



IT Administrator Guide for Mass Deployment of the Cisco Webex Meetings Desktop and Productivity Tools (WBS39.10 and Later)

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CHAPTER 1

Introduction

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- [Installation Package for the Webex Meetings Desktop App and Productivity Tools, on page 2](#)
- [Normal Installation, on page 2](#)

Overview

This document is designed to help your organization understand the tasks involved in installing the Cisco Webex Meetings desktop app and Productivity Tools. It's a comprehensive guide that covers various types of installations, including a single-computer installation and large-scale installations using Microsoft System Center Configuration Manager (SCCM). The Cisco Webex Meetings desktop app and Productivity Tools was a single package prior to WBS39.10 and from WBS39.10 there are two separate packages.

Webex Meetings Desktop App and Productivity Tools Features List

Cisco Webex Meetings Desktop App Panel

- Start Personal Room meetings
- Join recent Personal Room meetings
- Join upcoming meetings
- Synced meetings list with Microsoft Outlook calendar
- Automatic wireless connection to video devices and content sharing on video devices
- Automatically join Webex meetings from connected video devices

Meeting Window (In-Meeting Experience)

- Audio and video connection within a meeting
- Content sharing

- Recording
- Video connection through video devices
- Chat
- Notes

Webex Meetings Productivity Tools

- Webex Meetings integration to Outlook
- Microsoft Windows right-click menus
- Webex toolbar for Microsoft Office
 - Microsoft Excel
 - Microsoft PowerPoint
 - Microsoft Word
- Webex Meetings integration with Internet Explorer
- Webex Meetings integration with instant messengers
- Microsoft Office Skype for Business

Installation Package for the Webex Meetings Desktop App and Productivity Tools

Prior to WBS39.10, the **webexapp.msi** contained the pre-meeting and in-meeting components of the Webex Meetings app. It also contained all integrations such as Microsoft Outlook, Office (Word, Excel, and PowerPoint), Microsoft Skype for Business, Microsoft Lync, Internet Explorer, and IBM Lotus Notes.

From WBS39.10, the Webex Meetings Desktop App and Productivity Tools are two separate packages. The **webexapp.msi** package contains the pre-meeting and in-meeting components of the Webex Meetings app. The **webexplugin.msi** package contains all integrations such as Microsoft Outlook, Office (Word, Excel, and PowerPoint), Microsoft Skype for Business, Internet Explorer, and IBM Lotus Notes. Users can see a new package available for Productivity Tools on the Downloads page. Any user requiring the above integrations must install the Productivity Tools package.

Normal Installation

Starting with the WBS39.10 update, IT administrators must either enable Automatically Upgrade Webex Productivity Tools or deploy both the desktop app and Productivity Tools to retain Microsoft Office integrations. Mass deployment of just the desktop app removes the previous version of the Desktop app including Microsoft Office integrations, and a newer version of Productivity Tools must be deployed to retain the Microsoft Office integration.



CHAPTER 2

Silent Installation by Administrator

- [Silent Installation by Administrator Overview](#), on page 3
- [Use the Command Line for Silent Uninstall](#), on page 3
- [Table of Webex Meetings Desktop App Flags](#), on page 4
- [Table of Webex Meetings Productivity Tools Flags](#), on page 6
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Silent Installation by Administrator Overview

If you're the domain administrator, you can sign on to a user's computer and help that user install or uninstall the Cisco Webex Meetings desktop app and Productivity Tools using silent mode.



Remember

Only Administrators can install the Cisco Webex Meetings desktop app and Productivity Tools using silent mode.



Important

For customers who have performed a silent installation of Webex Productivity Tools or the Webex Meetings desktop app for an earlier version and are planning to upgrade to a later version, you must first perform a silent uninstallation before performing a silent installation of the new version.

Use the Command Line for Silent Uninstall

If you're the domain administrator, follow these steps to uninstall the Webex Meetings desktop app and Productivity Tools by using the command line.

Procedure

Step 1 Download the Desktop app and or the Productivity Tools MSI package to a location and open the Windows Command Prompt.

Step 2 Run the MSI command to uninstall the desktop app silently.

Note The package must be the same version that is currently installed on user's desktops. If there are multiple versions, you need to perform an uninstall for each package version currently installed.

