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Let's go

#CiscoLiveAPJC



The bridge to possible

Deploying and Migrating to the Webex App

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Technical Marketing Engineer
BRKCOL-2198

CISCO *Live!*

#CiscoLiveAPJC

Cisco Webex App

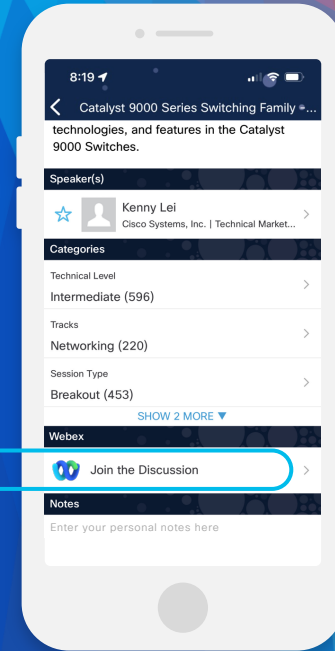
Questions?

Use Cisco Webex App to chat with the speaker after the session

How

- 1 Find this session in the Cisco Live Mobile App
- 2 Click “Join the Discussion”
- 3 Install the Webex App or go directly to the Webex space
- 4 Enter messages/questions in the Webex space

Webex spaces will be moderated by the speaker until December 22, 2023.



<https://cislive.ciscoevents.com/cislivebot/#BRKCOL-2198>

Agenda

- Introduction
- Webex Organization Setup
- Meetings
- Calling
- Messaging
- App Deployment

The Webex Suite

Services lit up by the Webex App



Calling



Messaging



Meetings



Whiteboarding



Webinars



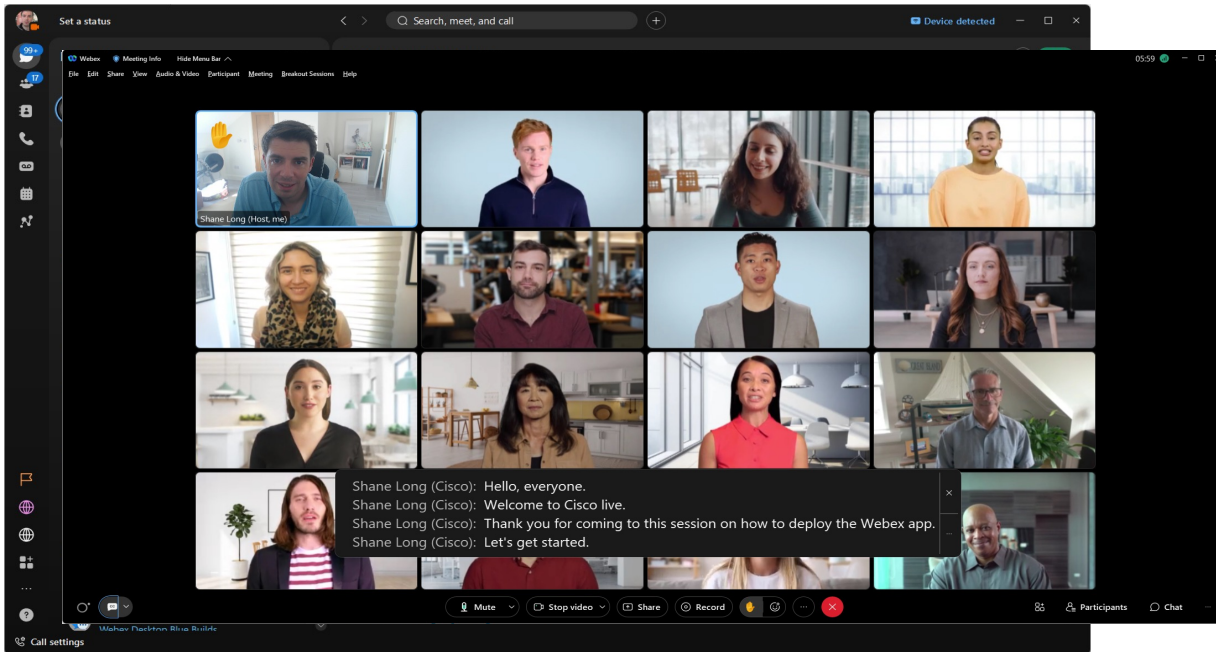
Polling



Vidcast

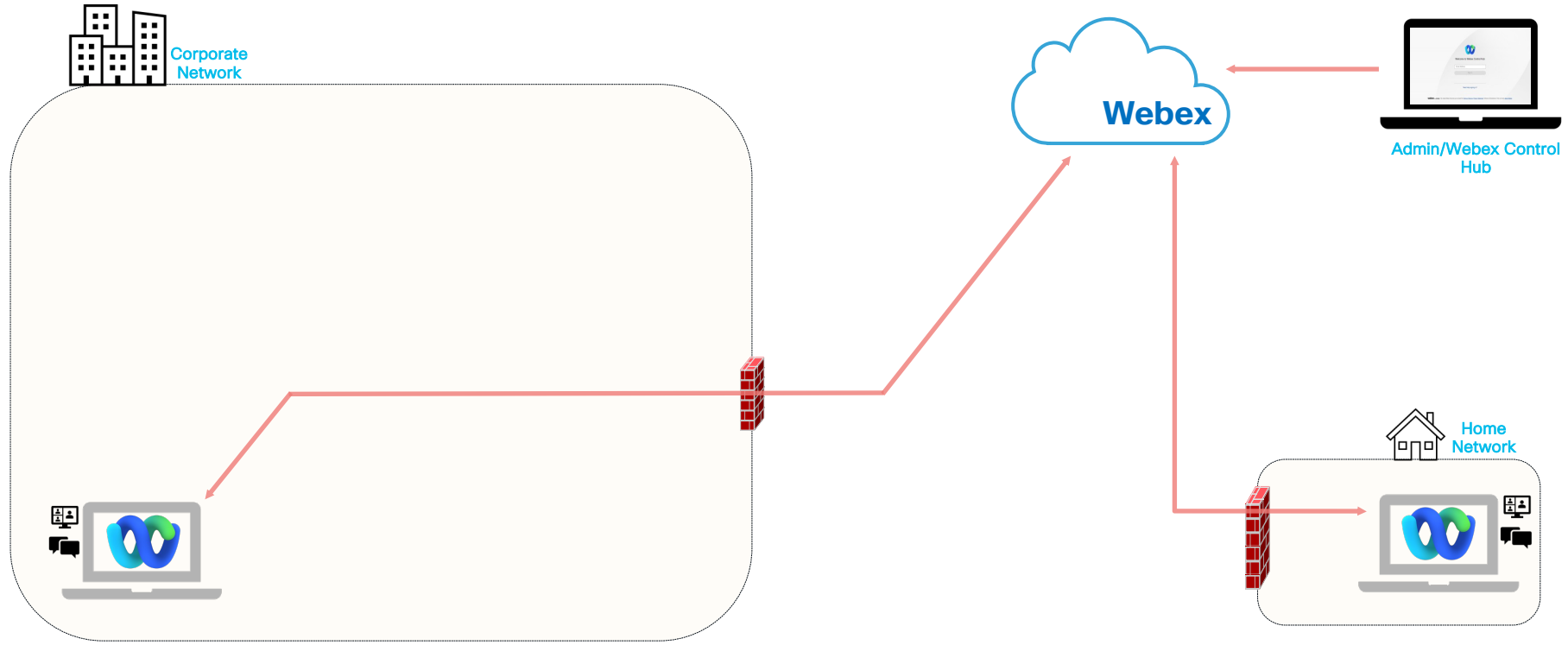
The Webex App

One easy-to-use and secure app to call, message, meet and get work done.

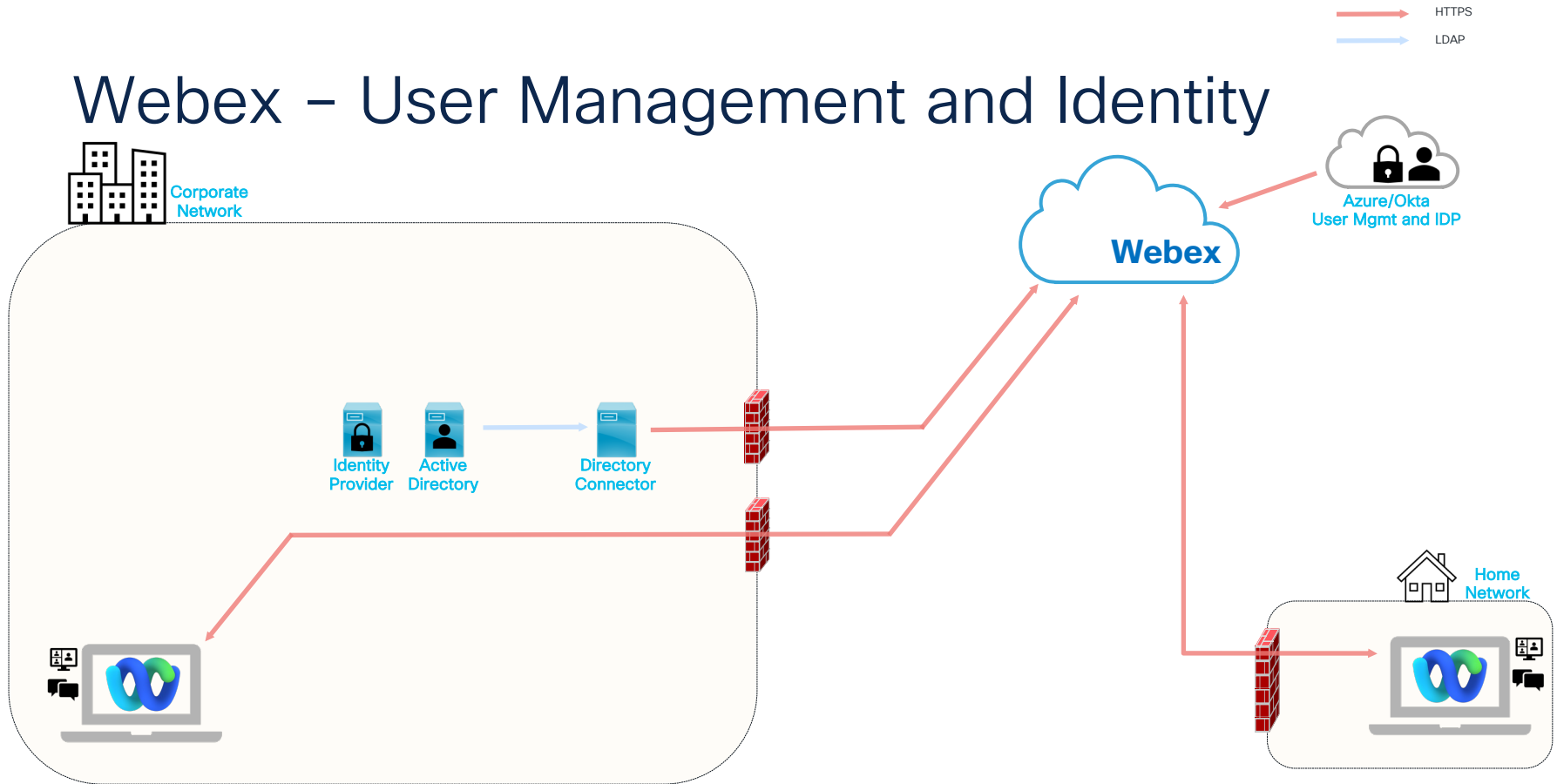


- Full Webex meetings experience
- Enterprise Grade Calling
- Modern messaging capabilities
- Present or Participate in Webinars
- Slido Q&A and Polling
- Collaborative Whiteboarding
- Integrated Vidcast
- Customizable app experience

