

Webex Troubleshooting

Error Message:


“Your webex authorization has expired. Please reauthorize webex.”

Please check the errors below

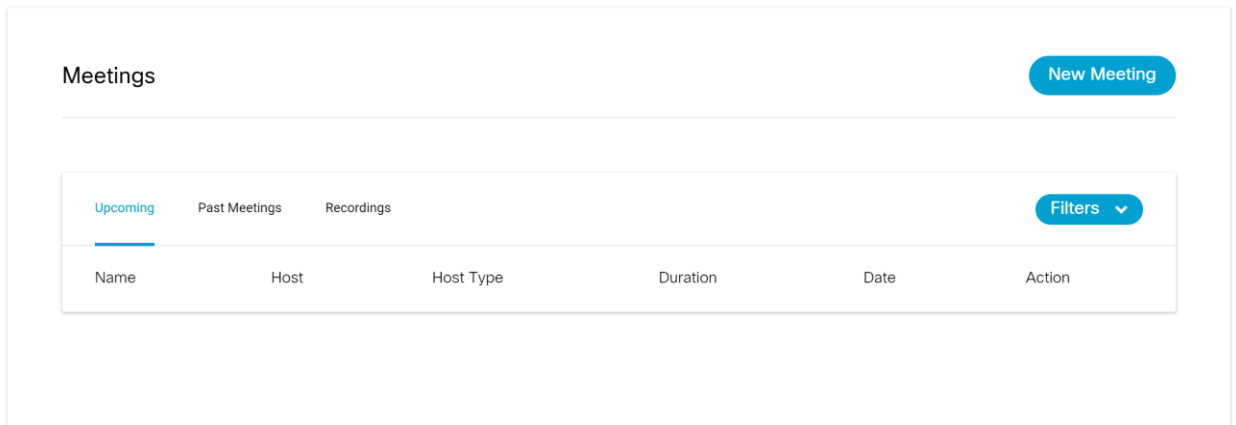
- Your webex authorization has expired. Please reauthorize webex.

Solution:

1. Faculty should log into Canvas and go to their course.
2. Under Cisco Webex Virtual Meetings link, they should click on the **Log out of Webex Meetings**

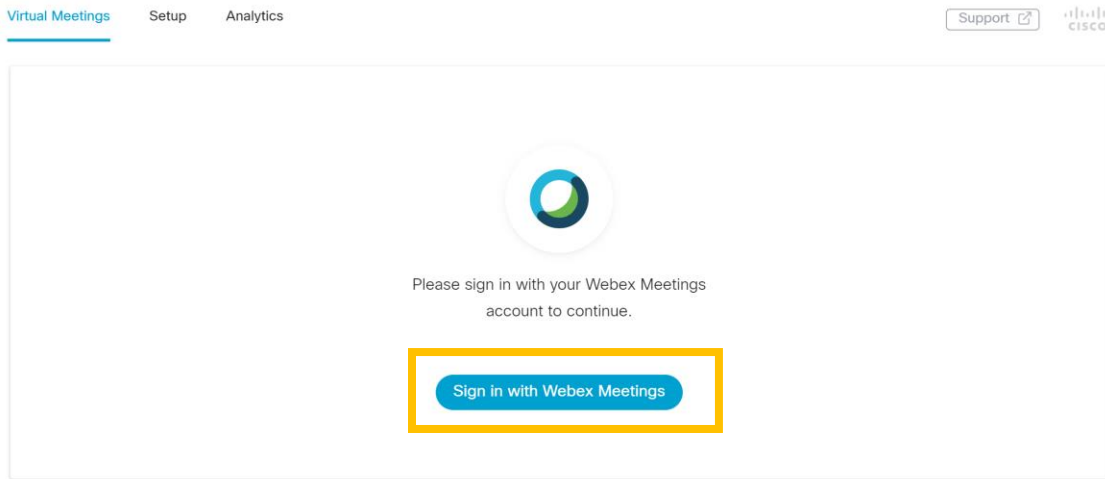
button,  , in the upper right-hand corner of the screen.

[Virtual Meetings](#) [Setup](#) [Analytics](#)

A screenshot of the Webex Meetings interface. At the top left, the word 'Meetings' is displayed. To its right is a blue 'New Meeting' button. Below this is a tabbed interface with 'Upcoming' selected, and 'Past Meetings' and 'Recordings' as other options. A 'Filters' button with a dropdown arrow is on the right. Below the tabs is a table with columns: Name, Host, Host Type, Duration, Date, and Action.

Name	Host	Host Type	Duration	Date	Action
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- When the page refreshes, faculty should receive a prompt to log in again with their LCCC credentials. Faculty should go ahead and do so.



- As part of the login process, faculty may receive a prompt to authorize Webex. Be sure to Accept the authorization.