Use the Command Line for Silent Uninstallation Example

This sample shows how to uninstall all components with the MSI package **webexplugin.msi**:

```
msiexec.exe /q /x "webexplugin.msi"
```

Table of Webex Meetings Desktop App Flags

Parameter Name	Value (Default?)	Description
AUTOOC	1 (Default)	Automatically opens the pre-meeting experience of the Webex Meetings desktop app after users login or start Windows.
	2	Minimizes the pre-meeting experience of the Webex Meetings desktop app after users start Windows. Note You can only minimize the pre-meeting experience of the Webex Meetings desktop app in version 33.9.1 and later.
	0	Suppresses the pre-meeting experience of the Webex Meetings desktop app after users start Windows. The app will still be accessible from the Start menu. Note You can only suppress the pre-meeting experience of the Webex Meetings desktop app in version 33.9.1 and later.
DEVICECONNECTONLY	1	Allows the end user to have device integration UI only.
	0 (Default)	Prevents the end user from having device integration UI only.

Parameter Name	Value (Default?)	Description
DISCOVERDEVICE	1 (Default)	Enables the Cisco video device integration. Users will see the Connect to a device option in the pre-meeting experience of the Webex Meetings desktop app. Note You can only enable the Cisco video device integration for the Webex Meetings desktop app in version 33.9 and later.
	0	Disables the Cisco video device integration. Users will not see the Connect to a device option in the pre-meeting experience of the Webex Meetings desktop app. Note You can only disable the Cisco video device integration for the Webex Meetings desktop app in version 33.9 and later.
ENABLENOTIFICATION	1 (Default)	Enables meeting notification functions for the Webex Meetings desktop app.
	0	Disables meeting notification functions for the Webex Meetings desktop app.
CLOUDDEVICE	1 (Default)	Enables the search or lookup of nearby Cisco cloud registered video devices on user's pre-meeting experience of the Webex Meetings desktop app. CLOUDDEVICE is only applicable when PROXIMITY=1. Note You can only enable the search or lookup of nearby Cisco cloud registered video devices for the Webex Meetings desktop app in version 33.9 and later.
	0	Disables the search or lookup of nearby Cisco cloud registered video devices on user's pre-meeting experience of the Webex Meetings desktop app. CLOUDDEVICE is only applicable when PROXIMITY=1. Note You can only disable the search or lookup of nearby Cisco cloud registered video devices for the Webex Meetings desktop app in version 33.9 and later.

Table of Webex Meetings Productivity Tools Flags

Parameter Name	Value (Default?)	Description
PTLANG Note PTLANG is not a mandatory parameter. When it's not specified, the Webex desktop application will follow the region format.	EN	Installs the desktop application using English.
	B5	Installs the desktop application using Traditional Chinese.
	DA	Installs the desktop application using Danish.
	DE	Installs the desktop application using German.
	ES	Installs the desktop application using Castilian Spanish.
	FR	Installs the desktop application using French.
	GB	Installs the desktop application using Simplified Chinese.
	IT	Installs the desktop application using Italian.
	JP	Installs the desktop application using Japanese.
	KO	Installs the desktop application using Korean.
	NL	Installs the desktop application using Dutch.
	PT	Installs the desktop application using Portuguese.
	RU	Installs the desktop application using Russian.
	SP	Installs the desktop application using Spanish.
	SV	Installs the desktop application using Swedish.
TR	Installs the desktop application using Turkish.	

