Cisco Webex from BT

Latest Channel FAQ

1 What version is my Webex software being upgraded to?

Webex sites that are on Latest Channel will upgrade monthly to the next latest release according to Cisco's maintenance schedule on status.webex.com. You will need to know the cluster your site is on to identify the upgrade date.

2 What is Latest 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 unlocked sites automatically occur monthly. You will benefit from Latest Channel by having the best Webex experience as well as receive required bug fixes and security patches.

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 pad-lock 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?

Visit the Cisco support website 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 subscription.

6   When are emergency patches applied?

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.

Your Webex sites that are on the Latest Channel will receive emergency updates automatically.

7   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. Where temporary files are not allowed, software must be packaged and pushed to users prior to the date of the upgrade.

8   Can we test the new Latest Channel version?

Yes. If your test site is on Cluster B, the site will be the first to upgrade in Cisco's release schedule. If it is not on Cluster B, you can request that your test site is moved to the cluster. There is a downside – the site needs to be completely decommissioned and then rebuilt on the new cluster. You'll lose all history, scheduled meetings and recordings.

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.

9   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.

10 Is the Productivity Tool file now separate in the download package?

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

11 What changes are included in the next release?

Visit Cisco's What's New article provides details of the changes while the instruction documents provided here include specific details for IT Managers.

12 What time do the upgrades occur?

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

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

Schedules are subject to change. Refer to Cisco's Webex maintenance schedule for the latest details.

13 Do we need to uninstall the current file before installing the new client?

Uninstall is not required. Recommendation is to follow Cisco's Webex Installation Guide for installation of the software.

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

Cisco provides guidance on how to uninstall Webex software based on operating system in Cisco's Webex Installation Guide.

15 What is a temporary file?

Temporary files are designed to allow new Webex users to join 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).

16 Will I receive a notification about upcoming upgrades?

Customer contacts will receive an email notification from BT that will include a link to BT's Service Updates for IT website. Bookmark and refer to this website for all Webex updates.

Customer contacts who are administrators of the Webex service will also receive notifications from Cisco for upcoming releases and service changes. Be sure to whitelist the email address, gss_optout.gen@cisco.com.

17 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 and have new users to the Webex service, the users will join meetings using a temporary file until the software is pushed to the users. Packaging refers to the distribution of software to systems on behalf of 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.

Visit the Cisco support website here to identify when admin access to a computer is required.

18 How long will the upgrade take and what will be the impact to services during the upgrade?

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

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

Upgrades occur during Cisco's standard maintenance window. See Question #12 for details.

20 What cluster is my Webex site on?

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