Troubleshooting

Update the SSO Certificate for the Cisco Jabber Domain

This procedure applies to cloud or hybrid deployments. Use this procedure to upload an updated single sign-on (SSO) certificate for your Cisco Jabber domain.

Note   Only certificates with 1024, 2048, or 4096 encryption bits and RC4-MD5 algorithms are supported.

Before you begin

The certificate must be in a .CER or .CRT file format.

Procedure

Step 1	Log in to the Webex Org Admin tool at https://www.webex.com/go/connectadmin.
Step 2	After loading the Administration tool, click the **Configuration** tab.
Step 3	In the left navigation bar, click on **Security Settings**.
Step 4	Click the link for **Organization Certificate Management**. Previously imported X.509 certificates are displayed.
Step 5	In the **Alias** field, enter your company's Cisco Webex Organization.
Step 6	Click **Browse** to navigate to the X.509 certificate. The certificate must be in a .CER or .CRT file format.
Step 7	Click **Import** to import the certificate. If the certificate is not according to the format specified for an X.509 certificate, an error is displayed.
Step 8	Click **Close** twice to return to the **SSO Related Options** screen.
Step 9	Click **Save** to save your Federated Web single sign-on configuration details.

Cisco Jabber Diagnostics Tool

Windows and Mac

The Cisco Jabber Diagnostics Tool provides configuration and diagnostics information for the following functionality:

- Service Discovery
- Cisco Webex
- Cisco Unified Communications Manager Summary
- Cisco Unified Communications Manager Configuration
- Voicemail
- Certificate Validation
- Active Directory
- DNS Records

To access the Cisco Jabber Diagnostics Tool window, users must bring the hub window into focus and enter `Ctrl + Shift + D`. Users can update the data by clicking the **Reload** button. Users can also save the information to an html file by clicking the **Save** button.

The Cisco Jabber Diagnostics Tool is available by default. To disable this tool, you must set the DIAGNOSTICS_TOOL_ENABLED installation parameter to FALSE. For more information about this installation parameter, see *On-Premise Deployment for Cisco Jabber*, or *Cloud and Hybrid Deployments for Cisco Jabber*, depending on your setup.

Android, iPhone, and iPad

If users are unable to sign into Cisco Jabber or your Cisco Jabber IM and Phone services aren't connected, they can use the **Diagnose Error** option to check what's causing the issue.

Users can tap **Diagnose Error** option either from the **Sign In** page or from the warning notification they get when connecting to Cisco Jabber services. Cisco Jabber then verifies:

- If there are any network issues
- If Cisco Jabber servers are reachable
- If Cisco Jabber can reconnect

If any of these checks fail, Cisco Jabber displays an error report with the possible solution. If the issue persists, they can send a problem report.