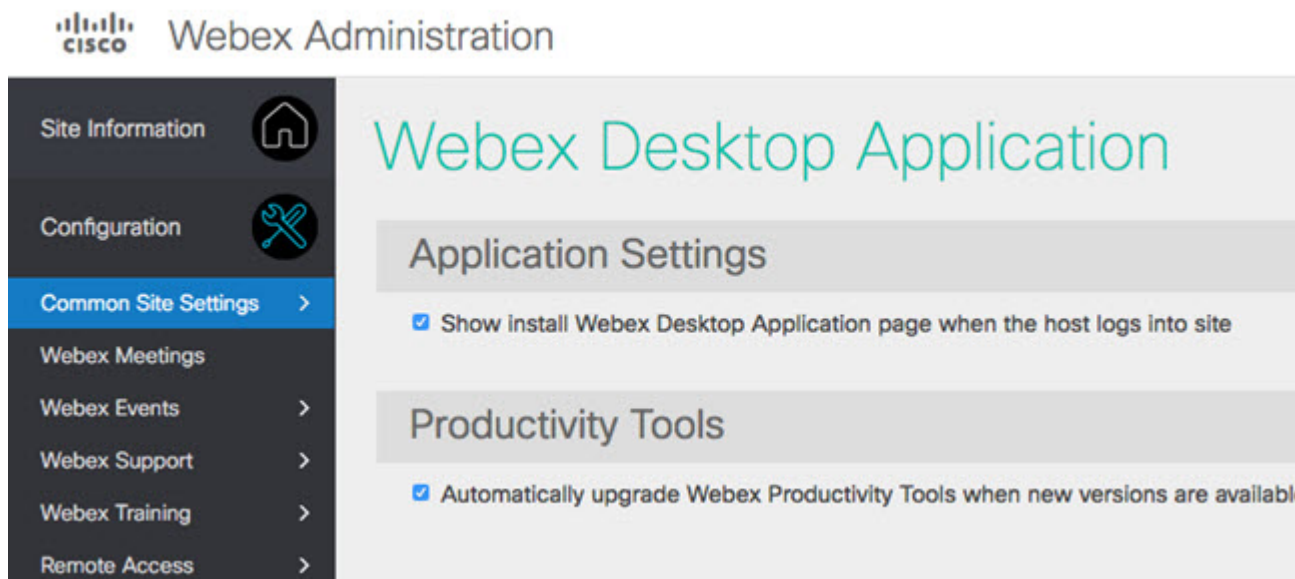
Table of Webex Meetings Productivity Tools Flags

Parameter Name	Value (Default?)	Description
OFFICE	1	Enables the Webex Toolbar for Microsoft Office (Microsoft Word, Microsoft Excel, and Microsoft PowerPoint).
	0 (Default)	Disables the Webex Toolbar for Microsoft Office (Word, Excel, and PowerPoint).
IE	1	Enables the Webex button for Internet Explorer.
	0 (Default)	Disables the Webex button for Internet Explorer.
MSN	1	Enables instant messenger integration for Microsoft Office Communicator, Microsoft Lync, and Microsoft Skype for Business.
	0 (Default)	Disables the instant messenger integration for Microsoft Office Communicator, Microsoft Lync, and Microsoft Skype for Business.

Parameter Name	Value (Default?)	Description
HIDEWBX	1	Hides the Schedule Webex Meeting menu command in the Schedule Meeting menu in the Webex group in the Outlook ribbon. If you don't include this parameter, the menu command shows.
HIDEPRM	1	Hides the Schedule Personal Room Meeting menu command in the Schedule Meeting menu of the Webex group in the Outlook ribbon. If you don't include this parameter, the menu command shows.
HIDEPCN	1	Hides the Schedule Personal Conference Meeting menu command in the Schedule Meeting menu of the Webex group in the Outlook ribbon. If you don't include this parameter, the menu command shows.
DMT	WBX	Sets Schedule Webex Meeting as the default meeting type when users select the Schedule Meeting button in the Webex group of the Outlook ribbon.
	PRM	Sets Schedule Personal Room Meeting as the default meeting type when users select the Schedule Meeting button in the Webex group of the Outlook ribbon.
	CMRH	Sets Schedule Webex and TelePresence Meeting as the default meeting type when users select the Schedule Meeting button in the Webex group of the Outlook ribbon.
	PCN	Sets Schedule Personal Conference Meeting as the default meeting type when users select the Schedule Meeting button in the Webex group of the Microsoft Outlook ribbon.

Upgrade Users Who Don't Have Administrative Privilege

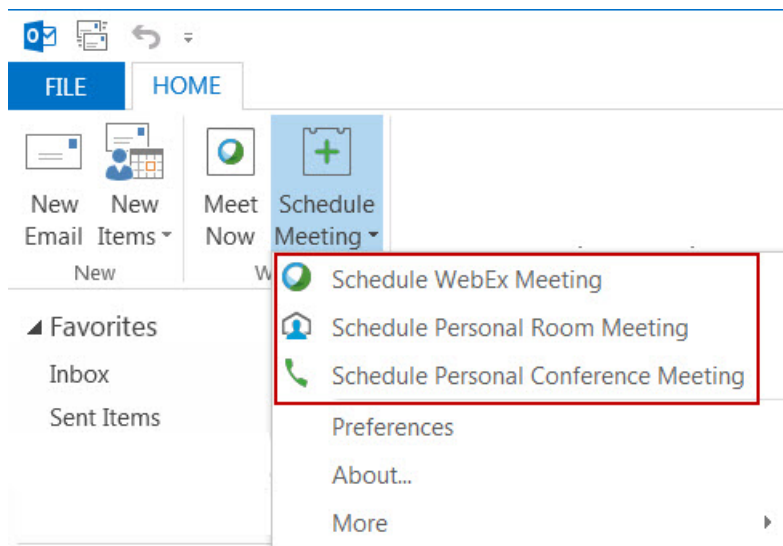
Prior to WBS39.10, the option available in site admin was **Automatically Update Desktop App when new versions are available**, starting from WBS39.10, the option available is **Automatically Upgrade Webex Productivity Tools when new versions are available**. When this setting is enabled, users who have administrative privilege automatically receive the update.



