

Jabber for Windows Hangs at Login



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Introduction

This document describes a problem encountered when you attempt to log in to Cisco Jabber for Windows and provides a solution to the problem.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco Jabber for Windows
- Cisco Unified Presence Server (CUPS)

Components Used

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

- Cisco Jabber for Windows Release 9.x
- On Premises Deployment with Cisco Unified Presence Server Release 8.x and later

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, make sure that you understand the potential impact of any command.

Problem

When you attempt to log in to Cisco Jabber for Windows, the program hangs at "Connecting."

Cause

This scenario causes Cisco Jabber to be unable to connect to the server. An IP address is entered for the

Login Server on Cisco Jabber, but the CUPS Node Name is configured as a Host Name rather than an IP address, and that Host Name is unresolvable. In order to verify the CUPS Node Name, navigate to **Admin Page > System > Cluster Topology**. As shown in these logs, even if you enter the IP address for CUPS, Cisco Jabber tries to connect to the Host Name:

```
2012-05-01 11:18:52,937 INFO [0x00000e88] [ied\featuresets\adapters\imp\Log.cpp(33)]
[JabberWerx] [IMPStackCap::Log::log] - [LoginMgr.dll]: login, jabber, serv:<cupsHostName>
2012-05-01 11:18:52,937 DEBUG [0x00000e88] [ied\featuresets\adapters\imp\Log.cpp(32)]
[JabberWerx] [IMPStackCap::Log::log] - [XmppMgr.dll]: Enter CXmppClientMgr::SignOn
2012-05-01 11:18:52,937 DEBUG [0x00000e88] [ied\featuresets\adapters\imp\Log.cpp(32)]
[JabberWerx] [IMPStackCap::Log::log] - [XmppSDK.dll]: CXmppClient::SignOn
2012-05-01 11:18:52,937 DEBUG [0x00000e88] [ied\featuresets\adapters\imp\Log.cpp(32)]
[JabberWerx] [IMPStackCap::Log::log] - [XmppSDK.dll]: Connect result is:1
```

Solution

Ask Domain Name Server (DNS) Entry to resolve the CUPS Fully Qualified Domain Name (FQDN) and to make sure that the workstation is part of the Active Directory (AD) domain. If the workstation is not part of the domain, the Host Name is unresolvable. If only the FQDN is part of the AD domain, you must make the workstation part of the domain or create a local host entry on the workstation. In order to do this, edit the "hosts" file located in *C:\WINDOWS\system32\drivers\etc*, and log back in to Cisco Jabber for Windows.

Prevention

When the DNS has an entry for CUPS FQDN, make sure that the workstations that Cisco Jabber for Windows is deployed on are part of the AD domain.