



Options for Installing the WebEx Extension on Chrome Browsers

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Summary

This document provides instructions for installing the WebEx extension on Chrome browsers.

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

This document provides users and administrators with step by step instructions for each of the 4 available options to deliver/install the WebEx extension.

Option	Description	Suggested Use
A	Use Group Policy to push the extension to end users (Windows)	Large Enterprises who want the extension pre-added
B	Install extension during first-time join	Companies who do not want to use Group Policy
C	Mac Install from External Source	Large Enterprises who want the extension pre-added
D	Chrome Extension Store	Not necessary; as installing the extension is a one-time task and it takes just a few seconds, but can be used for users who want the extension installed prior to joining a meeting.

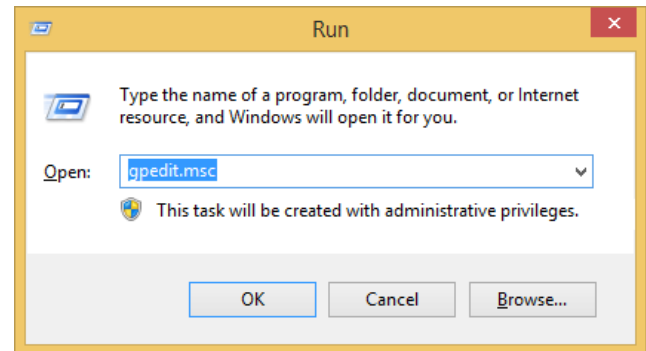


Installing the WebEx Chrome Extension - Step by Step Guide

Option A. Push Extension using Group Policy (Windows)

1. Download applicable policy templates from Google's website
<https://support.google.com/chrome/a/answer/187202?hl=en>
2. Setup Template

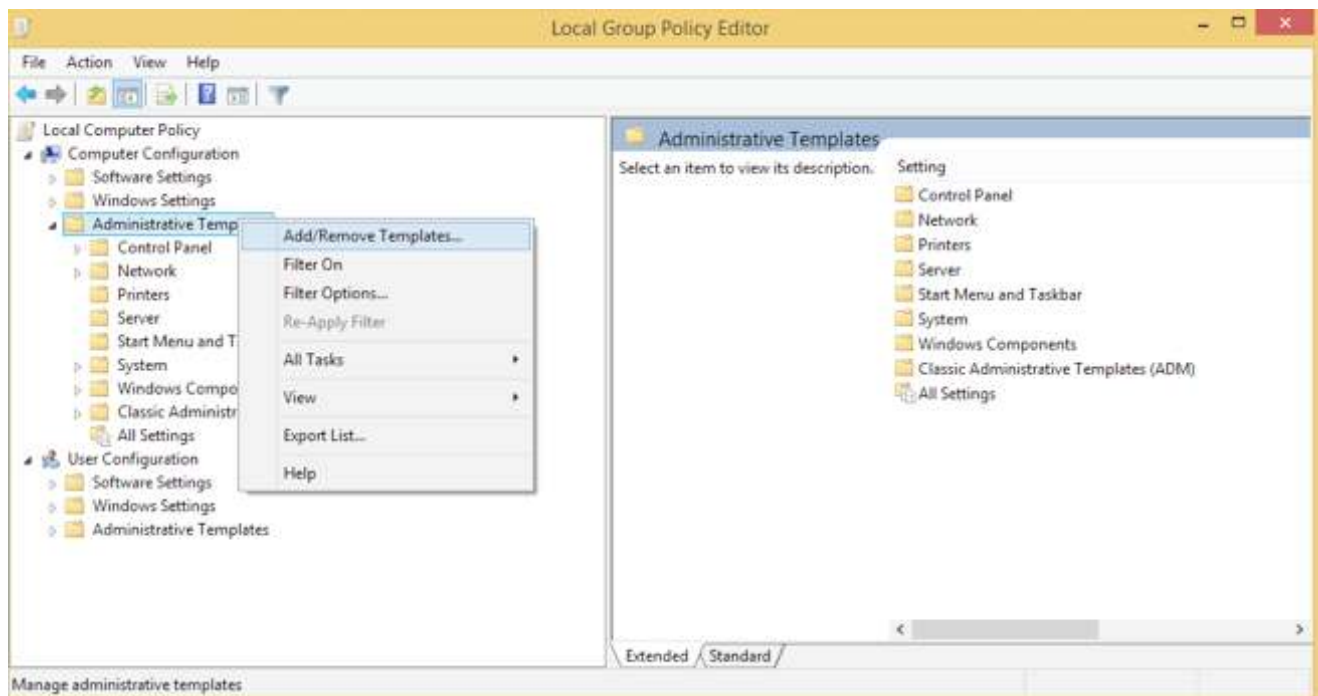
- a. Navigate to **Start > Run: gpedit.msc.**
- b. Navigate to **Local Computer Policy > Computer Configuration > Administrative Templates**
- c. Right-click **Administrative Templates** and select **Add/Remove Templates.**
- d. Add the **chrome.adm** template via the dialog. (Choose your applicable template)



