Unified Communications & Collaboration

NIH IT Service Desk Advisory Group 03/22/17

WEBEX UPDATES

NIH Web Collaboration Service Updates

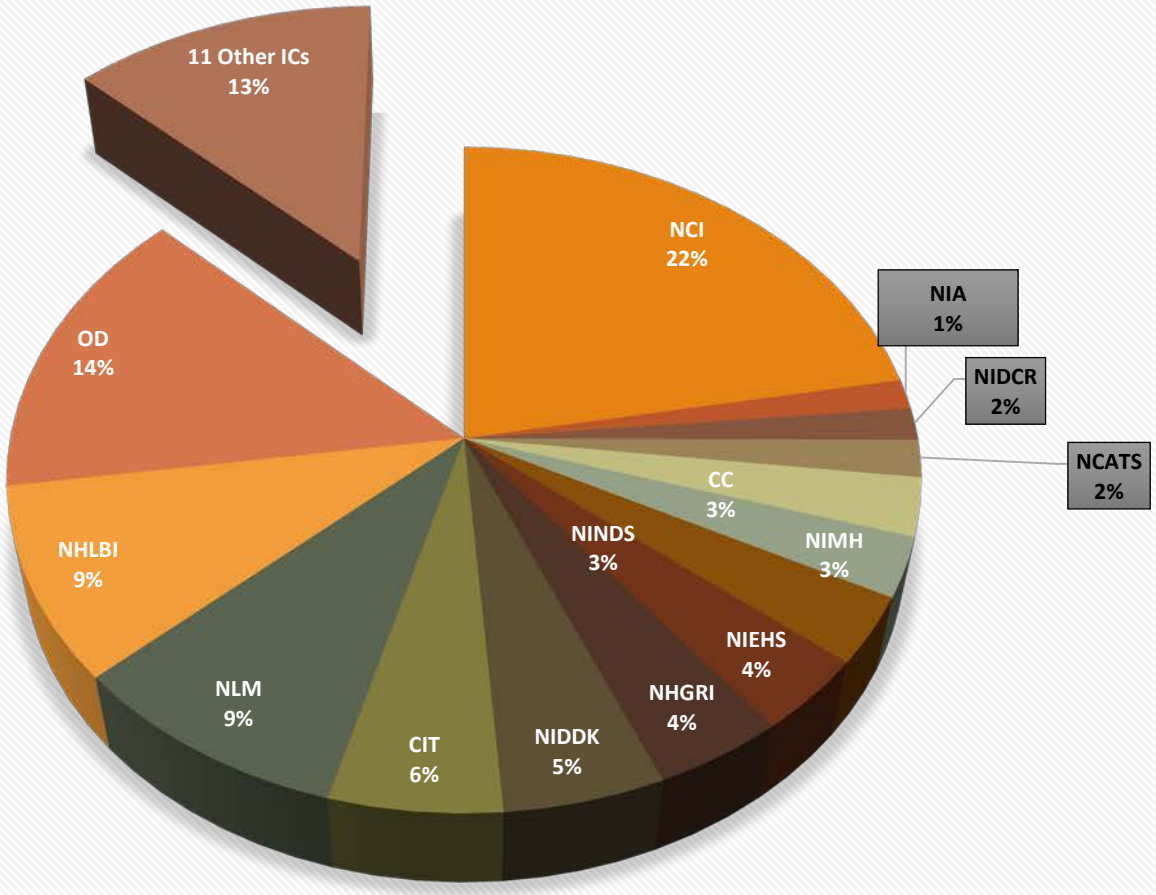
- NIH WebEx Adoption
- WebEx Storage Policy
- WebEx Toll Free Restriction
- WebEx Client Desktop Vulnerabilities
- WebEx/Firefox v52 Compatibility Issue
- Adobe Connect Retirement

