



Cisco Meeting App

Important Information

WebRTC

April 29, 2020

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Revision history

Listed below are the recent changes done to the document:

Date of revision	Change
28 April, 2020	Cisco Meeting Server version 2.9.1 information added.
20 April, 2020	The section Recent changes in the WebRTC app has been updated
8 April, 2020	Cisco Meeting Server version 2.9.0 information and list of browsers updated.
1 April, 2020	Cisco Meeting Server version 2.8.2 information and resolved issues list updated.
20 Feb, 2020	Cisco Meeting Server version 2.8.1 information and list of Browser versions tested has been updated.
29 Jan, 2020	Open issues updated.
27 Jan, 2020	Additional steps added for iOS to the section Important note about certificates on iOS devices .
07 Jan, 2020	List of known issues updated.
12 Dec, 2019	Cisco Meeting Server version 2.6.4 information and list of Browser versions tested has been updated.
Nov 28, 2019	Cisco Meeting Server version 2.7.1 information and list of Browser versions tested has been updated.
Nov 12, 2019	Cisco Meeting Server version 2.8.0 provides beta support for Chromium-based Microsoft Edge browsers. List of Browser versions tested has been updated.
Oct 17, 2019	Cisco Meeting Server version 2.6.3 information added. List of Browser versions tested has been updated. WebRTC app users using Safari on iOS 13 and macOS 10.15 need to comply with new requirements, see note in table 2 on page 8-9.

1 Introduction

Cisco Meeting App is a client for Cisco Meeting Server that lets users meet (audio/video), chat and share what is on their screen via team spaces.

The Cisco Meeting App for WebRTC (WebRTC app) does not have a dedicated app but runs on browsers. See details of [Supported Browsers here](#).

1.1 What's changed?

The version of the WebRTC app is tied to the version of Cisco Meeting Server installed. We will maintain a release time line for Cisco Meeting Server which indicates when a feature or fix will be available for WebRTC app. Figure 1 below shows the time line of Meeting Server software versions released:

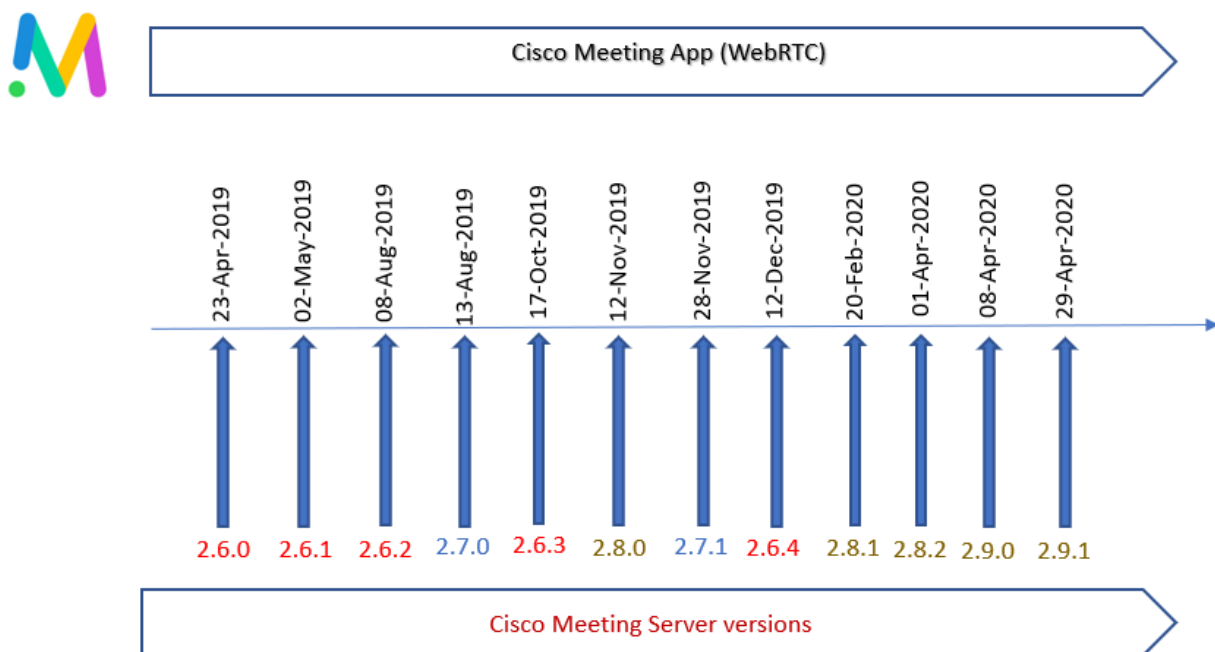


Figure 1: Cisco Meeting Server versions released.

1.1.1 Combined document for WebRTC app

All the information for the WebRTC app tied to any Meeting Server releases after version 2.4.0 will be combined into one document.

This document describes the following:

- Any new or changed features, and details of fixed issues and open issues associated with WebRTC app and indicates the version of Meeting Server where this feature / fix is available.
- Any upcoming changes in browsers affecting the app, affected versions with recommended workarounds.

WebRTC is still an evolving technology and frequent changes are done by browser vendors. Hence changes to this document will be done on an as-needed basis to inform of upcoming changes.

For more information about Cisco Meeting Server, refer to individual release notes for the version you are interested in from the [listing page here](#).

Note: The Cisco Meeting App for desktop and iOS are feature complete and will only have maintenance releases in future. Refer to their [Release Notes](#) for more information.

1.2 Recent changes in the WebRTC app

Listed below are the recent changes made to the app and the Meeting Server versions in which the change is available:

1.2.1 Microsoft Edge (old version) is no longer supported

Meeting Server versions where this change was introduced: From 2.8.2 and versions released later than Apr 01, 2020.

The old version of Microsoft Edge browser (previously in beta support for WebRTC app) is no longer officially supported, however WebRTC app may still work from the old version of Edge browsers. We highly recommend using WebRTC app with the Chromium-based Microsoft Edge browsers which is now fully supported.

1.2.2 Chromium-based Microsoft Edge and Yandex browsers are fully supported

Meeting Server versions where this change was introduced: From 2.8.1 and versions released later than Feb 20, 2020.

You can now use the WebRTC app from Chromium-based Microsoft Edge and Yandex browsers on Windows. This is fully supported and no longer beta labelled.

1.2.3 Beta support for Chromium-based Microsoft Edge browser

Meeting Server versions where this change was introduced: 2.8.0, 2.7.1 and 2.6.4.

You can now use the WebRTC app from Chromium-based Microsoft Edge browsers on Windows. This is beta quality in current version.

You are advised not to use beta (or preview) features in a production environment. Only use them in a test environment until they are fully released.

Note: Cisco does not guarantee that a beta or preview feature will become a fully supported feature in the future. Beta features are subject to change based on feedback, and functionality may change or be removed in the future.

1.3 Notes applicable to all versions of WebRTC app

List of generic information applicable across all versions of app.

1.3.1 Important note about certificates on iOS devices

The following applies if you are using a private CA to sign the XMPP certificate or manually installing a certificate.

From iOS version 12.2 and later, after installing a certificate as a profile, you must install a profile to turn on the trust. To turn on SSL trust for that certificate, follow these steps.

1. Install CA certificate as a profile on iPhone. See [steps to Install a profile](#).
2. Open **General > Profiles and Device Management** and install the new profile.
3. Open **Settings > General > About > Certificate Trust Settings**.
4. Under **ENABLE FULL TRUST FOR ROOT CERTIFICATES**, turn on trust for the certificate.

If you do not enable this, you might see an error message 'Lost connection to server, Attempting to reconnect'.

