



# Cisco Meeting Server web app

Important Information

Version 3.8.2

August 09, 2024

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## Revision history

Listed below are the recent changes done to the document:

**Table 1:Summary of changes**

Date of revision	Change
2024-08-09	Maintenance Release 3.8.2
2023-11-09	Maintenance Release 3.8.1
2023-09-07	First release of 3.8

# 1 Introduction

Cisco Meeting Server web app (web app) is a browser-based client for Cisco Meeting Server that lets users join meetings (audio and video) and share what is on their screen.

This document describe the new features, changes, resolved issues, and open issues in this release of the Cisco Meeting Server web app. For more information about Cisco Meeting Server, refer to [Cisco Meeting Server Release Notes](#).

## 1.1 Important note for Expressway users

Cisco Meeting Server web app version 3.8 and later is supported with Expressway version X14.3.

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**Note:** Refer to the Cisco Meeting Server Release Notes for more information about call capacities.



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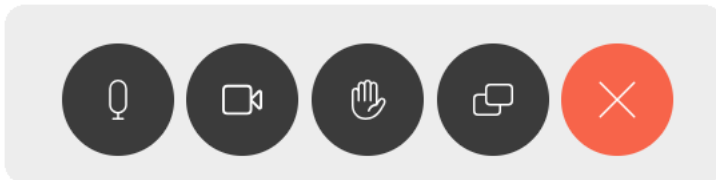
## 2 What's new in Cisco Meeting Server web app

This version of the web app software introduces the following new features and changes:

- [UI modification](#)
- [Support for Czech language](#)
- [Optimize content share in a meeting](#)
- [Create surveys in a meeting](#)
- [Improved virtual background performance](#)
- [In-meeting private chat](#)
- [Accessibility improvements](#)

### 2.1 UI modification


From version 3.8, the participant's video toggle icon  that was previously located under the **Settings** options, has been moved beside the mic toggle icon  for easy access.



### 2.2 Support for Czech language

In previous versions, web app was supported in 22 languages. From version 3.8, web app also supports Czech language. Users can now select **Čeština** from the list of languages on the web app.

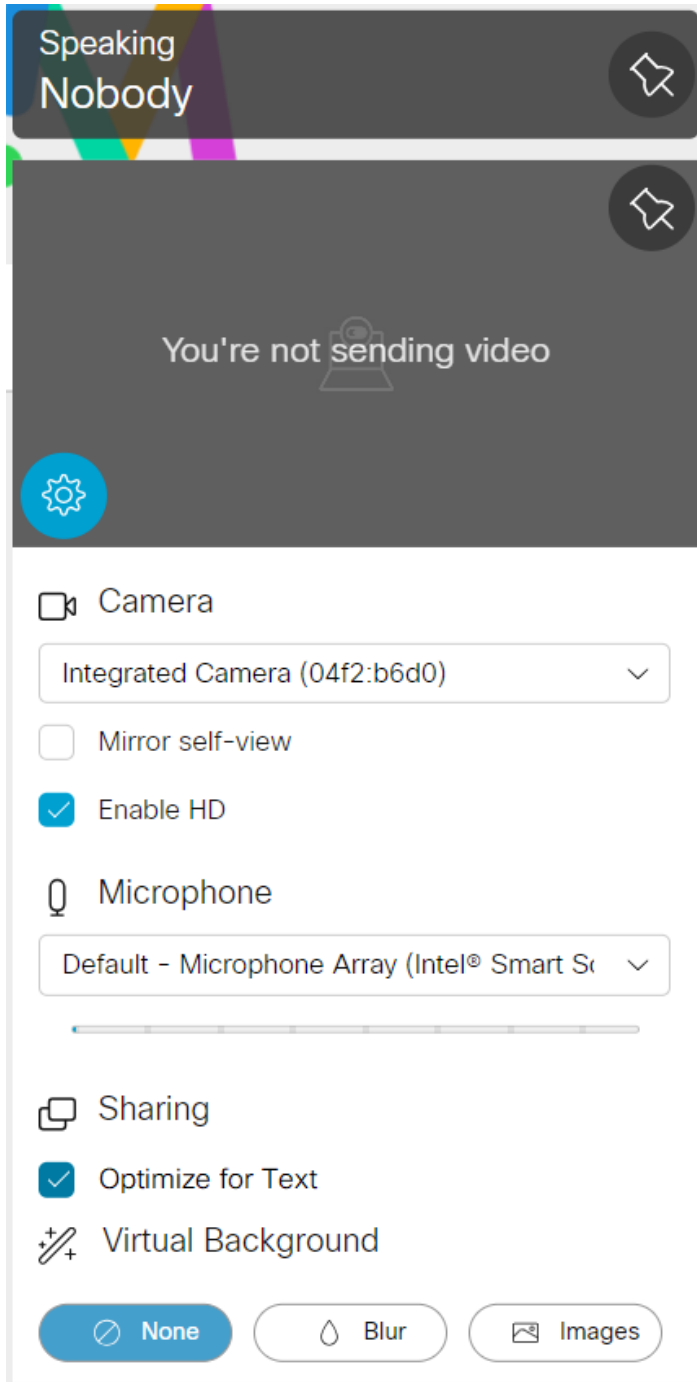
### 2.3 Optimize content share in a meeting

