



The bridge to possible

Deploying the Webex App to your Organization

Shane Long, Technical Marketing Engineer

Cisco Webex App

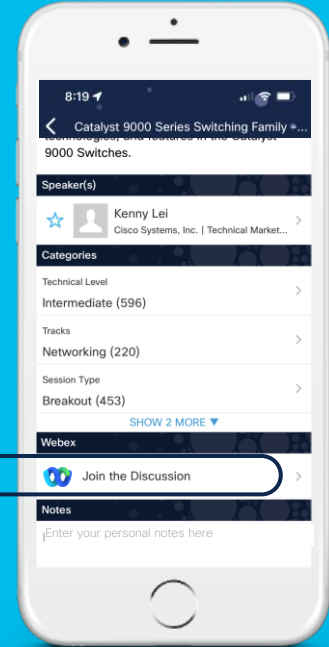
Questions?

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 until February 24, 2023.

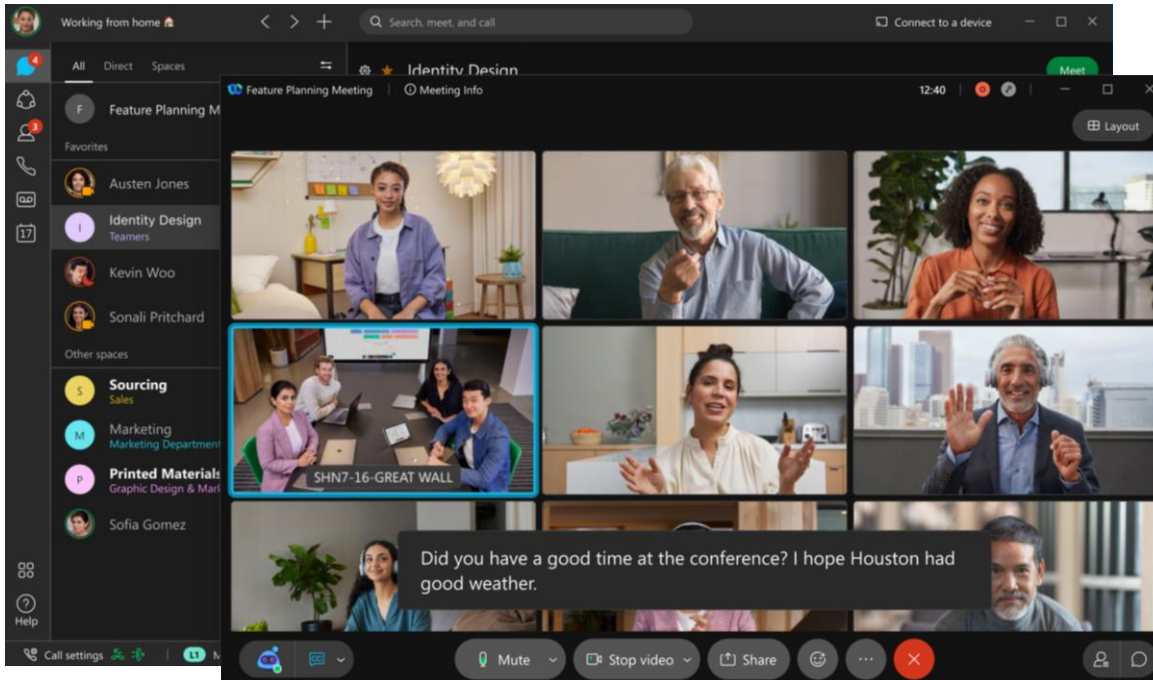


Agenda

- Architecture
- Org Setup and Control Hub
- Calling
- Meetings
- Messaging
- App Deployment
- Introduction to Webex Calling for MS Teams

The Webex App

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



Full Webex meetings experience
including breakout sessions, background blur/virtual backgrounds, Webex Assistant, Real-time translation etc.

Enterprise Grade Calling
Register Webex app to Unified CM or Webex Calling to enable calling capabilities from the knowledge worker to the contact center agent

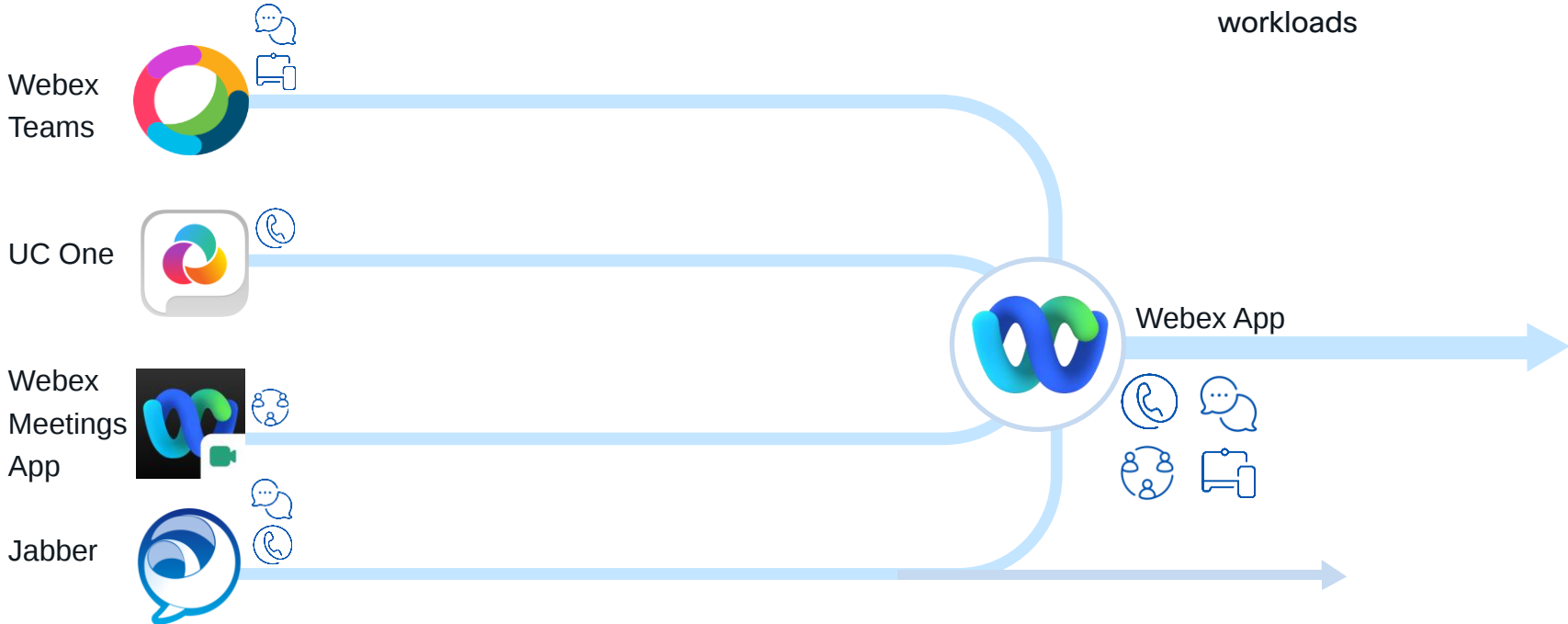
Modern messaging capabilities
1:1 and group persistent spaces for messaging, file and meeting content sharing.

Customizable app experience
Customizable appearance and themes, including dark mode

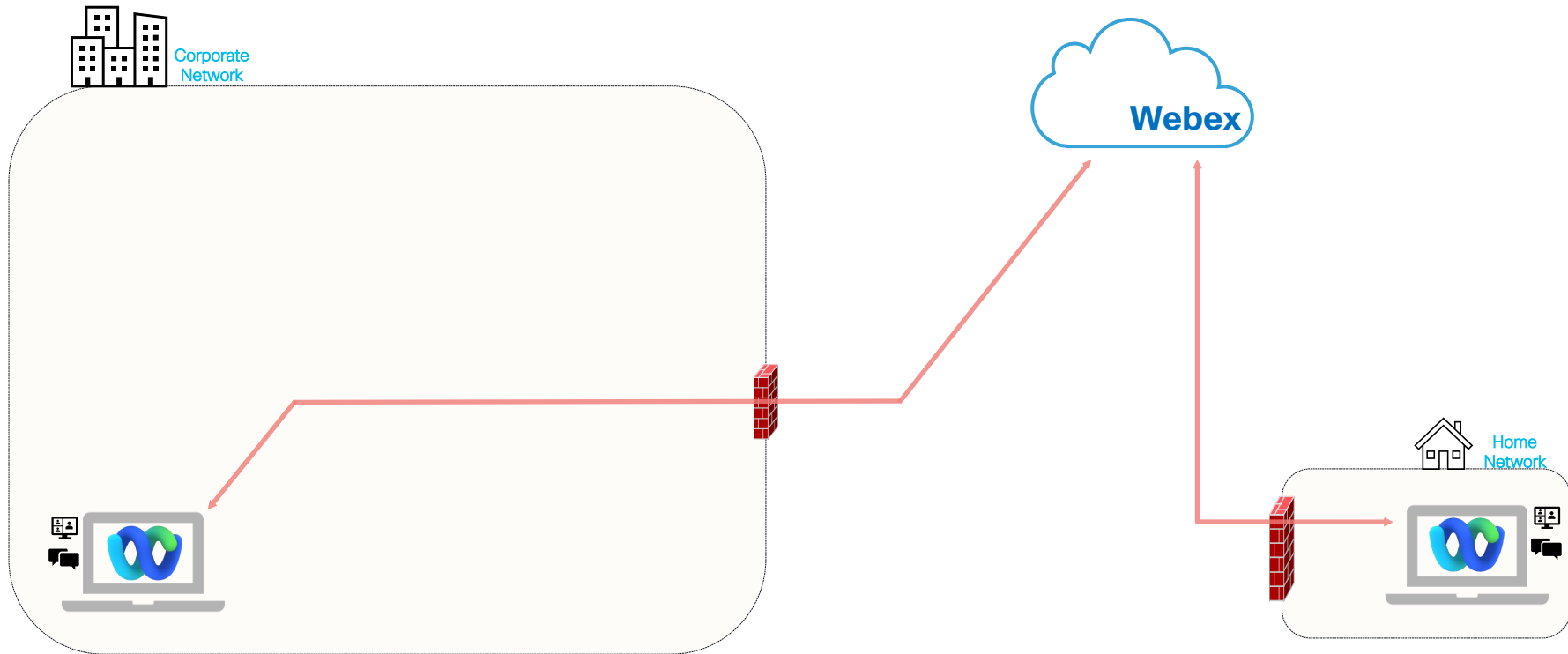
Convergence to a Single App

A single modern app

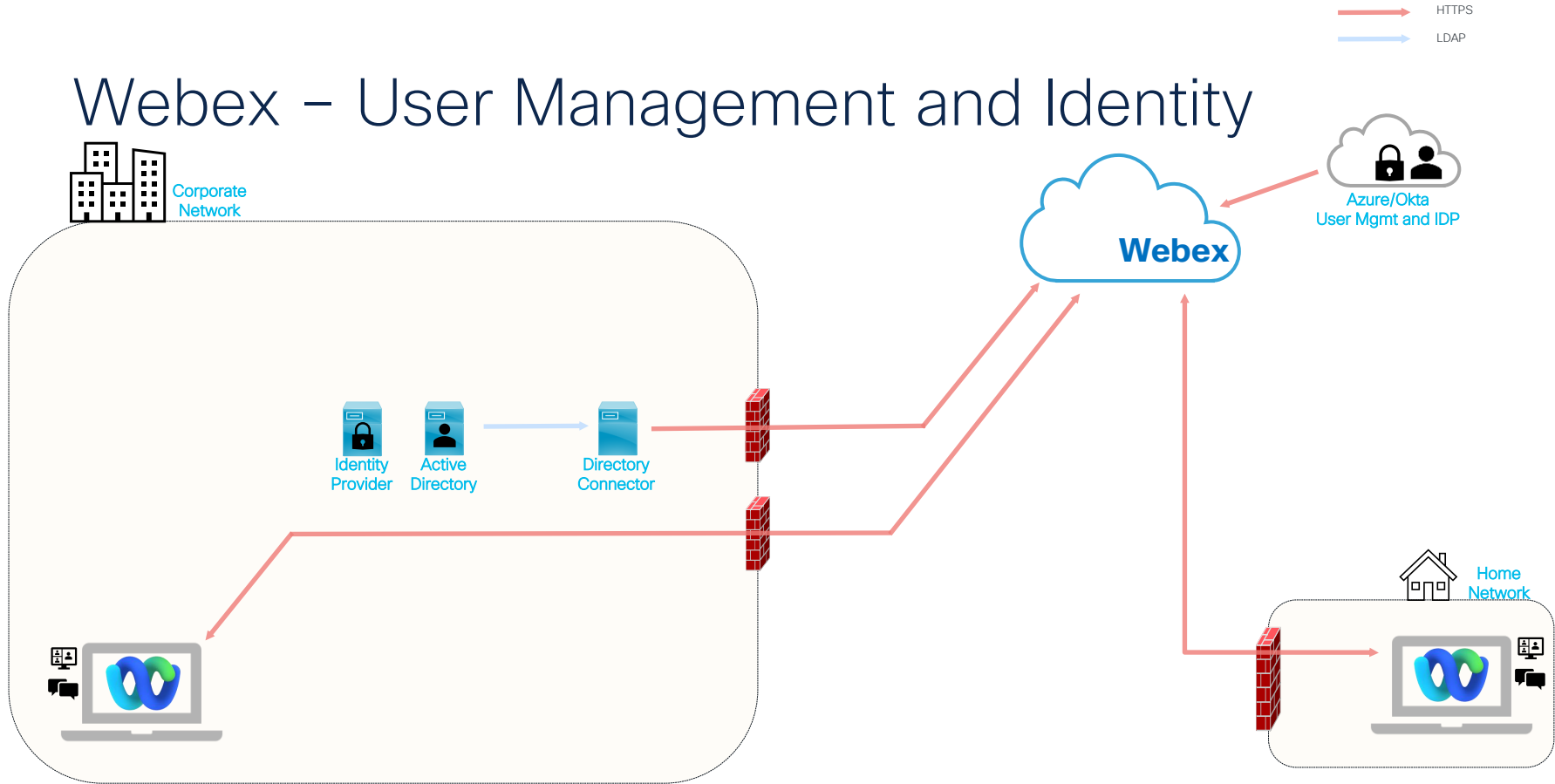
- **Webex App** delivers the **BEST EXPERIENCE** for all collaboration workloads



