Troubleshoot Camera Issues in Webex App on Windows

Contents

Introduction

This document describes how to identify and resolve common camera issues in the Webex App on Windows.

Prerequisites

Requirements

It is recommended that you have some familiarity with these topics:

- Windows Operating Systems
- Webex App

Components Used

The software listed here has been used to make the tests and produce the results described in this document:

- Windows 11
- Webex App on version 45.2

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.

Overview of Common Camera Issues

When using Webex on Windows, it is possible for users to encounter various camera-related issues, such as:

- Camera access denied.
- Camera disabled or not detected.
- Application or driver conflicts.
- Camera device not found.

Here are some examples of camera connection issues and the troubleshooting steps to address them.

Issue 1: Access to the Camera Denied

Error:
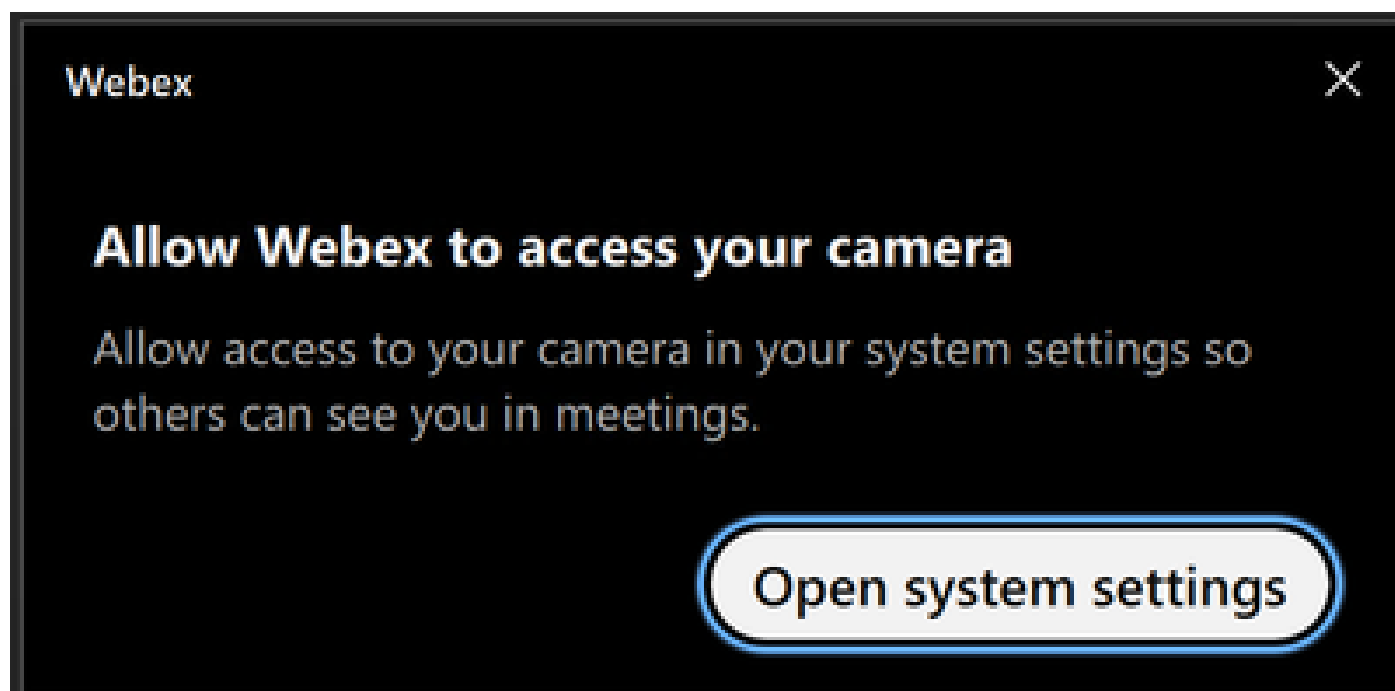
Logs:

```
2024-11-25T15:41:28.579Z <Error> [0x3330][]WME:0 ::[WSE] CWseMFSourceReaderSink::CreateSourceReader() A

2024-11-25T15:41:28.579Z <Info> [0x3330][]WME:0 ::[WSE] CWSEMFVideoCapEngine::Start() Result = -214702A

2024-11-25T15:41:28.579Z <Error> [0x3330][]WME:0 ::[WME] CWmeLocalVideoTrack::StartCamera, m_pVideoCapEr
```
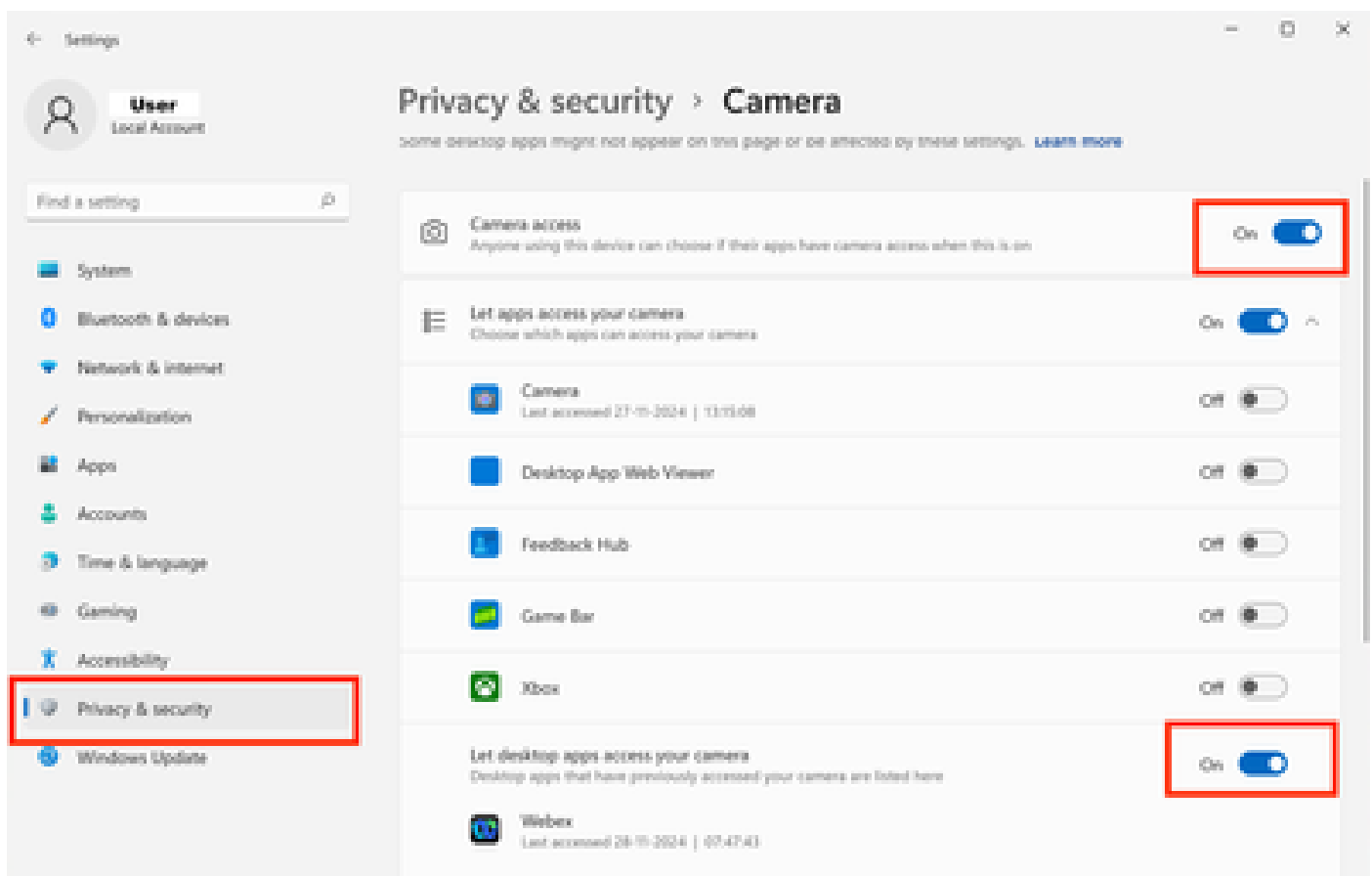
Root Cause:

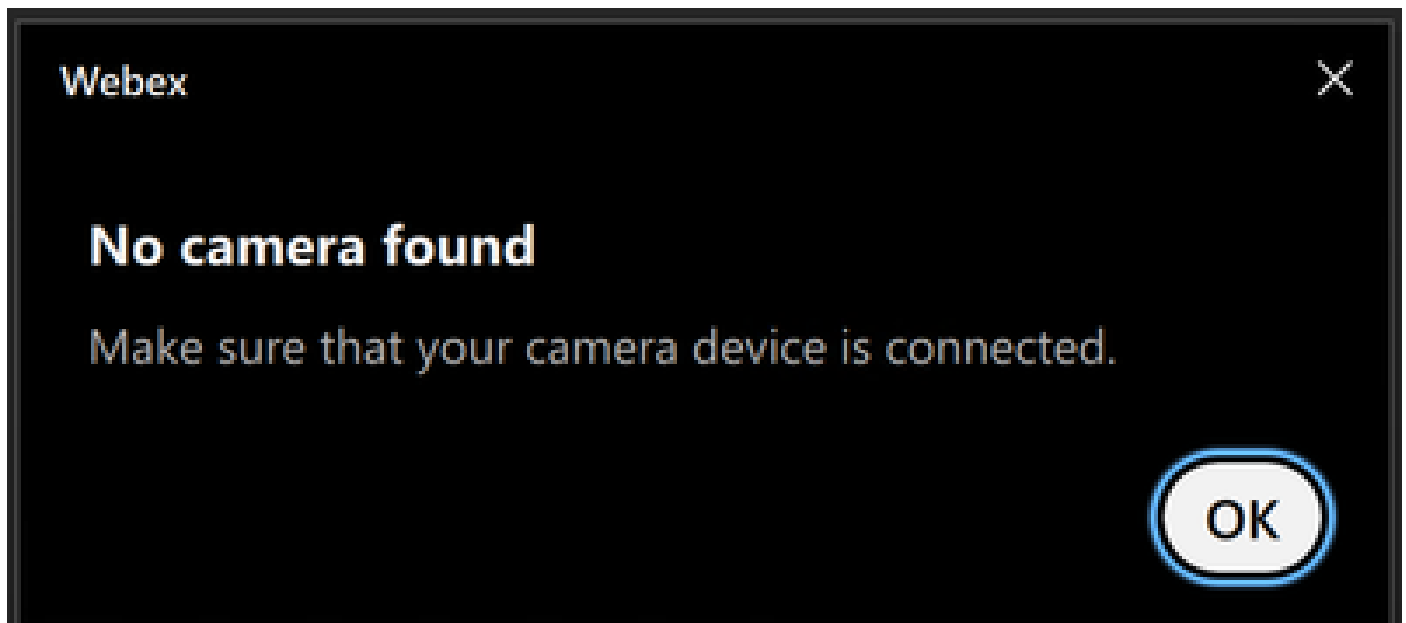The system denies access to the camera, possibly due to privacy settings.

Solution:

1. Open **Settings** in Windows.

2. Navigate to **Privacy & Security > Camera**.

3. Ensure that camera access is enabled for apps, and Webex is allowed to access the camera.

Reference: [Camera Privacy Settings](#).