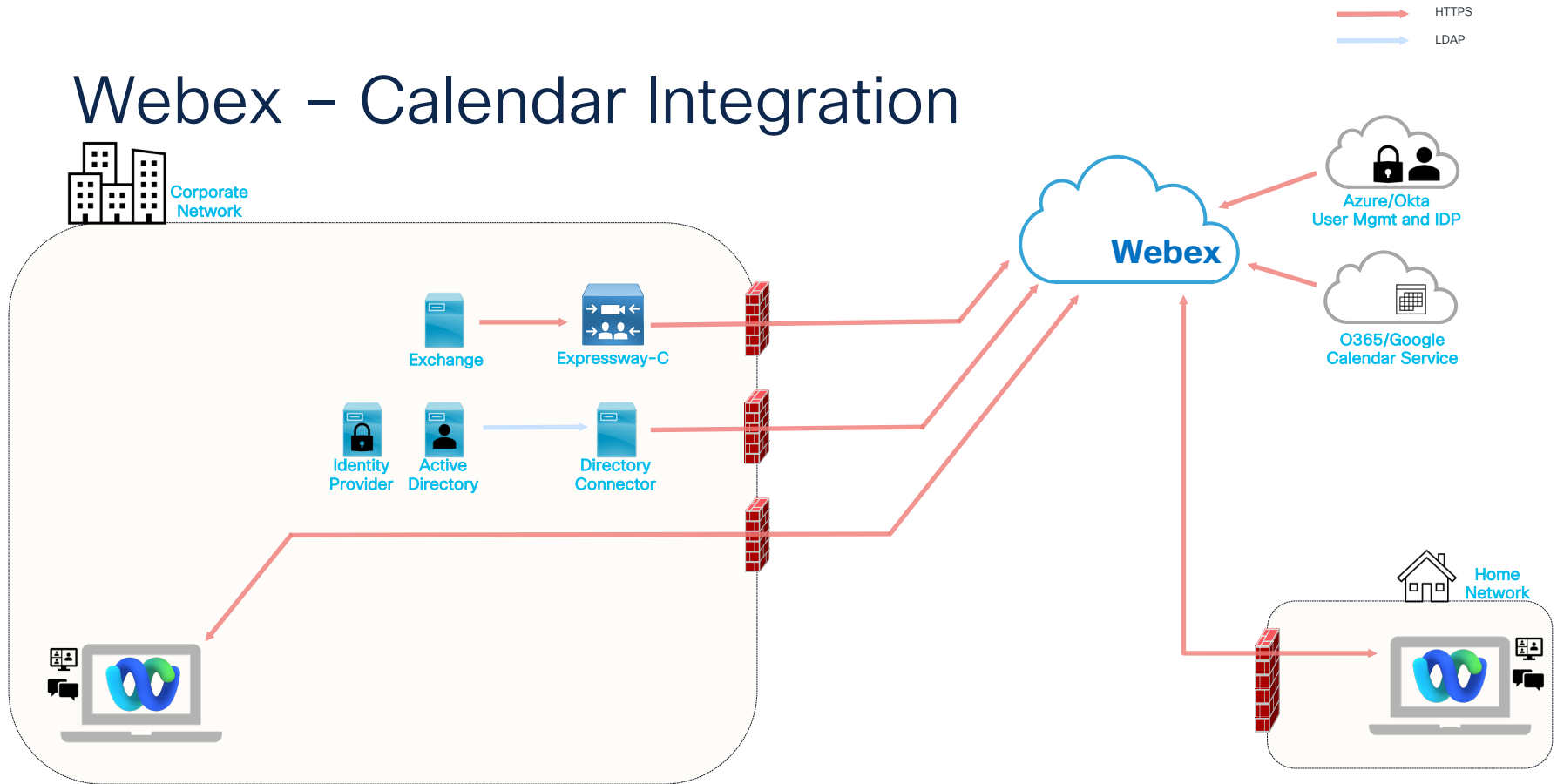
Webex – Base Architecture



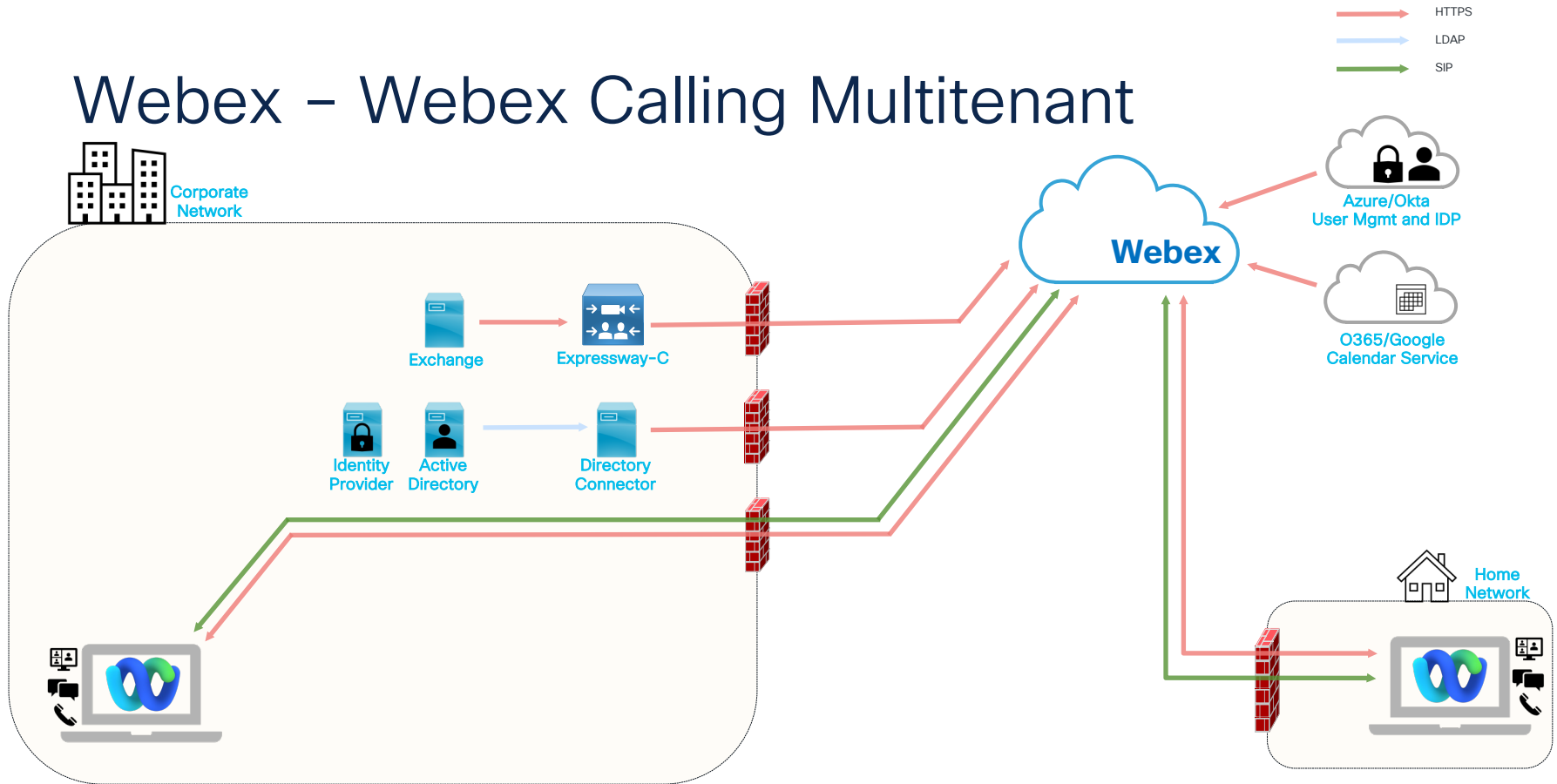
Webex – User Management and Identity



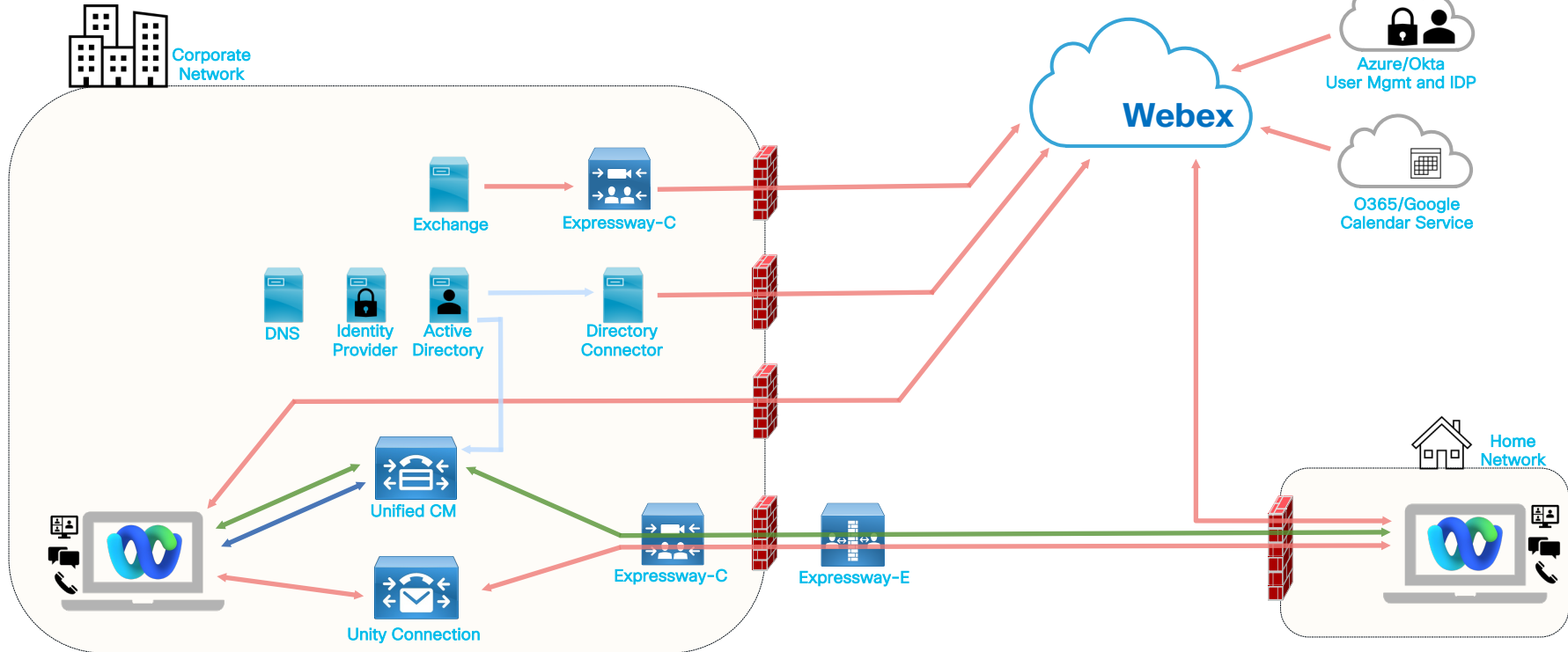
Webex – Calendar Integration



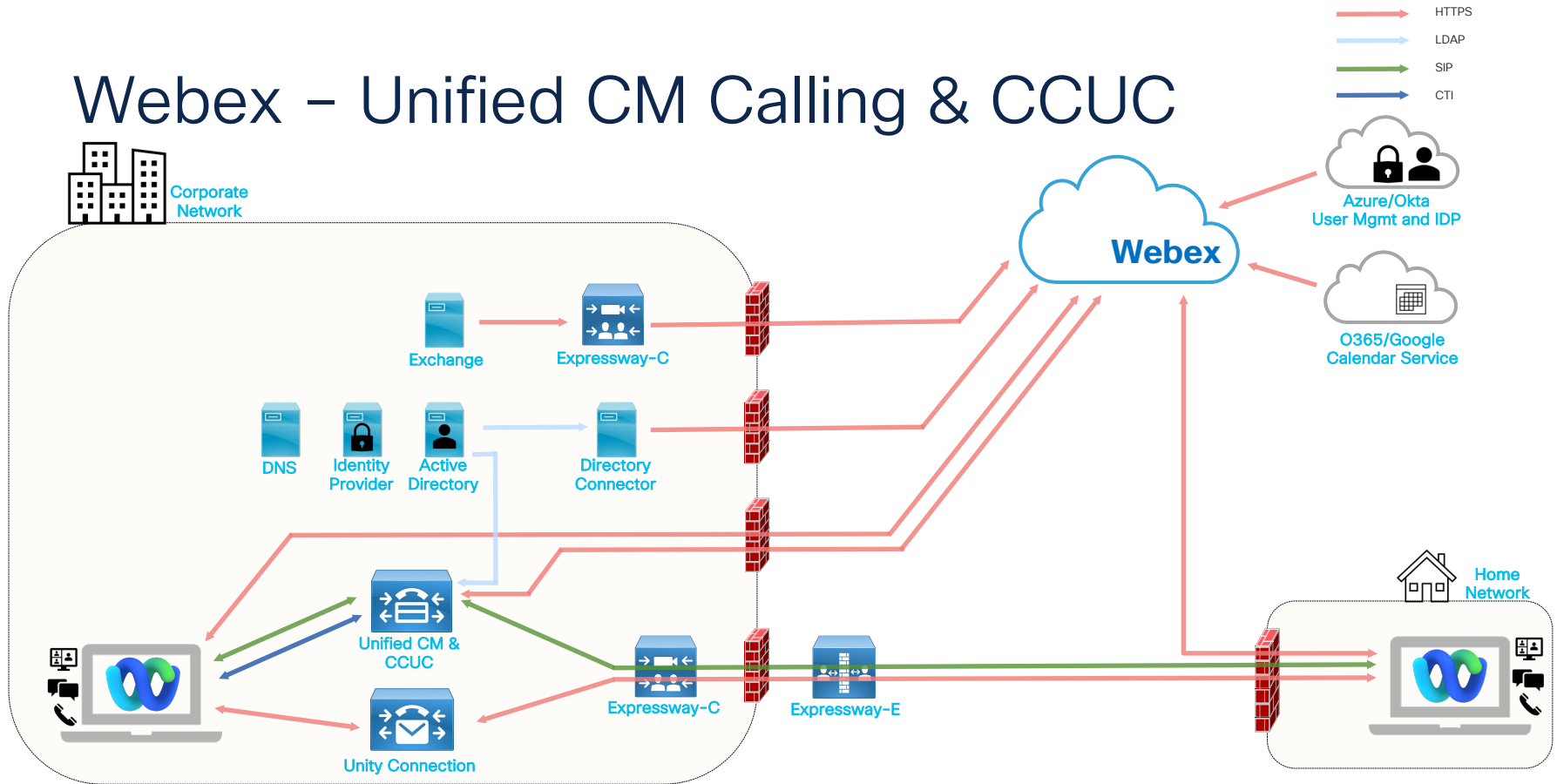
Webex – Webex Calling Multitenant



Webex – Unified CM Calling

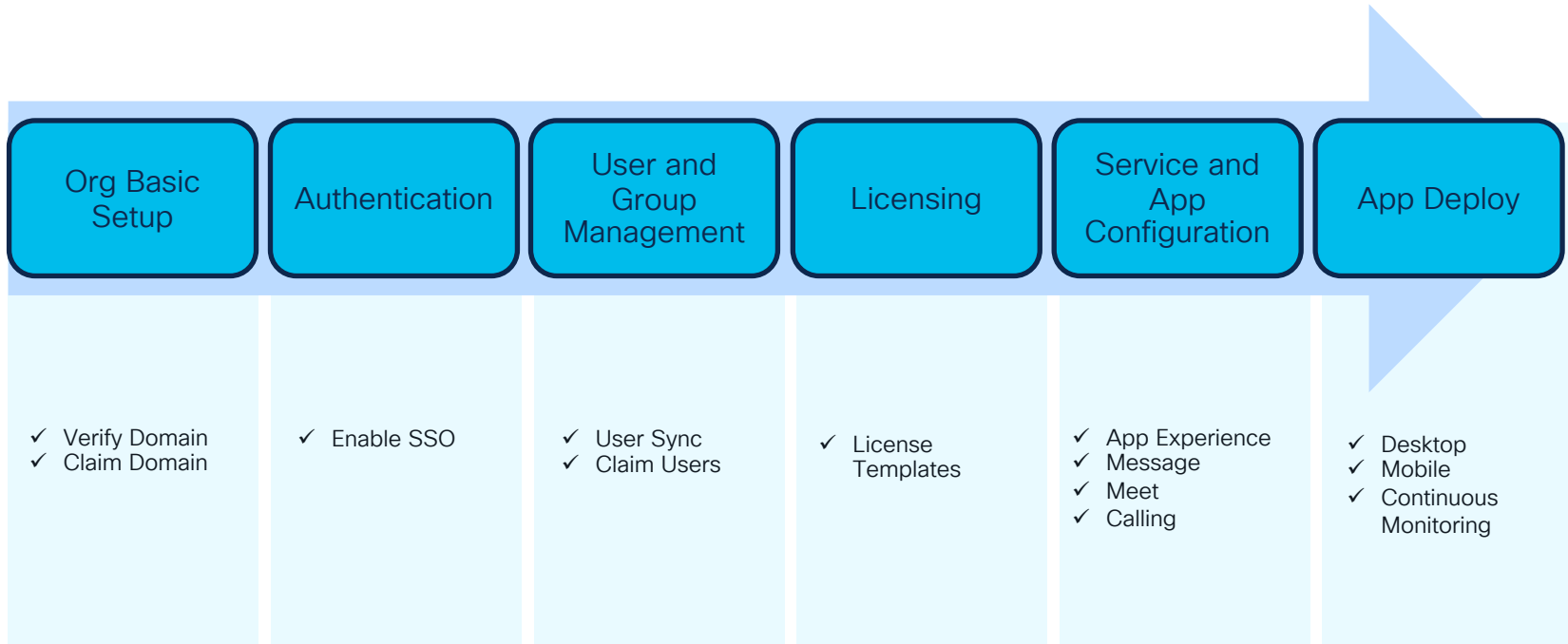


Webex – Unified CM Calling & CCUC



Webex Org and User Identity

Typical Webex App Deployment



User Authentication

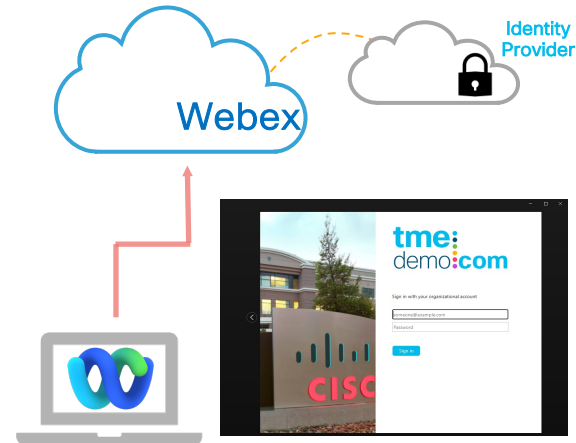
Basic Authentication

- Email & Webex password
- Duo Integration



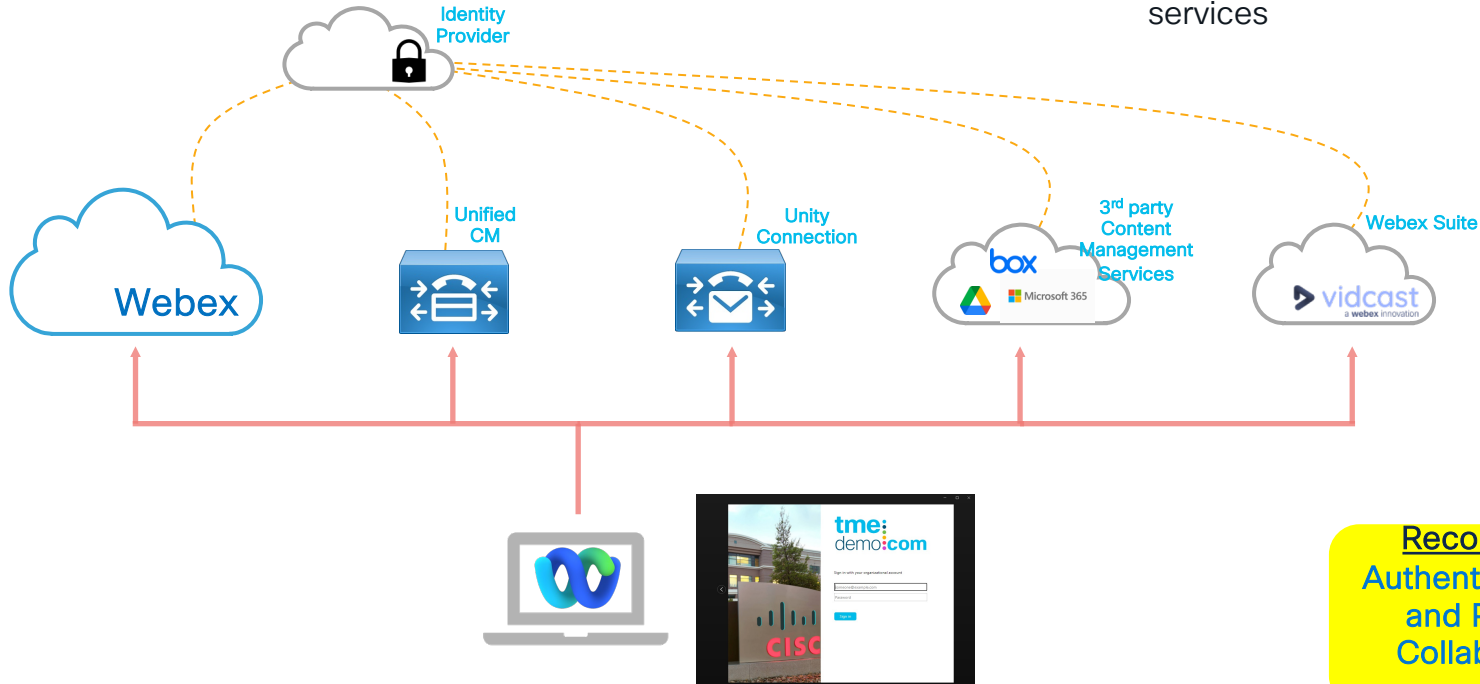
Single Sign On

- Any auth type supported by the IDP, MFA
- Common user identity across all services/platforms
- **NEW** - Support for Multiple IDPs per org (Extended Security Pack Required)



