

Troubleshoot "Cloud Devices failed to join a Webex Meeting"

Contents

Introduction

This document describes how to troubleshoot "Cloud Devices failed to join a Webex Meeting" when using the **Join** button.

Problem

When attempting to join a Webex meeting by using the **Join** button, the message appears:

"Unable to join the meeting. The meeting number is not valid. Please check the number or the link and try again."

Troubleshooting

Locate failure attempt in Device logs

Locate **callhistory.txt** inside the log bundle.

```
*r CallHistoryGetResult Entry 1 CorrelationId: "45549518-9d36-482c-99bf-39e19085608c"
*r CallHistoryGetResult Entry 1 RemoteNumber: "<removed for privacy #00000008>"
*r CallHistoryGetResult Entry 1 CallbackNumber: "<removed for privacy #00000008>"
*r CallHistoryGetResult Entry 1 DisplayName: "<removed for privacy #00000009>"
*r CallHistoryGetResult Entry 1 Direction: Outgoing
*r CallHistoryGetResult Entry 1 Protocol: Spark
*r CallHistoryGetResult Entry 1 CallRate: 20000
*r CallHistoryGetResult Entry 1 CallType: Video
*r CallHistoryGetResult Entry 1 VideoUsed: False
*r CallHistoryGetResult Entry 1 EncryptionType: "None"
*r CallHistoryGetResult Entry 1 BookingId: "webex-1"
*r CallHistoryGetResult Entry 1 Duration: 0
*r CallHistoryGetResult Entry 1 StartTime: "2026-03-16T18:10:55"
*r CallHistoryGetResult Entry 1 StartTimeUTC: "2026-03-16T17:10:55Z"
*r CallHistoryGetResult Entry 1 EndTime: "2026-03-16T18:10:55"
*r CallHistoryGetResult Entry 1 EndTimeUTC: "2026-03-16T17:10:55Z"
*r CallHistoryGetResult Entry 1 DaysAgo: 2
*r CallHistoryGetResult Entry 1 DisconnectCause: "CallError (startOutgoingForWebexMeeting, unexpected, I
```

Use CorrelationID number on **all.log** file.

```
*r CallHistoryGetResult Entry 1 CorrelationId: "45549518-9d36-482c-99bf-39e19085608c"
```

```
2026-03-16T18:10:55.824+01:00 main[2441]: Wx2[3]: CallServiceImpl: Removing Call with correlationId='45
2026-03-16T18:10:55.825+01:00 main[2441]: Wx2 I: MeetingContainerServiceImpl::on_call_set_updated: Call
2026-03-16T18:10:55.825+01:00 main[2441]: Wx2 I: MeetingContainerServiceImpl::on_call_set_updated: No a
2026-03-16T18:10:55.834+01:00 main[2441]: MainEvents I: CallDisconnected(p=7) remoteURI='<removed for p
```

Notice the MeetingNotFound reason:

```
<#root>
```

```
2026-03-16T18:10:55.834+01:00 main[2441]: MainEvents I: CallDisconnected(p=7) remoteURI='<removed for p
```

```
MeetingNotFound
```

```
, response 404/404006)') 'OtherRemote'] causeToRemote=[normal(') 'LocalDisconnect']
```

Use MeetingNotFound and the timestamp corrected previously in the file application.log :

```
2026-03-16T18:10:55.810+01:00 main[2441]: Wx2Http[1]: HTTP(243) <= 404
2026-03-16T18:10:55.810+01:00 main[2441]: Wx2[1]: Response: {"code":404006,"message":"Cannot find the d
2026-03-16T18:10:55.810+01:00 main[2441]: Wx2 ERROR: CallImpl::verror: 'startOutgoingForWebexMeeting, u
2026-03-16T18:10:55.810+01:00 main[2441]: Wx2[3]: CallServiceImpl::onCallError: locusId='', lastActive=
2026-03-16T18:10:55.815+01:00 main[2441]: MainEvents I: CallDisconnectIndicated(p=7) remoteURI='<remove
2026-03-16T18:10:55.815+01:00 main[2441]: MainEvents I: ParticipantLeftConference(c=6,p=7)
```

Root Cause

The root cause of the Join meeting issue is that the meeting series was deleted or canceled by the host. The booking information was successfully parsed and displayed on the device, but the backend returned a 404 error when the **Join** button was used.

Solution

Reschedule a new meeting and ensure that the mailbox assigned to the device accepts and properly updates the new meeting details.