Ticket

IT Consulting

@peace.edu

Phone number:

Address:

ld:

Priority: normal Status: closed Type: Question

Updated on Apr 14, 2022 6:50 AM

Assignee: IM Ian McNeill

Queue: Email to Ticket

Resolution: no resolution

Created on Apr 5, 2022 2:16 PM

Time Spent: 3h 7m 25s

IT Consulting

Location: [To be set]

Phone Number: [To be set]

Room Number: [To be set]

Location: [To be set]

Hello,

Web Ex won't let me share my screen. I'm not sure if that is something you can help with but I wanted to ask.

Thank you! Kris

Comments (12)

IM Ian McNeill

Apr 13, 2022 4:23 PM - time spent: 1m 4s

Yea, that is no problem at all. It must have been a bug that was rectified by cisco. Happy to help! I will go ahead and close out the ticket!

Have a great evening.

Regards,

-lan M.

IT

(by email)

Apr 13, 2022 4:22 PM - time spent: 0

For some reason it is letting me share now. Can I close this but reach out should it act up again?

THANK YOU so much for your kindness!

http://pipelpdesk.com/ma/#/tickets

johelpdesk.com/ma/#/tickets/

On Wed, Apr 13, 2022 at 4:18 PM *** mojohelpdesk.com (http://www.mojohelpdesk.com) @www.mojohelpdesk.com (mailto:28240 @www.mojohelpdesk.com)> wrote: A comment has been added to your request: Status: new Comment by: Ian McNeill Now is good. I usually am in by 4pm Mon-Thurs. View the request details and history here: hojohelpdesk.com/mytickets/show/36894467 (https://www.hojohelpdesk.com/mytickets/show/36894467) Thank you, Helpdesk Team William Peace University (https://maii.mojohelpdesk.com) For some reason it is letting me share now. Can I close this but reach out should it act up again? THANK YOU so much for your kindness! On Wed, Apr 13, 2022 at 4:18 PM polyment ojohelpdesk.com (http://www.mojohelpdesk.com) <28240 mojohelpdesk.com (mailto:28240 mojohelpdesk.com)> wrote: IM Ian McNeill Apr 13, 2022 4:18 PM - time spent: 23s Now is good. I usually am in by 4pm Mon-Thurs. (by email) Apr 12, 2022 9:08 PM - time spent: 0 What time can you do this? Thank you!!! On Tue, Apr 12, 2022 at 4:43 PM ojohelpdesk.com (http://www.hojohelpdesk.com) .mojohelpdesk.com (mailto:28240.

2/11

A comment has been added to your request: Status: new Comment by: Ian McNeill Go to the search bar at the bottom left and type quick assist. I can remote into your desktop to see if I can fix it from here. When it asks for the access code, paste this into the box. View the request details and history here: ohelpdesk.com/mytickets/show/36894467 (htt Thank you. Helpdesk Team William Peace University (https://mojohelpdesk.com) What time can you do this? Thank you!!! On Tue, Apr 12, 2022 at 4:43 PM (parameter) johelpdesk.com (http://www.nojohelpdesk.com) <28240.1222240.1222400.122240.122240.122240.122240.122240.122240.122240.122240.1222400.1222400.1222400.1222400.1222400.1222400.1222400.1222400.122200.1222400.1222400.1222400.12224000.1222400.1222400.122200.1222000.1222000.1222000.1222000.1222000.1222000.1222000.1222000.12220 IM Ian McNeill Apr 12, 2022 4:43 PM - time spent: 2m 30s Go to the search bar at the bottom left and type quick assist. I can remote into your desktop to see if I can fix it from here. When it asks for the access code, paste this into the box.

(by email)

Apr 12, 2022 4:33 PM - time spent: 0

I would LOVE it if you could stop down! Thank you! I just can't share a screen for some reason. Thank you!

