

Top 6 Known WebEx Issues Experienced by NSF Remote Participants

WebEx Technical Requirements

1. Computer with internet access (Mac with Chrome, Firefox or Google Chrome Internet Explorer Add-in or Windows PC with Internet Explorer). The WebEx online tool used for virtual panels does not work with Linux operating systems and does not fully support the Microsoft Edge browser or Windows 10. Operating Systems and browsers supported by WebEx Training Center version 29.13 and 30.1 are at URL: <https://support.webex.com/MyAccountWeb/knowledgeBase.do?articleId=WBX4830>
2. Web camera
3. Computer headset with microphone and a landline telephone to connect to meeting audio as a contingency in case WebEx fails.
4. WebEx Training Manager Software. **Note:** Available for download with appropriate media player (Flash 6.0 or later, Windows Media Player 9.0 or later or Quick Time 7.1 or later).
5. Some WebEx Modules have limited or no functionality for mobile devices and therefore mobile devices should not be used for NSF panels with WebEx.

1. Microsoft Edge Browser Incompatibility

The Microsoft Edge browser will not work for starting or joining WebEx meetings, because it is not compatible. To resolve this issue use Internet Explorer or another browser until Microsoft Edge browser is fully supported by Cisco WebEx.

2. Error 111 - Setup was unsuccessful when trying to join into a Cisco WebEx Meeting.

This issue may be due to the Cisco WebEx LLC certificate being unrecognized or considered as a certificate from "Untrusted Publisher". To resolve this issue follow the steps below:

1. In Internet Explorer, go to **Tools>Internet Options>Content** tab.
2. Click the **Certificates** button.
3. Scroll to **Untrusted Publisher** tab.
4. Select **Cisco WebEx LLC** certificate, then click **Remove**.
5. Restart the PC and repeat attempts to rejoin the meeting.

3. Windows 10 operating system Error: "Invalid input or system error. Please contact administrator."

This issue may be due to Windows 10 limited compatibility issues. To resolve this issue follow the steps below:

1. Launch Google Chrome
2. In search bar type in **Google Web Store**
3. Click on first link.
4. In "Search the store" bar type in : **IE Tab**
5. From the **Extensions** section, select the **"Add to Chrome"** on IE Tab.
6. Click **Add Extension**.
7. Click on the **Internet Explorer logo** that appears on the right of the address bar.
8. Click **Run** on the prompt pop-up.
9. Navigate to NSFEVENTS.WebEx.com to join the event.
10. Click **Run** on prompt to access the event.

4. Unknown Developer Error:

Some Macintosh computer users with the latest operating system reported receiving an error message "unknown developer" while attempting to download the WebEx plugins. To resolve this issue follow the steps below to go to your System Preference to override the denial:

1. Select the Security and Privacy item
2. On the General screen select one of the 3 radio buttons to choose permission to install apps -- 1) Mac App Store only, 2) Mac App Store and identified developers, and 3) Anywhere.
3. The default for most MACs is permission level 2, but the WebEx developer may be unknown to your operating system.
4. For detailed instructions go to: <http://support.apple.com/kb/HT5290>

5. Browser hangs at the "Meeting in progress," "Session in progress," or "One moment please" page

This issue could be caused by restricted browser security settings and can be resolved by one of the following options:

- Option 1:** Use the Temporary file Solution (TFS) installer (No admin rights needed)
- Option 2:** Use an alternate browser
- Option 3:** Add WebEx as a trusted site in your browser
- Option 4:** If your IT department does not restrict your ability to change browser security settings, follow the steps below to resolve this issue:
1. In Internet Explorer, go to the **Tools** menu, then select **Internet Options...**
 2. Go to the **Advanced** Tab
 3. Scroll down to the **Security** section.
 4. Check the **Use TLS 1.0** box
 5. Click the **OK** button
 6. Exit all open web browsers, then join the session again.

Cisco WebEx Technical Support is available 24/7 at 1-866-229-3239 or 1-866-569-3239.