



# Support Center

WebEx Support Center provides a variety of tools that you can use to provide remote support to customers.



## Note

Support Center no longer supports Windows Me and NT. For more information about the operating systems and browsers that you can use with Support Center, see [Cross-platform Features and Known Issues](#).

**Remote Support**—Remotely diagnose problems, transfer files, and resolve issues for customers. Show customers how to use applications or control their computers. Transfer files to and from a customer computers to analyze them or install updates or patches. See [Remote Support, on page 1](#).

**Remote Access**—Use this optional module outside support sessions to access, diagnose, and work with computers remotely. Troubleshoot and maintain remote equipment even when the customer is not at the computer. See [Remote Access, on page 9](#).

**WebACD**—Give your customers anytime, anywhere access to your agents by adding a "click-to-connect" link on your web site, desktop, product, or email signature. You can even customize the request form to collect information you need and make it look like your Website. Use the WebACD Inbox and Monitor to manage customer requests and CSRs. See [WebACD, on page 15](#).

**System Management**—This optional module is a Web-based console that you can use to remotely manage network assets such as computers, servers, printers, and routers. Distribute software packages and patches, view asset details, send messages to assets, manage software licenses, and generate reports about asset information and status. See [System Management, on page 21](#).

- [Remote Support, page 1](#)
- [Remote Access, page 9](#)
- [WebACD, page 15](#)
- [System Management, page 21](#)
- [Summary of Differences Since Previous Lockdown Version, page 27](#)

## Remote Support

These release notes describe the Remote Support features and what's new in this release.

# What's New

The following list shows recent features and enhancements for Remote Support, listed by release version number. Versions that did not include major updates are not listed.

## WBS29.13

### WebEx Productivity Tools

Updates were made to WebEx Productivity Tools. For more information, see [Productivity Tools Release Notes](#).

#### Content view enhancements

- The content viewing icon at the top of the content area in the meeting window has changed from **Fit to width** to **Fit to viewer** for easy access to one of the most common viewing options for screen sharing (formerly "desktop sharing"), file sharing, and application sharing. The default view is also now **Fit to viewer**. The option remains **Fit to width** for sharing the whiteboard.
- Full-screen view has the same defaults for content viewing, unless user manually chooses another option before going to that view.

#### In-meeting audio prompts

English language audio prompts have been updated to improve consistency of prompt tone and voice quality.

#### Updates for operating system and browser support

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## WBS29.11

### Video enhancements

- New Video panel layout default settings and consolidated controls allow users to view video and switch between layouts more easily:
  - New video layout options at top of video window on the participant list when a video is being sent.
  - When one user sends video, the default meeting window view changes to 50% video view (unless sharing is going on).
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  - If a web camera is detected, users are asked whether they want to start their video. In the same prompt, users can also choose to start their video in all meetings. This setting can be changed in video settings by selecting the gear-shaped **Settings** icon on top of the video window.
- The starting frame rate for thumbnails and active video has increased to 15 fps, improving the video experience in good bandwidth environments.
- In case of low bandwidth when video cannot be sent, the user receives a descriptive error message after 5 seconds that indicates that the user has bandwidth or local computer issues that may affect video display.

- In case video stops due to the above low bandwidth error in CMR Hybrid meetings, it starts sending video again automatically when the bandwidth improves or the local computer issues are remedied.

### Profile page enhancements

The Profile page has been reduced to contain key profile information.

- A more advanced image uploader has been added, which allows you to either upload an image or take a picture with your webcam
- You can now access the profile page by clicking on your username in the upper right corner
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- New collapsible categories
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- **My Phone Numbers** (from the Profile Page) and the **Personal Conferencing Page** have been merged under **Audio Settings**
- The **One-Click Setup** page has been moved to the Preferences page and renamed to **Meet Now Settings**
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### WebEx Productivity Tools

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### Updates for operating system and browser support

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### Site Administration updates

Updates were made to the Site Administration tool. For more information, see [Site Administration Release Notes](#).

## **WBS29.10**

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## **WBS29.9**

### **Session Query Tool report**

- The Wait Time field in the Support Center Session Query Tool Report is moving from a value rounded to minutes to a value rounded to the closest second and displayed as hours, minutes, seconds. The column header for Wait Time has changed from "Wait Time (mins)" to "Wait Time (hh:mm:ss)"
- The column header for Session Time field has changed from "Session Time (mins)" to "Session Time (mins)."

## **WBS29.8.1**

### **WebEx ball icon**

The WebEx ball icon has been updated with a new design.

## **WBS29.8**

### **WebEx page redesign and accessibility updates**

There have been improvements to the user experience for web pages in WebEx centers. The WebEx pages now have a modern design, but the interaction has not changed, so all the functionality remains the same.

Accessibility features have also been added to increase our current level of accessibility.

The redesign is a phased approach, beginning with core pages and flows. (We will continue to redesign other pages and centers in subsequent releases.)

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- New HTML email templates have been added for most Meeting Center use cases.

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Updates were made to the Site Administration tool. For more information, see [Site Administration Release Notes](#).

### Enhanced audio experience with wideband audio on WebEx VoIP and WebEx Audio

WebEx Audio meetings and VoIP-only meetings now have a superior meeting experience with wideband audio when users are connecting to audio using their computers (VoIP).

Wideband audio also refers to high-definition voice. Wideband audio captures wider frequency range and therefore provides clearer audio connections.

