



Downloading Applications

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The Cisco Webex Meetings Desktop Application Fails to Open

Problem Users can't open the Cisco Webex Meetings desktop app for Windows, when they connect to their corporate intranet using Cisco Any-Connect VPN Client. This issue occurs only after users install the Cisco Webex Meetings desktop app, the first time that they join a meeting.

Problem This problem doesn't occur when the user attempts to join the meeting without VPN turned on. If you enable your Webex site for public access, external users can join meetings without using the VPN.

Possible Cause Users have an outdated version of Java.

Solution Update your end-user Windows desktops to the latest Java version. If the Java update doesn't work, have users manually install the Cisco Webex Meetings desktop app from the **Downloads** page. These workarounds assume that users have administrator privileges to install applications on their PCs. If they don't have administrator privileges, you can push the Cisco Webex Meetings desktop app to their PCs.

Error 1316 Occurs During Application Installation

Problem While installing one of the application downloads (Cisco Webex Meetings Desktop Application 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 Do one of the following actions:

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

