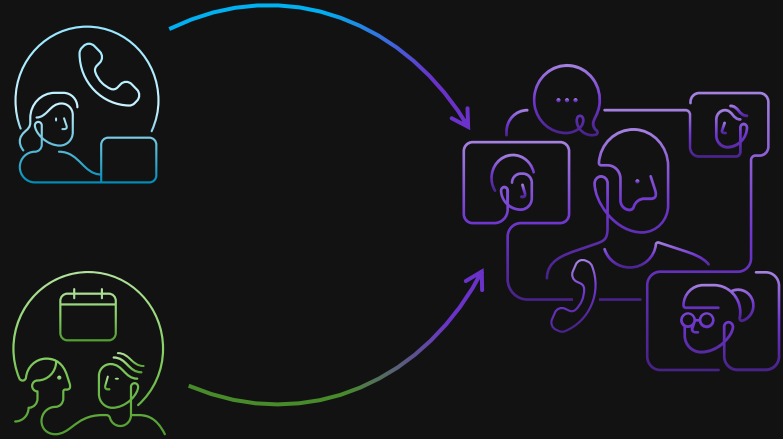


# Transition to the Webex App update





**Carolina Morales**  
Technical Solutions Architect



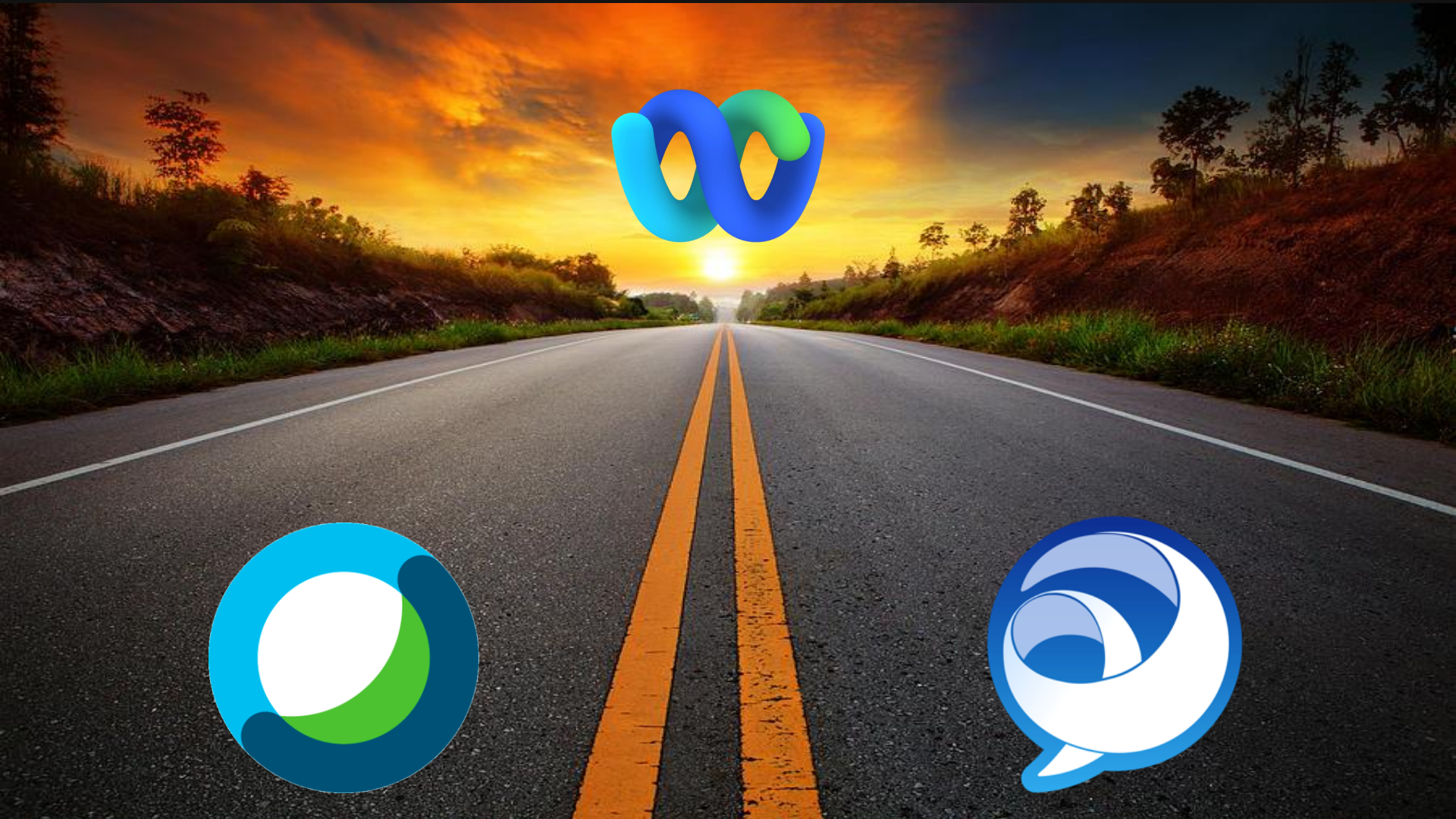
Luis Gomez Rocandio  
Customer Success Manager

# Webex is **Updating** the “Desktop Meetings App” to the “Webex App”



## What you will learn in this update

- What is updating?
- When is it updating?
- What additional capabilities will this deliver?
- What the update process is?
- What will you need to do?
- What app customization can be performed?
- What impact does this have on other Webex services?



What exactly are we updating?

