Problemen oplossen

Sign-In Issue Resolutions

Here are ways to resolve sign-in issues.

iPhone and iPad

If you cannot sign in, try the following troubleshooting tips:

• Check if you are using a supported device and operating system. Click here| Supported Device and Operating System

• Check if you can access your corporate network from non-corporate Wi-Fi networks.

• If you can access your corporate network from non-corporate Wi-Fi networks, contact your system administrator to check if your collaboration edge environment has been set up correctly.

• If you have access rights to your corporate network from non-corporate Wi-Fi networks, check that your VPN is connected (if VPN is required). If your VPN is not connected, contact your system administrator.

• If you are using **Phone Services**, check the network connection between your device and the corporate network as follows:

    1. Open your Internet browser.

    2. Try to access the administration pages for your corporate calling system by entering the following URL in your Internet browser: https://your company's Cisco Unified Communications Manager (CUCM) server address.

       Example:https://209.165.200.224

       Contact your system administrator if you need the address for your company's Cisco Unified Communications Manager server.

• If you cannot access the administration pages for your corporate calling system, try again from a different network access point. If you still cannot access the administration pages for your corporate calling system, contact your system administrator to find out if there is a network issue.

- If you are using Cisco Unified Communications Manager (CUCM) IM and Presence Service Release 9.1 or earlier, check that you can sign in with your user account as follows:

  1. Enter the URL using the following format: *https://presence server name/ccmuser*.

     If you cannot access the server, contact your system administrator to find out if there is a network issue.

  2. Sign in with your username and password.

     If the sign-in fails, please confirm your username and password with your system administrator.

- If you are using Cisco Unified Communications Manager IM and Presence Service, check the network connection between your device and the server as follows:

  1. Open a ping utility to ping the Cisco Unified Communications Manager IM and Presence Service server.

  2. Enter the Fully Qualified Domain Name of the server in the following format: presence server name.domain.com.

     If you cannot ping the server, contact your system administrator.

Android

If you cannot sign in, try the following troubleshooting tips:

- Check that you are using a supported device and operating system. For information about supported devices and operating systems, see the Cisco Jabber for Android Release Notes for your release.

- Check that you are using the correct release of Cisco Jabber for Android.

  You can download the latest release of Cisco Jabber for Android from the Google Play Store.

- Check that your VPN is connected (if VPN is required). If your VPN is not connected, and you are not using Expressway Remote and Mobile Access, contact your system administrator for configuration details.

- If you are using HTTP basic SAML SSO authentication and the sign-in fails when switching users with the Reset Jabber functionality:

  1. Reset Cisco Jabber.

  2. Force Quit the application fully in Android OS.

  3. Log in.

- If you are using Phone Services, check the network connection between your device and the corporate network as follows:

  1. Open your web browser.

  2. Try to access the administration pages for your corporate calling system by entering the following URL in your web browser: http://cisco_unified _communications_manager_node_name_or_ip_address/ucmuser.

  3. Contact your system administrator if you do not have the address for your company's Cisco Unified Communications Manager node.

- If you cannot access the administration pages for your corporate calling system, try again from a different network access point. If you still cannot access the administration pages for your corporate calling system, contact your system administrator to find out if there is a network issue.

- If you are using Cisco Unified Communications Manager IM and Presence Service, check the network connection between your device and the node as follows:

  1. Open a ping utility to ping the Cisco Unified Communications Manager IM and Presence Service node.

  2. Enter the Fully Qualified Domain Name or IP address of the node in one of the following formats:

       - presence_node_name.domain.com

       - ip_address.domain.com

     If you cannot ping the node, contact your system administrator.

- If you are using a tablet, contact your system administrator to ensure that it is set up for use. Some tablet services require extra configuration that may not have been performed.

- If you still cannot set up Cisco Jabber for Android, send a problem report to your system administrator.

Jabber-configuratie vernieuwen

Zorg dat uw Cisco Jabber-client up-to-date is door de Cisco Jabber-configuratie te vernieuwen op elk gewenst moment nadat u bent aangemeld. Vernieuw Cisco Jabber als de beheerder de parameterinstellingen heeft gewijzigd. Ook als u niet wilt bijwerken of vernieuwen, controleert Cisco Jabber automatisch elke 8 uur de servers om te zorgen dat de meest recente configuratie hebt.

Uw Windows-configuratie vernieuwen

Stap 1   Klik in Cisco Jabber op het **tandwielpictogram** ⚙ tandwiel, kies **Help** en Kies **Configuratie** vernieuwen.

Stap 2   Klik op **OK**.

Uw Mac-configuratie vernieuwen

Stap 1   Ga in het hoofdmenu naar **Help** en kies **Configuratie vernieuwen**.

Stap 2   Klik op **OK**.

Uw mobiele configuratie vernieuwen

Stap 1 Tik op de afbeelding van uw contactpersoon, ga naar **instellingen** en schuif omlaag naar **Help**.

Stap 2 Tik op **Configuratie** en vervolgens op **Configuratie vernieuwen**.

Jabber opnieuw instellen

U kunt Cisco Jabber opnieuw instellen wanneer u uw account wilt wijzigen, uw logbestanden wilt wissen, uw chat- of gespreksgeschiedenis wilt wissen of problemen met Jabber wilt oplossen.

Uw Windows-toepassing opnieuw instellen

Stap 1 Klik in Cisco Jabber op het **tandwielpictogram** ⚙ tandwiel en kies **Afmelden**.

Stap 2 Vanuit de pagina **Aanmelden** klikt u op **Jabber opnieuw instellen**.

Stap 3 Klik op **Behouden** om het beveiligde telefooncertificaat te behouden.

Opmerking Verwijder het certificaat niet, anders kunt u geen gespreksfuncties gebruiken totdat de beheerder het opnieuw heeft geconfigureerd.

Uw Mac-app opnieuw instellen

Stap 1 Schuif omlaag in het hoofdmenu en kies **Jabber afsluiten**.

Stap 2 Vanuit de pagina **Aanmelden** klikt u op **Jabber opnieuw instellen**.

Stap 3 Klik op **Behouden** om het beveiligde telefooncertificaat te behouden.

Opmerking Verwijder het certificaat niet, anders kunt u geen gespreksfuncties gebruiken totdat de beheerder het opnieuw heeft geconfigureerd.

Uw mobiele toepassing opnieuw instellen

Stap 1 Tik op uw profielafbeelding en tik vervolgens op **Afmelden**.

Stap 2 Vanuit de pagina**Aanmelden** tikt u op **Jabber opnieuw instellen**.

Stap 3 Tik op **Behouden** in Android of tik op **Certificaat behouden** op iPhone en iPad het beveiligde telefooncertificaat te behouden.

Opmerking   Verwijder het certificaat niet, anders kunt u geen gespreksfuncties gebruiken totdat de beheerder het opnieuw heeft geconfigureerd.