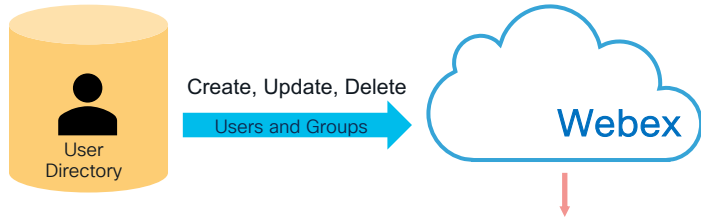
Single Sign On

SSO allows for a single user authentication, granting access to multiple platforms & services



Recommended Session
Authentication, Authorization
and Provision for Cisco
Collaboration [BRKCOL-
2007]

Webex User Provisioning



webex Control Hub

Overview Alerts center

Webex Experience Analytics Troubleshooting Reports

Users Workspaces Devices Apps Account Organization Settings

Updates & Migrations Messaging Meeting Calling Connected UC Hybrid

TMC Demo

Users

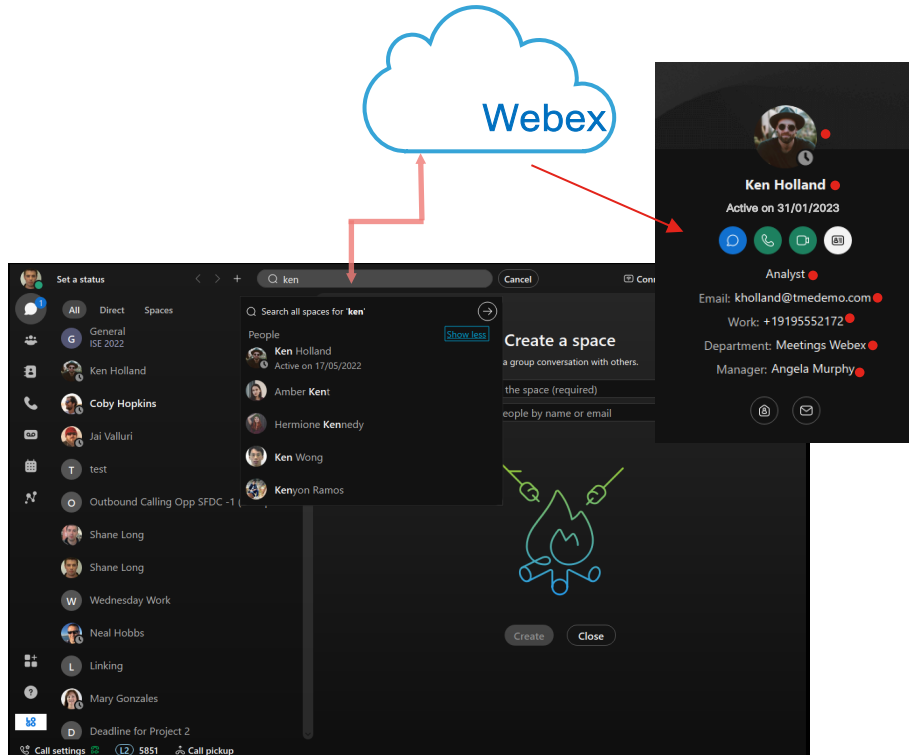
Users Groups Licenses Contacts

Search by name or email Filter 453 users Manage users

First / Last name	Email	Status	Admin roles
Jumee Newitt	anewitt@tmedemo.com	Active	Webex-only admin
Ajay Pawar	apawar@tmedemo.com	Active	Full admin
Aladdin Gordon	agordon@tmedemo.com	Verified	Read-only admin
Alan Glowacki	aglowack@tmedemo.com	Active	Full admin
Alan Lane	alane@tmedemo.com	Active	Read-only admin
Albert Amparan	alampara@tmedemo.com	Active	Full admin
Alec Walker	alecwalk@tmedemo.com	Verified	Read-only admin
Alexa Williamson	awilliam@tmedemo.com	Verified	Read-only admin
Alexa Glover	aglover@tmedemo.com	Active	Read-only admin
Alexander Robbins	arobbins@tmedemo.com	Active	Read-only admin
Alfreda Valdez	avaldez@tmedemo.com	Verified	Read-only admin
Aline Merritt	amerritt@tmedemo.com	Active	Read-only admin
Alison Cassidy	cassidy@tmedemo.com	Active	Active
Allegra Cameron	acameron@tmedemo.com	Active	Read-only admin
Allison Cassidy	acassidy@tmedemo.com	Active	Active
Alistar Santana	asantana@tmedemo.com	Active	Read-only admin

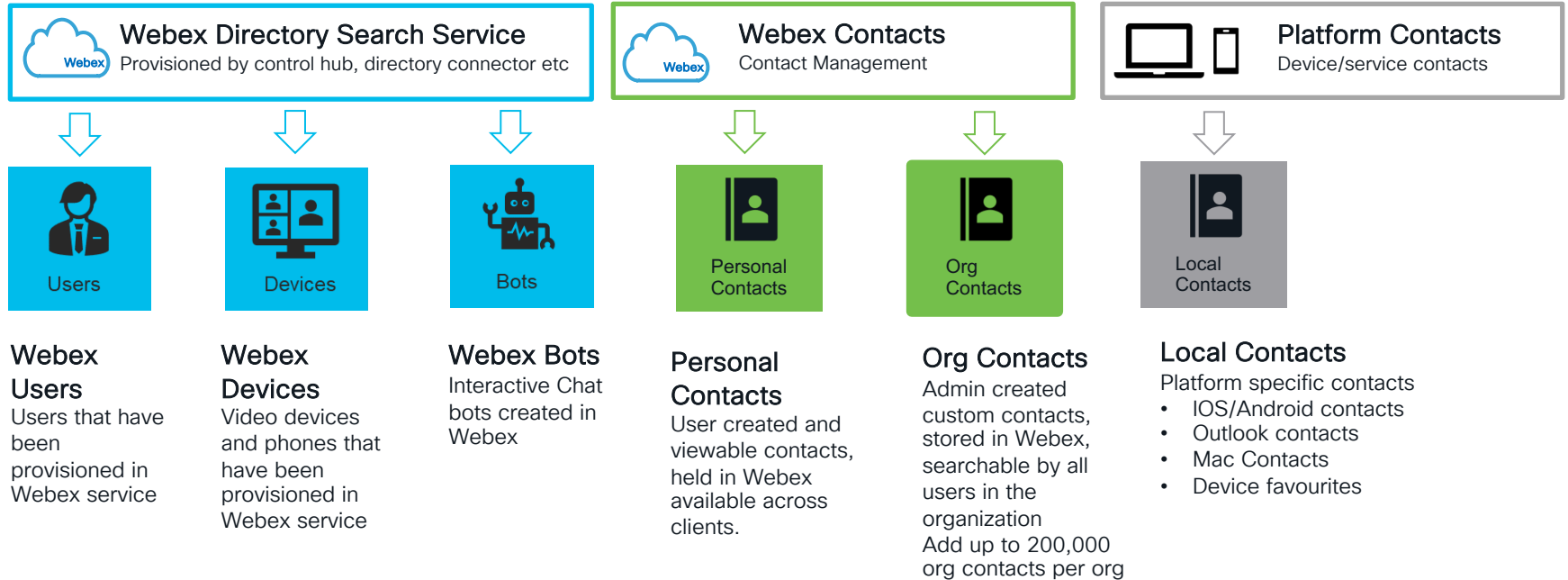
Webex Attributes	Details
avatar	Image sourced from a resource server or directory binary data
buildingName	
c	
departmentNumber	
displayName	How user name is displayed in Webex
ds-pwp-account-disabled	
employeeNumber	
employeeType	
externalID	Used to specify a users Azure ID
facsimileTelephoneNumber	
givenName	
jabberID	Used for XMPP messaging
l	
locale	
manager	
mobile	
o	
ou	
phoneNumbers;type-work_extension	
physicalDeliveryOfficeName	
postalCode	
preferredLanguage	
sipAddresses;type-enterprise	
sn	
st	
street	
telephoneNumber	Default Work Phone Number
timezone	Appears in People Insights profile
title	
uid	Used to sign into Webex, can be <i>mail</i> or <i>UserPrincipalName</i>

Webex User Search/Resolution



- Webex App will perform directory queries against the Webex Directory Search Service
 - User search
 - User Resolution
 - Phone Number Resolution
 - Avatar Display
- Ensure all necessary user attributes are synced to Webex via user provisioning process

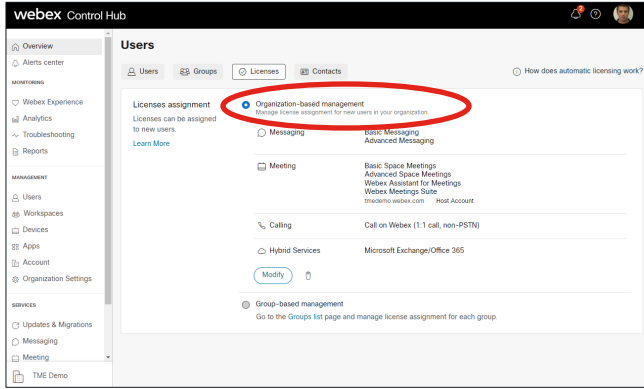
Webex App Contact Search



Webex User Account Management Solutions

Method	Description
Meetings Site User Linking	Automatically link Site Admin user accounts to Control Hub
Directory Connector	Automatic method for creating, updating and deactivating user accounts and groups via Active Directory or AD LDS
SCIM/Azure AD Wizard	Automatic method for creating, updating and deactivating user accounts via Azure AD or Okta
SAML JIT	Automatic account creation based on SSO login
Self Registration	User can self register to create their Webex account in a claimed org
CUCM User Sync	Create Webex user accounts based on CUCM endusers (via CCUC)
Social Login	Automatic account creation via sign in to third party service for claimed domain (Apple, Google, Facebook, Microsoft)
CSV file	Admin can create and update users by importing a CSV file into Control Hub
API	Admin can create, update delete and list users by using Webex API's
Manual	Admin can use Control Hub to manage user accounts

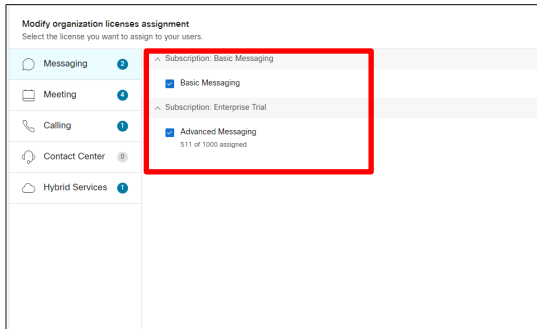
License Template



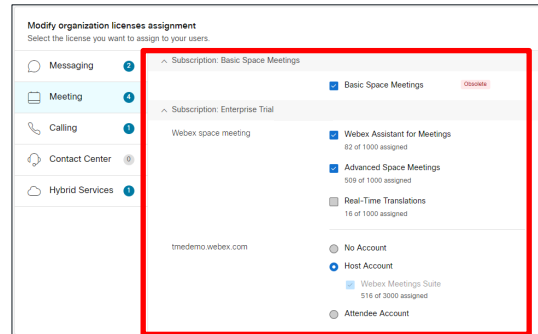
License Templates allow for configuring of a common licensing model per

- Organization
- Group
- User

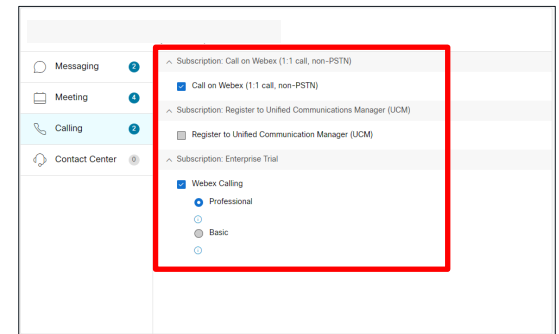
MESSAGING



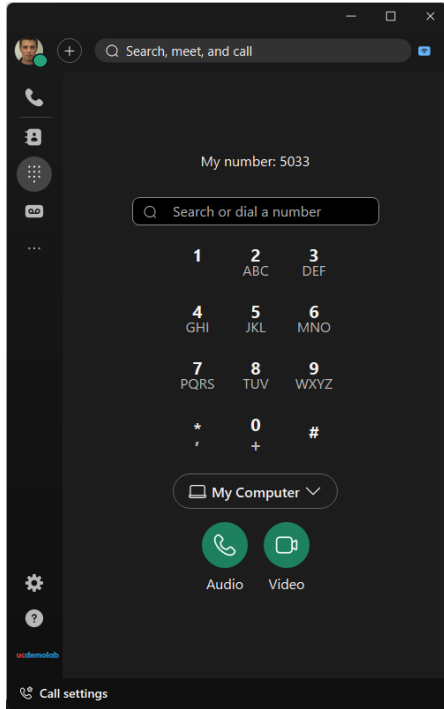
MEETINGS



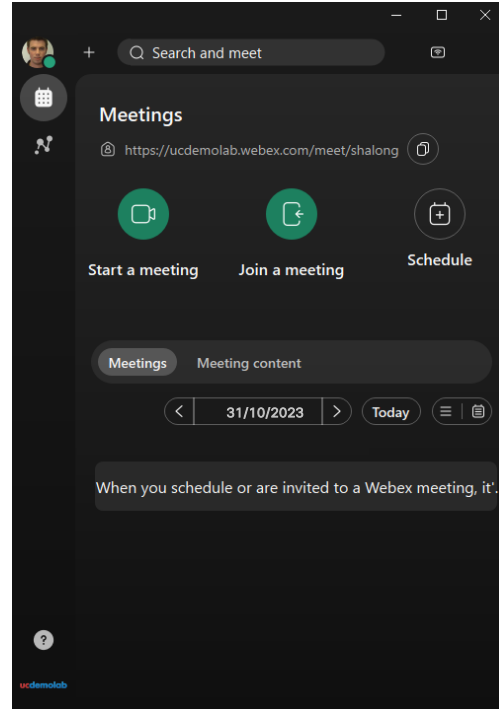
CALLING



Service Entitlement



Calling Only Mode



Meetings Only Mode

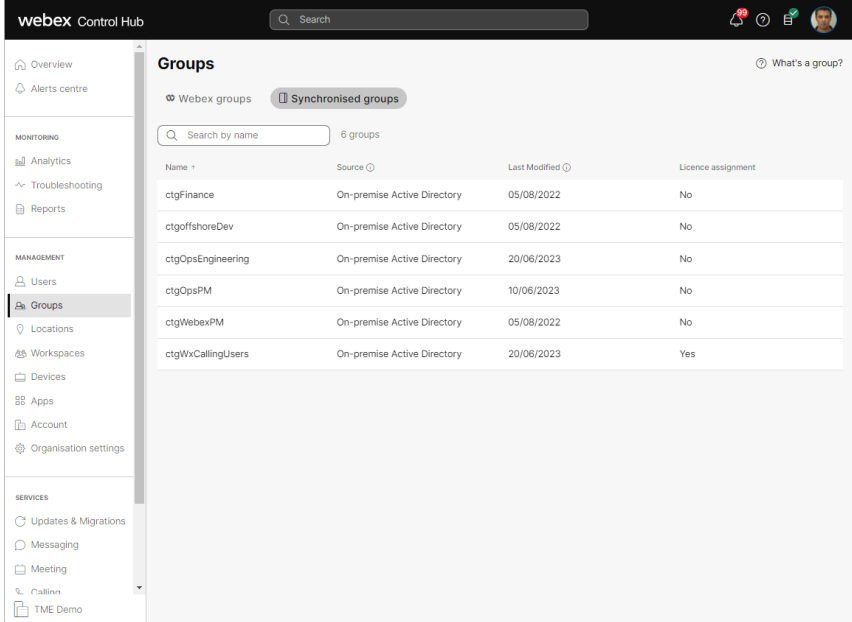
- Webex App is modular
- Services can be selected as needed in the license template
- Permutations of Calling, Messaging and Meetings can be configured

Groups

User Groups can be synced to Webex

- Directory Connector
- Azure AD Wizard
- Groups dev API
- Created Manually in Control Hub

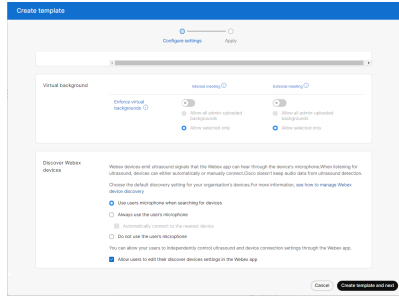
Groups can be used to apply license templates and settings templated to users with common requirements



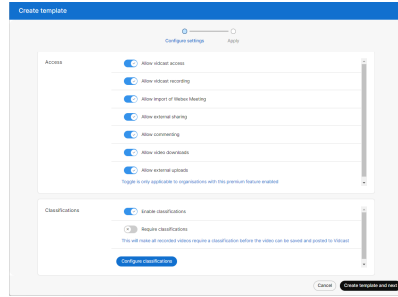
The screenshot shows the 'Webex Control Hub' interface. The main content area is titled 'Groups' and shows a list of 'Synchronised groups'. The list has 6 groups. The columns are Name, Source, Last Modified, and Licence assignment.

