Notes on the use of Webex under Firefox

In addition to the general settings for the use of local devices (microphone + webcam), the Webex web conferencing system requires further configurations, which are described below.

Please proceed as follows:

1. Ensure that all TightGate-Pro upstream firewall systems allow the required communication connections to the Internet. For the WebRTC-based system Webex in particular, it must be ensured that TightGate-Pro uses the **UDP port 9000** and the **TCP port 5004** (as a fallback) towards the Internet.
   An overview of all communication connections can be found here in the chapter Network specifications and connection paths.
2. It must be ensured that the use of a webcam and a local microphone is permitted in TightGate-Pro. You can find instructions on how to activate this in the chapter Using a local microphone and webcam.
3. In the next step, all users who wish to use Webex must register the **OpenH264 video codec** plugin in the browser. The plugin is activated in the browser settings under **Add-ons > Manage plugins** is activated. If the plugin is still in the **Deactivated** section, click on the symbol with the three dots in the top right-hand corner and select the **Always activate** menu item. The plugin will now be activated and the browser will display in yellow that the plugin is about to be activated. This process can take up to ten minutes. If the plugin is properly activated, it is displayed in the **Activated** section and the notice is no longer displayed. Alternatively, the plugin can also be activated system-wide by creating and storing a corresponding policy for Firefox. Instructions for this can be found in the chapter System-wide service settings for users.
4. After the plugin has been activated, the user must log in to TightGate-Pro again with TightGate-Viewer (this process is only necessary once after the plugin has been activated for the first time).
5. The general test for the functionality of a local webcam and a local microphone can then be carried out at TightGate-Pro at TightGate-Pro. The instructions for this can be found in the chapter Testing the webcam and microphone with TightGate-Pro.
6. If the test is successful, a web conference can be held with Webex. Here you can access the external test page for a Cisco Webex test meeting in which you can test the functionality of the webcam and camera:
   Test web conference with Webex

Caution

Webex is a very resource-hungry service. Please ensure that your TightGate-Pro system has sufficient CPU and RAM capacity!

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