Downloading Applications

This section includes troubleshooting topics about downloading applications including the Cisco WebEx Productivity Tools, the Meetings application, and the Network Recording Player.

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Productivity Tool Download Automatic Sign In Unavailable with Firefox and Chrome Browsers

Problem If a user downloads the WebEx Productivity Tools from Internet Explorer, the WebEx site URL is pre-populated in the WebEx Assistant Application, thereby easing the process of end-user sign-in. However under Mozilla Firefox and Google Chrome this capability is not available.

- **Possible Cause** When the user downloads WebEx Productivity Tools using Internet Explorer, WebEx Assistant is able to read a browser cookie from the Internet Explorer browser cache that lets it uniquely identify the WebEx site and pre-populate that information in the sign-in screens.
- **Possible Cause** If a user downloads Productivity Tools using a browser other than Internet Explorer, the cookie information will be unavailable to WebEx Assistant since these browsers store cookies in an encrypted fashion, thereby making them accessible to desktop applications like WebEx Assistant.

1 **Solution** When the user initiates the download of WebEx Productivity Tools from the **Downloads** page, there are clear instructions given to users about how to manually sign-in to WebEx Assistant.

2 **Solution** If the above is a problem for your users we recommend pushing a silent installer to the desktops of your end-users. You can pre-populate one of the installation switches as part of a silent installation in the WebEx site URL. Refer to the *Cisco WebEx Meetings Server Deployment Guide* for more information.

Signing into a SSO Site Using the Productivity Tools Fails

Problem You attempt to sign into your SSO-configured site using the Productivity Tools and your sign-in attempt fails.

Possible Cause Your IdP sign in might not support Internet Explorer 6.

Solution Add the following to your registry and attempt to sign in again using the Productivity Tools: HKEY_CURRENT_USER\Software\Microsoft\Internet Explorer\Main\FeatureControl\FEATURE_SCRIPTURL_MITIGATION | "ptoneclk.exe"=dword:00000001 | "outlook.exe"=dword:00000001 | ptWbxONI.exe"=dword:00000001 | ptUpdate.exe"=dword:00000001 | PTIM.exe"=dword:00000001 | ptSrv.exe"=dword:00000001

Cisco WebEx Meetings Fails to Launch

Problem Your users experience intermittent failures to launch the Cisco WebEx Meetings application on Windows when they are connected to their corporate intranet using Cisco Any-Connect VPN Client. This failure occurs only when the user attempts to download and install the Cisco WebEx Meetings application the first time he tries to join a meeting. Once the application is installed on the user's PC this problem no longer occurs.

Problem This problem does not occur when the user attempts to join the meeting without VPN turned on (this assumes that the WebEx site is enabled for public access).

Possible Cause Your users are using an outdated version of Java.

Solution Update your end-user Windows desktops to the latest Java version found on www.java.com. If this does not work, we recommend that you tell your users to manually install the Cisco WebEx Meetings application from the **Downloads** page. Alternatively users can download the Cisco WebEx Meetings application when they attempt to join the meeting for the first time.

Note **Solution** The above workarounds assume user PCs in your organization have administrator privileges. If they do not have administrator privileges, you can push the Cisco WebEx Meetings application to their PCs using the installation files provided on the **Download** page.

Error 1316 Received During Application Installation

Problem You are installing one of the application downloads (Cisco WebEx Meetings, Productivity Tools, or Network Recording Player), the installation process stops, and you receive Error 1316.

Possible Cause You are attempting to install the same version of the application that is currently installed but the installer has a different name.

Solution Attempt one of the following actions to fix the problem:

- **Solution** Obtain an installer that includes the same version currently on your system but change the name displayed in the error message before attempting to reinstall it. Copy your modified installer to the path displayed in the error message.

- **Solution** Uninstall the existing application and then reinstall it.