Name	Source	Last Modified	Licence assignment
ctgFinance	On-premise Active Directory	05/08/2022	No
ctgoffshoreDev	On-premise Active Directory	05/08/2022	No
ctgOpsEngineering	On-premise Active Directory	20/06/2023	No
ctgOpsPM	On-premise Active Directory	10/06/2023	No
ctgWebexPM	On-premise Active Directory	05/08/2022	No
ctgWxCallingUsers	On-premise Active Directory	20/06/2023	Yes

Settings Templates



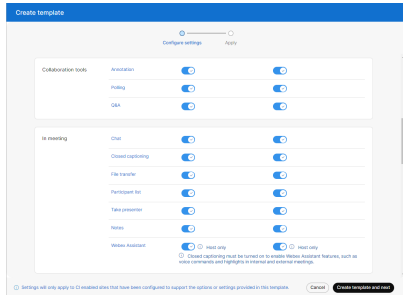
General Template



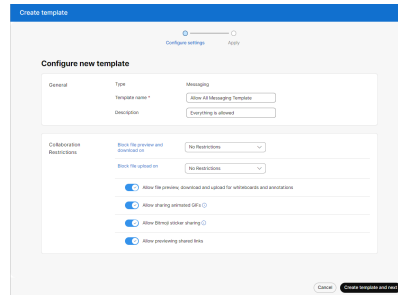
Vidcast Template

Create a Settings Template to control specific settings for

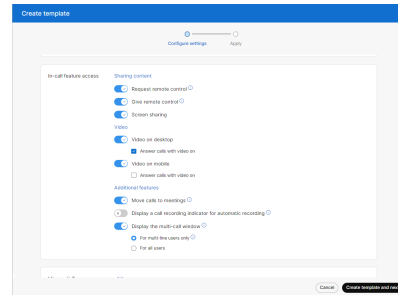
- General (Organisation Settings)
- Vidcast
- Meetings
- Messaging
- Calling



Meetings Template



Messaging Template



Calling Template

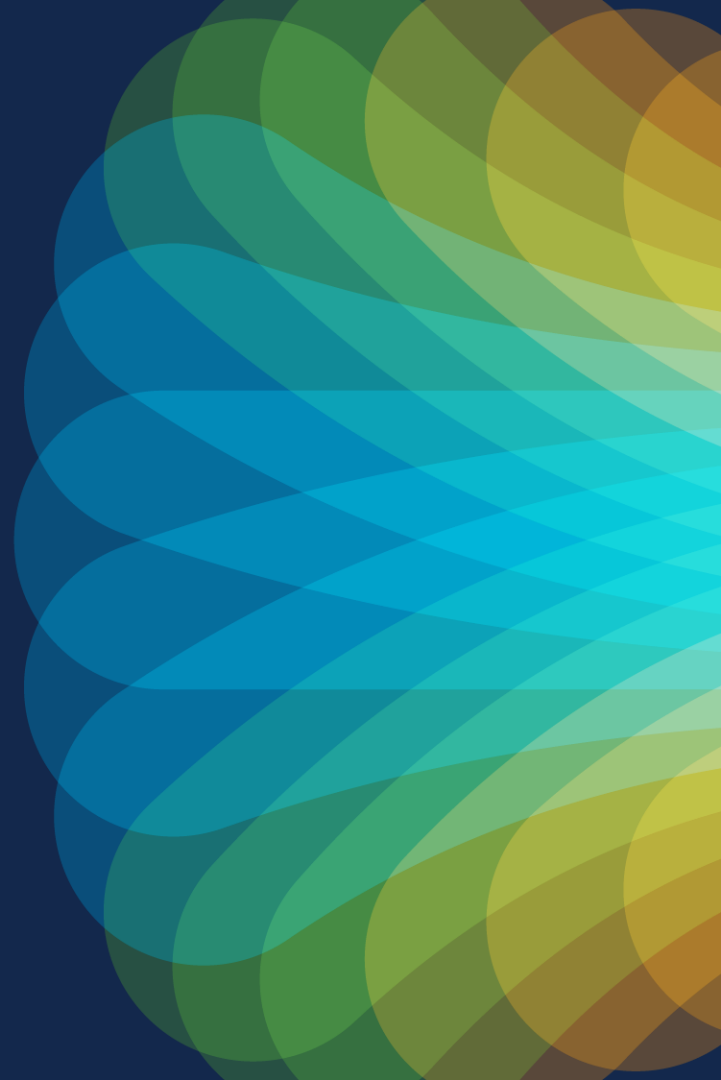
Groups and Settings Templates

The Groups tab allows the admin to assign License Templates and Settings Templates to the User Group

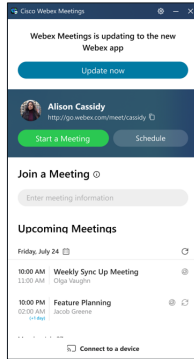
The screenshot displays the Webex Control Hub interface for a user group named 'ctgWxCallingUsers'. The interface is divided into three main sections: MONITORING, MANAGEMENT, and SERVICES. The 'Groups' tab is selected in the left-hand navigation menu. The main content area shows the 'Assignments' tab for the group, which is currently empty. Below this, there is a 'Settings templates' section with a table of assigned templates.

Type	Template	
General	TME Demo General	⋮
Messaging	Wx Messaging General D...	⋮
Meeting	Wx Meeting General Demo	⋮
Calling	Wx Calling General Demo	⋮
Vidcast	Vidcast Enabled	⋮

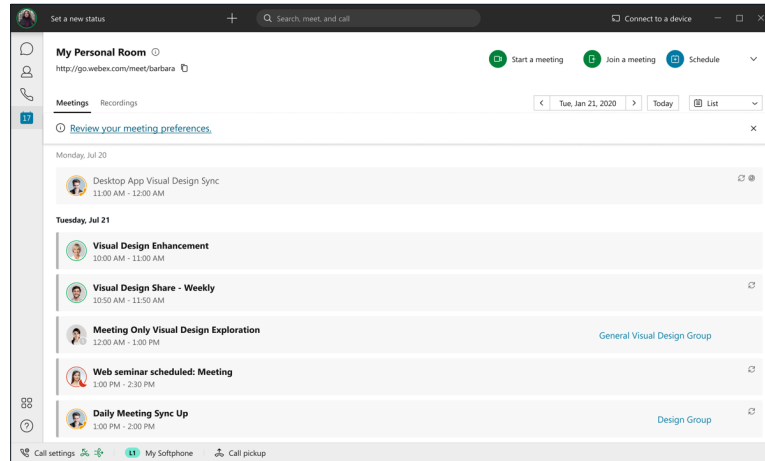
Meetings



Webex Meetings Desktop App to Webex App



Webex Meetings Desktop App



Webex App

- Users were updated to the Webex App
- Program ran throughout 2022

Webex Meetings Platform Evolution

MC Meeting Platform

Collection of services delivering a meetings platform to a range of endpoint types

Challenges

- Multiple apps on desktop, mobile and VDI
- Admins need to track 2 monthly release schedules
- Video Mesh not supported
- No native Linux meetings app
- Space Meetings vs Webex Meetings
- Ephemeral Meetings Chat

Update

Webex Suite Meetings Platform

A modern meetings platform delivering a consistent experience no matter what device a user joins from

Benefits

- Single app on desktop, mobile and VDI
- Single update schedule for admins to track
- Video Mesh is supported for all Webex Meetings
- Native meetings app on Linux (Webex App)
- Consistent meetings experience when scheduled from a space or a PMR
- Chats & recordings available post meeting to continue collaboration
- Faster join experience
- Increased Video Mesh Capacity
- Join from two devices, appear in the roster once
- AI Ready
- more....

Webex Suite Meetings Platform Readiness

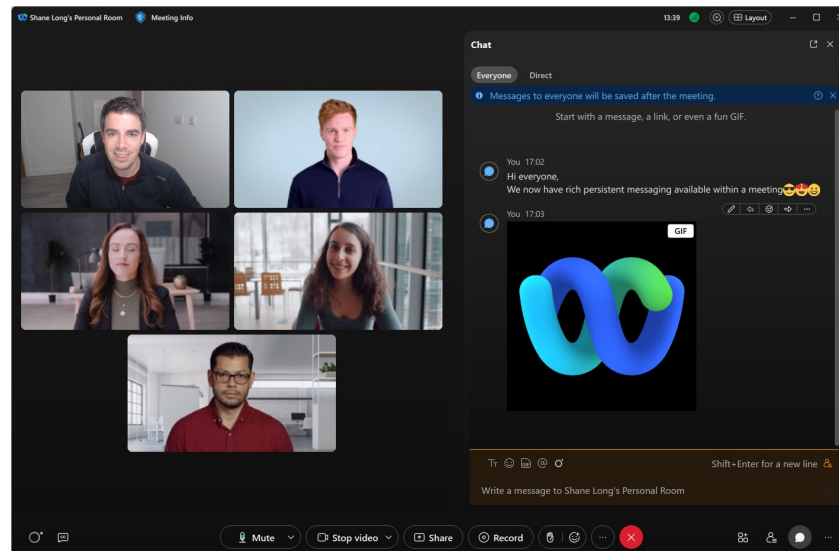
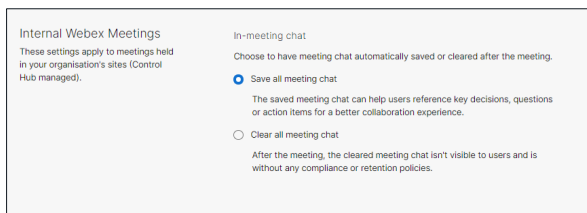
App	Detail
Windows	Webex App
Mac	Webex App
iOS	Webex App
Android	Webex App
VDI	Webex App Webex App VDI plugin
Minimum Version	42.10

The screenshot shows the Webex Help Center interface. At the top, there's a navigation bar with 'webex Help Center' and links for 'Get started', 'What's new', 'Help by product', 'For administrators', and 'Adoption'. Below this is a breadcrumb trail: 'Product: Webex App', 'Platform: Windows, M...', and 'For: User'. A 'Subscribe' button is visible in the top right. The main content area features the article title 'Webex App | About the Webex Suite meeting platform' and a sub-header 'Webex App | About the Webex Suite meeting platform'. The article text explains that Webex meetings will transition to a new platform over the next few months, offering improved experiences for hybrid work. It mentions that the platform was formerly known as the 'Video Mesh-ready meeting platform'. A navigation bar below the text includes tabs for 'How to Check', 'Key Changes', 'Version Information' (which is selected), 'What's New', and 'Coming Soon'. The 'Version Information' tab is highlighted with a blue arrow. Below the tabs, there's a note about referring to the 'What's New' tab for feature availability based on the Webex App version. At the bottom, there's a section titled 'Minimum required version' with a note to ensure the Webex App is installed for the new platform.

https://help.webex.com/en-us/article/m61d8eb/Webex-App-%7C-About-the-Webex-Suite-meeting-platform#reference-template_55097a65-b894-403e-bf11-0713ad03855e

Webex Suite Meetings Platform – Key Changes In Meetings Chat

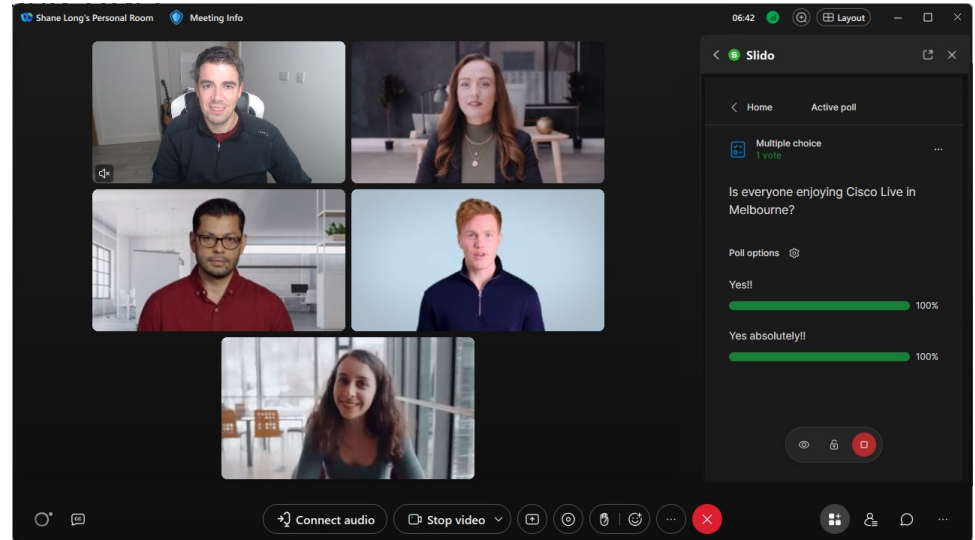
- Rich in-meeting messaging is available for meetings hosted on a site enabled for Webex Suite Meetings Platform
- In meeting messaging content will be stored persistently and will be accessible by users from within their Webex App meetings tab
- In meeting messaging content will be subject to the organizations **Meeting Retention Policy**
- Control Hub admin can control this setting



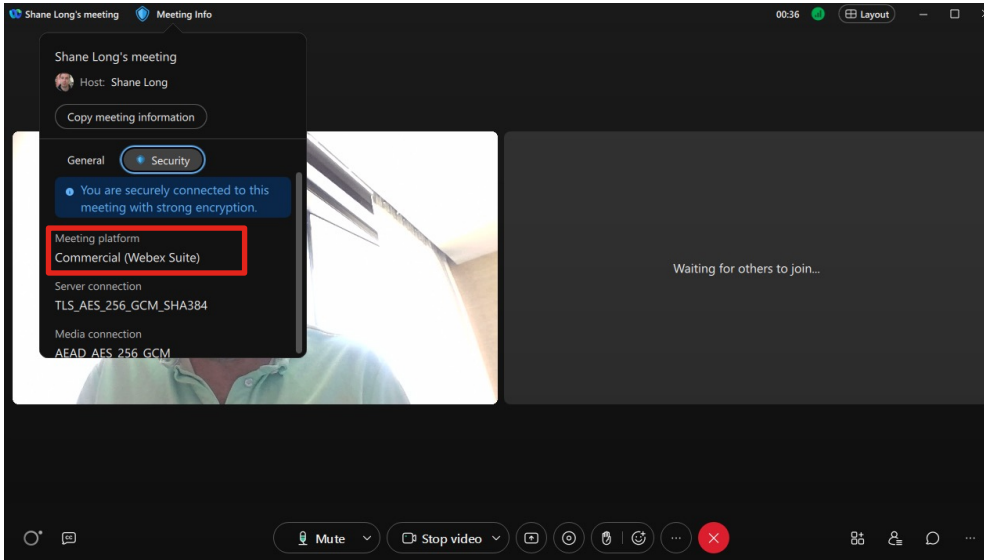
Webex Suite Meetings Platform – Key Changes

Polling and Q&A

- Polling and Q&A are delivered via Slido for meetings hosted on a Webex Suite Meetings Platform enabled site



Webex Suite Meetings Platform

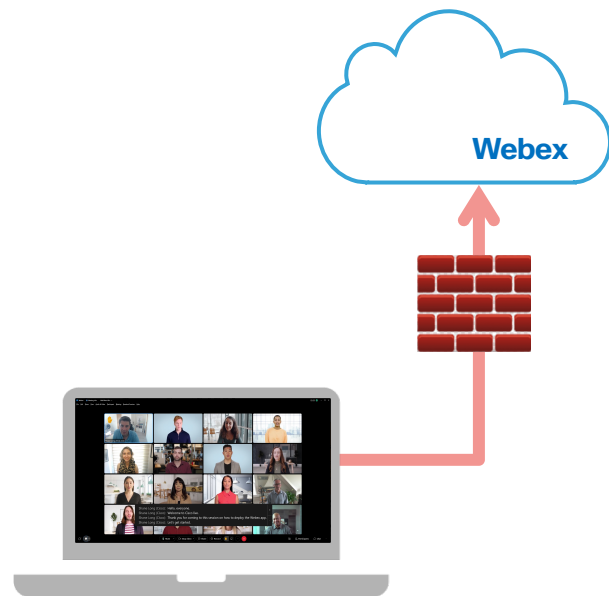


- You can verify that your meeting site has been updated to the Webex Suite Meetings Platform
- NOTE: Webinar will be updated to the Webex Suite Meetings Platform in CY24
- When joining a Webinar, the MC client process will be used
 - atmgr.exe on Windows
 - Webex Meetings App on Mac or mobile

Firewall Considerations

There are some small network changes to consider when moving to the Webex Suite Meetings Platform

- Allow outbound traffic based on the Firewall 5 tuple rule
 - Source Address
 - Source Port
 - Transport Protocol
 - Destination Address
 - Destination Port
- Action may be required to ensure Webex Suite meeting bound media traffic is allowed through your firewall



Meeting Center Meeting Firewall Requirements



Meetings signalling and media traffic is Webex App initiated. Outbound firewall rules only need be applied (Firewall should allow return traffic from Webex services)