Step 2a – Setup Template

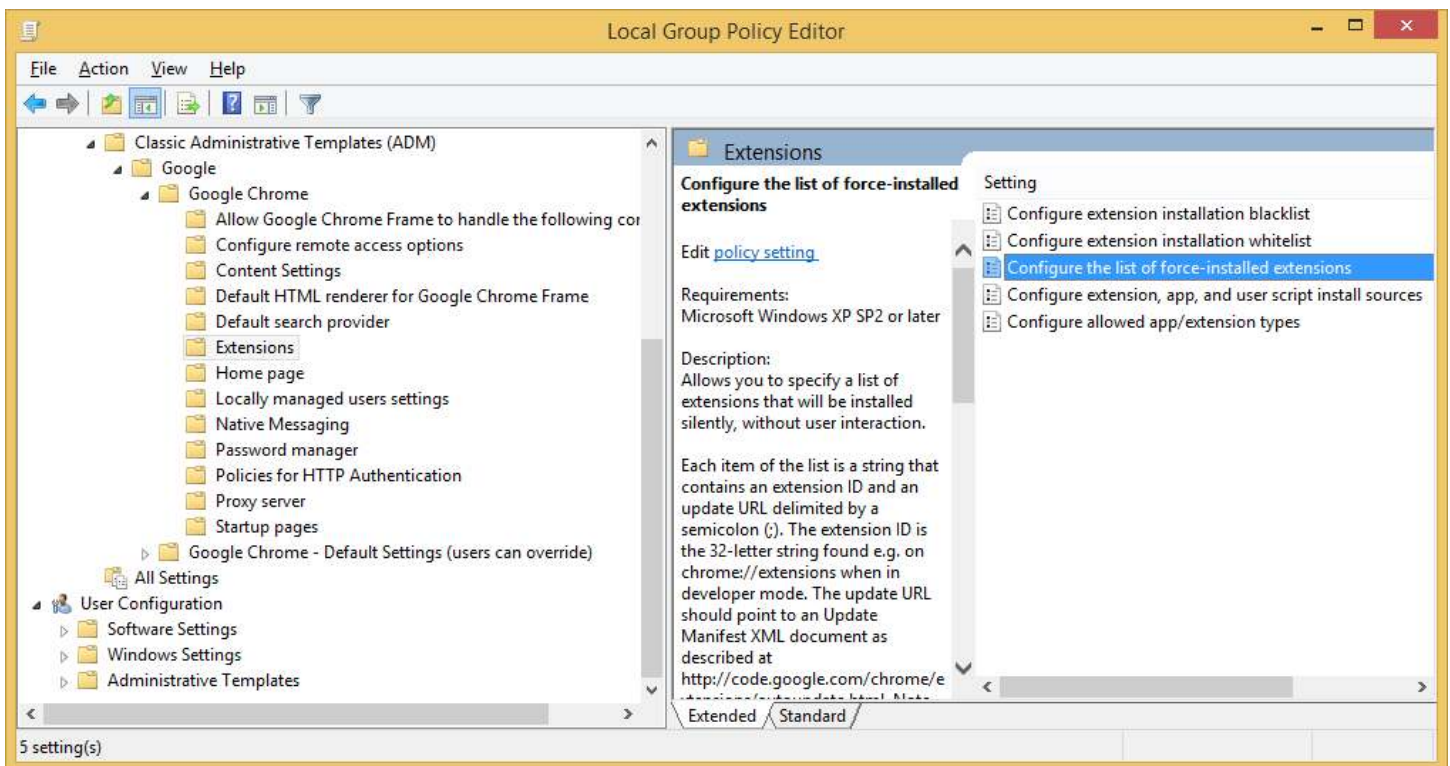
- e. Once complete, a Google / Google Chrome folder will appear under Administrative Templates if it's not already there.

