Troubleshooting

Participants List Displays Multiple Entries for the Same User

Possible Cause This may occur because the same user signed in to the meeting from multiple devices. For example, a user joins a meeting from home before heading into the office. The same user then joins the meeting using his iPhone while he is in the car then joins the meeting again from his computer when he arrives at the office. If the user forgot to end his previous session before joining through a new device, he will be displayed in the meeting three times.

Solution Participants should end each session before joining through different devices. Maintaining duplicate sessions for the same user will impact the available capacity of your WebEx system.

Internet Explorer Browser Not Supported

Problem You are using Microsoft Internet Explorer 8, which is supposed to be supported. However, you see an error message stating that the browser version is not supported.

> **Possible Cause** The browser is in Compatibility View mode, which effectively uses Internet Explorer 7 logic.

Solution Turn off compatibility view mode.

1. Open an Internet Explorer browser window.

2. Select **Tools > Compatibility View Settings**.

3. Verify the following:

   - The WebEx site is not listed in the list of websites you've added to compatibility view.

   - **Display intranet sites in Compatibility View** is unchecked.

   - **Display all websites in Compatibility View** is unchecked.

4. Select **Close**.

"404 Page Not Found" Error Encountered

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

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

- Check your network connection.

- Try using a different computer.

- Use a supported browser. Ensure that the version of Internet Explorer on your computer is 8 or later, even if you don't intend to use IE for Cisco WebEx Meetings.

- Turn on TLS 1.0, TLS 1.2, and SSL 3.0 by accessing the **Control Panel** > **Internet Options**. Select the **Advanced** tab. A list of checkboxes displays. Scroll the list to locate the **Security** group. Under **Security**, make sure that the TLS 1.0, TLS 1.2, and SSL 3.0 checkboxes are checked.

Cannot Start or Join Meeting

> **Possible Cause** You are using Firefox 27 or later or Chrome 32 or later and require the Cisco WebEx Meetings plug-in.

Solution If you see a prompt to install a Cisco WebEx plug-in, select **Download** and follow the instructions to install the required plug-in.

Note   After installing the plug-in, you may need to enable it.

- If you are using Chrome, select the plug-in icon that displays on the top right of your page, check the **Always allow plug-ins...** option and select **Done**.

- If you are using Firefox, select the plug-in icon that displays at the beginning of your URL (before https:) and select **Allow and Remember**.

If the meeting doesn't start automatically, refresh the page.

Possible Cause If you are using a browser other than Firefox or Chrome, you may not have Java installed on your computer.

Solution Go to http://www.java.com to install Java 1.6.034 or above or Java 1.7.06 or above.

Possible Cause

- You do not have Internet Explorer (IE) 8 or 9 installed on your computer. The latest version of Internet Explorer installed on your computer must be 8 or above, whether or not you intend to use IE to join a WebEx meeting.

- Your systems administrator has turned on an encryption mode, and your browser is not set up to process the encrypted data.

Solution Set up your browser appropriately. Go to **Control Panel** > **Internet Options**, select the **Advanced** tab, and then ensure that TLS 1.0, TLS 1.2, and SSL 3.0 are checked. For details, see "404 Page Not Found" Error Encountered , on page 2.

Possible Cause You are using Internet Explorer with Google Chrome Frame.

Solution Internet Explorer with Google Chrome Frame is not supported. Use a different browser that has been tested to work with this release of Cisco WebEx Meetings Server. You can find the list of tested browsers in the *Cisco WebEx Meetings Server FAQs* here: http://www.cisco.com/en/US/products/ps12732/products_user_guide_list.html.

Possible Cause If you see the message, "Java is not working" while trying to join a WebEx meeting, your Java SE Runtime Environment (JRE) needs to be updated to Java SE 7 Update 51 or later.