App Process (Windows)	atmgr.exe
Protocol	UDP
Source Address	Local IP Address
*Source Port Audio	52,000 to 52,049
*Source Port Video	52,100 to 52,199
Destination Address	See Network Requirements for Webex Services for media services IP subnets
Destination Port	9000 (fallback: TLS 443)

*Source ports ranges apply only when dedicated source port settings in place. Otherwise, source ports will be ephemeral

Webex Suite meeting platform Firewall Requirements



Meetings signalling and media traffic is Webex App initiated. Outbound firewall rules only need be applied (Firewall should allow return traffic from Webex services)

App Process (Windows)	ciscocolabhost.exe
Protocol	UDP
Source Address	Local IP Address
*Source Port Audio	52,000 to 52,049
*Source Port Video	52,100 to 52,199
Destination Address	See Network Requirements for Webex Services for media services IP subnets
Destination Port	5004 (fallback: UDP 9000, TCP 5004, TCP 443)

*Source ports ranges apply only when dedicated source port settings in place. Otherwise, source ports will be ephemeral

Quality of Service

If a Windows application marks a packet with a DSCP value, Windows will remark the DSCP value to 0

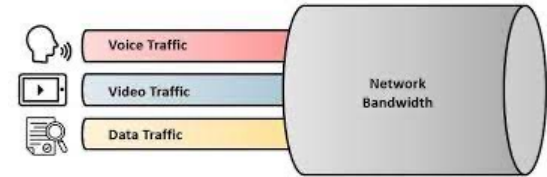
A Group Policy is required for Windows applications to mark audio, video and screen share with appropriate DSCP markings

- Audio DSCP: **EF**
- Video and Screen Share DSCP: **AF41**

The Group Policy setting typically is configured to mark any packets with a DSCP markings based on:

- **Application Process Path**
- **Source Port**

Webex App for Mac and mobile can mark audio, video and screen share packets with appropriate DSCP markings as default



Action

Update any Webex Group Policy to allow DSCP markings for CiscoCollabHost.exe

AI in Webex Meetings

AI Feature – Meeting Summaries

The screenshot shows a Zoom meeting window. At the top, it says "Meeting information" and "New Feature Kickoff • Sat, Dec 2 • 11:00 - 11:30". Below this is a gallery view of seven participants. The main content area displays a slide titled "Target" with a pie chart. The pie chart is divided into four segments: a large purple segment (41%), a green segment (34%), a yellow segment (13%), and an orange segment (12%). To the right of the main content is a "Meeting summary" sidebar. It contains "Meeting notes" and a transcription of the meeting. The transcription includes the following text:

The meeting is about the upcoming data center launch. The new data center is expected to be completed by March, which is three months ahead of schedule. The team was also focused on the marketing and social media campaigns tied to the release. They also reviewed existing customers and partners in the region, ensuring we're being mindful to address most of their requests over the past year.

The product team discussed a new workload that they'd like to add to the data center which will enable faster deployments. To accomplish this, Dan stated that they'd need to add more resources to the project. The team discussed the budget asks and Dan said he would need Allison to review.

Blossom proposed a three-day launch event in the region. They shared early registration details and requested approval for planned customer meetings, a partner appreciation dinner, and a hosted meet and greet breakfast with potential new customers.

Jenn reviewed the customer enhancement requests. Niraj said that most of the customer requests had been completed but would follow up by end of week.

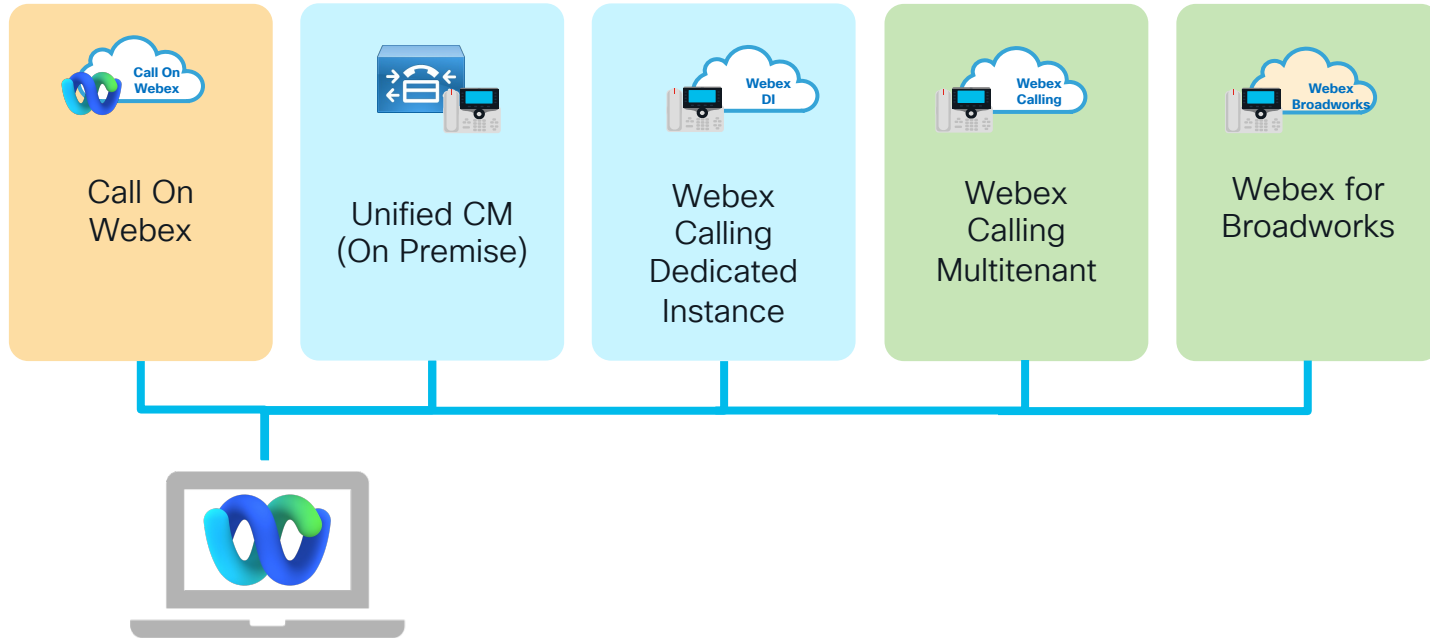
At the bottom of the meeting window, there is a "Chapters" section with four items: "Product launch discussion" (0:00), "Budget request" (3:03), "Launch timeline" (6:21), and "Next steps" (6:21). The "Generated by AI Assistant" label is visible next to the chapters.

- Transcription
- Meeting Summary
- Chapters
- Full Recording

Calling

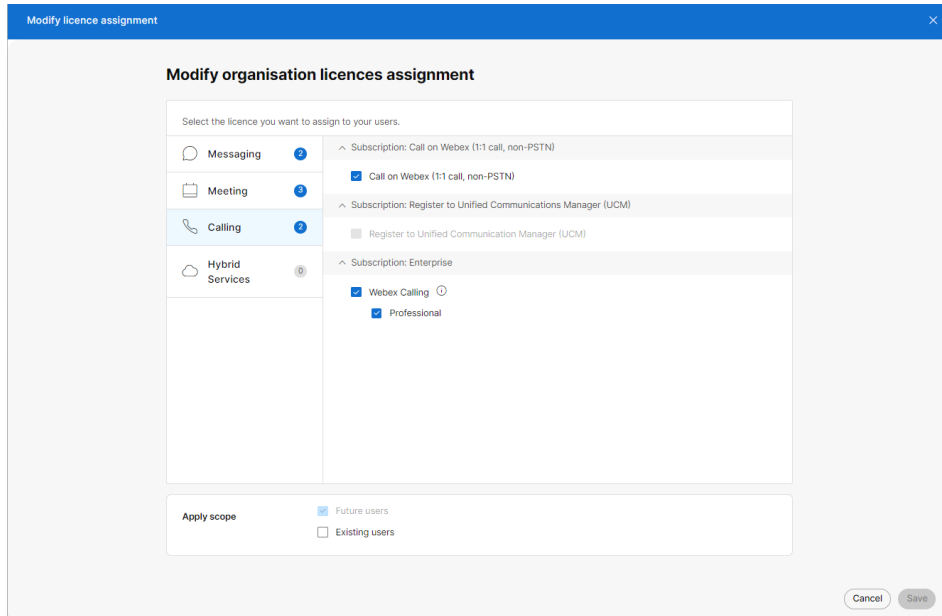


Webex App Calling



Webex provides flexible calling deployment models to meet your organizations needs

Webex App Calling



Calling experience is defined via user licensing

Call on Webex

- Basic and free 1:1 in-app calling service
- On by default

Register to Unified Communication Manager

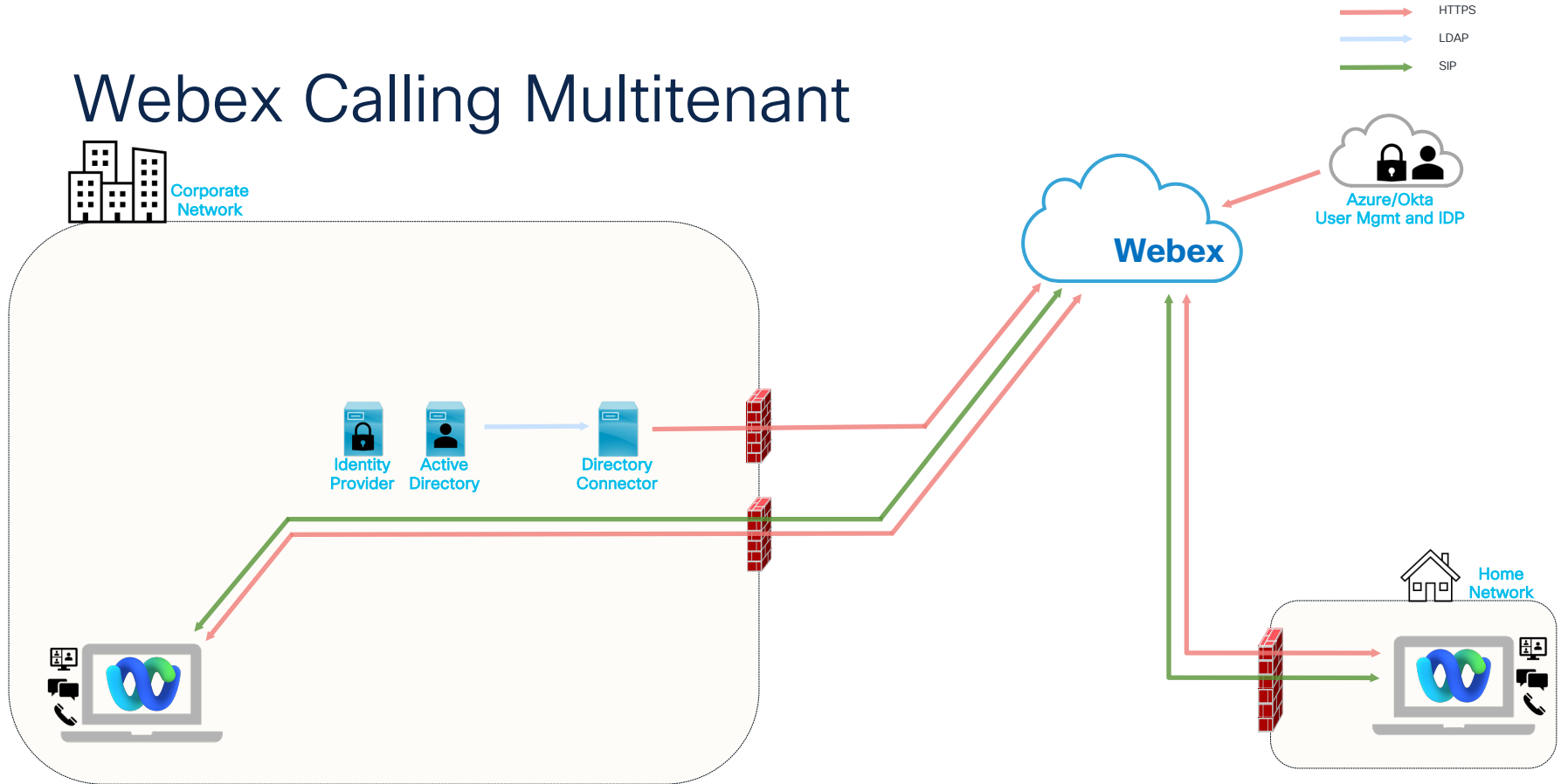
- Unified CM on-premise
- Webex Calling Dedicated Instance

Webex Calling

- Webex Calling Multitenant

Webex for Broadworks is managed by your Service Provider

Webex Calling Multitenant



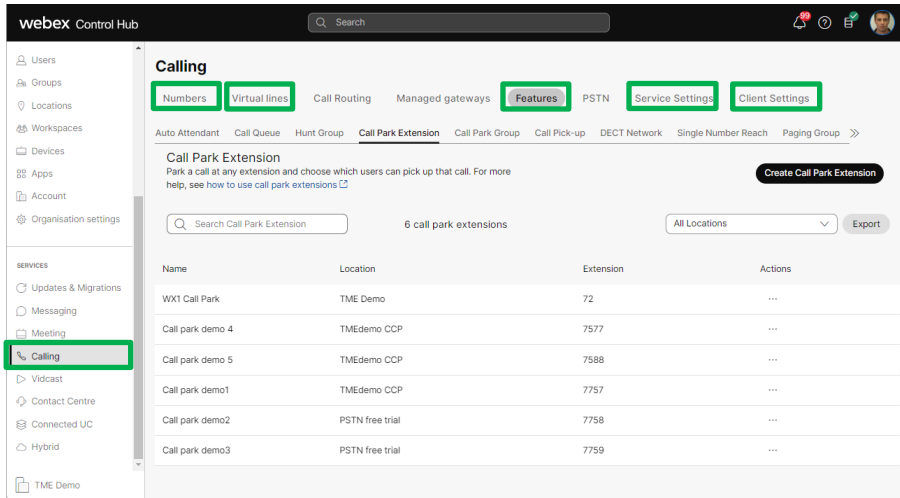
Webex Calling Multitenant

A partial list of supported calling features

Recommended Session
Successfully Migrating to and
deploying Webex Calling
[BRKCOL-2693]

Alternate numbers	Call logs w/click to dial	Directed call pickup	Inbound caller ID	Pre-alert announcement	Simultaneous ring
ATA support	Call redial	Directed call pickup barge in	Inbound fax to email	Privacy	Speed Dial 100
Auto attendant	Call restrictions	Distinctive ring	Main number outbound call ID	Webex Go	T-38 Fax
Barge-in exempt	Call routing and queuing	Do not disturb	Mobility	Reports and metrics	Three-way calling (variable length)
Business continuity (CFNR)	Call transfer - attended	Enterprise phone directory	Music on hold (site)	Receptionist client	Video (point to point)
Busy lamp monitoring	Call transfer-blind	Exec / assistant	N-Way voice and video calling (6)	Schedules	Virtual extensions
Call forwarding	Call waiting - Up to 4 calls	Feature access codes	Single number reach (Office anywhere)	Selective call rejection	Visual voicemail
Call history	Conferencing (site based)	Hoteling (guest)	Outbound caller ID blocking	Sequential ring	Voicemail transcription
Call hold and resume	Convenience call recording	Hunt group	Personal phone directory	Shared line appearance	Video N Way

Webex Calling Multitenant App Configuration



The screenshot shows the Webex Control Hub interface. The left sidebar has the 'Calling' menu item highlighted. The main content area is titled 'Calling' and has several sub-menus: 'Numbers', 'Virtual lines', 'Call Routing', 'Managed gateways', 'Features', 'PSTN', 'Service Settings', and 'Client Settings'. The 'Features' sub-menu is selected, and the 'Call Park Extension' configuration page is displayed. The page includes a search bar, a 'Create Call Park Extension' button, and a table of call park extensions.

Name	Location	Extension	Actions
WX1 Call Park	TME Demo	72	...
Call park demo 4	TMEdemo CCP	7577	...
Call park demo 5	TMEdemo CCP	7588	...
Call park demo1	TMEdemo CCP	7757	...
Call park demo2	PSTN free trial	7758	...
Call park demo3	PSTN free trial	7759	...