Version 3.8 gives web app users have the flexibility to optimize the screen resolution while sharing content in a web app meeting. To implement this feature, a new option **Optimize for Text** is added in the self-view settings menu under  **Sharing** section.

When a participant checks this option while sharing their screen, web app will override any screen share resolution set by the administrator in Meeting Server and the screen is shared in 1080p resolution. If left unchecked, the content will be shared as per the resolution set by the

administrator. Until changed, a participant's preference for **Optimize for Text** is saved and used in subsequent meetings.


**Note:** The participant must restart the screen share after selecting **Optimize for Text** for the screen resolution to take effect. Web app also notifies the participant with an onscreen message to restart the screen share.




**Note:** The screen resolution is set only on the sender's screen while sharing screen.

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## 2.4 Create surveys in a meeting

From version 3.8, web app allows participants with appropriate permissions to create surveys in a meeting. A new  **Surveys** icon is added on the side panel as an in-meeting menu option to create and participate in the surveys during the meeting.

**Note:**  **Surveys** icon is visible to the participants only if the feature is enabled for the meeting, in the Meeting Server.

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Surveys can be created and launched by the meeting organizer. A web app meeting can have only one active survey at a time. Each survey can have a maximum of 5 questions. Each question must have a minimum of 2 choices and a maximum of 4 choices and one answer must be selected by the participant. Multiple answer entries or free form text answers are not allowed.


A red dot on the **Surveys** icon  indicates that a new survey is active. Web app also notifies the participants in the meeting, when a survey is launched by the meeting organizer.

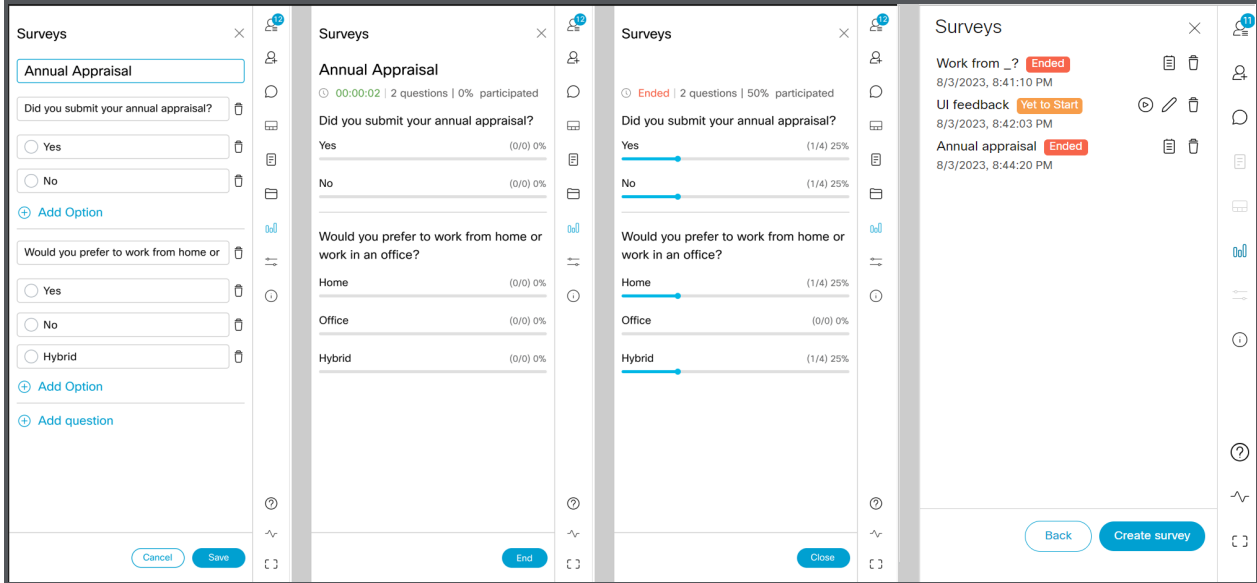
To create a survey, select  **Surveys** on the side pane:

- Select **Survey Dashboard > Create survey**, to create a survey. Enter the survey title, question(s), and options, then select **Save**.

