

CISCO *Live!*



#CiscoLive



The bridge to possible

# Troubleshooting the Webex Administration Experience

Part I

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@CiscoCloudPaul  
BRKCOL-3011a



#CiscoLive

# Cisco Webex App

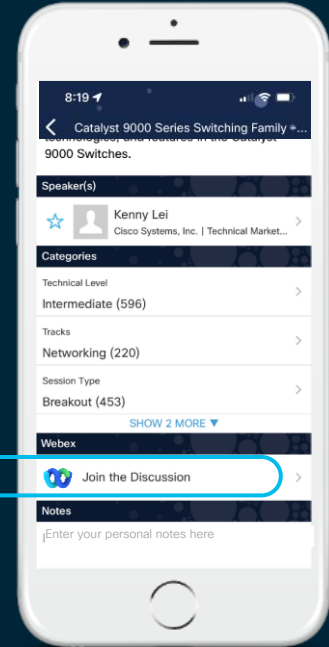
## Questions?

Use Cisco Webex App to chat with the speaker after the session

## How

- 1 Find this session in the Cisco Live Mobile App
- 2 Click “Join the Discussion”
- 3 Install the Webex App or go directly to the Webex space
- 4 Enter messages/questions in the Webex space

Webex spaces will be moderated by the speaker until June 17, 2022.



<https://ciscolive.ciscoevents.com/ciscolivebot/#BRKCOL-3011a>

# Agenda

- Introduction
- Understanding the foundation
- Troubleshooting
  - User management
  - Organization management
  - Site management



## What administration is not covered?

- Webex Devices
- Webex Calling
- CCUC
- Webex Contract Center

# Introduction

# Introduction

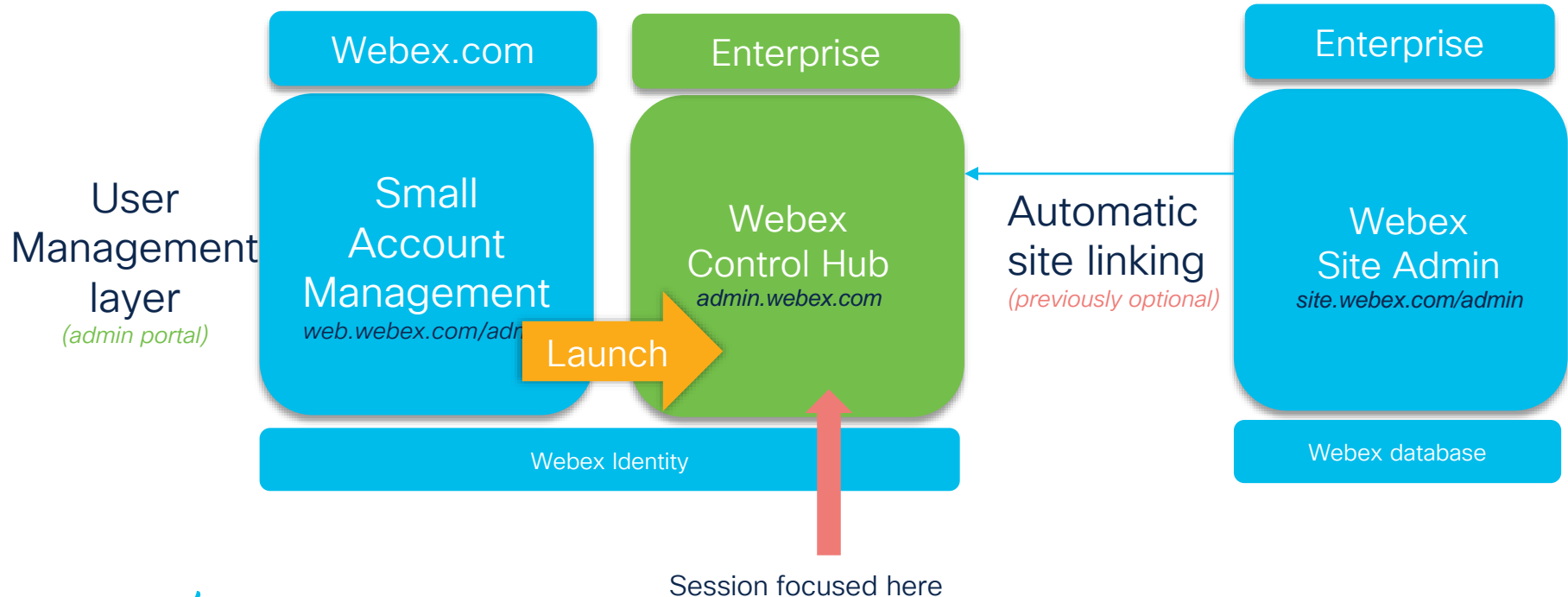


*“By failing to prepare you are preparing to fail.”*

# Understanding the foundation

# Webex Customer Management Framework

Site Admin user  
management provisioning  
for new sites will not be  
available after late  
summer 2022