Numbers

- Assign a user a phone number

Virtual Lines

- Configure multiple lines/shared lines. Desktop only, mobile coming soon

Features

- Configure calling features such as Call Queues, Hunt Groups, Call Pickup, Call Park

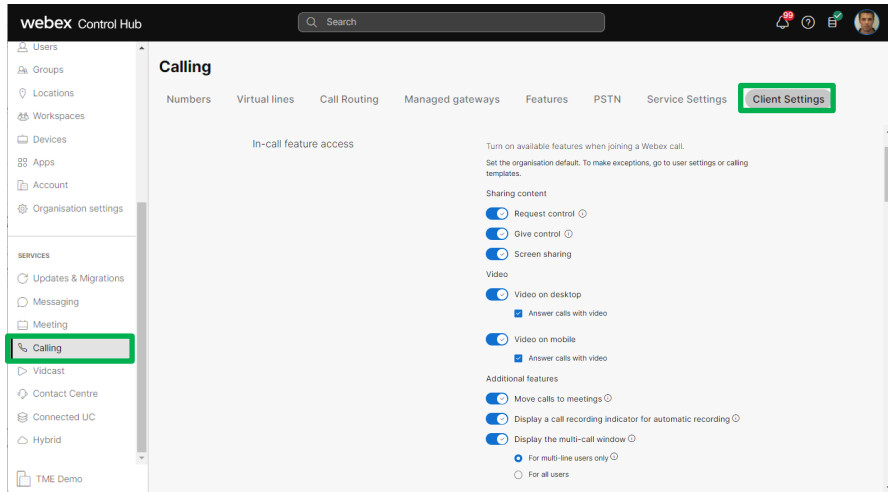
Service Settings

- Configure services as E911 settings, Call Recording, Business Texting, Voicemail etc

Client Settings

- Configure the App In-Call feature access as well as MS Teams integration settings

Webex Calling Multitenant Client Settings



Remember
You can use templates to manage Client Settings for different groups of users

Call Settings

- Control how calling options are displayed when a user selects to make an audio or video call. Remove a calling option that you do not want to present to your users (e.g. Call on Webex)

In-call feature access

- Control mid call settings

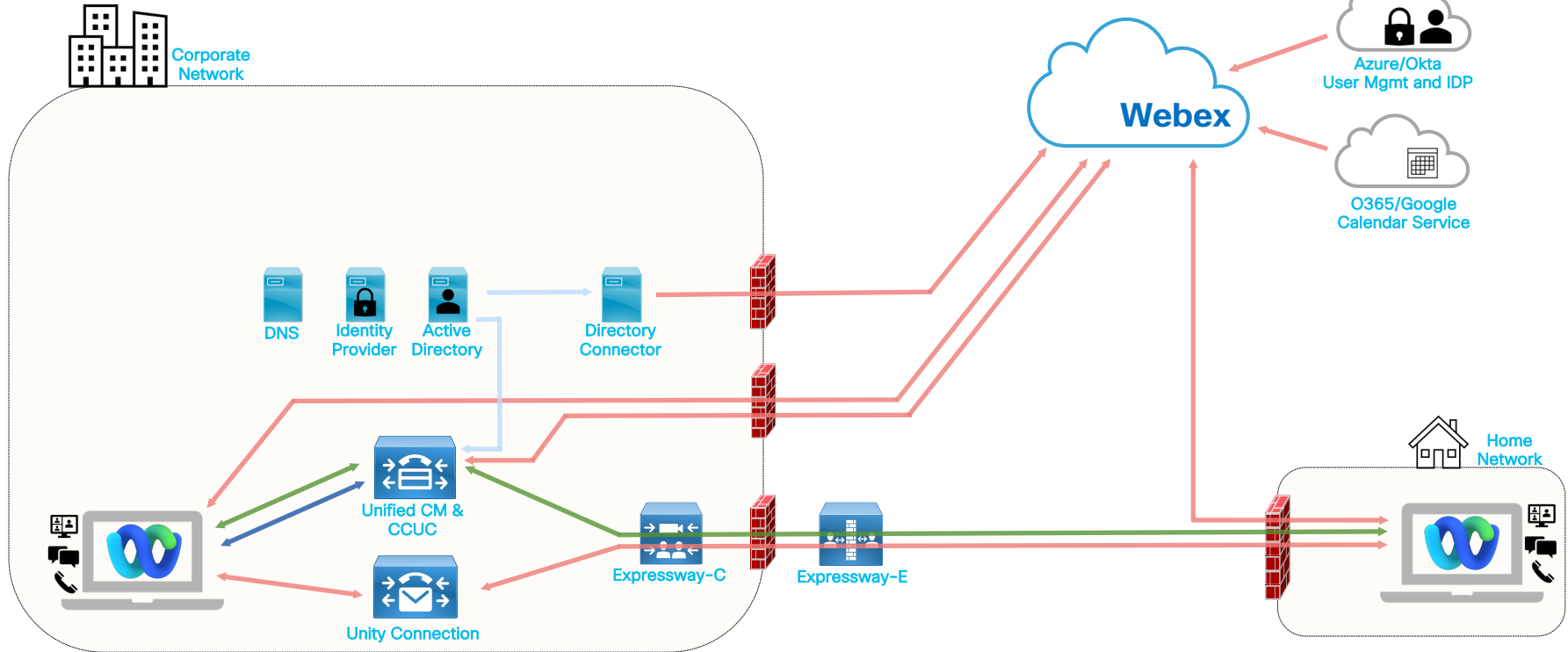
Microsoft Teams integration

- Configure MS Teams integration features such as presence interop

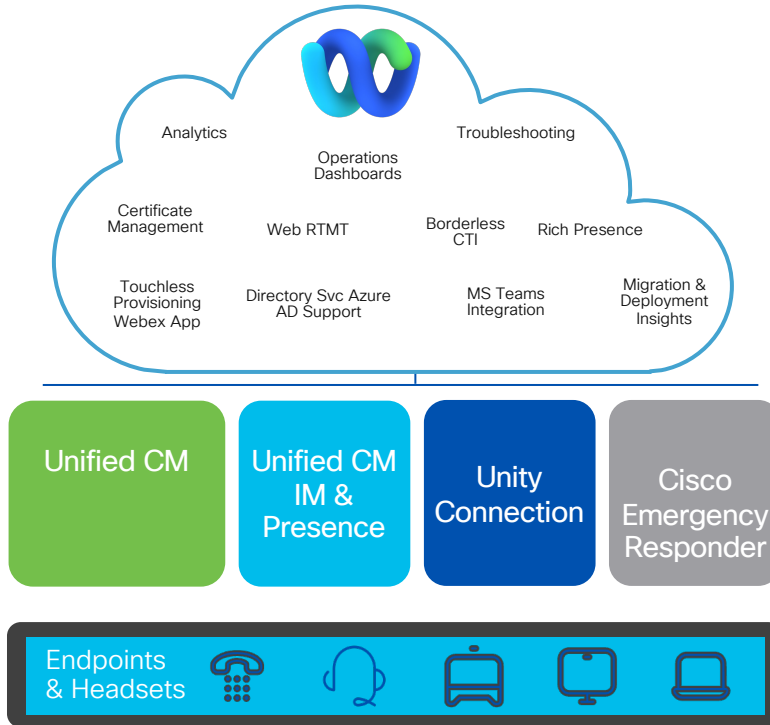
Do Not Disturb (DND) status sync

- Enable/Disable synchronization between deskphone and Webex App DND

Webex – Unified CM Calling

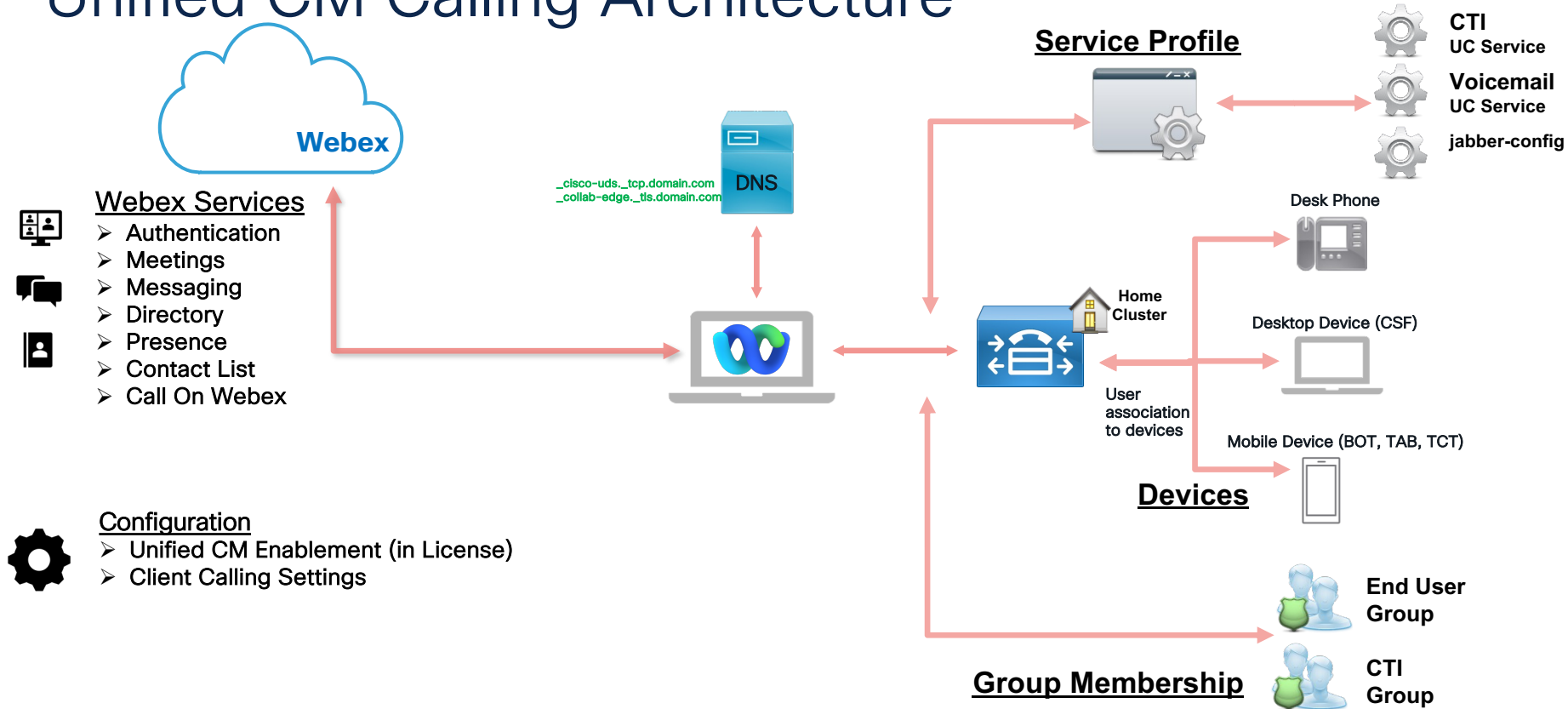


Cloud-Connected UC (CCUC)



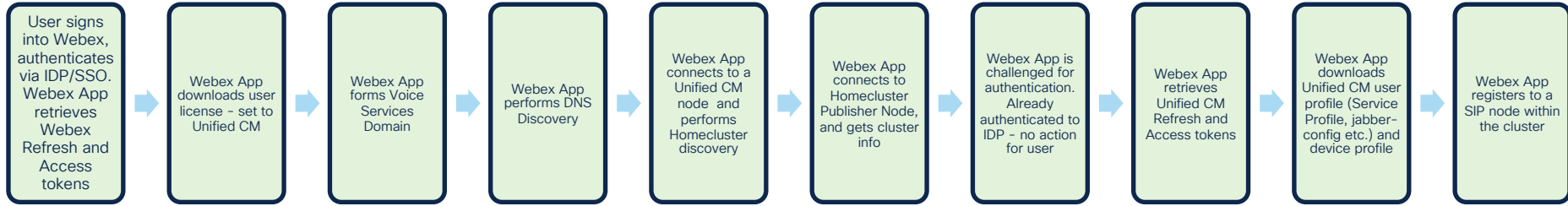
- Analytics
- Operational Metrics
- Certificate Management
- Phone Presence for Webex App
- Borderless CTI
- Touchless Provisioning for Webex App
- CCUC Directory Service - Azure AD Support
- Microsoft Teams Integration
 - Call History
 - Presence Sync - Webex <-> Microsoft
 - Voicemail (Unity Connection)

Unified CM Calling Architecture



Unified CM Calling First Time Sign In

Unified CM On-Premise and Webex Calling Dedicated Instance



Voice Services Domain

RHS of email address entered in the Webex App first screen or domain name specified by admin in Control Hub. E.g. user signs into Webex with chopkins@tmedemo.com. Voice Services Domain = tmedemo.com

DNS Discovery

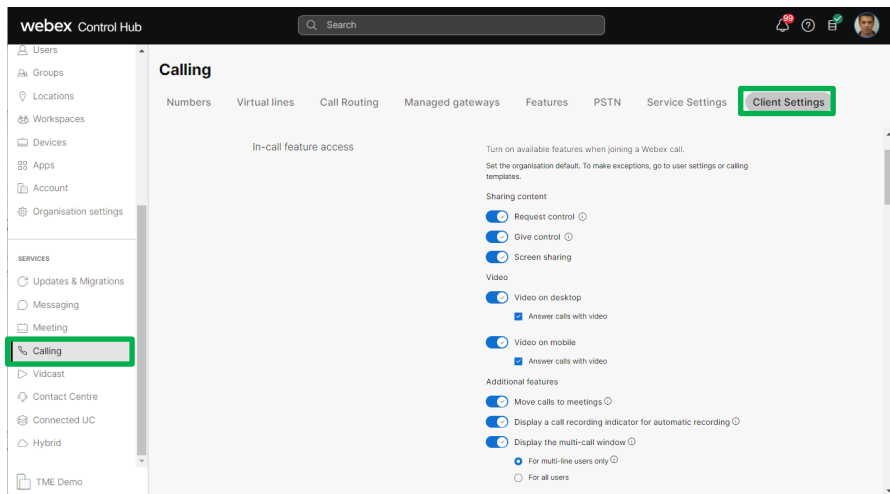
Webex App sends 2 DNS SRV queries to locate Unified CM or Expressway-E
_cisco-uds._tcp.tmedemo.com
_collab-edge._tls.tmedemo.com

Homecluster Discovery

Process to find the Webex App user in Unified CM deployment. Webex sends 2 queries to Unified CM using the email address the user entered in the Webex App first screen e.g. chopkins@tmedemo.com
<https://ucmFQDN:8443/cucm-uds/clusterUser?username=chopkins>
<https://ucmFQDN:8443/cucm-uds/clusterUser?email=chopkins@tmedemo.com>

Unified CM Calling Configuration

Control Hub



Remember
You can use templates to manage Client Settings for different groups of users

Call Settings

- Control how calling options are displayed when a user selects to make an audio or video call. Remove a calling option that you do not want to present to your users (e.g. Call on Webex)

Calling Behavior

- Manage UC Profiles to configure a Voice Services Domain

Unified CM Settings

- Option to disable Webex App certificate validation
- Enable automatic Unified CM device provisioning (via CCUC)

Unified CM SIP Address Routing

- Control how SIP URI calls are routed

In-call feature access

- Control mid call settings

Microsoft Teams integration

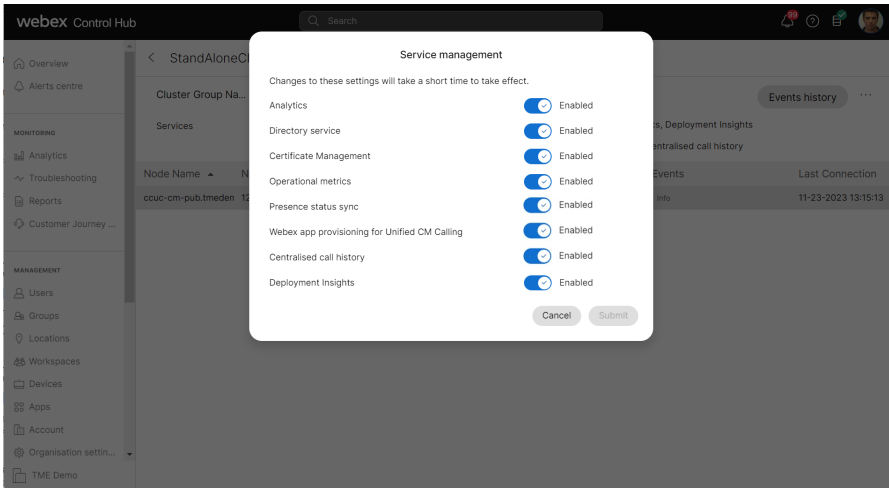
- Configure MS Teams integration features such as presence interop (via CCUC)

Do Not Disturb (DND) status sync

- Enable/Disable synchronization between deskphone and Webex App DND (via CCUC)

Unified CM Calling Configuration

Cloud Connected UC



Cloud Connected UC is highly recommended for deployments

- Webex App Unified CM Calling
- Webex App with Webex Calling Dedicated Instance (CCUC is installed by default)
- Jabber to Webex App migrations
- Microsoft Teams Calling Integration

Unified CM Calling Configuration

Unified CM User and Device Profiles

User

The user will use their email address or UPN to sign into Webex App. Webex App will use this address to locate user in Unified CM

e.g. sign into Webex App with
chopkins@tmedemo.com

Unified CM user account must have one of the following attributes matched

User ID: chopkins
Mail ID: chopkins@tmedemo.com

Service Profile

Voicemail

Voicemail Profile	
Primary	ucxn-pub.tmedemo.com
Secondary	ucxn-sub.tmedemo.com
Tertiary	<None>
Credentials source for voicemail service* Not set	

Deskphone Control Mode

CTI Profile	
Primary	cm-sub1
Secondary	cm-sub2
Tertiary	cm-pub

Calling Feature Configuration

Jabber Client Configuration (jabber-config.xml) Profile	
Common	common01-webexapp
Desktop	<None>
Mobile	<None>

Device

Platform	Device Type
Windows	CSF
Mac	CSF
Linux	CSF
VDI	CSF
iPad	TAB
Android Tablet	TAB
Chromebook	TAB
iPhone	TCT
Android Phone	BOT

Unified CM Calling Configuration

Jabber Config (Applied to Webex App)

The screenshot shows the 'Jabber Configuration Parameters' section of the UC Service Configuration tool. It features a table with columns for Section, Parameter, Parameter Description, Value, and Operations. Parameters are organized into sections like Options, Policies, and Phone. For example, in the 'Options' section, 'multiline1_ringtonename' is set to 'Classic Ringer'. In the 'Policies' section, 'EnableSIPURIDialling' is set to 'true'. In the 'Phone' section, 'E911EdgeLocationWhiteList' is set to '#Collaboration'.

