



Troubleshooting WebEx

WebEx Services Status Updates

https://status.webex.com/service/status?lang=en_US

IMPORTANT!!

- We recommend using either the Firefox or Chrome browser for access to Virtual Meetings
- Instructors may want to ask students not to use their webcam during a Virtual meeting as it affects the available bandwidth.

Authorization Has Expired Error Message Fix

[Added 8/17/20]

<https://cbu.instructure.com/courses/5063/pages/webex-authorization-has-expired-error-message-fix>

Student cannot log into WebEx Meeting through Canvas

[Added 10/13/21]

Make sure students log into WebEx through the WebEx site (<https://cbu1.webex.com>) before attempting to join the WebEx meeting through Canvas. They will use their CBU email and password to log into WebEx.

WebEx Guide on Audio Issue

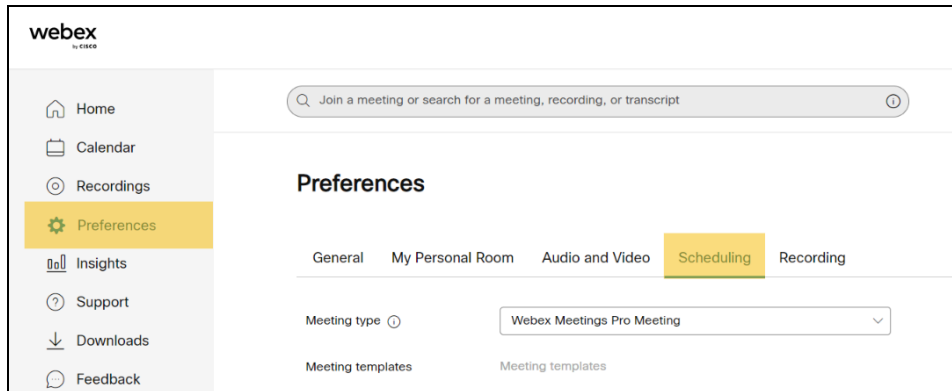
[Added 8/27/20]

<https://help.webex.com/en-us/WBX12581/Webex-Audio-Troubleshooting>

For users who are unable to record in cloud when accessing Webex via Canvas.
[Added 11/11/20]

Step 1:

1. Login to webex site <https://cbu1.webex.com>
2. Go to **Preferences** > Click on **Scheduling** button.



3. In the meeting type select “**Webex Meetings Pro Meeting**” Scroll down and click on **Save** button. **NOTE:** In case you find that meeting type is already selected as “**Webex Meetings Pro Meeting**”, then try to click on save button once to update the settings.



Step 2: Schedule a new test meeting by going to Canvas application and **Start Meeting**. Check if you get an option to record meeting in the cloud or not.

Reference: <https://servicedesk.msstate.edu/TDClient/45/Portal/KB/ArticleDet?ID=1725>

New Tips from WebEx for the 'Best Meeting Experience'

[Added 3/26]

Monitoring -

Due to circumstances resulting from COVID-19 (coronavirus disease) a historic number of employees are rapidly transitioning to remote work. Webex meetings have never been more vital for staying connected. This is also putting a tremendous strain on regional internet service providers and telephony providers which may result in telephony incidents or service degradation at certain peak times.

Disconnect from your VPN:

Your employer may have provided you with a VPN (virtual private network) service that allows you to use the company network while working remotely. You can use Webex Meetings outside of VPN for the best experience.

Choose audio over video:

Webex will suggest or automatically lower your resolution and may eventually turn off your video to adapt to your network quality. You can also do this at any time. Learn more at <http://cs.co/slow-connection>.

Build in breaks:

You can get a faster join experience by joining 5 minutes early or even better yet - schedule meetings on the 15th or 45th minute of the hour.

Switch to call-in audio:

If your internet audio and video experience or call me/call back does not work, you can keep collaborating. Call in using the dial-in numbers in your meeting invitation to join via your cell phone or landline. If the primary phone number that is provided is temporarily unavailable, the invite includes a long list of other global call-in numbers you can try. Learn more at <http://cs.co/dial-in>.

