Troubleshooting

Participants List Displays Multiple Entries for the Same User

Possible Cause This may occur because the same user signed in to the meeting from multiple devices. For example, a user joins a meeting from home before heading into the office. The same user then joins the meeting using his iPhone while he is in the car then joins the meeting again from his computer when

he arrives at the office. If the user forgot to end his previous session before joining through a new device, he will be displayed in the meeting three times.

Solution Participants should end each session before joining through different devices. Maintaining duplicate sessions for the same user will impact the available capacity of your WebEx system.

404 Page Not Found Error Encountered

Problem You see a "404 page not found" error or you encounter connection problems when signing in or joining meetings from your Microsoft Windows device.

Solution Use the following checklist to make sure that your device is set up to send and receive data:

- Check your network connection.

- Try using a different computer.

- Use a supported browser and ensure that Internet Explorer 11 is installed on your computer. Internet Explorer 11 is required even if you don't intend to use IE for Cisco WebEx Meetings.

- Turn on TLS 1.0, TLS 1.2, and SSL 3.0 by accessing the **Control Panel** > **Internet Options**. Select the **Advanced** tab. A list of checkboxes displays. Scroll the list to locate the **Security** group. Under **Security**, make sure that the TLS 1.0, TLS 1.2, and SSL 3.0 checkboxes are checked.

Cannot Start or Join a Meeting

Possible Cause You use Firefox or Chrome, and require the Cisco WebEx Meetings plug-in.

Solution If you see a prompt to install a Cisco WebEx plug-in, select **Download** and follow the instructions to install the required plug-in.

Note After installing the plug-in, some browsers require that you enable it.

- If you use Chrome, click the plug-in icon that appears on the top right of your page. Select the **Always allow plug-ins...** option and then click **Done**.

- If you use Firefox, click the plug-in icon that appears at the beginning of your URL (before https:) and then click **Allow and Remember**.

If the meeting does not start automatically, refresh the page.

If you use the Chrome browser to start a WebEx meeting or play a WebEx recording, you might need to add the Cisco WebEx extension to your Chrome browser. This is a one-time installation.

1. Select **Add WebEx to Chrome**.

2. Select **Free** on the Cisco WebEx Extension dialog.

3. Select **Add** to add the Cisco WebEx extension to your Chrome browser.

4. Open the Cisco_WebEx_Add-on.exe file and select **Run**.

The page refreshes when the installation is complete.

5. If the meeting does not start automatically, refresh the page.

   Possible Cause If you are using a browser other than Firefox or Chrome, you might not have Java installed on your computer.

Solution Go to http://www.java.com to install Java 1.6.034 or above or Java 1.7.06 or above.

   Possible Cause You do not have Internet Explorer (IE) 11 installed on your computer. Internet Explorer 11 is required, regardless of whether intend to use IE to join a WebEx meeting.

   Possible Cause Your system administrator turned on an encryption mode, and your browser is not set up to process the encrypted data.

Solution Go to **Control Panel** > **Internet Options**, select the **Advanced** tab, and then ensure that TLS 1.0, TLS 1.2, and SSL 3.0 are checked. For details, see .

   Possible Cause You are using Internet Explorer with Google Chrome Frame.

Solution Internet Explorer with Google Chrome Frame is not supported. Use a different browser that has been tested to work with this release of Cisco WebEx Meetings Server. You can find the list of tested browsers in the *Cisco WebEx Meetings Server FAQs* here: http://www.cisco.com/en/us/products/ps12732/products_user_guide_list.html.

   Possible Cause If you see the message, "Java is not working" while trying to join a WebEx meeting, your Java SE Runtime Environment (JRE) needs to be updated to Java SE 7 Update 51 or later.

Solution On the displayed message dialog, select **Click here** to determine if Java is installed on your computer. If Java is installed, close the browser and try to join a WebEx meeting again. If Java is not installed on your computer or if the "Java is not working" message displays again, complete the following steps to download the latest version:

1. On the displayed message dialog, select **Download and install Java**. This window displays http://www.java.com/en/download/manual.jsp.

2. Select the download link that is appropriate for your computer.

3. Close your browser.

4. Open a new browser and join a WebEx meeting.

   Possible Cause If a security warning message displays when you attempt to join a WebEx meeting, add the WebEx site URL to the exception site list on the **Java Security** page.

Solution To add the WebEx site URL to the exception site list on the Java Security page:

1. Select **Start** > **Control Panel** > **Java**

2. On the Java Control Panel window, select **Security**.

3. Select **Edit Site List**.

4. In the Exception Site List section, enter the WebEx site URL and select **OK**.

5. Close your browser.

6. Open a new browser and join a WebEx meeting.

SSO Does Not Work with iOS Devices

Problem Single Sign-On is not working with your iOS device.

