



## Sign in and Meeting Issues

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- [Account Activation Fails, on page 1](#)
- [Webex Meetings Desktop App Fails to Start Meetings, on page 2](#)
- [Missing Personal Room Tab, on page 2](#)
- [Missing Avatar for a Mobile User, on page 2](#)
- [Users Are Not Seeing 720p Resolution, on page 2](#)
- [Automatic Sign-in or Sign-out Problems Occur after Importing Cookies from Microsoft Internet Explorer, on page 3](#)
- [You Cannot Connect to the Webex Site or to Webex Administration, on page 3](#)
- [Forwarded Meeting Invitations Do Not Work after an Upgrade, on page 4](#)
- [Forgotten Password Audio Captcha Fails in IE, on page 4](#)
- [Graphics Quality Degrades During Application or Desktop Sharing, on page 4](#)
- [A Meeting Does Not Appear on the Meetings Page, on page 4](#)
- [The Start Button Still Appears after a Participant Joins the Meeting, on page 5](#)
- [Maximum Meeting Capacity Exceeded, on page 5](#)
- [Meeting Issues Email Received, on page 5](#)
- [Meeting Participants Cannot Dial out to Their Phones, on page 5](#)
- [Meeting Trend Data is One Hour Later on the One-Day and One-Week Charts, on page 6](#)
- [Unable to Start a Meeting on Mozilla Firefox or Google Chrome, on page 6](#)
- [A User Cannot Schedule Meetings with Webex Desktop Meetings Application, on page 6](#)
- [A User Cannot Host or Attend Meetings, on page 7](#)
- [Users Cannot Start or Join Meetings, on page 7](#)
- [URL Entered in Mixed Case, on page 7](#)
- [User Is Dropped from an Audio Conference, on page 7](#)
- [WBX\\*INPROGRESSMEETING Table Does Not Record Data When a Meeting Ends, on page 7](#)

## Account Activation Fails

**Problem** An administrator or user receives notification that their account is activated, but they cannot sign into the account.

**Possible Cause** The account activation period has expired. After an account is activated, administrators have two days and end-users have three days to sign in, before the account deactivates.

**Solution** Go to the sign-in page and click the **Forgot Password** link. When you receive the email, follow the instructions to reset your password and sign into your account.

## Webex Meetings Desktop App Fails to Start Meetings

**Problem** The Webex Meetings desktop app fails to start meetings.

**Possible Cause** There might be a communication issue between the application and the Cisco Unified Communications Manager.

**Solution** Gather the following information and contact TAC:

- **Solution** Steps to reproduce the issue, with screenshots
  - **Solution** Outlook version
  - **Solution** Outlook Event logs (optional)
  - **Solution** Exchange server version
  - **Solution** Webex Meetings desktop app version
  - **Solution** Webextracer logs.
- Solution** **Help > Send Problem Report**
- **Solution** Fiddler logs (get API response)

## Missing Personal Room Tab

**Problem** After signing in to the Webex site, users cannot see the Personal Room tab in Modern View.

**Possible Cause** You have not enabled Personal Room for your site.

**Solution** Sign in to Webex Administration and check the settings: **Settings > Meetings**

**Solution** Enable both **Enable Modern View** and **Enable Personal Room**.

## Missing Avatar for a Mobile User

**Problem** A user uploads a new avatar, but the avatar does not appear on their mobile device.

**Possible Cause** The URL for the avatar on the server might not be correct.

**Solution** Use GetUserXMLAPI to check the URL for the avatar. Look for use: avatar - use:url. Copy the URL and paste it into a web browser to see whether the URL points to the avatar image.

## Users Are Not Seeing 720p Resolution

**Problem** Users are not seeing 720p resolution in meetings.

**Possible Cause** The feature is not enabled for your site.

**Solution** Sign in to Webex Administration and go to **Settings > Video**. In the **Webex Video** section, ensure that 720p is selected.

**Possible Cause** The user's system might not support 720p.

**Solution** Ensure that end user systems meet the following minimum requirements:

- **Solution** CPU: Duo core 2.8; Quad core
- **Solution** Memory: 1G
- **Solution** Camera: HD camera support at least 15fps

**Possible Cause** Insufficient available network bandwidth can affect video performance.

**Solution** 720p resolution requires the following bandwidth:

- **Solution** Sending traffic: 1750–2380 kbps
- **Solution** Receiving traffic: 1260–1820 kbps

**Possible Cause** Cisco Webex Meetings Server is at full capacity usage.

**Solution** This is by design. There are two scripts that you can use to check the 720p status on server side:

- **Solution** QuickCheckMediaVMLog.sh—Checks all MCS logs and gathers resolution received statistics.
- **Solution** mmpVideoSummary.sh—Checks the MCS writing logs and gathers resolution received statistics.