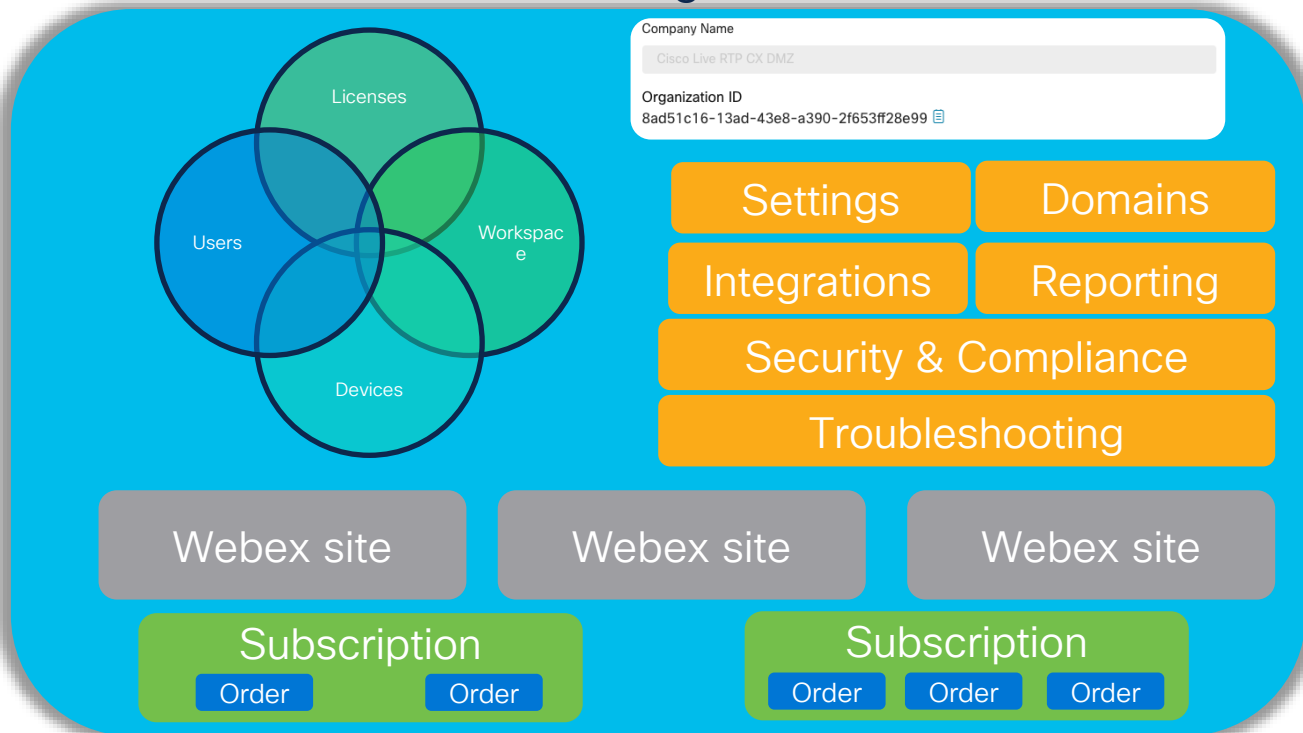




# What is a Webex Organization?

An organization is a logical management construct for a customer in the Webex platform which allows them to manage their Webex collaboration services for a set of users

## Webex Organization



# User management troubleshooting



What percentage of Control Hub-related TAC cases does user management account for?

**50-55%**

# Control Hub User Add Methods

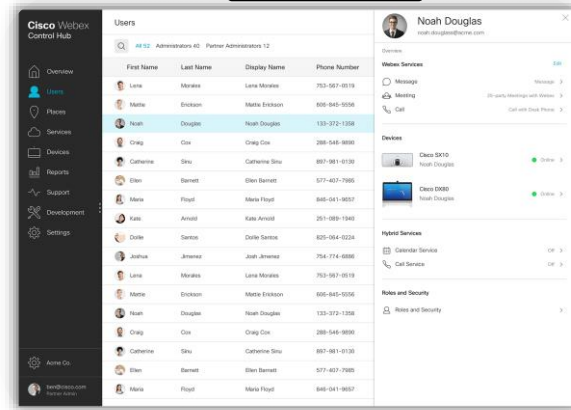
## Manually Add Users

Add up to 25 users.



## Claim Users

Search for users who have signed up on their own for Webex and claim them into your company.



## Directory synchronization



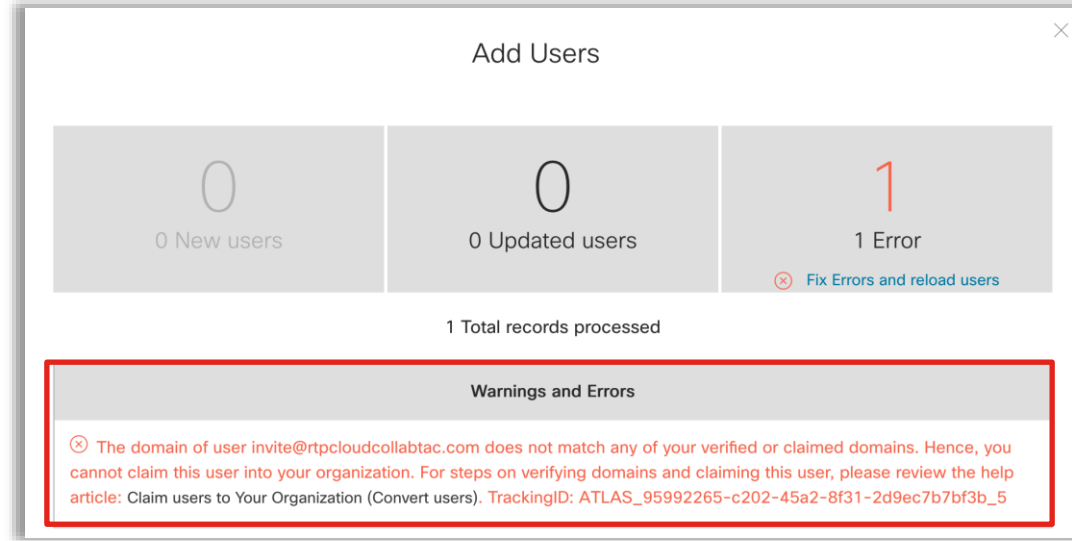
## Self-Registration (sideboarding)

**Cisco Webex**  
for Developers

Unable to add  
user

# Unable to Add User

- By far the **largest** “add user error” issue **observed** in TAC
- Nearly **half** of all TAC **user management cases** are due to this condition



Error is triggered when the **user exists** in Webex Identity **outside of your organization** AND your organization **does not** have the **email domain verified**

# Understanding the add user logic

Webex Admin

Action: Add user

invite@rtppcloudcollabtac.com



Check Webex Identity for existing user



User Found  
Domain not verified

Add Users

0	0	1
0 New users	0 Updated users	1 Error

1 Total records processed

Fix Errors and reload users

Warnings and Errors

The domain of user invite@rtppcloudcollabtac.com does not match any of your verified or claimed domains. Hence, you cannot claim this user into your organization. For steps on verifying domains and claiming this user, please review the help article: Claim users to Your Organization (Convert users). TrackingID: ATLAS\_95992265-c202-45a2-8f31-2d9ec7b7bf3b\_5



[user1@rtppcloudcollabtac.com](mailto:user1@rtppcloudcollabtac.com)  
[user2@rtppcloudcollabtac.com](mailto:user2@rtppcloudcollabtac.com)  
[user3@rtppcloudcollabtac.com](mailto:user3@rtppcloudcollabtac.com)