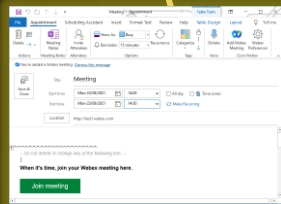
App Integration

Launch, Pre & Post Meeting control

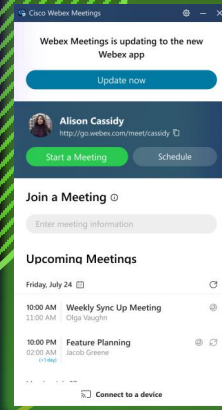
In Meeting



Webex Meetings Experience

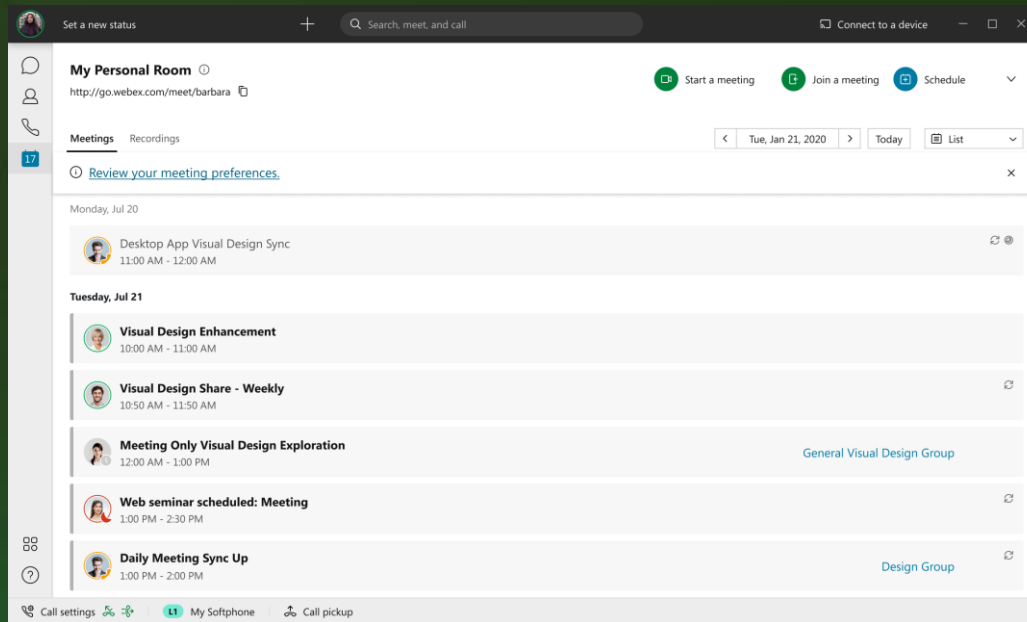
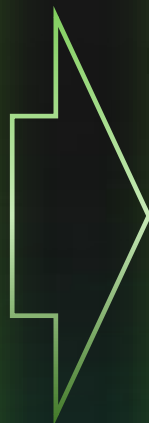
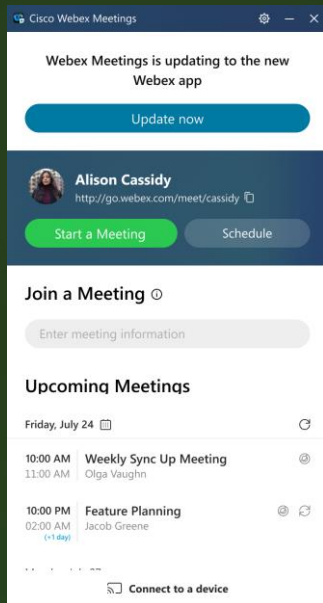


Productivity Tools/Scheduler



Webex Desktop App

This is the Webex component we are **Updating**



BEFORE

AFTER



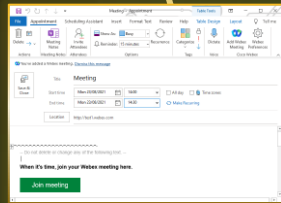
App Integration

Launch, Pre & Post  
Meeting collaboration

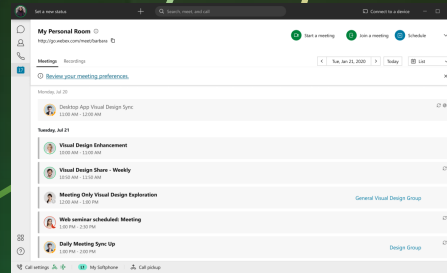
In Meeting



Webex Meetings  
Experience



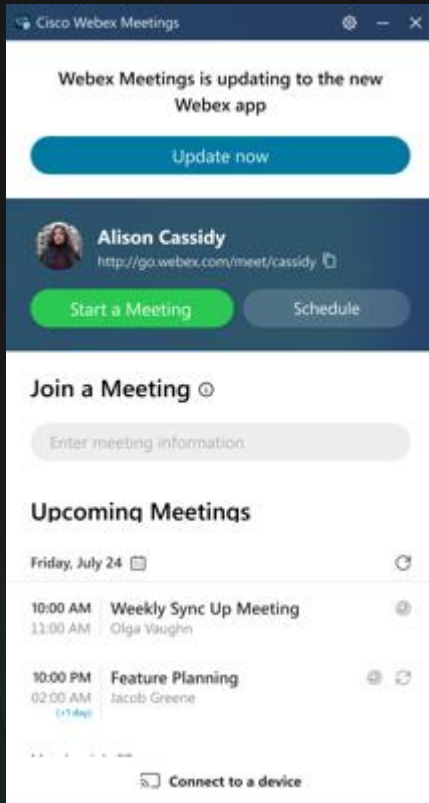
Productivity  
Tools/Scheduler



We're **Updating**  
you to a  
modern, richer  
collaboration  
experience

Welcome  
to the  
Webex App

# Webex App update process



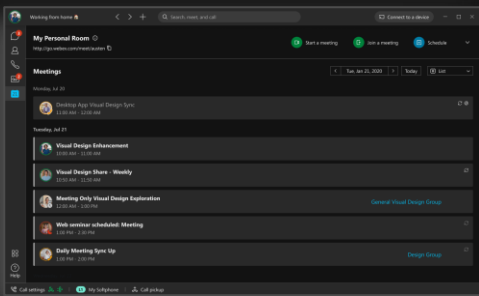
The update will occur on 2022  
It will be available from Feb