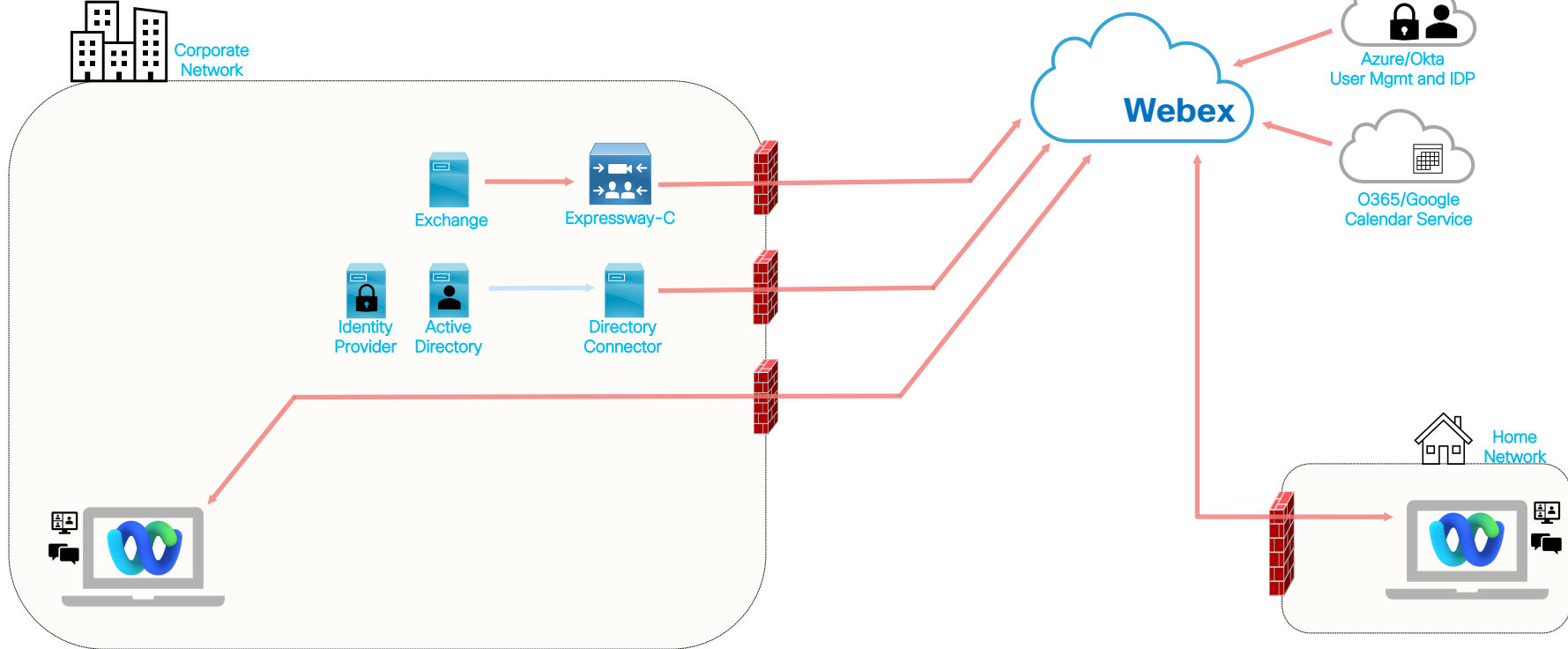
Webex – Base Architecture



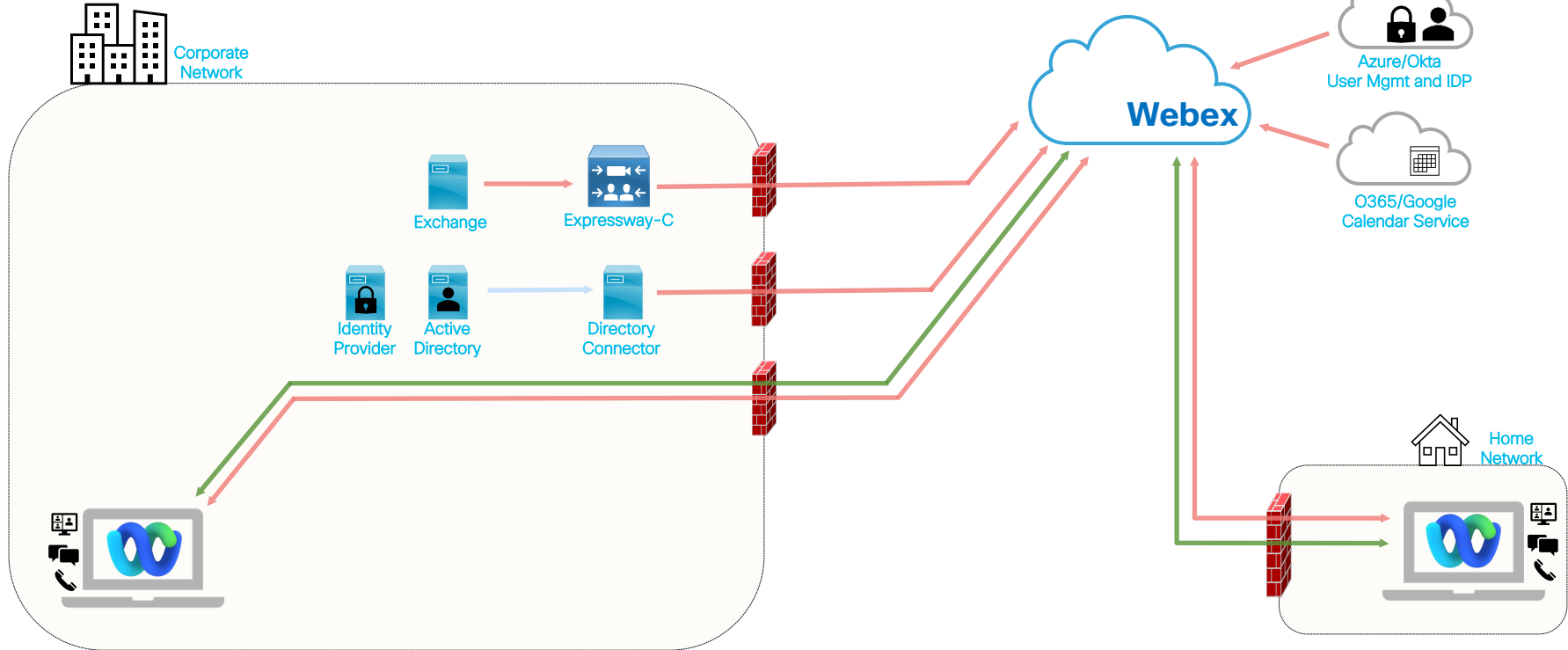
Webex – User Management and Identity



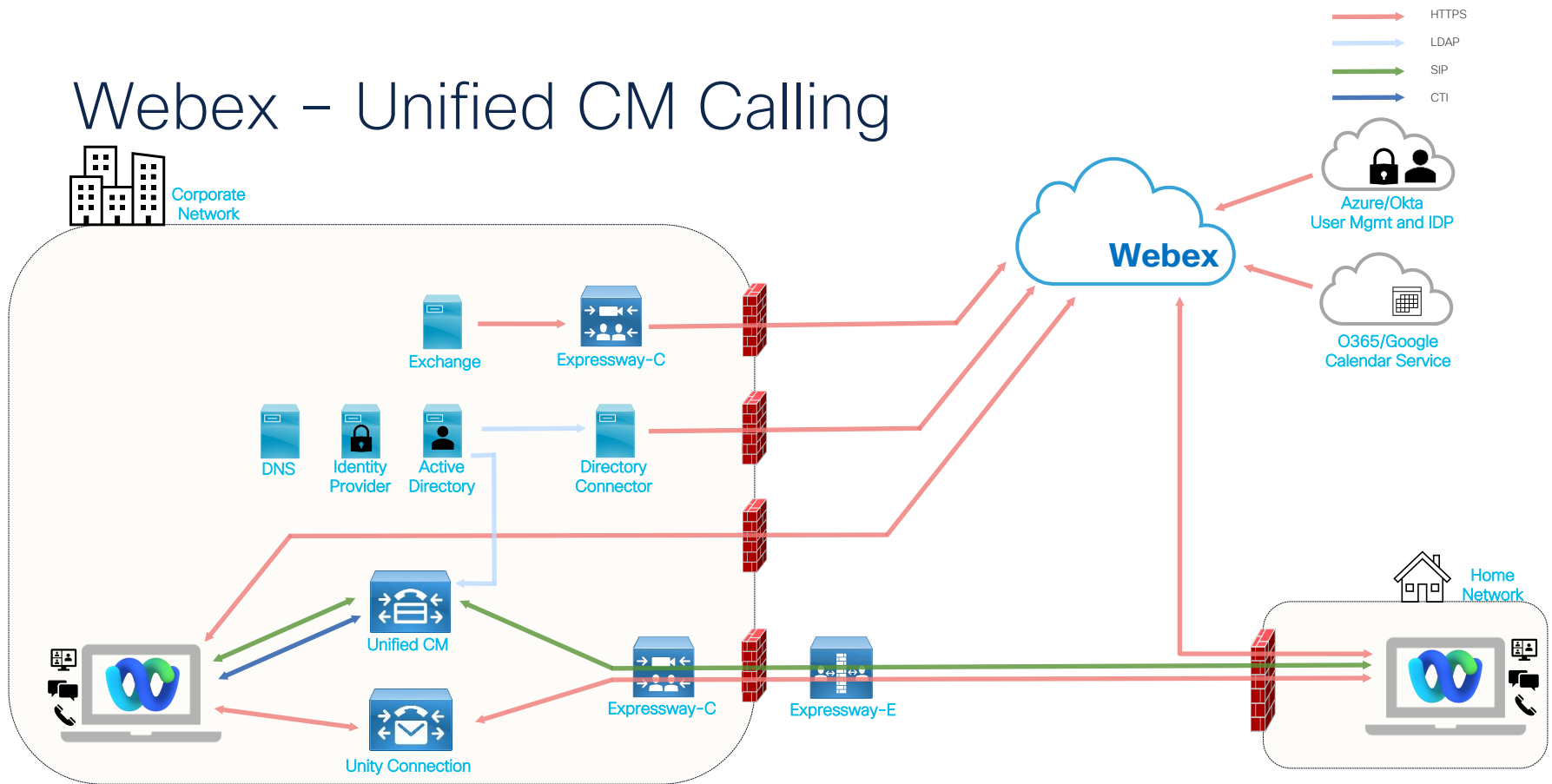
Webex – Calendar Integration



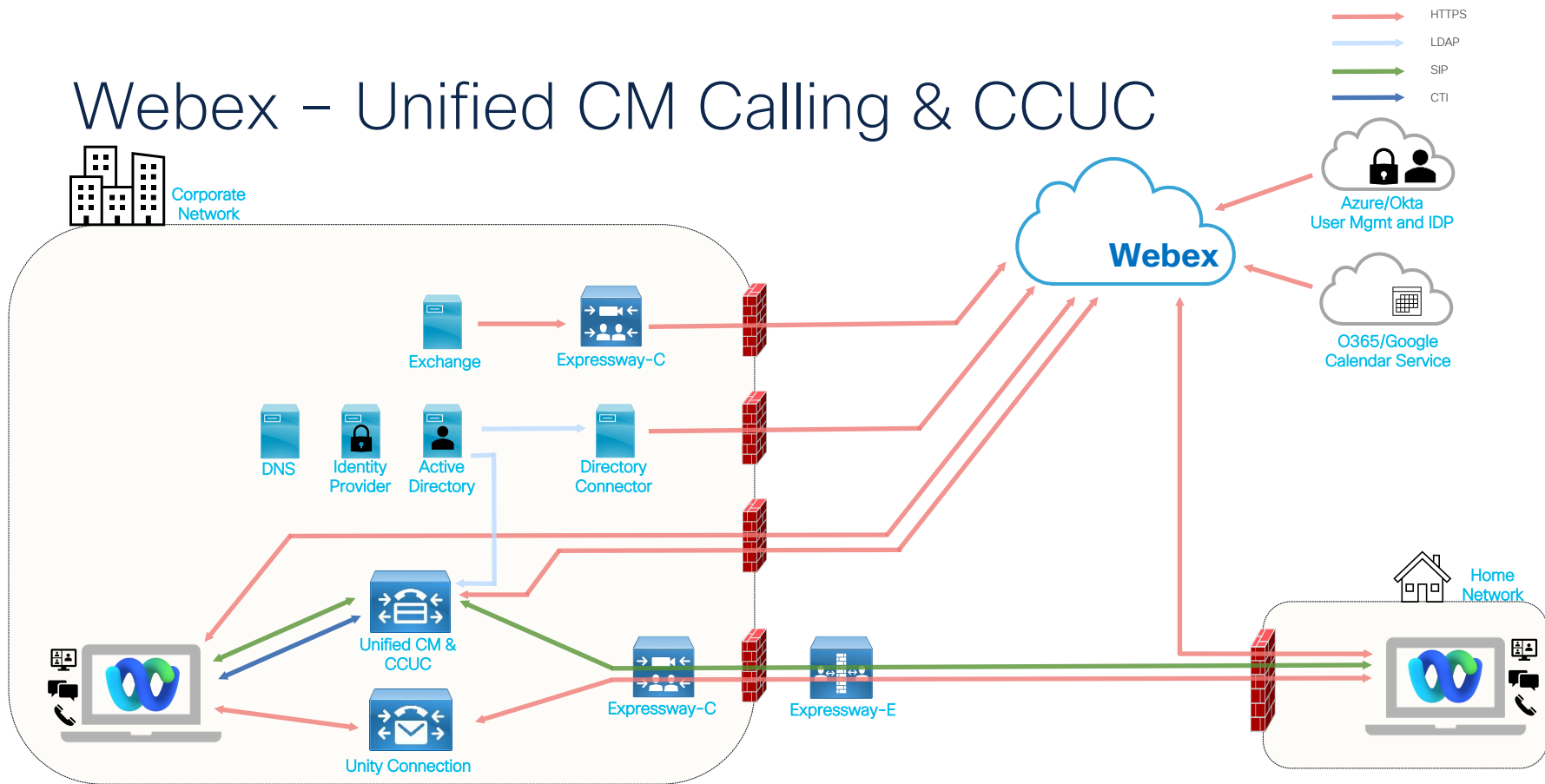
Webex – Webex Calling



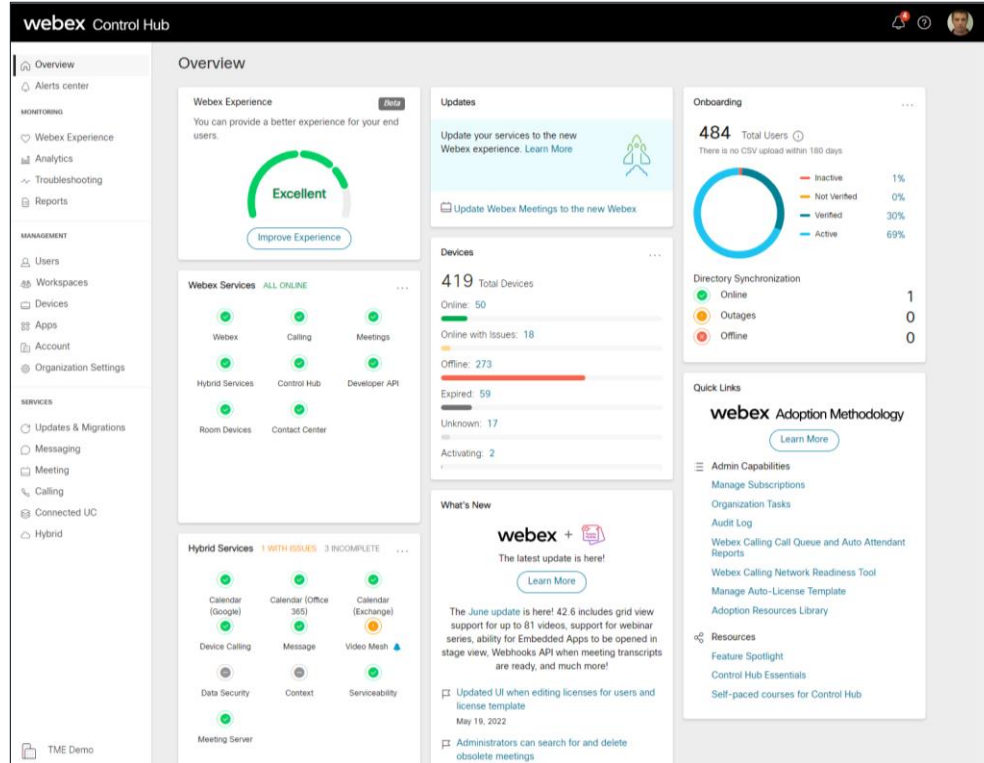
Webex – Unified CM Calling



Webex – Unified CM Calling & CCUC



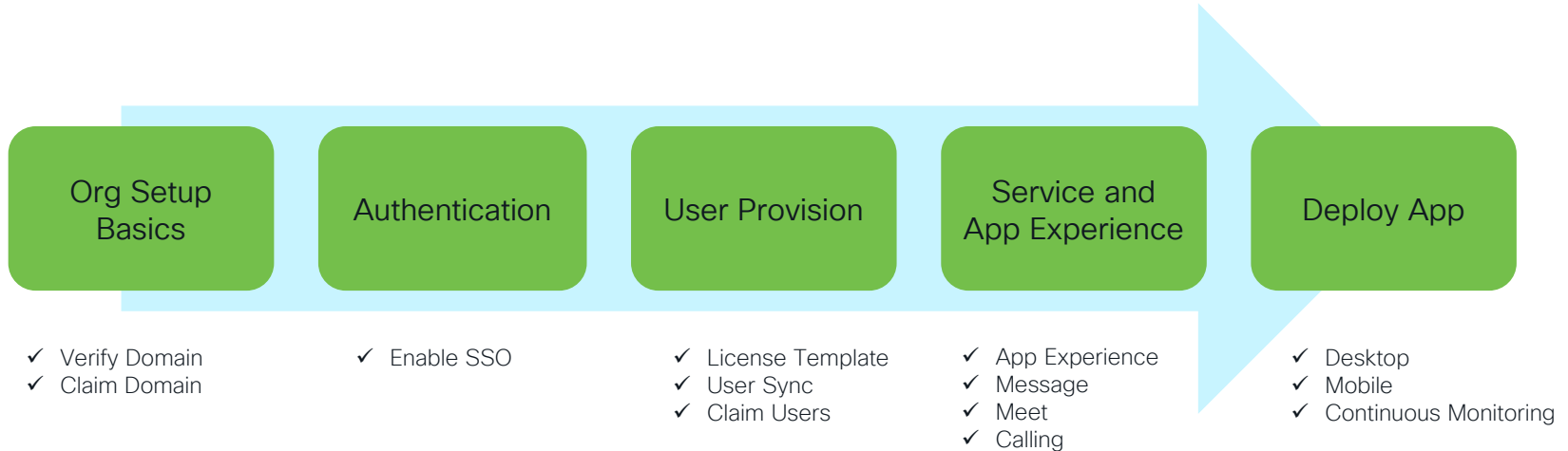
Control Hub



- Control Hub is the Webex Admin portal
 - <https://admin.webex.com>
- Manage
 - Webex User Accounts
 - Webex Services
 - Webex App
 - Integrations
- Monitor
 - Analytics
 - Troubleshooting
 - Unified CM/CCUC

Webex Org and User Identity

Typical Webex App Deployment



User Authentication

Basic Authentication

Email & Webex password



Single Sign On

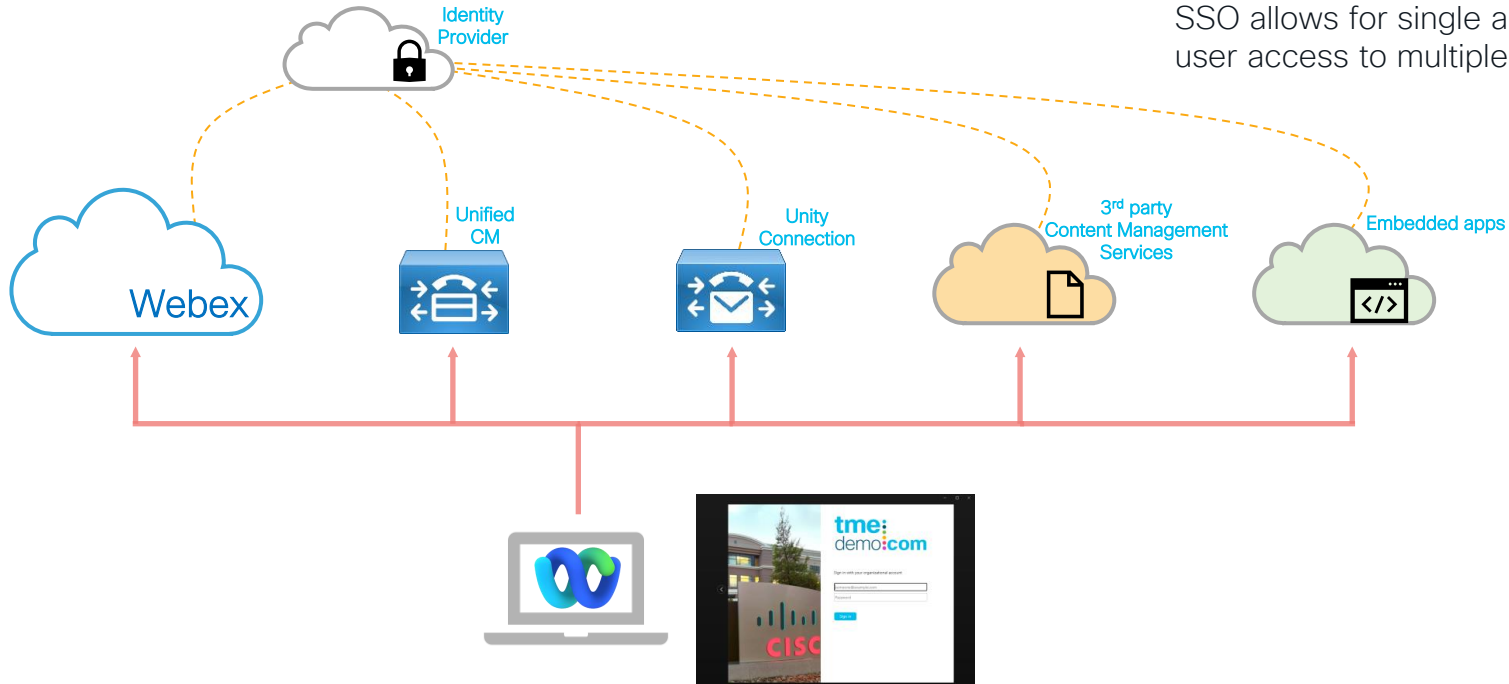
Any auth type supported by the IDP
MFA

Common user identity across all
services/platforms

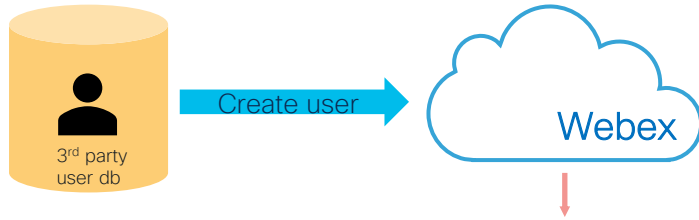


Single Sign On

Webex App can connect to multiple services and platforms
SSO allows for single authentication, granting user access to multiple platforms & services



Webex User Provisioning



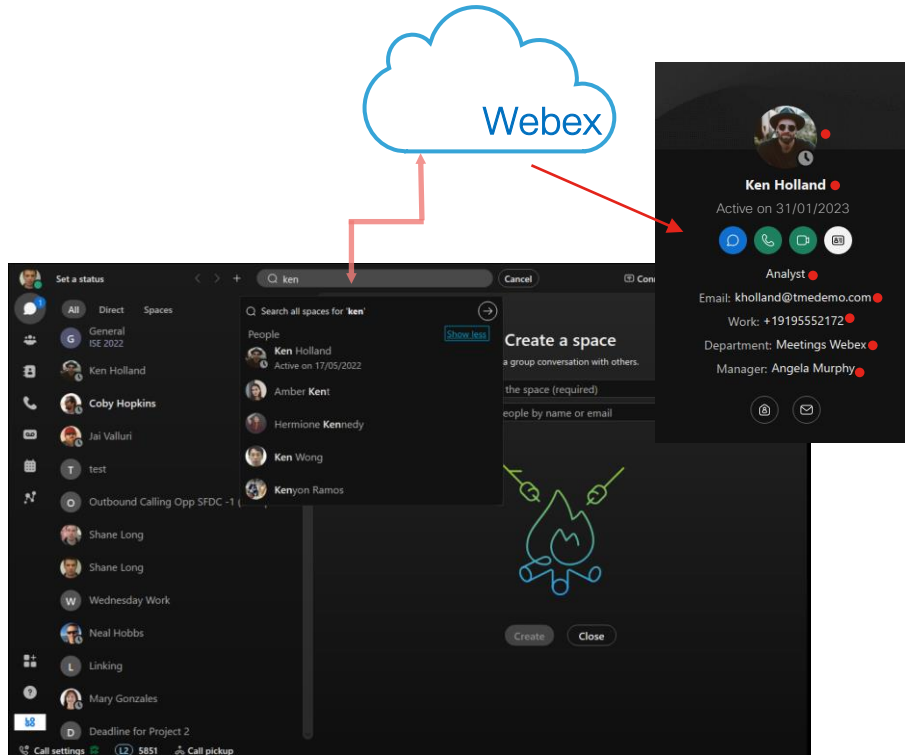
The screenshot shows the 'webex Control Hub' interface with the 'Users' tab selected. The left sidebar contains navigation options: Overview, Alerts center, Webex Experience, Analytics, Troubleshooting, Reports, Workspaces, Devices, Apps, Account, Organization Settings, Updates & Migrations, Messaging, Meeting, Calling, Connected UC, and Hybrid. The main content area displays a list of 483 users with a search bar and a 'Filter' button. The table below lists the first 20 users.

