Cisco Jabber

This section includes troubleshooting topics related to Cisco Jabber.

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Can't Connect to a WebEx Meeting Using Cisco Jabber

Problem I am having difficulty using Cisco Jabber to connect to a WebEx meeting.

Possible Cause Cisco Unified Communications Manager IM and Presence server or Cisco Unified Presence server were not properly configured for the Cisco Jabber integration, or the user has entered an incorrect site URL or user credentials.

- **Solution** Administrators should check that port 443 is open. Cisco Jabber connects to Cisco WebEx Meetings Server through this port.

- **Solution** Administrators should ensure that the Cisco Unified Communications Manager IM and Presence server or Cisco Unified Presence server is properly configured and each user has a conferencing profile. The administrator adds the site URL to a conferencing server configuration on the presence server, and then adds that server configuration to a conferencing profile. Administrators can then associate users with that conferencing profile. When Cisco Jabber connects to the presence server, it gets the details from the conferencing profile. For more information see *Set Up On-Premises Deployments with Cisco Unified Communications Manager* in the Cisco Jabber for Windows Server Setup Guide or *Set Up Servers* in the Cisco Jabber for Windows Installation and Configuration Guide at http://www.cisco.com/en/US/products/ps12511/prod_installation_guides_list.html depending on the presence server you are using.

- **Solution** Verify that Jabber for Windows is operating properly. For more information about Jabber for Windows, refer to http://www.cisco.com/en/US/products/ps12511/prod_installation_guides_list.html.

- **Solution** Users should confirm with the Administrator that the site URL and the credentials they are using are correct. Administrators can verify user credentials by referencing the user's conferencing profile.