Verified Domain:  
rtppcloudcollabtac.com



Enterprise Org



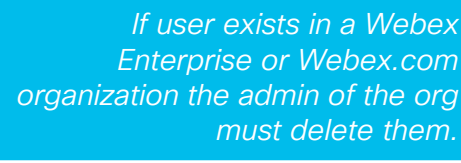
Webex.com Org



Webex Free Org



invite@rtppcloudcollabtac.com



## 1. Verify your domain (Webex best practice)

2. Delete the free user -> settings.webex.com

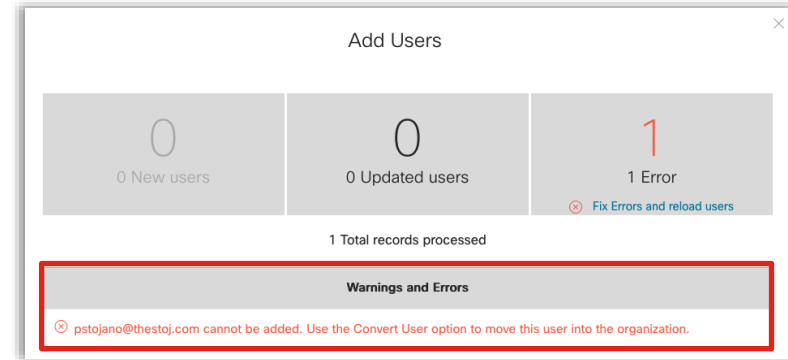
**CISCO** *Live!* Disable Directory Sync



# Factors that impact ability to claim users

There are several Webex organization configurations that could prevent a user from being added **despite your Webex organization having a verified domain.**

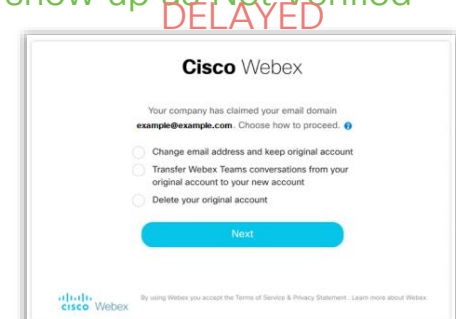
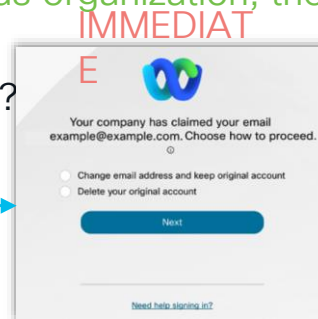
1. Directory Connector enabled
2. Single Sign-On enabled
3. The Webex organization has the same domain verified





# User Claim FAQ

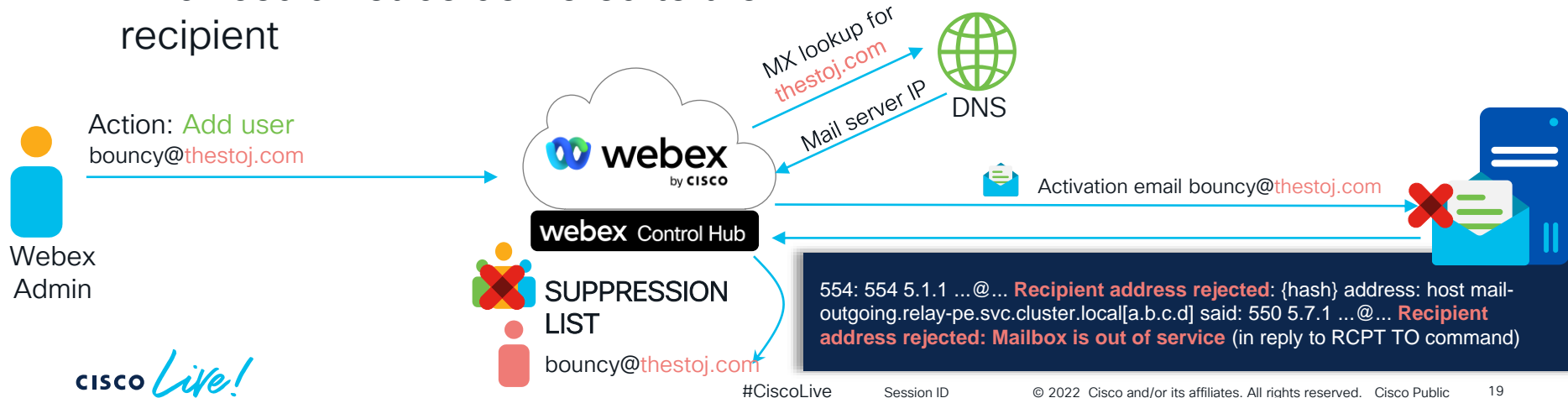
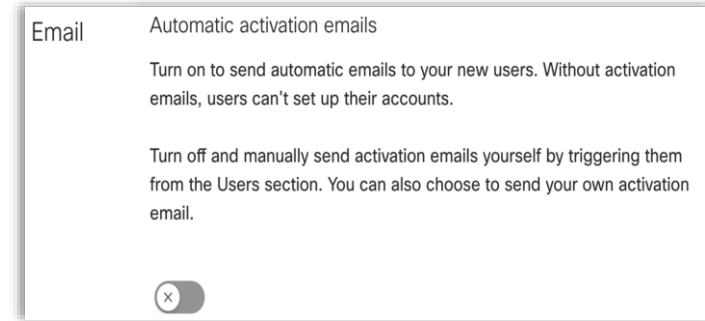
- Do claimed users consume a license?
  - Yes
- Can you undo/retract a user claim?
  - Yes, if the user has not signed in and 14 days have not passed.
- Can the organization that I'm claiming a user from retract a claim that my organization made?
  - No, only the organization that initiated the claiming process can retract the claim.
- Do all claimed users show up as Active in my organization?
  - Claimed users match the status they had in their previous organization. For example, if a user was Not Verified in their previous organization, then they'll show up as Not Verified when claimed in your organization.
- What is the experience for a claimed user?



End user is unable to  
receive invitation  
email

# User does not receive invitation email

- Webex org may have Automatic activations emails disabled
  - *Organizational Settings > Email*
- Email landed in user's junk/spam folder
- Email could not be delivered to the recipient



# Identifying email delivery failures

- Control Hub displays Last Email Status
  - (Management -> Users -> Select User)
- Browser Inspection provides debug granularity



Control Hub offers ability to clear user from bounce list. You **must remediate the underlying issue** before re-sending



