Troubleshooting

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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.

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.