Any Jabber parameters that are not applicable to the Webex App will be ignored

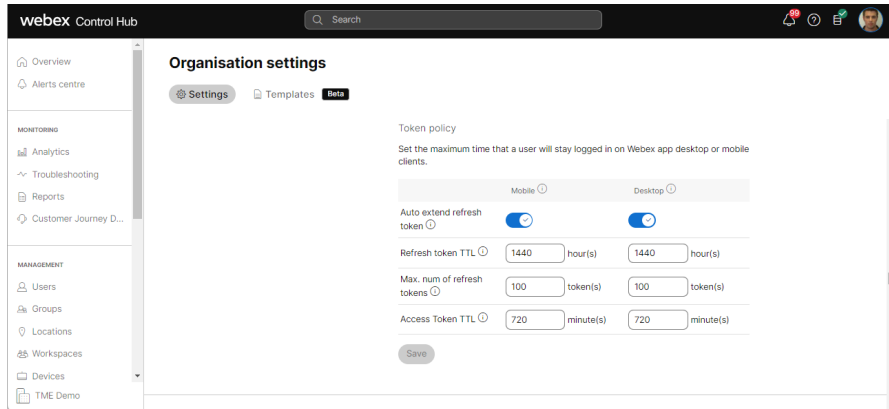
Parameter	Description and Values	Supported platforms
E911EdgeLocationWhiteList	<p>Parameter: E911EdgeLocationWhiteList</p> <p>Specifies a whitelist of up to 30 Service Set IDs (SSIDs) separated by a semicolon.</p> <p>You must configure this parameter when the E911EdgeLocationPolicy parameter is set to true. Then the client monitors users who connect to the corporate network through Expressway for Mobile and Remote Access network.</p> <p>Example:</p> <pre>#E911EdgeLocationWhiteList=SSID1;SSID2;SSID3;SSID4;SSID5;SSID6;SSID7;SSID8;SSID9;SSID10;SSID11;SSID12;SSID13;SSID14;SSID15;SSID16;SSID17;SSID18;SSID19;SSID20;SSID21;SSID22;SSID23;SSID24;SSID25;SSID26;SSID27;SSID28;SSID29;SSID30</pre>	Desktop and mobile
EnableCallPark	<p>Parameter: EnableCallPark</p> <p>Specifies whether the call park feature is available in the client.</p> <p>To access the call park feature, users can choose the More option in the call window.</p> <ul style="list-style-type: none"> true (default)—Call park is enabled. false—Call park is disabled. There is no call park option under the More button. 	Desktop
EnableCallPickup	<p>Parameter: EnableCallPickup</p> <p>Specifies if a user can pickup a call in their call pickup group.</p> <ul style="list-style-type: none"> true—Enables call pickup. false—Disables call pickup (default). 	Desktop and mobile

See Deployment guide for Calling in WebexApp (Unified CM) for a full list of parameters

https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cloudCollaboration/wbxt/ucmcalling/unified-cm-wbx-teams-deployment-guide.pdf

Webex App Subsequent Logins

Webex OAuth



Default refresh token TTL: 60 days

At initial login, Webex authorization service issues the Webex App with OAuth refresh and access tokens

- The access token is used to access Webex services
- The refresh token is used to fetch a new access token at regular intervals.
- The refresh token is stored securely on the Webex App device

This will allow the App to access Webex services across sessions, without the user having to authenticate each time

Once the refresh token expires, the user will need to re-authenticate

Admin can choose to auto extend the refresh token each time the user has a Webex App session

- If the user uses the app before the refresh token expires, the user will not have to reauthenticate
- NOTE: Auto extend is off by default for desktop and mobile

Webex OAuth tokens will allow the App to access Webex services only – Unified CM family OAuth is separate

Webex App Subsequent Logins

Unified CM OAuth

As Webex App logs into Unified CM, Unified CM will issue the App refresh and access tokens.

This will allow the App to access Unified CM services across sessions without the user needing to authenticate with Unified CM each time

NOTE: OAuth refresh token flow is disabled by default and will need to be enabled for the best experience

Unified CM, Unity Connection and Expressway are all part of the same OAuth. OAuth refresh token flow should be enabled on all of these platforms

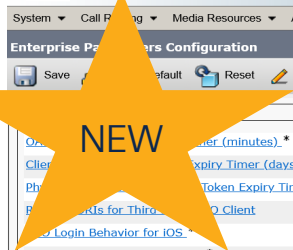
The screenshot shows the Cisco Unified CM Administration console. The 'Enterprise Parameters Configuration' page is open, and the 'SSO and OAuth Configuration' section is expanded. The 'OAuth with Refresh Login Flow' setting is highlighted with a red box and is set to 'Enabled'. Other settings in this section include 'OAuth Access Token Expiry Timer (minutes)' set to 60, 'Client OAuth Refresh Token Expiry Timer (days)' set to 60, and 'Physical Phone OAuth Refresh Token Expiry Timer (days)' set to 120. The 'Use SSO for RTN' setting is set to 'False'.

Setting	Value	Default
Never Start Call with Video *	False	False
DSCP for LDAP (all services using Directory Number Alias opt) *	default DSCP (000000)	default DSCP (000000)
OAuth Access Token Expiry Timer (minutes) *	60	60
Client OAuth Refresh Token Expiry Timer (days) *	60	60
Physical Phone OAuth Refresh Token Expiry Timer (days) *	120	60
SSO Login Behavior for iOS *	Use native browser (iOS SSO embedded Safari app) *	Use embedded browser (WebView)
OAuth with Refresh Login Flow *	Enabled	Disabled
Use SSO for RTN *	False	True
OAuth Access Token for Devices *	Implicit: Already registered devices	Implicit: Already registered devices

Default refresh token TTL: 60 days

Webex App Subsequent Logins

Unified CM OAuth



Cisco Unified CM Administration
For Cisco Unified Communications Solutions

System | Call Routing | Media Resources | Advanced Features | Device | Application | User Management | Bulk Administration | Help

Enterprise Parameters Configuration

Save | Default | Reset | Apply Config

OAuth Token Expiry Timer (minutes) *	60
Client OAuth Token Expiry Timer (days) *	60
Phone OAuth Token Expiry Timer (days) *	60
Phone OAuth Tokens for Third Party OAuth Client	
OAuth Login Behavior for iOS *	Use embedded browser (WebView)
OAuth with Refresh Login Flow *	Enabled
Use SSO for RTMT *	True
OAuth Access Token for Devices *	Implicit: Already registered devices
Auto Renew Refresh Token *	Enabled
Directory Search Parameters	
Directory Search Scope *	All Users in the System
Search Behavior for Users with no Customer Mapping *	Only search within Users with no Customer mapping
Phone Migration	
When Provisioning a Replacement Phone for an End User *	Retain Existing Phone(s)
Security Profile for Migrated Phone *	Secure
Phone Migration User Identification Prompt *	Use Enduser Primary Extension

Unified CM/Webex App now can auto extend the Unified CM OAuth refresh token

Webex App will auto refresh the refresh token after 50% of the tokens' lifetime

- The refresh should never expire as long as the Webex App is active inside the tokens 50% remaining timeline

EXAMPLE: If the Unified CM refresh token TTL is set to 60 days, the Webex App will renew this after 30 days, as long as the Webex App is active between day 30 and 60

Requirements

- Unified CM 14.0 SU4 or Unified CM 15
- Expressway X14.3.1
- OAuth Refresh Token flow and Auto Renew Refresh token must be enabled



Feature parity

Webex App has surpassed feature parity with Cisco Jabber for most knowledge

		Webex App (Unified CM)	Cisco Jabber
Messaging	IM-only Share	✓	✓
	Remote Desktop Control (Mouse & Keyboard)	✓	✓
Device	Desk-phone Control	✓	✓
	HD Video & Audio Softphone	✓	✓
Calling	Contacts (Corporate, Personal, Local Search)	✓	✓
	In-a-call Presence, DND	✓	✓
	Hold/Resume, Consultative Transfer, Conference	✓	✓
	Call History	✓	✓
	Voicemail (Visual & MWI & Call VM)	✓	✓
	Hunt Group	✓	✓
	Call Pickup	✓	✓
	Call Park	✓	✓
	Extend & Connect & Dial-via Office	✓	✓
	In-Call Sharing	✓	✓
	Call Recording	✓	✓
	Multi-Line	✓	✓
	FECC (Far End Camera Control)	✓	✓
	ICE Media Optimization	✓	✓
	3 rd Party Headset Control	✓	✓
	CTI-Control by Other Application	✓	✓
	Enterprise Contact Center (UCCE/X) Support	✓	✓
Virtual Desktop Integration (VDI)	✓	✓	

Incremental features in Webex App

Calling

- Virtual & custom background
- Noise removal and music mode
- Remote side (PSTN) noise removal
- Local push notifications
- Business texting
- Multi call window
- Seamless call handover between networks (Wi-Fi, LTE/4G)
- B2B2C app-to-app calling with annotation and whiteboard
- Move call to meeting
- E911 RedSky native support
- App share with desk phone control
- Desk phone control over MRA
- Whisper coaching
- Barge in for shared line
- Realtime closed captions and translation

Messaging

- Group chat escalation to meeting

Admin/Deployment

- Cisco headset management
- App auto update
- Auto device provisioning
- Epic Rover integration

Device Integration

- Proximity pair with Joining Meeting and 1:1 calling
- Seamless move between device and Webex App
- Wireless share & whiteboard with cloud devices
- 3rd party headset control on Mac
- Cisco headset control

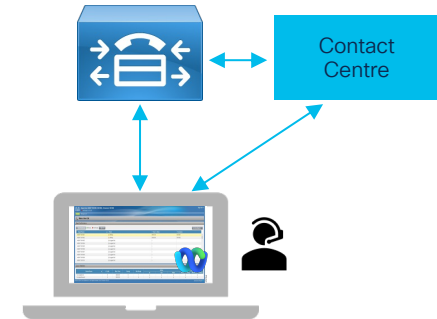
End User Experience

- Single app for calling and meetings

Contact Centre features in Webex App

Contact Centre

- Control Webex App via CC application
- Suppress Webex App call window
- Multi Call Window
- Hold/resume
- Transfer
- Conference
- DTMF
- Recording (BIB)
- Multi-line
- Call notification control for admin
- Silent monitoring
- Call windows control for user and admin
- Zip tone for auto pickup
- Whisper announcements
- cBarge
- Agent greetings
- Whisper coaching



Webex Calling for Microsoft Teams

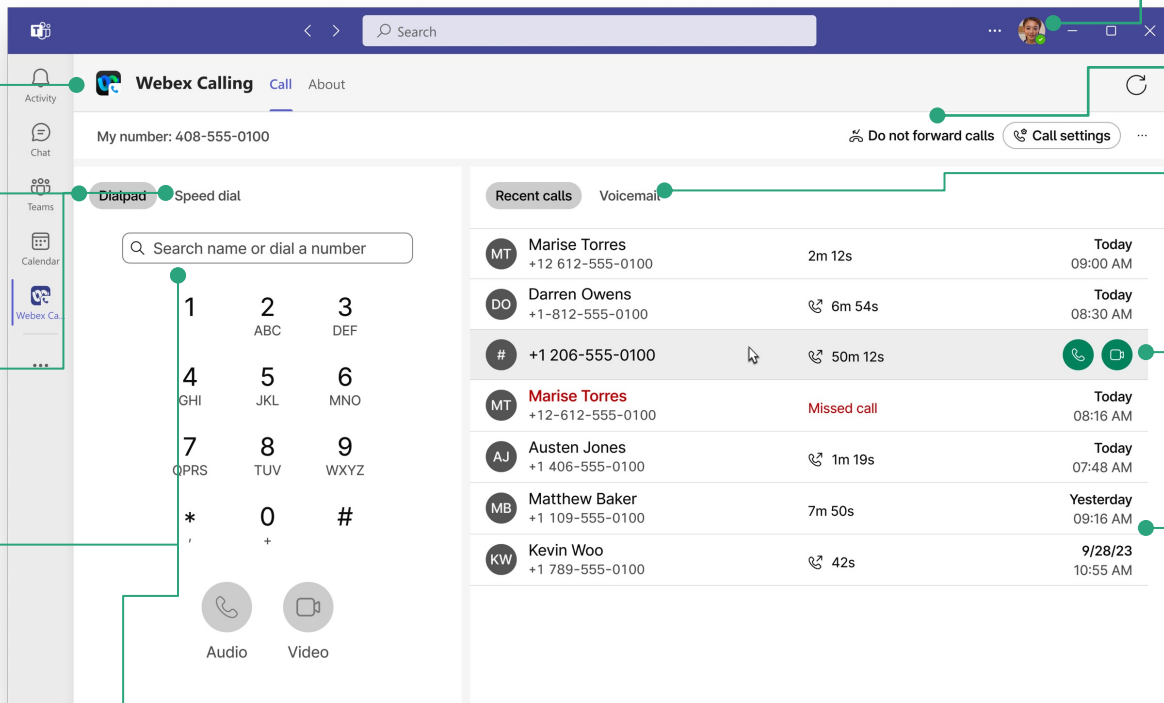
Call Tab
Access dial pad, contact search and speed dials

Dialpad
Access to dialpad to key in numbers

Add Speed dial
Click to add up to 25 speed dial cards

Contact Search
Search for personal and corporate contacts
Azure AD Contacts
Outlook 365 Contacts

Contact Resolution
Resolves the incoming call identifier to Azure AD



Call/Search Input
Enter a number, SIP address or type a name to search for Azure AD/Outlook contact

Bi-directional Presence
Display your on UCM call presence to your contacts and see their call presence too

Call Forwarding
See your call forwarding status at a single glance

Voicemail
Access and play back the voicemail

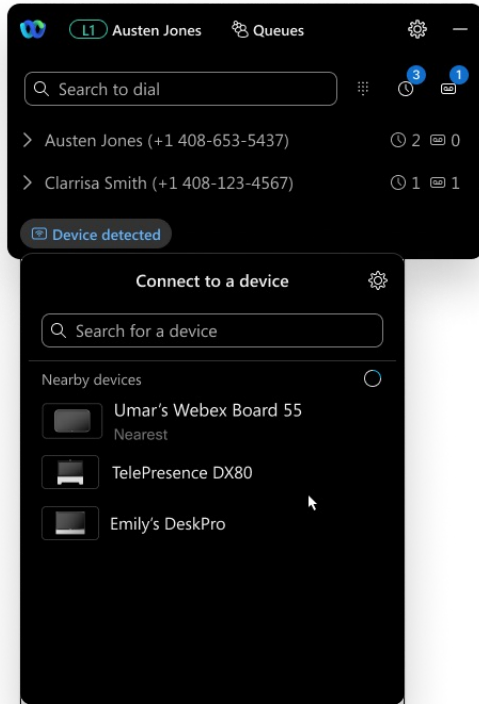
Call
Select number and call contact

Call History
See history of incoming/outgoing/missed calls

Available for

- Webex Calling Multitenant
- Webex for Broadworks
- Unified CM On-Premise
- Webex Calling Dedicated Instance

Multi Call Window



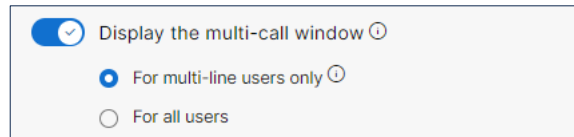
A separate floating window providing quick access to App calling functionality MCW has had many enhancements over the past year

- Search and Dialpad
- Outbound line selection
- Call Queue selection
- Call History
- Voicemail
- Device Pairing

Useful for calling power users or users who use another app as their primary collab tool

Available on Windows only, with any calling type

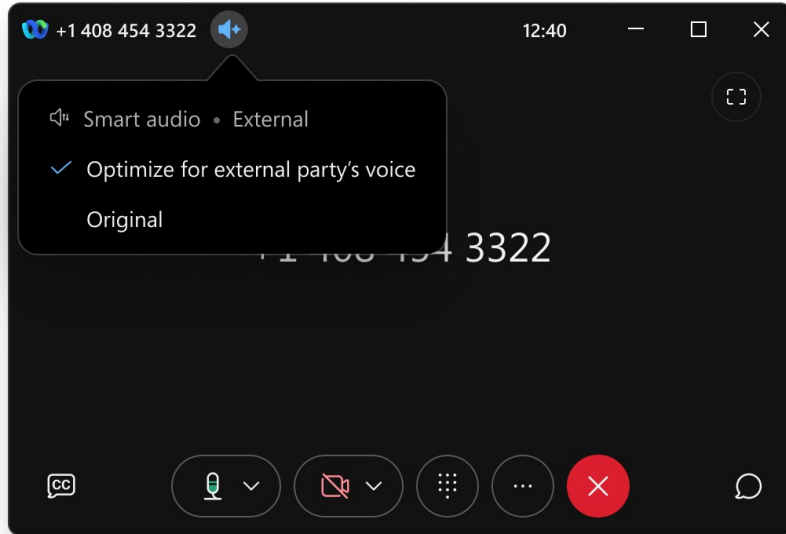
Can be enabled by the admin or enduser



AI in Webex Calling

AI Feature – Calling

High-definition Audio for PSTN Calls



AI-powered wideband audio and noise removal

The feature leverages audio intelligence to deliver high fidelity audio for external calls going over public telephone network. Enhanced speech intelligibility is achieved by widening narrowband audio and removing all noise.