If you added the ADM template on Windows 7 or 8/8.1, it will appear under Classic Administrative Templates / Google / Google Chrome.

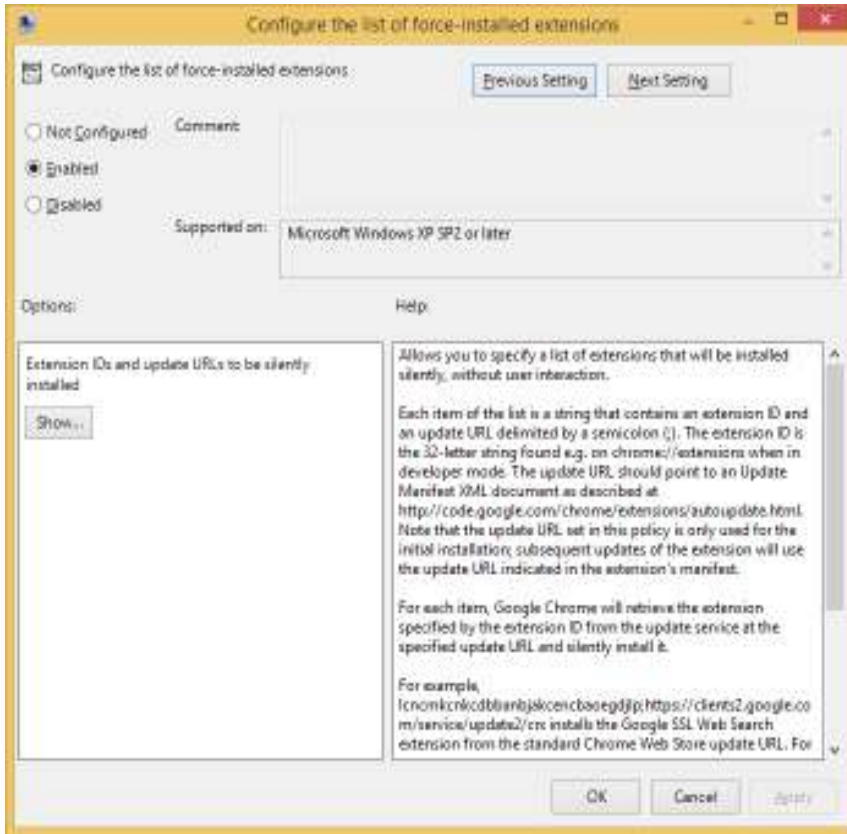


Step 2c – Administrative Templates

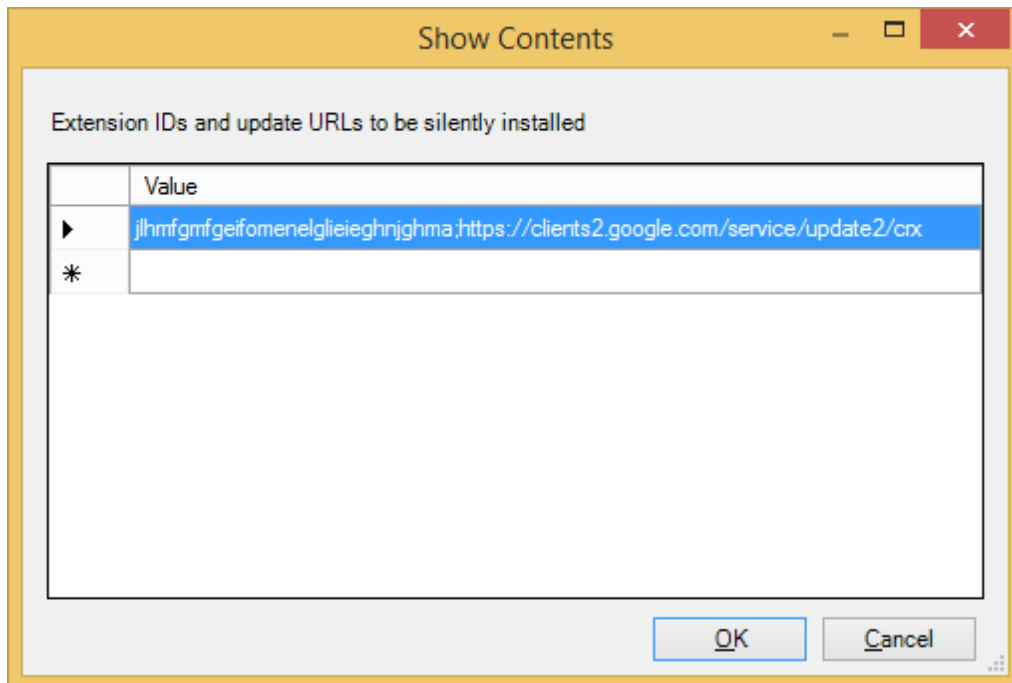
3. Configure the list of force-installed extensions
 - a. After finding the Google Chrome folder open **Google > Google Chrome > Extensions > Configure the list of force-installed extensions**
 - b. Select the **“Enabled”** radio button on the upper left
Click the **“Show”** button
 - c. Add this value:
jlhmfmgfgeifomeneIgieghnjghma;<https://clients2.google.com/service/update2/crx>
 - d. Click **“OK”**
 - e. Click **“Apply”**