First / Last name	Email	Status	Admin roles
Aimee Hewitt	ahewitt@tmedemo.com	Active	Head-only admin
Ajay Pawar	ajpawar@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 Ampanan	alampana@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	
Allegra Cameron	acameron@tmedemo.com	Active	Read-only admin
Allison Cassidy	acassidy@tmedemo.com	Active	
Allistar Santana	asantana@tmedemo.com	Active	Read-only admin

Webex User Attributes

- **avatar**
- buildingName
- **c**
- departmentNumber
- **displayName**
- ds-pwp-account-disabled
- employeeNumber
- employeeType
- externalID
- facsimileTelephoneNumber
- givenName
- jabberID
- |
- locale
- **manager**
- **mobile**
- **O**
- ou
- phoneNumbers;type-work_extension
- physicalDeliveryOfficeName
- postalCode
- preferredLanguage
- sipAddresses;type-enterprise
- sn
- st
- Street
- **telephoneNumber**
- **title**
- **uid**

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 User Account Management Solutions

Recommended

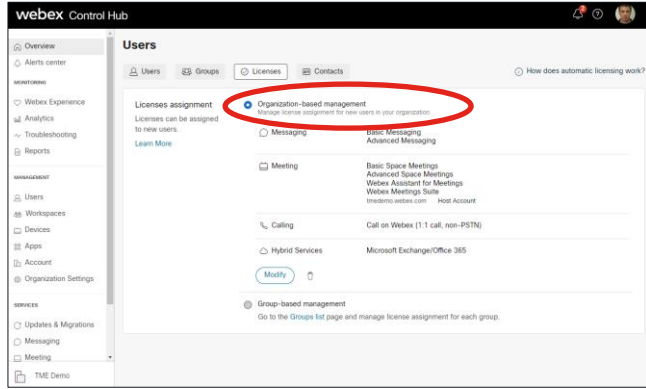
Session

BRKCOL-2007



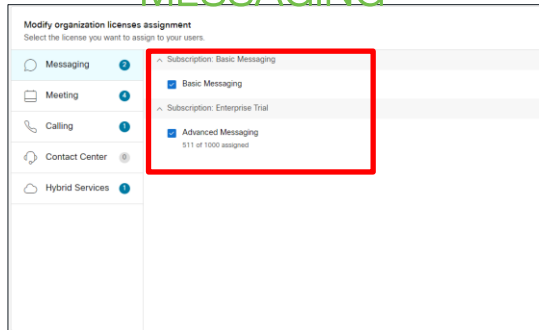
Method	Description
Meetings Site User Linking	Automatically link Site Admin user accounts to Control Hub
Directory Connector	Automatic method for creating, updating and deactivating user accounts and groups via Active Directory or AD LDS
SCIM/Azure AD Wizard	Automatic method for creating, updating and 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

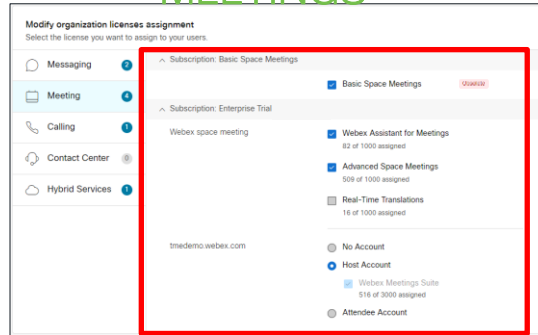


- Create an org wide License Template
- Newly created user accounts will be automatically licensed for selected services
- License changes can be made on an org wide, group or individual user basis

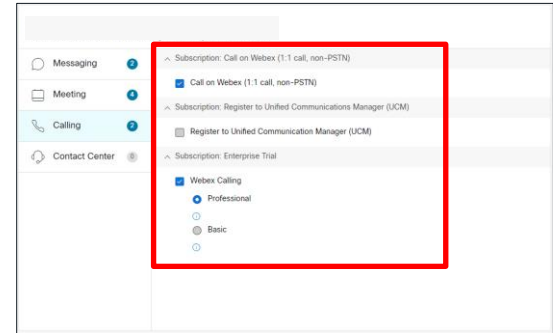
MESSAGING



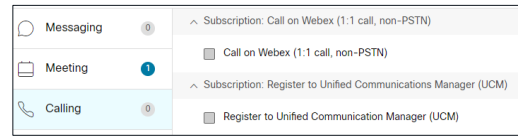
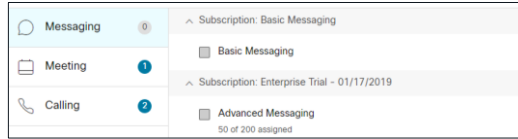
MEETINGS



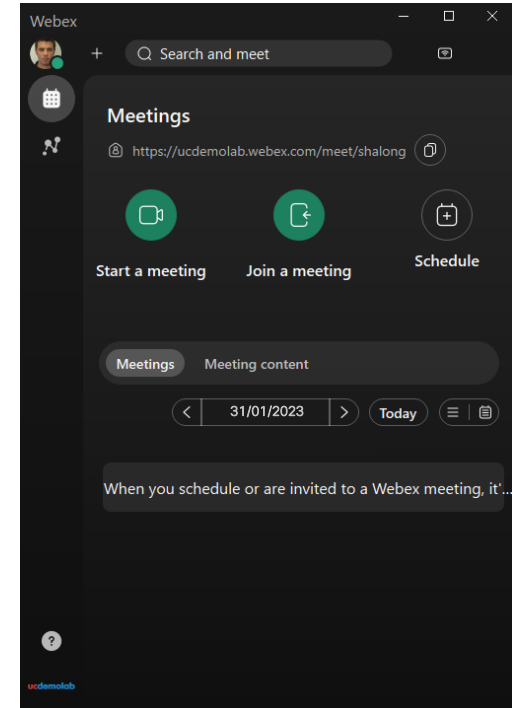
CALLING



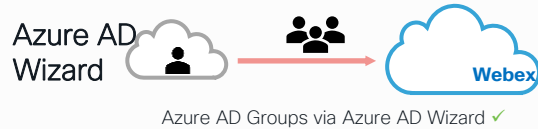
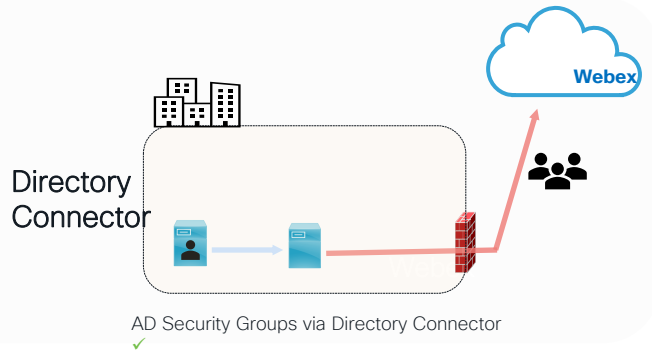
Service Entitlement



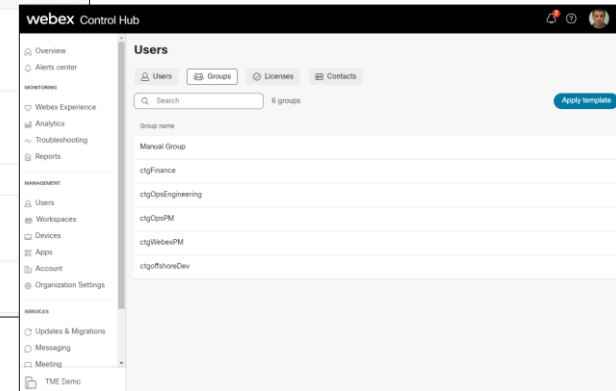
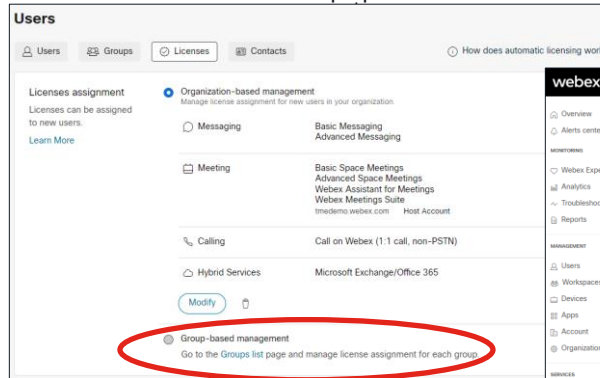
- Services can be unchecked in the license (Per org, group, user)
- e.g. To deploy a Meetings ONLY configuration, remove messaging service and calling service
- BEWARE!
 - Removing messaging will also remove space meeting functionality (e.g. scheduling)
 - Users existing messages/files will be retained as per your orgs retention policy



Groups



- User groups can be synced to Webex
 - Directory Connector ✓
 - Azure AD Wizard ✓
 - Via Groups API ✓
- User groups can be created manually in Control Hub
- Licensing Templates can be set on a per group basis
 - Changing a license template will apply to new and



Group Templates

Templates

Meetings Template

The screenshot shows the 'Create template' interface in Cisco Control Hub. At the top, there's a progress bar with two steps: 'Configure settings' (active) and 'Apply to groups'. Below this is a 'Description' field. The main section is divided into three categories: 'Meeting', 'Recording', and 'Remote Control'. Each category has several toggle switches that are currently turned on. At the bottom, there's a note: 'Settings will only apply to CI enabled sites that have been configured to support the options or settings provided in this template.' and two buttons: 'Cancel' and 'Create template and next'.

Create template

Configure settings Apply to groups

Description

Meeting

- ☒ Enable chat
- ☒ Enable participant list
- ☒ Enable users to take presenter
- ☒ Enable file transfer

Recording

- ☒ Enable cloud recording
- ☒ Enable local recording

Remote Control

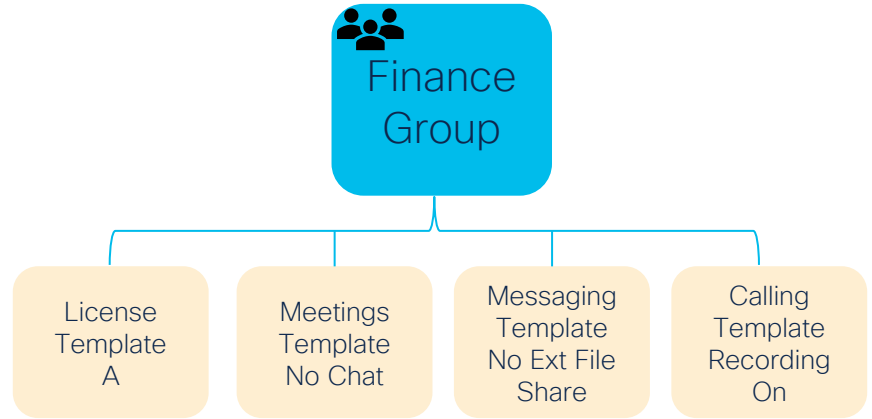
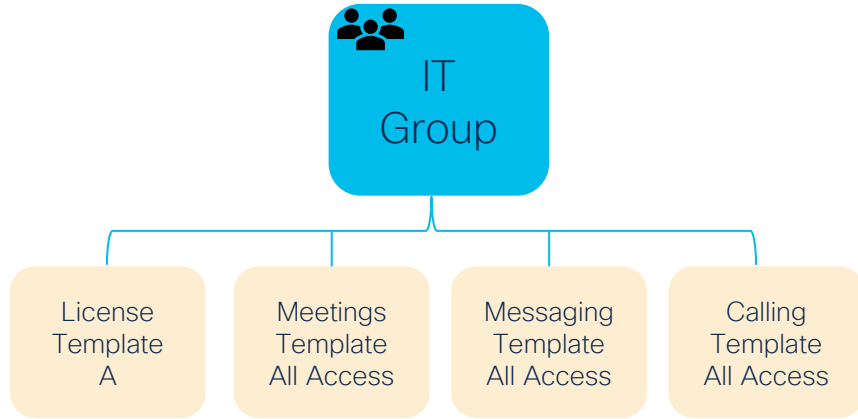
- ☒ Enable application remote control
- ☒ Enable desktop remote control
- ☒ Enable web browser remote control

Settings will only apply to CI enabled sites that have been configured to support the options or settings provided in this template.

Cancel Create template and next

- In Control Hub, create meetings, messaging and calling configuration templates
- Templates can be used to set licensing and service configuration preferences and apply to groups of users

Templates Example



Templates Example

webex Control Hub

< ctgFinance

ctgFinance

Usage: Policy
Source: On-premise Active Directory
Number of members: 3

Setting templates
Applied to existing and future users

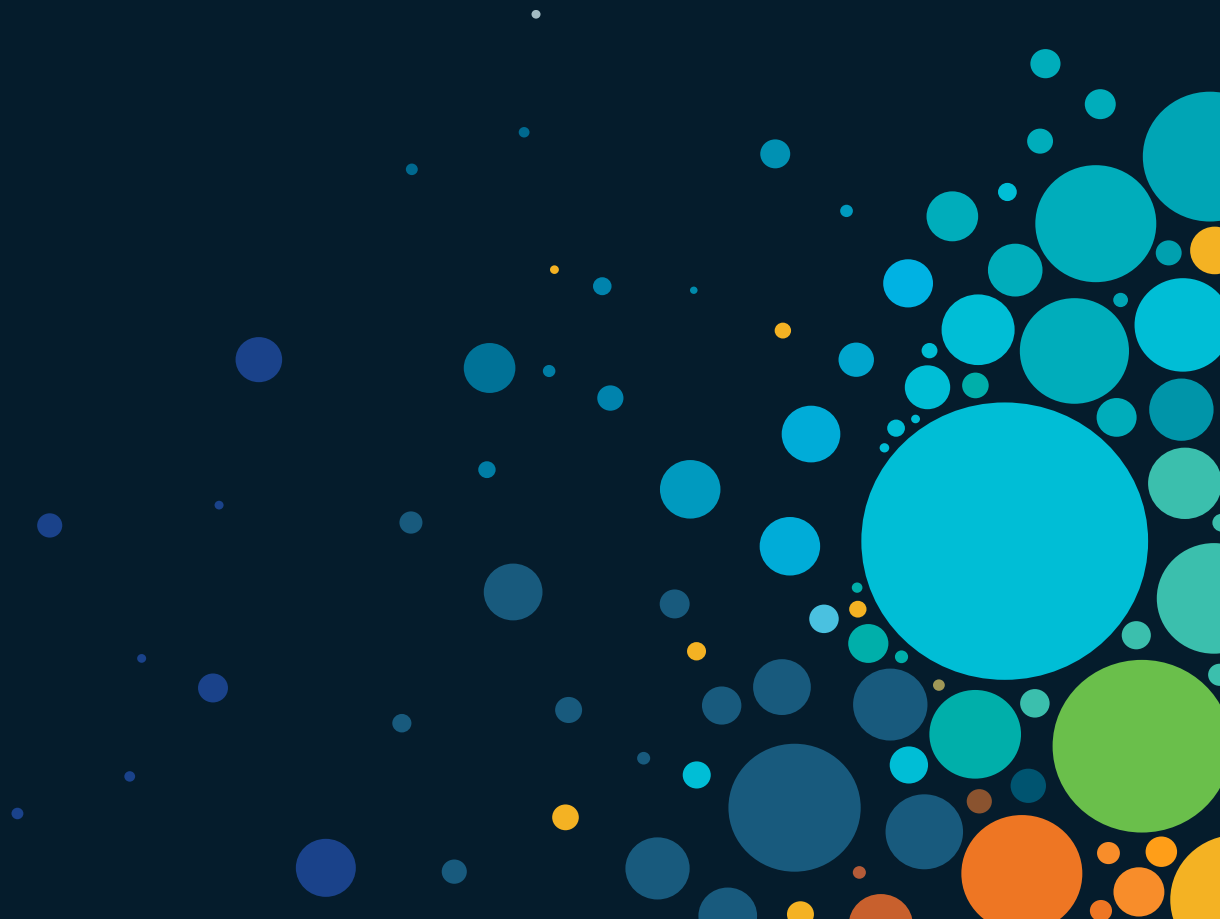
Type	Template	
Messaging	messaging_templ...	⋮
Meeting	No file sharing	⋮

Group Members

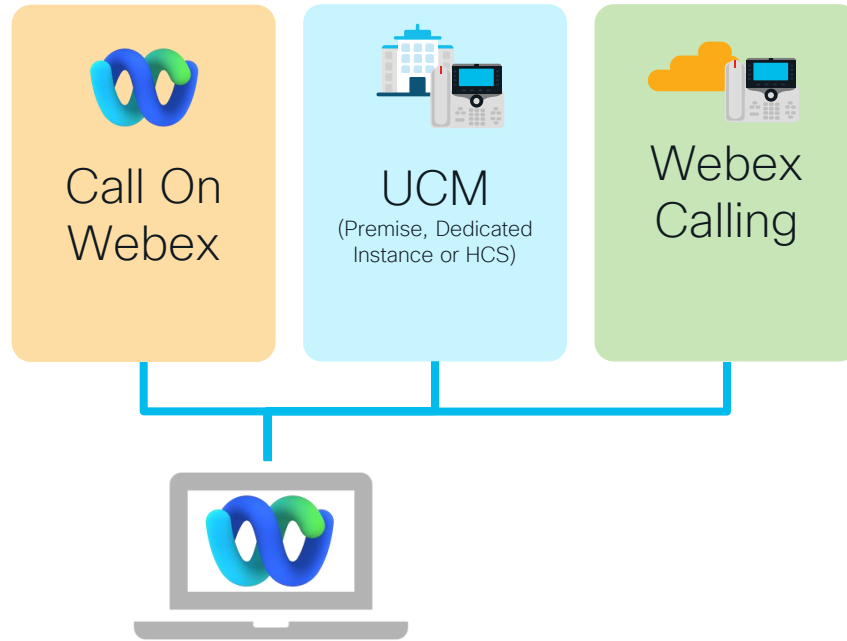
	First name	Last name	Email address
	Cleo	Peters	cpeters@tmedemo.com
	Cybil	Alexander	cyalexan@tmedemo.com
	Jono	Luk	jonluk@tmedemo.com

- View Group Members
- Apply License Template
- Apply Settings Template

Calling

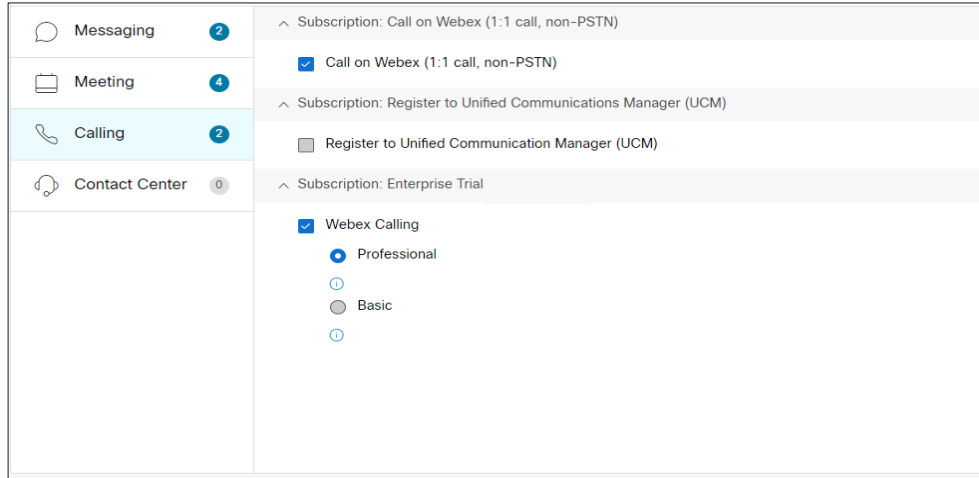


Webex App Calling



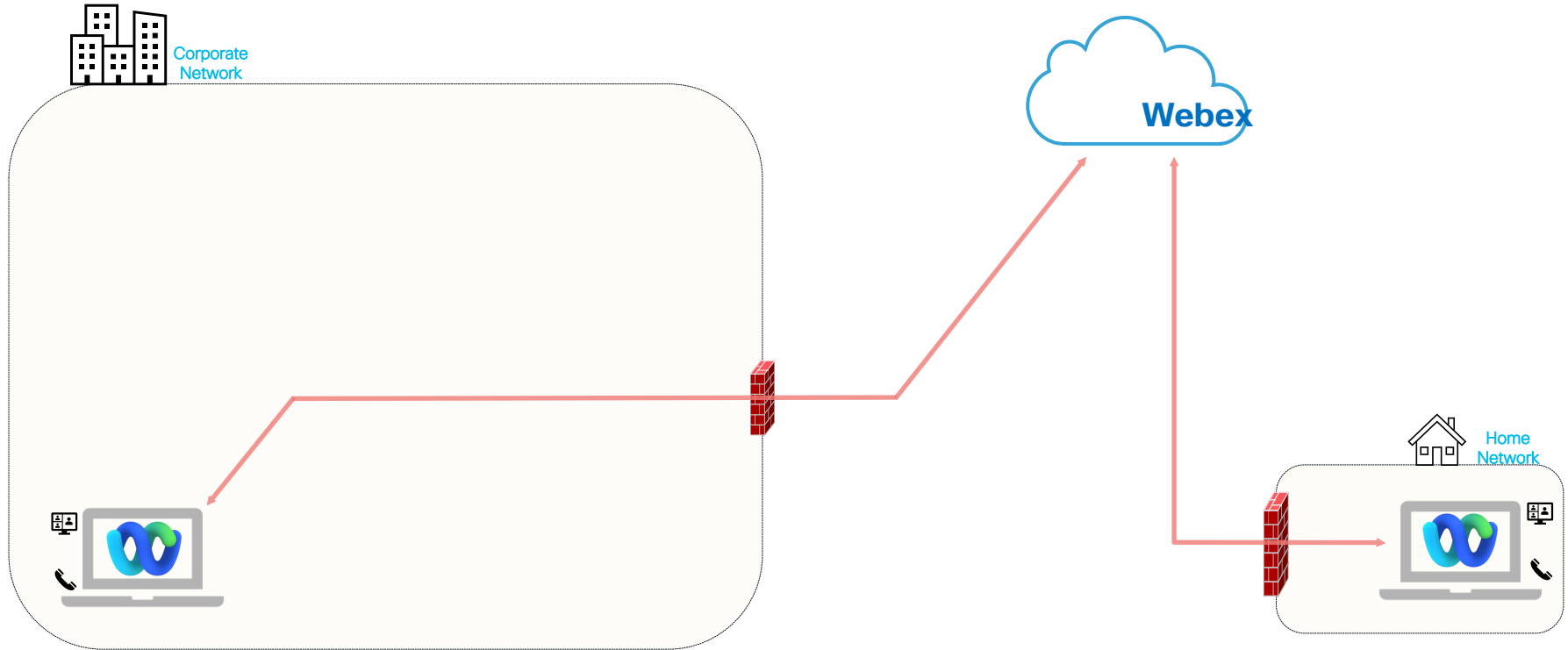
- Webex provides a number of different calling options that can be deployed to meet different customer needs.
- Calling experience is defined via user licensing
 - **NEW:** Unified CM “Calling Behaviour” is now defined in the license
- Call on Webex
 - Basic and free 1:1 in-app calling service
 - On by default
- Add Enterprise Calling to the Webex App. Choose between
 - Unified CM Calling
 - Webex Calling