WebEx Meeting Best Practices Document (PDF)

[View or download from WebEx here.](#)

Reference: Latest Webex Status Information.

https://status.webex.com/service/status?lang=en_US

I cannot install WebEx on my computer:

Solution: Use the Cisco Webex Web App

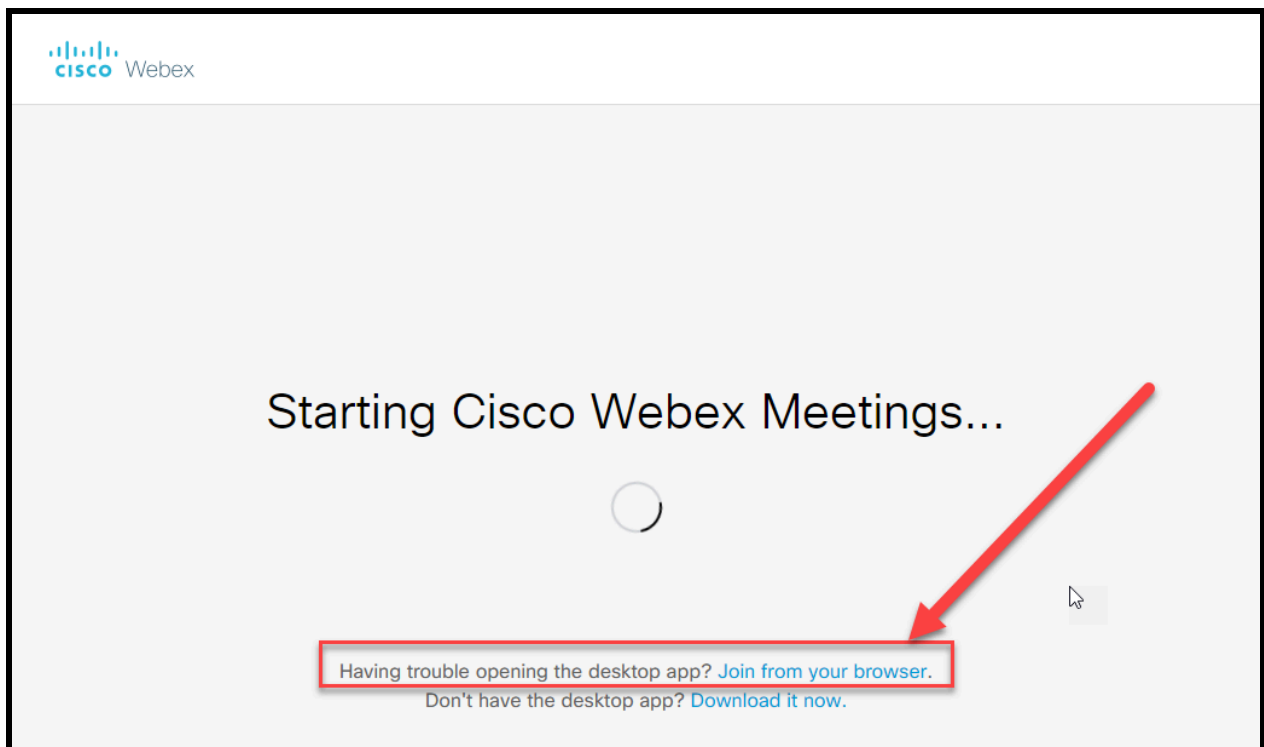
The Cisco Webex web app lets users join from any supported Chrome OR Firefox browser. With the Cisco Webex web app, you can join Webex meetings and events fast, without installing anything (no plug-ins) on your computer.

Host:

For meeting hosts, click the Start by browser link.

Attendee:

Just select the Join by browser link.



