



Public

Cisco Webex from BT

Slow Channel FAQ

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1. What version is my Webex software being upgraded to?

If your Webex sites are lockdown, they will be upgraded to the latest Slow Channel release in production and is found in the [Cisco Webex Meetings Slow Channel Policy](#). Webex sites that are on Latest Channel will upgrade monthly to the next latest release.

2. What is Slow Channel?

Webex sites are either unlocked and are upgraded regularly to stay on the latest version ("Latest Channel") or are locked down ("Slow Channel") where the software and application remain static and require a planned upgrade. Upgrades for locked sites are not automatic and are upgraded to improve the features and functionality of the service. Slow Channel releases will occur at least twice a year.

More information on Slow Channel can be found [here](#).

3. What version is my Webex site on?

To find the site version:

- Go to the Webex site and click on  then, "Download"
- Refer to "Desktop app version" in "Version Information"

A padlock next to the version indicates the software version is locked and the Webex site is on Slow Channel.

4. Is Admin access to a computer required for a user to download the software?

Go [here](#) to identify when admin access is required. Admin access is not required to update software for existing Webex Meetings users.

5. What is the cost of the upgrade?

Upgrades are provided at no charge with your Webex entitlement.

6. Why are upgrades scheduled and emergency patch upgrades are not?

Webex sites are either unlocked and are upgraded regularly to stay on the latest version ("Latest Channel") or are locked down ("Slow Channel") where the software and application remain static and require a planned upgrade. Upgrades for locked sites are not automatic and are upgraded at least 2 times per year to improve the features and functionality of the service.

Critical security vulnerabilities are not planned and may require action if there is a material threat to your service. In some cases, an upgrade of the site and software is required to remediate the potential vulnerability.

Vulnerabilities may occur before, during, or after a planned upgrade. We ask that customers address vulnerabilities immediately. When possible, BT will combine both upgrades into one activity.

Webex sites on the Latest Channel will receive emergency updates automatically. Contact your BT Account Manager or Service Manager today to move your site to the Latest Channel to receive security patches as they're released.

7. Can my Webex site be unlocked?

Yes. Webex sites on the Latest Channel receive monthly updates which include the latest features, required emergency patches and bug fixes. Contact your BT Service Manager or Account Manager for more details.

8. What are the implications of upgrading the site but not upgrading the existing PC software?

Existing Webex Meetings users will be prompted for an update. For new Webex Meetings users, a temporary file will run until the client software is updated. Users are able to host/attend meetings. Environments where temporary files are not allowed, do require the software to be packaged and pushed to end users prior to the date of the upgrade.

9. Can we test the new Slow Channel version?

Yes. You can upgrade your test site to the new version.

If you do not already have a test site and would like one, please submit the request to your BT Service Manager or Account Manager.

10. How do I request an upgrade of my Webex site?

Contact your BT Account or Service Manager with the following information:

- Webex Site URL to be upgraded
- Upgrade version (i.e. T42.2.5)
- Upgrade date

All upgrades will be completed during the maintenance window.

11. Will there be any disruption to user accounts, i.e. if individuals have recurring or planned sessions scheduled?

There will be no disruption to a user's scheduled recurring or planned sessions during the upgrade.

12. What happens if the site is not upgraded by the cut-off date?

Support for the early Slow Channel release will end according to Cisco's [Slow Channel policy](#). Webex sites not upgraded will automatically be upgraded to the latest Slow Channel release after the date indicated in the policy.

13. Is the Productivity Tool file now separate in the download package?

Yes, the Productivity Tool software is now separate from the Desktop application client.

Productivity Tool is going to be end of life. Please check [this page](#) to learn what action is required.

14. What are the changes included in this release?

Cisco's [What's New](#) article provides details of the changes, while the instructional documents provided [here](#) include specific details for both IT and end users.

15. What time do the upgrades occur?

Upgrades occur during the maintenance window every Friday evening at the following times (Pacific Time – US).

- **US:** 7 pm - midnight PT
- **Europe:** 11 am – 4 pm PT
- **Asia:** 6:30 – 11:30am PT

16. Do we need to uninstall the current install file before installing the new client?

Uninstall is not required. Recommendation is to follow the [Desktop App and Productivity Tool Installation Matrix Guide](#) for installation of the software.

17. Company policy is to uninstall all current software before installing the new software. Is there a tool or process for uninstallation?

Cisco provides the following guidance on how to uninstall Webex software based on operating system.

- For Mac: <https://help.webex.com/en-us/WBX000026377/Mac-Cisco-Webex-Meetings-Application-Uninstaller>
- For Windows: <https://collaborationhelp.cisco.com/article/en-us/WBX000026378>

18. Will there be any impact to the user if we install the new client before the site update?

The preferred method is to upgrade the client to the new version first before the site upgrade. If the client is not upgraded beforehand:

- Existing Webex Users will be prompted for an update
- New Webex Users will join meetings using a Webex temporary file. Where temporary files are not allowed, users will not be able to join meetings.

19. What is a temporary file?

Temporary files are designed to allow hosts & meeting attendees in a locked Windows environment to join Webex meetings without administrator access on their PC.

If a Webex site is upgraded to a new version, the client updates automatically without requiring administrator rights if the ActiveX control or extensions have been installed previously.

Users can join meetings on any Webex site regardless of the version of the meeting application currently installed on their computer (if their network allows them to access other sites and they have the meeting password).

If a user is trying to join a meeting on a site whose version is newer than the currently installed meeting application version, the browser plugin will download and upgrade the relevant files.

20. Will we receive a notification about this upgrade and what are the changes/new features in the new Webex version?

Users will be notified on their Webex site in advance of the scheduled upgrade.

Customer contacts will receive an email notification from BT and will include a link to BT's [Service Updates for IT](#) website. Bookmark and refer to this website for all Webex updates. The website will include the changes and instructions on how to manage the upgrade.

21. Will the upgrade take place automatically when a user logs in after the upgrade has taken place?

Yes, upgrade of the Webex client will be automatic for existing Webex users.

For customers who package software, the software will need to be pushed to new Webex users before the site upgrade. Packaging refers to the distribution of software to systems on behalf of end users who do not have admin rights to their systems.

For customers who do not package software and whose users have admin access to their systems, users will be prompted to download the client software.

Go [here](#) to identify when admin access to a computer is required.

22. How long will the upgrade take and what will be the impact to the service during the upgrade?

Upgrades occur over a period of 5 hours. There is no impact to the service during the upgrade.

23. Do we have flexibility in the date/time it is scheduled?

Upgrades occur during Cisco's standard maintenance window. See [Question #15](#) for details.

24. What cluster is my Webex site on?

To find out the cluster for your Webex site go to [How Do I tell What Cluster My Site Is On?](#)

25. Useful links:

- [Slow Channel Updates Overview for Cisco Webex Meetings](#)
- [Webex Meetings Shared Components from the Latest Updates](#)
- [Latest Updates Overview for Cisco Webex Meetings](#)
- [Open and Resolved Bugs](#)

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