

Identify if Webex App is Restricted in Certain Regions

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Introduction

This document describes how to identify if the Webex app is restricted or not accessible in certain regions.

Prerequisites

Requirement

Cisco recommends that you have knowledge of these topics:

- Webex Control Hub
- Webex App

Components Used

The information in this document is based on these software and hardware versions:

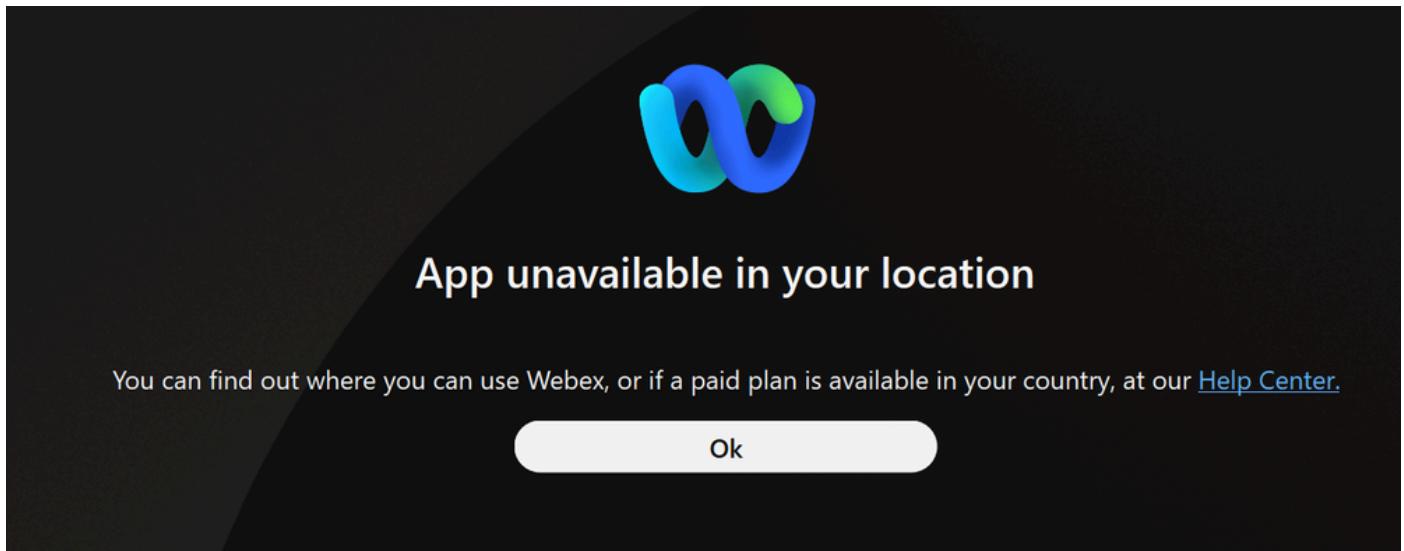
- Webex Control Hub
- Webex App on version 44.3.0.28993
- Windows OS

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, ensure that you understand the potential impact of any command.

Background

This document describes how to identify if the Webex app (free version of Webex App) is restricted or not accessible in certain regions. Webex App login results in the error **“App unavailable in your location. You can find out where you can use Webex, or if a paid plan is available in your country, at our Help**

Center”.



Error as seen during Webex App Login

Troubleshooting Steps

1. Reproduce the issue, collect [Fiddler](#) logs, and capture a snippet of the error that is observed.
2. Generate an [Msinfo32 log](#) file from your system (not mandatory but good to have).
3. Analyse the Fiddler logs to ascertain failures related to the error.



Note: These steps are for Windows OS.

Logs Analysis

1. Access Fiddler.
2. Click the **Import Session** option under **File** and select **HTTP Archive**, then navigate to the file and click **Open** to open within Fiddler.
3. In Fiddler, click **Find** from the navigation bar and type **Operation denied due to region restriction**. Then, click **Find Sessions**.
4. These messages can be seen in the Fiddler logs.