**Note:** Double quotation mark " is not allowed in the survey's title/question/options. Participant cannot save or create further surveys if " is used.

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- Select  **Launch**, to activate the saved survey. Participants can see the survey only when it is launched by the meeting organizer.





**Meeting organizer(s):**

- Meeting organizer(s) with appropriate permissions can create surveys and view the survey results.
- A web app meeting can have multiple organizers. Organizers other than the one who created the survey, can also participate in the survey.
- Only the organizer who creates a survey can save/edit/launch/delete/end their survey. Upon launching the survey, the other organizers can also end the ongoing survey and view results.
- Organizers can create multiple surveys and save them for later use during the meeting.
- When a meeting organizer creates and launches a survey and then gets disconnected from the meeting, the organizer can rejoin the meeting and still perform all the actions on their ongoing/saved surveys.


The following actions can be performed in the **Surveys** window by the meeting organizer(s):

Icon	Description	Who can use?
	Launch survey – Launch a saved survey.	Meeting organizer who creates the survey.
	End survey – End an ongoing survey.	Any one of the meeting organizers.
	View results – View survey results.	All organizers can view results after survey ends. <b>Note:</b> The survey responses are anonymous. Organizers cannot identify the participant’s name or the options they have chosen in the survey.



Icon	Description	Who can use?
	Edit – Edit the questions and options of the survey.	Meeting organizer who creates the survey. <b>Note:</b> Survey can be edited only before launching the survey.
	Delete – Delete questions, options, or a survey.	Meeting organizer who creates the survey.

### Participants:

Participants can choose to participate or not to participate in the survey. To participate in a survey, select  **Surveys > Take Survey** and select the required response from the options provided for a question. Select **Submit your response** to submit.

- Participants can only choose from the provided options for a question. Entering free text and selecting multiple options are not supported.
- Participants cannot see what options they have chosen or edit their choices after submitting the survey.
- Participants can take part in the launched survey even if they join/rejoin the meeting if survey is not ended yet.
- In case of multiple organizers in a meeting, the organizer who creates the survey cannot participate in the survey. However, the other organizers can participate in the survey.
- Apart from signed-in users, guests too can participate in the surveys.

Surveys
×

### Annual Appraisal

Did you submit your annual appraisal?

Yes

No

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Would you prefer to work from home or work in an office?

Home

Office

Hybrid

Submit your response

The  **Surveys** icon is visible to the web app participants, if the **surveyAllowed** API is set to true in Meeting Server. The participants who have **surveyOpsAllowed** API set to true, can create a survey in the meeting and view results. For more information, refer to Meeting Server API Guide.

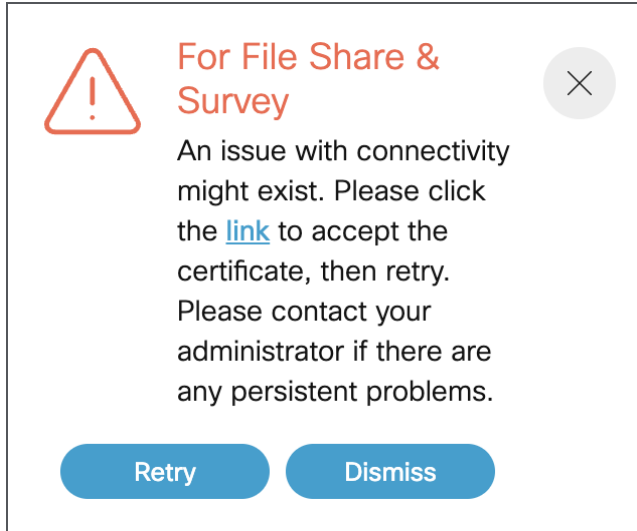
#### 2.4.1 Important note for Surveys and File Share features

Web app in-meeting features like Surveys and File Share might not work as intended if the certificates are not validated or if the service is not reachable. In such scenarios, web app shows a warning message. The link given in the warning message allows the web app user to validate the certificates.

