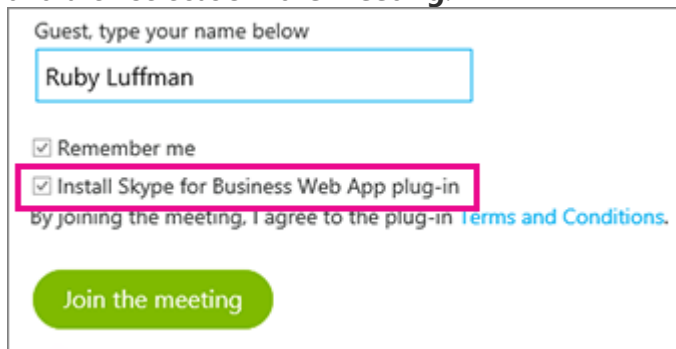


Skype for Business – Quick guide - Web application for External Users

1. Exit the meeting and close all browser windows.
2. Open an [InPrivate browsing session](#) in Internet Explorer, a Private window in Firefox or Safari, or an Incognito window in Chrome.
3. Make sure that your browser [allows ActiveX controls to load and run](#).
4. Click or tap the **Join Skype Meeting** link in your meeting request.
5. On the sign-in page, make sure **Install Skype for Business Web App Plug-in** is checked, and then select **Join the meeting**.



Guest, type your name below

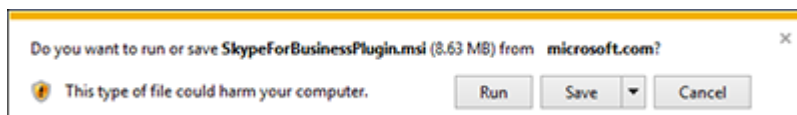
Remember me

Install Skype for Business Web App plug-in

By joining the meeting, I agree to the plug-in [terms and conditions](#).

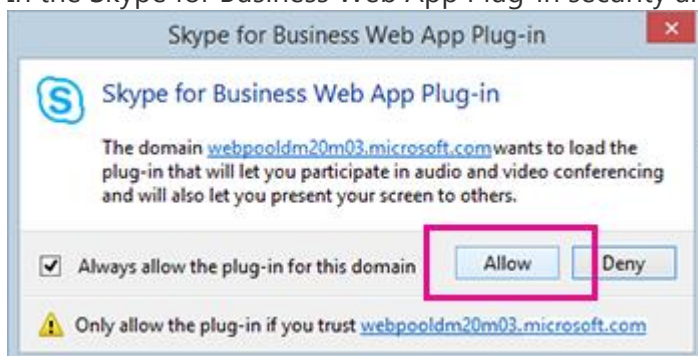
Join the meeting

6. Do one of the following:
 - o In Internet Explorer, at the bottom of the browser window, select **Run** to install the plug-in.



OR

- o Follow your browser's instructions for installing and running the plug-in.
7. In the Skype for Business Web App Plug-in security alert, select **Allow**.



8. In the Windows Firewall security alert, select **Cancel** if you don't have administrator privileges on your computer. This won't have any effect on your meeting.

Tip: If you're able to install the plug-in by following these steps, consider [clearing your browser cache](#) to remove obsolete credentials that might be interfering with sign-in.

If that didn't work, here are a couple more things to check:

1. Make sure your computer operating system and web browser are on the list of [supported platforms](#).

2. Go to **Control Panel > Programs and features**, uninstall existing versions of the plug in, and then try signing in again.

If you still can't install the plug-in, review the list of common of issues and errors.

Common issues and errors

[Plug-in download fails](#)

[Plug-in file moved or deleted](#)

[Plug-in isn't detected after installation](#)

[Firewall warning when joining a meeting from Skype for Business Web App](#)

[Change the plug-in's default domain trust setting](#)

[I've tried everything and still can't install the plug-in](#)

Plug-in download fails

Make sure your browser is set up to allow downloads, and the downloading of encrypted files.

To allow downloads in Internet Explorer:

1. Select **Tools > Internet Options**.
2. Select the **Security** tab > **Custom Level**.
3. Scroll down to **Downloads** and select **Enable** for **File download**.
4. Re-join the meeting. The plug-in should download without errors.

To allow the downloading of encrypted files in Internet Explorer:

1. Go to **Tools > Internet Options > Advanced**.
2. Scroll down to the **Security** section.
3. Clear **Do not save encrypted pages to disk** and select **OK**.
4. Re-join the meeting. The plug-in should download without errors.

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Plug-in file moved or deleted

If you receive the error message LwaPluginInstaller32.msi has been moved or deleted, follow these steps to resolve the issue:

1. Exit the meeting and re-join it.
A dialog box displays with options to save the plug-in file or run it.
2. Select **Save**.
3. Specify a location on your computer to save the file, and then select **Save**.
4. Locate the saved plug-in file on your computer and double-click to run it.

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Plug-in isn't detected after installation

If you get the notification to install the plug-in even after installing it, restart your browser. If you're running Windows 8 on your PC, make sure that you're running the version of the browser for the desktop.

This issue can also occur if you've launched your browser with the **Run As Administrator** option. Skype for Business Web App is not supported in this environment. To use Skype for Business Web App, launch your browser as a standard user.

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Firewall warning when joining a meeting from Skype for Business Web App

In the Windows Firewall security alert, it's OK to select **Cancel** if you don't have administrator privileges on your computer.

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Change the plug-in's default domain trust setting

When installing the plug-in, you're given the option to trust the domain that loads the plug-in.



If you selected **Always allow the plug-in for this domain** but want to change that option, follow these steps:

On Windows Operating Systems

1. Select **Skype for Business Web App Web App Plug-in** from the list of installed programs in Control Panel, and select **Uninstall**.
2. The next time you join a meeting with Skype for Business Web App select **Allow** to trust the plug-in domain for just that meeting.

On Macintosh Operating Systems, follow these steps to convert your user preferences to XML and then edit them:

1. Open Terminal and enter **plutil -convert xml1 ~/Library/Preferences/com.microsoft.skypeforbusiness.plugin.plist**
2. In Terminal, enter **open -b "com.apple.TextEdit" ~/Library/Preferences/com.microsoft.skypeforbusiness.plugin.plist**
3. In TextEdit, delete the line for the domain you want to stop trusting. For example, to stop trusting the domain Contoso.com, delete the line **"Skype.Contoso.com"=""**, and then save your changes.
4. In Terminal, enter **defaults read com.microsoft.skypeforbusiness.plugin AllowedDomains**
5. Restart your browser.
6. The next time you join a meeting with Skype for Business Web App, make sure **Always allow the plug-in for this domain** is unchecked before you select **Allow**.