Possible Cause There is a known issue with Apple iOS 6.x, where Single Sign-On (SSO) does not work for internal users of iPad/iPhone who are using the Safari 6 web browser. This is due to an Apple defect that is fixed in iOS 7. The Safari bug ID is 13484525.

Solution Use a different web browser. See the "Operating System and Browser Requirements" section of the *Cisco WebEx Meetings Server Planning Guide and System Requirements* for a list of supported browsers on the Mac operating system.

Meeting Details Page Displays Incorrect Information

Problem When I click the **Join** button to join a meeting, the meeting details page displays the wrong date.

Possible Cause There is a known issue whereby the system skips recurring meeting instances that were not attended. For example:

- A user schedules a recurring series of meetings that take place every Wednesday: July 1, July 8, July 15, July 22.

- When you click the link to join your meeting on July 1st, the meeting details page reflects that you are joining the meeting scheduled for July 1st.

- No one joins the meeting on July 8th.

- When you click the link to join your meeting on July 15th, the meeting details page incorrectly reflects that you are joining the meeting scheduled for July 8th. You can still attend this meeting.

- When you click the link to join your meeting on July 22nd, the meeting details page correctly reflects that you are joining the meeting scheduled for July 22nd since the previous instance of the recurring meeting series was attended.

Solution This is a known issue in this release of Cisco WebEx Meetings Server. Join your meeting as you normally would regardless of the date displayed on the meeting details page.

Meeting Client Does Not Load

Problem I can't join a meeting because the meeting client does not load.

Possible Cause You are using Firefox or Chrome and require the Cisco WebEx Meetings plug-in.

Solution If you see a prompt to install a Cisco WebEx plug-in, select **Download** and follow the instructions to install the required plug-in.

Note After installing the plug-in, it might be necessary to enable it.

- If you are using Chrome, select the plug-in icon that displays on the top right of your page, check the **Always allow plug-ins...** option and select **Done**.
- If you are using Firefox, select the plug-in icon that displays at the beginning of your URL (before https:) and select **Allow and Remember**.

If the meeting does not start automatically, refresh the page.

Possible Cause This may be because you are using a private CA or self-signed server certificate.

Solution Load the corresponding root certificate on your machine prior to joining a meeting.

Complete the following steps if you are using a Mac:

1. Open your Keychain Access application by selecting **Applications > Utilities > Keychain Access**.

2. In the left column, under Keychains, make sure that **login** is selected.

3. In the right column, double-click the untrusted certificate so that you can modify its information.

Note The certificate will have an **x** icon next to it.

4. From the certificate window, do the following:

   1. Expand the **Trust** section so that you can see the parameters in this section.

   2. For When using this certificate, select **Always Trust**.

   3. Enter your system account and password information.

   4. Select **Save Changes**.

      The icon next to the certificate will change from an **x** to a **+**.

Complete the following steps if you are using Internet Explorer on Windows:

1. Open the Cisco WebEx Meetings Server site in your Internet Explorer browser.

2. Select **Continue to this website (not recommended)**.

3. Select the **Certificate Error** button next to the browser address bar.

4. Select **View certificates**.

5. In the Certificate window, select **Install Certificate**, then complete the following steps in the Certificate Import Wizard:

   1. On the Welcome page, click **Next**.

   2. Select **Place all certificates in the following store**, then click **Browse**.

   3. In Select Certificate Store, select **Trusted Root Certification Authorities**, then click **OK**.

   4. Select**Next**, then select **Finish** to import the certificate.

5. In the Security Warning window, select **Yes** to install the certificate.

6. Select **OK** to complete the wizard.

6. Select **OK** to close the Certificate window.

7. Restart Internet Explorer and reopen the Cisco WebEx Meetings Server site.

Adobe Reader Launches Automatically

Problem Adobe Reader launches automatically on the host's local computer when a PDF file is shared.

Solution This is expected behavior. Manually quit Adobe Reader and proceed to share your document.

Incorrect Version of Productivity Tools Appears in the Control Panel

Problem Cisco WebEx Productivity Tools version information does not match. In the WebEx Assistant, **About WebEx Productivity Tools** shows a newer version than appears in **Windows Control Panel** > **Programs and Features**.

Possible Cause The administrator selected the option on the Administration site to automatically update WebEx Productivity Tools when a new version is available.

Solution When an administrator selects the option to automatically update WebEx Productivity Tools, the system prompts users to install an update when a new version of WebEx Productivity Tools is available. After the installation is complete, the version information in **Windows Control Panel** > **Programs and Features** still shows the older version number. This is a known issue.

