



Webex Softphone – Troubleshooting

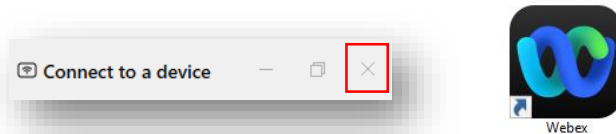
Quick Reference Guide with Detailed Steps for Troubleshooting the Webex App

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

1

Close Webex and Reopen

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

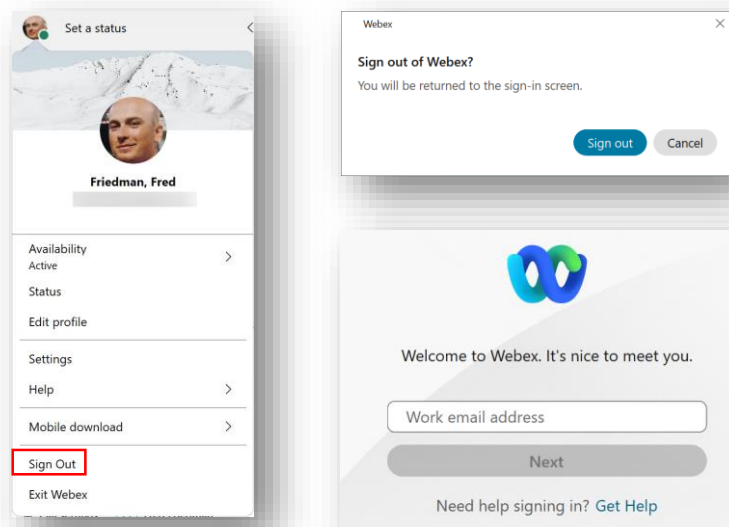


2

Log Out and Back In

Click on your profile picture / initials to pull up the drop-down menu. Select **Sign Out**.

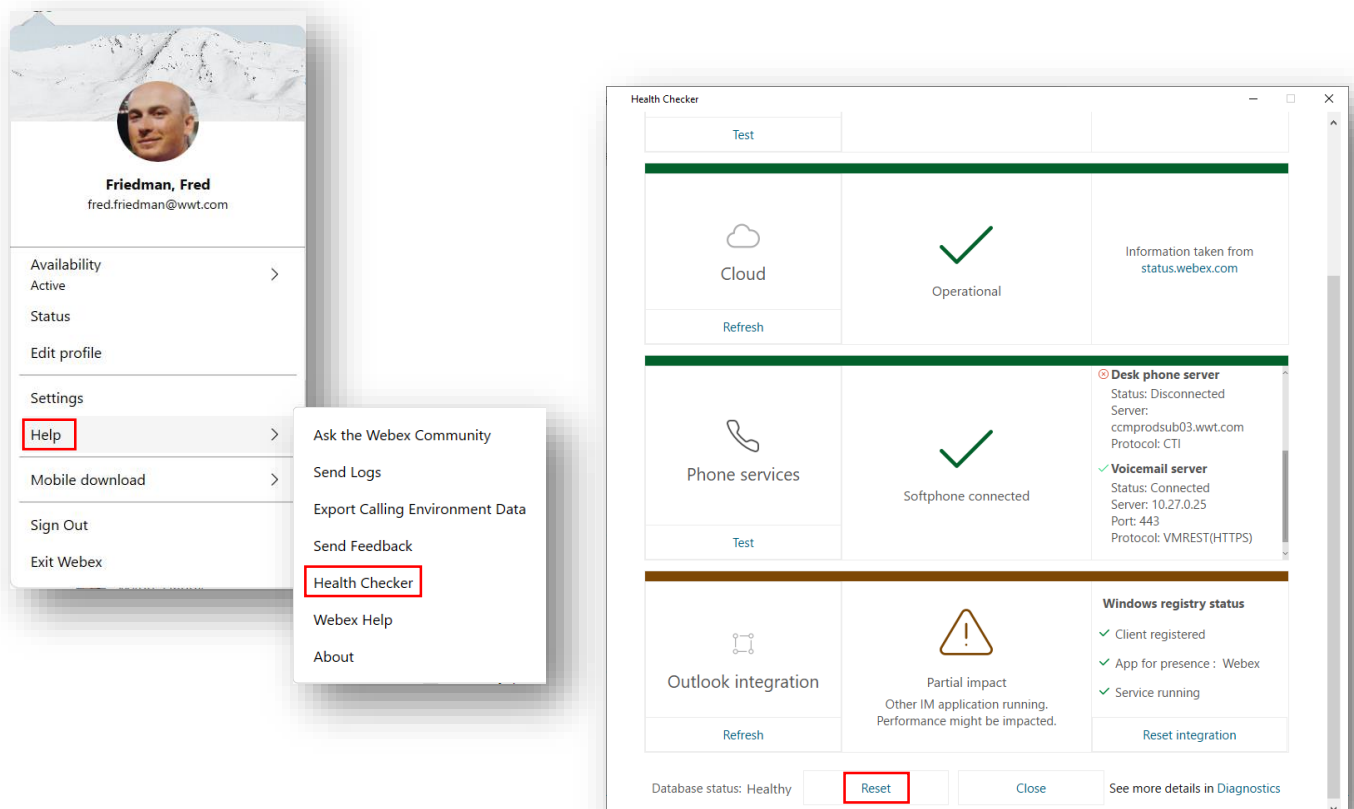
Re-open Webex and enter your e-mail address.



3

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**.





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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 [MOTrust SSO](#).
 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 [MOTrust SSO](#).
 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**.