



Cannot join a WebEx session

Context

OAC Learning Technology Services have received a number of calls relating to when students join WebEx sessions, they get a dialogue box saying "Connecting..." followed immediately after by "You are no longer connected to the session. Automatically reconnecting...".

Explanation

Cisco WebEx have recently upgraded the security of the application. Your computer will need to be configured to allow connection using TLS 1.2 to be able to join WebEx lessons. This help sheet is designed to guide you through the process of making this change.

1. Open Internet Explorer.



2. Click on the **Tools** dropdown menu (top-right corner of the window) and select **Internet Options**.



3. An Internet Options window should appear.





4. Click on the **Advanced** tab (rightmost tab) and scroll down to the bottom of the **Settings** scroll list. In this list, you need to check the box next to **Use TLS 1.2** and uncheck the box next to **Use SSL 3.0**.

Internet Options					?	×
General Security	Privacy	Content	Connections	Programs	Advar	nced
Settings						
 Enable DOM Storage Enable Enhanced Protected Mode* Enable Integrated Windows Authentication* Enable Integrated Windows Authentication* Enable native XMLHTTP support Enable SmartScreen Filter Send Do Not Track requests to sites you visit in Internet E Use SSL 3.0 Use TLS 1.0 Use TLS 1.1 Use TLS 1.1 Use TLS 1.2 Warn about certificate address mismatch* Warn if changing between secure and not secure mode Warn if POST submittal is redirected to a zone that does n 						
<	after you	rootort vo	in computer		>	
Restore advanced settings						
Resets Internet Explorer's settings to their default Reset Condition. You should only use this if your browser is in an unusable state.						
		Oł	(C	ancel	Арр	ly

- 5. Click on the **Apply** button followed by the **OK** button.
- 6. Join the WebEx session.

Please note that once this setting is changed, you should be able to join future Webex sessions without delay.

Further information

If this help sheet doesn't resolve your technical issue, or you require further assistance, please contact Learning Technology Services on (08) 8309 3636, Monday-Friday 8:00am – 4:00pm daily.