



Directory Integration

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A User Cannot Sign In After Directory Integration is Configured

Problem A user cannot sign in after directory integration is configured.

Possible Cause There is a problem with the user's Active Directory account.

Solution Check your Active Directory Server to see if the user has an account and if it is active.

Possible Cause The user's email account might not be valid.

Solution Check if the user has a valid email account. The accepted format is abc@mydomain.com.

Possible Cause The user might not be configured in your CUCM directory.

Solution Make sure the user is in your users list in CUCM. Users can sign in even when the user is not imported into your Cisco WebEx Meetings Server database yet. When LDAP authentication is enabled and a user tries to sign in, your system checks if the email address exists in the database (local or remote user). If the user

exists, it checks for the field *ADUserID* in the database for this user. This field is populated after performing a directory synchronization. If this field is empty, then your system checks the CUCM database to see if this user exists there. If the user exists in the CUCM database, it updates the *ADUserID* fields for this user record in the database and continues with authentication. Authentication succeeds as long as the user exists in the CUCM database and provides the correct credentials even though it was not previously synchronized using Directory Integration. After the first sign in, the user record is treated as an Active Directory synchronized user.

All Users Cannot Sign in After Directory Integration

Problem All users cannot sign in after directory integration.

Possible Cause There might be a problem with your network.

Solution Check if there is a network connectivity problem between Cisco WebEx Meetings Server and CUCM or Active Directory.

Possible Cause Your CUCM AXL username and/or password have changed.

Solution Obtain the correct CUCM AXL username and/or password.

User Unable to Sign In After Switching from SSO to LDAP Authentication

Problem A user is unable to sign in after switching from SSO to LDAP authentication.

Possible Cause SSO uses user IDs for authentication and LDAP uses user email addresses.

Solution Inform your user that he must use his email address to sign into his account.

Some or All of Your Users are Unable to Sign In After Switching SSO to LDAP Authentication

Problem Some or all of your users are unable to sign in after you switched from SSO to LDAP authentication.

Possible Cause You have not performed a Cisco WebEx Meetings Server synchronization yet.

Solution Check to see if the affected users are already added into Cisco WebEx Meetings Server. If they are not, they cannot sign into the system.

Solution Sign in to the Administration site, select **Users > Directory Integration**, and perform a synchronization to import all active users from your CUCM Active Directory server to Cisco WebEx Meetings Server. After you perform a synchronization, make sure to inform your users of the change and that they must use their

email addresses to sign in. Refer to "Configuring Directory Integration" in the *Cisco WebEx Meetings Server Administration Guide* for more information.

An Administrator Cannot Sign in to the WebEx Site

Problem An administrator cannot sign in to the WebEx site.

Possible Cause There are problems with the administrator's credentials.

Solution Make sure the administrator has an account on the Active Directory server. The credentials on the WebEx site are different than those on the Administrator site.

A User Added in Cisco WebEx Meetings Server Cannot Sign In

Problem A user added in Cisco WebEx Meetings Server cannot sign in.

Possible Cause You configured directory integration and enabled LDAP authentication.

Solution Make sure the user is configured in your Active Directory server and then synchronized with your Cisco WebEx Meetings Server system using the directory integration feature.

A User's Account Might Not Be Used to Sign Into Cisco WebEx Meetings Server

Problem A user's account might not be used to sign into Cisco WebEx Meetings Server.

Possible Cause The credentials you use to sign into Jabber and other Unified Communications might be different than your WebEx site ID after you have configured directory integration. For example, after you enable LDAP authentication, your user ID becomes your email address.

Solution Inform your user that he must use his email address to sign into the WebEx site.

You Cannot Activate a User

Problem You cannot activate a user.

Possible Cause The user was originally activated by CUCM Active Directory synchronization and is now deactivated.

Solution You cannot activate a deactivated user with the Cisco WebEx Meetings Server user management features if the user was originally deactivated by a CUCM Active Directory synchronization. Such users should be marked with an asterisk that indicates "User has been disabled on LDAP." You must activate the user in Active Directory, perform a CUCM Active Directory synchronization, and then perform a directory integration synchronization.

Possible Cause The user was deactivated using Cisco WebEx Meetings Server user management. You activated the user on your CUCM Active Directory server and performed a synchronization but the user is still deactivated.

Solution Active the user by using the Cisco WebEx Meetings Server user management features. Sign into your Administration site, select **Users**, select the check box for the user you want to activate, and then select **Actions > Deactivate**.

User Status is Not Updated After a Change is Made on Your Active Directory Server

Problem User status is not updated after a change is made in your Active Directory server.

Possible Cause You have not scheduled your Cisco WebEx Meetings Server synchronization to occur after your CUCM Active Directory synchronization. User status is updated in Cisco WebEx Meetings Server based on the user status that is configured in your Active Directory settings. For example, if a user is deleted from your Active Directory server, CUCM will mark this user as "Inactive" during the next synchronization and will delete this user after 24 hours. So if Cisco WebEx Meetings Server does not perform a synchronization within 24 hours, this user status will not be changed.

Solution Make sure you schedule your Cisco WebEx Meetings Server synchronization to occur after your CUCM Active Directory synchronization.

A User Added to Active Directory Server Not Showing Up After Synchronization

Problem A user added to your Active Directory server is not showing up in your active users list after you perform a Cisco WebEx Meetings Server synchronization.

Possible Cause You might not have performed a CUCM Active Directory synchronization before your Cisco WebEx Meetings Server synchronization. CUCM does not communicate directly with Active Directory. After users are added, you must perform an Active Directory synchronization using CUCM before you synchronize your users with Cisco WebEx Meetings Server.

Solution To perform a CUCM Active Directory server synchronization, sign into your CUCM administration account and select **System > LDAP Directory**, and then select the **Perform Full Sync Now** button on the top menu. All new active users are imported to Cisco WebEx Meetings Server after the next directory integration synchronization.