



## 故障诊断

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## 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 配置刷新

在您登录后，请随时刷新 Cisco Jabber 配置，让您的 Cisco Jabber 客户端保持最新。如果您的管理员已修改参数设置，请刷新 Cisco Jabber。即使您没有更新或刷新，Cisco Jabber 也会每隔 8 小时自动与服务器检查一次，确保配置为最新。

## 刷新 Windows 配置

**步骤 1** 在 Cisco Jabber 中，单击齿轮图标  帮助，然后选择 刷新配置。

**步骤 2** 单击确定。

## 刷新 Mac 配置

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**步骤 1** 从主菜单转至帮助并选择刷新配置。

**步骤 2** 单击确定。

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## 刷新您的移动配置

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**步骤 1** 点击您的联系人照片，转到设置并向下滚动到帮助。

**步骤 2** 依次点击配置和刷新配置。


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## Jabber 重置

您可以在想要更改帐户、清除日志文件、清除聊天或呼叫历史记录或者排查 Jabber 问题时重置 Cisco Jabber。

## 重置您的 Windows 应用程序

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**步骤 1** 在 Cisco Jabber，单击齿轮图标  注销。

**步骤 2** 从登录页面单击重置 Jabber。

**步骤 3** 单击保留以保留安全电话证书。

**注释** 不要删除证书，否则在管理员重新配置之前，您将无法使用任何呼叫功能。

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## 重设 Mac 应用程序

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**步骤 1** 从主菜单中，向下滚动并选择退出 Jabber。

**步骤 2** 从登录页面单击重置 Jabber。

**步骤 3** 单击保留以保留安全电话证书。

**注释** 不要删除证书，否则在管理员重新配置之前，您将无法使用任何呼叫功能。

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## 重置您的移动应用程序

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**步骤 1** 点击个人资料照片，然后点击注销。

**步骤 2** 从登录页面点击**重置 Jabber**。

**步骤 3** 在 Android 中点击**保留**，在 iPhone 和 iPad 中点击**保留证书**以保留安全电话证书。

**注释** 不要删除证书，否则在管理员重新配置之前，您将无法使用任何呼叫功能。

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