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**Note:** The certificates need to be validated only when the participant uses new web app features for the first time on a browser.

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If the above error is displayed during a web app meeting,

1. Click the link given in the pop-up.
2. A new tab will open and displays {"ping": "pong!"}, if there is connectivity.
3. Open the web app tab and select **Retry** in the pop-up to get the services back.

Please contact the Meeting Server administrator if the issue persists.

## 2.5 Improved virtual background performance

The virtual background feature enables web app participants to change or blur their background during a meeting. Version 3.8 further improves virtual background/blur performance with the help of a latest upgraded video AI library, which results in faster virtual background/blur application and lesser pixelation on participant's video.

This feature is supported on Google Chrome, Mozilla Firefox, and Microsoft Edge browsers on Windows and macOS devices.

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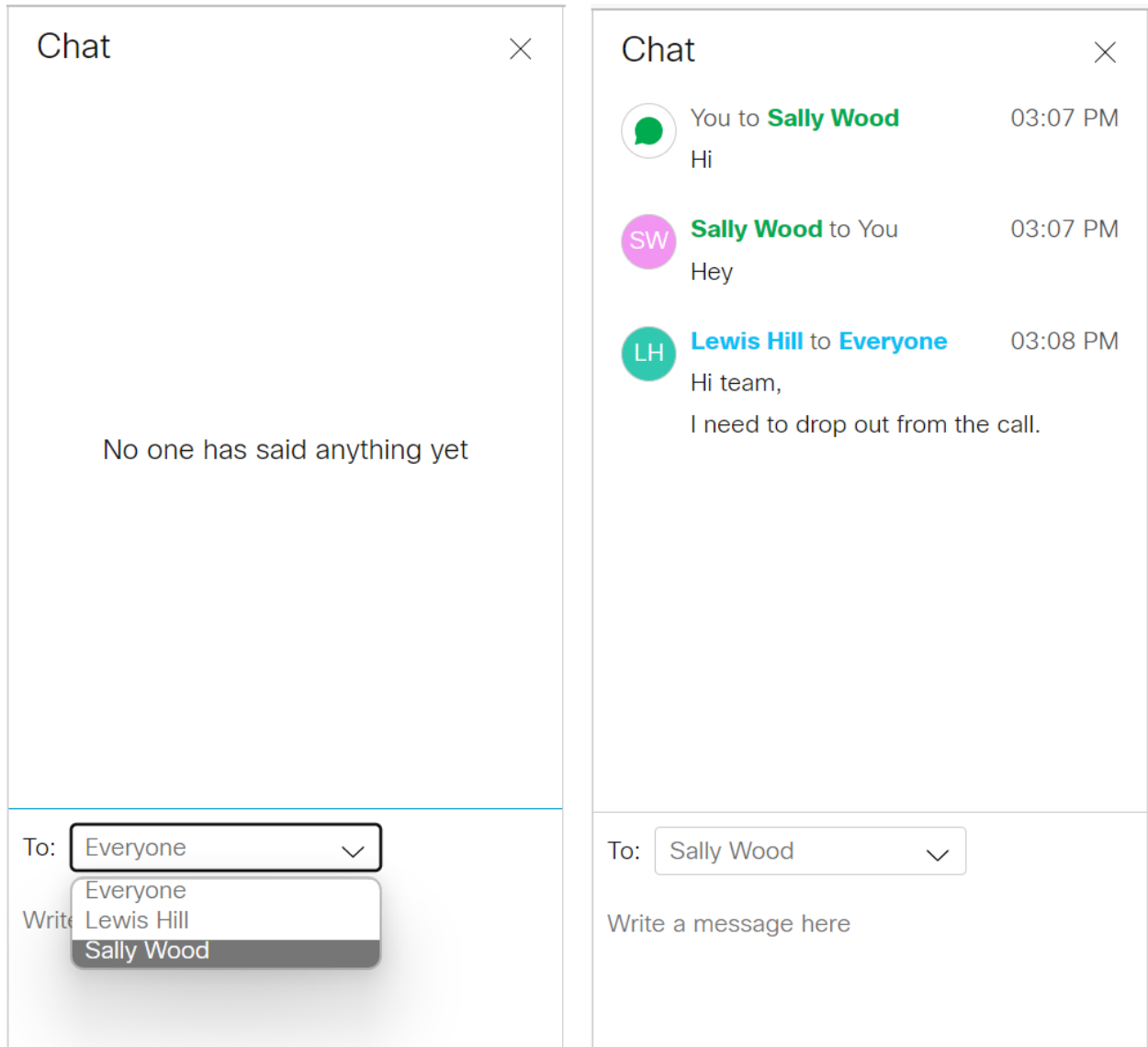
### Note:

- Virtual background works best with systems having Graphics Processing Unit (GPU).
  - The upgraded library is implemented for web app only. SIP participants can apply images that are locally available in the endpoints.
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## 2.6 In-meeting private chat

The chat feature allows web app participants to send messages to other participants in the same meeting. In earlier versions of web app, chat messages were broadcast to all participants in the meeting and not private. From version 3.8, web app participants can choose to send a

chat message to everyone or to a particular participant in the meeting, using **To:** drop-down option in the chat window.



Other participants in the meeting cannot see the private chats which happen between the sender and receiver. Chat messages are only available during the meeting, and not before or later. The chat messages disappear when the participant leaves and rejoins the meeting or refreshes the browser. Administrators can control which calls can have the chat feature enabled and which participants are allowed to send chat messages.

**Note:** Since this feature is supported only on web app, only web app participants will be listed in the **To:** drop-down list in the chat window.

If the `chatAllowed` API is set to true in `CallProfiles` in Meeting Server, all the web app participants in the meeting can see drop-down option in the chat window. For more information, refer to Meeting Server API Guide.

## 2.7 Accessibility improvements

In version 3.8, web app supports the following accessibility improvements:

- Users can now use up or down arrow keys in the keyboard to navigate through any lists like spaces, participants, and in-meeting menu panels.
- Screen reader now announces all the titles, notifications, warnings, and status messages appearing on the screen.

## 3 Using the web app

Web app allows you to join meetings with audio and video in a space. You can also share a screen or presentation in your meeting.

You can add or remove members to a space. You can also invite people both inside and outside of your organization to meetings.

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**Note:** A space is a persistent virtual meeting room that a group of users can use at any time for a meeting. For more details refer to the Online Help or User Guide for web app.

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You can use the web app on desktop, mobile or tablet from any of the supported browsers . See [list of browsers](#) for details.

Refer to the online help or User Guide for Cisco Meeting Serverweb app for detailed instructions on how to use the web app.

You can choose from the following options based on what you want to do:

- Sign in to the web app - You can sign in to web app, join meetings, view a list of all spaces you are a member of and view joining methods and copy the invitation details to invite someone to your meeting. You can create a space using pre-configured templates, edit or delete a space if you have appropriate permissions.
- Join a meeting - Use this option if you have been invited to a meeting. The invitation should include some details such as a meeting ID, passcode (optional), or a video address (URI).
- Schedule a meeting - To schedule a meeting, click Schedule meeting on the home page. Type a name and the select the space you want to use for the meeting. The meeting can be scheduled for one instance or to recur daily, weekly or monthly. You can add all the members of the selected space or add selected participants and configure their roles for the meeting.

## 4 Browser versions tested

Table 1 lists the browsers tested for web app at the time of release of a specific version of web app.

We always recommend using the latest version of browsers.

**Note:** Please note certain browsers such as Google Chrome and Mozilla Firefox automatically update to the latest version. The following table shows the version of browsers tested at the time of the official release of a version of Cisco Meeting Server. This means we have not tested this particular release with previous versions of those browsers.

We endeavor to test the latest maintenance release of each major release of Cisco Meeting Server against the latest public versions of all the browsers to keep them compatible and if we detect any issues we will endeavor to fix them as soon as possible.

**Table 2: Cisco Meeting Server web app tested on browsers and versions**

Browsers	Versions
Google Chrome (Windows, macOS, and Android)	116.0.5845.140
Mozilla Firefox (Windows)	116.0.3
Chromium-based Microsoft Edge (Windows)	116.0.1938.62
Apple Safari for macOS	16.6 (18615.3.12.11.2)
Apple Safari for iOS	16.6
Yandex (Windows)	23.7.3.823

**Note:** Web app is not supported on the legacy Microsoft Edge.

**Note:** Web app is not supported on virtual machines (VMs) running these supported browsers.

### Important note for users using iOS 13 or later and macOS 10.15 or later

In order for users to be able to use web app on Safari on iOS 13 or later and macOS 10.15 or later, webbridge3 needs to be properly configured to comply with requirements stated here : <https://support.apple.com/en-us/HT210176>.

Users will not be able to open the app on Safari if these requirements are not met.