Scheduled Update Month	Day of the Update		Last Day to Select		Last Day to Defer	
January	Friday	January 14th	Friday	January 7th	Thursday	January 13th
February	Friday	February 11th	Friday	February 4th	Thursday	February 10th
March	Friday	March 4th	Friday	February 25th	Thursday	March 3rd
April	Friday	April 1st	Friday	March 25th	Thursday	March 31st
May	Friday	May 6th				

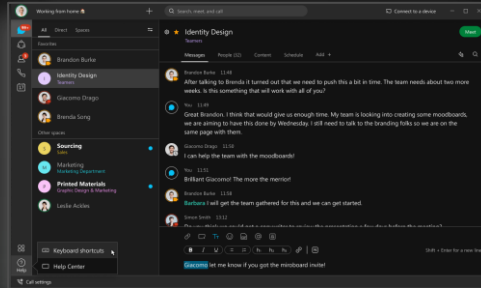
*\* All times are midnight UTC on the date shown*

What new capabilities will this deliver?

# ...and gain an **Updated** set of tools to keep you communicating included in your Webex license



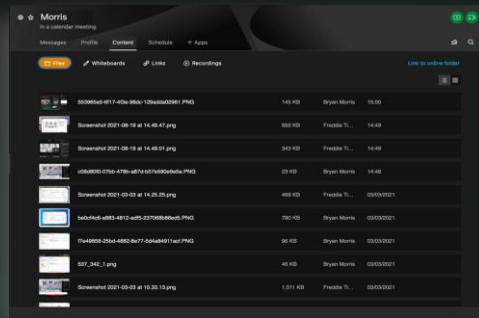
View your schedule and schedule meetings



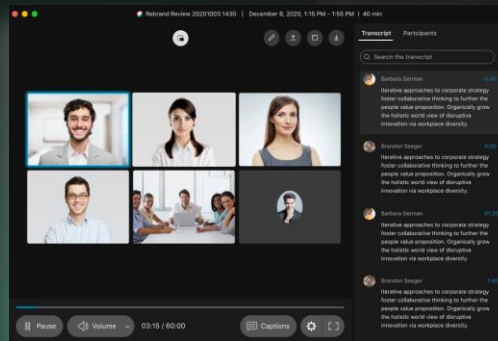
Continue the conversation with messaging



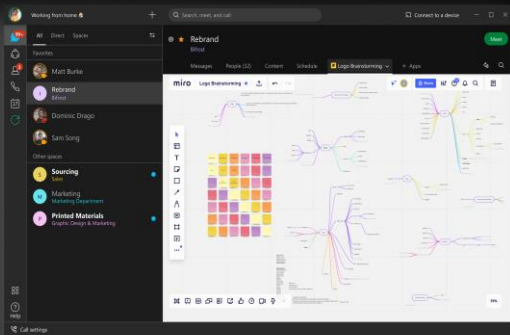
Call contacts with voice & Video



Share content with from OneDrive and Google



View Meeting Artifacts

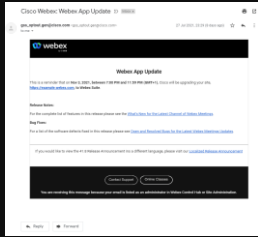


Integrate other apps

How will the Webex App update process work?

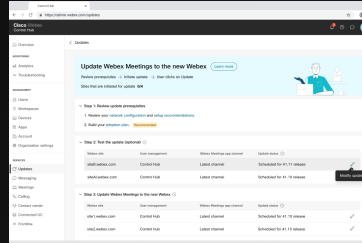
# The Update Journey

## Communication



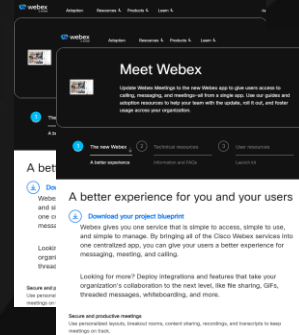
Receive notification

## Management



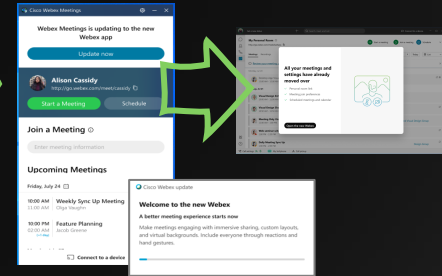
Visit control hub to check their update date

## Preparation



Check prerequisites, prepare desktops, educate users

## Update

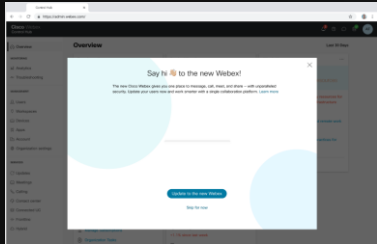


Automated update to Webex App (Manual process is also available)