NIH WebEx Adoption Growth 2015-2016

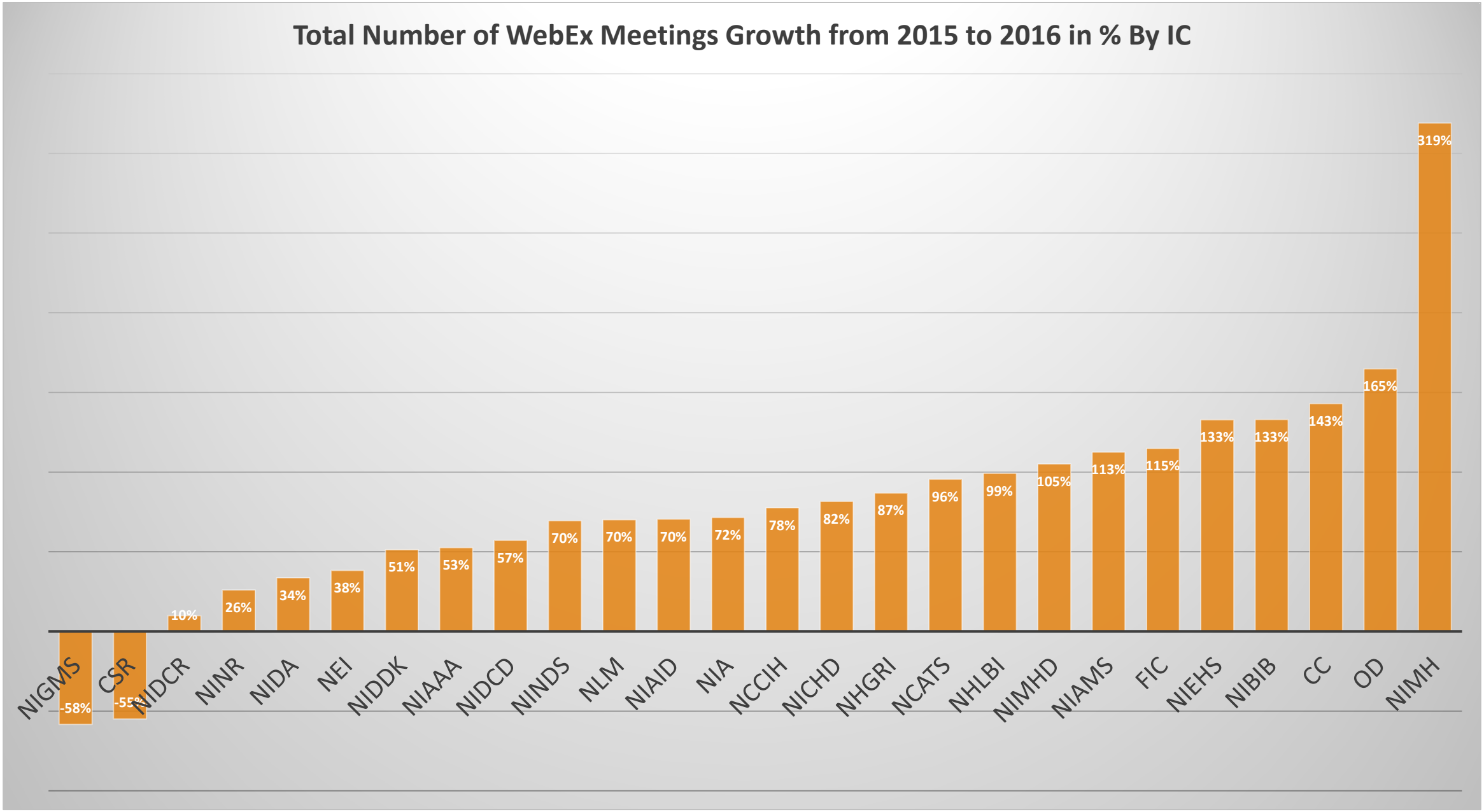
Category	2015	2016	Growth %
Average Monthly Meetings	3,954	7,344	86%
Average Monthly Active WebEx Users	429	832	94%
Registered WebEx Users	2,480	5,481	121%
Number of Meetings	37,214	88,127	137%
Meeting Minutes	1,652,629	5,505,528	233%
Total number of Audio Minutes	3,708,643	12,709,656	243%
Average monthly audio minutes	309,053	1,059,138	243%
Total number of VoIP Min	1,200,313	4,458,696	271%
Total Numbers of Participants	87,775	371,785	324%