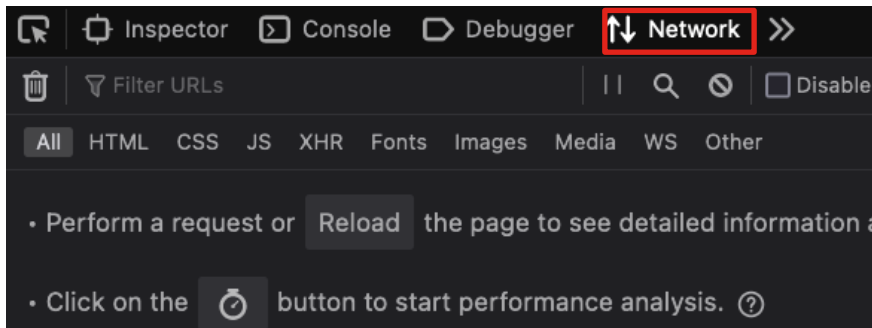
200	GET	atlas-a.wbx...	locale	polyfills.6aad365e...	json	580 B	44
200	GET	atlas-a.wbx...	usage	polyfills.6aad365e...	json	2.53 KB	1...
200	GET	face-recog...	ba3526ea-d66f-4f28-a979-f3218bbb81	polyfills.6aad365e...	json	753 B	232
200	GET	help-desk-...	suppressions?clusterRegion=North+America	polyfills.6aad365e...	json	902 B	492
200	GET	help-desk-...	events?clusterRegion=North+America&email	polyfills.6aad365e...	json	1.54 KB	3.0
200	GET	atlas-a.wbx...	licenseUsage	polyfills.6aad365e...	json	3.01 KB	1...
404	GET	atlas-a.wbx...	templates	polyfills.6aad365e...	json	667 B	1...
200	GET	admin-batc...	jobs	polyfills.6aad365e...	json	4.70 KB	24...
200	GET	admin-batc...	jobs	polyfills.6aad365e...	json	4.70 KB	24...
200	POST	col.eum-ap...	adrum	polyfills.6aad365e...	html	7.05 KB	0 B
200	GET	admin-batc...	jobs	polyfills.6aad365e...	json	4.70 KB	24...

```
results: [{...}]
0: Object { recipient: "bouncy@thestoj.com", type: "NON_TRANSACTIONAL", source: "BOUNCE_RULE", ... }
  recipient: "bouncy@thestoj.com"
  type: "NON_TRANSACTIONAL"
  source: "BOUNCE_RULE"
  description: "554: 554 5.1.1 ...@... Recipient address rejected: {hash} address: host mail-outgoing.relay-pe.svc.cluster.local[a.b.c.d] said: 550 5.7.1 ...@... Recipient address rejected: Mailbox is out of service (in reply to RCPT TO command)"
  created: "2022-04-11T18:00:35.000Z"
  updated: "2022-04-11T18:00:35.000Z"
  transactional: false
  non_transactional: true
links: []
total count: 1
```

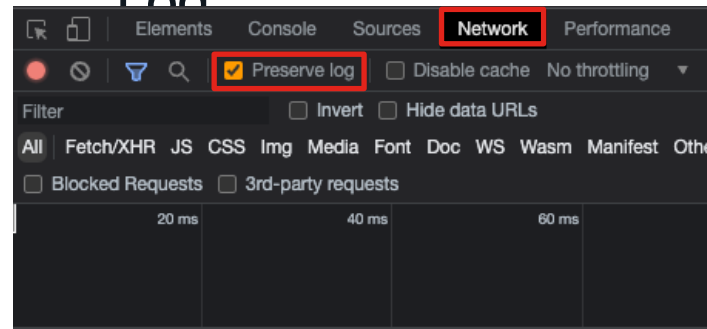
# How to capture browser trace



1. Right-click > **Inspect**
2. Select **Network**
3. Load page



1. Right-click > **Inspect**
2. Select **Network**
3. Check **Preserve Log**



# Common email delivery failures

Note: Actual *messages may vary*  
depending on what has been  
configured on the mail server

Reference [RFC 2821](#) (SMTP) and [RFC 3463](#) (Enhanced Mail System Status Codes)

Error Code	Error Description	Remediation/Cause
550 5.1.1	<ul style="list-style-type: none"><li>Invalid Recipient</li><li>Mailbox is out of service</li><li>The email account that you tried to reach does not exist</li></ul>	Create a mailbox for the user
554 5.4.4	<ul style="list-style-type: none"><li>[internal] Domain Does Not Exist</li></ul>	MX record needs to be created
554 5.7.1	<ul style="list-style-type: none"><li>[internal] recipient address was suppressed due to customer policy</li></ul>	Webex domain or IP is blocked Email server policy blocking the traffic User has explicitly blocked emails

URL	Description	Webex Apps and devices using these domains / URLs
*.sparkpostmail1.com	e-mail service for newsletters, registration info, announcements	All
*.sparkpostmail.com		

# Bulk Delete User Options



- There is no built-in feature to delete users in bulk
- [BulkDeleteUsers.py](#) script was developed to perform the operation
- Alternative approach
  - Users can be marked Inactive
  - Inactive users will be purged after 30 days



- No delete operation available
- Users must be marked as inactive

# Inactive Users



# Reasons why a user is inactive

Source



Reason



Retention



Control Hub	Administratively deactivated	30 days
Control Hub	Claimed into organization and does not match a Directory synchronization LDAP filter (Directory Connector)	30 days
Site Admin	User created via auto user linking and user was deactivated in Site Administration	30 days
SCIM Integration/ Webex 4 Developer.s	Administratively deactivated via a SCIM integration or through API on developer.webex.com	30 days
Directory Connector	Administratively deactivated in Active Directory	Indefinite
Directory Connector	Originally synced and no longer included in the Directory synchronization filter	7 days

# Unable to disable Basic Messaging

# Unable to disable **Basic** Messaging/Space Meetings

Via CSV Import

- Condition occurs if the proper licensing dependencies are not met

D	V	W	AG
User ID/Email (Required)	Basic Messaging	Basic Space Meetings	Advanced Space Meetings [SubCiscoLive]
1 cersai@thesto.com	FALSE	TRUE	FALSE
2 existed-in-ci@thesto.com	FALSE	FALSE	TRUE
3 jaime@thesto.com	TRUE	FALSE	TRUE

Errors

To resolve errors, make changes and resubmit the file.

[Export errors to CSV](#)

Row	Error Message
2	cannot be added. Free teams messaging mandatory for teams meeting lice...
3	cannot be added. Free teams meeting mandatory for paid teams meeting li...
4	cannot be added. Free teams meeting mandatory for paid teams meeting li...

Free teams messaging = Basic Messaging  
Free teams meeting = Basic Space Meetings



# Unable to disable **Basic** Messaging/Space Meetings

Understanding dependencies

Requires Basic Messaging to be enable

Requires Basic Messaging & Basic Space Meetings to be

License Type	Messaging	Meetings	Calling	Contact Center
Free Public Collaboration Services	<input type="checkbox"/> Basic Messaging	<input type="checkbox"/> Basic Space Meetings	<input type="checkbox"/> Call on Webex (1:1 call, non-PSTN)	N/A
Licensed Collaboration Services	<input type="checkbox"/> Advanced Messaging	<input type="checkbox"/> Advanced Space Meetings	<input type="checkbox"/> Webex Calling <ul style="list-style-type: none"><li>o Professional</li><li>o Basic</li></ul>	Contact Center
		<input type="checkbox"/> Webex Meetings Suite site.w.c	<input type="checkbox"/> Cisco Webex Calling ( <i>Spark Call</i> )	
		<input type="checkbox"/> Webex Events site.w.c		
		<input type="checkbox"/> Webex Assistant for Meetings		

# Org management troubleshooting

# Users are randomly appearing in Control Hub

...and consuming a license!