Windows, Mac, and Linux desktop applications, Apple iPad and iPhone devices, and Android mobile devices are supported. Wideband audio is also supported for network-based recording of VoIP only and WebEx Audio meetings.

Wideband Audio Codec (OPUS) is now the default codec for WebEx VoIP attendees. The OPUS codec has superior Packet Loss Concealment (PLC) and Forward Error Correction (FEC) and is more resilient to packet loss. As a result, it provides better audio quality in less ideal conditions.

It has a better noise-suppression algorithm that provides a much better experience when using audio through a computer, even without headset. It includes enhanced jitter buffer for UDP-based VoIP traffic. Reduced delay and data loss with smaller packet sampling size of 20 ms.

Computers operating on Solaris, Windows mobile devices, and Blackberry devices will continue to use narrowband audio for VoIP audio. If a user joins a meeting from any of those devices, the narrowband audio is used for the whole meeting.

### Company Address Book and Personal Address Book in Site Administration and My WebEx

In the Company Address Book, which is available in Site Administration and in My WebEx, and the user's Personal Address Book, which is available in My WebEx, multiple contacts can be imported only by using a comma- or tab-delimited values file (.csv). To upload a comma- or tab-delimited .csv file, select the file to upload, select the type of delimiter your file uses (Tab or Comma), and then select Import. The WebEx Address Book format can also be exported from Site Administration and from My WebEx.

## WBS29.6

### Updates for operating system and browser support

Support was updated for operating systems and browsers. See [Cross-platform Features and Known Issues](#) for more information.

## WBS29.5

### Updates for operating system and browser support

Support was updated for operating systems and browsers. See [Cross-platform Features and Known Issues](#) for more information.

## **WBS29.4**

### **New range for reuse of last passwords**

The Do not allow reuse of last passwords option site administration option now allows site administrators to select a range from 3 to 8 last passwords. The new default is 3.

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## **WBS29.3**

### **Security enhancement for VeriSign security servers**

A security enhancement made in WBS29 requires the meeting application on a participant's computer to connect with the VeriSign security servers for security certificate validation when a participant joins the meeting. Administrators should make sure your firewall is configured to allow participants' computers to complete the validation and easily join meetings. To do this, ensure that VeriSign CRL servers at <https://www.verisign.com/repository/crl.html> are included in the approved URL list (or "white list") in your firewall. It is also recommended that you add the following URLs to the approved URL list to avoid any issues in the future:

- \*.verisign.com
- \*.thawte.com
- \*.geotrust.com
- \*.rapidssl.com
- \*.digitalcertvalidation.com
- \*.ws.symantec.com

This security enhancement has also been made to remote access agents that are installed on a remote computer in all WebEx services. This includes the following services:

- remote computer sharing feature in WebEx meetings
- Hands-on Labs in Training Center
- Support Center
- WebACD

The enhancement requires the remote access agent to validate the security certificate from VeriSign. If using these services, make sure your firewall is configured to allow access to the URLs listed above in order for the remote agent to stay online and accessible for your users.

## **WBS29.1**

### **Cross-platform support**

Updates were made for browser support. See the "OS and Browser Support" section in [Cross-platform Features and Known Issues](#) for more information.

# Known Issues and Limitations

## Windows 8 and 8.1

- If a presenter using Windows 8 or 8.1 shares his or her application or screen (formerly called "desktop sharing"), other participants will see windows with a crosshatch pattern on top of the shared content in places where any panels are open. This problem occurs with all panels, including the meeting control panel, Participants panel, Chat panel, and sharing indicators. We recommend that presenters using Windows 8 or 8.1 keep panels closed as much as possible to provide a better viewing experience for other participants.
- When connecting to remote computer with Windows 8 or 8.1, the local screen will not be able to be blacked out.
- File sharing Word documents for the 32-bit version of Microsoft Office 2010 is not supported for Windows 8.1. We recommend that you use application sharing or screen sharing instead.

## Microsoft Office 2013 Support

- If you have Microsoft Office 2013 installed, the following features are not supported when sharing PowerPoint 2013 files:
  - Animations and transitions
  - Embedded video or audio files
  - PowerPoint notes in a dedicated panel
  - UCF Toolkit
- If you have customized your Info Tab, some custom elements may not be supported. We recommend that you validate it to make sure it continues to display properly in a WebEx meeting.
- In a few cases, the following problems may occur:
  - Text and fill colors may be slightly different from the actual colors in a slide.
  - Some graphic elements may be missing from a slide.
  - Fonts may appear blurry on a slide or may be different from the original.
  - The size of shapes may be different from the original.
- If an object in a PowerPoint presentation does not display correctly in edit mode, it is automatically removed in Slide Show view; however, the object may continue to display when the file is shared in a WebEx meeting.
- You cannot share password-protected PowerPoint 2013 files using the file sharing feature. Use the application sharing or desktop sharing features instead.
- You cannot share Excel 2013 files on Windows 8 using the file sharing feature. Use the application sharing or screen sharing (formerly called "desktop sharing") features instead.
- You cannot share Word 2013 (64-bit) documents on Windows 8 (64-bit) using the file sharing feature. Use the application sharing or screen sharing features instead.

## Operating system support

To run Remote Support:

- For Customer Support Representatives (CSRs) using Linux, Solaris, or Macintosh, some product features may not be supported. For more information, please refer to Support Center section in [Cross-platform Features and Known Issues](#).
- Customers can use Linux, Solaris, or Macintosh, but they will not be able to connect to a remote session from behind a Microsoft ISA proxy server with user authentication enabled. This is a known Java issue document by Sun at [http://bugs.sun.com/bugdatabase/view\\_bug.do?bug\\_id=4636657](http://bugs.sun.com/bugdatabase/view_bug.do?bug_id=4636657).

