



Cisco Meeting App

Important Information

WebRTC

June 24, 2021

Contents

Revision history	3
1 Introduction	4
1.1 What's changed?	4
1.1.1 Combined document for WebRTC app	5
1.2 Recent changes in the WebRTC app	5
1.2.1 Firefox version 80 is supported	5
1.2.2 Microsoft Edge (the old, non-Chromium version) is no longer supported	5
1.2.3 Chromium-based Microsoft Edge and Yandex browsers are fully supported	6
1.2.4 Beta support for Chromium-based Microsoft Edge browser	6
1.3 Notes applicable to all versions of WebRTC app	6
1.3.1 Important note about certificates on iOS devices	6
2 Browser versions tested	7
Important note for users using iOS 13 and macOS 10.15	10
Important note about screen sharing on Chrome on macOS 10.15 or later	10
3 Product documentation	11
3.1 Interoperability with other Cisco products	12
4 Bug search tool	13
5 Resolved issues	14
6 Open issues	16
6.1 Known limitations	16
Cisco Legal Information	18
Cisco Trademark	20

Revision history

Listed below are the recent changes done to the document:

Date of revision	Change
24 June, 2021	Updated for Cisco Meeting Server version 2.9.7.
17 March, 2021	Cisco Meeting Server version 2.9.6 information added. Resolved issues for version 2.9.5 updated.
18 Nov, 2020	Cisco Meeting Server version 2.9.5 information and resolved issues updated.
23 Sep, 2020	Cisco Meeting Server version 2.8.4 and version 2.9.4 recent changes, resolved issues and list of browsers updated.
20 Aug, 2020	Cisco Meeting Server version 2.9.3 information and list of browsers updated.
28 July, 2020	Added a note to highlight that WebRTC app is removed from Cisco Meeting Server version 3.0.
3 July, 2020	Open issues updated.
25 June, 2020	Cisco Meeting Server version 2.9.2 and version 2.8.3 information added.
28 April, 2020	Cisco Meeting Server version 2.9.1 information added.
20 April, 2020	The section Recent changes in the WebRTC app has been updated
8 April, 2020	Cisco Meeting Server version 2.9.0 information and list of browsers updated.
1 April, 2020	Cisco Meeting Server version 2.8.2 information and resolved issues list updated.
20 Feb, 2020	Cisco Meeting Server version 2.8.1 information and list of browsers has been updated.
29 Jan, 2020	Open issues list updated.
27 Jan, 2020	Additional steps added for iOS to the section Important note about certificates on iOS devices .
07 Jan, 2020	List of known issues updated.
12 Nov, 2019	Cisco Meeting Server version 2.8.0 provides beta support for Chromium-based Microsoft Edge browsers. List of browser versions tested has been updated.
17 Oct, 2019	WebRTC app users using Safari on iOS 13 and macOS 10.15 need to comply with new requirements, see Important note for users using iOS 13 and macOS 10.15 .

1 Introduction

Cisco Meeting App is a client for Cisco Meeting Server that lets users meet (audio/video), chat and share what is on their screen via team spaces.

The Cisco Meeting App for WebRTC (WebRTC app) does not have a dedicated app but runs on browsers. See details of [Supported Browsers here](#).

1.1 What's changed?

The version of the WebRTC app is tied to the version of Cisco Meeting Server installed. We will maintain a release time line for Cisco Meeting Server which indicates when a feature or fix will be available for WebRTC app. Figure 1 below shows the time line of Meeting Server software versions released:

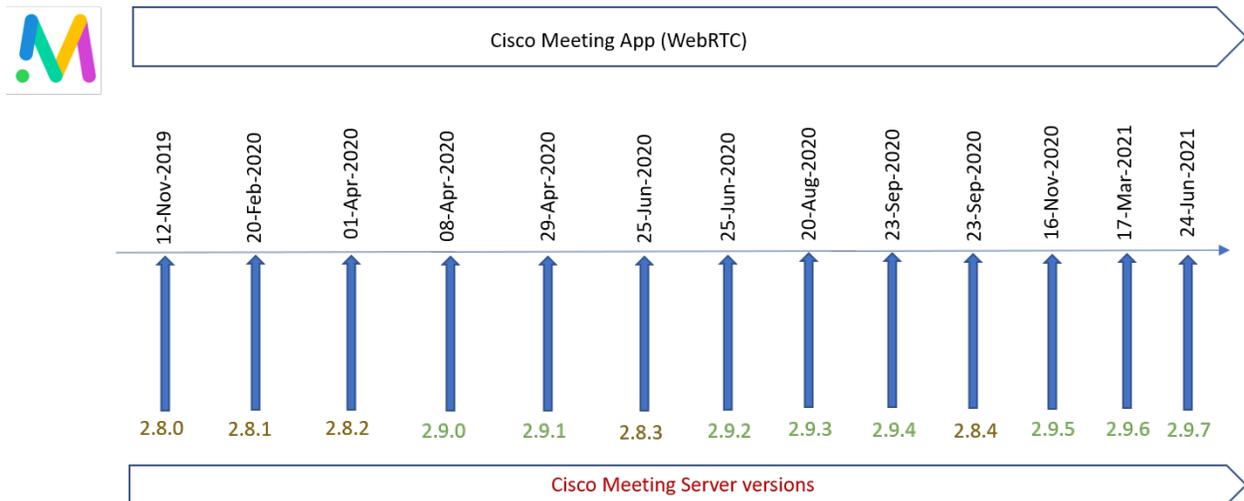


Figure 1: Cisco Meeting Server versions released.

Note: Cisco Meeting App for WebRTC is removed in Cisco Meeting Server version 3.0. You need to use Cisco Meeting Server web app instead of Cisco Meeting App for WebRTC. For more information, refer to [Important information for Cisco Meeting Server web app](#).

1.1.1 Combined document for WebRTC app

All the information for the WebRTC app tied to any Meeting Server releases after version 2.4.0 will be combined into one document.

This document describes the following:

- Any new or changed features, and details of fixed issues and open issues associated with WebRTC app and indicates the version of Meeting Server where this feature / fix is available.
- Any upcoming changes in browsers affecting the app, affected versions with recommended workarounds.

WebRTC is still an evolving technology and frequent changes are done by browser vendors. Hence changes to this document will be done on an as-needed basis to inform of upcoming changes.

For more information about Cisco Meeting Server, refer to individual release notes for the version you are interested in from the [listing page here](#).

Note: The Cisco Meeting App for desktop and iOS are feature complete and will only have maintenance releases in future. Refer to their [Release Notes](#) for more information.

1.2 Recent changes in the WebRTC app

Listed below are the recent changes made to the app and the Meeting Server versions in which the change is available:

1.2.1 Firefox version 80 is supported

Meeting Server versions where this change was introduced: From 2.9.4 and 2.8.4 and version released later than 24th Sept 2020.

You can use WebRTC app with Firefox 80 and later. Versions earlier than 2.9.4 are not supported on Firefox 80.

1.2.2 Microsoft Edge (the old, non-Chromium version) is no longer supported

Meeting Server versions where this change was introduced: From 2.8.2 and versions released later than Apr 01, 2020.

The old, non-Chromium version of Microsoft Edge browser (previously in beta support for WebRTC app) is no longer officially supported. We highly recommend using WebRTC app with the Chromium-based Microsoft Edge browsers which is now fully supported.

1.2.3 Chromium-based Microsoft Edge and Yandex browsers are fully supported

Meeting Server versions where this change was introduced: From 2.8.1 and versions released later than Feb 20, 2020.

You can now use the WebRTC app from Chromium-based Microsoft Edge and Yandex browsers on Windows. This is fully supported and no longer beta labeled.

1.2.4 Beta support for Chromium-based Microsoft Edge browser

Meeting Server versions where this change was introduced: 2.8.0

You can now use the WebRTC app from Chromium-based Microsoft Edge browsers on Windows. This is beta quality in current version.