## Important note about screen sharing on Chrome on macOS 10.15 or later

From macOS version 10.15 (Catalina) or later, to share the screen or application from the app running on Chrome, users need to enable permissions. Follow these steps:

1. From the Apple menu, open **System Preferences**.
2. Click on **Security & Privacy**.
3. Click on the **Privacy** tab at the top.
4. In the column on the left hand side, scroll down and click on **Screen Recording**.
5. Make sure Chrome is selected. Restart Chrome.

## Important note about accessibility settings in Safari browsers

By default, Safari browsers do not allow navigation of UI elements via the 'Tab' key but via Option + Tab instead. This can be configured in Safari's Preferences as follows:

From your Safari browser menu, go to **Safari > Preferences > Advanced > Accessibility > Press Tab to highlight each item on a web page** to change your preference.

## Important note about group policy settings in Microsoft Edge

If **WebRtcLocalhostIpHandling - Restrict exposure of local IP address by WebRTC** group policy is applied to Microsoft Edge browser, make sure to only use one of the following policy options:

- **AllowAllInterfaces** (default) or
- **AllowPublicAndPrivateInterfaces** (default\_public\_and\_private\_interfaces)

Any other option could cause connection issues.



## 5 Bug search tool

You can now use the Cisco Bug Search Tool to find information on open and resolved issues for the Cisco Meeting Server, including descriptions of the problems and available workarounds. The identifiers listed in these release notes will take you directly to a description of each issue.

1. Using a web browser, go to the [Bug Search Tool](#).
2. Sign in with a cisco.com registered username and password.

To look for information about a specific problem mentioned in this document:

1. Enter the bug identifier in the **Search** field and click **Search**.

### 5.1 Resolved issues

The table below lists issues seen in previous versions that are fixed in 3.8.1.

Cisco Identifier	Summary
<a href="#">CSCwh77260</a>	Even if the File Sharing and Surveys features are disabled in the Meeting Server, an error message is displayed during the web app meeting.

The table below lists issues seen in previous versions that are fixed in 3.8.

Cisco Identifier	Summary
<a href="#">CSCwf87693</a>	Unable to search or add users to Spaces in Meeting Server 2000 with 240,000 users.  <b>Note:</b> The user search may take longer when participant's email address is directly pasted in search while scheduling a meeting in web app.
<a href="#">CSCwf43552</a>	In a meeting, when a SIP participant takes over the screen share while a web app participant is still presenting, then the web app participant cannot see the SIP participant's screen share.
<a href="#">CSCwf02530</a>	Attendee search results will stop working, when <b>Backspace</b> button is used on keyboard to delete an incorrect entry while adding attendees using scheduler.
<a href="#">CSCwe26144</a>	When scheduling a meeting through the web app scheduler, if the participant's role is selected as 'Role 1' (default), the participant cannot join the meeting using <b>Join</b> button.
<a href="#">CSCwd56907</a>	Participant gets disconnected from web app meeting when participant selects <b>Open Email</b> in <b>Call information</b> on Google Chrome and Microsoft Edge browsers.

## 5.2 Open issues

Table 3:List of open issues in 3.8

Cisco Identifier	Summary
<a href="#">CSCwh48464</a>	When a web app participant applies virtual background to their video and then refreshes the browser tab, the virtual background appears black on Google Chrome and Mozilla Firefox browsers.
<a href="#">CSCwc76769</a>	In Google Chrome browser, when a participant applies blur to their video and leaves the web app meeting, the camera is still on and does not close.
<a href="#">CSCwa17363</a>	In web app, the participants who are moved to lobby from Meeting Management can see still the list of participants in the meeting even if they are waiting in the lobby.
<a href="#">CSCvz01888</a>	If the role of a member was changed in the space before the meeting, a role change notification appears when the member joins the meeting.
<a href="#">CSCvu98805</a>	<p>Whilst in a meeting from web app on Firefox browser, if you open the presentation received in a second window, occasionally the content becomes non-responsive if the presenter stops and restarts the sharing or if another participant in the meeting starts sharing content at the same time. This is an issue with Firefox browser, for details see <a href="https://bugzilla.mozilla.org/show_bug.cgi?id=1652042">https://bugzilla.mozilla.org/show_bug.cgi?id=1652042</a>.</p> <p>Work around: Maximize the second window or alternatively, close the presentation window and reopen it.</p>
<a href="#">CSCvt71069</a>	If the video layout 'speaker large' is selected, window does not re size correctly.

