



Troubleshooting

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Sign-In Issue Resolutions

Here are ways to resolve sign-in issues.

iPhone and iPad

If you cannot sign in, try the following troubleshooting tips:

- Check if you are using a supported device and operating system. [Click here| Supported Device and Operating System](#)
- Check if you can access your corporate network from non-corporate Wi-Fi networks.
- If you can access your corporate network from non-corporate Wi-Fi networks, contact your system administrator to check if your collaboration edge environment has been set up correctly.
- If you have access rights to your corporate network from non-corporate Wi-Fi networks, check that your VPN is connected (if VPN is required). If your VPN is not connected, contact your system administrator.
- If you are using **Phone Services**, check the network connection between your device and the corporate network as follows:
 1. Open your Internet browser.
 2. Try to access the administration pages for your corporate calling system by entering the following URL in your Internet browser: `https://your company's Cisco Unified Communications Manager (CUCM) server address`.
Example:`https://209.165.200.224`
Contact your system administrator if you need the address for your company's Cisco Unified Communications Manager server.
- If you cannot access the administration pages for your corporate calling system, try again from a different network access point. If you still cannot access the administration pages for your corporate calling system, contact your system administrator to find out if there is a network issue.

- If you are using Cisco Unified Communications Manager (CUCM) IM and Presence Service Release 9.1 or earlier, check that you can sign in with your user account as follows:
 1. Enter the URL using the following format: *https://presence server name/ccmuser*.
If you cannot access the server, contact your system administrator to find out if there is a network issue.
 2. Sign in with your username and password.
If the sign-in fails, please confirm your username and password with your system administrator.
- If you are using Cisco Unified Communications Manager IM and Presence Service, check the network connection between your device and the server as follows:
 1. Open a ping utility to ping the Cisco Unified Communications Manager IM and Presence Service server.
 2. Enter the Fully Qualified Domain Name of the server in the following format: *presence server name.domain.com*.
If you cannot ping the server, contact your system administrator.

Android

If you cannot sign in, try the following troubleshooting tips:

- Check that you are using a supported device and operating system. For information about supported devices and operating systems, see the Cisco Jabber for Android Release Notes for your release.
- Check that you are using the correct release of Cisco Jabber for Android.
You can download the latest release of Cisco Jabber for Android from the Google Play Store.
- Check that your VPN is connected (if VPN is required). If your VPN is not connected, and you are not using Expressway Remote and Mobile Access, contact your system administrator for configuration details.
- If you are using HTTP basic SAML SSO authentication and the sign-in fails when switching users with the Reset Jabber functionality:
 1. Reset Cisco Jabber.
 2. Force Quit the application fully in Android OS.
 3. Log in.
- If you are using Phone Services, check the network connection between your device and the corporate network as follows:
 1. Open your web browser.
 2. Try to access the administration pages for your corporate calling system by entering the following URL in your web browser: *http://cisco_unified_communications_manager_node_name_or_ip_address/ucmuser*.
 3. Contact your system administrator if you do not have the address for your company's Cisco Unified Communications Manager node.

- If you cannot access the administration pages for your corporate calling system, try again from a different network access point. If you still cannot access the administration pages for your corporate calling system, contact your system administrator to find out if there is a network issue.
- If you are using Cisco Unified Communications Manager IM and Presence Service, check the network connection between your device and the node as follows:

1. Open a ping utility to ping the Cisco Unified Communications Manager IM and Presence Service node.
2. Enter the Fully Qualified Domain Name or IP address of the node in one of the following formats:

- presence_node_name.domain.com
- ip_address.domain.com


If you cannot ping the node, contact your system administrator.

- If you are using a tablet, contact your system administrator to ensure that it is set up for use. Some tablet services require extra configuration that may not have been performed.
- If you still cannot set up Cisco Jabber for Android, send a problem report to your system administrator.

Jabber Configuration Refresh

Keep your Cisco Jabber client up-to-date by refreshing your Cisco Jabber configuration any time after you're signed in to it. Refresh Cisco Jabber if your administrator has modified the parameter settings. Even if you don't update or refresh, Cisco Jabber automatically checks with the servers every 8 hours to make sure it has the latest configuration.

Refresh Your Windows Configuration

- Step 1** From Cisco Jabber, click the **gear icon** , choose **Help** and choose **Refresh Configuration**.
- Step 2** Click **OK**.
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Refresh Your Mac Configuration

- Step 1** From the main menu, go to **Help** and choose **Refresh Configuration**.
- Step 2** Click **OK**.
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Refresh Your Mobile Configuration

- Step 1** Tap your contact picture, go to **Settings**, and scroll down to **Help**.
- Step 2** Tap **Configuration** and then **Refresh Configuration**.
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Jabber Reset

You can reset Cisco Jabber when you want to change your account, clear your log files, clear your chat or call history, or troubleshoot Jabber issues.

Reset Your Windows App

- Step 1** From Cisco Jabber, click the **gear icon**  and choose **Sign out**.
- Step 2** From the **Sign In** page, click **Reset Jabber**.
- Step 3** Click **Keep** to retain the secure phone certificate.

Note Don't remove the certificate or you won't be able to use any calling features until your administrator reconfigures it.

Reset Your Mac App

- Step 1** From the main menu, scroll down and choose **Quit Jabber**.
- Step 2** From the **Sign In** page, click **Reset Jabber**.
- Step 3** Click **Keep** to retain the secure phone certificate.

Note Don't remove the certificate or you won't be able to use any calling features until your administrator reconfigures it.

Reset Your Mobile App

- Step 1** Tap on your profile picture and then tap **Sign out**.
- Step 2** From the **Sign In** page, tap **Reset Jabber**.
- Step 3** Tap **Keep** in Android or tap **Keep Certificate** in iPhone and iPad to retain the secure phone certificate.

Note Don't remove the certificate or you won't be able to use any calling features until your administrator reconfigures it.