## Automatic Sign-in or Sign-out Problems Occur after Importing Cookies from Microsoft Internet Explorer

**Problem** A user signs in to Cisco Webex Meetings Server using Microsoft Internet Explorer, and checks **Remember me**. If the user subsequently imports all cookies from Internet Explorer to Mozilla Firefox, they automatically sign in every time they start Firefox. Signing out manually does not resolve the issue.

**Problem** If an administrator changes the authentication key in Webex Administration, or upgrades to a new version, every time the user starts Firefox they automatically sign out of the Webex site. This occurs even if they checked **Remember me** the last time they signed in to the Webex site.

**Possible Cause** Firefox adds a "." before the cookie domain name when importing cookies from Internet Explorer.

**Solution** Have users clear their Firefox cookies manually.

## You Cannot Connect to the Webex Site or to Webex Administration

**Problem** You cannot connect to your Webex site or to Webex Administration, using a browser that requires SSL 3.0.

**Possible Cause** FIPS is enabled which blocks SSL 3.0.

**Solution** Disable FIPS.

## Forwarded Meeting Invitations Do Not Work after an Upgrade

**Problem** A user schedules a meeting and then forwards the invitation to other participants. The participants can use the forwarded invitations to attend meetings initially. However, after a system upgrade the forwarded invitations do not work and participants see the following message: "The meeting does not exist or has already ended."

**Possible Cause** The upgrade procedure invalidates the meeting.

**Solution** After you perform a system upgrade, inform your users that they must reschedule all meetings. Forward meeting emails as necessary.

## Forgotten Password Audio Captcha Fails in IE

**Problem** The audio captcha "Hear an audio challenge" to reset a forgotten password fails to play in some versions of Internet Explorer (IE). Also the message, "The file you are attempting to play has an extension (.) that does not match the file format. Playing the file may result in unexpected behavior." might appear.

**Possible Cause** When using audio captcha, the audio file downloads over a secure connection and an exchange of certificates occurs. This issue can occur with an IE browser, if the CWMS server certificate is not trusted..

**Solution** When the message appears, click **Yes**. To permanently resolve this issue, accept the CWMS certificate as trusted.

## Graphics Quality Degrades During Application or Desktop Sharing

**Problem** During application sharing or desktop sharing, the graphics quality degrades.

**Possible Cause** During application sharing or desktop sharing, Cisco Webex Meetings Server automatically disables certain graphics settings, including Aero mode and Clear-True Type.

**Solution** This feature is working as intended. After you stop using the application sharing or desktop sharing features, Cisco Webex Meetings Server enables the disabled graphics settings.

## A Meeting Does Not Appear on the Meetings Page

**Problem** A meeting configured with the "Join before host" option enabled does not appear on the **Meetings** page.

**Possible Cause** A participant joined the meeting and then left before the host joined. On the **Dashboard** and **Meeting Trends** page, the meeting appears with no participants.

**Solution** This is a known issue. If a meeting participant other than the host attends the meeting and then leaves before the host joins, the meeting does not appear on the **Meetings** page.

## The Start Button Still Appears after a Participant Joins the Meeting

**Problem** A meeting participant has joined a meeting by telephone, and the **Start** button still appears on the **Meetings** page.

**Possible Cause** The Host enabled one or both of the following options for the meeting: JMBH (join meetings before host) and JTBH (join teleconference before host).

**Solution** This is a known issue. The system is waiting for the host to start the meeting on the web client or is still using the telephone to join the meeting for audio only.

## Maximum Meeting Capacity Exceeded

**Problem:**

The following error message appears when a participant attempts to join a Webex meeting:

**You cannot join the meeting now because the number of concurrent users has reached the system's limit. Contact your administrator for further support.**

**Possible Cause:**

This error message appears if a participant attempts to join a meeting and exceeds the maximum number of concurrent users supported by your system.

**Solution:**

The audio portion of a Webex meeting does not have a limit for the number of concurrent users. After the maximum number of concurrent users have joined the Webex meeting, the remaining users can dial in to the meeting and listen. Exceeding the maximum number of supported users can cause performance issues.