For more information about the computers, operating systems, and browsers supported by Remote Support, see [Cross-platform Features and Known Issues](#).

## Crashing while logged in to customer computers

If you log in to a customer computer as a different user and the Remote Support browser crashes, you will remain logged in on customer's computer. When this happens, ask your customer to log off and then log back in again.

## Applications show while recording session

When you record a Remote Support session while showing an application to a customer, all other browser windows that are open on your computer will be visible to your customer.

## Disk space during file transfers

During file transfers, if the receiving party runs out of disk space, the session will end.

## Moving file transfer window during desktop sharing

If you start a file transfer while sharing desktops, you cannot move the transfer window.

## Disable system information

Site administrators cannot disable the System Information feature in custom session types.

## Lotus Notes email invitation limitation

If you use the Lotus Notes email application, the "send email invitation using local mail client" feature may not work. This happens because Lotus Notes limits the size of email messages that you initiate from Web pages. To resolve this, change your invitation email template to reduce the message size.

## Basic file transfer doesn't show up on event log

Files transferred using the basic file transfer method do not show in the event log.

## Joining an inbound support session on slow network connection

When client download method is set to TFS (Temporary Folder Solution) for the site, and a customer attempts to join an inbound support session using a slow network connection, a customer may receive the error message "Join Conference confirmation failed" after the customer fills out the entry form and clicks Submit

### Scrolling while using Remote Support web chat

When using the Remote Support web chat, after the scrollbars have appeared, quickly scrolling up and down may cause the chat window to flash in quick succession.

## Remote Access

These release notes describe the Remote Access features and what's new in this release.

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## **Known Issues and Limitations**

**Known Issues/Limitations** This section contains known issues that only affect Sales Center. For more information about the browsers, operating systems, supported by WebEx, and known issues that effect other WebEx services, see [Cross-platform Features](#) and [Known Issues](#).

### **Joining a WebEx meeting on Chrome and Firefox**

Because of Google and Mozilla policy changes, users will need to manually enable the WebEx plug-in when using Chrome and Firefox.

### **Remote Access site upgraded but not agents on desktops**

After a Remote Access site has been upgraded but associated agents on desktops haven't, two menu items, Make Screen Blank and Send CNTRL-ALT-DEL are disabled for the agents that have not been upgraded.

### **Windows 8 and 8.1**

- If a presenter using Windows 8 or 8.1 shares his or her application or screen (formerly called "desktop sharing"), other participants will see windows with a crosshatch pattern on top of the shared content in places where any panels are open. This problem occurs with all panels, including the meeting control panel, Participants panel, Chat panel, and sharing indicators. We recommend that presenters using Windows 8 or 8.1 keep panels closed as much as possible to provide a better viewing experience for other participants.
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# WebACD

These release notes describe the WebACD Inbox and Monitor features and what's new in this release.

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The Profile page has been reduced to contain key profile information.

- A more advanced image uploader has been added, which allows you to either upload an image or take a picture with your webcam
- You can now access the profile page by clicking on your username in the upper right corner
- It has been given a more modern look and feel, and made fully accessible

### Preferences page

The Preferences page is now the centralized location for all user settings.

- New collapsible categories
- **Webpage Preferences** and **Default Page Settings** have been moved under the General section
- The following settings have been moved from the Profile page to the Preferences Page:
  - My Personal Room
  - Scheduling Templates
- **Session Options** has been renamed to **Scheduling Options**
- Support Center
- **My Phone Numbers** (from the Profile Page) and the **Personal Conferencing Page** have been merged under **Audio Settings**
- The **One-Click Setup** page has been moved to the Preferences page and renamed to **Meet Now Settings**
- It has been given a more modern look and feel, and made fully accessible.

### WebEx Productivity Tools

Updates were made to WebEx Productivity Tools support. For more information, see the "WebEx Productivity Tools Support" tables in [Productivity Tools Release Notes](#).

### Updates for operating system and browser support

Support was updated for operating systems and browsers. See [Cross-platform Features and Known Issues](#) for more information.

### Site Administration updates

Updates were made to the Site Administration tool. For more information, see [Site Administration Release Notes](#).

## WBS29.10

### WebEx Productivity Tools

Updates were made to WebEx Productivity Tools support. For more information, see the *WebEx Productivity Tools Support* tables in [Productivity Tools Release Notes](#).

#### Updates for operating system and browser support

Support was updated for operating systems and browsers. See [Cross-platform Features and Known Issues](#) for more information.

## WBS29.9

### Session Query Tool report

- The Wait Time field in the Support Center Session Query Tool Report is moving from a value rounded to minutes to a value rounded to the closest second and displayed as hours, minutes, seconds. The column header for Wait Time has changed from "Wait Time (mins)" to "Wait Time (hh:mm:ss)"
- The column header for Session Time field has changed from "Session Time (mins)" to "Session Time (mins)."

## WBS29.8.1

### WebEx ball icon

The WebEx ball icon has been updated with a new design.

## WBS29.8

### WebEx page redesign and accessibility updates

There have been improvements to the user experience for web pages in WebEx centers. The WebEx pages now have a modern design, but the interaction has not changed, so all the functionality remains the same.

Accessibility features have also been added to increase our current level of accessibility.

The redesign is a phased approach, beginning with core pages and flows. (We will continue to redesign other pages and centers in subsequent releases.)