## Option A

Domain is **verified**  
and **self-**  
**registration is**  
**enabled** on the  
organization

## Option B

Domain is **claimed**  
and **self-**  
**registration is**  
**enabled** on the  
organization

## Option C

Domain is  
**verified** and  
**auto account**  
**creation is**  
**enabled** on the  
organization

## BREAKDOWN

- Self-registration can be configured under *Organizational Settings > Self-Registration* (only applicable for claimed domain(s))
- If domain is claimed, users who sign up for a free Webex accounts are added to the Enterprise org
- If enabled, users are licensed based on your Automatic License Assignment template

# Self-Registration

## Control Hub configuration



## OTHER CONSIDERATIONS

- Domain claim and disabling self-registration **is not retroactive.**
- Users who exist prior **must be claimed.**

### Self-Registration

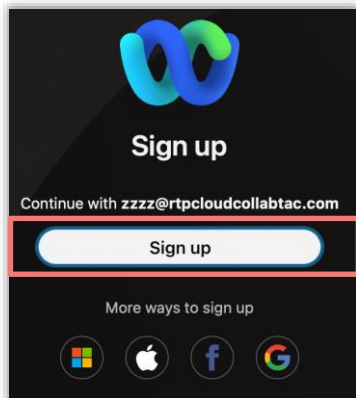
*New users will be prevented from signing up*

Allow users to self-register and/or allow non-admin users to invite other users.

When disabled, new users will be prevented from self-registering for an account. Existing users will also be prevented from inviting users that do not already have an account and have email addresses with your domain. This feature is applicable only when you have claimed one or more of your domains, and it applies to users with email addresses from those domains. Before using this feature, make sure you have claimed one or more of your domains.



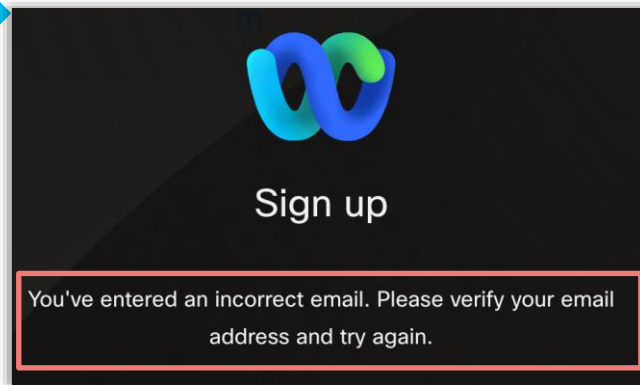
### Desktop/Mobile clients



## End user experience

*Clicking Sign up doesn't allow you to progress*

web.webex.co



# Laying the Domain foundation

WHAT

EXAMPLE

CAN CHANGE

REQUIRED

USER EXPERIENCE

## SIP Subdomain

The value is used for **SIP call routing within the Webex infrastructure** along with extending capability to standards-based services. **Assigned to users and devices.**

user@example.calls.webex.com  
room@example.rooms.webex.com



Cisco Webex SIP Address

The current subdomains below are being used for your company [Cisco Webex SIP Addresses](#).

Reserved Subdomains

dmzlab.call.ciscospark.com  
dmzlab.calls.webex.com  
dmzlab.room.ciscospark.com  
dmzlab.rooms.webex.com

## Domain Verification

Proves to Webex **you own the domain**. This allows you to **claim** users who exist in other organizations. Multiple organizations can verify a domain.

example.com



## Claim Domain

Prevents admins from **creating users with your email** domain in another org. All free users with an email matching the claimed domain automatically placed in org owning the claim. **Only a single org**

example.com



## Webex Site URL

This is the URL that is **associated to your Webex site** and will be used when hosting Webex meetings. Orgs **can have multiple Webex sites** and they can be integrated directly to Webex Identity or Linked

example.webex.com  
example.my.webex.com



### Domains

Add, verify, or claim domain for added security in your organization. Find out more about the add, verify, and claim domain process [here](#).

rtp.ciscotac.net	claimed	...
rtpcloudcollabtac.com	verified	...
ciscotac.net	pending	...

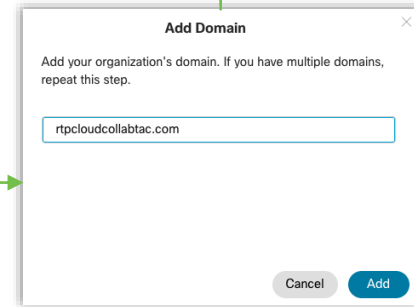
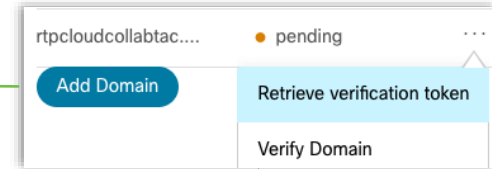
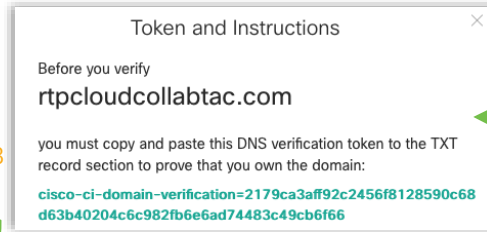
Site Name	Subscription ID	User Managem...
howtolicense.webex.com	SubRTPDMZ	Control Hub
paloaltotest.webex.com	SubRTPDMZ	Control Hub
rtpdmzedgeaudio.webe...	SubRTPDMZ	Control Hub
rtpdmzlab.webex.com	SubRTPDMZ	Control Hub



# Admin Interaction of Domain Claim/Verify

TXT

rtpcloudcollabtac.com text = "cisco-ci-domain-verification=2179ca3aff92c2456f8128590c68d63b40204c6c982fb6e6ad74483c49cb6f66"



Domains

Add, verify, or claim domain for added security in your organization. Find out more about the add, verify, and claim domain process [here](#).