Helping Participants into My Meeting

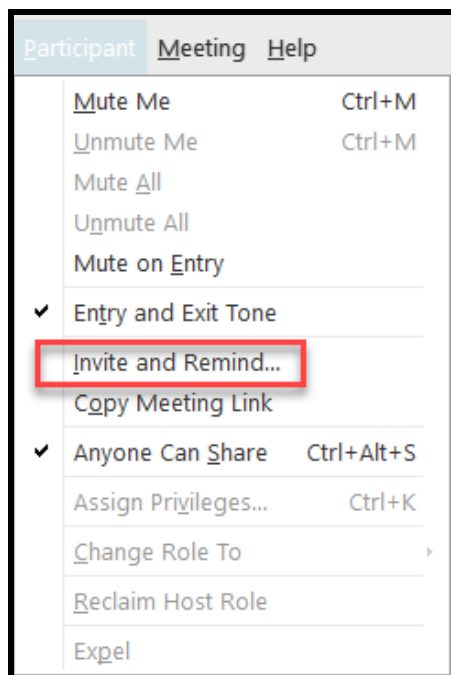
And

Using Phone for Audio/Microphone:

The 'Meeting Information' button in the top, left corner of the room will give you information that you might pass along to participants that need to join the meeting by phone.

Anyone can call in using the phone number, meeting number, and attendee ID if they like to use their phones for audio/microphone. Participants without internet access can call in so they can hear and participate verbally with the meeting.

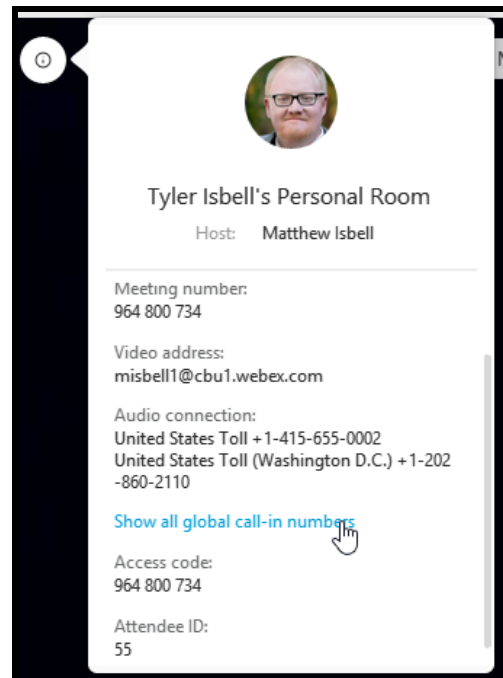
You may also invite individuals into your meeting via email by using the 'Participant' option on your menu bar at the top of the window during a meeting. If someone needs meeting info & password, use the 'Invite and Remind' option to email this information.



I am having
a start/join
issue:

Computer:

1. Clear cache and cookies in your web browser:
 - a. [WBX38898 - How Do I Clear my Cache and Cookies in Mozilla Firefox?](#)
 - b. [WBX38899 - How Do I Clear Cache and Cookies in Google Chrome?](#)
2. Close all web browsers, open a new browser, and try to login again.



Mobile Phone:

Solution: Reinstall Cisco Webex Meetings Mobile App & Rejoin Webex

For iOS:

1. Uninstall the Cisco Webex Meetings mobile app.
2. Download Cisco Webex Meetings (iOS) app.

3. Try to join the meeting again.

For Android:

1. Uninstall the Cisco Webex Meetings mobile app.
2. Download Cisco Webex Meetings (Android) app.
3. Try to join the meeting again.

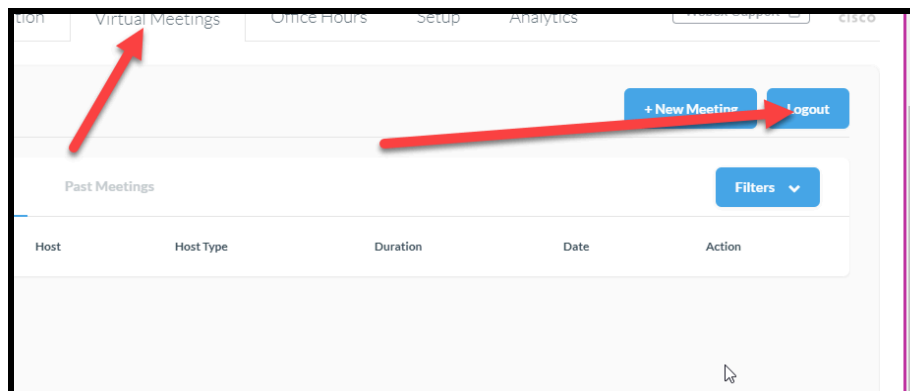
I cannot join a meeting using the email invitation link.

