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

<table>
<thead>
<tr>
<th>Category</th>
<th>2015</th>
<th>2016</th>
<th>Growth %</th>
</tr>
</thead>
<tbody>
<tr>
<td>Average Monthly Meetings</td>
<td>3,954</td>
<td>7,344</td>
<td>86%</td>
</tr>
<tr>
<td>Average Monthly Active WebEx Users</td>
<td>429</td>
<td>832</td>
<td>94%</td>
</tr>
<tr>
<td>Registered WebEx Users</td>
<td>2,480</td>
<td>5,481</td>
<td>121%</td>
</tr>
<tr>
<td>Number of Meetings</td>
<td>37,214</td>
<td>88,127</td>
<td>137%</td>
</tr>
<tr>
<td>Meeting Minutes</td>
<td>1,652,629</td>
<td>5,505,528</td>
<td>233%</td>
</tr>
<tr>
<td>Total number of Audio Minutes</td>
<td>3,708,643</td>
<td>12,709,656</td>
<td>243%</td>
</tr>
<tr>
<td>Average monthly audio minutes</td>
<td>309,053</td>
<td>1,059,138</td>
<td>243%</td>
</tr>
<tr>
<td>Total number of VoIP Min</td>
<td>1,200,313</td>
<td>4,458,696</td>
<td>271%</td>
</tr>
<tr>
<td>Total Numbers of Participants</td>
<td>87,775</td>
<td>371,785</td>
<td>324%</td>
</tr>
</tbody>
</table>
WebEx Registered Hosts Accounts by IC in 2017

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