Add Domain

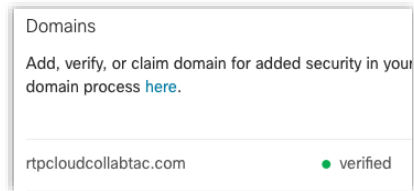


Control Hub

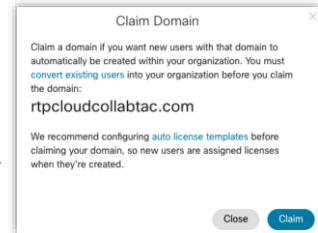
2

4

Verify domain



5 Claim domain



DNS

3

1

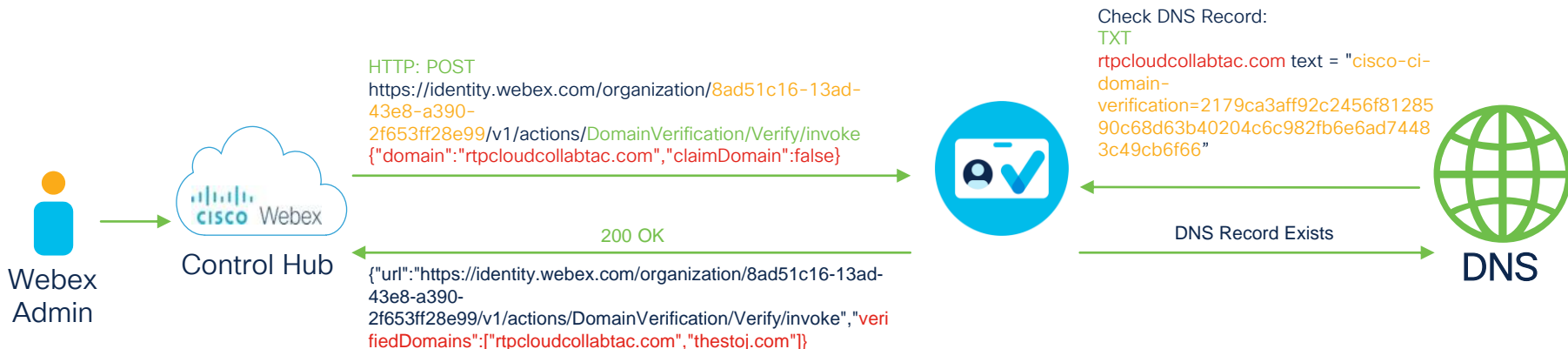


Webex Admin

CISCO Live!

# Behind the curtain on Domain Verification/Claim

Verify domain



Claim domain



# Be your Webex organization detective

Who changed the  
Webex App  
upgrade schedule?



Who disabled  
messaging for a  
user?



Who deleted this  
user?!



Who disabled  
Single sign-on?



WHAT

Real-life Webex support cases

HOW

Leveraging Admin Audit Logging

# Admin Activities (Audit) Logs



- Audits all [defined activities](#)
- Audit records retained for one year
- Report limited to 20,000 audit events
- Optional CSV export



- Webex site specific
- Provides 90 days of audit logs
- Exports all results to CSV

**MONITORING**

- Webex Experience
- Analytics
- Troubleshooting
- Reports

**Troubleshooting**

Q Meetings & Calls | Live Meetings | Status | **Admin Activities** | Connected UC | Logs

Q Performed By | Q Description | Q Impacted Resource

Apr 5, 2022 to Apr 12, 2022 (GMT -04:00) America/Ne... 71 records [Export to CSV](#)

Time	Category	Action	Performed by	Impacted resource
Apr 12, 2022 10:48 ...	USERS	Paul Stojanovski updat...	PS Paul Stojanovski	cersai@thesto.com

**CISCO** Live!

**Site Configurations** | **Recording Management**

View logs of any site configuration changes made on the Co...

**Note:** Reports can only be generated for the last 90 days.

From: April 6 2022

To: April 12 2022

[Export Report](#)

**1 Reports**

**2 Common**

- Webex Events (Classic)
- Webex Support
- Webex Training
- Meetings in Progress

**3 Audit Log**

- Usage Report
- Recording Usage
- Storage Usage
- Inactive Users

# Site management troubleshooting

# Understanding the impact of a Webex Site upgrade

Prepare yourself for what's coming

- Many TAC cases are generated from planned changes (*upgrades*) on a Webex site
- Awareness of Webex cluster upgrade schedule/features can prevent a TAC case

## PREPARING FOR THE STORM

1. Determine your Webex cluster – [admin.webex.com](https://admin.webex.com)
2. Check your Upgrade date – [status.webex.com](https://status.webex.com)
3. Review Webex release notes – [help.webex.com](https://help.webex.com)



# Mapping Webex site upgrades



## Determine Webex cluster

1. Log in to Control Hub
2. Go to **Services**, and under *Meeting*, select **Sites**.
3. Choose the Webex site you want to know the cluster information for, and click **Configure Site**.
4. Under *Common Settings*, select **Site Information**.

Site Type:	Enterprise Site
Administrator(s):	9 Administrators <a href="#">Show All</a>
Current Desktop App Channel:	Latest Channel
Page version:	42.3.4.4
Desktop app version:	42.3.6.11
Cluster:	j



## Check upgrade schedule

1. Visit the Webex Status Page
2. Click Maintenance
3. From the calendar view find your cluster and select it

Service Upgrades and Scheduled Maintenances

Check out our help articles on how to [subscribe to releases and announcements](#) and how to use the [search filter](#).

May 2022 < [Please select type] [Please select cluster] Search

All entries are posted in UTC. Schedules are subject to change.

Upgrade Informational Maintenance XML API Product Update Slow Channel Custom Schedule

42.5 - J, L, M, BO, AB  
Fri, May 13, 2022, between 9:00 PM and 11:59 PM CST (GMT-6)

42.5 - AG  
Fri, May 13, 2022, between 8:00 PM and 11:00 AM (PST/14/2022) (GMT-2)

42.2/41.6 - AG  
Fri, May 13, 2022, between 8:00 PM and 11:00 AM (PST/14/2022) (GMT-2)

42.5 - W  
Fri, May 13, 2022, between 7:00 PM and 11:59 PM (GMT-1)

42.2/41.6 - W  
Fri, May 13, 2022, between 7:00 PM and 11:59 PM (GMT-1)

Saturday, May 14, 2022

42.2/41.6 - J, L, M, BO, AB  
Fri, May 13, 2022, between 7:00 PM and 11:59 PM PDT (GMT-7)

42.5 - J, L, M, BO, AB  
Fri, May 13, 2022, between 7:00 PM and 11:59 PM PDT (GMT-7)

42.5 - J, L, M, BO, AB  
UTC Schedule: May 14, 2022 02:00-07:00Fri, May 13, 2022, between 7:00 PM and 11:59 PM PDT (GMT-7).  
Local Time Schedule:  
Components: Cisco Webex Business Suite 42.5, Cisco Webex Desktop App 42.5, Cisco Webex Meetings 42.5 (Android), Cisco Webex Meetings 42.5 (iOS).  
Locations: Cluster J, L, M, BO, AB.  
Descriptions: 42.5 offers exciting new product functionality. For a full description of the features, please see the release notes.  
Release Notes: 42.5 Latest: <https://help.webex.com/en-us/sxwv51/What-s-New-for-the-Latest-Channel-of-Webex-Meetings>



## Review release notes

1. Visit the Webex Help Center
2. Click Help by Product
3. Click What's new in Webex Meetings

OR

1. Click the release notes URL from the Status Page

Coming Soon What's New

Coming in May 2022 (42.5)

Announcements

The 42.5 update has important announcements, which you can review in the [Announcements for the Cisco Webex Meetings Suite](#).