2 Browser versions tested

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

To identify the browsers tested with your Cisco Meeting Server deployment, cross check the browsers against the version of Cisco Meeting Server software installed. We always recommend using the latest version of browsers:

Note: Please note certain browsers such as Google Chrome and Mozilla Firefox automatically updates 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. We do not test the following:

- Latest version of browser with older versions of Meeting Server which are not supported. See Cisco Meeting Server [Release notes](#) for end of software maintenance announcements.
 - Latest maintenance release version of major release of Meeting Server with older versions of browsers.
 - Older maintenance releases of any supported version of Cisco Meeting Server with newer versions of browsers, if there is a newer minor release in same version.
-

Table 1: Tested versions of Meeting Server for different browsers

Versions of Cisco Meeting Server	Browsers and Version tested	
2.9.1, 2.9.0	Google Chrome	80
	Mozilla Firefox	74
	Chromium-based Microsoft Edge	80
	Apple Safari for macOS	12 and 13
	Apple Safari for iOS	iOS versions: 12.4 and 13.3
	Yandex for Windows	20
	2.8.2	Google Chrome
Mozilla Firefox		74
Chromium-based Microsoft Edge		80
Apple Safari for macOS		12 and 13
Apple Safari for iOS		iOS versions: 12.4 and 13.3
Yandex for Windows		20
2.8.1		Google Chrome
	Mozilla Firefox	73
	Microsoft Edge (beta)	44 (EdgeHTML 18)
	Chromium-based Microsoft Edge	80
	Apple Safari for macOS	12 and 13
	Apple Safari for iOS	iOS versions: 12.4 and 13.3
	Yandex for Windows	20

2.6.4, 2.7.1, 2.8.0	Google Chrome	77, 78
	Mozilla Firefox	69, 70
	Microsoft Edge (beta)	44 (EdgeHTML 18)
	Chromium-based Microsoft Edge (beta)	78, 79
	Apple Safari for macOS	12 and 13
	Apple Safari for iOS	iOS versions: 12.3, 12.4 and 13.1
	Yandex for Windows (beta)	19
2.6.3	Google Chrome	77
	Mozilla Firefox	69
	Microsoft Edge (beta)	44 (EdgeHTML 18)
	Apple Safari for macOS	12 and 13
	Apple Safari for iOS	iOS versions: 12.3, 12.4 and 13.1
	Yandex for Windows (beta)	19
2.6.2 and 2.7.0	Google Chrome	75 and 76
	Mozilla Firefox	68
	Microsoft Edge (beta)	44 (EdgeHTML 18)
	Apple Safari for macOS	12.1 and 12.2
	Apple Safari for iOS	iOS versions: 12.3 and 12.4
2.6.1	Google Chrome	73 and 74
	Mozilla Firefox	66, 67 and 68
	Microsoft Edge (beta)	44 (EdgeHTML 18)
	Apple Safari for macOS	12.1 and 12.2
	Apple Safari for iOS	iOS versions: 12.3

2.6.0	Google Chrome	73
	Mozilla Firefox	66
	Microsoft Edge (beta)	44 (EdgeHTML 18)
	Apple Safari for macOS	12.0.x
	Apple Safari for iOS	iOS versions: 12

Table 2 lists devices where WebRTC app was tested for different browsers.

Table 2: List of supported devices for the browsers

Browser	Devices	Comments/Limitations
Apple Safari on iOS	<ul style="list-style-type: none"> - iPad Air 2 and iPad Pro 12.9 inch (2nd gen) with iOS 12.1 - iPad (6th gen) with iOS 12.1 - iPhone X on iOS 12.1 - iPhone 6 - iPhone 7 on 12.1 - iPhone 8 plus on 12.1 	<ul style="list-style-type: none"> • From 2.4.7 and newer versions, iOS 13 is supported. • From 2.4.5 version, iPhones are fully supported. • In version 2.5.1-2.4.4 - iPhones are supported as a beta feature. • You cannot share content from Safari on iOS. <hr/> <p>Note: WebRTC app users using Safari on iOS 13 and macOS 10.15 need to comply with requirements stated here: https://support.apple.com/en-us/HT210176. User will not be able to open the app on Safari if these requirements are not met.</p> <hr/> <p>Note: Due to the diverse range of iOS devices, with many combinations of software and hardware specifications, it is not possible for Cisco to test all devices. We endeavor to investigate any issues but there is no guarantee that any particular device would be fully supported. The absence of a particular device in the list above does not imply a lack of</p>