Error Message: Setup was Unsuccessful

Problem User attempts to join a meeting from Internet Explorer and receives the error message "Setup was unsuccessful. Please try again."

Possible Cause There may be an issue with your version of Cisco WebEx Meetings.

Solution Complete the following workaround:

1. Uninstall the Cisco WebEx Meetings application.

   In Windows 7, this is done by navigating to **Start > All Programs > Control Panel > Programs and Features**. This path may differ depending on your operating system.

> **Note** You may need administrator privileges to uninstall programs.

2. Delete the "C:\Program Files\WebEx\" folder if it exists.
3. Open a web browser and navigate to your WebEx site.

4. Select the **Downloads** link in the upper right corner of the page and re-install the Cisco WebEx Meetings application.

5. Try to start or join a meeting again.

If the issue recurs, send the log file and "C:\Program Files\WebEx\ieatgpc.dll" file to your Cisco WebEx support representative.

Error Message: Host Access Code and Host PIN Combination is Incorrect

Problem When I dial in to a Personal Conference meeting or connect to the online portion of the Personal Conference meeting because I'm using a computer with a headset, I receive an error message indicating that the host access code and host PIN combination is incorrect.

Solution Check your host PIN and host access code, and verify that you can sign in to your WebEx site:

• Go to your My Account page and select **Personal Conferencing** in the My Audio Connection Options section. Verify that you are using the correct host PIN and host access code generated for the Personal Conference account you used when you scheduled the meeting. If you regenerated access codes for an account after you scheduled the meeting, the old host access code will not work.

• Check to make sure that you can sign in to your WebEx site. Your user account may have been inadvertently deactivated. If you can sign in to your WebEx site and you are using the correct host access code and host PIN, you may want to delete the current meeting and schedule a new Personal Conference meeting.

Error Message: Participant Access Code is Incorrect

Problem As an invitee, when I dial in to a Personal Conference meeting or connect to the online portion of the Personal Conference meeting because I'm using a computer with a headset, I receive an error message indicating that the participant access code I entered is incorrect.

Solution Go to your meeting email invitation and verify that you are entering the correct participant access code. If you are entering the participant access code displayed in the email invitation, contact the meeting host to make sure the code has not changed since the host scheduled the meeting. If the host regenerated access codes after scheduling the meeting, the host may have to cancel the current meeting and schedule a new Personal Conference meeting.

Error Message: We've Hit a Glitch Processing Your Request

Problem When I attempt to add or delete a Personal Conference account or regenerate Personal Conference access codes, I receive the error, "We've hit a glitch processing your request. Try again a little later."

Possible Cause There may be a network issue or the back-end connection failed.

Solution Wait a few minutes and try to add or delete an account or regenerate access codes again. If you see the same error, contact your administrator for assistance

Error Message When Regenerating Access Codes

Problem I'm trying to regenerate access codes for a Personal Conference account but I receive an error message.

Solution If you are hosting a Personal Conference meeting and the meeting is in progress, wait until the meeting has ended and try again. If you do not have a Personal Conference meeting in progress, and the system does not regenerate the access codes for an account, there may be a network issue. Contact your administrator for assistance.

Error When Deleting a Personal Conference Account

Problem I'm trying to delete a Personal Conference account but I receive an error message.

Solution If you are hosting a Personal Conference meeting and the meeting is in progress, wait until the meeting has ended and try again.If you do not have a Personal Conference meeting in progress, and the system does not delete an account, there may be a network issue. Contact your administrator for assistance.

Invitees Do Not Receive Reminder Email Messages

Problem As a meeting host, when I press *7 on the phone keypad, invitees do not receive reminder email messages for my Personal Conference meeting.

Solution The *7 function works only when you schedule a Personal Conference meeting and include invitees in the Who field on the Schedule a WebEx Meeting page. If you did not schedule the Personal Conference meeting using your WebEx site or the WebEx Assistant, the *7 function will not send email reminders to invitees.

Cannot Join a Personal Conference Meeting

Problem When I dial in to a Personal Conference meeting and enter the meeting number, I'm not connected to the meeting.

Possible Cause Although the phone prompts you to enter a Participant Access code or a meeting number, you should enter only the Participant Access code to access a Personal Conference meeting. The meeting number is used for WebEx Audio calls.

Solution Hang up your phone and try to dial in to the Personal Conference meeting again, but enter the Participant Access code.

Cannot Install WebEx Productivity Tools

Possible Cause Your computer may lack administrative privileges to perform the installation.

Solution Contact your administrators for more information.

Remember Me Function Does Not Work

Problem I selected **Remember Me** on the sign-in page, but I still had to reenter my information when signing in the next time.

Possible Cause Cookies in your browser might be turned off.