On Tue, Apr 12, 2022 at 4:28 PM johelpdesk.com (http://www.ojohelpdesk.com)

<28240. mojohelpdesk.com (mailto:28240. mojohelpdesk.com)> wrote:

A comment has been added to your request:

Status: new

Comment by: Ian McNeill

Hello,

I have been out of the office for a few days. Wanted to verify that your issue is solved before I close the ticket. If not, maybe we can schedule a time for me to come see your system and help you further.

Regards,

Ian McNeill

IT

View the request details and history here:

htt

jiohelpdesk.com/mytickets/shor

mojohelpdesk.com/mytickets/show/

Thank you,

Helpdesk Team

William Peace University (https://mojohelpdesk.com)

I would LOVE it if you could stop down! Thank you! I just can't share a screen for some reason. Thank you!

On Tue, Apr 12, 2022 at 4:28 PM mojohelpdesk.com (http://www.mojohelpdesk.com) <28240.

IM Ian McNeill

Apr 12, 2022 4:28 PM - time spent: 5s

Hello,

I have been out of the office for a few days. Wanted to verify that your issue is solved before I close the ticket. If not, maybe we can schedule a time for me to come see your system and help you further.

Regards,

Ian McNeill

IT

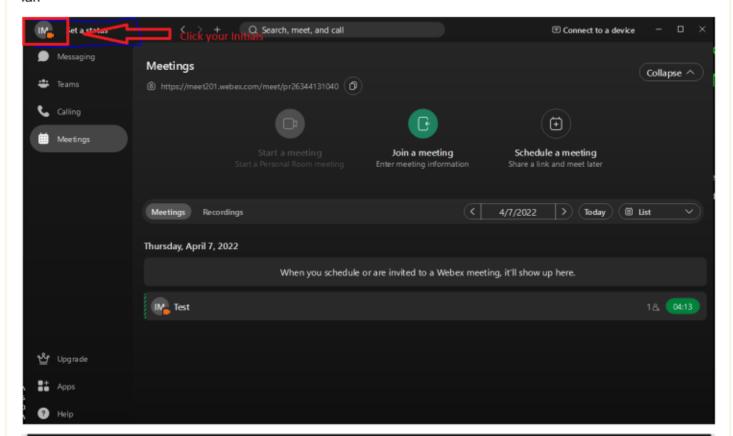
IM Ian McNeill

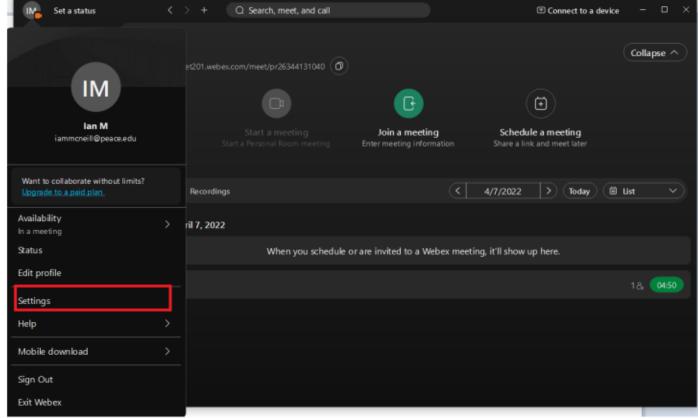
Apr 7, 2022 7:34 PM - time spent: 43m 50s

Ok. Try these next steps that I have illustrated. I have seen some forums mention people having this random issue. It stems from a security feature to a glitch. I would recommend trying these steps. Let me know what happens.