Webex App Calling

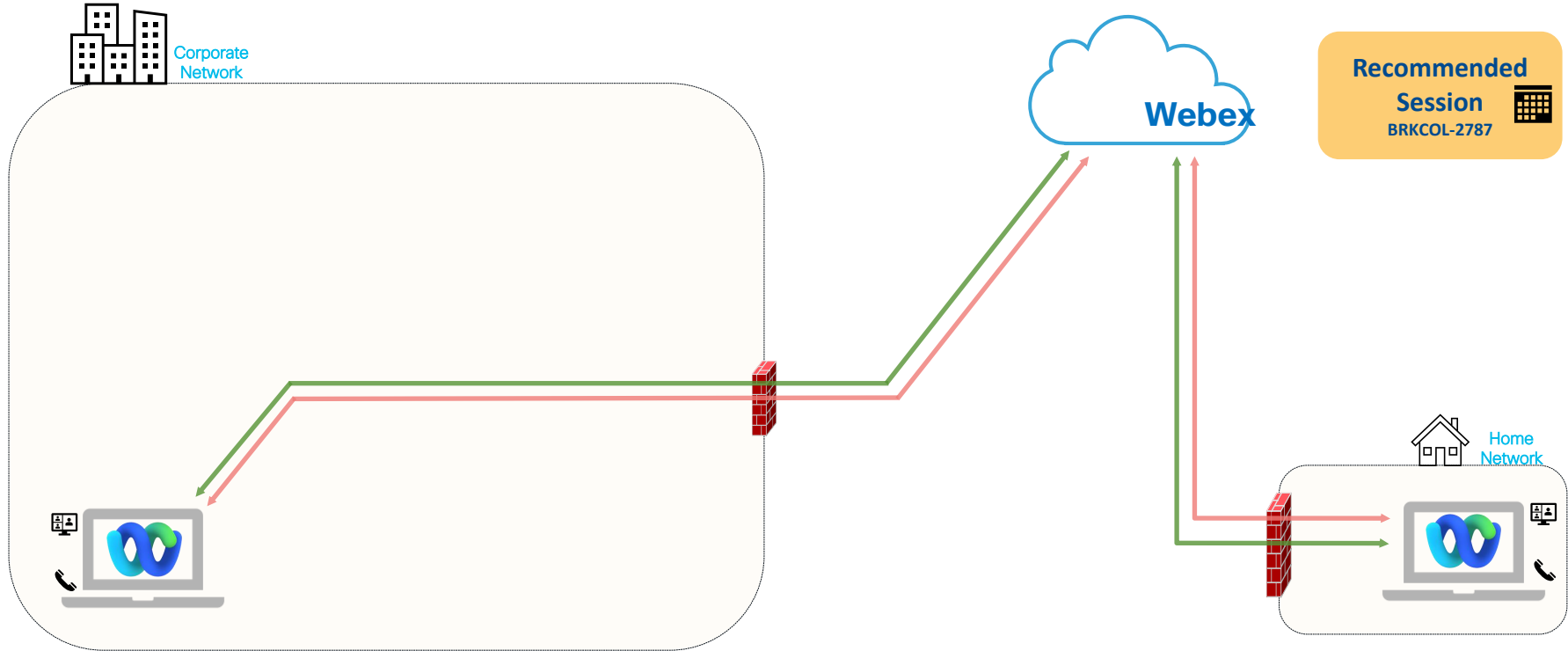


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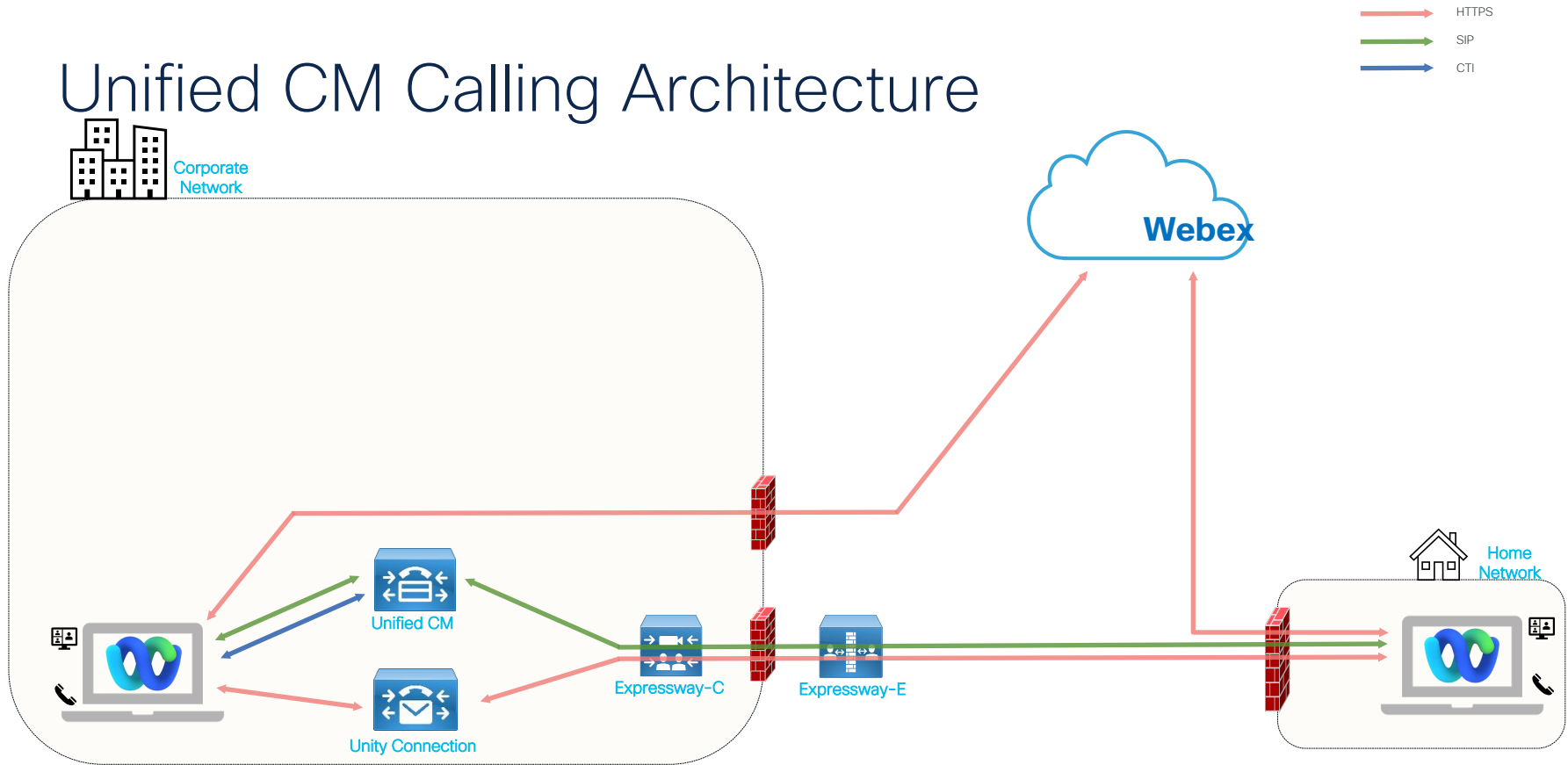
Call On Webex Architecture



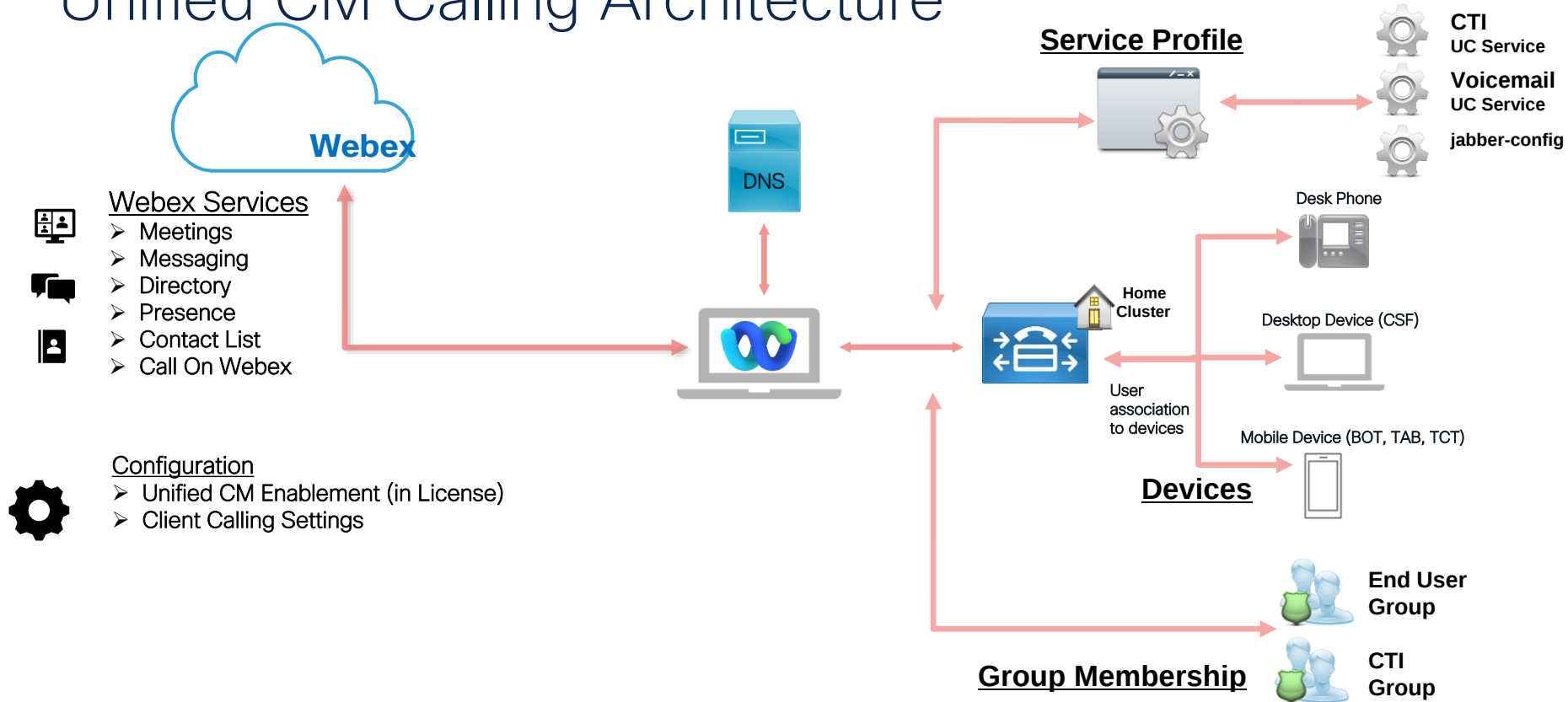
Webex Calling Architecture



Unified CM Calling Architecture

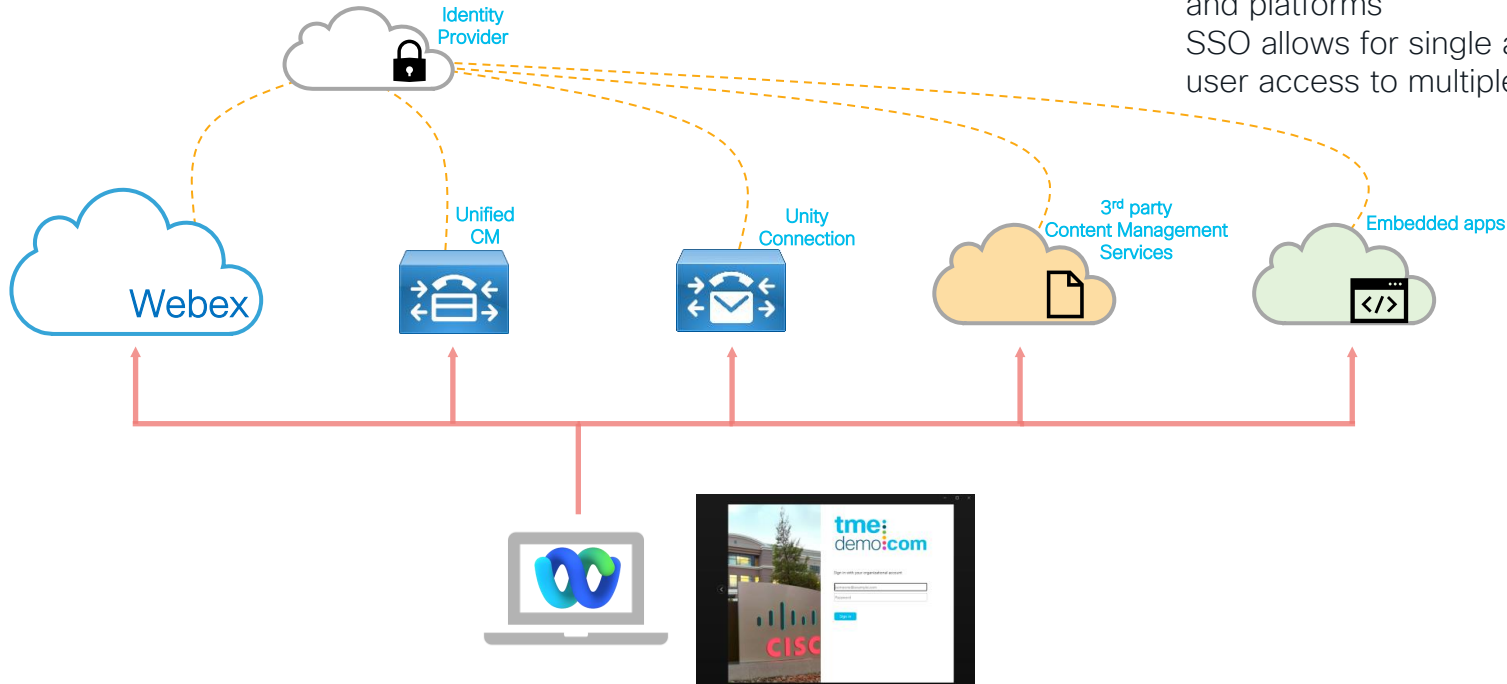


Unified CM Calling Architecture



Single Sign On with Unified CM Calling

Webex App can connect to multiple services and platforms
SSO allows for single authentication, granting user access to multiple platforms services



Unified CM Calling Setting has moved to Calling License

Calling Behavior

User > Calling Behavior

Calling Behavior

Choose how this user makes calls in Webex Teams.

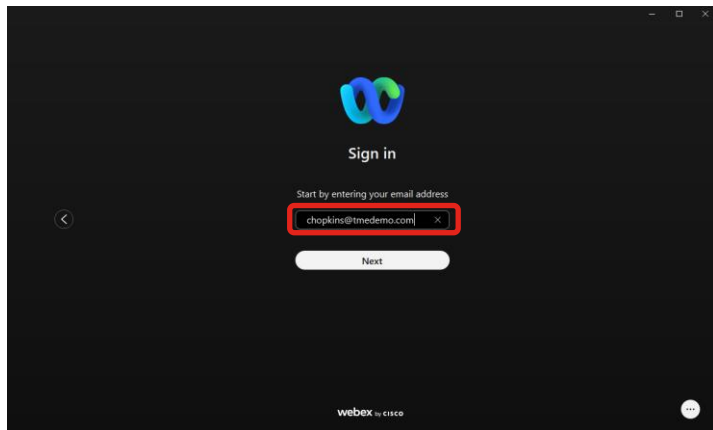
- ☐ Organization Setting: Calling in Webex Teams (Unified CM)
Use the setting you've specified at the organization level.
- ☐ Calling in Webex Teams
Make calls directly in Webex Teams, backed by Webex Calling or Hybrid Calling.
- ☒ Calling in Webex Teams (Unified CM)
Make calls in Webex Teams registered to Unified CM for midcall features.
- ☐ Webex Calling app
Make calls in the Webex Calling app or through a cross-launch from Webex Teams.
- ☐ Cisco Jabber app
Make calls in Cisco Jabber or through a cross-launch from Webex Teams.
- ☐ Third-Party app
Make calls in a third-party calling app or through a cross-launch from Webex Teams.