You can see this POST request:

```
POST https://wdm-a.wbx2.com/wdm/api/v1/devices?includeUpstreamServices=features%2Csettings%2Cwebsocket
Connection: Keep-Alive
Date: 2024-04-01T04:05:42.801Z
Content-Type: application/json
Accept-Encoding: deflate, gzip
User-Agent: sparkwindows/44.3.0.28993
```

TrackingID: CLIENT_88fc9de5-65fc-41b6-8713-39d9297789f2

Content-Length: 312

Host: wdm-a.wbx2.com

{"capabilities": {"groupCallSupported": false, "sdpSupported": false}, "clientAddress": "127.0.0.1", "countryCode": "CN", "deviceType": "Windows", "localizedMode1": "DESKTOP", "mode1": "DESKTOP", "trackingId": "CLIENT_88fc9de5-65fc-41b6-8713-39d9297789f2", "userAgent": "Mozilla/5.0 (Windows; U; Windows NT 10.0; zh-CN) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/91.0.4453.125 Safari/537.36", "version": "44.3.0.28993", "host": "wdm-a.wbx2.com"}

```
POST https://wdm-a.wbx2.com/wdm/api/v1/devices?includeStreamServices=features%26settings%26websocket HTTP/1.1
Connection: Keep-Alive
Date: Mon, 01 Apr 2024 04:05:42 GMT
Content-Type: application/json
Accept-Encoding: deflate, gzip
Authorization: Bearer eyJhbGciOiJSUzI1Ni39.eyJjbHVzdGVyIjoiUEY4NCIsInbya2hddU10131eUpq2Ehras9p5ktMvFpTENkbG3tTeTPaupCtvR3NFEwS1k8RvWhu7epMk1pd212v3hu8pavpHbH1JbjAulj8tbv10RTBsci
User-Agent: Mozilla/5.0 (Windows; U; Windows NT 10.0; zh-CN) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/91.0.4453.125 Safari/537.36
TrackingID: CLIENT_88fc9de5-65fc-41b6-8713-39d9297789f2
Content-Length: 312
Host: wdm-a.wbx2.com
{"capabilities": {"groupCallSupported": false, "sdpSupported": false}, "clientAddress": "127.0.0.1", "countryCode": "CN", "deviceType": "Windows", "localizedMode1": "DESKTOP", "mode1": "DESKTOP", "trackingId": "CLIENT_88fc9de5-65fc-41b6-8713-39d9297789f2", "userAgent": "Mozilla/5.0 (Windows; U; Windows NT 10.0; zh-CN) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/91.0.4453.125 Safari/537.36", "version": "44.3.0.28993", "host": "wdm-a.wbx2.com"}
```

POST Request as seen in Fiddler logs

In response to this request, you can see this 451 Unknown Response:

<#root>

HTTP/1.1 451 Unknown

Vary: Origin

X-Content-Type-Options: nosniff

Cisco-Spark-Error-Codes: 4404003

Content-Type: application/json

Content-Length: 227

Date: Mon, 01 Apr 2024 04:05:42 GMT

Server: istio-envoy

X-Envoy-Upstream-Service-Time: 4

{"

errorCode

":4404003,"message": "

Operation denied due to region restriction

","errors": [{"errorCode":4404003,"description":"Operation denied due to region restriction"}],"

```
HTTP/1.1 451 Unknown
Vary: Origin
X-Content-Type-Options: nosniff
TrackingId: CLIENT_88fc9de5-65fc-41b6-8713-39d9297789f2
Cisco-Spark-Error-Codes: 4404003
Content-Type: application/json
Content-Length: 227
Date: Mon, 01 Apr 2024 04:05:42 GMT
Server: istio-envoy
X-Envoy-Upstream-Service-Time: 4
{"errorCode":4404003,"message":"Operation denied due to region restriction","errors": [{"errorCode":4404003,"description":"Operation denied due to region restriction"}]}
```

451 Unknown Response as seen in Fiddler logs

Root Cause

The login was not successful as the **"Operation denied due to region restriction"** is seen in the Fiddler logs.

The free version of Webex App is not available for use in export control restricted countries (Cuba, Iran, North Korea, and Syria) and Crimea, Mainland China, Russia, and Belarus.

Free version of Webex App features:

- Provides unlimited messaging and calling with other Webex users.
- Allows hosting secure virtual meetings lasting up to 40 minutes.
- Supports up to 100 attendees per meeting.
- Available for download with a set of features suitable for basic collaboration needs.
- Free accounts are available in many countries and regions.
- Users can upgrade to paid plans to schedule longer meetings and access more features.

14-Day Trial Version features:

- Typically offers a full set of paid features for a limited time (14 days).
- Enables users to experience the complete capabilities of Webex, including extended meeting durations and advanced collaboration tools not available in the free version.
- Designed to allow evaluation of the full Webex experience before committing to a paid subscription.

Solution

Check which different Webex capabilities, subscriptions and devices are available depending on where you are located. Review this [link](#) to understand where Webex is available.

Related Information

- [Where is Webex available?](#)
- [Webex trials program availability](#)
- [Get a free Webex plan in these countries and regions](#)
- [Important notices about selling Webex Meetings and Webex App](#)