Step 3 – Configure the list of force-installed extensions



Step 3c. - Click "Show" button



Step 3d. – Add the value shown

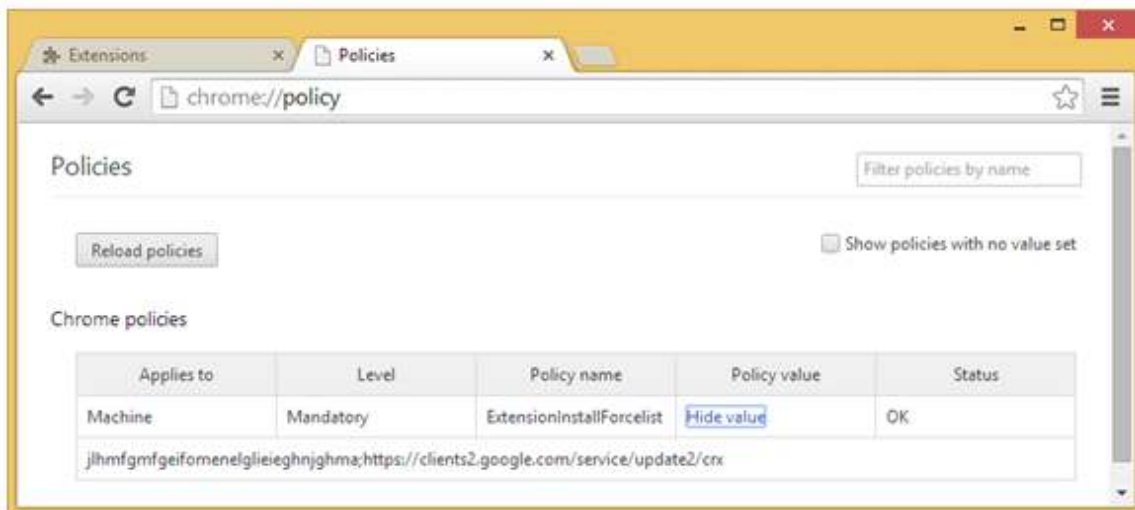
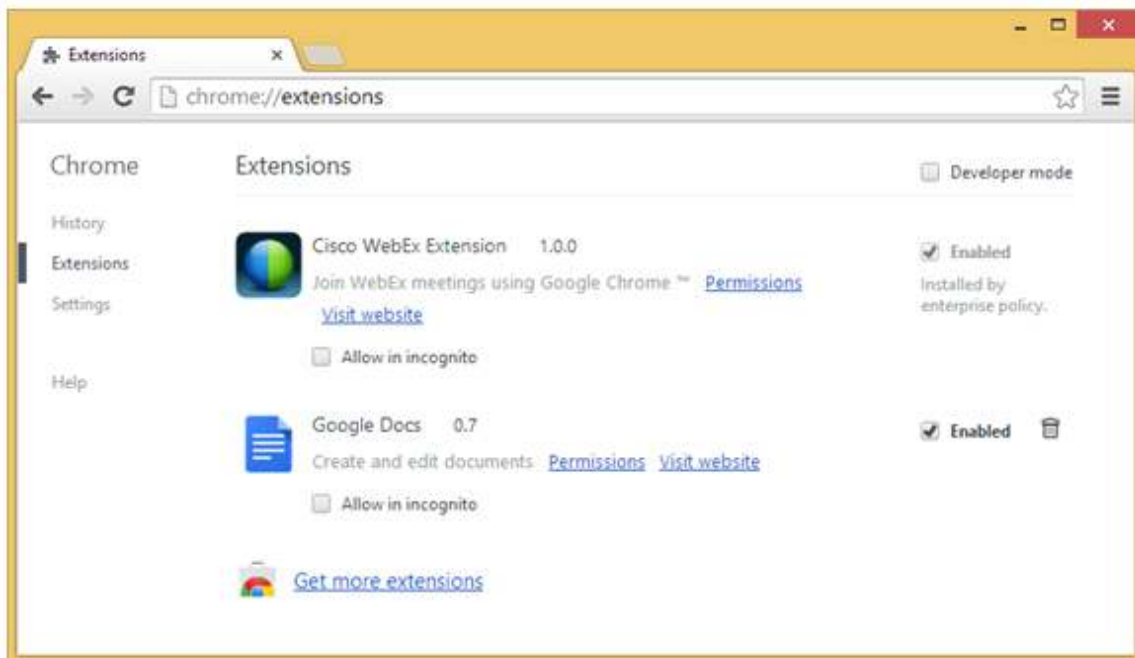


When the end user opens Chrome next, the extension will install silently and the user will not receive any notification (Below screenshots show the result).

