

State of Missouri



Webex Softphone – Troubleshooting

Quick Reference Guide with Detailed Steps for Troubleshooting the Webex App

If you are having technical issues with your Webex App, try the following:



3

Close Webex and Reopen

Click on the X in the top right-hand corner of the app to close it, then re-open Webex





Reset Webex App Database

Click on your profile picture / initials to pull up the drop-down menu. Select **Help** > **Health Checker**. Scroll down to the bottom and select **Reset**.

60		Health Checker	Health Checker -		
10 P		Test			
Friedman, Fred fred.friedman@wwt.com		\wedge	/		
railability tive	>	Cloud	Operational	Information taken from status.webex.com Status: Disconnected Server: ccmprodsub03.wwt.com Protocol: CTI Voicemail server Status: Connected Server: 10.27.0.25 Port: 443	
atus lit profile		Refresh			
ttings	Ask the Webex Community	S	Softphone connected		
bile download >	> Send Logs Export Calling Environment Data	Phone services			
gn Out it Webex	Send Feedback	Test		Protocol: VMREST(HTTPS)	
	Webex Help		\wedge	Windows registry status	
	About	0-0 0-0		 Client registered App for presence : Webex 	
		Outlook integration	Partial impact Other IM application running. Performance might be impacted.	✓ Service running	
		Refresh		Reset integration	



State of Missouri



Webex Softphone – Troubleshooting

Quick Reference Guide with Detailed Steps for Troubleshooting the Webex App

Error Message: Failed to Connect to Server or **Cannot Connect to Server Due to Security**

This error is a result of the user's Active Directory User ID not being a member of the necessary security group.

- 1. Submit a ticket to User Provisioning to have the user added as a member of the following security group for internet access: OCS_CF.MediumAccess (or higher).
- 2. Once the user has been added to the security group, follow the instructions below to reset SSO credentials in Webex Hub.
 - 1. Close WebEx.
 - 2. Click on link <u>MOTrust SSO</u>.
 - 3. In the drop-down menu choose UC WebEx Hub at bottom of the list.
 - 4. Click Sign In. You should see a "Sign In Successful" screen next.
 - 5. Open WebEx and **sign in with your email address**.

Error Message: Email is not authorized to sign into Webex.

This error is a result of a User's Active Directory ID being disabled or set to an inactive status.

- 1. Submit a ticket to User Provisioning to have the user's account moved to an active status.
- 2. Once the user has been added to the security group, follow the instructions below to reset SSO credentials in Webex Hub.
 - 1. Close WebEx.
 - 2. Click on link <u>MOTrust SSO</u>.
 - 3. In the drop-down menu choose UC WebEx Hub at bottom of the list.
 - 4. Click Sign In. You should see a "Sign In Successful" screen next.
 - 5. Open WebEx and **sign in with your email address**.