# IT Admin Control Hub Experience

Your IT Admin receives email notifying them of the update



You have the option to choose months before and after the pre-selected default and change their default month



Update page provides information about the update process

Control Hub

https://admin.webex.com/updates

Cisco Webex Control Hub

Overview

MONITORING

- Analytics
- Troubleshooting

MANAGEMENT

- Users
- Workspaces
- Devices
- Apps
- Account
- Organization settings

Updates

### Update Webex Meetings to the new Webex

Review prerequisites → Initiate update → User clicks on Update

Sites that are initiated for update: 0/4

Step 1: Review update prerequisites

1. Review your network configuration and setup recommendations.
2. Build your adoption plan. **Recommended**

Step 2: Test the update (optional)

Webex site	User management	Webex Meetings app channel	Update status
siteB.webex.com	Control Hub	Latest channel	Scheduled for 41.11 release
siteA1.webex.com	Control Hub	Latest channel	Scheduled for 41.10 release

Step 3: Update Webex Meetings to the new Webex

Webex site	User management	Webex
site1.webex.com	Control Hub	Latest
site2.webex.com	Control Hub	Latest

Modify update for siteB.webex.com

The update will be initiated when the Webex Meetings desktop app updates to selected release. Select when you would like to initiate the update:

Update with release version 41.10 October 2021 (default)

Update with selected release

You can modify the selection up to 7 days before the scheduled update month.

41.11 release (November 2021) ▼

- 41.11 release (November 2021)
- 41.12 release (December 2021)
- 42.1 release (January 2022)
- 42.2 release (February 2022)

Cancel Save



Control Hub

https://admin.webex.com/updates

Cisco Webex Control Hub

Overview

MONITORING

- Analytics
- Troubleshooting

MANAGEMENT

- Users
- Workspaces
- Devices
- Apps
- Account
- Organization settings

SERVICES

- Updates
- Messaging
- Meetings
- Calling
- Contact center
- Connected UC
- Frontline

### Updates

## Update Webex Meetings to the new Webex [Learn more](#)

Review prerequisites → Initiate update → User clicks on Update

Sites that are initiated for update 0/4

**Step 1: Review update prerequisites**

1. Review your network configuration and setup recommendations.
2. Build your adoption plan. Recommended

**Step 2: Test the update (optional)**

Webex site	User management	Webex Meetings app channel	Update status
siteB.webex.com	Control Hub	Latest channel	Scheduled for 41.11 release
siteA1.webex.com	Control Hub	Latest channel	Scheduled for 41.10 release

**Step 3: Update Webex Meetings to the new Webex**

Webex site	User management	Webex Meetings app channel	Update status
site1.webex.com	Control Hub	Latest channel	Scheduled for 41.10 release
site2.webex.com	Control Hub	Latest channel	Scheduled for 41.10 release

### Modify update for site.webex.com

The update will be initiated when the Webex Meetings desktop app updates to selected release. Select when you would like to initiate the update:

- Update with release version 41.10 October 2021 (default)
- Update with selected release

You can modify the selection up to 7 days before the scheduled update month.

41.11 release (November 2021) ▾

- 41.11 release (November 2021)
- 41.12 release (December 2021)
- 42.1 release (January 2022)
- 42.2 release (February 2022)

Cancel Save



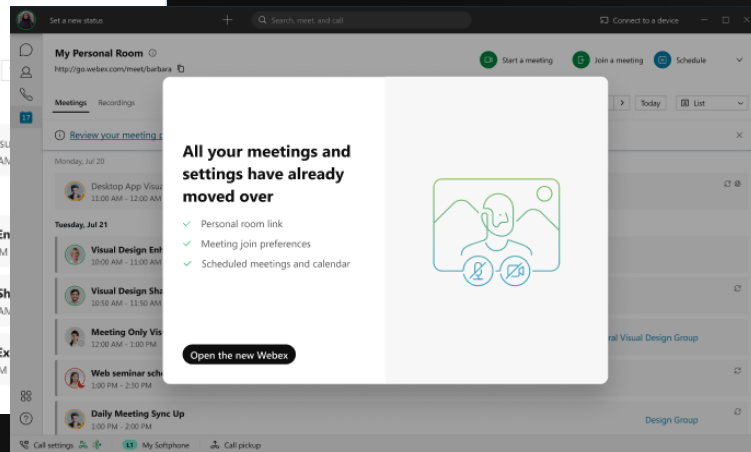
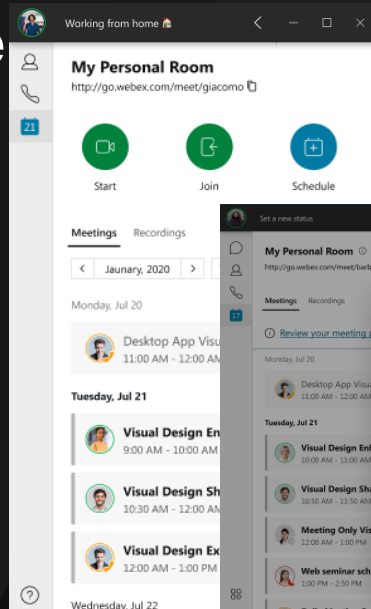
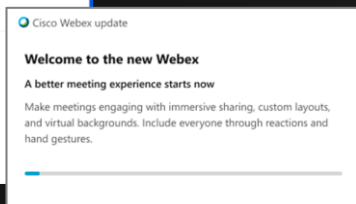
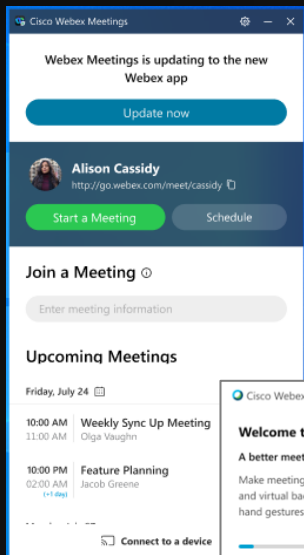
# End User App update experience