- Global elements (such as the header, top navigation, and the left menu bar) and core pages (such as the log in page, the **My WebEx > My Meetings** > page, and the **My WebEx > My Training** page) have been redesigned and have improved accessibility
- The "Welcome" page has been optimized and has been renamed to "Home."
- The join by number page can now be used to look up a Personal Room by the host's username.

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- Re-skinned and accessible global elements and core Meeting Center pages.

- Optimized "Welcome" tab has been renamed to "Home."
- Join by number page can now be used to look up a Personal Room by the host's username.
- New HTML email templates have been added for most Meeting Center use cases.

### Screen saver when sharing

When a user is sharing content in a meeting, the screen saver is disabled for all participants.

### WebEx Productivity Tools

Updates were made to WebEx Productivity Tools. For more information, see [Productivity Tools Release Notes..](#)

### Using WebEx on Chrome

Because Chrome will be removing support for NPAPI, a new joining method using a Chrome extension has been provided for using WebEx starting with Chrome 38. When using WebEx for the first time on Chrome, users will be guided through a one-time process to add the extension and update the WebEx application. After the first time, users can join without the extra steps.

### Site Administration updates

Updates were made to the Site Administration tool. For more information, see [Site Administration Release Notes..](#)

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WebEx Audio meetings and VoIP-only meetings now have a superior meeting experience with wideband audio when users are connecting to audio using their computers (VoIP).

Wideband audio also refers to high-definition voice. Wideband audio captures wider frequency range and therefore provides clearer audio connections.

Windows, Mac, and Linux desktop applications, Apple iPad and iPhone devices, and Android mobile devices are supported. Wideband audio is also supported for network-based recording of VoIP only and WebEx Audio meetings.

Wideband Audio Codec (OPUS) is now the default codec for WebEx VoIP attendees. The OPUS codec has superior Packet Loss Concealment (PLC) and Forward Error Correction (FEC) and is more resilient to packet loss. As a result, it provides better audio quality in less ideal conditions.

It has a better noise-suppression algorithm that provides a much better experience when using audio through a computer, even without headset. It includes enhanced jitter buffer for UDP-based VoIP traffic. Reduced delay and data loss with smaller packet sampling size of 20 ms.

Computers operating on Solaris, Windows mobile devices, and Blackberry devices will continue to use narrowband audio for VoIP audio. If a user joins a meeting from any of those devices, the narrowband audio is used for the whole meeting.

### Company Address Book and Personal Address Book in Site Administration and My WebEx

In the Company Address Book, which is available in Site Administration and in My WebEx, and the user's Personal Address Book, which is available in My WebEx, multiple contacts can be imported only by using a comma- or tab-delimited values file (.csv). To upload a comma- or tab-delimited .csv file, select the file to upload, select the type of delimiter your file uses (Tab or Comma), and then select Import. The WebEx Address Book format can also be exported from Site Administration and from My WebEx.

### WBS29.6

#### Updates for operating system and browser support

Support was updated for operating systems and browsers. See [Cross-platform Features and Known Issues](#) for more information.

## **WBS29.5**

### **Updates for operating system and browser support**

Support was updated for operating systems and browsers. See [Cross-platform Features and Known Issues](#) for more information.

## **WBS29.4**

### **New range for reuse of last passwords**

The Do not allow reuse of last passwords option site administration option now allows site administrators to select a range from 3 to 8 last passwords. The new default is 3.

### **Updates for operating system support**

Support was updated for operating systems and browsers. See [Cross-platform Features and Known Issues](#) for more information.

## **WBS29.3**

### **Security enhancement for VeriSign security servers**

A security enhancement made in WBS29 requires the meeting application on a participant's computer to connect with the VeriSign security servers for security certificate validation when a participant joins the meeting. Administrators should make sure your firewall is configured to allow participant computers to complete the validation and easily join meetings. To do this, ensure that VeriSign CRL servers at <https://www.verisign.com/repository/crl.html> are included in the approved URL list (or "white list") in your firewall. It is also recommended that you add the following URLs to the approved URL list to avoid any issues in the future:

- \*.verisign.com
- \*.thawte.com
- \*.geotrust.com
- \*.rapidssl.com
- \*.digitalcertvalidation.com
- \*.ws.symantec.com

This security enhancement has also been made to remote access agents that are installed on a remote computer in all WebEx services. This includes the following services:

- remote computer sharing feature in WebEx meetings
- Hands-on Labs in Training Center
- Support Center
- WebACD

The enhancement requires the remote access agent to validate the security certificate from VeriSign. If using these services, make sure your firewall is configured to allow access to the URLs listed above in order for the remote agent to stay online and accessible for your users.

**WBS29.1****Cross-platform support**

Updates were made for browser support. See the "OS and Browser Support" section in [Cross-platform Features and Known Issues](#) for more information.

## Features

**The WebACD Inbox****Auto-start**

To start working quickly and easily, you can configure WebACD to automatically start when you start your computer.

**Hide queues**

To help you focus on the right queues, the WebACD Inbox can hide empty customer queues.

**Unavailable status**

If you are idle for a specified period of time, WebACD Inbox can automatically change your status to "unavailable".

**Auto alerts**

WebACD can blink your window, bring it to the foreground, or play a sound when a customer joins your queue.

**Customized queue views**

You can set up your WebACD Inbox to check traffic in other queues and to display certain customer details and the queues you want to monitor.