Solution First, ensure that you are using a supported browser. You can find them listed in the FAQs at http://www.cisco.com/en/us/products/ps12732/products_user_guide_list.html. Then turn on cookies in your browser. For help in doing so, contact your system administrator.

Cannot Record Meeting

Problem The **Record** button is grayed out so I cannot record my WebEx meeting.

Possible Cause

- You scheduled the WebEx meeting using an Apple iPhone or iPad.

- The WebEx meeting was started by a person using an Apple iPhone or iPad.

Solution

- Continue with your meeting even though it is not being recorded. Video, audio and desktop sharing features will operate properly.

- Ask all participants to leave the WebEx meeting, then cancel the meeting and use your computer to schedule a replacement meeting. Start the new meeting from your computer, then select the **Record** button to begin recording your meeting.

Note If you use your computer to schedule and start a WebEx meeting, you can record the meeting even if invitees join the meeting using a mobile device.

Cannot Play a Meeting Recording

Problem When I receive an email message with a link to a WebEx meeting recording, I select the link to play the recording but receive an error message.

Possible Cause The administrator has selected a configuration setting that requires users to be signed in to a WebEx site to play a meeting recording.

Solution Sign in to a WebEx site. Then select the link to the recording in the WebEx meeting recording email you received.

Experiencing Audio or Video Issues During Meetings

Problem You hear constant background noise or buzzing sounds.

Possible Cause Your device may be experiencing a network bandwidth issue.

Solution If you are on 3G, try switching to Wi-Fi if it is available.

Problem You cannot hear the speaker.

Possible Cause The microphone or speaker setting on your headset may not be properly adjusted.

Solution If you are using a headset, see Fine-Tuning Your Microphone and Speaker Settings for more information about adjusting your headset settings.

Problem If you are using video, you see a noticeable delay in the audio.

Possible Cause Other applications are using a lot of system resources, for example if you are downloading a large file.

Solution If you are downloading a large file, you may want to cancel the download job and restart it after the meeting.

Problem A speaker hears an echo of what he is saying.

Possible Cause If your device has an earpiece, audio may be coming out of the earpiece instead of the speaker.

Solution Plug in a headset for better audio quality.

Problem The video for other participants cannot load or freezes.

Possible Cause Your device may not have adequate memory.

Solution If you are using a computer, it needs at least 2 GB of RAM.

Problem You cannot send your video.

Possible Cause If you cannot send video, another application may be already occupying your device's camera.

Solution If you have other applications running in the background, you may want to close them.

Problem You cannot hear audio through your Bluetooth headset.

Possible Cause Not all Bluetooth headsets are supported, depending on the platform of your mobile device.

Solution Contact your administrator for help.

Deleting Meetings Scheduled By a Deactivated User

Problem I have meetings displaying on my calendar that were scheduled by a user who is no longer with the organization.

Possible Cause When users leave an organization, they are deactivated from the Cisco WebEx system. Since meeting schedulers are the only users who can cancel their own meetings, any meetings they scheduled before they were deactivated remain in the system and cannot be canceled.

Solution Manually delete the meeting entries from your calendar.

Web Presentation Pauses

Problem I am using dual monitors to share content during a web conference. When I turn on my webcam video in full-screen mode on one of my screens, my presentation automatically pauses on the other screen and participants are unable to see the changes I make in my presentation.

> **Possible Cause** Cisco WebEx Meetings does not support video in full-screen mode while you are also presenting content during a web conference.

Solution Minimize your video to resume your presentation.

Cannot Access Help

Problem The links for the Help content don't seem to work.

> **Possible Cause** This may be due to a connection issue.

Solution Try to open the link from another web browser. If the link still does not open, check whether or not you can visit Internet sites outside your internal network. If your network is restricted to internal sites, contact your administrator to define a customized link for your organization's Cisco WebEx help content.

Display Issues When Sharing on Windows 8 or 10

Problem When I share my screen on my PC running Microsoft Windows 8 or Windows 10, attendees see gray boxes instead of the WebEx session controls, and chat and participants windows. If you share an application instead of your desktop, unshared applications or popups in the foreground appear as gray boxes to attendees.

> **Possible Cause** This is a known issue when sharing on a PC running Microsoft Windows 8 or 10.

Solution Inform your attendees of the issue before you share your screen.

Display Issues When Sharing Using Dual Monitors

Problem When some presenters share an application, attendees see areas of yellow mesh. This occurs if the presenter is using dual monitors and the primary monitor is smaller than the secondary monitor. The larger area of the secondary monitor appears as yellow mesh for attendees.

> **Possible Cause** This is a known issue when sharing using dual monitors.

Solution Do not use dual monitors when sharing an application in a WebEx meeting.

Display Issues When Sharing Using Dual Monitors