		support.
Google Chrome	Windows 7 or 10	<p>Due to the large range of Android devices, with many combinations of software and hardware specifications, it is not possible for Cisco to test all devices. We endeavor to investigate any issues but there is no guarantee that any particular device would be fully supported. The absence of a particular device in the list above does not imply a lack of support.</p> <p>You cannot share content from Chrome on Android.</p> <p>Note: Meeting App is not supported while using Chrome on Android in the 'desktop mode'.</p>
	macOS version 10.11.x and later	
	<p>Android devices -The WebRTC app is not yet optimized for smaller screen devices such as Android phones and tablet. Layout and icons may appear out of place and parts of the user interface may be blocked. However basic audio and video calling including receiving presentation) is known to work on the following Android devices:</p> <ul style="list-style-type: none"> - Samsung S9 (SM-G960F) running Chrome 66 on Android 8.0.0. - OnePlus 5 (A5000) running Chrome 67 on Android 8.0.0. 	
	Note: Google Chrome browser on iOS is not supported.	
Mozilla Firefox	Windows 7 or 10	
Apple Safari for macOS	Safari 12 and 13 on MacOS 10.x	<p>Screen sharing is supported from Safari version 13 on macOS. In versions previous to 13, you cannot share your screen from the WebRTC app from Safari, this is a limitation of the browser. However, you can still receive presentation if content is shared by other participants in the meeting.</p> <p>Note: WebRTC app users using Safari on iOS 13 and macOS 10.15 need to comply with requirements stated here: https://support.apple.com/en-us/HT210176.</p> <p>User will not be able to open the app on Safari if these requirements are not met.</p>

Microsoft Edge(Beta feature)	Windows 10	Edge users will see the content shared by other participants in a separate pane within the main browser window. Note: Microsoft Edge is supported as a beta feature in this release and has a few known limitations.
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Note: The WebRTC app is not supported on virtual machines (VMs) running these supported browsers.

Note: Internet Explorer version 11 (Windows 7 and 10) does not support joining meeting via the WebRTC app. However you can cross launch the Cisco Meeting App for Windows and join a meeting via Windows app.

Note: Any browser not listed in the table above may not support WebRTC app or work with certain limitations.

Note: Whilst using the WebRTC app from any browser, you can switch to the desktop or iOS apps (Windows, macOS, and iOS) if installed on your device. Refer to [this knowledge base](#) article for information.