**Automatically accept requests**

You can configure your Inbox to automatically accept the next request. WebACD detects that you are available and displays a message to let you know that a customer is waiting in one of your queues. This way you don't need to check your queue; your new session starts automatically.

**Invite other CSRs to sessions**

If you need assistance from other agents, you can invite all agents assigned to a queue or select agents to join your session. During the session you can chat privately with them and transfer the session to the other agent if necessary.

**Customers can request assistance from your Web site**

You can place a help link or button on your website. For details, see the Site Administrator guide on the Support page of your Support Center service site.

**The WebACD Monitor****Track customer requests**

Check traffic in the queues that you monitor and see the number of agents assigned to each queue and the status of each agent. You can also view details about customers being helped.

**Flexible case assignment**

WebEx site administrators can assign a pool of agents to handle requests for specific features.

## Known Issues and Limitations

### Links generated by WebEx centers and WebEx recording services

As part of our continuing updates to improve security, Cisco is making changes to improve the management of cryptographic keys used to generate URLs used in WebEx Meeting Center, Training Center, Support Center, Event Center, and WebEx recording services. As a result, existing links that were generated by those services have been updated, and in some cases, users may need to request new links.

### Windows 8 and 8.1

- If a presenter using Windows 8 or 8.1 shares his or her application or screen (formerly called "desktop sharing"), other participants will see windows with a crosshatch pattern on top of the shared content in places where any panels are open. This problem occurs with all panels, including the meeting control panel, Participants panel, Chat panel, and sharing indicators. We recommend that presenters using Windows 8 or 8.1 keep panels closed as much as possible to provide a better viewing experience for other participants.
- When connecting to remote computer with Windows 8 or 8.1, the local screen will not be able to be blacked out.
- File sharing Word documents for the 32-bit version of Microsoft Office 2010 is not supported for Windows 8.1. We recommend that you use application sharing or screen sharing instead.

## System Management

These release notes describe the WebEx System Management features and what's new in this release.

## What's New

The following list shows recent features and enhancements for System Management, listed by release version number. Versions that did not include major updates are not listed.

### WBS29.13

#### WebEx Productivity Tools

Updates were made to WebEx Productivity Tools. For more information, see [Productivity Tools Release Notes](#).

#### Content view enhancements

- The content viewing icon at the top of the content area in the meeting window has changed from **Fit to width** to **Fit to viewer** for easy access to one of the most common viewing options for screen sharing (formerly "desktop sharing"), file sharing, and application sharing. The default view is also now **Fit to viewer**. The option remains **Fit to width** for sharing the whiteboard.
- Full-screen view has the same defaults for content viewing, unless user manually chooses another option before going to that view.

#### In-meeting audio prompts

English language audio prompts have been updated to improve consistency of prompt tone and voice quality.

### Updates for operating system and browser support

Support was updated for operating systems and browsers. See [Cross-platform Features and Known Issues](#) for more information.

## WBS29.11

### Video enhancements

- New Video panel layout default settings and consolidated controls allow users to view video and switch between layouts more easily:
  - New video layout options at top of video window on the participant list when a video is being sent.
  - When one user sends video, the default meeting window view changes to 50% video view (unless sharing is going on).
  - When two or more people send video, the video panel automatically changes to video thumbnail view.
  - If a web camera is detected, users are asked whether they want to start their video. In the same prompt, users can also choose to start their video in all meetings. This setting can be changed in video settings by selecting the gear-shaped **Settings** icon on top of the video window.
- The starting frame rate for thumbnails and active video has increased to 15 fps, improving the video experience in good bandwidth environments.
- In case of low bandwidth when video cannot be sent, the user receives a descriptive error message after 5 seconds that indicates that the user has bandwidth or local computer issues that may affect video display.
- In case video stops due to the above low bandwidth error in CMR Hybrid meetings, it starts sending video again automatically when the bandwidth improves or the local computer issues are remedied.

### Profile page enhancements

The Profile page has been reduced to contain key profile information.

- A more advanced image uploader has been added, which allows you to either upload an image or take a picture with your webcam
- You can now access the profile page by clicking on your username in the upper right corner
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- The **One-Click Setup** page has been moved to the Preferences page and renamed to **Meet Now Settings**
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### **WebEx Productivity Tools**

Updates were made to WebEx Productivity Tools support. For more information, see the "WebEx Productivity Tools Support" tables in [Productivity Tools Release Notes](#).

#### **Updates for operating system and browser support**

Support was updated for operating systems and browsers. See [Cross-platform Features and Known Issues](#) for more information.

#### **Site Administration updates**

Updates were made to the Site Administration tool. For more information, see [Site Administration Release Notes](#).

### **WBS29.10**

#### **WebEx Productivity Tools**

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### **WBS29.9**

#### **Session Query Tool report**

- The Wait Time field in the Support Center Session Query Tool Report is moving from a value rounded to minutes to a value rounded to the closest second and displayed as hours, minutes, seconds. The column header for Wait Time has changed from "Wait Time (mins)" to "Wait Time (hh:mm:ss)"
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### **Screen saver when sharing**

When a user is sharing content in a meeting, the screen saver is disabled for all participants.

### **WebEx Productivity Tools**

Updates were made to WebEx Productivity Tools, including support for the Mac. For more information, see [Productivity Tools Release Notes](#).

### **Using WebEx on Chrome**

Because Chrome will be removing support for NPAPI, a new joining method using a Chrome extension has been provided for using WebEx starting with Chrome 38. When using WebEx for the first time on Chrome, users will be guided through a one-time process to add the extension and update the WebEx application. After the first time, users can join without the extra steps.