Issue 2: Camera Disabled

Error:

Logs:

```
2024-11-25T17:14:42.426Z <Debug> [0x3330][]MediaConnection.cpp:7505 media::Connection::sendMediaErrorDi

2024-11-25T17:19:03.259Z <Debug> [0x326c][]AudioVideoSettingsViewModel::onMediaDeviceError::2, Media Dev
```
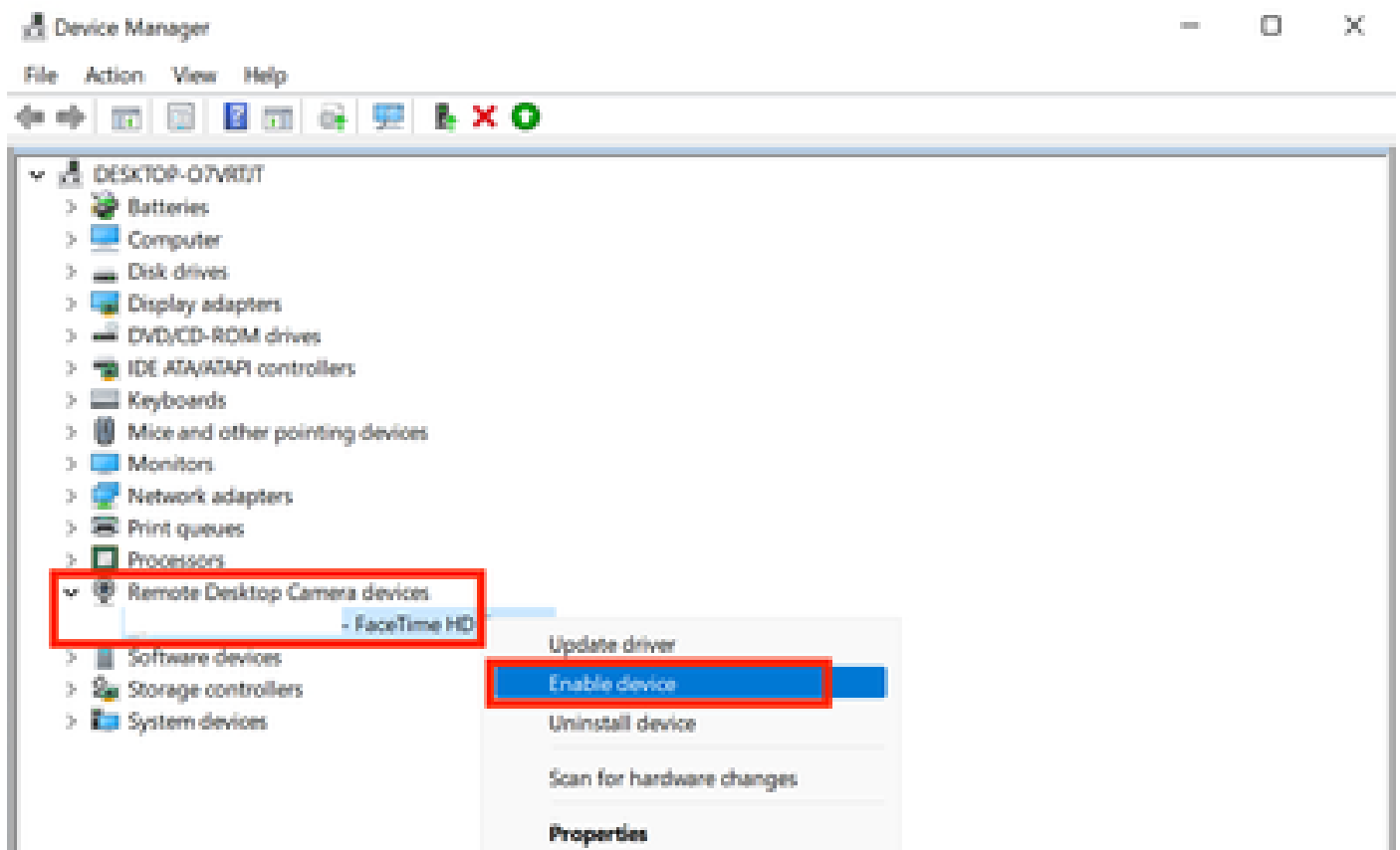
Root Cause:

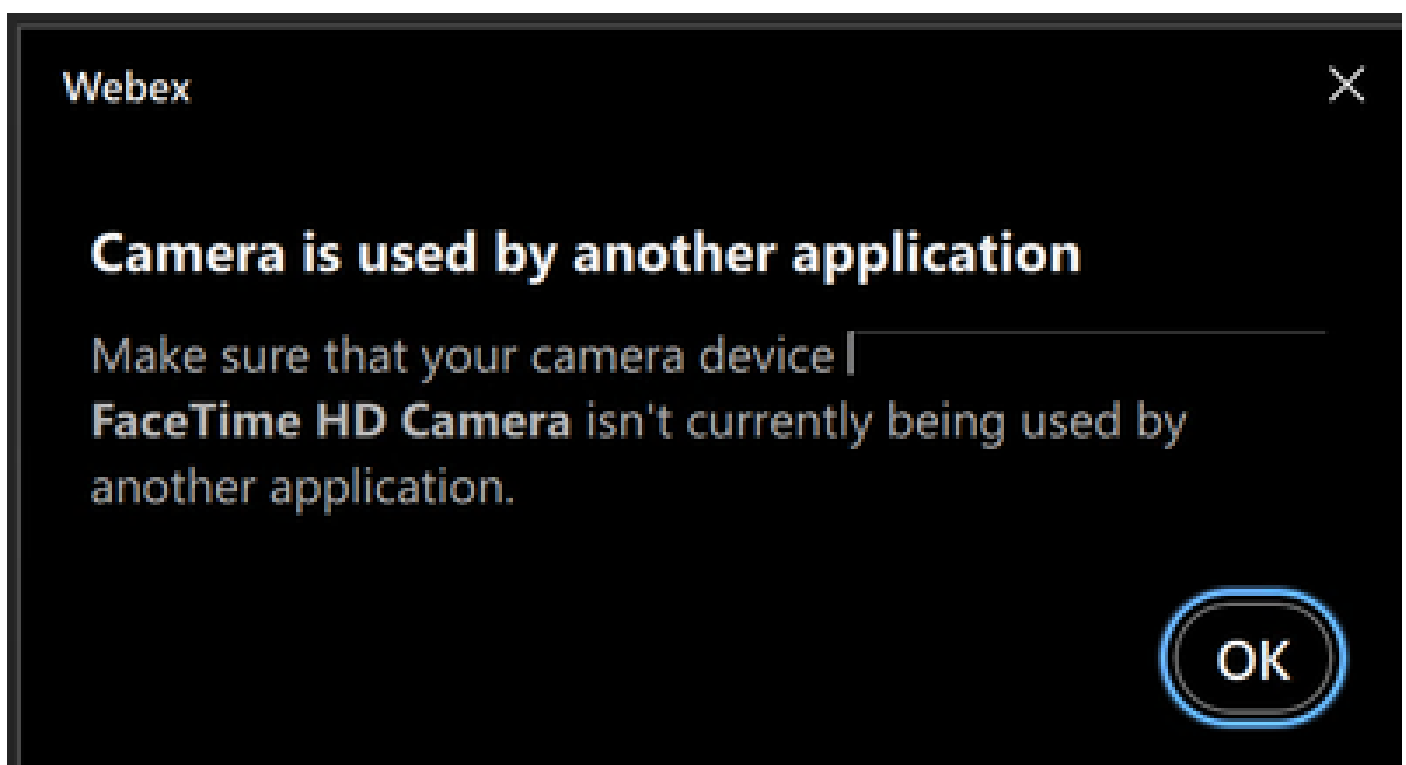The camera is disabled in the system settings or not detected.

