



# Frequently Asked Questions: Joining a WebEx Meeting on Chrome 38+

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## Summary

This document contains information about joining a WebEx meeting on Chrome 38+

Google has announced that Netscape Plugin Application Programming Interface (NPAPI) support will be completely removed from Chrome by the end of 2014. As part of Cisco's commitment to providing a simple and easy way for users to join WebEx meetings; we are providing a new, alternative method to join meetings that does not require the use of NPAPI support. Our new join method will use a Chrome extension starting with Chrome 38. All previous versions of Chrome will still use the plugin.

## Audience

- IT administrators
- Employees that support WebEx

## Options

Because Chrome is ending support for our previous join method, customers will be required to take action in order to continue to join meetings on Chrome. For sites which are locked down to specific WebEx client versions; options are below.

1. Upgrade to the latest client version of WebEx for your corresponding service and join using the extension. Latest versions are:
  - WBS29.8+
  - WBS28.12EP17
  - WBS27SP32EP34
2. Lock down your company's Chrome version on 37 or earlier and join WebEx meetings using the plugin as you do today (Instructions from Google can be found here <http://www.chromium.org/administrators/turning-off-auto-updates>). For the best user experience, we recommend you lock down to Chrome 36 due to changes in Chrome's method of click-to-play.
3. If neither of these options are possible, then users will need to join WebEx meetings using a different supported browser (Internet Explorer, Firefox, or Safari)
  - a. **Note:** Chrome has not announced an official release date for when plugins will be turned off. Plugins will continue to work to launch WebEx meetings if you do not upgrade to the versions above until they are turned off by Chrome.



## FAQs

### **Q. Why is this happening?**

According to Google: <http://blog.chromium.org/2013/09/saying-goodbye-to-our-old-friend-npapi.html>, "NPAPI's 90s-era architecture has become a leading cause of hangs, crashes, security incidents, and code complexity". Google wants to move towards Web Apps, which fits their long-term strategy

### **Q. What is a plug-in?**

A plug-in is a technology that allows additional functionality to be added to the browser. The Cisco WebEx plug-in allows the browser to communicate with the Cisco WebEx meeting application software that is installed on your computer.

### **Q. How will this affect me?**

If your company does not use Chrome, there is no impact.

If your company uses Chrome, your site will need to be upgraded to the versions defined above to successfully join a meeting on Chrome 38+

**Note:** Chrome has not announced an official release date for when plugins will be turned off. Plugins will continue to work to launch WebEx meetings until they are turned off by Chrome.

### **Q. What are the benefits to the new join technology?**

Administrator rights are not required for adding the extension to Chrome. Users will not need administrator rights for installing the WebEx application when using Chrome. However, sharing a file by uploading it to the meeting requires administrator rights for every file type except PPT. If this feature is important to you, it is suggested you have administrator rights on the computer.

*\*Exact release version numbers and dates are controlled by [Google](#) and are subject to change.*

<http://www.chromium.org/developers/calendar>

*\*\*Browser experiences are controlled by Google and are subject to change.*

If you have any questions, need support, or would like to provide feedback or discuss the latest release, Cisco WebEx Global Support Services and Technical Support can be reached through our support site at <http://support.webex.com/support/support-overview.html> or by phone at +1-866-229-3239 or +1-408-435-7088.