



# Troubleshooting

---

- [Cisco Jabber Diagnostic Tool, on page 1](#)
- [Contact Resolution Tool, on page 2](#)

## Cisco Jabber Diagnostic Tool

### Windows and Mac

The Cisco Jabber Diagnostics tool provides configuration and diagnostic information for the following services:

- Service Discovery
- Webex
- Cisco Unified Communications Manager Summary
- Cisco Unified Communications Manager Configuration
- Voicemail
- Certificate Validation
- Active Directory
- DNS Records

To access the tool, users must bring the hub, call, or chat window into focus and select **Ctrl + Shift + D**.

Users can update the data by selecting **Reload**. Users can also save the information to an html file by selecting **Save**.

The tool is available by default. To disable this tool:

- For Jabber for Windows set the `DIAGNOSTICSTOOLENABLED` installation parameter to `FALSE`.
- For Jabber for Mac include the `DiagnosticsToolEnabled` parameter in the configuration URL with the value set to `FALSE`.

For more information about these parameters, see *On-Premises Deployment for Cisco Jabber*, or *Cloud and Hybrid Deployments for Cisco Jabber*, depending on your deployment.

### Android, iPhone, and iPad

If users are unable to sign into Cisco Jabber or your Cisco Jabber IM and Phone services aren't connected, they can use the **Diagnose Error** option to check what's causing the issue.

Users can tap **Diagnose Error** option either from the **Sign In** page or from the warning notification they get when connecting to Cisco Jabber services. Cisco Jabber then verifies:

- If there are any network issues
- If Cisco Jabber servers are reachable
- If Cisco Jabber can reconnect

If any of these checks fail, Cisco Jabber displays an error report with the possible solution. If the issue persists, they can send a problem report.

## Contact Resolution Tool

Applies to Cisco Jabber for Windows.

The Contact Resolution tool provides information for the available directory sources and a search tool to display contact search results.

To access the Contact Resolution tool, users must bring the hub, call, or chat window into focus and select **Ctrl + Shift + C**.

The tool is available by default and can be disabled by setting the `ContactsDiagnosticsToolEnabled` installation parameter to `FALSE`.

The tool provides the following search options:

- Predictive—The search takes the entered string and displays the matching records. This is the same search that is used when a user searches for a contact in the client.
- Equivalence—This search type includes further options to resolve the search string:
  - URI or JID
  - Phone number
  - SIP URI
  - Email

The search will return the records matching the specified values.

For more information about the `ContactsDiagnosticsToolEnabled` installation parameter, see *On-Premises Deployment for Cisco Jabber*, or *Cloud and Hybrid Deployments for Cisco Jabber*, depending on your deployment.