# Softphone - WebEx notes for use on Linux systems

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*Schlüsselwörter*

Cisco Linux Softphone VoIP WebEx telephone

*Lösung (öffentlich)*

WebEx - Notes for use on Linux systems
WebEx is officially released by Cisco for the following Linux distributions:
(as of 04/2024)
- Ubuntu 18.04 and 20.04 and 22.04
- RHEL 8.2 and 8.3

However, WebEx works on many other distributions.
Information on the release plan, minimum requirements, future improvements and
known problems can be found on the [1]WebEx help pages for Linux.
Known problems Open Suse Tumbleweed Issue:
Problems with certificates and therefore no login to the telephony server
after successful login to WebEx.
Solution:
Webex searches for the CA bundle under /etc/ssl/certs/ca-bundle.crt and
/etc/ssl/certs/ca-certificates.crt
After a sudo ln -s /etc/ssl/ca-bundle.pem /etc/ssl/certs/ca-bundle.crt Webex
also works with OpenSUSE
Please note: This "hack" may be deactivated again with OS updates. In the
event of problems, check again whether the entry is still active.

Issue:
After updating Webex, it no longer starts.
Solution:
Webex may be using an incompatible version of the OpenSSL 1.1 library
installed on the system. With a ln -s /opt/Webex/lib/libssl.so.1.1
~/.local/share/WebexLauncher/lib/libssl.so.1.1 you can achieve the use of the
Cisco supplied library.
If this does not help, the log files
~/.local/share/Webex/hostLogs/webexhost.txt and
~/.local/share/Webex/current_log.txt should be checked for errors/hints.

Ubuntu Issue: (Ubuntu LTS 24.04)

If webex is used in ubuntu 24.04 there's an apparmor error logged like this:

audit: type=1400 audit(1713968367.781:343): apparmor="DENIED"
operation="capable" class="cap" profile="unprivileged_userns" pid=10844
comm="CiscoCollabHost" capability=21 capname="sys_admin"

This leads to an error in libcef.so and so Webex cannot start.
Since Cisco didn't properly include a repository for Webex, the update relies
on the app running. So, this breaks updates and Webex cannot get an update
that will probably fix this in the future.

Solution:

You fix this bug by adding a apparmor profile for Webex into a new file here
"/etc/apparmor.d/Webex":

abi <abi/4.0>,
include <tunables/global>

profile Webex /opt/Webex/bin/CiscoCollabHost flags=(unconfined) {
 userns,

 # Site-specific additions and overrides. See local/README for details.
 include if exists <local/Webex>
}

Afterwards you need to reload the profiles with

sudo systemctl reload apparmor

Issue: (Ubuntu 22.10 and newer)

The installation of WebEx fails because the required package libgl1-mesa-glx
no longer exists on newer Ubuntu versions:

1 The following packages have unmet dependencies:
2 webex : Depends: libgl1-mesa-glx but it is not installable

Solution:
Installing the package from an older version of Ubuntu:

1 wget
http://de.archive.ubuntu.com/ubuntu/pool/universe/m/mesa/libgl1-mesa-glx_23.0.4-0ubuntu1~22.04.1_amd64.deb

2 apt install --mark-auto libgl1-mesa-glx_23.0.4-0ubuntu1~22.04.1_amd64.deb

The libgl1-mesa-glx package is only a dummy package that temporarily refers to other packages, so the use of this package from an older Ubuntu version in a more recent Ubuntu version is not critical. By marking the package as automatically installed, the package is automatically removed again as soon as a newer version of WebEx no longer requires this package.

Various distributions Issue: (e.g. Kubuntu 23.10, Open Suse Tumbleweed)
Under Wayland Sessions it can happen that the login window remains black and you cannot enter your access data.
Solution:
Start the program with the environment variable WAYLAND_DISPLAY.
WAYLAND_DISPLAY='' /opt/Webex/bin/CiscoCollabHost

Issue:
The checkbox for the autostart function is grayed out in Cisco WebEx and cannot be used.
Solution:
It is currently unclear whether this is a bug or whether it does work under certain constellations (distribution/desktop environment).
It is recommended to use the mechanisms of the respective operating system (desktop environment) for the autostart of WebEx.


[1] https://help.webex.com/en-us/article/9vstcdb/Webex-App-for-Linux