Highlighted features for this update

- French, German, and Spanish spoken language transcription available in closed captions

For meetings with Webex Assistant or closed captions, the host can now select the spoken language (transcription) of the meeting in four different languages: French, German, and Spanish, in addition to the existing English.

# Webex Site upgrades: Tying it all together

## Lessons from the real world

Why do I **suddenly** have to admit people individually to my meeting?

Something **changed** and I now have to admit participants to our meetings.

The users that are trying to get in a meeting are being blocked.  
**Why is this happening?**

### Announcements for the Cisco Webex Meetings Suite

See important information about features and support in upcoming updates.

#### Improved Personal Room security

As part of our drive to provide you with secure meetings, we're letting you know about some security improvements that we're making to your Webex site.

The default experience today is that anyone joining your Personal Room can jump into your meeting right away, without having to wait in the lobby.

Starting in January 2022, we'll be making your Personal Room meetings more secure. Guests who try to join your Personal Room will automatically wait in your lobby until you admit them.

In conjunction with these security changes, we will also make changes to enhance the management of users in the lobby and in the meeting itself.



### Personal Room Security ⓘ

Everyone in your organization can always join unlocked meetings.

When a meeting is unlocked, ⓘ

- ☐ Guests can join directly
- ☒ Guests wait in the lobby until the host admits them
- ☐ Guests can't join

Common Settings > Site Options



# Site Conversion

## Update Administration/Migration

- Site conversion allows you to update your Webex site administration from **Site Admin to Control Hub**
  - [site.webex.com/admin](https://site.webex.com/admin) ➔ [admin.webex.com](https://admin.webex.com)
- Does **not** impact scheduled meetings, recordings, client version, etc.

Update  
Administration



Manage, analyze, and secure your Webex site in  
Control Hub

Improved sign-in  
experience  
for users

Common sign-in  
across all Webex  
services

Unified  
management

One platform to  
manage all Webex  
sites and services

Modern  
administrator  
controls

User management,  
directory sync,  
and AD groups

Stronger  
security

Consistent  
security policies  
across all Webex  
services



# Common Site Conversion Failures



## ISSUE

- 1 User(s) exists in another Webex organization
- 2 Subscription is in a PENDING or ERROR state
- 3 Email address conflict exist between two users



## SITE ADMIN ERROR

The last site update attempt was unsuccessful for the following reasons:

1. The site has users in external control hub organizations. Deactivate those external users before updating the site.



The last site update attempt was unsuccessful for the following reasons:


1. We had a problem updating your site.

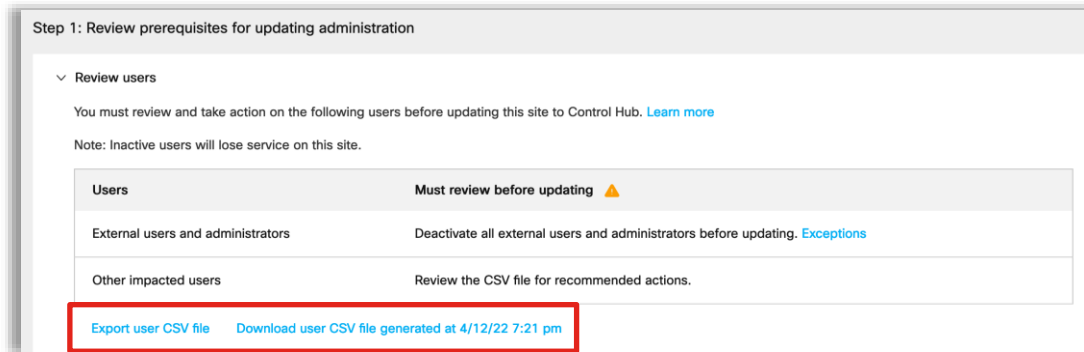


The last site update attempt was unsuccessful for the following reasons:

1. Some users' email addresses are being used as usernames by other users.

# 1 Site Conversion: User Exists in Another Webex Org

- Export user CSV file
- Download the CSV file 
- Determine which users exist outside of the org



C	D	I	J	
Email address in Site Administration	Email address in Control Hub	In external organization	Organization ID	Recommended action
pstojano@rtp.ciscotac.net	pstojano@rtp.ciscotac.net	Y	b522e1f2-553f-49a8-af80-9285a5d7f38e	Deactivate user

- If the **user is not needed**, deactivate them (*unused accounts, partners, etc*)
- If the **user is needed** (*optionally choose*):
  1. Verify the domain and claim the users (**Webex best practice**)
  2. Have the user delete their free account then add them in Control Hub
    - Request the Enterprise admin/Webex.com delete them from their existing org

## 2 Site Conversion: Pending Subscription

### Remediation

- Sign in to Control Hub – admin.webex.com *(may require Partner action)*
- Observe the **Finish Provisioning Your Services** banner
- Click **Complete Service Setup**



#### Finish Provisioning Your Services

You're almost done! Finish provisioning your services to get your users up and running.

**Complete Service Setup**

*Note: If option is not available for you or your partner, open a [Webex support case](#)*

### 3 Email Matches a User Name

The last site update attempt was unsuccessful for the following reasons:  
1. Some users' email addresses are being used as usernames by other users.