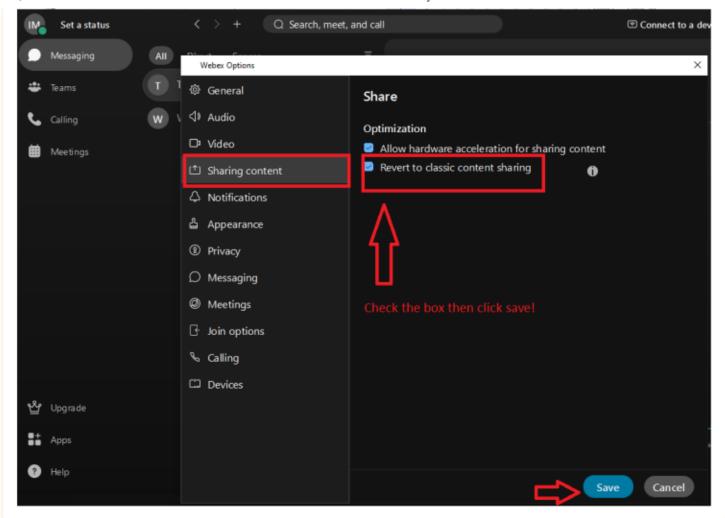
Regards,

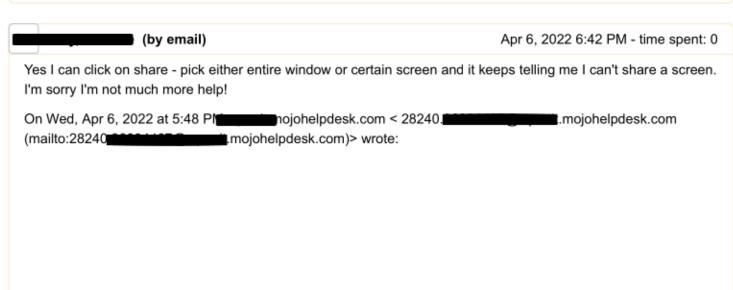
lan





bjohelpdesk.com/ma/#/tickets/3





johelpdesk.com/ma/#/tickets/

A comment has been added to your request:

Status: new

Comment by: Ian McNeill

No worries.

Are you using the desktop application or the web browser?

I notice the desktop application has the share button at the bottom of the screen.

Are you able to click it and set it to a specified window?

Providing pictures for reference.

View the request details and history here:

(https://mpusit.mojohelpdesk.com/mytickets/show/@@@@ddd@lije

Thank you, Helpdesk Team William Peace University

https://maii.mojohelpdesk.com (https://maii.mojohelpdesk.com) MHD#:

Yes I can click on share - pick either entire window or certain screen and it keeps telling me I can't share a screen. I'm sorry I'm not much more help!

On Wed, Apr 6, 2022 at 5:48 PM wpuoit.mojohelpdesk.com < 28240 mojohelpdesk.com (mailto:28240.1000 mojohelpdesk.com)> wrote:

IM Ian McNeill

Apr 6, 2022 5:48 PM - time spent: 2h 16m 39s

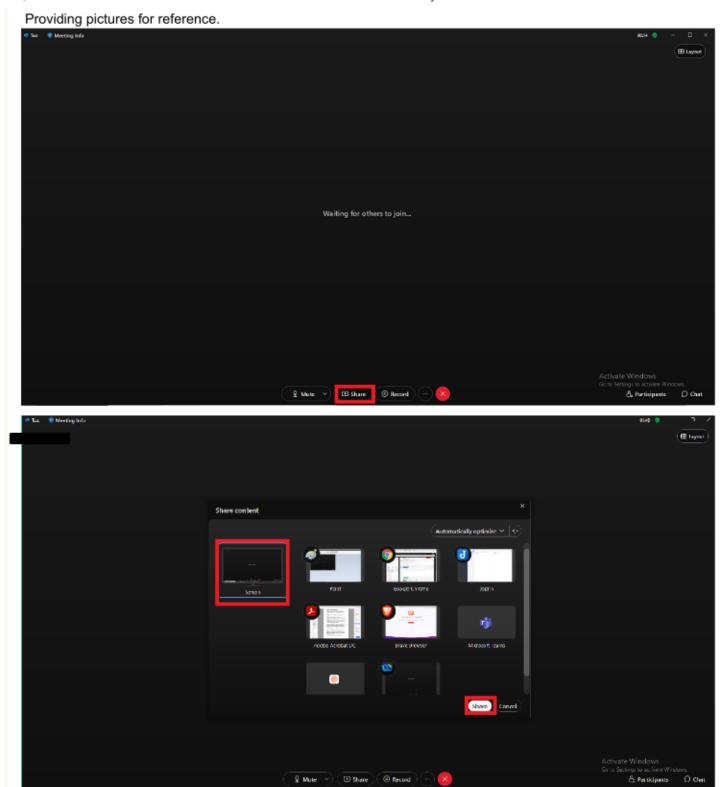
No worries.

