deployed applications. After an update, the path for the Network Recording Player automatically updates the first time it is used to play a recording.

Applications on both Windows and Mac systems are automatically updated to maintain compatibility with your updated system. In a locked down environment, you must perform updates manually for Windows systems, but not for Mac systems.

For Mac systems the path is `/Users/(Local User)/Library/Application Support/Webex Folder/`.

For Windows 7, 8.1, and 10 systems, the path is `<SystemDisk>\ProgramData\Webex`.

From Webex Meetings Desktop Application, use the Webex Meetings Desktop Application path.

If you are using MSI installation, always use a unique path. Your system ignores the existing file.

If you are using the download type with Windows 7, your system uses a unique path. Otherwise the system uses its own path, as described above.