Calling License Template

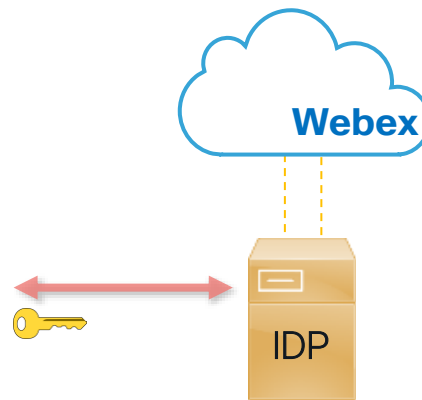
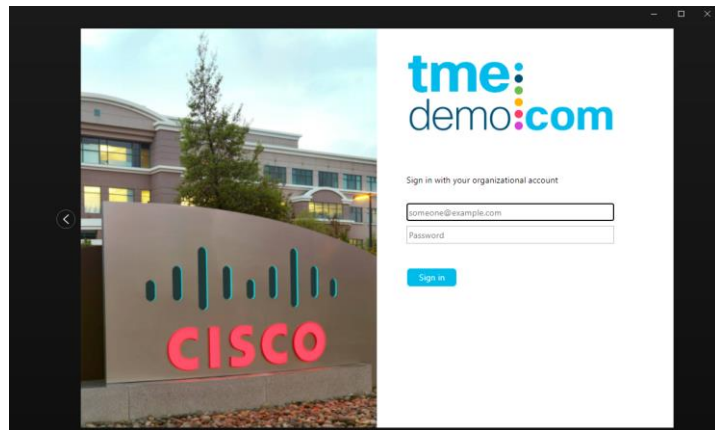
Messaging 2	Subscription: Call on Webex (1:1 call, non-PSTN) ☒ Call on Webex (1:1 call, non-PSTN)
Meeting 4	Subscription: Register to Unified Communications Manager (UCM) ☒ Register to Unified Communication Manager (UCM)
Calling 2	Subscription: Enterprise Trial - 09/20/2018
Contact Center 0	☐ Webex Calling ☐ Professional ☐ Basic

Unified CM Discovery



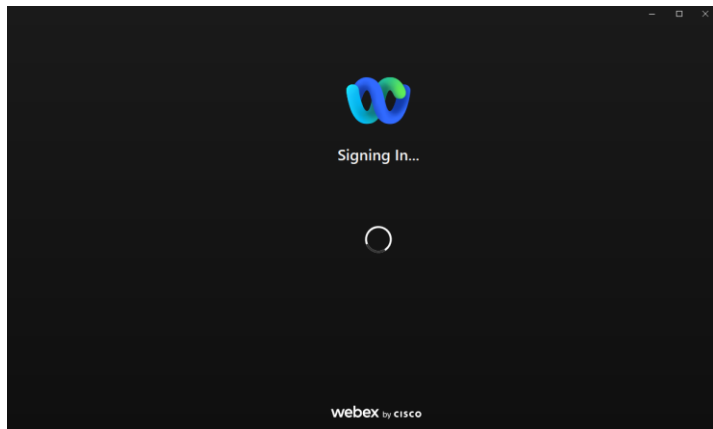
- Webex App first time start
- User enters email address
 - chopkins@tmedemo.com
- Webex App connects to Webex login service

Unified CM Discovery



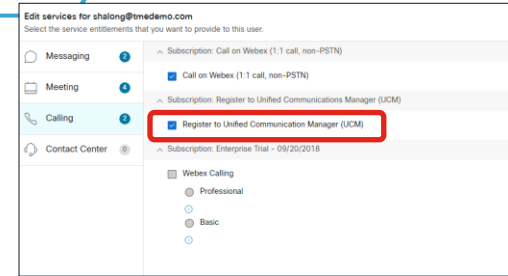
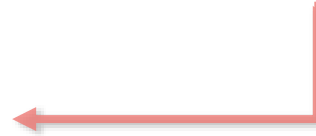
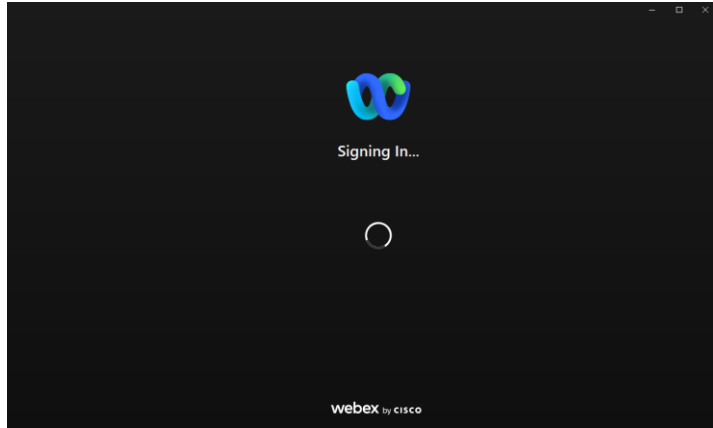
- Webex Org is SSO enabled.
- Webex app enters SSO mode
 - Embedded browser displayed
 - Embedded browser connects to the IDP
- User authenticates
- IDP issues SAML assertion

Unified CM Discovery



- Webex App uses SAML assertion to authenticate to Webex service
- Webex grants Webex app Access (issues OAuth tokens)

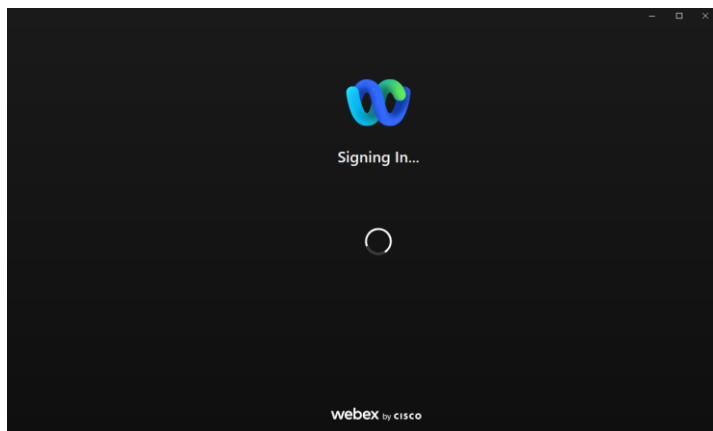
Unified CM Discovery



- Webex App retrieves user config including licensing
- Webex App connects to applicable cloud services
- Webex App retrieves calling setting “Register to Unified Communication Manager (UCM)”

Unified CM Discovery

Initial Email =
chopkins@tmedemo.com



_cisco-uds._tcp.tmedemo.com
_collab-edge._tls.tmedemo.com

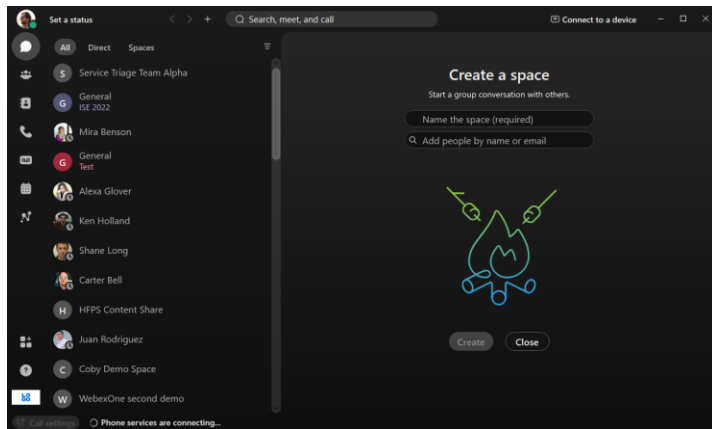


- Webex App queries DNS
_cisco-uds._tcp.tmedemo.com
_collab-edge._tls.tmedemo.com
- Internal DNS Server:
_cisco-uds -> UCM A record
- External DNS Server:
_collab-edge -> Expressway-E A record

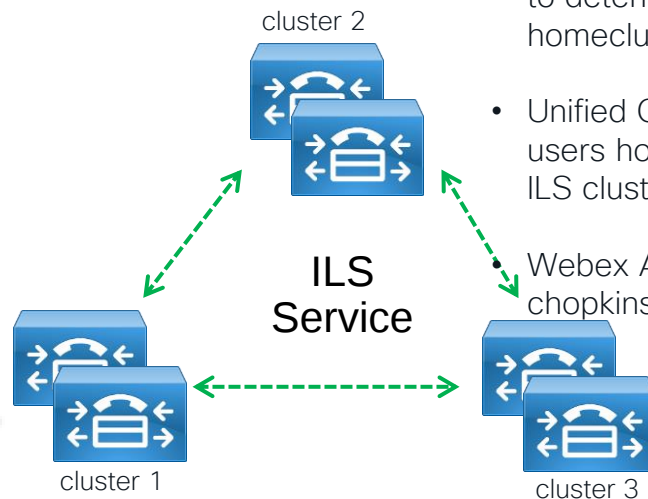
Voice Services Domain =
tmedemo.com

- If the Unified CM domain is different to the Webex domain, additional Voice Services Domains can be configured (per user/org) in Control Hub

Unified CM Discovery



chopkins@tmedemo.com



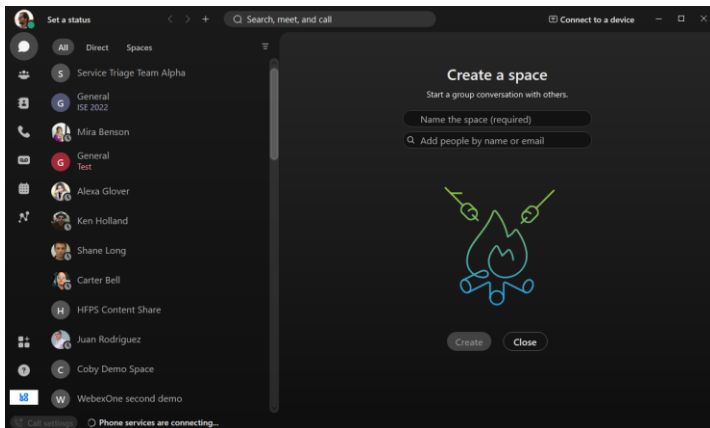
- Webex App queries for **homecluster** against the Unified CM node returned from DNS query
- Query uses the users Webex ID to determine Unified CM homecluster
- Unified CM is aware of every users homecluster for the entire ILS cluster
- Webex App is redirected to chopkins home cluster

<https://ucm1-clusters1.tmedemo.com:8443/cucm-uds/clusterUser?username=chopkins>

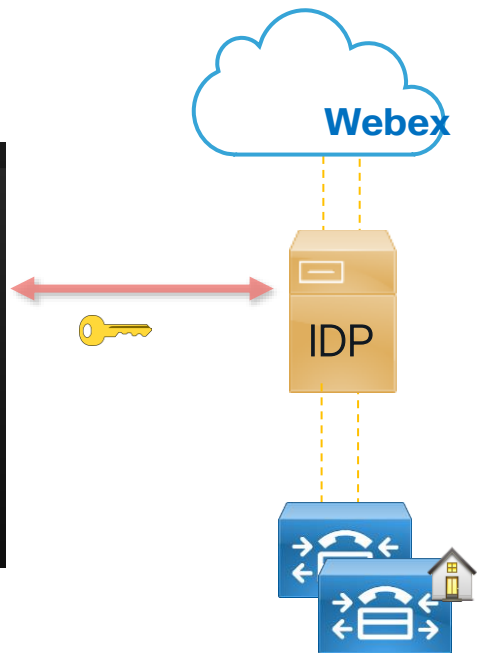
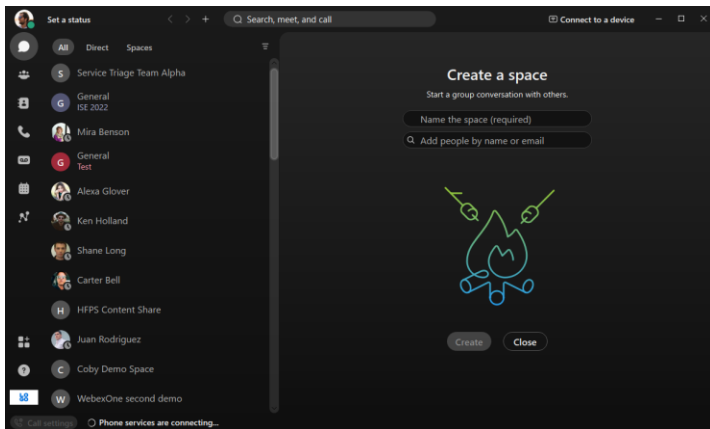
<https://ucm1-clusters1.tmedemo.com:8443/cucm-uds/clusterUser?email=chopkins@tmedemo.com>

Unified CM Discovery

- Webex App connects to homecluster publisher node
- Unified CM challenges for authentication

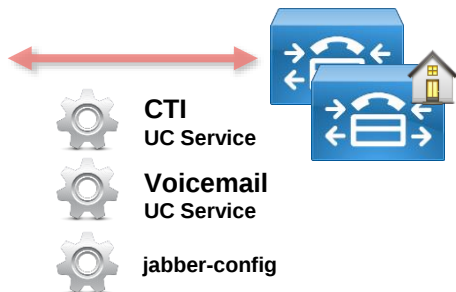
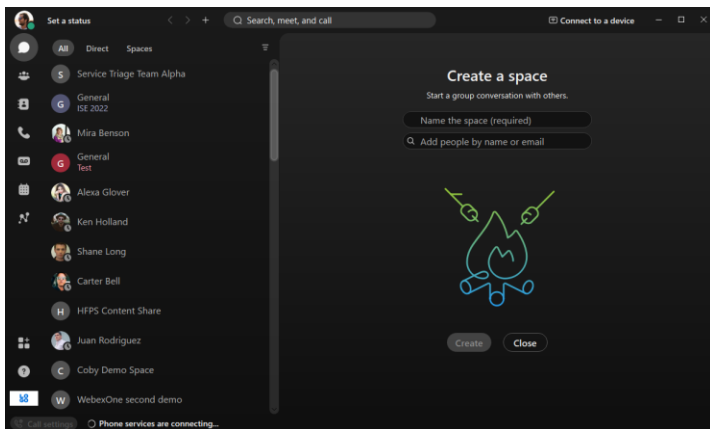


Unified CM Discovery



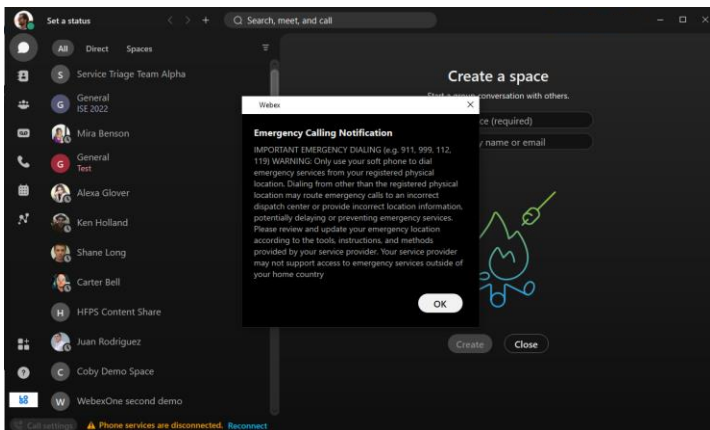
- Homecluster is SSO enabled
- Webex App uses the existing SAML token to gain access to Unified CM without the need for the user to manually authenticate
- Without SSO the user would have a secondary login requirement

Unified CM Discovery



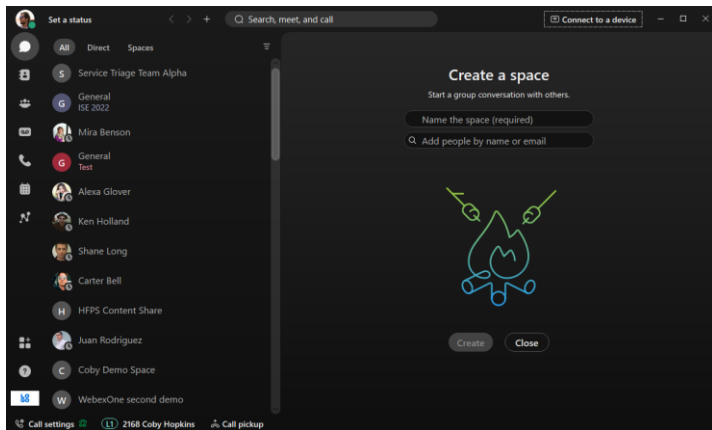
- Webex App downloads Service Profiles and jabber-config
- Webex App connects to available services
 - SIP/CTI
 - Voicemail

Unified CM Discovery

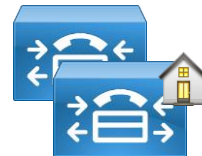


- User is prompted to accept Emergency Calling Notification Message before they can make a call
- By default the prompt is shown on first login only, but the admin can change this to never or every login
- The Emergency Notification message is customizable

Unified CM Discovery



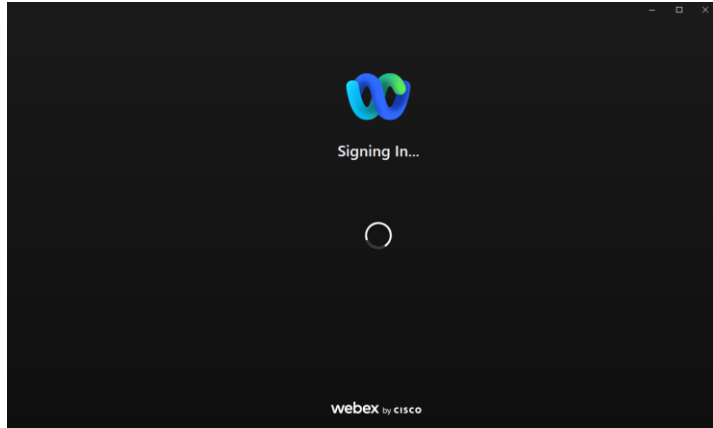
- Webex App performs SIP registration against a node as per UC Manager Group preferences
- Appropriate device type must be configured
 - Desktop: CSF
 - Tablet: TAB
 - iPhone: TCT
 - Android Phone: BOT



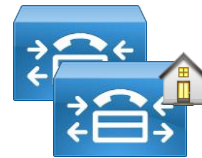
Unified CM Discovery Best Practices

- **Voice Services Domain**
 - Keep it simple – try to use the Webex/email domain as the Voice Services Domain. Remember, the _cisco-uds and _collab-edge SRV domains, do not need to be the same as the Unified CM/Expressway domains
- **Certificate Validation**
 - Webex App will validate a TLS certificate from each Expressway/Unified CM/Unity Connection node it connects to. Ensure that the certificates installed on each of these services is trusted i.e. CA signed
- **Webex and Unified CM User Identity**
 - Webex App will use the users Webex identity as the Unified user identity (userID or email). Ensure that the Unified CM email attribute is populated for each user (with the email address matching the Webex identity)
- **Authentication**
 - SSO enable both the Webex Org and Expressway/Unified CM/Unity Connection (using the same IDP!). Without this, users will have multiple login prompts when signing into the app. For Webex App on mobile deployments, ensure Unified CM is 12.5(1)su4 and later, Expressway X14 and later (SSO redirect URI)
- **Unified CM OAuth Refresh Token Flow**
 - Enable OAuth Refresh token flow on Unified CM. User will not need to reauthenticate to Unified CM for defined period of token (default = 60 days). Allows admin to enable secure SIP calling (SIP OAuth)
- See https://www.cisco.com/c/en/us/td/docs/voice_ip_comm/cloudCollaboration/wbxt/ucmcalling/unified-cm-wbx-teams-deployment-guide.pdf

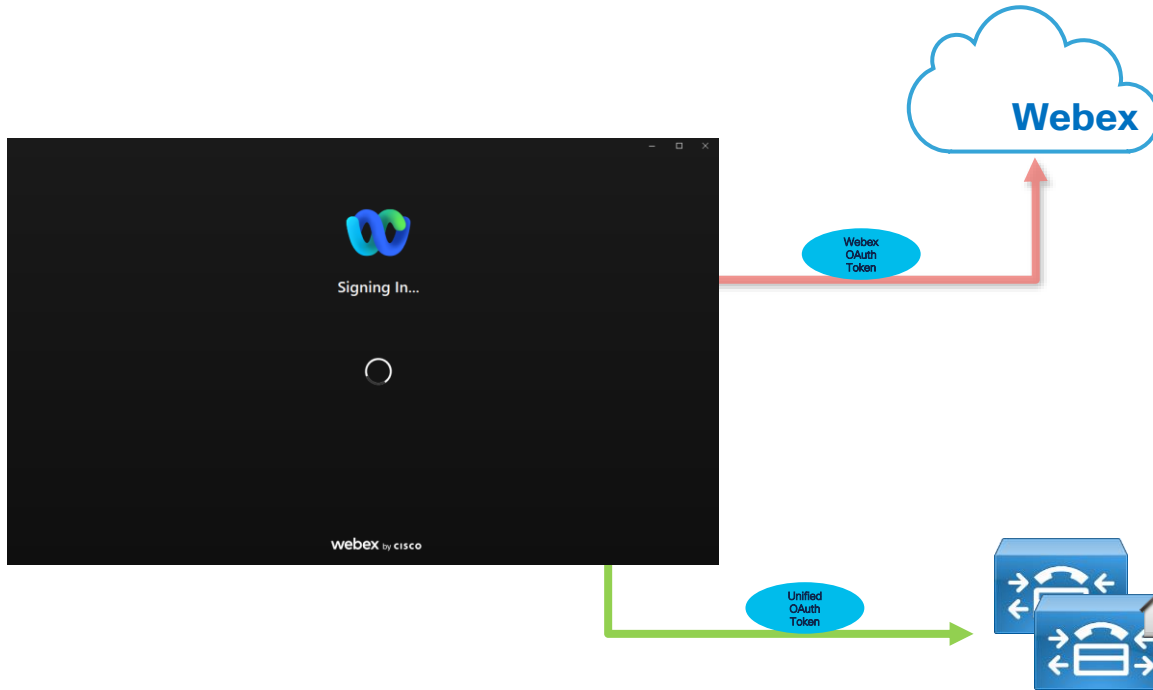
Subsequent Logins



- The first time Webex App login is a serial login
 1. Connect to Webex
 2. Connect to Unified CM
- After the first time login, Webex App connects to services in parallel (based on cached config)