(Note: This feature is an enhancement of 'Noise removal for external caller')

- Planned for desktop and mobile in early CY24
- Webex Calling and Webex for Broadworks only

Messaging



Webex Messaging

A partial list of supported messaging features

Spaces	Moderation	Emoji	Voice Message	Translations	Anti malware Scanning
Teams	Compliance	Editing	Reactions	Flags	Spell Check
Sharepoint & OneDrive Integration	Legal Hold	Deleting	Message Pinning	External Messaging	Translation
Box Integration	eDiscovery	Read Receipts	Quote Message	Collaboration Restrictions	File Sharing
Google Drive Integration	@ mentions	Message Reminders	Space Meetings	Public Spaces	Outlook Integration
Embedded Apps	Rich Text	Quiet Hours	Peek	Classified Spaces	Scheduled Message
Bots	Giphy Integration	Bitmoji	Summarize Space	KEY management	Favourites
Retention Policy	Threading	Notifications	Why was I added	Ethical Walls	Hide Space
Screenshots	Search	Vidcast Sharing	Thread Summary	Recommended Messages	Space Policy

AI in Webex Messaging

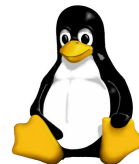
AI Feature - Messaging

The screenshot displays a Slack interface with a dark theme. On the left is a sidebar with a 'Messaging' section containing a list of channels and direct messages. The main window shows a message thread in a channel named 'Feature enhancement request' under the 'Product Office' workspace. The thread includes messages from Brian Short and Amit Owens. A 'Meet' button is visible at the top right of the message area. On the right side, an 'AI Assistant' panel is open, displaying a 'Personal Summary' of the current message thread, followed by 'Related to you' and 'Other discussions' sections. At the bottom of the AI Assistant panel, there is a text input field with the placeholder 'Ask me anything...' and a send button.

- Why was I added
- Summaries
- Message Tone

App Deployment

Webex App Platform Support



Desktop

Windows

Windows 10
Windows 11

MacOS

MacOS 10.13 and later
Intel CPU
Apple M1 CPU

Linux

Red Hat EL 8.2, 8.3
Ubuntu 18.04, 20.04, 22.04

Web App

Last 2 major releases
Chrome
Firefox
Edge
Safari



Mobile

iOS/iPadOS

iPhone7 and later
iOS 13.7 and later
Various iPad Releases

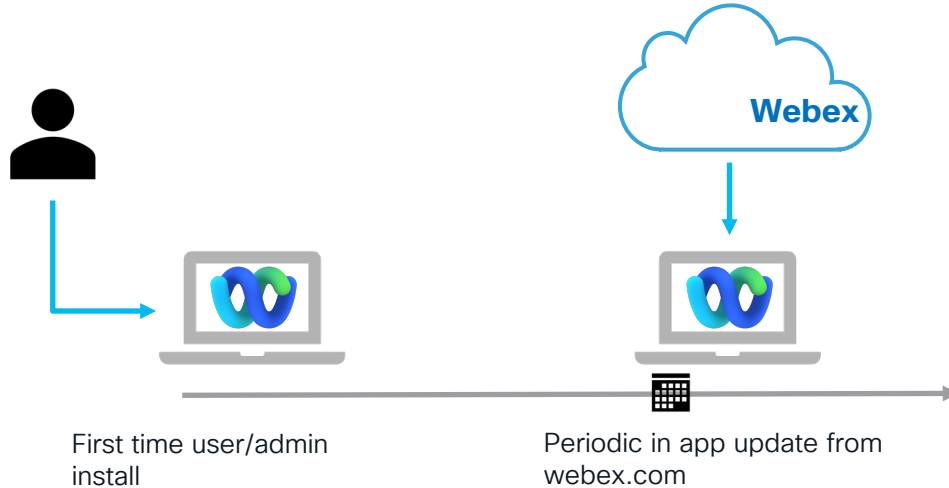
Android

8.0 and later

ChromeOS

(Android app emulated on
ChromeOS)

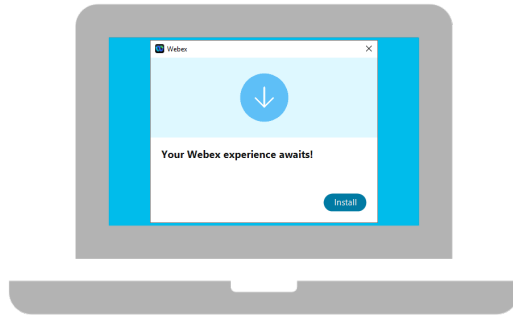
Webex App Release Cycle



- A new major release of Webex App is delivered monthly
- App versioning is based on time e.g. December 2023 release 43.12.0.26155
 - **Year** : 43.x.x.xxxx
 - **Month** : 43.12.x.xxxxx
 - **Build** : 43.12.0.24716
- Webex App monthly release is typically delivered on the first Tuesday of the month
 - App auto update may take a number of days to occur after release

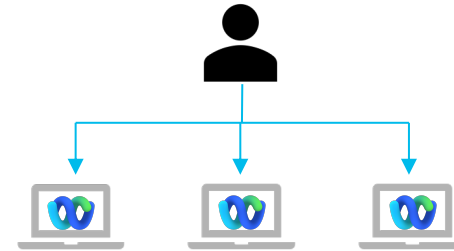
Webex App for Windows

User Install



- User downloads the .exe installer from Webex.com
- Runs the installer
- Webex App is installed to C:\users\userID\AppData\Local\CiscoSparkLauncher
- Admin permissions **NOT** required

Admin Install



- Admin installs the Webex App msi installer to Windows machines via deployment tool (e.g. SCCM)
 - `msiexec /i webex.msi ALLUSERS=1 /quiet`
- Webex App installed to C:\Program Files\Cisco Spark\
- Admin permissions required

Webex App for Windows Installation

- Installer switches can be set to configure the first-time experience as well as enabling Outlook integration

Switch	Purpose
ALLUSERS=1	Admin install to C:\Program Files\Cisco Spark\
ACCEPT_EULA=true	Automatically accept EULA so user does not have to
AUTOSTART_WITH_WINDOWS=true	App auto starts on Windows login. User cannot change within the app
DEFAULT_THEME="Light"	Sets theme to light. User can set their preference in the app
DELETEUSERDATA=1	Removes all existing cache is app is already installed
INSTALLWV2=1	Installs Microsoft WebView2 embedded browser
EMAIL=\$mail	Prepopulates the Webex App with user UPN for login. Restricts access to the app current Windows user only
ENABLEOUTLOOKINTEGRATION=1	Enables Outlook integration at install time (registry key). Admin permissions required. On by default

Example Webex App for Windows Installation

Example Installation

```
msiexec /i Webex.msi ALLUSERS=1 ACCEPT_EULA=true AUTOSTART_WITH_WINDOWS=true EMAIL=$mail  
/quiet
```

Update Management Setting

- Webex App for desktop software update cadence is set in Control Hub
 - Default is automatic (monthly)
 - Admin can set a deferral of up to 4 weeks
- Organizations can request that Slow channel option is enabled (Only available upon request)
 - A release every 4 months (Feb, Jun, Oct)
 - Deferral can be set for up to 12 weeks
- Software update cadence is an org wide setting. Individual users update cadence can be overridden

Software updates for Webex app

Current version: November-2023
Updated on: 07/11/2023

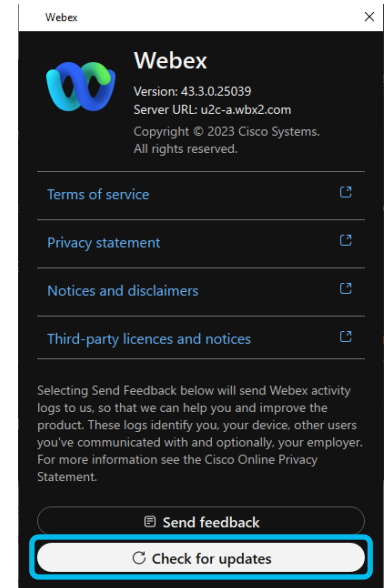
[Download Webex builds](#)

Recurring updates for the Webex desktop app

Update automatically with every new version, or schedule updates by cadence and deferral. Changes you make in this configuration begin to take effect immediately [Learn more](#)

- Automatic updates (controlled by Cisco)
- Customised scheduled updates with deferrals
- The next scheduled update is on 05/12/2023 to version December-2023.

Did you know?



Webex

Webex
Version: 43.3.0.25039
Server URL: u2c-a.wbx2.com
Copyright © 2023 Cisco Systems.
All rights reserved.

[Terms of service](#)

[Privacy statement](#)

[Notices and disclaimers](#)

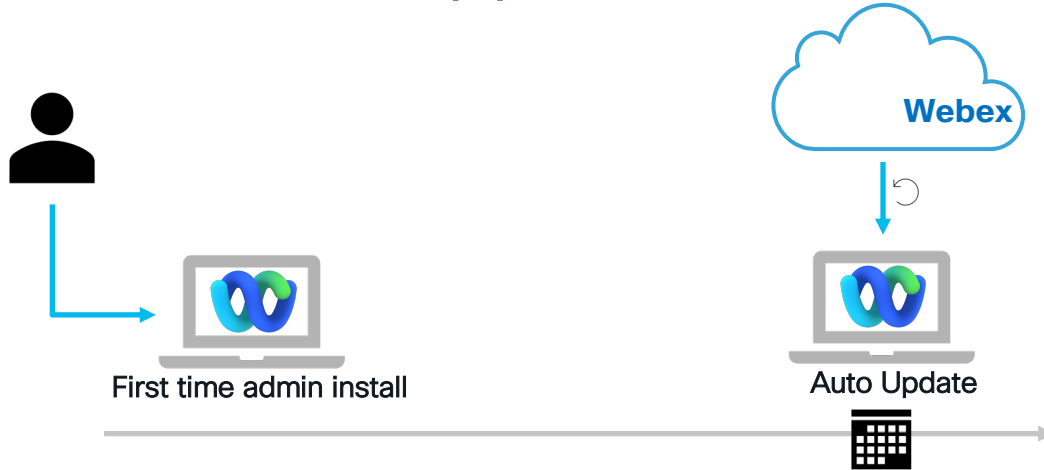
[Third-party licences and notices](#)

Selecting Send Feedback below will send Webex activity logs to us, so that we can help you and improve the product. These logs identify you, your device, other users you've communicated with and optionally, your employer. For more information see the Cisco Online Privacy Statement.

[Send feedback](#)

[Check for updates](#)

Windows App for Windows Update Process



Note

Webex App will only update the Windows registry at install time (first time install) As such, the registry key detailing the app version will not be updated upon Webex App auto update. Software inventory tools or Add/Remove Programs will report the original install version only, even though many auto updates may have occurred.

The current app version is available in Control Hub and is also written to

C:\users\userID\appdata\local\CiscoSparkLauncher\version.txt.

Software inventory tools can use this file to determine latest installed version on machine

- `msiexec /i webex.msi ALLUSERS=1 /quiet`
- Webex App installed to "C:\Program Files\Cisco Spark"
- **CiscoCollabHost.exe** is the main Webex binary

- Webex App downloads update from webex.com
- Update package written to C:\users\userID\appdata\local\CiscoSparkLauncher\
- The main Webex binary **continues to be CiscoCollabHost.exe running from C:\Program Files\Cisco Spark** (the original install)
- The auto update process does not reinstall the app – its simply an update package downloaded to %appdata%, that is loaded at runtime by CiscoCollabHost.exe
- **No admin permissions are required to autoupdate**

Admin Managed Webex App for Mobile Deployment



Webex for Intune

- Webex for Intune allows in app enforcement of policies pushed to a mobile device by the admin e.g.
 - VPN on demand
 - Conditional Access
 - Disable copy/paste

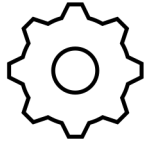
AppConfig

- Webex App for iOS/Android supports AppConfig derived policies
- Policy can be pushed to Webex via an AppConfig compliance EMM e.g. Cisco Meraki, MobileIron etc
- Many policies can be set which will be adhered to by Webex e.g.
 - Disable copy/paste
 - Disable screen capture
 - Login Hint

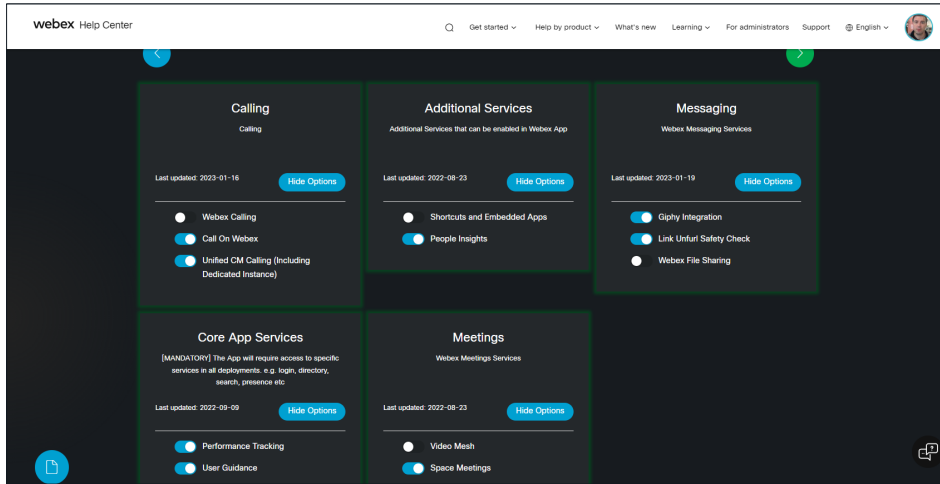


App Wrapping

- Admins can obtain the Webex App iOS (ipa) and Android (apk) installer files from Cisco
- Admins can then wrap the Webex App installer using their own MDM process and push to mobile devices
- NOTE: Any discovered issues will need to be reproduced using an app store Webex App installer to gain support from Cisco



Webex Network Requirements Tool



<https://help.webex.com/nrt>

- Define what Webex/3rd party services your Webex App users will consume
- Tool generates a report detailing the network requirements specific to your deployment

Apple Push Notifications

Function	Ip Block	Description
Apple Push Notification Service	17.0.0.0/8 TCP: 443 and TCP: 5223	Push Notifications Service for Apple Devices

Call On Webex

Webex Meetings Media

Protocol And Port	Ip Address Range	Function	Source
UDP 5004	66.114.160.0/20, 20.50.235.0/24, 66.163.32.0/19, 20.53.87.0/24, 69.26.160.0/19, 20.57.87.0/24, 114.29.192.0/19, 20.68.154.0/24, 150.253.128.0/17, 20.76.127.0/24, 170.72.0.0/16, 20.108.89.0/24, 170.133.128.0/18, 23.89.0.0/16, 173.39.224.0/19, 40.119.254.0/24, 173.243.0.0/20, 44.234.52.192/25, 207.182.160.0/19, 52.232.210.0/24, 209.197.192.0/19, 62.109.192.0/18, 210.4.192.0/20, 64.68.96.0/19, 216.151.128.0/19	Call On Webex Media	Ephemeral

Unified CM Calling (Including Dedicated Instance)

Unified Cm Model

Protocol And Port	Function	Source	Destination Address	Description
TCP 8443	Discovery and Login	Ephemeral	Any Unified CM or Expressway-E	Used during service discovery and login to Unified CM or Expressway-E
TCP 6972 (Secure TFTP), TCP 6970 (Non Secure TFTP)	Config Download	Ephemeral	Any Unified CM Node	App connectivity to TFTP server to download device and user config files
TCP 5061 (Expressway-E and Unified CM), TCP 5060 (Non Secure SIP on Unified CM only)	SIP Connectivity	Ephemeral	Any Unified CM or Expressway-E Node	Webex App will connect to Unified CM or Expressway-E via SIP for softphone functionality
TCP 2748	CTI Connectivity	Ephemeral	Any Unified CM Node	Webex App will connect to the Unified CM CTI service when running in deskphone control mode
UDP 16384 to 32766	Softphone Media (Audio, Video, Screen Share)	Ephemeral	ANY (media is routed directly to the other party)	UDP media port range to send audio, video and screen share traffic to other parties (including other App users, deskphone, video endpoints and conference resources)

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