WebEx Registered Hosts Accounts by IC in 2017

IC	WebEx Ho	Percentage
NINR	36	0.50%
FIC	49	0.68%
NIAID	58	0.80%
NIMHD	60	0.83%
NIGMS	61	0.84%
NIAAA	62	0.86%
NIBIB	63	0.87%
NIAMS	64	0.88%
NEI	72	0.99%
CSR	76	1.05%
NCCIH	77	1.06%
NIDCD	83	1.14%
NICHD	83	1.14%
NIDA	88	1.21%
Subtotal	**932**	**12.85%**
NIH Total	7251	87.15%



Total Number of WebEx Meetings Growth from 2015 to 2016 in % By IC



Note: NCI showed 4178% growth when it joined the NIH WebEx ELA in 2016

WebEx Toll Free Restriction

- 300,000 audio minutes/month
- 1,000,000 audio minutes/month $200,000 overage bill
- New model
  - Unlimited audio minutes – All users have access to Toll Calling in 27 countries, Toll Free Calling Domestic and International, CallBack Domestic and International
  - With the exception of toll free (800) and international calls
  - Implemented on all new accounts, existing accounts by 07/1/17

Communication

- SDAG
- Recurring WebEx Meeting Hosts
- High Toll Free Usage Hosts
- IC WebEx POCs
- WebSite
https://video.nih.gov/webex/index.html#policy

WebEx Toll Calling in 27 countries

Australia
Austria
Belgium
Canada
Czech Republic
Denmark
Finland
France
Germany
Hong Kong
Hungary
Ireland
Italy
Japan
Luxembourg
Netherlands
New Zealand
Norway
Poland
Russia
Singapore
South Africa
Spain
Sweden
Switzerland
United Kingdom
U.S.A

WebEx Storage Policy

- WebEx Not FISMA Compliance
- Not in FedRAMP
- No perpetual recording storage
- 250MB, additional storage upon approval

Desktop Browser Vulnerability

Cisco WebEx Browser Extension Remote Code Execution Vulnerability

A vulnerability in Cisco WebEx browser extensions could allow an unauthenticated, remote attacker to execute arbitrary code with the privileges of the affected browser on an affected system. This vulnerability affects the browser extensions for Cisco WebEx Meetings Server and Cisco WebEx Centers (Meeting Center, Event Center, Training Center, and Support Center) when they are running on Microsoft Windows.

- NIH.WEBEX.COM patched by 4/30/17
- Users may get prompt after attending the meeting

WebEx/Firefox v52 Compatibility Issue

- Mozilla Firefox version 52, released on March 7, 2017

Who is Affected?

This compatibility issue affects all WebEx users who have upgraded to Firefox version 52 on both the Mac and PC platforms.

