Preface

Overview

This guide provides troubleshooting hints, FAQs, and other information which can help you find and repair known faults which may occur with Cisco WebEx Social and its components.

Audience

This manual is intended for the system (or portal) administrator of Cisco WebEx Social. It can also be used by someone who administers a Cisco WebEx Social community.

Organization

This manual is organized as follows:

Chapter	Description
FAQs and Troubleshooting	Provides hints on how to overcome known issues or difficulties with configuring, operating or using Cisco WebEx Social. The information in the chapter is organized as Frequently Asked Questions (FAQs) and/or troubleshooting topics.
General Procedures	Provides extended verification and debugging information, as well as general procedures.
Performance and Health Monitoring	Provides information about the facilities in Cisco WebEx Social that provide for performance and health data.
Logs	Provides information about log file names and locations as well as other log-related information.

Related Documentation

- *Cisco WebEx Social Installation and Upgrade Guide*
- *Cisco WebEx Social Administration Guide*

- *Open Source Licenses and Notices for Cisco WebEx Social*
- *Cisco WebEx Compatibility Guide*
- *Cisco WebEx Social API Reference Guide*

Obtaining Documentation, Obtaining Support, and Security Guidelines

For information on obtaining documentation, obtaining support, providing documentation feedback, security guidelines, and also recommended aliases and general Cisco documents, see the monthly What's New in Cisco Product Documentation, which also lists all new and revised Cisco technical documentation, at:

http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html

Cisco Product Security Overview

This product contains cryptographic features and is subject to United States and local country laws governing import, export, transfer and use. Delivery of Cisco cryptographic products does not imply third-party authority to import, export, distribute or use encryption. Importers, exporters, distributors and users are responsible for compliance with U.S. and local country laws. By using this product you agree to comply with applicable laws and regulations. If you are unable to comply with U.S. and local laws, return this product immediately.

Further information regarding U.S. export regulations may be found at http://www.access.gpo.gov/bis/ear/ear_data.html.

Document Conventions

This document uses the following conventions:

Convention	Description
boldface font	Commands and keywords are in **boldface**.
italic font	Arguments for which you supply values are in *italics*.
[ ]	Elements in square brackets are optional.
{ x	y	z }	Alternative keywords are grouped in braces and separated by vertical bars.
[x	y	z]	Optional alternative keywords are grouped in brackets and separated by vertical bars.
string	A nonquoted set of characters. Do not use quotation marks around the string or the string will include the quotation marks.
`screen` font	Terminal sessions and information the system displays are in `screen` font.
`boldface screen` font	Information you must enter is in **`boldface screen`** font.
italic screen font	Arguments for which you supply values are in *italic screen* font.

Convention	Description
^	The symbol ^ represents the key labeled Control—for example, the key combination ^D in a screen display means hold down the Control key while you press the D key.
< >	Nonprinting characters, such as passwords are in angle brackets.

Note Means *reader take note*. Notes contain helpful suggestions or references to material not covered in the publication.

Caution Means *reader be careful*. In this situation, you might do something that could result in equipment damage or loss of data.

Warnings use the following convention:

Warning **IMPORTANT SAFETY INSTRUCTIONS**

This warning symbol means danger. You are in a situation that could cause bodily injury. Before you work on any equipment, be aware of the hazards involved with electrical circuitry and be familiar with standard practices for preventing accidents. Use the statement number provided at the end of each warning to locate its translation in the translated safety warnings that accompanied this device. Statement 1071

SAVE THESE INSTRUCTIONS