1. Export a user list
2. Review the list for a user who has a User Name that matches an Email of another user
3. Determine and take action
  - Deactivate the user
  - Differentiate the user's **Email** from the other's **User Name** and ensure that new email matches an entry in Control Hub

Active	Name	Email	User Name
<input checked="" type="checkbox"/>	existed-in-ci	existed-in-ci@thestoj.com	existed
<input checked="" type="checkbox"/>	ExistedInci	existed@thestoj.com	existed-in-ci@thestoj.com

# Site Conversion FAQ

- Can I perform the conversion if SSO is enabled in Site Admin?
  - **Yes** – You **MUST** configure Single Sign-on in Control Hub first.
- What is the expected performance of updating a site to Control Hub?
  - The site update process can convert 500 users per minute, so the expected time is 2 minutes + the number of user/50
- Will users get logged out of the Webex app during or after the site update process?
  - **No**, users will stay logged in during and after the site conversion process
- What happens to the meetings and recordings of users after updating to Control Hub?
  - Meetings and recordings of host **are not** impacted after updating to Control Hub. *Note: Users that were deactivated before updating to Control Hub will lose their services. Their recordings can be reassigned to other hosts by admins.*
- What happens to the the license assignment of a user?
  - Hosts in an “active” state in Site Admin will remain as a host after the update to Control Hub
- What happens to the “Schedule on behalf of permissions” set by users? Are they retained?
  - **Yes**, they are retained.

Feature	Consequences
Single sign-on (SSO)	⊗ You must enable SSO in Control Hub before updating this site.

# Authentication impact of Site conversion

## Before site conversion



User(s)  
authenticates

primaryLinkedTrainSiteName: "howtolink.webex.com",

*Auto user linking adds  
special user attribute*

Was user  
created through  
auto user linking?

YES

NO

Is Single  
sign-on  
configured  
?

YES

NO

IdP  
configured in  
the Webex  
DB

Direct  
Webex  
DB

Is Single  
sign-on  
configured  
?

NO

YES

Webex  
Identity

IdP  
configured in  
Control Hub

**SSO Configuration**  
Site Certificate Manager

Federated Web SSO Configuration

Federation Protocol: SAML 2.0

SSO: ☒ SP Initiated

Profile:

☐ AuthnRequest Signed

☐ SP Initiated

Target page URL: TARGET

Parameter: Import SAML Metadata

Webex SAML Issuer (SP ID): http://www.webex.com

Issuer for SAML (SP ID): esdcaad03qga1rcvdx4x6

Customer SSO Service Login URL: https://partner-ukta.com/app/webex/howtolink03qga1rcvdx4x6/sso/saml

You can export a SAML metadata from SP configuration file: Export

NameID Format: Unspecified

AuthnContextClassRef: urn:oasis:names:tc:SAML:2.0:ac:classes:PasswordProtectedTransport

Default Webex Target page URL:

Customer SSO Error URL:

Single Sign-On

☒

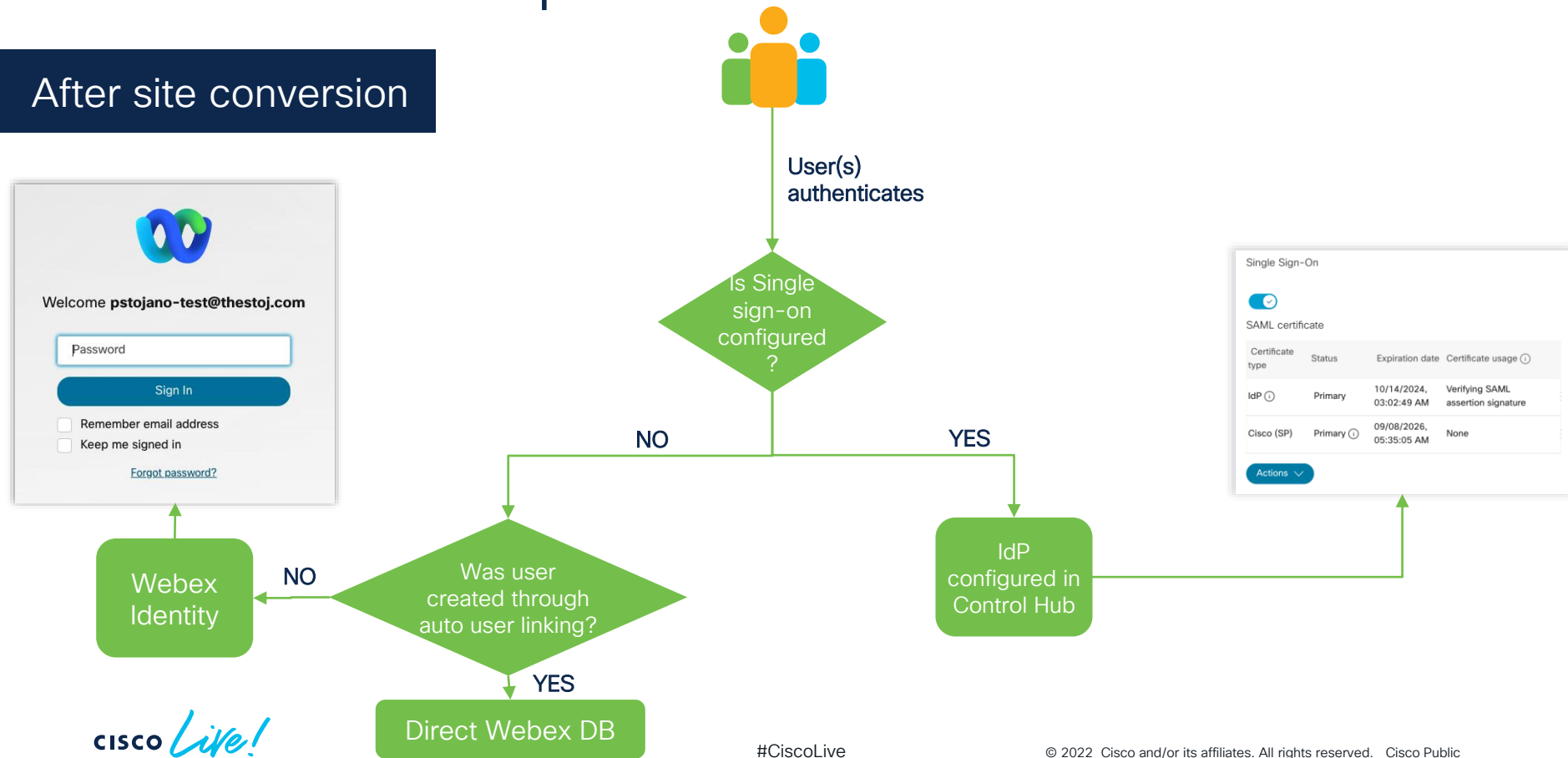
SAML certificate

Certificate type	Status	Expiration date	Certificate usage
IdP	Primary	10/14/2024, 03:02:49 AM	Verifying SAML assertion signature
Cisco (SP)	Primary	09/08/2026, 05:35:05 AM	None

Actions

# Authentication impact of Site conversion

After site conversion







The bridge to possible

# Thank you



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#CiscoLive

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- These points help you get on the leaderboard and increase your chances of winning daily and grand prizes.



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