We Preserve “light mode” theme for newly landed users

App layout will be dependent on license entitlements

Webex Meeting app is removed (in most cases)

Prominent  
Update  
Button



Once your admin initiates update for a specific site, users will see an “Update Now” button when they open the Meetings app

Coach marks and modals appear to walk through app, point users to their settings, etc.  
(The update preserves scheduled meetings and settings)

What do you need to  
prepare?





# Actions we're asking you to take



Control Hub  
will direct you  
to a list of  
items to  
complete...






## Essential Actions

These are the actions you **MUST** take to ensure a smooth update to Webex

-  Review recommended actions for update
-  Check network connectivity to Webex through your firewall
-  Webex automatically updates to Webex App
-  Your users on the Webex App

## Recommended Actions

These actions are not essential but will enhance your user and management experience for your Webex Services

-  Establish your Org including domain verification and claim, User claim and license template assignment
-  Optimize your User create process, group management and authentication methods such as SSO.
-  Customize the Webex app experience for your users, choose messaging and calling behaviors, setup app and content integrations, choose default view.
-  Setup your org to align with you organization data retention and compliancy policies
-  Integrate Webex with your corporate calendar for scheduling and join meetings

# Are you using Managed desktops?



You can download Webex App MSI installers to perform update from [help.webex.com](https://help.webex.com)

<https://help.webex.com/en-US/article/nw5p67g/Webex-%7C-Installation-and-Automatic-Upgrade>

- You will need to package and use desktop management tool, i.e., SCCM to deploy
- You will need to remove Webex desktop app as part of the update

Can you customize the Webex  
Experience?

# Customizing the Webex App Experience



There are multiple options to customize the user experience you want to deliver:

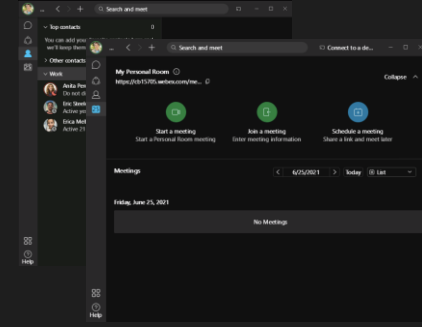
- Landing Page
  - Starting view
- License entitlements
  - Messaging
  - Calling
  - Meetings

# How does changing licenses reflect in the app?

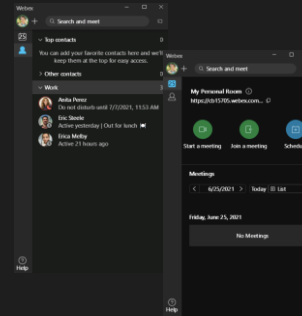
- Changing a license for a user will be reflected in the app user experience
- REMEMBER: Multiple services are linked to messaging including
  - 1:1 messages, Team messaging, File Share, Link Sharing whiteboarding, Screen share (outside a call/meeting)



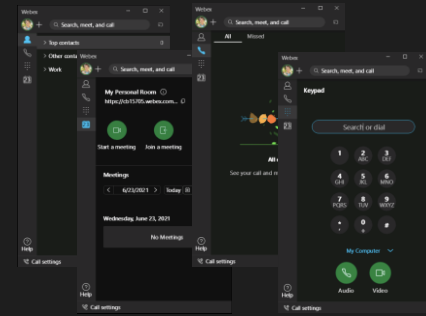
Webex App Experience  
(Full Suite)



Messaging & Meetings  
(No Calling)



Meetings Only  
(No Calling/Messaging)



Meetings & Calling  
(No Messaging)



# Webex Control hub Demo

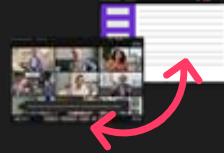
# REMEMBER: Continuous Collaboration relies on all workloads

- Continuous collaboration makes teams more productive
- Changing license options changes the scope and functionality of Webex
  - You can't use a space to share documents before a meeting or discuss the agenda
  - You can't use a space to publish the meetings recording and action items



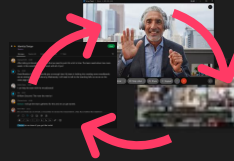
## Everything in one place

People, documents, messaging, applications, meetings artifacts all in one place and in context



## No Application Switching

Simple click to switch between different workload types



## No Isolated Communication

Continuous workflows connect messaging, calling and meetings



## Business Applications

View, collaborate and automate 3<sup>rd</sup> party applications contextually in your work flows