Subsequent Logins



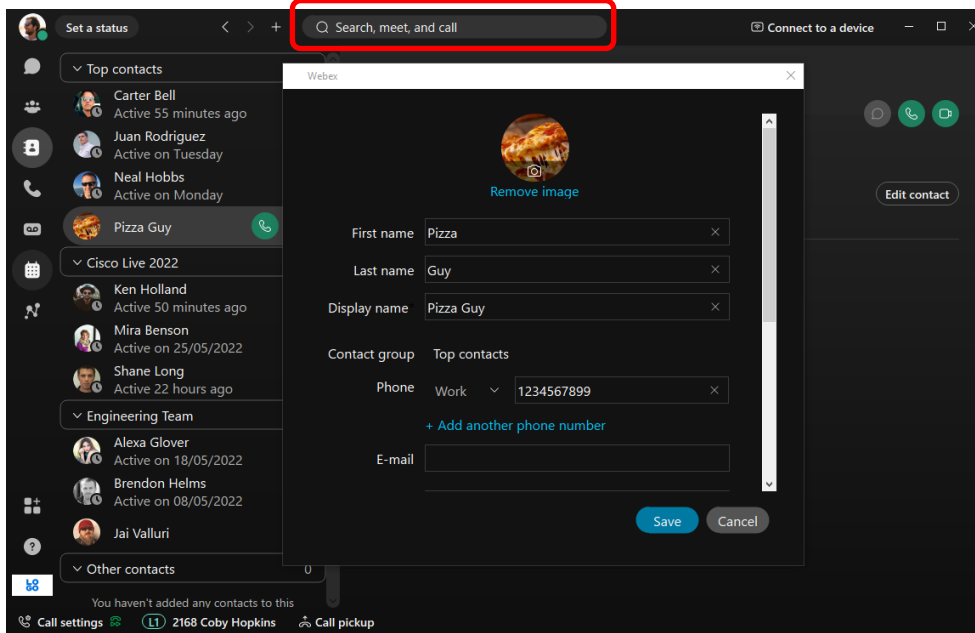
- The first time Webex App login is a **serial** login
 1. Connect to Webex
 2. Connect to Unified CM
- After the first time login, Webex App connects to services in **parallel** (based on cached config)

Calling Redundancy



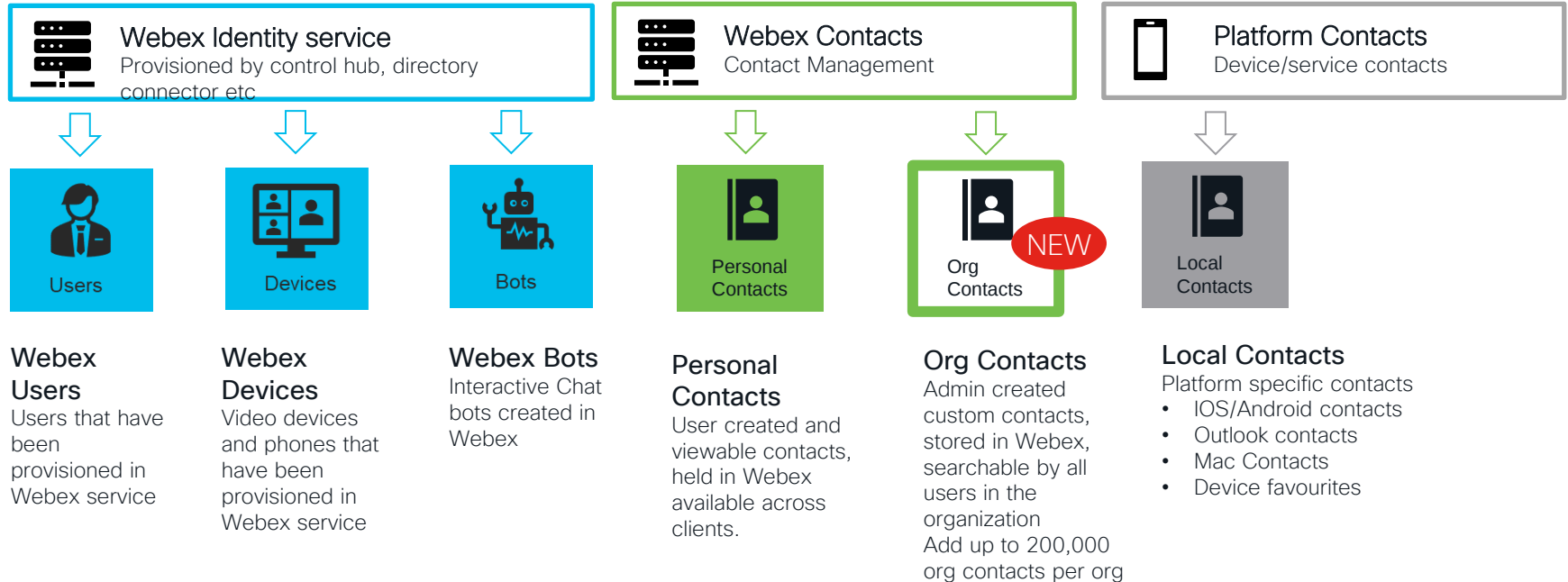
- If Webex services are inaccessible (e.g. WAN outage, loss of internet access), Webex App will still be able to register to on premise Unified CM for calling
- Features dependent on Webex services will be unavailable e.g. presence, directory search (previous directory lookups will be cached locally)

Contacts and Search



- Users can add Webex contacts and Custom contacts to their personal contact list
- Webex Contacts
 - A Webex user
- Custom Contacts
 - A user who does not have a Webex account. User can add a number of attributes including 4 phone numbers
 - The custom contact is private to the user who adds
- Users can search for Webex for Webex users, Webex contacts and Custom contacts in the search bar
- Users can also search for org Webex devices and allowed bots using the search bar

Org Contacts



Populating Org Contacts

The screenshot shows the Cisco Webex Control Hub interface. The left sidebar contains navigation links: Overview, Alerts center, MONITORING (Webex Experience, Analytics, Troubleshooting, Reports), MANAGEMENT (Users, Workspaces, Devices, Apps, Account, Organization Settings), and SERVICES (Galway Experience Centre). The main content area is titled 'Users' and has tabs for Users, Groups, Licenses, and Contacts. The 'Contacts' tab is active, showing a search bar, a filter button, and a table with 3 contacts. A 'Manage contacts' button is in the top right. A modal window titled 'CSV bulk add or edit contacts' is open, showing options to download a template or upload CSV data.

Users

Users Groups Licenses **Contacts**

Search Filter 3 contacts Manage contacts

☐	Name	Contact
☐	Cheese Supplier	1408123456
☐	Flour Mill	1408567890
☐	Tomatoes Grower	1408234568

CSV bulk add or edit contacts

Download contact attributes or sample template
Use the template to add new contacts, then upload the CSV file.

All editable contacts

> How to edit the CSV file?

Upload CSV data
If your CSV file contains Unicode characters (e.g. æ, ø, ð, ï, ü, ß), import your file in the UTF-8 format. Learn more

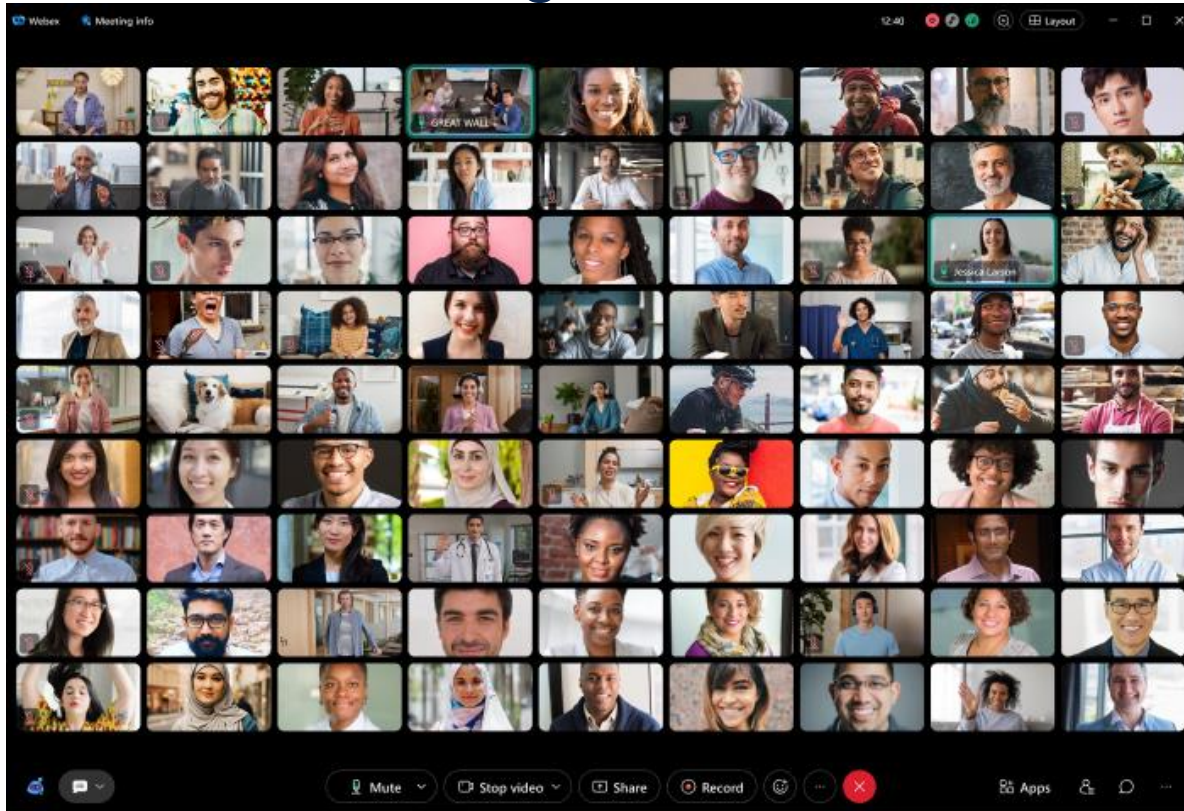
Drag and drop your CSV file to upload or

Cancel Next

- New Contacts section in Users tab
- Manage Org contacts via CSV file
- Org contacts can have many attributes
 - Display Name
 - Up to 5 phone numbers per contact
 - Email
 - Address
- Org Contacts sync via CCUC is also available

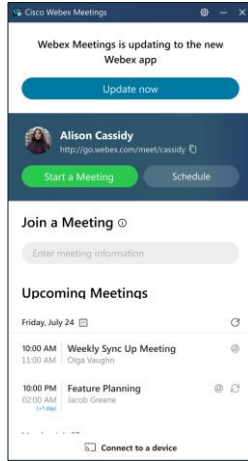
Meetings

Webex Meetings

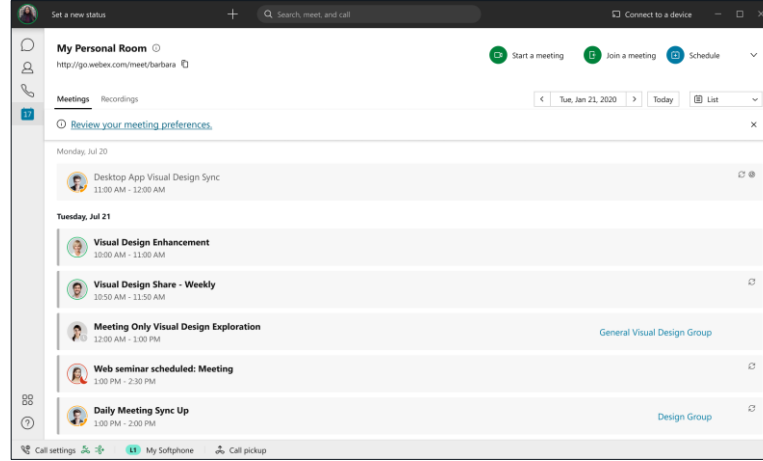


- Webex Meetings Desktop App to Webex App Update Program
- Full Features Meetings
- Video Mesh Ready Platform

Webex Meetings Desktop App to Webex App



Webex Meetings Desktop App

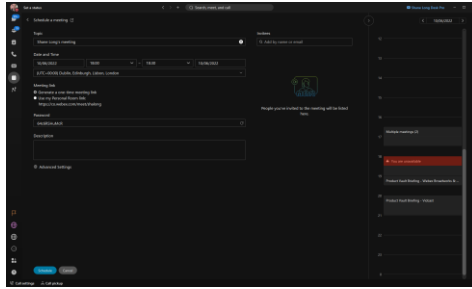


Webex App

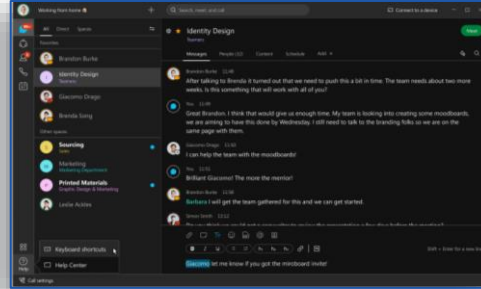
Applies to

- Control Hub Managed ✓
- Site Linked Webex Orgs ✓
- Slow Channel ✓

Updated set of Capabilities



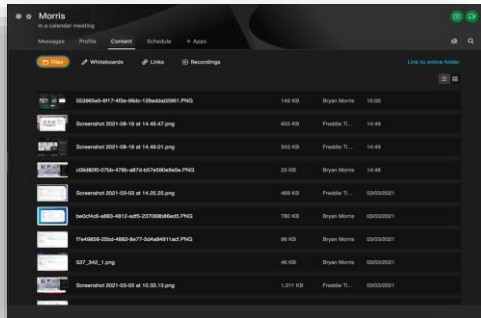
View your schedule and schedule meetings



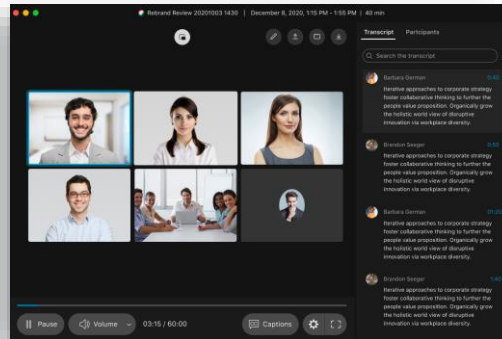
Continue the conversation with messaging



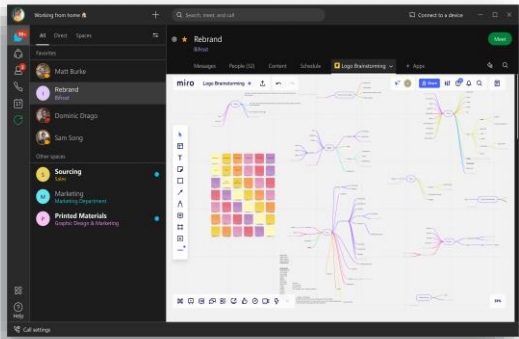
Call contacts with voice & Video



Share content from OneDrive, Box and Google

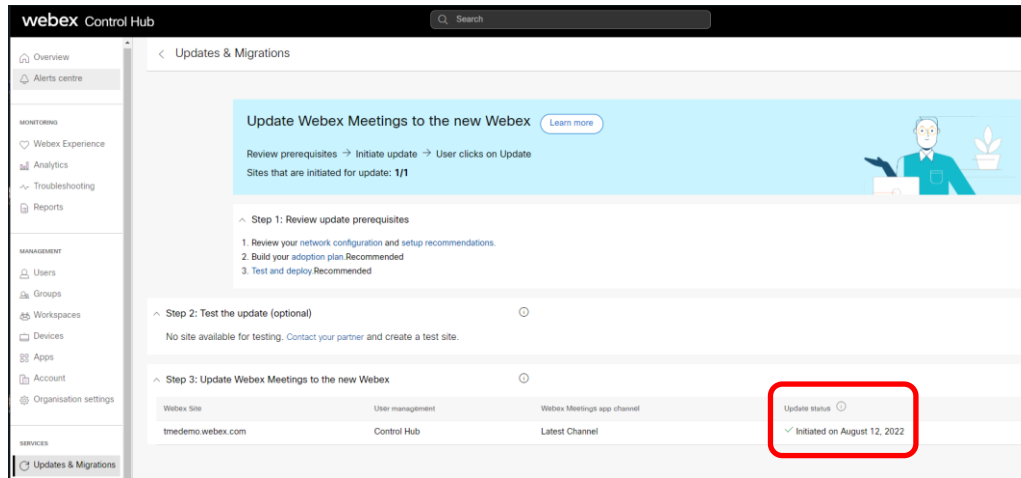
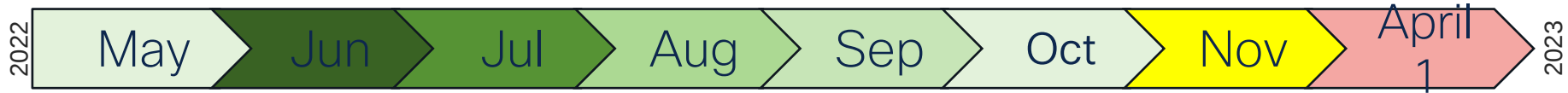


View Meeting Artifacts



Integrate other apps

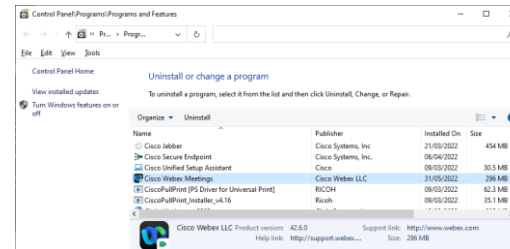
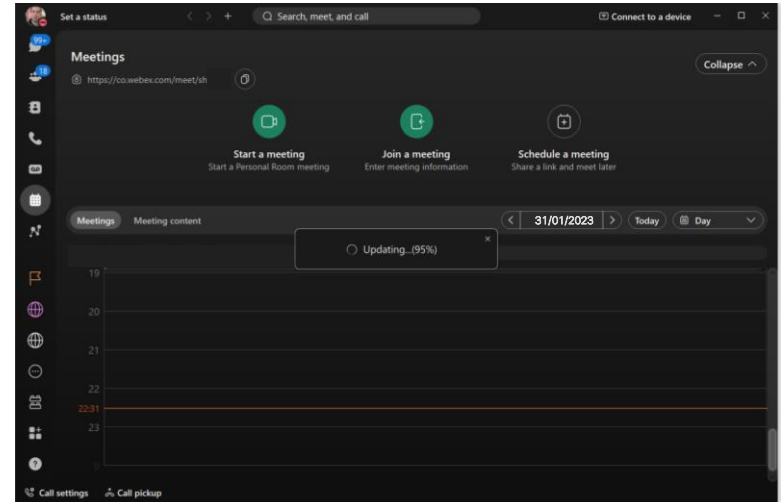
Update Timetable



- Webex Meetings Desktop App to Webex App Update Program ran throughout 2022
- Any site that was granted exception to the update program in 2022 must complete the update by April 1 2023

Full Featured Meetings

- Webex MC plugin is packaged into the Webex App installer – same in meeting experience as Webex Meetings Desktop App
 - Version matches Webex App version
- If a user joins a meeting on a different Webex Site version, a compatible version of MC plugin will be downloaded
 - Files written to
c:\users\user\ID\AppData\Local\Webex\
 - Entry in Add/Remove Programs (this is not the Webex Meetings Desktop App)
- Launching a Webex meeting on Webex App for mobile will cross launch the Webex Meetings App



Site Admin to Control Hub Migration

Recommended
Session
BRKCOL-2006

The screenshot displays the Cisco Webex Site Admin interface. On the left is a dark sidebar with navigation links: Site Information, Configuration, User Management, Reports, Recordings, Analytics, Troubleshooting, and Update Administration. The main content area is titled 'Common sign-in across all Webex services' and 'all Webex sites and services'. It shows 'Step 1: Review prerequisites for updating administration' with a 'Review users' section. Below this is a 'Review features' section with a warning: 'Make sure that you review the following features before updating your site to Control Hub. [Learn more](#)'. A table lists features and their consequences:

Feature	Consequences	Information
Mandatory fields for new users	⚠ This feature must be disabled before updating the site.	Link
API integration	⚠ Select the icon in the Information column to review the Help article to ensure API integrations continue to work after updating the site.	Link
Password lockout	⚠ Password management in Webex identity works differently in Control Hub.	Link

Below the table is 'Step 2: Update administration to Control Hub' with a warning: 'The update is not reversible. After you update this Webex site to Control Hub, you'll manage your Webex Meetings options and user accounts in Control Hub and you'll no longer have access to this Cisco Webex Administration site.' At the bottom is a button labeled 'Update to Control Hub'.