## 6 Product documentation

The end-user guides such as User Guide, and visual 'How to' guides for web app are available in the following location:

<https://www.cisco.com/c/en/us/support/conferencing/cisco-meeting-app/products-user-guide-list.html>

## Appendix A: Apps feature comparison

Table 4: Feature comparison for Cisco Meeting Server web app

Feature	Web app 3.8	Web app 3.7	Web app 3.6	Web app 3.5	Web app 3.4	Web app 3.3
<b>General</b>						
Cisco Meeting Server version	3.8	3.7	3.6	3.5	3.4	3.3
Managing access for members	Yes	Yes	Yes	Yes	Yes	Yes
User-level permissions (e.g. can create space)	Yes	Yes	Yes	Yes	Yes	Yes
Support for localization	Yes	Yes	Yes	Yes	Yes	Yes
Branding	Yes	Yes	Yes	Yes	Yes	Yes
Online help	Yes	Yes	Yes	Yes	Yes	Yes
Encryption	Yes	Yes	Yes	Yes	Yes	Yes
Single sign on	Yes	Yes	Yes	Yes	Yes	Yes
Arabic language support	Yes	Yes	Yes	No	No	No
Czech language support	Yes	No	No	No	No	No
Join using video address (URI)	Yes	Yes	Yes	Yes	Yes	Yes
<b>Schedule a meeting</b>						
View list of scheduled meeting	Yes	Yes	Yes	Yes	Yes	Yes
Schedule a meeting	Yes	Yes	Yes	Yes	Yes	Yes
Modify a scheduled meeting	Yes	Yes	Yes	Yes	Yes	Yes
Delete a scheduled meeting	Yes	Yes	Yes	Yes	Yes	Yes
<b>Space Management</b>						

Feature	Web app 3.8	Web app 3.7	Web app 3.6	Web app 3.5	Web app 3.4	Web app 3.3
Space member roles	Yes	Yes	Yes	Yes	Yes	Yes
Create / edit space	Yes	Yes	Yes	Yes	Yes	Yes
Activate newly provisioned spaces	Yes	Yes	Yes	Yes	Yes	Yes
Add / edit / delete space members	Yes	Yes	Yes	Yes	Yes	Yes
Directory look up for Add Members feature	Yes	Yes	Yes	Yes	Yes	Yes
View information for space	Yes	Yes	Yes	Yes	Yes	Yes
Send invitation	Yes	Yes	Yes	Yes	Yes	Yes
<b>Audio and video</b>						
Audio	OPUS	OPUS	OPUS	OPUS	OPUS	OPUS
Video	H.264, VP8	H.264, VP8	H.264, VP8	H.264, VP8	H.264, VP8	H.264, VP8
Mic/camera configuration controls	Yes	Yes	Yes	Yes	Yes	Yes
Blur your background	Yes	Yes	Yes	Yes	Yes	No
Virtual background	Yes	Yes	Yes	No	No	No
Far end camera control	Yes	Yes	Yes	Yes	Yes	No
Auto prioritization of audio and video	Yes	Yes	No	No	No	No
<b>Screen share</b>						
Content magnification	Yes	Yes	Yes	Yes	Yes	Yes
Reset content zoom	Yes	Yes	Yes	Yes	Yes	Yes
View screen share	Yes	Yes	Yes	Yes	Yes	Yes
Desktop sharing	Yes	Yes	Yes	Yes	Yes	Yes
Application sharing	Yes	Yes	Yes	Yes	Yes	Yes

Feature	Web app 3.8	Web app 3.7	Web app 3.6	Web app 3.5	Web app 3.4	Web app 3.3
View screen share in a new window	Yes	Yes	Yes	Yes	Yes	Yes
Re-size the video pane	Yes	Yes	Yes	Yes	Yes	Yes
Share content audio	Yes	Yes	Yes	Yes	No	No
Optimize for Text (Share screen in 1080p)	Yes	No	No	No	No	No
<b>Chat</b>						
Chat (Broadcast to all participants in the meeting)	Yes, in meeting only	Yes, in meeting only	Yes, in meeting only	Yes, in meeting only	Yes, in meeting only	Yes, in meeting only
Chat (Private)	Yes, in meeting only	No	No	No	No	No
<b>In-call</b>						
On-screen messages	Yes	Yes	Yes	Yes	Yes	Yes
Full-screen view	Yes	Yes	Yes	Yes	Yes	Yes
Layout control	Yes	Yes	Yes	Yes	Yes	Yes
Name labels	Yes	Yes	Yes	Yes	Yes	Yes
Recording	Yes	Yes	Yes	Yes	Yes	Yes
Streaming	Yes	Yes	Yes	Yes	Yes	Yes
Active speaker label (Beta support)	Yes	Yes	Yes	Yes	Yes	Yes
Self-view	Yes	Yes	Yes	Yes	Yes	Yes
Pin self-view	Yes	Yes	Yes	Yes	Yes	Yes
Mirror self-view	Yes	Yes	Yes	Yes	Yes	Yes
Move self-view	Yes	Yes	Yes	Yes	Yes	Yes
HD/SD selection	Yes	Yes	Yes	Yes	Yes	Yes
Pin presentation preview	Yes	Yes	Yes	Yes	Yes	Yes
Move presentation preview	Yes	Yes	Yes	Yes	Yes	Yes