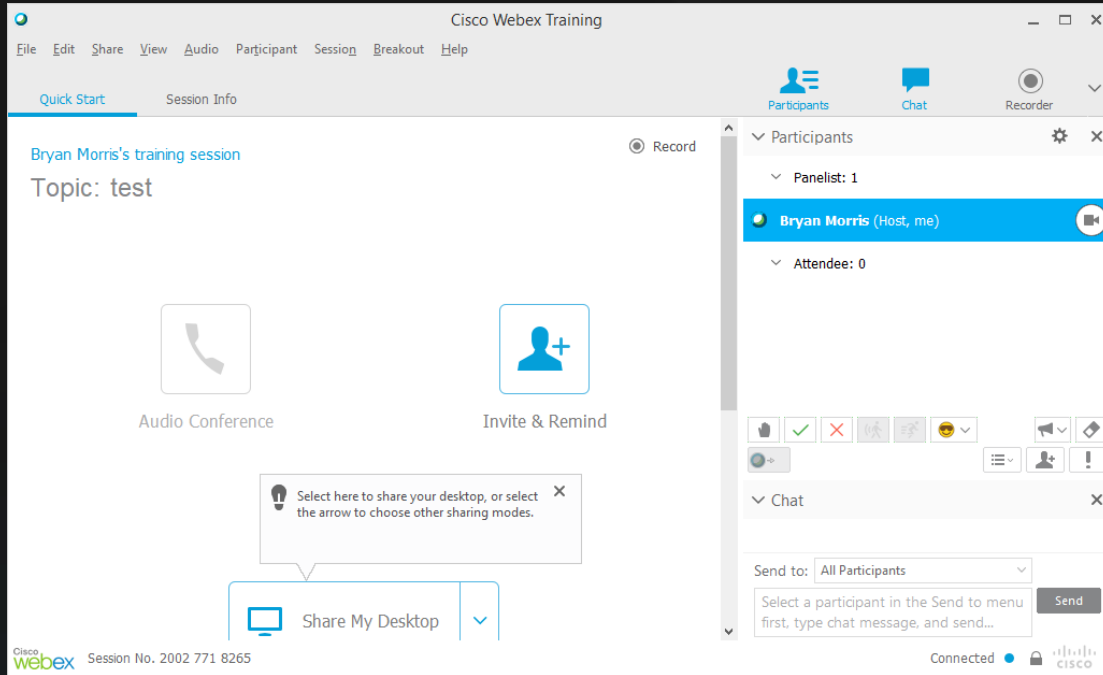
Do you use other Webex  
services?

# What you are using....



- Productivity Tools/Add-in
  - Not effected by update
- Webex Events
  - Classic/New Events can be accessed from Webex
- Webex Training
- Communication Manager or Jabber
- Virtual Desktops

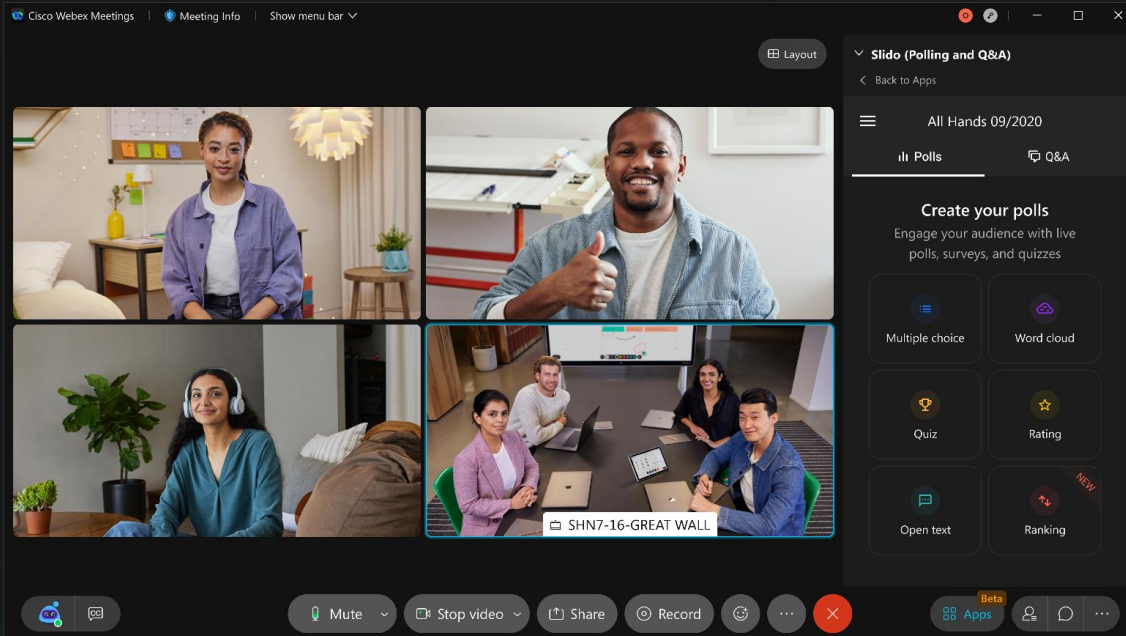
# Can I still use Training Centre?



- Webex Training is a Legacy standalone product
- Webex Training can continue to be used in a Standalone manner
  - accessed via Web portal
  - Invites would install/launch Webex Training client
  - Training session will not be displayed/launched in Webex App
- Webex has invested in adding training features to our modern Webex platform...