However, for users who do not have administrative privilege, the domain administrator can upgrade the users by pushing out Webex Meetings Desktop app or Productivity Tools package. Please refer to [Use the Command Line for Silent Uninstall](#) for details.

Use the Command Line to Manage the Scheduling Menu

If you're the domain administrator, follow these steps to hide one or multiple Webex Productivity Tools scheduling menu commands by using the command line.



Procedure

Run the MSI command to install the Webex Productivity Tools to include one or more of the following commands:

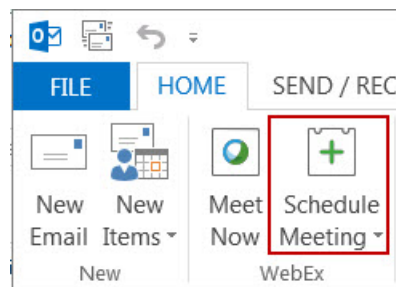
- `HIDEWBX=1`—Hides the **Schedule Webex Meeting** menu command the Schedule Meeting menu of the Webex group in the Microsoft Outlook ribbon.
- `HIDEPRM=1`—Hides the **Schedule Personal Room Meeting** menu command the Schedule Meeting menu of the Webex group in the Microsoft Outlook ribbon.
- `HIDEPCN=1`—Hides the **Schedule Personal Conference Meeting** menu command the Schedule Meeting menu of the Webex group in the Microsoft Outlook ribbon.

If you don't include these parameters, the menu commands show.

For more details, refer to [Table of Webex Meetings Productivity Tools Flags, on page 6](#).

Use the Command Line to Set the Default Scheduling Type

If you're the domain administrator, follow these steps to install Webex Productivity Tools by using the command line. If you don't specify a default meeting type, clicking the **Schedule Meeting** button the first time schedules a Webex meeting by default. If the user selects a different command from the Schedule Meeting menu, that command becomes the default option the next time the user clicks the **Schedule Meeting** button.



Procedure

Run the MSI command to install the Webex Productivity Tools to include one or more of the following commands:

- `DMT=WBX`—Sets **Schedule Webex Meeting** as the default meeting type when users select the **Schedule Meeting** button in the Webex group of the Microsoft Outlook ribbon.
- `DMT=PRM`—Sets **Schedule Personal Room Meeting** as the default meeting type when users select the **Schedule Meeting** button in the Webex group of the Microsoft Outlook ribbon.
- `DMT=CMRH`—Sets **Schedule Webex and TelePresence Meeting** as the default meeting type when users select the **Schedule Meeting** button in the Webex group of the Microsoft Outlook ribbon.
- `DMT=PCN`—Sets **Schedule Personal Conference Meeting** as the default meeting type when users select the **Schedule Meeting** button in the Webex group of the Microsoft Outlook ribbon.

For more details, refer to [Table of Webex Meetings Productivity Tools Flags, on page 6](#).

Use the Command Line for Silent Installation

If you're the domain administrator, follow these steps to install the Webex Meetings desktop app and Productivity Tools by using the command line.

Procedure

- Step 1** Sign on to the user's computer.
 - Step 2** Download the MSI package to some location and then open the Windows Command Prompt. You must use "run as administrator" to open it. Make sure you use "System" or "Administrator" to run the command-line commands.
 - Step 3** Run the MSI command to install the Webex Meetings desktop app and Productivity Tools silently. We recommend that you restart the computer after installation.
-

Use the Command Line for Silent Installation Example

This sample command shows how to install selected components with the Webex Meetings Desktop App MSI package **webexplugin.msi**.

```
msiexec.msi /q /i webexapp.msi SITEURL="https://sample.webex.com"
```

This sample command shows how to install selected components with the Webex Productivity Tools MSI package

```
msiexec.exe /q /i webexplugin.msi SITEURL="https://sample.webex.com" OFFICE=1 IE=1
```

If you're using Microsoft System Center Configuration Manager (SCCM) for mass deployment, you can also use the `qn/qb` parameter. Using the `qn/qb` parameter during mass deployment allows users to see the installation progress.

