

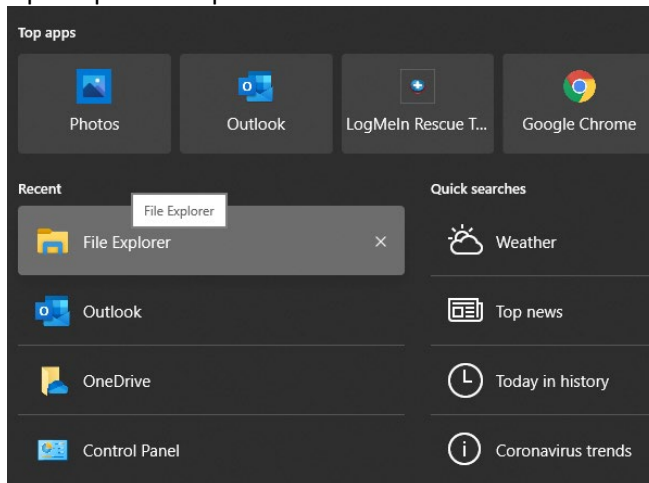
Cisco Jabber Troubleshooting / Installation

If an end-user reports that logging in to **Cisco Jabber** does not work, the first thing you should do is make sure that the **user account is not locked** because of password policies in the LDAP server or Cisco Unified Communications Manager. Once this has been determined, you can use this link to troubleshoot other common issues:

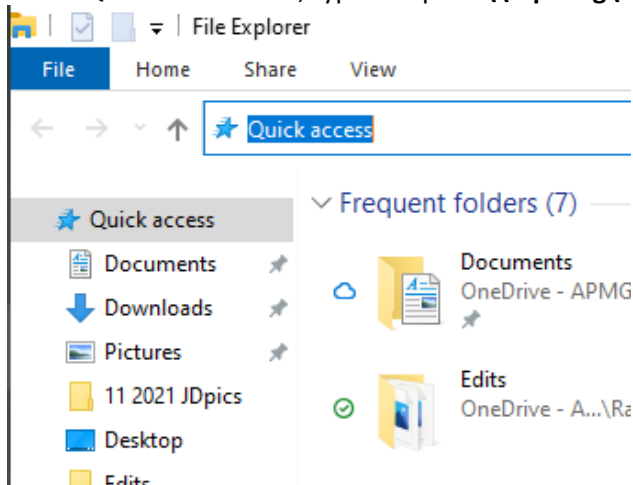
<https://ccieme.wordpress.com/2017/01/29/troubleshoot-common-cisco-jabber-issues/>

If you are still having issues, a good solution is to re-install the entire app with these steps:

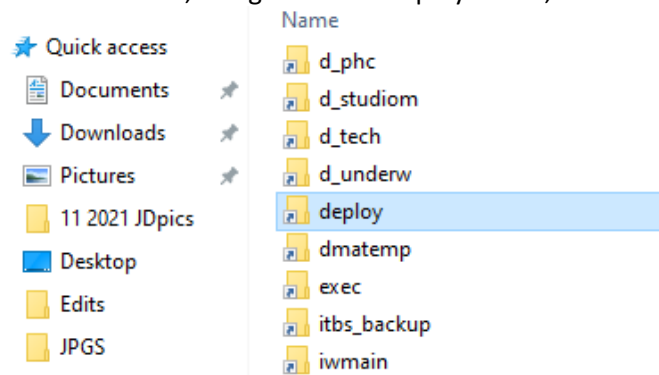
1. Open up a File Explorer



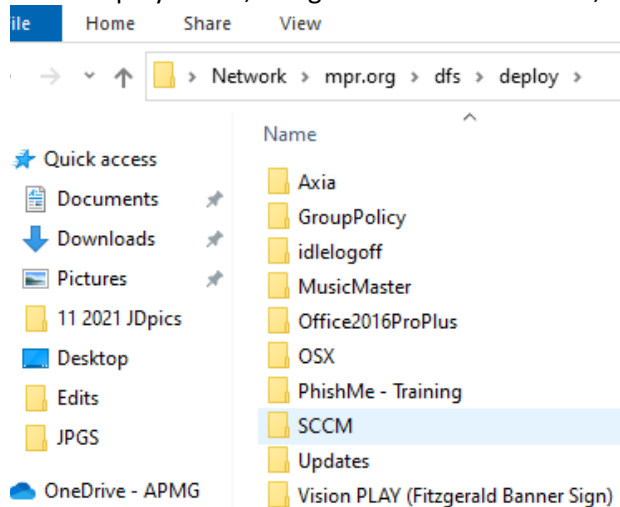
2. In the **Quick Access** field, type this path **\\mpr.org\dfs** and hit enter:



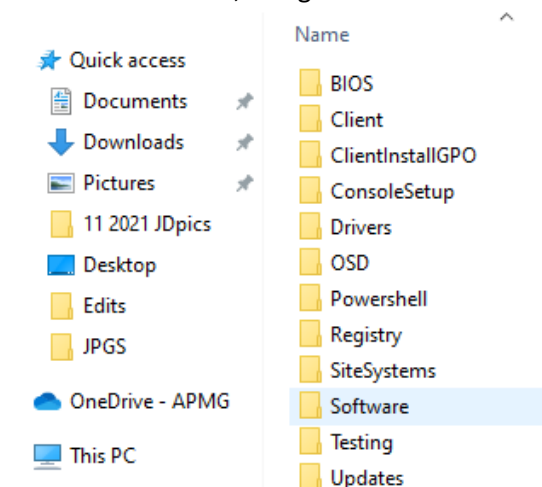
3. In the **dfs** menu, navigate to the deploy folder, and double click on it



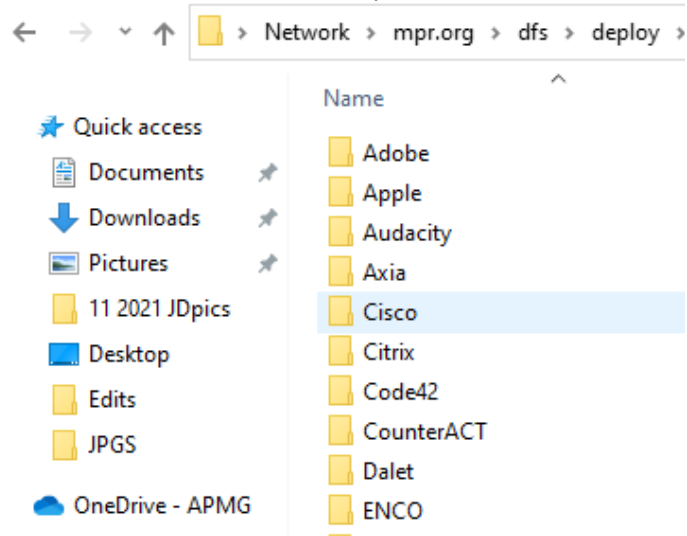
4. In the deploy folder, navigate to the **SCCM** folder, and double click on it



5. In the **SCCM** folder, navigate to the Software folder, and double click it



6. From the Software folder, open the **Cisco** Folder



(These steps can also be accomplished entering this path:
<\\mpr.org\dfs\deploy\SCCM\Software\Cisco>)

7. Choose the latest version of software that is available

Name	Date modified
Customization	4/24/2015 12:39 PM
v10.5.2.45439	12/8/2014 3:08 PM
v10.5.4.51578	1/27/2015 4:03 PM
v10.6.0.52330	2/3/2015 2:22 PM
v10.6.1.55781	4/24/2015 4:41 PM
v10.6.4.63238	7/1/2015 1:33 PM
v11.0.0.65527	7/8/2015 12:26 PM
v11.1.2.24949	12/21/2015 2:09 PM
v11.5.0.26858	1/7/2016 3:35 PM
v11.6.0.35037	5/12/2016 1:27 PM
v12.1	12/17/2018 1:46 PM
v12.7	11/20/2019 10:57 AM

8. Select the **CiscoJabberSetup** , and run the file