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## **WBS29.1**

### **Cross-platform support**

Updates were made for browser support. See the "OS and Browser Support" section in [Cross-platform Features and Known Issues](#) for more information.

# **Features**

### **Remote access maintenance and management**

See a consolidated view of network assets and helps you upgrade one or all assets. If an asset is not connected to the internet, the update will occur as soon as the asset connects to the Internet.

### **Data backup**

Use the Backup Management module to perform automated, secure, off-site backup of business data that is distributed across your enterprise's desktops and laptops. You set the retention policy to determine which data and frequency with which it is backed up. WebEx Backup Management works fast even over the slowest network connection to ensure that your data is constantly protected. With 128-bit AES encrypted transmissions, your data is kept secure.

### **Virus protection**

Use the Virus Protection module to deliver virus protection to network assets and reduce the cost and complexity of managing an enterprise virus protection program. Even if you already have virus protection software, you can use WebEx Virus protection to distribute it.

### **Centralized policy management**

With WebEx Patch Management, you can update policies from a centralized location using our browser-based interface. Easily integrate your existing SUS/WSUS servers to leverage our reporting and administration capabilities.

#### **Optimize large distributions**

Manage bandwidth consumption during large distributions with System Management bandwidth policies and download rules. You can set the maximum number of concurrent downloads and schedule distributions to occur during periods of low network usage.

#### **Pay-per-use**

System Management is a hosted Web-based application that allows you to pay only for the usage and the functionality you need.

#### **No VPN required**

Remote users and assets do not need VPN access for WebEx System Management to work. As long as an asset is connected to the Internet, you can use WebEx System Management to manage it.

#### **Failure recovery**

If a lost connection or other problem prevents a download from succeeding, WebEx System Management Software Distribution uses Checkpoint Restart to ensure that the download starts where it ended.

#### **Search**

System Management allows you to search your inventory for specific hardware, software, and users by location or office.

#### **Reports**

Generate graphical and text-based reports that show a variety of crucial metrics for specific assets, offices, or companies. Run reports in real time or schedule them to run at any time. You can also automatically distribute report data by email.

#### **Data export**

Use Integration Web Service (IWS), a WebEx System Management utility, to export asset data and then download it into a Microsoft Access or SQL Server database.

## **Summary of Differences Since Previous Lockdown Version**

The following sections summarize the differences between the lockdown version WBS29.13.10 and the previous lockdown version (WBS28.12.2).

#### **Modern, Simplified Meeting Experience (Meeting and Event Center-Windows)**

- New modern design and clean layout
- New icons, fonts, and colors
- Consolidated controls in Quick Start page
- Improved icons for panels
- Intuitive Audio dialog box
- Improved Sharing dialog box
- Improved Invite & Remind dialog box

- Attendee can view screen sharing and application sharing within a tab of the meeting
- Minimize transitions for attendee while providing easy access to video and meeting controls
- Content sharing and video size is adjustable by simply dragging the mouse
- Easy to access Annotation tools and other functions
- Vertical Annotation bar with updated icons (Windows only)
- Easily access View options to control viewing preference
- New and updated Annotation Tool icons
- Improved dialogs
- Improved notifications
- New icons in meeting control panel for the Presenter

### **Meeting Experience Usability Enhancements**

- The presenter role automatically passes to the host when the host joins, even if the first attendee has become a presenter. The only exception is if an attendee is sharing content. (Meeting Center)
- Allows presenter role to automatically pass to the person who has control of the meeting
- The screen saver is disabled during content sharing (all Centers)
- Allows users to focus on the content without interruption
- Sites will automatically have Chat and Notes panels minimized, with these panels showing icons at top that users can select to open (Meeting Center & Event Center)
- Defaults can be changed in Site Administration

### **Improved Video Experience (Meeting and Event Center-Windows)**

- New video control layout options at the top of video display on Participant List
- When one user sends video, the default meeting window view changes to 50% video view (unless sharing is going on)
- When 2 or more people send video, the video panel automatically changes to video thumbnail view
- If a camera is detected, the user will see a message to send Video (Meeting Center only)
- Users can also specify to send video by default in all meetings (can be changed in video settings)

### **Video Enhancements**

- Starting frame rate for thumbnails and active video to be 15 fps, changed from 6 fps
- Provides good video experience at work, where bandwidth is usually good.
- Spinning wheel turns to error message after 5 seconds
- Automatic recovery of video on CMR Hybrid (WebEx-enabled TelePresence) meetings after video has been turned off due to low bandwidth.

**Disable Entry and Exit Audio Tone in Meeting (Meeting Center)**

- New option to disable entry and exist audio tone at any time during the meeting (beeps or announces name)
- Can be turned back on if needed
- Prevents disruption in meetings when large number of participants leave the meeting

**Host Can Leave Meeting Without Ending It (Meeting Center)**

- The host role automatically transfers to another participant if the host leaves the meeting from the WebEx application without ending it (does not apply when host is on TelePresence system or has joined by audio only).
- Allows meetings to continue when the host forgets to manually assign a host before leaving the meeting

**Anyone Can Share (Meeting Center)**

Allows participants to start sharing content immediately without being made presenter first. This option is enabled by default for new sites. The host can disable the option during the meeting.