When the end user joins a WebEx meeting, they will join the without any interaction. Note: Users must be running one of the WebEx client versions listed below.

- WBS29.8
- WBS28.12EP17
- WBS27SP32EP34

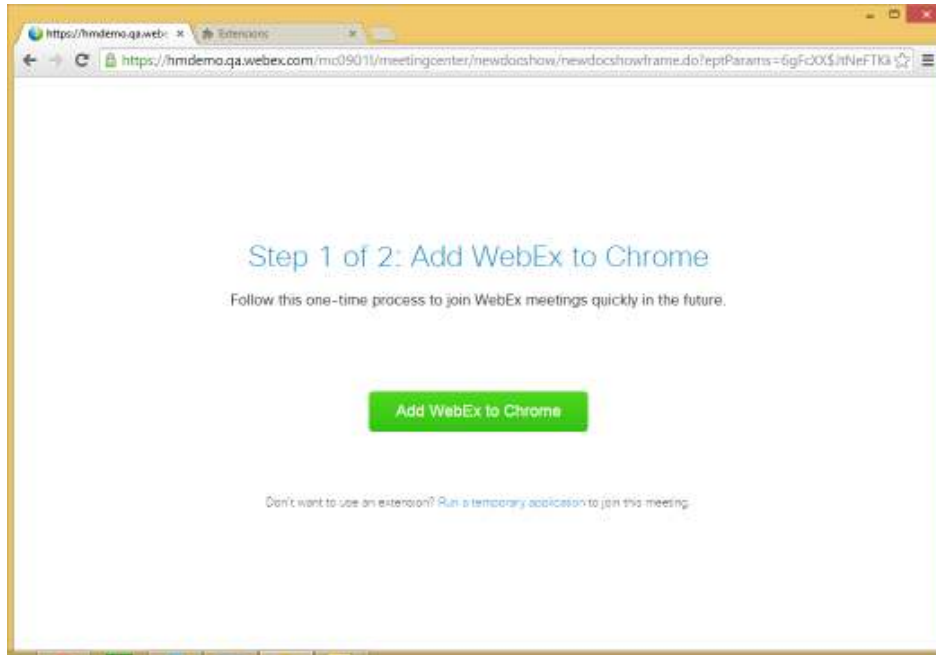
Admin rights are not required for WebEx client installation on Chrome; however if users attempt to share an uploaded file within a meeting they will be required to install the WebEx print driver, which does require admin rights (excludes PowerPoint).