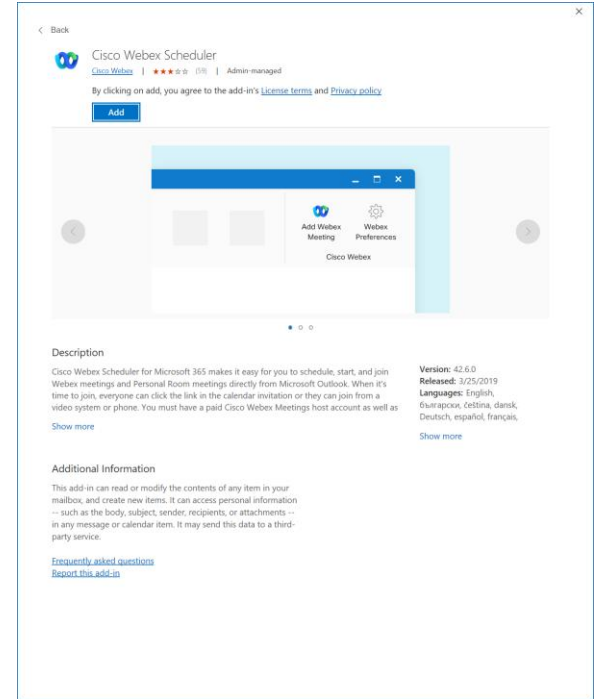
Updating administration from Site Admin to Control Hub is seamless

All Meetings data (upcoming Meetings, recordings, site settings, user preferences) will be retained!

- Do site readiness assessment to determine
 - Any admin features being used that are not supported on CH sites
 - Users that may need attention

Productivity Tools EOL

- Productivity Tools for Mac is already end of life
- 42.6 update was the final release of Productivity Tools for Windows
- Productivity Tools will continue to work until Microsoft blocks the plugin architecture (expected)
- Customers should migrate from Productivity Tools to Webex Scheduler (M365 add-in). For migration detail, check out this
 - <https://help.webex.com/en-us/article/nvx0mw4/Migrate-from-Productivity-Tools-to-the-Webex-Scheduler-add-In>
- Applies to both Latest and Slow channel organizations



Video Mesh Ready Platform

- Organizations that are Video Mesh enabled are not enabled for Full Featured Meetings today (unless requested)
- Video Mesh Ready Platform is being delivered to support full featured meetings
 - Will become active in Q2 CY 2023
 - Beta is available today
- Video Mesh Ready Platform will deliver the following benefits to all Webex Meetings Sites
 - Full featured meetings support for Video Mesh meetings
 - Single app experience for VDI endpoints
 - Native meetings experience for Linux users
 - Persistent Chat during Webex Meeting (admin controlled)

Messaging



Content Storage and Retention

Webex Org Location

- When a user sends content using Webex (a message or a file), that content is stored in the Webex conversation service
- Organizations can choose whether to store their content in a US or EU based datacenter

Data Locations			
View EU data migration plan			
Data Type	Covered Data	Data Location	
> Meetings	Recordings, transcripts, files, meeting titles, attendee names and emails, and user profiles in Webex site administration portal		
Messaging	Messages, files, spaces, and organization metadata	Americas	
Common Application Data	All Webex identity platform data, such as full user profiles (name, email, avatar), user groups, and other org settings	Americas	

Webex Messaging Data Retention

- Message and file content will be stored for a period of time defined by the retention period
- Control Hub admin can set retention period as desired
 - Indefinite (soon to change to 360 days as default)
 - 1 to 3600 days

Tip

- Setting a very low retention period will diminish user experience – users enjoy having access to long term persistent messaging and file sharing
- Take care with any changes to Retention policy. Once data meets the retention period, it is hard deleted

Webex Space retention policy

Retention time period for data (messages and shared files) in all Webex spaces

☒ Indefinitely

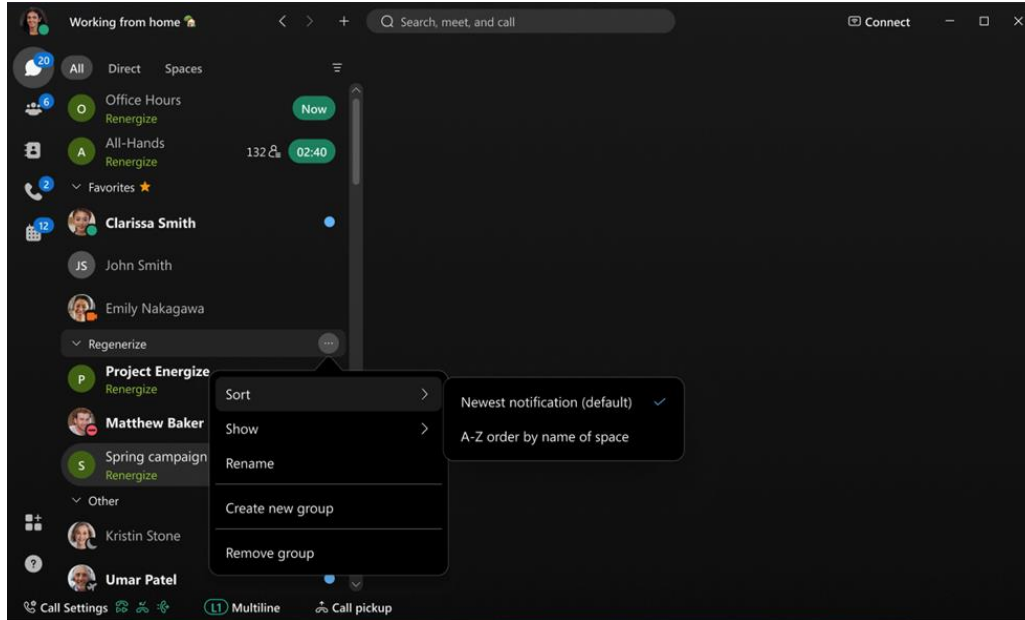
☐ Custom retention time between 1 and 3600 days

days

Note

Upcoming changes to Webex retention
<https://help.webex.com/en-us/article/nwiba54/Data-retention-changes-coming-in-2023>

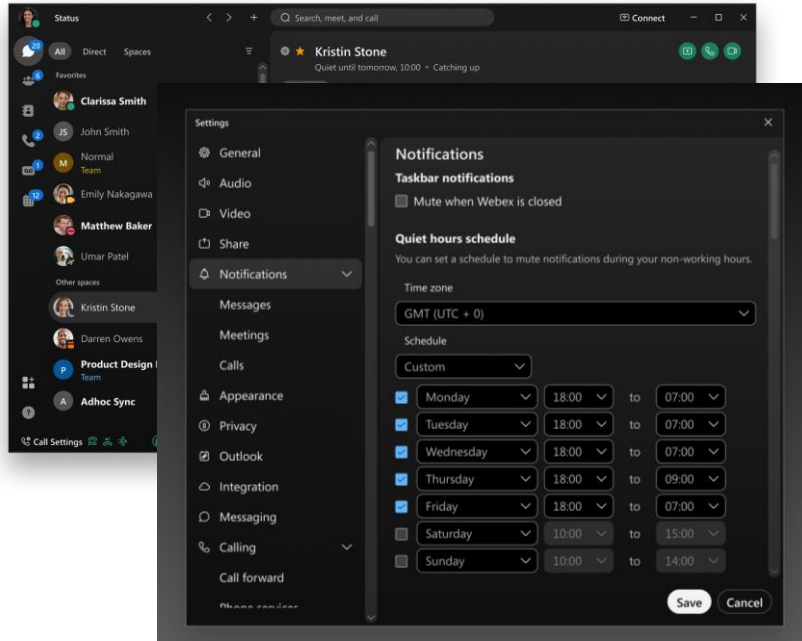
Space Sections – Coming Soon



Create personalized sections for spaces to better organize and manage your work

Ability to drag and drop spaces between favorites and other Space sections

Quiet Hours– Coming Soon



- Users can set quiet hours for non-work hours
- Create a schedule to mute notifications during your non-work/quiet hours
- Will mute notifications on all your devices (like DND)
- Others will be able to see that you are in quiet hours



Reference: Control Hub Messaging Restrictions

Restriction	Purpose
Restrict external file sharing	This setting ensures that users can only post, preview or download files on your organizations network. (Organizations network can be defined using subnets/IP addressing)
Block file upload, preview and download in space owned by my organization	This setting can block file sharing in your organization based on specific client types (e.g. block file sharing on mobile). External users can also be blocked from file sharing to your organizations spaces
File type restriction	This setting can be used to specify a list of file types that are allowed to be shared in your organization
File upload size restriction	Sets the maximum file size that can be shared (max=2048 MB)
Share Animated GIFs	Allows for enablement /disablement of GIPHY integration
GIPHY content rating	Choose between "General acceptance" or "Parental guidance" rated GIFS
Allow Bitmoji sticker sharing	Allows for enablement /disablement of Bitmoji integration
Preview Shared Links	Enablement/disablement of preview of links share in Webex
Team Guest Restrictions	Control level of space access a team guest has
Webex classified spaces	Allows for marking of spaces with a classification level e.g. Company Confidential etc
Real-time data loss prevention for files	DLP integration. Allows for detection and blocking of file content violations based on DLP policy
Mobile Application Security	Allows for disablement of message preview on mobile device lock screen
Internal Communication (requires extended security pack)	Allows for blocking of selected groups from communicating with each other (ethical wall)
External Communication	Block your users from communicating with external orgs/users (messaging) Specify an allow list of domains for external messaging Limit access to join only spaces owned by your organization (excludes 1:1 spaces)
Instant Messaging	Enablement/disablement of XMPP or SIP federation
Anti-Malware File Scanning (requires extended security pack)	Enable virus and malware scanning of files posted to Webex (via Cisco Talos)

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

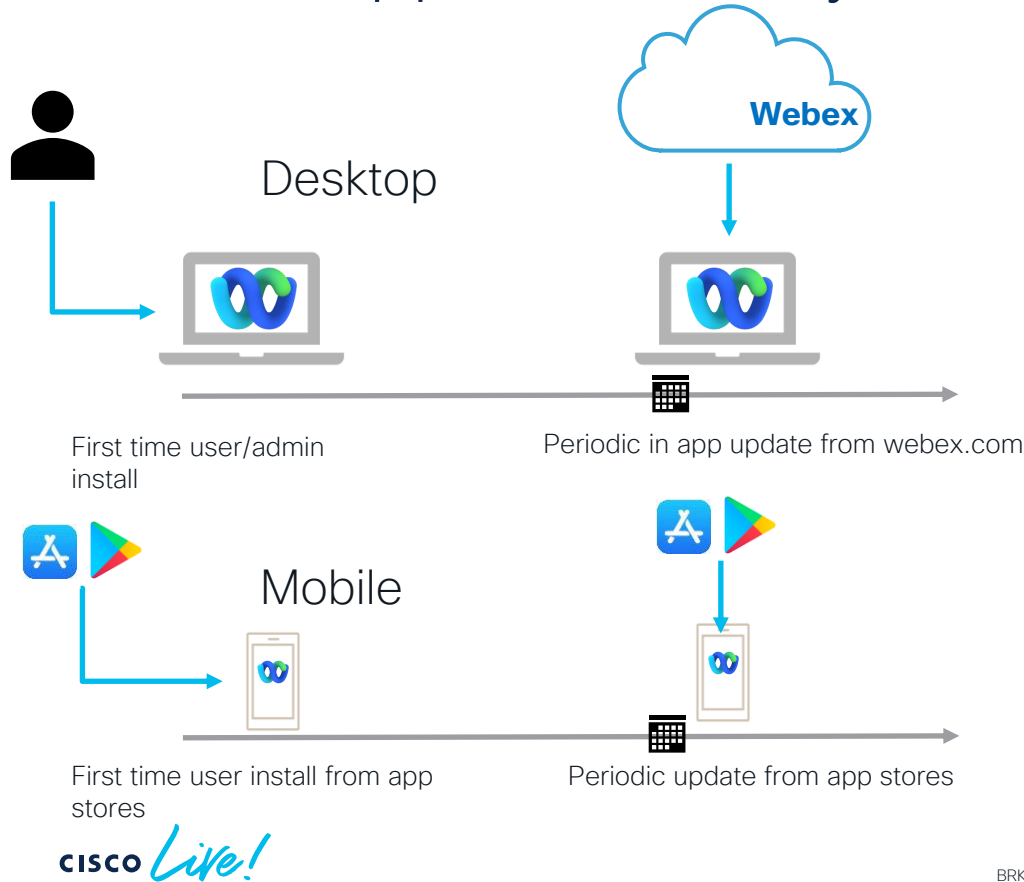
Android

8.0 and later

ChromeOS

(Android app emulated on
ChromeOS)

Webex App Release Cycle



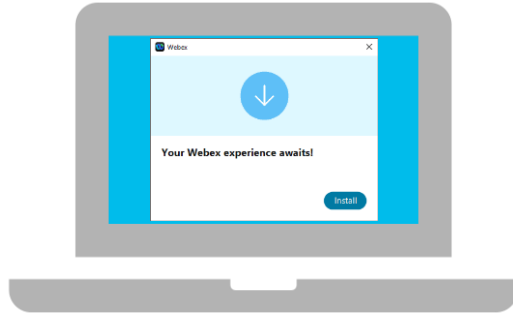
- A new major release of Webex App is delivered monthly
- App versioning is based on time e.g. January 2023 release 43.1.0.24716
 - **Year** : 43.x.x.xxxx
 - **Month** : 43.1.x.xxxxx
 - **Build** : 43.1.0.24716
- Webex App monthly release is typically delivered on the first Tuesday of the month
 - App auto update may take a number of days to occur after release

Update Management

- Desktop Update Schedule: Control Hub
- Mobile Update Schedule: App Store Setting

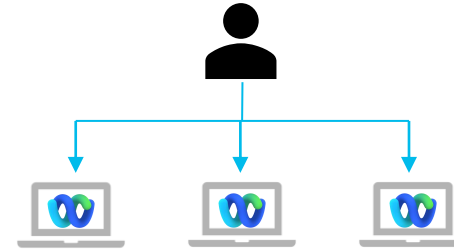
Webex App for Windows

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
- Required to support QoS best practices

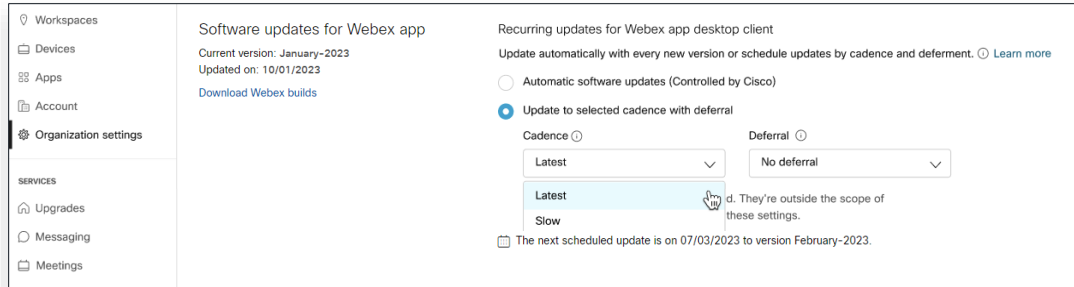
Webex App for Windows Installation

- 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 if app is already installed
INSTALLWV2=1	Installs Microsoft WebView2 embedded browser
EMAIL=\$userPrincipalName	Prepopulates the Webex App with user UPN for login. Restricts access to the app current Windows user only
FORCELOCKDOWN=LockWhenCompatible	Existing installed Meetings Component will be used to join a meeting if compatible with Meeting site
ENABLEOUTLOOKINTEGRATION=1	Enables Outlook integration at install time (registry key). Admin permissions required

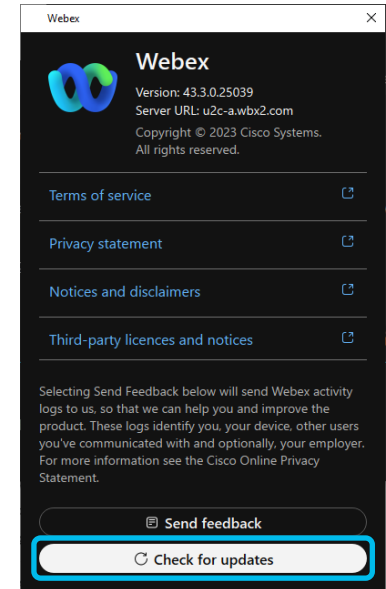
Upgrade Management Setting

- Webex App for desktop software update cadence is set in Control Hub
 - Default is automatic (monthly)
- Organizations can request that Slow channel option is enabled (Only available upon request)
- Slow Channel releases every 4 months (user is updated to version from 4 months previous)
- Software update cadence is an org wide setting. Individual users update cadence can be overridden

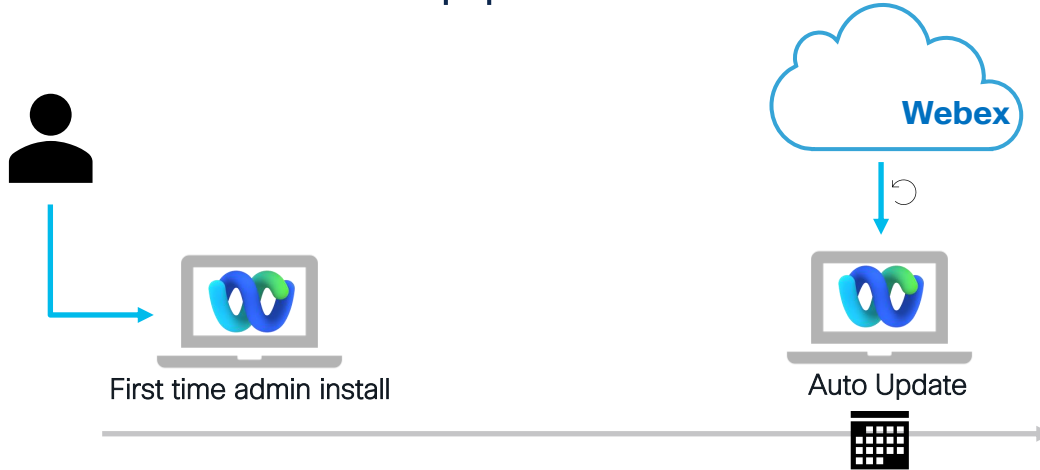


- NOTE: Meeting site version is configured separately

Did you know?



