Webex upgrade guide

Cisco Webex® from BT

Latest Channel Guide for IT Managers

Webex client updates

A new version of Webex software is released monthly. This document provides instructions to IT Managers for managing Webex software upgrades on Latest Channel.

1. Users with administration access and existing Webex Meetings users

New Webex users with administration access and existing Webex users will be notified when a new version becomes available. The software automatically downloads, and you'll see a blue Update option in the top right corner of the Webex Desktop App.   Additional authentication is not required.

Administrative access is no longer required for existing Webex users.

2. Packaging software for new users

Customers that package software or new Webex users who do not have administration access will require the Webex software to be packaged and delivered or made available to the user from a software source.

Please note that if temporary files are allowed in your organization, users will still be able to join Webex meetings. Where temporary files are not allowed, users will need to use the Webex Web app (browser) option to join a meeting.

2.1 Latest Channel upgrade schedule

The latest software is available upon upgrade of your Webex site. Your site will be upgraded according to Cisco's maintenance schedule found at status.webex.com. You will need to know to the Cluster your Webex site(s) is/are on. Visit Cisco's help article to identify the Cluster for your site(s).

Here are the instructions to identify the current version of your Webex site(s) and download the latest clients for packaging:

- ☐ Go to your Webex site
- ☐ Click on ☰
- ☐ Select 'Download'

2.2 Select, package and deploy

For each Webex client, you will need to:

- ☐ Follow instructions provided on Cisco support website here to select the file to be installed; then double click on the file to start the install.
- ☐ Note the Install Directory location is found in the " Cisco's IT Administrator Guide for Mass Deployment of Cisco Webex Meetings Desktop and Productivity Tools" link below.

- Once all clients have been downloaded, package and test as required.

3. Resources and Support

Additional resources and support are available to you:

- [Cisco's IT Administrator Guide for Mass Deployment of Cisco Webex](#) [Meetings Desktop and Productivity Tools](#) will provide additional support for your upgrade including system requirements, further detail on packaging & installation steps, how to deploy Webex on mobile and administration controls.

- Visit Cisco's support website for [Known Issues and Limitations for Webex Meetings Desktop Application](#)

- Get to know the latest features by reviewing [What's New](#) article on Cisco's support website. Click on "Subscribe to this Article" on the top of the page to keep up to date with the latest release.
- Bookmark and refer to this BT [website](#) for service updates.