

Webex Migration Guide



To meet demand in these extraordinary times, MCW-IS has accelerated moving Webex to the cloud. This move permits us to dramatically increase the capacity and capability of Webex.

Webex Cloud vs. Webex Legacy

MCW-IS will be maintaining both the old and new Webex environments during this period of transition. As both are called Webex, we will help alleviate confusion by referring to them as Webex Cloud and Webex Legacy.

| Webex Cloud | Webex Legacy |
|---|--|
| <ul style="list-style-type: none">• The new environment located in the cloud• Available at mcw.webex.com• No maximum capacity across all Webex meetings• In-meeting capacity: 1000 (of this number, 200 can be video devices, i.e. personal webcams) | <ul style="list-style-type: none">• Our current environment which is located in our data center• Available at meet.mcw.edu• Maximum simultaneous capacity across all MCW Webex meetings: 250• In-meeting capacity: 250 |

It is our recommendation that you begin to use the Cloud environment as soon as possible. Once you've made the switch, all net new meetings should be scheduled in Webex Cloud.

Use this document for the procedure on updating your Webex settings to reference the new environment and our recommended path to migrate existing meetings from Webex Legacy to Webex Cloud.

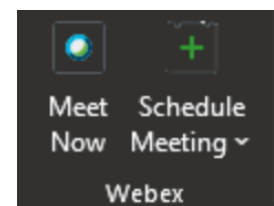
Updating Your Webex Settings (Windows)

Webex Meetings Desktop App

1. Launch **Cisco Webex Meetings** from the Start Menu.
2. Click on the gear icon in the upper right and select **Preferences**.
3. Click on **Account**.
4. Click on **Change** to the right of **Webex site URL**.
5. Sign in with your MCW email address.
6. Enter **mcw.webex.com** as the site URL and click next.
7. Enter your MCW password. If you are not on the MCW network, you will be prompted to complete authentication with Duo.
8. If your app is out-of-date, you may be prompted to update. Click **Update Now** and follow the prompts.

Webex Productivity Tools (Outlook plugin)

1. Launch Microsoft Outlook on your desktop or laptop computer.
2. Locate the Webex icons on the **Home** tab of the ribbon. If you do not see these icons, then the Outlook plugin is not installed.
3. Click on the down arrow next to **Schedule Meeting** and then select **Preferences**.
4. Click on **Account**.
5. If the Webex site URL is not set to **mcw.webex.com**, click change and proceed to step 6. If it already is set to this, no further action is required and this window can be closed.
6. Sign in with your MCW email address.
7. Enter **mcw.webex.com** as the site URL and click next.
8. Enter your MCW password. If you are not on the MCW network, you will be prompted to complete authentication with Duo.



Updating Your Webex Settings (Mac)

Webex Meetings Desktop App

1. Finder > Applications > Cisco Webex Meetings
2. Click **Cisco Webex Meetings** from the menu bar and select **Preferences**.
3. Click on **Account** then **Change**.
4. Enter your MCW email address and click **Next**.
5. Authenticate with your MCW username and password, including Duo MFA prompt if off the MCW network.
6. When prompted, change the site URL to **mcw.webex.com**.

Webex Productivity Tools (Outlook plugin)

1. Launch Microsoft Outlook on your desktop or laptop computer.
2. Locate the **Cisco Webex** icon on your Home tab ribbon. If you do not see the icon, then the Outlook plugin is not installed.
3. Click the icon, then hover over **More**, then select **Preferences**.
4. If the Webex site URL is not set to **mcw.webex.com**, click change and proceed to step 5. If it already is set to this, no further action is required and this window can be closed.
5. Sign in with your MCW email address.
6. Authenticate with your MCW username and password, including Duo MFA prompt if off the MCW network.
7. When prompted, change the site URL to **mcw.webex.com**.

Updating Your Webex Settings (iOS mobile app)

1. Launch the Webex Meetings app.
2. Tap the gear icon in the upper left.
3. Tap **My Account**.
4. Tap **Sign Out**. Confirm by tapping **Sign Out** again.
5. Tap **Sign In**.
6. Clear the **Enter Site URL** field and enter **mcw.webex.com**. Tap **Next**.
7. Follow the prompts to authenticate with your MCW credentials, including Duo MFA prompt if off the MCW network.

Updating Your Webex Settings (Android mobile app)

1. Launch the Webex Meetings app.
2. Sign out
3. Sign back in
4. Enter your MCW email address and tap next.
5. If prompted, change the site URL to **mcw.webex.com**.
6. Authenticate with your MCW username and password, including Duo MFA prompt if off the MCW network.

Migrating Your Existing Meetings

Unfortunately, Webex Legacy and Webex Cloud are separate environments and meetings that you currently have scheduled in Legacy will have to be manually cancelled and recreated in Cloud.

1. Complete the procedures above for updating your Webex settings to Webex Cloud.
2. In a browser window, log into Webex Legacy at meet.mcw.edu. There, you can review your upcoming meetings.
3. In another browser window, log into Webex Cloud at mcw.webex.com. Alternatively, you could complete this within your Outlook calendar if you have the plugin installed.
4. Review your upcoming meetings in Webex Legacy. For each one, recreate it in Webex Cloud (or in Outlook) and re-invite your participants. Remember to cancel each meeting in Webex Legacy once you've created a new meeting in Webex Cloud.

Accessing Recordings from Webex Legacy

Recordings are not able to be moved from Webex Legacy to Webex Cloud. Rather, any recordings that you wish to preserve should be saved.

1. Log in with your MCW credentials at meet.mcw.edu.
2. Click on **Legacy View** in the menu on the left side.
3. Click the **Recordings** tab at the top of the page to view your recordings.
4. To save recordings, click the down arrow button under **Options** and select **Download**. You will be prompted to install the Webex Network Recording Player if you don't already have it installed.
5. Once installed, you can either:
 - a. Play your recordings
 - b. Convert your recording to another file format so it can be used by more video players. To convert:
 - i. Double-click the video file you want to convert. Once it begins, pause it.
 - ii. Click **File > Convert Format**. We recommend the **MP4** format.
 - iii. If desired, change the name of the new file. You can leave the rest of the options on the default settings.
 - iv. Click **OK**. You can minimize the recording window. When conversion is complete, a dialog box will appear to alert you.

How to Get Support

If you have any issues trying to join or schedule meetings in Legacy, the solution is to move the meeting to Webex Cloud.

If you have any questions regarding Webex, please contact your department's IT support representative.