

Softphone - WebEx support policy

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Keywords

Cisco Softphone Telephony WebEx telephone

Solution (public)

Cisco support policy for the WebEx app Cisco usually releases a new WebEx version every month. TU Dresden uses this latest channel, but delays the automatic delivery of the desktop app by 14 days per policy in order to be able to test for critical errors beforehand. However, this only affects desktop computers that are not centrally administered (Baramundi). For centrally administered computers, the responsible administrators determine when the updated software is made available (default one week after release). The mobile version (smartphone) is provided via the respective app store; the users themselves are responsible for updating it in good time. Updates deemed critical by Cisco can also be published outside of the releases and are then not subject to the 14-day delay for desktops that are not centrally administered.

[1]Cisco maintains a support policy for the WebEx app on the desktop and the mobile version. This policy describes the lifecycle of the official versions and what happens if an app version that is no longer supported is used. Please refer to the Latest Channel dates for the desktop app.

An overview of the system requirements (including restrictions for Windows 10) for WebEx can be found [2]here.

[1] <https://help.webex.com/en-us/article/ne3kxsm/Webex-App-support-policy>

[2] <https://help.webex.com/en-us/article/fz1e4b/System-requirements-for-Webex-services>