Troubleshooting

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.