Solution:

1. Open **Device Manager**.

2. Locate your camera under **Cameras**.

3. Right-click the device and select **Enable**.

Issue 3: Camera Already in Use

Error:

Logs:

```
2024-11-27T21:04:33.393Z <Warn> [0x2634][]CWseMFSourceReaderSink::OnReadSample failed! Result = -107287

2024-11-27T21:04:33.882Z <Debug> [0x1e50][]MediaConnection.cpp:10692 media::Connection::OnError::error
```
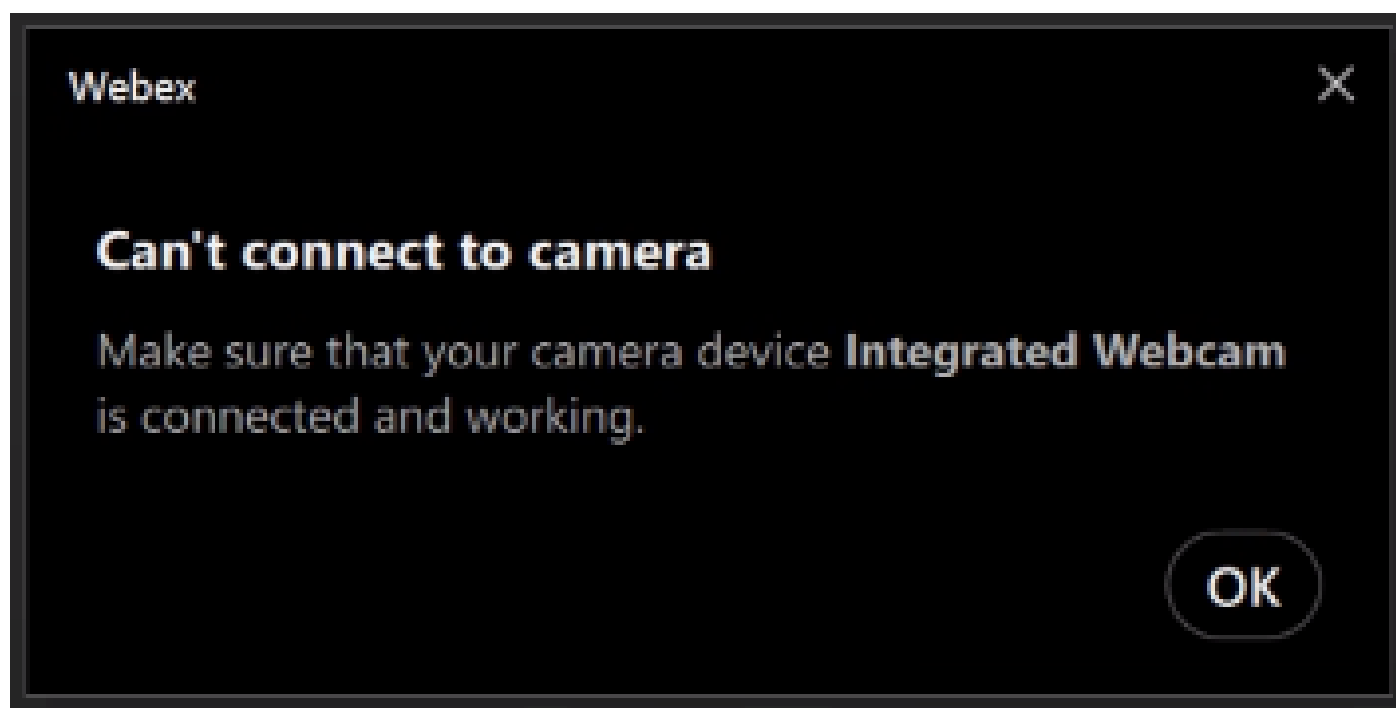
Root Cause:

Another application (Example: Zoom, Microsoft Teams) is using the camera, preventing Webex from accessing it.

Solution:

1. Close any other applications that are possibly using the camera.

2. Restart Webex and try again.

Issue 4: Camera Device Not Found

Error:

Logs:

```
2024-11-22T03:06:53.268Z <Error> [0x492c][]CWseVideoCapDevice::InitCapCapability(), GetBaseFilter_i fai
```

Root Cause:

The error code 0x80070002 (ERROR_FILE_NOT_FOUND) indicates that the camera device was not found.

Solution:

1. Open **Device Manager** and uninstall the **Integrated Webcam**.

2. Reboot the system, and let Windows reinstall the driver automatically.

3. Ensure the camera driver is up to date.

4. Verify if antivirus software is blocking Webex from accessing the device.