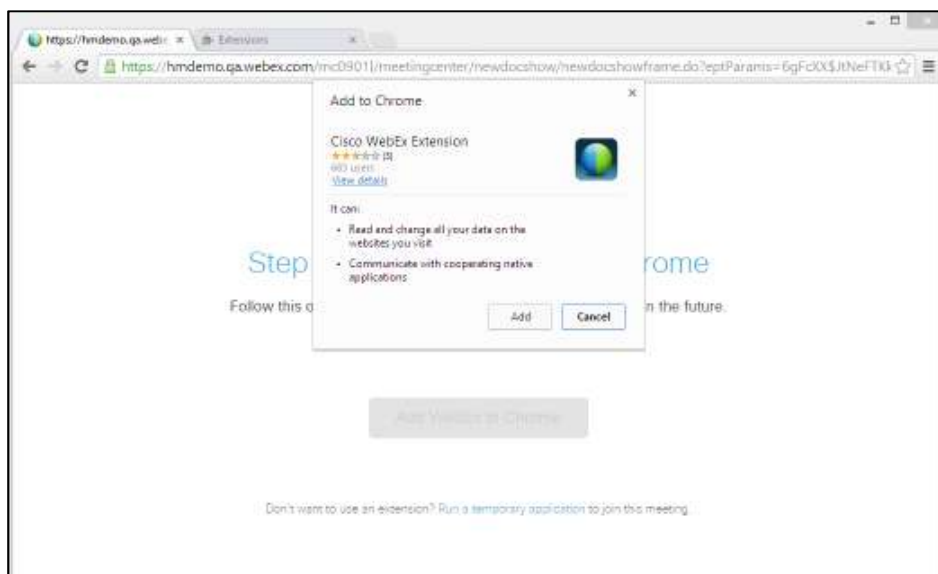


Option B. End User Installs Extension During First Time Join

1. User joins a meeting as through typical process (email, link, etc...)
2. Click the “Add WebEx to Chrome” button



3. To install the extension, click “Add” in the pop up, as shown in the example below.
4. A confirmation is displayed in the upper right hand corner of the browser and the page will move on.
 - a. User will join the meeting.
 - b. Note: Applies to WebEx client version WBS29.8 or higher (WBS28.12EP17 or WBS27SP32EP34 for lockdown sites).
 1. If the WebEx application is not installed (or if it is a lower version than the versions mentioned above) user must install WebEx by opening the downloaded file.
 2. After installing the WebEx client, user will join the meeting.





Option C. Mac Install from an External Source

1. Create a file named: jlhmfmgfgeifomenelglieieghnjghma.json
2. Copy this content into the file

```
{  
  "external_update_url": "https://clients2.google.com/service/update2/crx"  
}
```
3. On every computer, save the file you just created in this location:
~/Library/Application Support/Google/Chrome/External Extensions/
4. Once the user restarts Chrome, they will have the extension

Option D. Chrome Extension Store

1. You can get the Extension directly from the Chrome store here:
<https://chrome.google.com/webstore/detail/cisco-webex-extension/jlhmfmgfgeifomenelglieieghnjghma?hl=en&authuser=1>

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.