

Configure a New Moderator for an Unmoderated Webex Space

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Introduction

This document describes how to configure a new moderator for an unmoderated Webex Space.

Requirements

Prerequisites

- A Webex Admin account with Compliance Officer or Control Hub Admin role.
- Access to <https://developer.webex.com/>.
- Space ID for the space that is unmoderated.
- Email address or user ID of a new moderator.
- A text conversion tool.

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, ensure that you understand the potential impact of any command.

Background Information

When an employee leaves a company their email and id are deleted from the company Control Hub. This also deletes this employee as a Moderator in any of their Webex spaces. Other members of this space can assign themselves as the new Moderator.

Problem

The former employee cannot be deleted from the Control Hub.

Solution

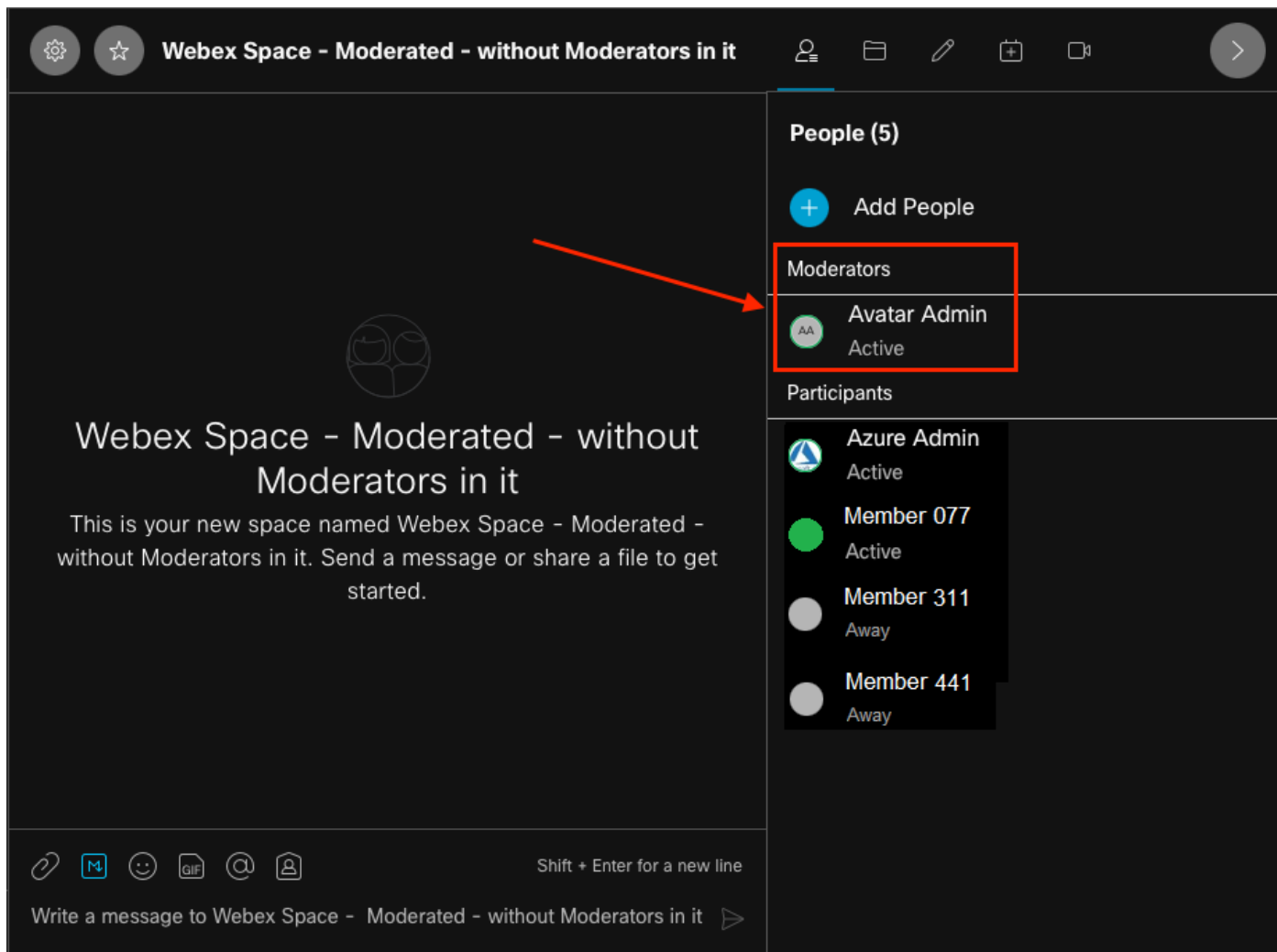
A Compliance Officer (CO) or Control Hub Admin can manually assign a user as the Moderator or elevate a current member to that role.

To manually assign a new Moderator:

1. Select a new Moderator.
2. Retrieve the unmoderated Space ID.
3. Add a new Moderator.
4. Confirm the new Moderator is added.