**WebEx Page Redesign and Accessibility Updates**

- Improved accessibility and simplified user experience
  - Log in page
  - Meeting Calendar ("Browse Meetings")
- Meeting Scheduler (Comparison)
- Advanced Scheduler
- "Welcome" page renamed to "Home"
- One-Click meeting changes:
  - "One-Click" command renamed to "Meet Now"
  - Starts a meeting in your Personal Room by default
  - Message to let the user know that "Meet Now" starts a meeting in your Personal Room
  - Users can change back to the old dynamic link in Preferences
- Consolidated Calendar views
- Scheduler
- Meeting registration option change
- Introducing HTML email templates for Meeting Center
- Join Page (Meeting Detail Page)
- Non-refreshing Join pages given minimal changes for consistency
- Join meeting experience

- A faster and cleaner join experience
- Join meetings faster
- Reduced connection time
- Optimized APIs
- Join up to \*30% faster (speed depends on network and computer speed)
- Clean Join experience
  - Shows the meeting window faster
  - Simple join pages
  - Removed connection pop-up messages
  - Loading status cleanly presented in the meeting
- Usability enhancements
- Access technical support during a meeting (available only to WebEx Cloud-Connected Audio (CCA) customers and the support is only for audio)

### **Event Center Event Experience Redesign (Windows)**

Modern, simplified event experience

- New modern skin and clean layout
- New icons, fonts, and colors
- Consolidated controls in Quick Start
- Improved icons for panels
- Q & A update
  - Answered questions in blue
  - Unanswered questions in orange
- Updated audio broadcast dialog box
- New icons, fonts, and colors

### **Personal Rooms (Meeting Center Only)**

- Dedicated Personal Room for Meeting Center
- Permanent personalized video conferencing space
- What are Personal Rooms and CMR Cloud? Your Personal Room provides an easy-to-remember destination for meetings.
  - Each WebEx Meeting Center host has a Personal Room
  - Persistent
  - Vanity URL

- Host lobby management (room lock)
- Personal Room with CMR Cloud includes all the capabilities of a Personal Room plus:
  - WebEx Video Bridge - Cloud-based video bridging that enables users to join from any standards-based video endpoint
  - Video ID
  - Add-on service subscription required
- Home Page Becomes Your Personal Room Page
- Host Lobby Management
- Notification while sharing (you can select this message to view your entire lobby)

### Quickly Schedule Meetings from Outlook with Mac Productivity Tools

Go to your site Support section for downloading the Mac version of WebEx Productivity Tools:

- Go to the Support section of your site and select **Downloads**.
- As long as your operating system is Mac, you'll be guided to the downloading of Productivity Tools for Mac. (Productivity Tools are also available with Windows.)
- You don't have to enter a site URL, because the site URL is pre-filled when you download it from your WebEx site
- Sign in by entering email address and password
- Switching sites is easy -- you can sign out and enter another site URL. The new site URL will be remembered
- The Mac version of Productivity Tools has a convenient menu on the Mac toolbar, which you can easily access by selecting the WebEx ball on the toolbar
  - Meet Now and Schedule Meeting as the major features are listed at top
  - Start an instant meeting with **Meet Now**
  - Select Schedule Meeting to schedule an Outlook appointment
  - Can send log files to the WebEx technical support team
- WebEx Integration to Microsoft Outlook for Mac
  - Select **Meet Now** within Outlook to start an instant meeting
  - Convenient meeting scheduling with Outlook. When you select **Schedule Meeting**, a new appointment message or calendar entry appears
  - Enter your meeting subject, date and time, and invite attendees as you normally would.
  - You can also start with a normal calendar entry and add WebEx to it Schedule different WebEx meetings by selecting **Change WebEx Setting**
    - You can save a personal meeting template with the options you always use for quick scheduling
    - You can also change the options in the advanced settings

- You can now create exceptions to a recurring meeting series, except for CMR Hybrid (WebEx-enabled TelePresence) meetings

## Profile and Preferences Optimization

The My WebEx and My WebEx Profile sections have been optimized into the new sections:

- Profile
- Preferences
- Preferences: General
- Preferences: Meet Now
- Preferences: Audio Settings
- Preferences: Personal Room, Scheduling Templates, Scheduling Options, Support Center

## Wideband Audio and Audio Prompts

### Enhanced audio experience with wideband audio on WebEx VOIP

- Both VOIP Only meetings as well as WebEx Audio meetings support wideband audio
- Windows, MAC and Linux desktop applications, Apple iPhone and iPad, and Android mobile device apps are supported
- Network-based recording for VOIP only meetings
- Wideband Audio Codec (OPUS) is now default codec for WebEx VOIP attendees
- Not supported on Wideband Codec
- Desktop Solaris applications, Windows mobile app, and Blackberrymobile app will continue to be narrowband. If participant joins from one of those applications, the whole meeting uses narrowband.
- NBR recording and playback is supported for WebEx audio meetings

### Why WebEx VOIP is improved

- Superior meeting experience with wideband audio
- Wideband audio also refers to HD voice - Wideband audio captures wider frequency range and therefore provides clearer audio connections
- The OPUS codec has superior Packet Loss Concealment (PLC) and Forward Error Correction (FEC) and is more resilient to packet loss. As a result, it provides better audio quality in less ideal conditions.
- Better Noise Suppression Algorithm - Much better experience when using audio through a computer even without headset
- Enhanced jitter buffer for UDP based VOIP traffic
- Reduced delay and data loss with smaller packet sampling size of 20ms

### Audio Prompts: Details of user experience

- Call in:

- If multiple languages are configured for the country the user is dialing from, user will hear "Welcome to WebEx" in first language, followed by "to continue in <first language>, press 1 followed by #, "to continue in <second language>, press 2 followed by #, and so on.
  - Once the user makes a choice, all subsequent prompts are heard in that language.\
  - If multiple languages are NOT configured, user will hear "Welcome to WebEx" and all subsequent prompts in the bridge default language (which is always either US or UK English.)
- Call Me:
    - If user selects the Call Me service to a country mapped to a language other than English, the user will hear the mapped language first, then the prompt will be repeated in English.
  - Other updates
    - Meeting entry and exit tone changed to avoid accidental interpretation of the tone as a DTMF command
    - Minor updates to prompt scripts to adhere to latest style guidelines; for example, we use the word "meeting" instead of "conference" now.
    - Nonessential prompts on dial-in and call-back removed to shorten the audio join experience

### **Site Administration Updates**

- Existing Branding is preserved Simplified Branding
- HTML email templates With HTML - Sorting
- HTML and Plain Text
- Email Templates - Revert to Default
- Email Templates - What to expect
- Mac Productivity Tools Settings
- Deactivated Host Account -- when a host account is deactivated:
  - Scheduled meetings or events for the deactivated user cannot be started
  - Alternate host cannot start the meeting or event
  - Schedule on behalf of deactivated host cannot be started
  - Message is displayed that the host is no longer active and Join button is disabled
  - No meeting or event reminders, no audio
  - Meeting Center - Browse meetings - Start button removed
  - Event Center - Register link is removed from List of Events
  - Event Center - Register link is removed
  - Training Center - Attendee view displays message that host has been deactivated and Join Now button is removed
  - Applies to Meeting Center, Event Center, and Training Center

- Attendee Privileges - Print or Save Documents
  - Meeting Scheduler
  - Host can Disable or Enable the ability to print or save documents
  - When Enabled, if the host shares a document (not desktop), the attendee has the ability to save or print the document being shared

### **CMR Hybrid (WebEx-enabled TelePresence) Integration**

The CMR Hybrid (WebEx-enabled TelePresence) integration with WebEx Productivity Tools allows users to schedule and start CMR Hybrid meetings that use WebEx Meeting Center and Cisco TelePresence.

#### **Email invitation templates for Productivity Tools**

Some changes have happened for email invitation templates for Productivity Tools between WBS28.9 and WBS29.13:

- **WBS28.9 to WBS28.12.27**—If CMR Hybrid was not enabled on the site, there were two email invitation templates in the Windows version of WebEx Productivity Tools for WebEx-only, Personal Conference, and Audio-only meetings—one for hosts, which included the host key and host access code, and one for attendees, which did not include host key or host access code information. If CMR Hybrid was enabled on the site, only one email invitation template was available for CMR Hybrid meetings, WebEx-only, Personal Conference, and Audio-only meetings, and it was the attendee version that does not contain the host key and host access code.
- **WBS29.11 to WBS29.13.2**—In the Windows version of WebEx Productivity Tools, only one email invitation template was available for CMR Hybrid meetings, WebEx-only, Personal Conference, and Audio-only meetings, and it was the attendee version that does not contain the host key and host access code.
- **WBS29.13.10**—For WebEx-only, Personal Conference, and Audio-only meetings, two email invitation templates are available in the Windows version of WebEx Productivity Tools again—one for attendees, and one for hosts, which include the host key and host access codes. CMR Hybrid meetings still only support one email invitation template, which is the attendee version that does not contain the host key and host access code.
- **WBS29.8 to WBS29.13.10**—In the Mac version of WebEx Productivity Tools, only one email invitation template is available for CMR Hybrid meetings, WebEx-only, Personal Conference, and Audio-only meetings, and the attendee version that does not contain the host key and host access code.

For more information, see [Productivity Tools Release Notes](#).

#### **Usability improvements for the CMR Hybrid integration in Productivity Tools**

In WBS 29, usability improvements were added for the CMR Hybrid integration in Productivity Tools, including help text and tool tips for first-time users, collapsible meeting option panels, and status indicators to show whether a WebEx meeting has been added and TelePresence resources have been reserved.

#### **Recording support for CMR Hybrid meetings**

Starting with WBS29, you can record video, audio, sharing, chat, and polling for CMR Hybrid meetings. Just press Record as you normally would. For more information, see *Recording and Playback FAQs* in <http://www.cisco.com/c/en/us/support/conferencing/webex-meeting-center/products-user-guide-list.html>.

#### **Allow people to join by using WebEx**

Starting in WBS29, the Allow people to join using WebEx option in the Meeting Options dialog box for a CMR Hybrid meeting is no longer "sticky"-that is, it does not stay checked if was checked for a previous meeting. If you want to allow users to join using WebEx, you must check this box again for each CMR Hybrid meeting.

### **Listing CMR Hybrid meetings in the My Meetings list**

Some issues about listing CMR Hybrid meetings in My WebEx > My Meetings list have been fixed.

### **Other WebEx features**

Some features have been added or enhanced for WebEx-only meetings that do not yet have full support in CMR Hybrid meetings:

- Exceptions to recurring meeting series are not supported for CMR Hybrid meetings. For more information, see the *CMR Hybrid (WebEx-enabled TelePresence) Integration Issues* section in [Known Issues/Limitations for Collaboration Meeting Rooms \(CMR\)](#).
- Personal Rooms are not supported for CMR Hybrid meetings.
- Participants on iPads, iPhones, and Android devices cannot share content in CMR Hybrid meetings.