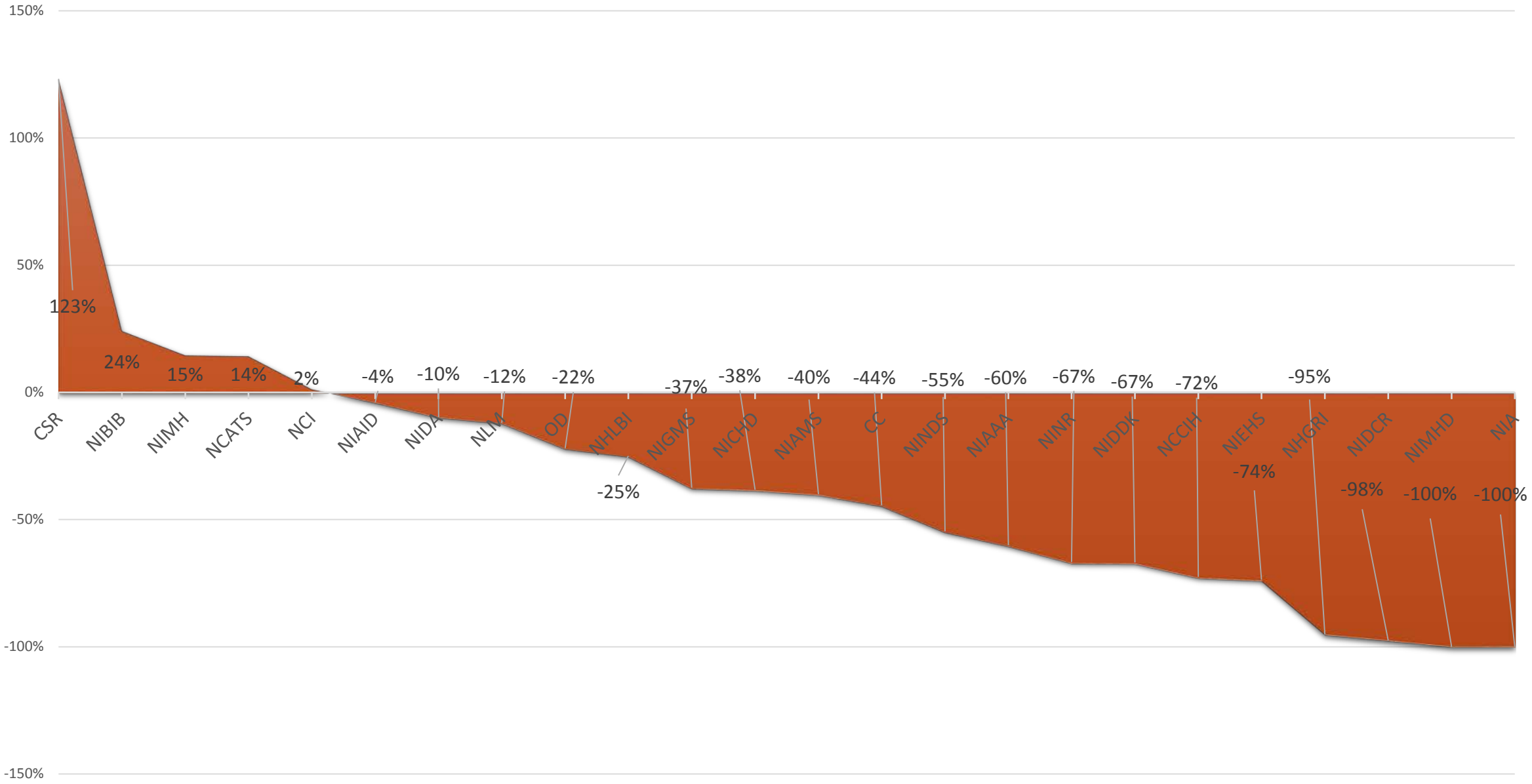
Until the NIH WebEx site is upgraded, the UCC Team recommends using the following browsers for WebEx activities:

- PC - Internet Explorer or Chrome.
- Mac - Safari.

Connect Retirement

- Contact active meeting hosts
- Service will be retired in fall 2017
- Open security vulnerabilities.

Adobe Connect Meeting Reductions from 2015-2016 in %



Questions?

- For NIH WebEx FAQs: http://video.nih.gov/webex/index.html
- For Recorded WebEx Online Training : http://video.nih.gov/webex/#training
- For Cisco WebEx FAQs http://kb.webex.com
- Dedicated WebEx Meeting Support (large/complex meeting)

https://ucceventsupport.cit.nih.gov