You are advised not to use beta (or preview) features in a production environment. Only use them in a test environment until they are fully released.

Note: Cisco does not guarantee that a beta or preview feature will become a fully supported feature in the future. Beta features are subject to change based on feedback, and functionality may change or be removed in the future.

1.3 Notes applicable to all versions of WebRTC app

List of generic information applicable across all versions of app.

1.3.1 Important note about certificates on iOS devices

The following applies if you are using a private CA to sign the XMPP certificate or manually installing a certificate.

From iOS version 12.2 and later, after installing a certificate as a profile, you must install a profile to turn on the trust. To turn on SSL trust for that certificate, follow these steps.

1. Install CA certificate as a profile on iPhone. See [steps to Install a profile](#).
2. Open **General > Profiles and Device Management** and install the new profile.
3. Open **Settings > General > About > Certificate Trust Settings**.
4. Under **ENABLE FULL TRUST FOR ROOT CERTIFICATES**, turn on trust for the certificate.

If you do not enable this, you might see an error message 'Lost connection to server, Attempting to reconnect'.

2 Browser versions tested

Table 1 lists the browsers tested for WebRTC app at the time of release of a specific version of Meeting Server.

To identify the browsers tested with your Cisco Meeting Server deployment, cross check the browsers against the version of Cisco Meeting Server software installed. We always recommend using the latest version of browsers:

Note: Please note certain browsers such as Google Chrome and Mozilla Firefox automatically updates to the latest version. The following table shows the version of browsers tested at the time of the official release of a version of Cisco Meeting Server. This means we have not tested this particular release with previous versions of those browsers.

We endeavor to test the latest maintenance release of each major release of Cisco Meeting Server against the latest public versions of all the browsers to keep them compatible and if we detect any issues we will endeavor to fix them as soon as possible. We do not test the following:

- Latest version of browser with older versions of Meeting Server which are not supported. See Cisco Meeting Server [Release notes](#) for end of software maintenance announcements.
 - Latest maintenance release version of major release of Meeting Server with older versions of browsers.
 - Older maintenance releases of any supported version of Cisco Meeting Server with newer versions of browsers, if there is a newer minor release in same version.
-

Table 1: Tested versions of Meeting Server for different browsers

Versions of Cisco Meeting Server	Browsers and Version tested	
2.9.5	Google Chrome	86
	Mozilla Firefox	82
	Chromium-based Microsoft Edge	86
	Apple Safari for macOS	13.x and 14.0
	Apple Safari for iOS	iOS versions: 13.x and 14.0
	Yandex for Windows	20.9 and 20.11
	2.9.4, 2.8.4	Google Chrome
Mozilla Firefox		80
Chromium-based Microsoft Edge		85
Apple Safari for macOS		13.x and 14.0
Apple Safari for iOS		iOS versions: 13.x and 14.0
Yandex for Windows		20.9
2.9.3		Google Chrome
	Mozilla Firefox	79
	Chromium-based Microsoft Edge	84
	Apple Safari for macOS	13.x
	Apple Safari for iOS	iOS versions: 13.x
	Yandex for Windows	20.7
	2.9.2, 2.8.3	Google Chrome
Mozilla Firefox		77
Chromium-based Microsoft Edge		83
Apple Safari for macOS		13.x
Apple Safari for iOS		iOS versions: 13.x
Yandex for Windows		20