3 Product documentation

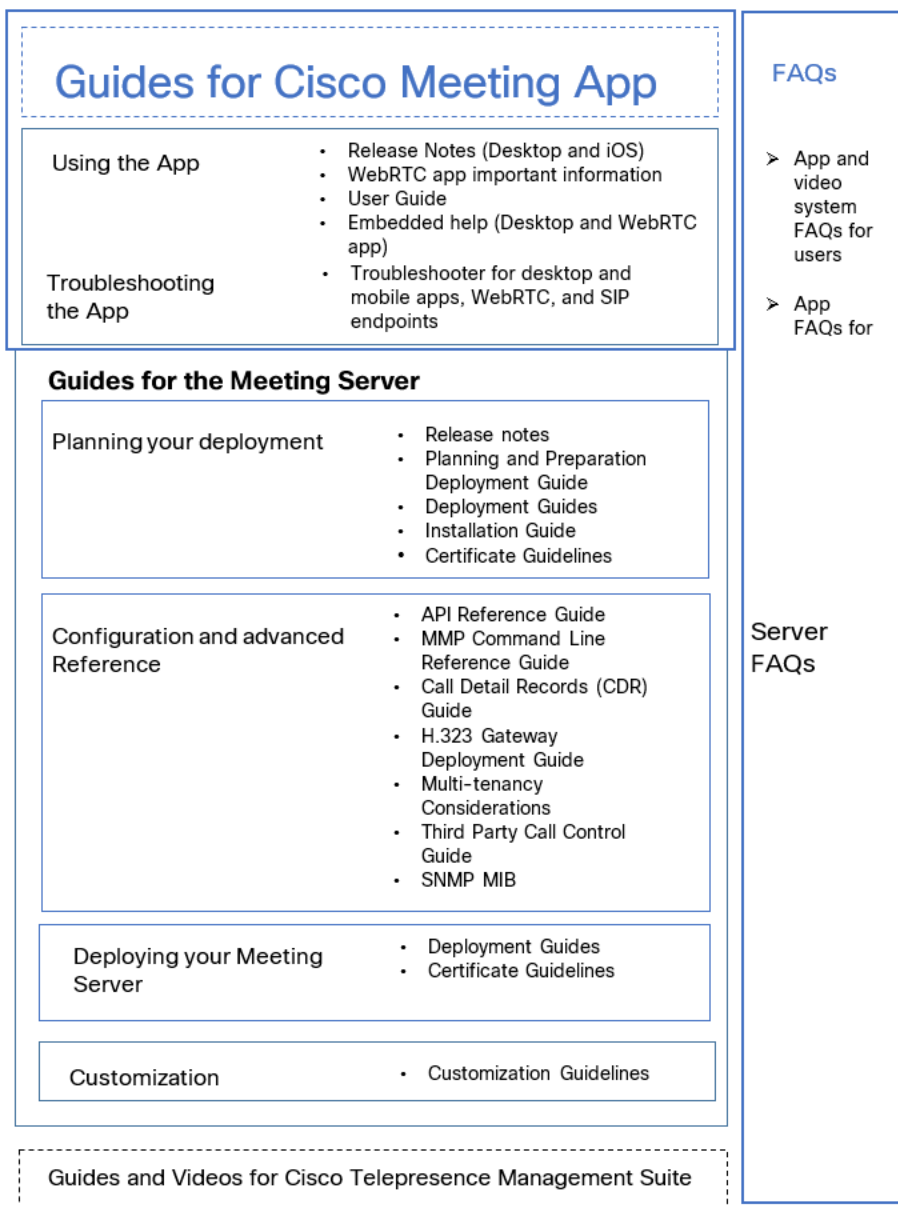
From the app, click on the help icon to open the **Embedded help** for instructions on how to use. To learn how to use and troubleshoot the app, see the documentation available at:

<https://www.cisco.com/c/en/us/support/conferencing/cisco-meeting-app/tsd-products-support-series-home.html>:

- **Cisco Meeting App User Guide** is an overall guide to the app.
- **"How to" Guides** are visual guides for specific tasks that are essential for daily use.
- [App and video system FAQs for users](#) helps users solve simple issues or learn more about using the app.
- **App [FAQs for admins](#)** helps administrators find information or solve issues with the app.
- **Troubleshooter for desktop and mobile apps, WebRTC, and SIP endpoints** helps troubleshooting common issues.

For additional information on setting up or troubleshooting the overall system, see the [Cisco Meeting Server documentation](#).

Figure 2: Overview of documentation for Cisco Meeting App and Cisco Meeting Server



3.1 Interoperability with other Cisco products

Interoperability test results for Cisco Meeting Server are posted to <http://www.cisco.com/go/tp-interop>, where you can also find interoperability test results for other Cisco conferencing products.

4 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 Resolved issues

Refer to the release time line to identify versions where this fix is available.

Table 3: Resolved issues in version 2.8.2

Cisco ID	Summary
CSCvt48808	Whilst trying to join a meeting, Guest users are sent to the lobby page instead of Joining options page.

Table 4: Resolved issues in version 2.5.4

Cisco ID	Summary
CSCvq39444	Guest users are unable to join a WebRTC app meeting from Chrome browsers as the browser is unable to detect the default camera.