Solution On the displayed message dialog, select **Click here** to determine if Java is installed on your computer. If Java is installed, close the browser and try to join a WebEx meeting again. If Java is not installed on your computer or if the "Java is not working" message displays again, complete the following steps to download the latest version:

1 **Solution** On the displayed message dialog, select **Download and install Java**. This window displays http://www.java.com/en/download/manual.jsp.

2 Select the download link that is appropriate for your computer.

3 Close your browser.

4 Open a new browser and join a WebEx meeting.

Possible Cause If a security warning message displays when you attempt to join a WebEx meeting, add the WebEx site URL to the exception site list on the **Java Security** page.

Solution To add the WebEx site URL to the exception site list on the Java Security page:

1 **Solution** Select **Start** > **Control Panel** > **Java**

2 On the Java Control Panel window, select **Security**.
3 Select **Edit Site List**.
4 In the Exception Site List section, enter the WebEx site URL and select **OK**.
5 Close your browser.
6 Open a new browser and join a WebEx meeting.

SSO Does Not Work with iOS Devices

Problem Single Sign-On is not working with your iOS device.

Possible Cause There is a known issue with Apple iOS 6.x, where Single Sign-On (SSO) does not work for internal users of iPad/iPhone who are using the Safari 6 web browser. This is due to an Apple defect that is fixed in iOS 7. The Safari bug ID is 13484525.

Solution Use a different web browser. This release of Cisco WebEx Meetings Server has been tested to work with Firefox 10 - 25 and Chrome 23 - 31 on the Mac operating system.

Meeting Client Does Not Load

Problem I can't join a meeting because the meeting client does not load.

Possible Cause You are using Firefox or Chrome and require the Cisco WebEx Meetings plug-in.

Solution If you see a prompt to install a Cisco WebEx plug-in, select **Download** and follow the instructions to install the required plug-in.

Note After installing the plug-in, you may need to enable it.

- If you are using Chrome, select the plug-in icon that displays on the top right of your page, check the **Always allow plug-ins...** option and select **Done**.

- If you are using Firefox, select the plug-in icon that displays at the beginning of your URL (before https:) and select **Allow and Remember**.

If the meeting doesn't start automatically, refresh the page.

Possible Cause This may be because you are using a private CA or self-signed server certificate.

Solution Load the corresponding root certificate on your machine prior to joining a meeting.

Complete the following steps if you are using a Mac:

1 Open your Keychain Access application by selecting **Applications > Utilities > Keychain Access**.

2 In the left column, under Keychains, make sure that **login** is selected.

3 In the right column, double-click the untrusted certificate so that you can modify its information.

Note The certificate will have an **x** icon next to it.

4 From the certificate window, do the following:

1 Expand the **Trust** section so that you can see the parameters in this section.

2 For When using this certificate, select **Always Trust**.

3 Enter your system account and password information.

4 Select **Save Changes**.

   The icon next to the certificate will change from an **x** to a **+**.

Complete the following steps if you are using Internet Explorer on Windows:

1 Open the Cisco WebEx Meetings Server site in your Internet Explorer browser.

2 Select **Continue to this website (not recommended)**.

3 Select the **Certificate Error** button next to the browser address bar.

4 Select **View certificates**.

5 In the Certificate window, select **Install Certificate**, then complete the following steps in the Certificate Import Wizard:

   a On the Welcome page, click **Next**.

   b Select **Place all certificates in the following store**, then click **Browse**.

   c In Select Certificate Store, select **Trusted Root Certification Authorities**, then click **OK**.

   d Select**Next**, then select **Finish** to import the certificate.

   e In the Security Warning window, select **Yes** to install the certificate.

   f Select **OK** to complete the wizard.

6 Select **OK** to close the Certificate window.

7 Restart Internet Explorer and reopen the Cisco WebEx Meetings Server site.

Adobe Reader Launches Automatically

Problem Adobe Reader launches automatically on the host's local computer when a PDF file is shared.

Solution This is expected behavior. Manually quit Adobe Reader and proceed to share your document.