Feature	Web app 3.8	Web app 3.7	Web app 3.6	Web app 3.5	Web app 3.4	Web app 3.3
Meeting notes	Yes	Yes	Yes	Yes	Yes	No
Closed captioning	Yes	Yes	Yes	Yes	Yes	No
Share files	Yes	Yes	Yes	Yes	No	No
Network health indicator and media statistics	Yes	Yes	Yes	No	No	No
Content share metrics	Yes	Yes	No	No	No	No
Logo support	Yes	Yes	No	No	No	No
Surveys	Yes	No	No	No	No	No
<b>Participants</b>						
Move participant	Yes	Yes	Yes	Yes	Yes	Yes
Add participant	Yes (SIP only)	Yes (SIP only)	Yes (SIP only)	Yes (SIP only)	Yes (SIP only)	Yes (SIP only)
Remove participants	Yes	Yes	Yes	Yes	Yes	Yes
Admit participants to a locked meeting	Yes	Yes	Yes	Yes	Yes	Yes
Change a participant's role	Yes	Yes	Yes	Yes	Yes	Yes
Make participant important	Yes	Yes	Yes	Yes	Yes	Yes
Mute/Unmute other participants' audio and video individually	Yes	Yes	Yes	Yes	Yes	Yes
Mute/Unmute all participants' audio and video	Yes	Yes	Yes	Yes	Yes	Yes
Send diagnostics during a meeting	Yes	Yes	Yes	Yes	Yes	Yes
Send invite	Yes	Yes	Yes	Yes	Yes	Yes
View call info	Yes	Yes	Yes	Yes	Yes	Yes

Feature	Web app 3.8	Web app 3.7	Web app 3.6	Web app 3.5	Web app 3.4	Web app 3.3
Mic / Camera controls during call	Yes	Yes	Yes	Yes	Yes	Yes
Raise hand	Yes	Yes	Yes	Yes	Yes	Yes
<b>Move call</b>						
Use this device for screen share and call management only (while another device is used for audio and video)	Yes	Yes	Yes	Yes	Yes	Yes

**Note:** You cannot move a call to an external endpoint or move the audio to a regular phone during a call.



## Accessibility Notice

Cisco is committed to designing and delivering accessible products and technologies.

The Voluntary Product Accessibility Template (VPAT) for Cisco Meeting Server web app is available here:

[http://www.cisco.com/web/about/responsibility/accessibility/legal\\_regulatory/vpats.html#telepresence](http://www.cisco.com/web/about/responsibility/accessibility/legal_regulatory/vpats.html#telepresence)

You can find more information about accessibility here:

[www.cisco.com/web/about/responsibility/accessibility/index.html](http://www.cisco.com/web/about/responsibility/accessibility/index.html)

# Accessibility Support Features

## Keyboard navigation

You can use your keyboard to navigate through web app.

- Use **Tab** to navigate between areas in web app. You'll know an area is in focus when it's surrounded by an outline.  
Use **Shift + Tab** to move to the previously focused area.
- Use the **Spacebar** or **Enter** key to select items.
- Use arrow keys to scroll through lists or drop-down menus.
- Use **Esc** to close or dismiss opened screens/menus.

## Screen reader support

You can use the JAWS screen reader version 18 or later.

The screen reader announces focused areas/buttons, relevant information like notifications, warnings, status messages appearing on the screen, and the actions you can perform.

For example: When you focus on **Add participant** area in a web app meeting, the screen reader will announce "Add participant" and to enter a participant's SIP address.

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- Increase the separation between the equipment and receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

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