Are you using the desktop application or the web browser?

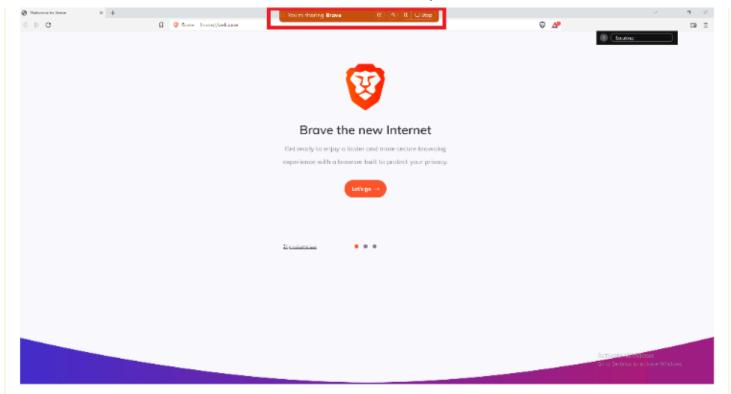
I notice the desktop application has the share button at the bottom of the screen.

Are you able to click it and set it to a specified window?

tps in the property of the pro



hojohelpdesk.com/ma/#/tickets/





Apr 6, 2022 12:10 PM - time spent: 0

I'm using the pc you all provided me. I have not had it happen before and I haven't tried anything:) I don't know enough to try something...sorry.

Thanks for any assistance you can provide!

On Tue, Apr 5, 2022 at 3:42 Philippedia mojohelpdesk.com < 28240. Image philippedia mojohelpdesk.com (mailto:28240 Image philippedia mojohelpdesk.com)> wrote:

ittp

A comment has been added to your request:

Status: new

Comment by: Ian McNeill

Hello,

That is not something we usually delve into here, however, I would be happy to see if I can help with this issue.

Can you some information with me about your system:

What is the Operating System you are working with (macOS, Wndows 10/11, Linux)?

Have you had this issue in the past?

What have you tried doing already to fix the issue?

Regards,

Ian M

View the request details and history here:

https://www.iimnojohelpdesk.com/mytickets/show/mojohelpdesk.com/mojohelpdesk.co

Thank you, Helpdesk Team William Peace University

https://mpadamojohelpdesk.com (https://wpuoit.mojohelpdesk.com) MHD#:

I'm using the pc you all provided me. I have not had it happen before and I haven't tried anything :) I don't know enough to try something...sorry.

Thanks for any assistance you can provide!

On Tue, Apr 5, 2022 at 3:42 PN mojohelpdesk.com < 28240. mojohelpdesk.com (mailto:28240. mojohelpdesk.com)> wrote:

IM Ian McNeill

Apr 5, 2022 3:42 PM - time spent: 2m 54s

Hello,

That is not something we usually delve into here, however, I would be happy to see if I can help with this issue.

Can you some information with me about your system:

What is the Operating System you are working with (macOS, Wndows 10/11, Linux)?

ittp://pii/state.johelpdesk.com/ma/#/tickets/

Have you had this issue in the past?

What have you tried doing already to fix the issue?

Regards,

Ian M

Attachments (3)

- webExExample3.png (29.9 KB)
- webExExample2.png (31.3 KB)
- webExExample.png (16.9 KB)