

# Cisco WebEx

## What's new in WebEx Business Suite 28?

### ALL CENTERS

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### Join Meeting Text

Custom text can be added to the “Join” page for all WebEx meeting session types. This feature is considered a branding customization and can be requested by submitted a WebEx support ticket.

### In Meeting Messaging Enhancements

All “Annotation Tools” and “Asking Remote Control” related messages have been enhanced with clearer text and cleaner, user-friendly user interface modifications.

### WebEx Productivity Tools Enhancements

WebEx Productivity Tools now support:

- Lotus Notes 8.5.2 and 8.5.3
- Microsoft Lync

Printouts of Microsoft Outlook invitations have been fixed to prevent the inclusion of garbled text

### Platform Support

#### Windows 2000

Windows 2000 is no longer supported. Users of Windows 2000 may still be able to join meetings but performance is not guaranteed.

#### Citrix XenDesktop and XenApp

New support for Citrix XenDesktop 5.0, 5.5 and XenApp 6.5 has been added where the host Operating System (OS) and the virtual OS are both Windows (Windows XP or Windows 7). In this use case, the host OS is the Operating System installed on the end user's local computer and the virtual OS is the Operating System delivered by the server.

Known issues and limitations:

- Due to the architectural limitation of virtual desktop environment, sending video may not work smoothly. In addition, when sending video in a meeting, the frame rate may be very low. This will result in less than optimal user experience.
- Some video files cannot be shared in a virtual desktop environment.

- If the host OS is a Mac OS, the webcam and microphone (either external or integrated) may not be recognized by the virtual OS and cannot be used in a meeting.
- WebEx Remote Access (RA) and Access Anywhere (AA) are not supported since the RA/AA agents will be automatically removed by the underlying Citrix platform after the OS reboots.

### Mac OS X 10.8 “Mountain Lion”

All WebEx services support Mac OS X 10.8 (Mountain Lion) Known Issues:

- When starting or joining a meeting using PAC proxy on Mountain Lion, the meeting application crashes. This is a known issue on Mac OS (Apple bug report # 11844696)

### VoIP Audio Enhancement:

There is no longer a microphone limit for meetings using only WebEx standalone VoIP. Hosts are no longer required to “pass the microphone.”

### Join Secure Meetings on Android Devices:

WBS28 allows users who join meetings on Android devices (WebEx Meetings for Android version 2.5 or higher) to join meetings with end-to-end encryption enabled.

### New "Join Meeting" Procedure for First-Time Users on Mac OS

The latest Mac OS X operating system is no longer offering Java support. Therefore, WebEx services cannot use the Java Runtime Environment to automatically download and install the WebEx meeting client when a user joins a WebEx meeting for the first time.

Starting with release WBS28, users who join a WebEx meeting for the first time will be prompted to download and install the Cisco WebEx Add-On prior to joining the meeting. Once the add-on is installed, the meeting application will be launched and the user will join the meeting. If the meeting application does not launch automatically, the user may need to go back to the browser and refresh the page to join again.

### Microsoft® Windows 8 and Internet Explorer 10 Support

WebEx web conferencing services (including Productivity Tools) now offer full support for Windows 8 on a desktop. Please note that support for Windows 8 Application Mode or Windows 8 on tablet devices is not available at this time. Supported browsers include Internet Explorer 10, Firefox and Chrome. Internet Explorer 10 is also supported on Windows 7 (32-bit/64-bit).

### Network-Based Recording (NBR) – Enhancements in Replaying Files That Have Been Converted to Flash Using Adobe® Flash Player

Prior to release WBS 28, users who converted their NBR files (.arf format) to Flash (.swf format), may have encountered problems replaying the converted recording using the latest Adobe Flash Player – as a result of a change in lower key frame rate support introduced in Adobe Flash Player version 11.4. The new WebEx release introduces an option to the user to select the key frame rate when converting .arf files to .swf format. Users may need to re-convert their old recordings to the higher key frame rate or use Adobe Flash Player version 11.3 or older to play their older converted recordings.

### Productivity Tools and Multiple Inbox Support

WebEx Outlook integration through Productivity Tools now allows Outlook 2010 users with more than 1 Exchange Inbox to schedule WebEx meetings. In the past, users with more than one inbox would not be able to add a WebEx meeting. Users will now be able to add a WebEx meeting, as long as the user’s WebEx email address matches the one being used in Outlook.

An issue for Productivity Tools has also been resolved to fix the issue of a WebEx meeting start date being set back to 12/30/1899.

## CISCO WEBEX MEETING CENTER

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### Session Type Enhancements

All WebEx Meeting Center session types now have “Annotation Tools” and “Whiteboard” as features that can be customized. When a Site Administrator creates or edits a custom WebEx Meeting Center Session type, they now have the ability to choose whether “Annotation Tools” and “Whiteboard” will be included with the session type.

### Cisco Medianet Integration

When on a Cisco network, Cisco Medianet now supports the sending of metadata by the WebEx Meeting Center client. This allows Network or WebEx Administrators to better monitor performance and troubleshoot quality problems related to WebEx video, audio, or data-sharing media flows. See <http://www.cisco.com/en/US/netsol/ns1094/> for more information.

