



## 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 8](#).

**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 13](#).

**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 18](#).

- [Remote Support, page 1](#)
- [Remote Access, page 8](#)
- [WebACD, page 13](#)
- [System Management, page 18](#)

## 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.

### WBS29.11

#### 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
- 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
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  - "Session Options" has been renamed to "Scheduling Options"
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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

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

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### 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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## WBS29.8.1

### WebEx ball icon

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

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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 > Training page) have been redesigned and have improved accessibility
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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.

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#### **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

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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

**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

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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.

### **WBS29.11**

#### **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
- 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 > 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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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 Meeting Center flows. (We will continue to redesign other pages and centers in subsequent releases.)

- 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, 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.

#### **Site Administration updates**

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.

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### **WBS29.5**

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# 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.