2.9.1, 2.9.0	Google Chrome	80
	Mozilla Firefox	74
	Chromium-based Microsoft Edge	80
	Apple Safari for macOS	12 and 13
	Apple Safari for iOS	iOS versions: 12.4 and 13.3
	Yandex for Windows	20
2.8.2	Google Chrome	80
	Mozilla Firefox	74
	Chromium-based Microsoft Edge	80
	Apple Safari for macOS	12 and 13
	Apple Safari for iOS	iOS versions: 12.4 and 13.3
	Yandex for Windows	20
2.8.1	Google Chrome	80
	Mozilla Firefox	73
	Microsoft Edge (beta)	44 (EdgeHTML 18)
	Chromium-based Microsoft Edge	80
	Apple Safari for macOS	12 and 13
	Apple Safari for iOS	iOS versions: 12.4 and 13.3
	Yandex for Windows	20
2.8.0	Google Chrome	77, 78
	Mozilla Firefox	69, 70
	Microsoft Edge (beta)	44 (EdgeHTML 18)
	Chromium-based Microsoft Edge (beta)	78, 79
	Apple Safari for macOS	12 and 13
	Apple Safari for iOS	iOS versions: 12.3, 12.4 and 13.1
	Yandex for Windows (beta)	19

Table 2 lists devices where WebRTC app was tested for different browsers.

Note: Internet Explorer version 11 (Windows 7 and 10) does not support joining meeting via the WebRTC app. However you can cross launch the Cisco Meeting App for Windows and join a meeting via Windows app.

Note: Any browser not listed in the table above may not support WebRTC app or work with certain limitations.

Note: Whilst using the WebRTC app from any browser, you can switch to the desktop or iOS apps (Windows, macOS, and iOS) if installed on your device. Refer to [this knowledge base](#) article for information.

Important note for users using iOS 13 and macOS 10.15

In order for users to be able to use WebRTC app on Safari on iOS 13 and macOS 10.15, webbridge needs to be configured to comply with requirements stated here : <https://support.apple.com/en-us/HT210176>.

Users will not be able to open the app on Safari if these requirements are not met.

Important note about screen sharing on Chrome on macOS 10.15 or later

From macOS version 10.15 (Catalina) or later, to share the screen or application from the app running on Chrome, users need to enable permissions. Follow these steps:

1. From the Apple menu, open **System Preferences**.
2. Click on **Security & Privacy**.
3. Click on the **Privacy** tab at the top.
4. In the column on the left hand side, scroll down and click on **Screen Recording**.
5. Make sure Chrome is selected. Restart Chrome.

3 Product documentation

From the app, click on the help icon to open the **Embedded help** for instructions on how to use. To learn how to use and troubleshoot the app, see the documentation available at:

<https://www.cisco.com/c/en/us/support/conferencing/cisco-meeting-app/tsd-products-support-series-home.html>:

- **Cisco Meeting App User Guide** is an overall guide to the app.
- **"How to" Guides** are visual guides for specific tasks that are essential for daily use.
- [App and video system FAQs for users](#) helps users solve simple issues or learn more about using the app.
- **App [FAQs for admins](#)** helps administrators find information or solve issues with the app.
- **Troubleshooter for desktop and mobile apps, WebRTC, and SIP endpoints** helps troubleshooting common issues.

For additional information on setting up or troubleshooting the overall system, see the [Cisco Meeting Server documentation](#).

Figure 2: Overview of documentation for Cisco Meeting App and Cisco Meeting Server



3.1 Interoperability with other Cisco products

Interoperability test results for Cisco Meeting Server are posted to <http://www.cisco.com/go/tp-interop>, where you can also find interoperability test results for other Cisco conferencing products.

4 Bug search tool

You can now use the Cisco Bug Search Tool to find information on open and resolved issues for the Cisco Meeting Server, including descriptions of the problems and available workarounds. The identifiers listed in these release notes will take you directly to a description of each issue.

1. Using a web browser, go to the [Bug Search Tool](#).
2. Sign in with a cisco.com registered username and password.

To look for information about a specific problem mentioned in this document:

1. Enter the bug identifier in the **Search** field and click **Search**.

5 Resolved issues

Refer to the release time line to identify versions where this fix is available.

Table 2: Resolved issues in 2.9.5

Cisco ID	Summary
CSCvn67050	Cisco Meeting Application WebRTC client intermittently does not show the local branding settings browserTabLabel and panelLabel defined in the sign_in_settings.json file.
CSCvw03388	Unable to join a web app meeting without a working camera.
CSCvw75094	Safari browser cannot access internal FaceTime camera for a WebRTC call.