When using Medianet’s metadata functionality with WebEx on a Cisco network, a Network Administrator can easily see, understand and track the context (i.e. IP addressing and ports) of all five types of WebEx-originated IP data flows, end-to-end across the network. Making the WebEx application information visible both within and to the network makes configuration of QoS marking policies or specific routing policies for WebEx traffic much simpler and available on a per-application basis.

### Video and Client Enhancements

In this release, we continue to improve the usability and user experience within a meeting.

- Floating Icon Tray (FIT) is now available in video full screen mode, providing users with easy access to commonly used meeting controls
- Chat is available from a video thumbnail in full screen mode, making it easier to chat with another participant during the meeting – without leaving the full screen video
- For better video experience, controls fade from the active speaker video and the thumbnails when user is not interacting
- All HD cameras can now attempt to send HD Video. WebEx does not check the user’s camera against the supported camera list. If a webcam performance is poor (low transmitting frame rate), WebEx displays an alert in the audiovisual statistics window
- A one-time notification lets users know they can send HD video
- Audio and video statistics are now available on a Mac platform
- Screen saver is disabled in video and other full screen modes
- Users can now hide meeting controls and notifications during desktop share, application share and in full screen mode using a keyboard shortcut
- The host has the ability to rename a “Call-in user”, and the change propagates to all participants, making it easier for all meeting attendees to identify who has joined the meeting

### “Tag” internal participants in a meeting

To further enhance meeting security and to help tailor content to the appropriate audiences, WebEx Meeting Center now allows organizations that to tag all internal attendees that join the meeting using Single Sign-On (SSO).

## High Definition Video in Theater Mode

Starting with WBS 28, WebEx Meeting Center and WebEx Training Center users can send and receive High Definition (HD) 720p video in both “Full-screen” and “Expanded Full-screen” Theater views. Previously, HD video was available only in Expanded Full-screen Theater mode.

Theater mode is currently available in two views:

- “Full-screen” theater view: Centered on a black background featuring large active speaker video and a “filmstrip” of smaller thumbnail icons of other meeting participants below (if there are more than 2 participants in the meeting)
- “Expanded Full-screen” theater view: Where the central active speaker video window occupies the full screen. To view video in Expanded Full-screen theater mode, users select the “Enlarge to full-screen” button (icon with four arrows).

Both Theater modes now support HD video.

For additional details on bandwidth consumption, HD video system requirements and administrator options for enabling and disabling HD video for your site please see the Cisco WebEx Network Bandwidth white paper.

## New version of Productivity Tools available to use with TelePresence

Cisco TelePresence® conferencing delivers face-to-face collaboration experience through life-like video, audio, and content sharing. Cisco WebEx® Meeting Center provides easy-to-use, secure web conferencing. By bringing the two solutions together, you get the benefit of extending your conferencing circle to anyone within and beyond your organization, anywhere, at any time.

Cisco WebEx and TelePresence are optimized to work with any standards-based video endpoints, helping you extend the reach of your meetings and simplifying the experience for all participants. You can share two-way video, audio, and content among all attendees—including mobile users.

Cisco Meeting Center WBS 28 features a new version of Productivity Tools designed to support the integrated TelePresence and WebEx conferencing. This version introduces usability improvements, integrated scheduling support, as well as audio integration.

## CISCO WEBEX TRAINING CENTER

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### Accessibility Enhancements

This release includes keyboard accessibility enhancements and some Screen Reader support for WebEx Training Center when using Windows.

### High Definition Video

WebEx Training Center now offers a 720p High Definition video experience in the Main Session with Active Speaker switching and a new Expanded Full Screen mode. The Training Center HD video technology provides a similar experience and feature set as the HD video in WebEx Meeting Center.

High-definition video is enabled by default for all WebEx Training Center sites. Mobile HD video support is planned for future releases.

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## Reservationless-Plus® VoIP (Windows Only)

Participants have the ability to join audio portions of their meeting using a VoIP softphone. VoIP participants and traditional phone participants are able to join the same meeting, interact and be managed online by the meeting host.

Note: Feature is not enabled by default. Please contact your account rep to discuss options.

## CISCO WEBEX SUPPORT CENTER

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## Document and Web Content Sharing

Customer Service Representative's (CSR's) can now:

- Upload Microsoft Office and PDF documents and share it with customer in a WebEx Remote Support session
- Share website content in a WebEx Remote Support session by specifying the website URL

## WebACD SSO Support

CSRs can now log into the WebACD client using SSO setup.

## New Option for One-on-One Chat Sessions

WebEx Remote Support provides a Site Admin option to “Allow chat contextual switching”. The option default value is set to OFF. When the option is turned ON, the following changes occur in Remote Support chat sessions that include only two participants:

- The “Send to:” label changes from “All Participants” to a name of the other participant in the session
- Any sent chat messages are preceded by “from <first participant's name> to <second participant's name> instead of “from <first participant's name> to All Participants”

## CISCO WEBEX EVENT CENTER

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### **Time Stamp for Start and End Time for Polls in an Event Center Session**

This enhancement adds a time stamp in the In-event Activity Report to indicate the start time and close time for polls conducted in the Event Center session.

### **XML API**

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WBS 28 requires XML API version 7.3.1. If you have developed integration using the APIs, please visit [developer.cisco.com](https://developer.cisco.com) for updated release notes and schema.