Table 5: Resolved issues in version 2.6.2

Cisco ID	Summary
CSCvq73662	Web bridge restarts unexpectedly and drops calls shortly after the maximum number of sessions is reached.

Table 6: Resolved issues in version 2.6.1

Cisco ID	Summary
CSCvp29391	WebRTC calls on Meeting Server using Apple Safari will not work after updating to Apple Safari on iOS 12.3 or later, and Apple Safari 12.2 on macOS and later.
CSCvp37201	WebRTC calls on Meeting Server using Firefox will not work after updating to version 68.

Table 7: Resolved issues in version 2.4.5

Cisco ID	Summary
CSCvo71806	Clicking on the hyperlink in WebRTC session chat triggers an HTTP redirect within the same browser tab/window and disconnects the current WebRTC session instead of opening a new window/tab and keeping the current WebRTC session running.
CSCvp13683	The 'Join Meeting' button is greyed out and not in use when accessing this tab. This button can cause confusion for a guest as they could think they need to do something before being able to join the meeting with Meeting App.
CSCvo31960	WebRTC client (Chrome) is unable to update input video source and join space.

6 Open issues

Table 8: List of open issues

Cisco Identifier	Summary
CSCvt73834	Whilst using web app on Chrome from some Android devices, the self-view appears blank, even though the video is still being sent to other users in the meeting.
CSCvt64783	WebRTC app shows an empty page if escape function is used to encode value of the cookie.
CSCvs83695	When joining a meeting via WebRTC app on Safari from iOS devices running iOS 13.3, the audio quality can be poor.
CSCvr70596	Whilst in a call from the iOS app, sometimes a blank video or no video is received or sent. However if the user opens the self-view pane, video resumes but when user closes the self-view, the video stops. Work around: If you experience this, refresh the browser page to make it work again.
CSCvo66473	Microphone selection on the WebRTC app doesn't work on Safari on macOS. Use Google Chrome if you need to use microphone selection or disable the extra microphones prior to joining a Meeting App meeting.
CSCvm56085	Dual-home calls fail when cross launching Meeting App from a browser.
CSCvk54358	During a meeting a member removed from a space is unable to view the list of participants.
CSCvn59497	Firefox WebRTC does not work with Expressway TURN for TCP.

6.1 Known limitations

Table 9: List of known limitations

Cisco Identifier	Summary
CSCvq18802	Switching presentation to a different device while browser is running Meeting App in the background, stops the audio on Safari browsers on iPad.
CSCvp14047	New Windows Update causing cross-launch to fail for Internet Explorer.
CSCvp01621	Whilst using the app on Safari, user is unable to mute the volume using the volume controls on iOS devices.
CSCvp01619	Whilst using app on Safari, Headphone controls do not work as expected.
CSCvn53262	Microsoft Edge does not support TURN TCP.
CSCvn53277	WebRTC app from Microsoft Edge crashes when moving the browser window between screens while sharing content.

Cisco Identifier	Summary
CSCvn53666	Calls from Microsoft Edge dropped while using Expressway TURN server.
CSCvo33850	Video freezes whilst using WebRTC app on Google Chrome browsers version 72 and later on MacOS with hardware acceleration on after experiencing packet loss.
CSCvr63844	<p>Whilst using WebRTC app from Google Chrome on Windows, the Invite > Send email option fails if the file size of the invitation template exceeds 1491 bytes. This is a known issue with Google Chrome browsers, more information about this issue is available here: https://bugs.chromium.org/p/chromium/issues/detail?id=1034497.</p> <p>If you are using Custom invitation template file, refer to Cisco Meeting Server Customization Guidelines for more information and recommendations.</p>

Note: Microsoft Edge is a beta feature.

Note: On iPads, while using the WebRTC app in split screen mode, the camera stops working. This is a known issue.

Note: Whilst using the app from Safari on iPhone, the volume controls do not work while switching between speaker and headphones.

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