



Troubleshoot Your Cisco Webex Meeting

Use this article as a guide to resolving issues that might occur when you are hosting a meeting using Webex Meetings. Do not let challenges keep you from connecting with participants.

Understanding the Cisco Webex Web App:

- Available features may vary depending on which OS and Browser you are using.

The Cisco Webex web app lets users join from any supported Google Chrome, Internet Explorer, Firefox, Edge, or Safari browser. For help, see: [Cisco Webex Web App Supported Operating Systems and Browsers](#), and [Cisco Webex Web App](#).

With the Cisco Webex web app, you can join Webex meetings and events fast, without installing anything (no plug-ins) on your computer. For help, see: [Get Started Joining a Meeting, Event, or Training Session with the Webex Web App](#).

Addressing Technical Issues

Issues	Resolutions
No one joining your meeting	Check that the invitation contained the correct URL. Verify that you scheduled the meeting for the correct time zone. Contact attendees to rule out technical issues.
Participants cannot hear one another	Make sure that audio connections are not muted Have participants check their phone or VoIP connections and confirm that microphones or headsets are powered and switched on. Try to reset a VoIP connection by clicking Mute then Unmute



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<p>Meeting Invitation Link Issues Symptoms:</p> <ul style="list-style-type: none">• The Meeting join link does not work.• Join Meeting link is missing from the email invitation for Webex Meetings.• The email invitation for Webex Meetings is blank, with no join meeting link.• The green Join Meeting button is missing from the invitation after updating my meeting	<p>Solution:</p> <p>If the meeting invitation link is not allowing you to start or join a meeting, try the following:</p> <ul style="list-style-type: none">• Navigate to https://www.webex.com/login/attend-a-meeting.• Enter the meeting, session, or event number into the Meeting Number field.• Enter your name, email address, and the meeting password.
<p>Participants can't log in</p>	<p>Verify that the participant is using the correct password.</p> <p>Ask the participant to open a new browser window and copy and paste the meeting URL from the invitation email into the browser Address bar.</p>
<p>Can't install or don't have Webex Desktop App</p>	<ul style="list-style-type: none">• Temporary File Solution (TFS): <p>TFS is designed to enable users that are in a locked-down PC (Windows) desktop environment (without administrative rights) to join meetings without having to download and install the Webex Desktop App in their file system. For help, see: WBX25110 - What is the Temporary File Solution (TFS)?</p> <ul style="list-style-type: none">• Additional Information:• WBX25123 - How Do I Force Internet Explorer to Use TFS?• WBX72661 - Join a Meeting from Chrome with the Temporary File Solution (TFS)



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<p>Start or Join Issues</p> <p>Symptoms:</p> <p>If you are seeing one of the following messages (or something similar) while joining or starting a meeting, you may not have administrative rights to install software on your computer:</p> <p>Hanging at 'One Moment Please'</p> <p>Hanging at: Starting Webex</p> <p>'Java is not working' error</p> <p>Hanging at 'Meeting in Progress'</p> <p>Unable to start or join a meeting, the meeting client hangs at 10%, 86%, or 99%.</p> <p>The meeting hangs at 10%, 86%, or 99% while trying to start or join a meeting.</p> <p>The join process may hang if the meeting installer is not able to run properly</p>	<p>To resolve the start/join issue:</p> <ol style="list-style-type: none"> 1. Close all open web browsers, open a new browser, and try to start/join the meeting again. 2. If you are still not able to start/join the meeting, clear cache and cookies in your web browser, see: <ul style="list-style-type: none"> ○ WBX37919 - How Do I Clear the Cache and Cookies in Microsoft Internet Explorer? ○ WBX38898 - How Do I Clear my Cache and Cookies in Mozilla Firefox? ○ WBX38899 - How Do I Clear Cache and Cookies in Google Chrome? 3. If the options above do not resolve the issue, contact your local IT department for further assistance with manually installing the Webex Desktop App. 4. This could also be an issue with not having admin privileges to install software on the machine. For this you can use the Temporary File Solution (TFS): see previous Issue and resolution
<p>Mobile App Issues</p> <p>Symptom:</p> <p>Unable to join or start a meeting from a Mobile device</p>	<p>To join or start meetings using a mobile device, check the following first:</p> <ul style="list-style-type: none"> • Make sure you have a Supported Device and OS Version • Verify that you have WiFi or cell coverage <p>Other Solutions:</p> <p>❖ For iOS</p> <ul style="list-style-type: none"> ➤ Uninstall the Cisco Webex Meetings mobile app. ➤ Download Cisco Webex Meetings (iOS) app. ➤ Try to join the meeting again. <p>❖ For Android</p> <ul style="list-style-type: none"> ➤ Uninstall the Cisco Webex Meetings mobile app.



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	<ul style="list-style-type: none">➤ Download Cisco Webex Meetings (Android) app.➤ Try to join the meeting again. <p>For additional information on Mobile support: Cisco Webex Meetings Mobile App Resources.</p>
Webex session loads slowly	<p>Ask the participant to log off and log back in again.</p> <p>Ask the participant to close all applications except Webex Meetings.</p> <p>Have the participant clear the web browser cache and delete temporary files and cookies.</p> <ul style="list-style-type: none">○ WBX37919 - How Do I Clear the Cache and Cookies in Microsoft Internet Explorer?○ WBX38898 - How Do I Clear my Cache and Cookies in Mozilla Firefox?○ WBX38899 - How Do I Clear Cache and Cookies in Google Chrome?
Your browser crashes	<p>Open a new browser window and try to rejoin the meeting using the meeting number and Host ID.</p> <p>Have backup material that you can read over the phone. If this persists and audio and/or video call via phone may be needed.</p>
Participants cannot hear one another	<p>Make sure that audio connections are not muted</p> <p>Have participants check their phone or VoIP connections and confirm that microphones or headsets are powered and switched on.</p> <p>Try to reset a VoIP connection by clicking Mute then Unmute</p>



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Additional resources

- <https://answers.uillinois.edu/uic/search.php?offset=0&q=&cat=7443&aud=0&sort=0&advanced=0>
- <https://peoria.medicine.uic.edu/cis/continuity/> - CLINICS TAB