

Cisco Jabber

I Am Unable to Sign In on Jabber Mobile. Getting 'Cannot Locate Server' Errors.

There have been some reports of mobile users failing to sign-in to Jabber Mobile. Users are reporting error message **Cannot Locate Server**.

This issue has been investigated and can be caused by a number of factors. To help alleviate this type of problem, please take the following steps:

1. **Turn off Airplane mode** on your mobile device.
2. **Turn off Wi-Fi** on your mobile device.
3. **Turn on LTE (4G) Data** on your mobile device (if not already enabled).
4. Try to sign back in again with your User ID and Password for Jabber.
Note: The user id and password are your credentials that you use to login to your computer.
5. If still unsuccessful, **restart your mobile device** and try again.
6. Review and ensure you have completed the **preliminary steps** for setting up Jabber on your mobile device for [Android devices](#) and [iOS devices](#).