# Training in New Webex

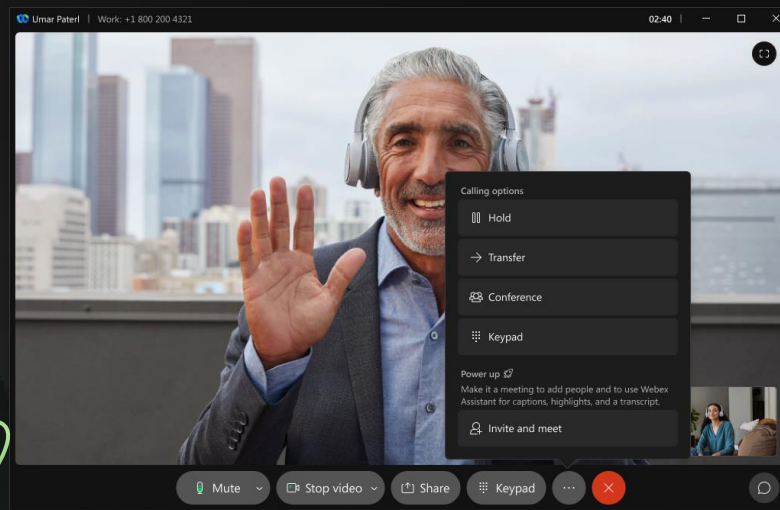
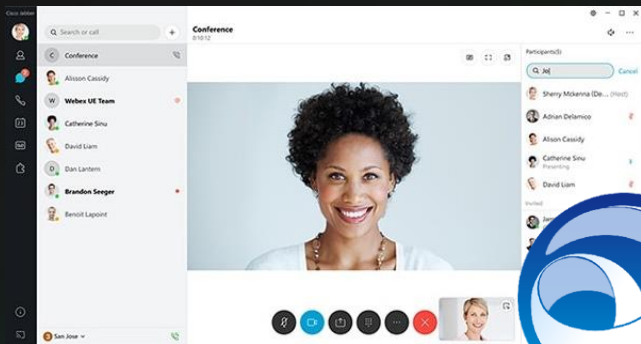
Running your Training sessions in Webex takes advantage of all the latest platform/architecture has to offer



Roadmap items: include Hands on Labs, Attention tracking

- Modern view scheduling
- Optimized Join and Install flow
- Join from video endpoints
- Customizable video layouts
- Themes/Branding
- Smart Audio
- Multi-stream video
- Virtual Backgrounds
- Immersive Sharing
- MP4 recordings
- Transcriptions
- Automated Closed Captioning
- Translation
- High Frame Rate Sharing
- Video in Breakout Sessions
- Annotations
- Slido Interactions
- In-meeting Reactions
- App Hub (3<sup>rd</sup> party app)
- Co-host
- Hard Mute, Moderated Unmute

# Are you using Jabber today?



















## Move to a single app for meetings & calling

- Simple migration from Jabber to Webex
- Webex UC manager calling configuration is “Plug compatible” with Jabber
- Enable UC manager calling in control hub and allow Webex to auto-discover calling service

# Webex App Migration

## Common Workload Journeys (with UCM Calling)



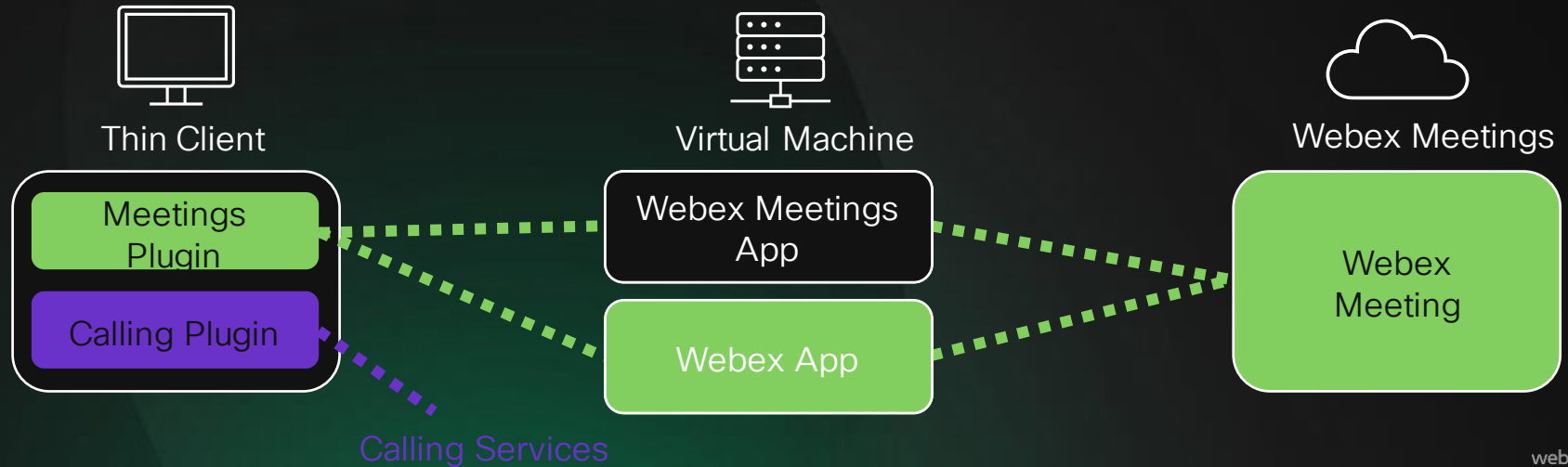
Workload(s)	Migrating From	Migrating To	Migration Completed When
Calling + Messaging + Meetings	On-Premises CUCM + IM&P  + 	On-Premises CUCM  	<ul style="list-style-type: none"> <li>Using WxApp for calling client with on-prem UCM, for Webex messaging and for Webex Meetings</li> </ul>
Calling	On-Premises CUCM 	On-Premises CUCM  	<ul style="list-style-type: none"> <li>Using WxApp for calling client with on-prem UCM</li> </ul>
Calling + Messaging	On-Premises CUCM + IM&P 	On-Premises CUCM  	<ul style="list-style-type: none"> <li>Using WxApp for calling client with on-prem UCM and for Webex messaging</li> </ul>
Calling + Meetings	On-Premises CUCM  + 	On-Premises CUCM  	<ul style="list-style-type: none"> <li>Using WxApp for calling with on-premise UCM and to join Webex Meetings<sup>1</sup></li> </ul>
Meetings			<ul style="list-style-type: none"> <li>Using WxApp to join Webex Meetings<sup>1</sup></li> </ul>