Windows App for Windows Update Process



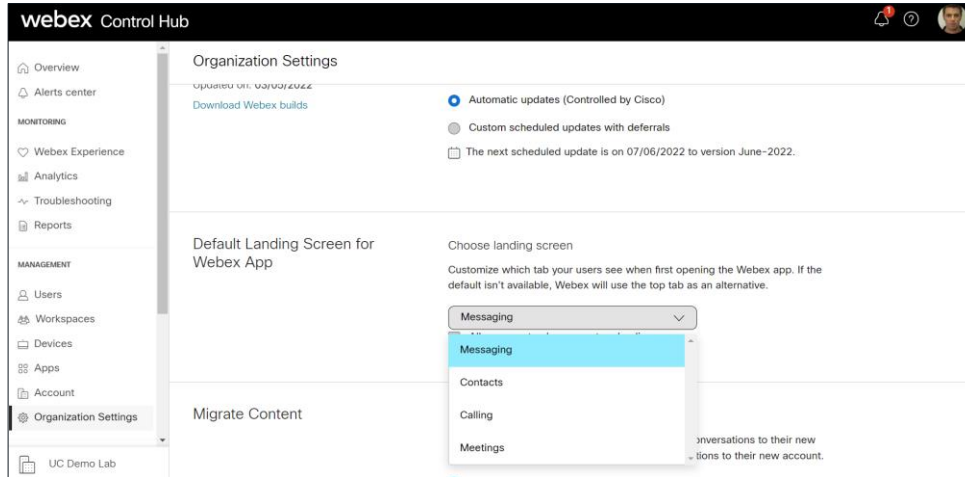
Note

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 written to **C:\users\userID\appdata\local\CiscoSpark Launcher\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

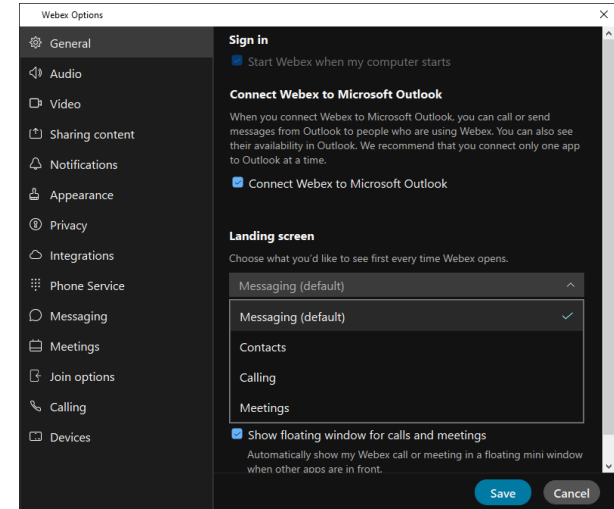
- Webex App downloads update from webex.com
- Update package written to C:\users\userID\appdata\local\CiscoSparkLauncher\
- The main Webex binary **continues to be CiscoCollabHost.exe running from C:\Program Files\Cisco Spark** (the original install)
- The auto update process does not reinstall the app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

Default Landing Screen



Control Hub Admin can choose the default landing screen

Admin can also allow/deny the user from changing the default screen in the app



User can set their preferred default landing screen (if allowed by admin)

Admin Managed Webex App for Mobile Deployment



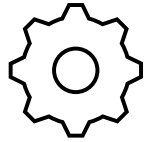
Webex for Intune

- 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

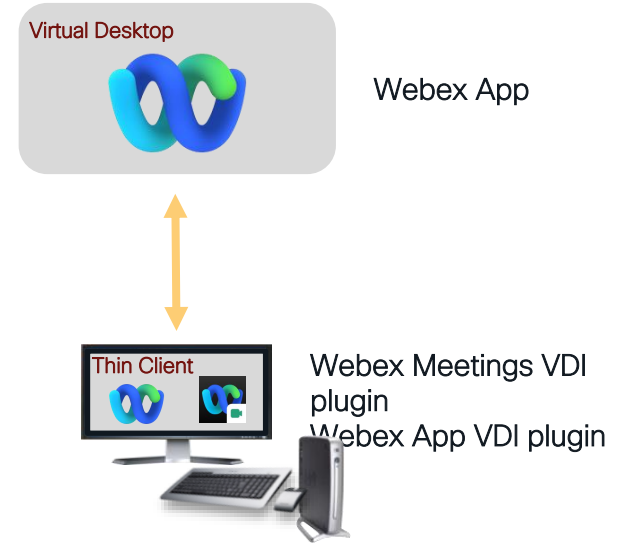


App Wrapping

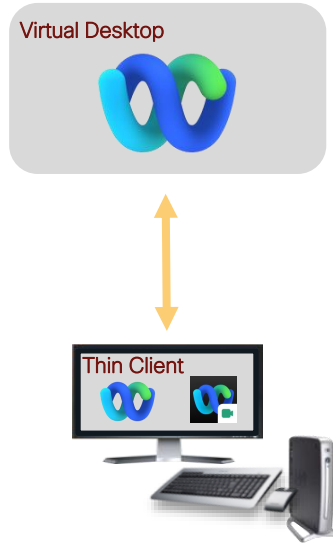
- Admins can obtain the Webex App iOS (ipa) and Android (apk) installer files from Cisco
- Admins can then wrap the Webex App installer using their own MDM process and push to mobile devices
- NOTE: Any discovered issues will need to be reproduced using an app store Webex App installer to gain support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

Webex App for VDI

- Webex App can be deployed in a VDI environment
- In VDI, **real time media** workloads need special consideration
- Webex utilizes local plugins to offload real time media termination
- Webex Meetings VDI plugin
 - Webex Meetings
- Webex App VDI plugin
 - Call on Webex
 - Webex Calling
 - Unified CM Calling



Supported Deployments



Supported Virtualization Services

Citrix Virtual Desktops

Citrix Virtual Apps

VMware Horizon

VMware Cloud

Azure Virtual Desktop (meetings not supported)

Supported Thin Clients

Windows / Windows Embedded

MacOS

Ubuntu

Unicon eLux

HP Thin Pro

IGEL OS

Dell Wyse ThinOS

10ZiG Thin Clients

Stratodesk No Touch OS

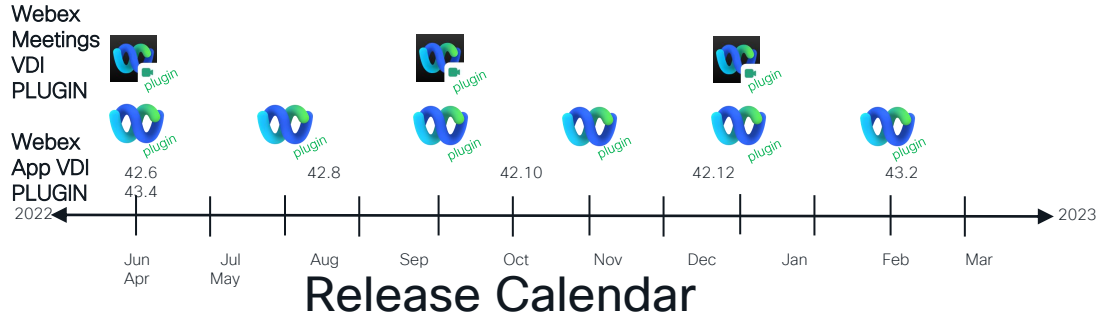
Webex App for VDI Install and Update

- Webex App for VDI is released every 2nd month
 - Current release: 43.2 (February)
 - Next release: 43.4 (April)
- NOTE: If you are signed up for Webex Beta, the odd months are beta releases e.g. 43.1

Installation: `msiexec /i webex.msi ALLUSERS=1 ENABLEVDI=2 AUTOUPGRADEENABLED=1 ROAMINGENABLED=1 /quiet`

Switch	Purpose
ALLUSERS=1	Admin install to “Program Files”
ENABLEVDI=2	Webex App will auto detect VDI environment
AUTOUPGRADEENABLED=1	Webex App in VDI will auto update every 2 months
ROAMINGENABLED=1	User config/cache is stored AppData\Roaming (for non persistent VDI session)

Webex App VDI and Webex Meetings VDI Plugins

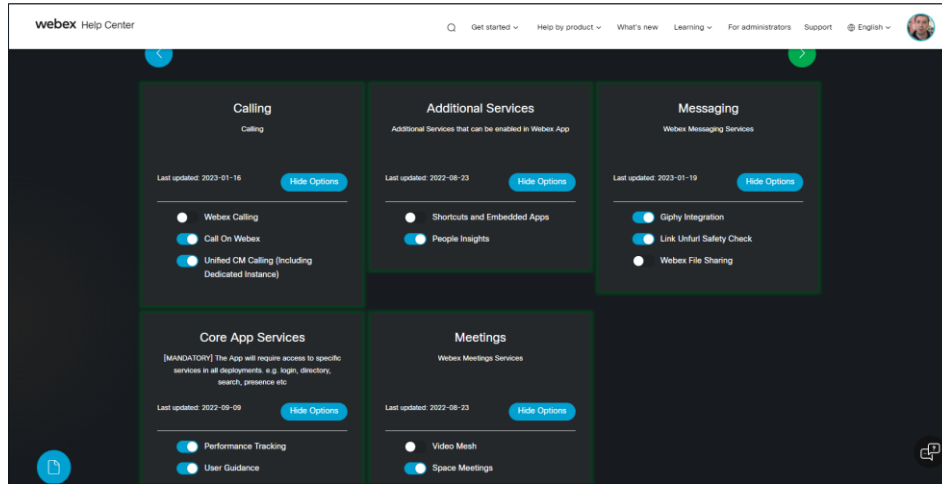


Webex App on VDI is backward compatible with VDI plugins for up to 6 months (N-3 releases)

- Webex App VDI Plugin can be enabled for auto upgrade (Windows and Mac thin clients only). Webex App will download plugin updates and send to Thin Client via virtual channel
- On the VDI (where Webex App is installed) – set the registry key
 - HKEY_LOCAL_MACHINE\SOFTWARE\Cisco Spark Native\
 - AutoUpgradeVDIPluginEnabled=1 (DWORD)
- Webex Meetings VDI Plugin must be kept up to date manually

Installation of VDI plugins:
Plugins can be installed individually or via the bundled installer

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, 20.108.99.0/24, 170.133.128.0/16, 23.89.0.0/16, 173.39.224.0/19, 40.119.254.0/24, 173.243.0.0/20, 44.234.52.100/26, 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

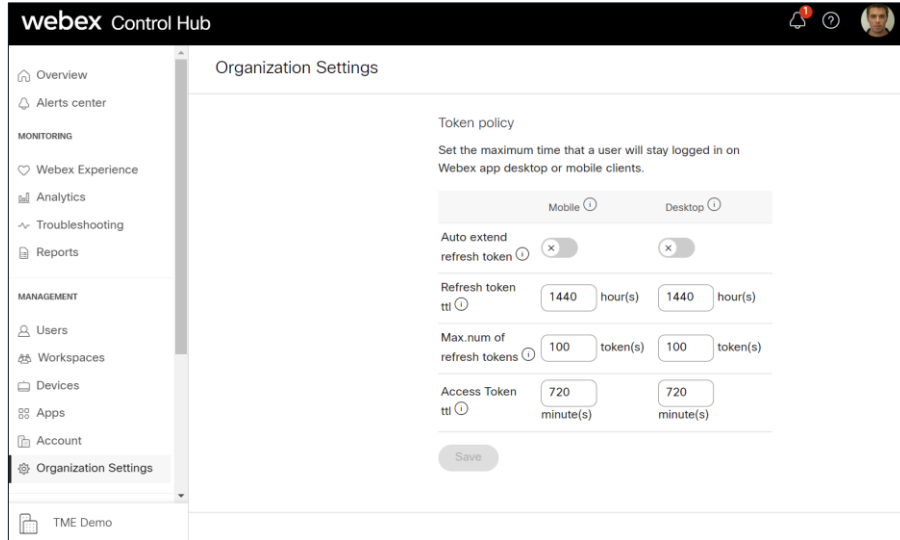
Unified CM Calling (Including Dedicated Instance)

Unified Cm Model

Protocol And Port	Function	Source	Destination Address	Description
TCP 8443	Discovery and Login	Ephemeral	Any Unified CM or Expressway-E Node	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 32768	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)

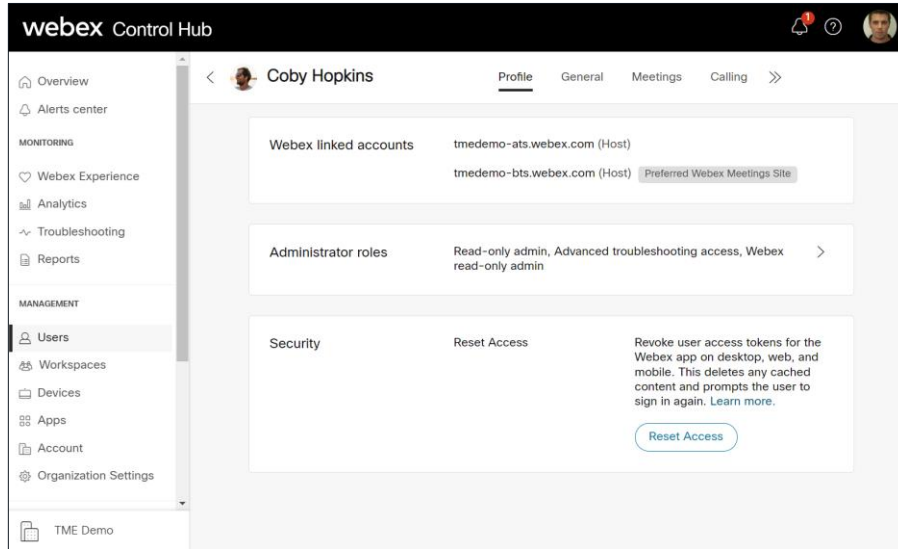
Security

Webex OAuth Token Management

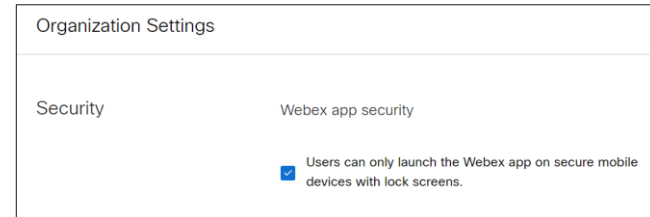


- Webex service will issue the Webex App an OAuth Refresh token at login
- The Refresh token is stored securely on the device and used each time the App needs to fetch a new Access token
- Once the Refresh token expires, the user will need to re-authenticate
- Consider what settings work best for your environment
 - **NOTE:** Auto extend – In the past, this was set to on.
- Default Webex Refresh token = 60 days. Consider the Unified CM default Refresh token setting (60 days)

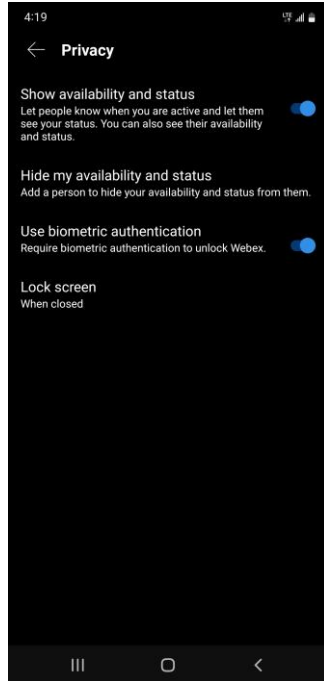
Revoking Access



- Control Hub admin can revoke a users access via *Reset Access*
- Revoking Access can take up to 6 hours (ttl of the Access token)
- Once access is revoked the user will have to reauthenticate to access the Webex App
- Ensure that users have a screen lock setting on their mobile device!



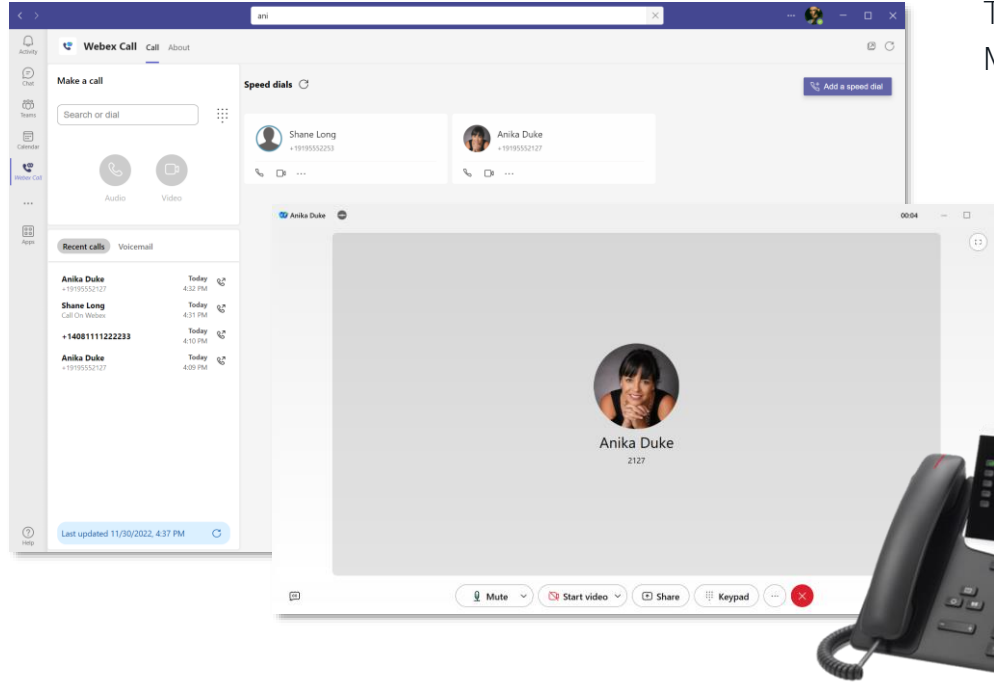
Biometric Protection on Webex App for Mobile



- Users can enable an extra layer of security on their Webex for mobile app
- Biometric authentication setting forces the user to authenticate via Face ID or Fingerprint Unlock each time they launch the Webex App on iOS/Android
- The mobile device must support Face ID/Fingerprint Unlock

Webex Calling for Microsoft Teams

Webex Calling for Microsoft Teams

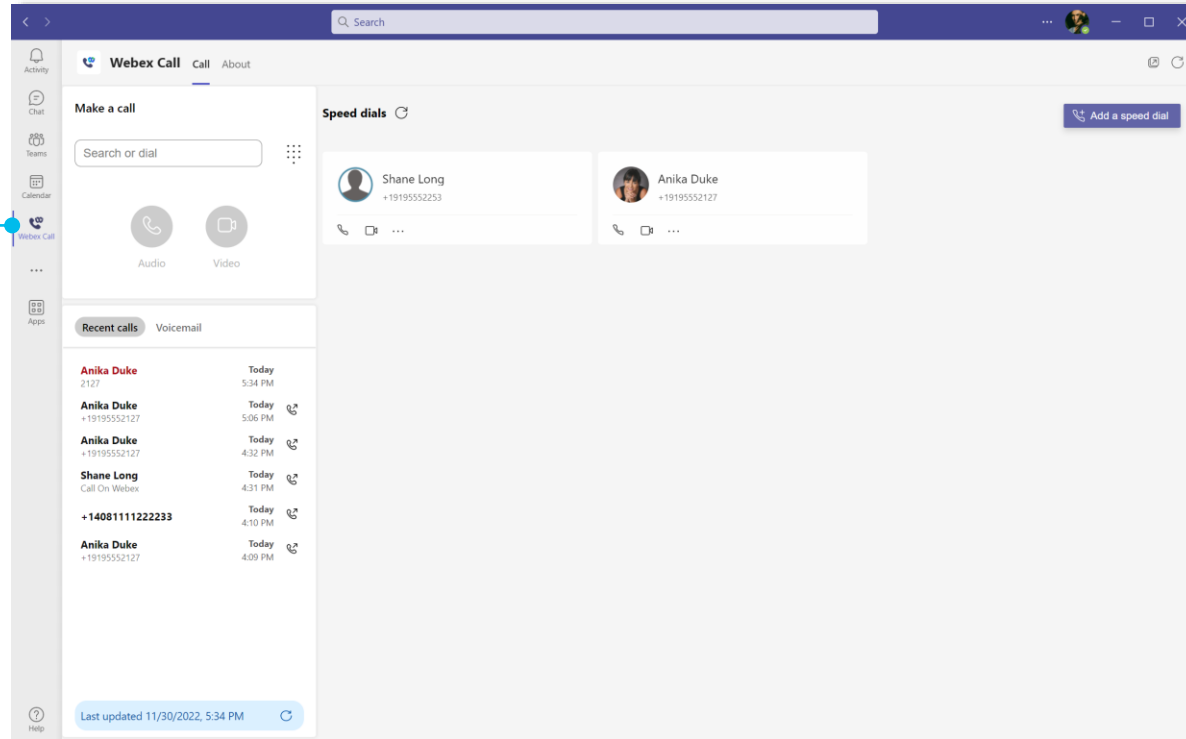


The easiest way to integrate Microsoft Teams Messaging and Webex Calling

- Use your existing Cisco Webex call control
- Make a Webex powered call direct from Microsoft Teams
- No compromise on calling features
- No dial plan changes required
- No additional license costs

Webex Calling for Microsoft Teams Tab

Webex Calling App
Webex Calling for Microsoft
Teams App



Webex Calling for Microsoft Teams Tab

The screenshot shows the Webex Calling interface within a Microsoft Teams tab. The interface is divided into several sections: a top navigation bar with 'Webex Call', 'Call', and 'About' tabs; a left sidebar with icons for Activity, Chat, Teams, Calendar, and Webex Call; a main content area with 'Make a call', 'Speed dials', 'Recent calls', and 'Voicemail' sections. Callouts point to specific features: 'Dialpad' points to the 'Search or dial' input field; 'Call/Search Input' points to the same field; 'Calling History' points to the 'Recent calls' list; 'Voicemail' points to the 'Voicemail' section; 'Add Speed dial' points to the 'Add a speed dial' button; and 'Speed dial' points to a speed dial card for 'Anika Duke'.

Dialpad
Access to dialpad to key in numbers. Choose between audio or video Call

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

Calling History
Easy access to placed, received and missed calls. Click to call back

Voicemail
Easy access to your Cisco Webex Visual Voicemail

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

Speed dial
Pin frequent contacts as speed dials for easy access. Choose audio or video Call. Shortcuts can be re ordered or deleted



The bridge to possible

Thank you

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- Complete a minimum of 4 session surveys and the Overall Conference survey (open from Thursday) to receive your Cisco Live t-shirt.
- All surveys can be taken in the Cisco Events Mobile App or by logging in to the Session Catalog and clicking the "Attendee Dashboard" at <https://www.ciscolive.com/emea/learn/sessions/session-catalog.html>



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