Sign In and Meeting Issues

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Browser Compatibility Issues

**Problem** You are using an Internet Explorer browser that is listed as compatible with this product but you receive a message that states your browser is not compatible.
Possible Cause A group policy setting on your system causes your browser to advertise that it is Internet Explorer 6 instead of Internet Explorer 8.

Solution If you are using Internet Explorer 8 for Windows XP with Service Pack 3, the incompatibility message is false and you can ignore it. You can prevent your system from sending this message by changing your compatibility settings. In Internet Explorer 8, select Tools > Compatibility View Settings. Remove the domain name of your Cisco WebEx Meetings Server from the list of web sites that you have added to your Compatibility View if it is present.

Call Dropped on TLS High-Availability System

Problem In a large environment with configured for TLS (security encryption conferencing) conference calls might be dropped.

Possible Cause Your network is disconnected between your primary and high-availability virtual machines for a few minutes while a meeting is taking place. The network then recovers while the meeting is still taking place.

Solution Participants must manually rejoin their meeting.

Call-In Issues

• Problem Users hear a reorder tone before or after the complete number is dialed.

• Problem The "Your call cannot be completed as dialed" message is played by the annunciator.

• Problem During call-back, a user's call terminates after pressing 1 to join the meeting.

• Problem During call-in, a user's call terminates after entering the meeting ID followed by #.

Possible Cause You need to reconfigure your CUCM servers.

Solution Reconfigure your CUCM settings as follows: Use the "<NONE>" partition and "<NONE>" CSS (Calling Search Space) for all Cisco WebEx Meetings Server related entities in CUCM (for example, route patterns, SIP route patterns, SIP trunks, etc.).

Solution Use one partition and one CSS specifically assigned for all Cisco WebEx Meetings Server related entities. For more information refer to the system guide for your CUCM version.

Cannot Connect to WebEx Site or Administration Site

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

Possible Cause FIPS is enabled which blocks SSL 3.0.

Solution Disable FIPS.
Cannot Start or Join Meetings or View Recordings Due to Unsupported Java Version

**Problem** Users cannot start or join meetings or view recordings on any browser.

**Possible Cause** Users are using unsupported Java versions.

**Solution** If you are using Microsoft Internet Explorer, enable ActiveX or install Java above 1.6.034 or above 1.7.06. If you are using Mozilla Firefox or Google Chrome, install Java above 1.6.034 or above 1.7.06 or download and reinstall your Cisco WebEx Meetings or Network Recording Player client manually. Then attempt to start or join a meeting or view a recording again.

Join Before Host Meeting not Shown on Meetings Page

**Problem** A meeting configured with the "Join before host" option enabled is not showing up on your meetings page.

**Possible Cause** A user other than the host joined the meeting and then left before the host joined. On the Dashboard and Meeting Trends page, this meeting will be displayed 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 is not recorded on the meetings page.

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 into the Administration site, select Dashboard, and select the Meetings chart to see the Meeting Trend page. Examine the meetings that occurred at the date and time 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 are Unable to 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 your Administration site and select Settings > Audio > CUCM. Make sure you have configured the correct IP addresses, transport, and port settings.
Meeting Status is Incorrect

**Problem** A meeting participant has joined a meeting but the Start button is still displayed on the **Meetings** page.

**Solution** This is a known issue. Incorrect status on the **Meetings** page does not affect your ability to participate in the meeting.

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. If you schedule a meeting, the meeting information is picked up during the four–hour interval.

**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.

Meeting Participants Can Not Connect to Outside Phones

**Problem** Participants in meetings are unable to dial out to their phones. Participants receive a "failed to connect" error.

**Possible Cause** Check the CUCM settings in the audio settings (sign in to the Administration site and select **Settings > Audio** and select the **Edit** link under CUCM Settings), for the correct IP address, Transport and Port settings.

**Solution** Make sure that the port number and transport type match the corresponding settings on your CUCM servers.

Users are Unable to 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 Cisco WebEx Meetings and Productivity Tools to the user’s desktop. Select **Settings > Downloads** and select the **Manually push Cisco WebEx Meetings and Productivity Tools to user's desktop** option. See Configuring Your Download Settings for more information.
Unable to Start a Meeting

**Problem** Unable to start a meeting.

**Possible Cause** Your port numbers are not configured correctly.

**Solution** Ensure that your firewall or load balancing solution redirects requests to the correct ports to ensure end users can host and join meetings successfully.

User Calls are Dropped After Failover

**Problem** User calls are dropped after failover occurs on your high-availability system.

**Possible Cause** Your system has TAS enabled and uses a KPML IP phone. TAS attempts to send a subscribe SIP message to Cisco Unified Communications Manager (CUCM). The subscribe message cannot pass CUCM validation due to the change in the TAS IP address.

**Solution** This is a known issue and there are no configuration changes that can fix this problem at this time. When calls are dropped because of this problem, users must rejoin the meeting by dialing back in.

User Cannot Access Product

**Problem** TLS cannot be established. When checking sniffing packets, it shows CUCM sends "Un-Support certificate" to Cisco WebEx Meetings Server during CUCM and Cisco WebEx Meetings Server TLS handshaking.

**Possible Cause** Under Windows 7 32-bit and IE 8 environments, the local security setting has the following option:

**Possible Cause** Use FIPS compliant algorithms for encryption, hashing, and signing enabled.

**Possible Cause** The option path: gedit.msc | Computer Configuration | Windows Settings | Security Settings | Local Policy | Security Options

**Solution** If the TLSv1.0 option in IE advance settings is disabled then the user should enable the local policy. After enabling the local policy, IE 8 will work now with the TLSv1.0 turned off.

User is Dropped from 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 Meeting Ends at Specific Time

**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 current workaround. This issue will be fixed in a revision of the product.

Cisco WebEx Meetings Fails to Launch Due to Java Issues

**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. 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. These workarounds assume that 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.