Table 3: Resolved issues in 2.9.4 and 2.8.4

Cisco ID	Summary
CSCvw76399	When Mozilla Firefox browser is used to share content from Cisco Meeting App for WebRTC, users at the receiving end will either see no share, or intermittently flashing share.
CSCvs83695	When joining a Cisco Meeting App for WebRTC meeting from Safari using an iPhone the participant hears audio glitches / buzzing / crackling.

Table 4: Resolved issues in 2.9.3

Cisco ID	Summary
CSCvw31291	WebRTC app diagnostics information is now improved.
CSCvu42590	The Meeting lock / unlock function does not work for load balanced WebRTC app calls.
CSCvu43643	Whilst using WebRTC app from iOS devices, occasionally after a few seconds users stop receiving audio while video is still being received.

Table 5: Resolved issues in 2.9.2 and 2.8.3

Cisco ID	Summary
CSCvt73834	Whilst using web app on Chrome from some Android devices, the self-view appears blank, even though the video is still being sent to other users in the meeting.
CSCvq18802	Switching presentation to a different device while browser is running Meeting App in the background, stops the audio on Safari browsers on iPad.

Table 6: Resolved issues in 2.9.1

Cisco ID	Summary
CSCvt64783	WebRTC app shows a blank page if there are domain cookies that were encoded without being escaped correctly.

Table 7: Resolved issues in 2.9

Cisco ID	Summary
CSCvo33850	Video freezes whilst using WebRTC app on Google Chrome browsers version 72 and later on MacOS with hardware acceleration on after experiencing packet loss.
CSCvr70596	Whilst in a call from the iOS app, sometimes a blank video or no video is received or sent. However if the user opens the self-view pane, video resumes but when user closes the self-view, the video stops.

Table 8: Resolved issues in version 2.8.2

Cisco ID	Summary
CSCvt48808	Whilst trying to join a meeting, Guest users are sent to the lobby page instead of Joining options page.
CSCvu43643	Whilst using WebRTC app from iOS devices, occasionally after a few seconds users stop receiving audio while video is still being received.

6 Open issues

Table 9: List of open issues

Cisco Identifier	Summary
CSCvu67258	While using WebRTC app from iOS devices, the app shows the log-in screen to guest users when connection fails.
CSCvs83695	When joining a meeting via WebRTC app on Safari from iOS devices running iOS 13.3, the audio quality can be poor.
CSCvo66473	Microphone selection on the WebRTC app doesn't work on Safari on macOS. Use Google Chrome if you need to use microphone selection or disable the extra microphones prior to joining a Meeting App meeting.
CSCvm56085	Dual-home calls fail when cross launching Meeting App from a browser.
CSCvk54358	During a meeting a member removed from a space is unable to view the list of participants.
CSCvn59497	Firefox WebRTC does not work with Expressway TURN for TCP.

6.1 Known limitations

Table 10: List of known limitations

Cisco Identifier	Summary
CSCvp14047	New Windows Update causing cross-launch to fail for Internet Explorer.
CSCvp01621	Whilst using the app on Safari, user is unable to mute the volume using the volume controls on iOS devices.
CSCvp01619	Whilst using app on Safari, Headphone controls do not work as expected.
CSCvr63844	<p>Whilst using WebRTC app from Google Chrome on Windows, the Invite > Send email option fails if the file size of the invitation template exceeds 1491 bytes. This is a known issue with Google Chrome browsers, more information about this issue is available here: https://bugs.chromium.org/p/chromium/issues/detail?id=1034497.</p> <p>If you are using Custom invitation template file, refer to Cisco Meeting Server Customization Guidelines for more information and recommendations.</p>

Note: On iPads, while using the WebRTC app in split screen mode, the camera stops working. This is a known issue.

Note: Whilst using the app from Safari on iPhone, the volume controls do not work while switching between speaker and headphones.

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