<sup>1</sup> Org/Users are enabled for "Full-Featured Meetings" experience  
Mobile devices still require Webex Meetings App  
Events (classic) and Training still require WDA

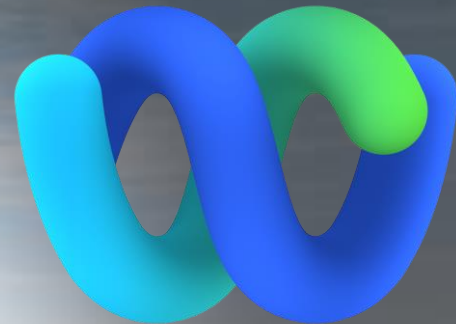


# Are you using VDI?

- VDI Plugin is common between Webex Meeting App and Webex App
- Calling Plugin must be added to use Free Calling, UCM Calling, Webex Calling



# Closing

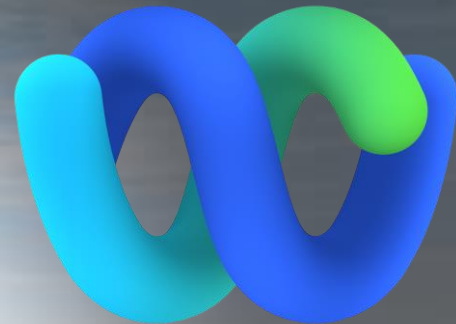


## **Stay on Webex Mtgs**

- Up until this point, you had the choice of either path but that era is coming to an end
- You should act now & once available in Control Hub, see which cohort you are being placed in

## **Move to Webex App**

- Supports the Future of Work
- Single app for ALL your collab workloads
- Unified, modern experience for all workstyles
- Support full cloud + hybrid deployment options



### **Stay on Jabber**

- You can remain on Jabber
- Jabber is still delivering mostly maintenance-focused releases vs. monthly new features for Webex App

### **Move to Webex App**

- Supports the Future of Work
- Unified, modern experience for all workstyles
- Support full cloud + hybrid deployment options
- Cisco collab is CLOUD FIRST (but not cloud only)

# Customer Update Readiness Meetings

# Reference

- ✓ Mandatory
- Highly Recommended
- Optional
- N/A

Requirement	Level
Production Webex Org	✓
Required Licenses Available in Control Hub	✓
Webex Meeting Site(s) Upgraded <sup>1</sup>	✓
Webex Site & User Linking <sup>2</sup>	✓
Network Connectivity (to Webex App services) (Protocols, Ports, Bandwidth)	✓
Security / InfoSec Approval (as required)	✓
Verify Webex Desktop App (WDA) version <sup>3</sup>	✓

Requirement	Level
Verify Domain(s) (Best Practice)	●
Claim Domain(s) (Best Practice)	●
Claim Users (Best Practice)	●
Auto License Template (Best Practice)	●
SSO Enabled (Best Practice) Webex Control Hub	●
Directory Sync Enabled – User Provisioning (Best Practice) Webex Control Hub	●
Calendar Integration Configured (Best Practice)	●

<sup>1</sup> Webex Meetings site must be on 41.10 or later (latest version recommended)

<sup>2</sup> For Site Administration sites, Webex Meetings site(s) and Webex Meeting users must be linked to Webex Control Hub

<sup>3</sup> Recommend updating to latest version

# Customer Migration Readiness

## Calling (UCM)

# Reference

-  Mandatory
-  Highly Recommended
-  Optional
- N/A

Requirements	Level
Production Webex Org	✓
Required Licenses Available in Control Hub	✓
Network Connectivity (to Webex) (Protocols, Ports, Bandwidth)	✓
Users' Phone Numbers Synced to CI	✓
CUCM / CUC Authentication Method	✓
Verify Internal and External voice domains are the same	✓
Validate DNS Configurations	✓
Security / InfoSec Approval (as required)	✓
Verified Domain(s) <i>(Best Practice)</i>	●
Claim Users <i>(Best Practice)</i>	●
Claimed Domain(s) <i>(Best Practice)</i>	●
SSO Enabled <i>(Best Practice)</i> Webex Control Hub CUCM Expressway <sup>1</sup> Unity Connection	● ● ● ●

Requirements	Level
User Provisioning - Directory Sync Enabled <i>(Best Practice)</i> Webex Control Hub CUCM Unity Connection	● ○ ○
UC Analytics Enabled CCUC Jabber Telemetry	● ●
Software Upgrades <sup>2</sup> CUCM (12.5.1SU4 or later) Expressway (X14.0.0 or later) Unity Connection (align with CUCM version)	● ● ●
SIP OAuth w/ OAuth Refresh Token Flow <sup>3</sup> CUCM Expressway Unity Connection	● ● ●
MRA for Jabber	○

<sup>2</sup> Minimum CUCM 11.5(1)SU3 and Expressway X12.5.0  
CUCM 12.5(1) or later required for secure calling (SIP and media)  
12.5(1)SU4 or later and Expressway X14.0 or later recommended for best mobile SSO experience

<sup>3</sup> Required for secure calling (SIP and media) with Webex App for Unified CM calls. Feature requires UCM 12.5(1) or later.

<sup>1</sup> SSO required on Expressway if enabled on CUCM for Mobile and Remote Access (MRA)

# Q&A