Error Message: Setup was Unsuccessful

Problem User attempts to join a meeting from Internet Explorer and receives the error message "Setup was unsuccessful. Please try again."

Possible Cause There may be an issue with your version of Cisco WebEx Meetings.

Solution Complete the following workaround:

1 Uninstall the Cisco WebEx Meetings application.
   In Windows 7, this is done by navigating to **Start > All Programs > Control Panel > Programs and Features**. This path may differ depending on your operating system.

Note You may need administrator privileges to uninstall programs.

2 Delete the "C:\Program Files\WebEx\" folder if it exists.
3 Open a web browser and navigate to your WebEx site.
4 Select the **Downloads** link in the upper right corner of the page and re-install the Cisco WebEx Meetings application.
5 Try to start or join a meeting again.

If the issue recurs, send the log file and "C:\Program Files\WebEx\ieatgpc.dll" file to your Cisco WebEx support representative.

Cannot Install WebEx Productivity Tools

Possible Cause Your computer may lack administrative privileges to perform the installation.

Solution Contact your administrators for more information.

"Remember Me" Function Does Not Work

Problem I selected **Remember Me** on the sign-in page, but I still had to reenter my information when signing in the next time.

Possible Cause Cookies in your browser might be turned off.

Solution First, ensure that you are using a supported browser. You can find them listed in the FAQs at http://www.cisco.com/en/US/products/ps12732/products_user_guide_list.html. Then turn on cookies in your browser. For help in doing so, contact your system administrator.

Cannot Record Meeting

Problem The **Record** button is grayed out so I cannot record my WebEx meeting.

Possible Cause

- You scheduled the WebEx meeting using an Apple iPhone or iPad.

- The WebEx meeting was started by a person using an Apple iPhone or iPad.

Solution

- Continue with your meeting even though it is not being recorded. Video, audio and desktop sharing features will operate properly.

- Ask all participants to leave the WebEx meeting, then cancel the meeting and use your computer to schedule a replacement meeting. Start the new meeting from your computer, then select the **Record** button to begin recording your meeting.

Note   If you use your computer to schedule and start a WebEx meeting, you can record the meeting even if invitees join the meeting using a mobile device.

Experiencing Audio or Video Issues During Meetings

Problem You hear constant background noise or buzzing sounds.

Possible Cause Your device may be experiencing a network bandwidth issue.

Solution If you are on 3G, try switching to Wi-Fi if it is available.

Problem You cannot hear the speaker.

Possible Cause The microphone or speaker setting on your headset may not be properly adjusted.

Solution If you are using a headset, see Fine-Tuning Your Microphone and Speaker Settings for more information about adjusting your headset settings.

Problem If you are using video, you see a noticeable delay in the audio.

Possible Cause Other applications are using a lot of system resources, for example if you are downloading a large file.

Solution If you are downloading a large file, you may want to cancel the download job and restart it after the meeting.

Problem A speaker hears an echo of what he is saying.

Possible Cause If your device has an earpiece, audio may be coming out of the earpiece instead of the speaker.

Solution Plug in a headset for better audio quality.

Problem The video for other participants cannot load or freezes.

Possible Cause Your device may not have adequate memory.

Solution If you are using a computer, it needs at least 2 GB of RAM.

Problem You cannot send your video.

Possible Cause If you cannot send video, another application may be already occupying your device's camera.

Solution If you have other applications running in the background, you may want to close them.

Problem You cannot hear audio through your Bluetooth headset.

Possible Cause Not all Bluetooth headsets are supported, depending on the platform of your mobile device.

Solution Contact your administrator for help.

Cannot Access Help

Problem The links for the Help content don't seem to work.

Possible Cause This may be due to a connection issue.

Solution Try to open the link from another web browser. If the link still does not open, check whether or not you can visit Internet sites outside your internal network. If your network is restricted to internal sites, contact your administrator to define a customized link for your organization's Cisco WebEx help content.