## Meeting Issues Email Received

**Problem** You receive an email indicating that there are meeting issues.

**Possible Cause** There might be latency and jitter issues in the user's environment. Users, including those attending meetings through a virtual private network (VPN) might have limited network bandwidth.

**Solution** Sign in to Webex Administration and go to the **Dashboard**. Click the **Meetings** chart to see the **Meeting Trend** page. Examine the meetings that occurred at the same date and time, at which the Meeting Alert occurred. Look for meetings with a status of fair or poor. Note the meeting topic, host, and issue and contact the host to determine what the issue with the meeting was.

## Meeting Participants Cannot Dial out to Their Phones

**Problem** Meeting participants are unable to dial out to their phones. They receive a "failed to connect" error.

**Possible Cause** Your CUCM settings are configured incorrectly.

**Solution** Check your CUCM settings on the **Audio** page. Sign in to Webex Administration, and go to **Settings > Audio > CUCM**. Ensure that you have configured the correct IP addresses, transport, and port settings.

## Meeting Trend Data is One Hour Later on the One-Day and One-Week Charts

**Problem** On the **Meeting Trend** page, the data for one hour and one day charts is one hour later than that shown on the 1–6 month charts.

**Possible Cause** For the one-day and one-week **Meeting Trend** charts, future (scheduled) meeting data is computed every 4 hours.

**Solution** This is a known issue. Most scheduled meetings are recurring and we do not want to compute the information too frequently because it might impact system performance.

## Unable to Start a Meeting on Mozilla Firefox or Google Chrome

**Problem** A user attempts to start a meeting using Mozilla Firefox or Google Chrome and receives an error message such as the following:

**Problem** "We encountered a problem launching your meeting. Restart your web browser and try again, or join your meeting from a different web browser. If the problem persists, then contact your system administrator."

**Problem** Restarting the browser does not fix the issue.

**Possible Cause** The ActiveTouch General Plugin Container might be disabled in the web browser.

**Solution** On Mozilla Firefox, go to **Tools > Add-ons > Plugins**, and enable **ActiveTouch General Plugin Container**.

**Solution** On Google Chrome, go to the URL, "chrome://plugins" and enable **ActiveTouch General Plugin Container**.

**Solution** After enabling **ActiveTouch General Plugin Container**, restart the browser.

## A User Cannot Schedule Meetings with Webex Desktop Meetings Application

**Problem** A user has the Webex Meetings Desktop Application, but cannot schedule meetings from Microsoft Outlook.

**Possible Cause** The user might have multiple accounts configured in Outlook.

**Solution** Have the user remove the extra accounts and keep only the account that matches their Cisco Webex profile.

**Possible Cause** The user uses a Mac and Microsoft Outlook for Mac.

**Solution** Scheduling meetings is not supported with Outlook for Mac. Have the user schedule, edit, or start meetings from the Webex site.

## A User Cannot Host or Attend Meetings

**Problem** A user is unable to host or attend a meeting.

**Possible Cause** The user has restricted PC permissions.

**Solution** Configure your system to manually push the Webex Meetings Desktop Application to the desktops. In Webex Administration, go to **Settings > Downloads** and select **Manually push application to users' desktops**.

## Users Cannot Start or Join Meetings

**Problem** Users cannot start or attend meetings.

**Possible Cause** The network ports are not configured correctly.

**Solution** Ensure that your firewall or load balancing solution redirects requests to the correct ports.

## URL Entered in Mixed Case

**Problem** Site or Webex Administration URL is entered in mixed case.

**Possible Cause** Browsers always send URLs in lowercase to the back end, which causes a mismatch because of case sensitivity.

**Solution** Site and Webex Administration URL must be entered in lowercase.

## User Is Dropped from an Audio Conference

**Problem** A user is dropped from an audio conference.

**Possible Cause** The user has low network connectivity speed (a few KB/sec).

**Solution** Get the user's network connectivity speed to 100 KB/sec or higher to restore the ability to connect to the audio conference.

## WBX\*INPROGRESSMEETING Table Does Not Record Data When a Meeting Ends

**Problem** If a Webex meeting ends at the statistics timestamp, such as 18:45 for 5-minutes statistics, 19:00 for hourly statistics, 9/27 00:00 for daily statistics, the corresponding WBX\*INPROGRESSMEETING table does not capture data during the time that the daily statistics process would normally capture.

**Possible Cause** The DB Statistic job runs at a slower speed than the DB Trigger job, thereby producing a 5-minute delay in processing data.

**Solution** There is no workaround.