This sample command shows how to install all components with the MSI package **webexplugin.msi**

```
msiexec.exe /qn /qb /i "webexplugin.msi" SITEURL="https://sample.webex.com" OI=1 OFFICE=1  
IE=1 SKYPE=1 SAMETIME=1
```

Uninstall Multiple Versions Prior to WBS39.10

To uninstall multiple versions of the Webex Meetings desktop app or Webex Productivity Tools, follow these steps:

Procedure

- Step 1** Download and manually install the latest version of Webex Meetings desktop app for Windows on a PC.

- Step 2** Go to the Webex Meetings desktop app installation folder:
- For version WBS33.4 and later, the default path is **C:\Program Files (x86)\WebEx\Webex\Applications**.
 - For version WBS33.4 and earlier, the default path is **C:\ProgramData\Webex\Webex\Applications**.
- Step 3** Distribute the **PTUninstaller.exe** file to any PC to uninstall previous versions.
- Step 4** Terminate any process from the list. Refer to [Processes to Terminate, on page 11](#).
- Step 5** Run the following command at the command line: `PTUninstaller.exe /ManualUninstall`

Processes to Terminate

Microsoft Office	Browsers	Instant Messengers	IBM Lotus Notes
OUTLOOK.EXE	firefox.exe	YahooMessenger.exe	NLNOTES.EXE
excel.exe	iexplore.exe	Skype.exe	NOTES.EXE
powerpnt.exe		aim.exe	NOTES2.EXE
Winword.exe		aim6.exe	ntaskldr.EXE
WINPROJ.EXE		sametime.exe	CdzSvc.exe
visio.exe		googletalk.exe	Cadenza.exe
		Lync.exe	
		communicator.exe	
		mmsgs.exe	
		msnmsgr.exe	
		communicator.exe	

Processes to Terminate



CHAPTER 3

Silent Installation Using Microsoft SCCM

- [Silent Installation Using SCCM Overview, on page 13](#)
- [Limitations for Silent Install and Uninstall, on page 13](#)
- [Deploy, Update, and Retire the Desktop App and Productivity Tools Using SCCM, on page 14](#)

Silent Installation Using SCCM Overview

If the Webex Productivity Tools is installed with silent installation, all integration options are controlled by flags, see [Table of Webex Meetings Productivity Tools Flags, on page 6](#), even after a user switches to a different site.



Important

For customers who have performed a mass installation of Productivity Tools or the Webex Meetings desktop app for an earlier version and are planning to upgrade to later version, we recommend that you first perform a silent uninstall, and then perform a mass installation of the new version.

Limitations for Silent Install and Uninstall

- SCCM per-user mode cannot be supported.

Uninstall must use the original install package for the first time, even when the Webex Meetings desktop app and Productivity Tools gets updated to a later version after mass deployment. If there are multiple versions, you need to perform an uninstall for each version currently installed or refer to [Uninstall Multiple Versions Prior to WBS39.10](#).

- If you install the Webex Meetings desktop app or Productivity Tools on a computer where Skype for Business, Sametime, and Lotus Notes are not installed, the corresponding options on the **Tools** tab are turned off and dimmed.
- If the SCCM administrator wants to add a feature for Webex Meetings desktop app or Productivity Tools, the administrator must run the `REMOVE` command first and then run the `ADDSOURCE` command, even though the feature has not been installed before.
- If a user signs in to a computer with remote desktop while their administrator advertises the package, he or she must restart their computer to make sure the desktop app works normally.

- After silent installation, all of the instant messenger integrations will not be effective until the user signs off the computer and then signs back on again.
- After an administrator removes the Sametime integration, a user can continue to use it until the user logs off the computer and signs in again.
- If domain administrator set language for WBS39.10 Webex Meetings Desktop App, the Webex Productivity Tools will follow that language. The language will follow region format of Windows operating system if they are manually installed.
- If the target Webex site is a CMR Hybrid site that is specified in command-line commands, users are prompted to restart Microsoft Outlook before scheduling a CMR Hybrid meeting.

Deploy, Update, and Retire the Desktop App and Productivity Tools Using SCCM

Follow the standard SCCM procedure to deploy, update, and retire the Webex Meetings desktop app and Productivity Tools. For more details, refer to this [Microsoft support document](#).