To resolve the join issue by using the meeting, session, or event number:

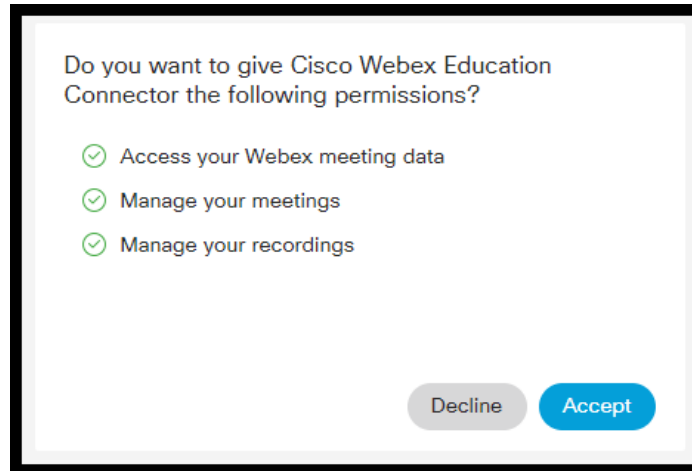
1. Navigate to <https://www.webex.com/login/attend-a-meeting>
2. Enter the meeting, session, or event number into the Meeting Number field.
3. Enter your name, email address, and the meeting password.

‘Your webex authorization has expired. Please reauthorize webex.’

1. Click on the ‘Virtual Meetings’ tab within ‘Cisco Webex’ in Canvas
2. Click on ‘Logout.’



3. Click ‘Log into WebEx Meetings.’
4. ‘Accept’ the permissions.



5. Use WebEx as intended.

Audio Troubleshooting

When you join a meeting with audio, you should see a prompt to connect to the audio conference.

For help connecting to the meeting audio, see:

- [Connect to Audio and Video in Cisco Webex Meetings](#)
- [Join the Audio Conference for My Meeting from a Mobile Device](#)

If you are not hearing any sound, try the following:

- Make sure you are connected to the audio conference. When connected, a phone or headset icon should appear next to your name in the Participants panel.
- Use the Audio and Video Connection ... or Computer Audio Settings..., under the Audio menu, to make sure you have selected the right speaker to use for audio. You may also adjust the audio volume from this screen. For help, see:

[WBX54825 - How Do I Configure My Audio Devices for Webex Meetings?](#)

- If connected using your computer, try increasing the volume on your speakers or headset.
- Make sure the host or presenter is actually speaking. When they are talking, you should see blue waves coming from their phone or microphone icon.
- Try chatting to the other participants and see if others are unable to hear the audio.

- If using VoIP or computer audio, make sure your speakers or headset are connected properly, try:
 - [Restarting the Windows Audio service](#)
 - Leaving the meeting and restarting your computer, then rejoin.
- The Exclamation  User-added image Mark appears when your speakers or headset are muted in your computer sound settings. This is a separate setting than any mute setting within the meeting window itself.
 - Hover your mouse over the Exclamation Mark, and you will see an indicator on whether your speakers or microphone are muted. [Click Here to correct the issue.](#)
- If the event is using Audio Broadcast, try leaving the event and rejoining. If you still have problems, you can request to join the phone conference.

Echoing is heard:

- Phone - Echoing is generally caused by a participant in the teleconference on a speakerphone creating an audio feedback loop. The mic on the speakerphone is picking up the teleconference and rebroadcasting it.
- VoIP - One of the causes of echo in your audio conference is a microphone, or headset with microphone, that is placed too close to computer speakers.

To resolve echoing issues, Mute all lines in the teleconference, then Unmute only the active speakers.

WebEx Office Hours in Canvas or Personal Room

- [How-To Set Up Instructions](#)
- [Teacher & Students Instructions PDF](#)

WebEx Support Hotline

1-866-229-3239 Toll Free

(Available 24 hours a day, 7 days a week)

Contact: <https://support.webex.com/support/manage-ticket.html>

NEED MORE HELP? CDI@cbu.edu | 901.321.4004

References

- [WebEx Help Center](#)
- [Get Started with Cisco Webex Meetings for Hosts](#)