



Troubleshooting

- [404 Page Not Found Error, on page 1](#)
- [Run a Problem Report from the Webex Meetings Desktop App, on page 1](#)
- [Troubleshoot Microsoft Outlook for Windows Integration, on page 2](#)

404 Page Not Found Error

Problem You see a "404 page not found" error or you encounter connection problems when signing in or joining meetings from your Microsoft Windows device.


Solution Use the following checklist to make sure that your device is set up to send and receive data:

- Check your network connection.
- Try using a different computer.
- Use a supported browser and ensure that Internet Explorer 11 is installed on your computer. You need Internet Explorer 11 even if you don't intend to use IE for Cisco Webex Meetings.
- Turn on TLS 1.1, and SSL 1.2; go to **Control Panel > Internet Options**. Select the **Advanced** tab. A list of check boxes appears. Scroll the list to locate the **Security** group. Under **Security**, ensure that the TLS 1.1, and SSL 1.2 check boxes are checked.

Run a Problem Report from the Webex Meetings Desktop App

If you experience an issue with the Webex Meetings desktop app, you can run a problem report to collect troubleshooting data. Cisco Technical Support can use this data to help identify and fix the problem. We advise that you provide as much detail as possible, about the issue.

Procedure

- Step 1** In the top right corner of the **Cisco Webex Meetings** desktop app, select .
- Step 2** Select **Send Problem Report**.
- Step 3** From the list, select a problem type.

Step 4 Enter a description of the problem.

Step 5 (Optional) Uncheck the corresponding check box, if you don't want to include network information.

We recommend that you leave this box checked, unless your system administrator asks you to uncheck it.

Step 6 Generate the report:


To	Do this
Create the report and save it locally.	Select Save and navigate to the location where you want to save the report. Select Save .
Create the report and automatically attach it to an email.	Select Email . To send the mail, enter the email address provided by your system administrator.

Troubleshoot Microsoft Outlook for Windows Integration

Microsoft Outlook for Windows integration must be enabled in both the desktop app and in Microsoft Outlook.

Check Your Cisco Webex Meetings Desktop App Preferences

Procedure

- Step 1** From the Windows **Start** menu, open the **Cisco Webex Meetings** desktop app.
 - Step 2** Select .
 - Step 3** From the drop-down list, select **Preferences**.
 - Step 4** Select **Integrations**.
 - Step 5** Ensure that the **Microsoft Outlook** check box is checked.
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Check Your Microsoft Outlook Preferences

Procedure

- Step 1** From Microsoft Outlook, go to **File > Options > Add-ins**.
 - Step 2** From the **Manage** drop-down list, select **Disabled Items**.
 - Step 3** Select **Go**.
 - Step 4** In the **Disabled Items** dialog box, select **Add-in: WebExOI.Addin (ptolkadd.dll)**.
 - Step 5** Select **Enable**, and then select **Close**.
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