Select a New Moderator

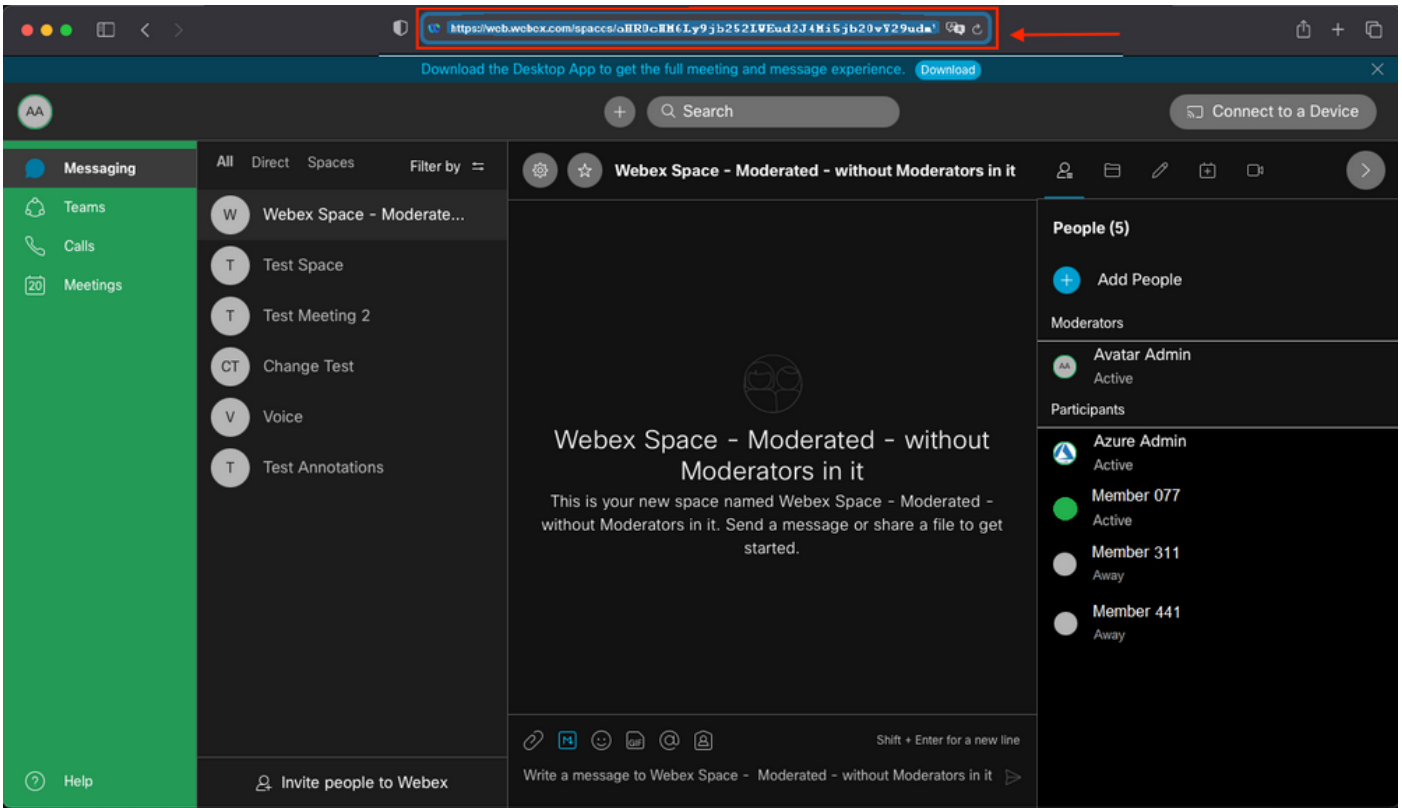
The user avataradmin@admin.com cannot be deleted from the Control Hub after they have left the company. With CO or Control Hub Admin access, you can select and manually add user zoadmin@admin.com and assign them as the new Moderator.



The Former Moderator

Retrieve the Unmoderated Space ID

You can use the Web Client to extract the encrypted Space ID. If you are a current member of this space, you can log into <https://web.webex.com/>, and then select the unmoderated Space. Then you can copy the full URL to the clipboard and provide this URL the CO or Control Hub Admin.



Space URL

Space URL:

```
https://web.webex.com/spaces/aHR0cHM6Ly9jb252LWEud2J4Mi5jb20vY29udmVyc2F0aW9uL2FwaS92MS9jb252ZXJzYXRpb25zL2UzNGRmZGUwLTAyMTktMTF1Yy05YzU3LWIzMTY2NzFkNDg2M
Q==
```

Next, convert the Space ID BASE64 to HTML format. You can use any text conversion tool to retrieve the Space ID. In this example, this URL is <http://www.asciitohex.com/>. In the BASE64 window select Convert.

BASE64

```
aHR0cHM6Ly9jb252LWEud2J4Mi5jb20vY29udmVyc2F0aW9uL2FwaS92MS9jb252ZXJzYXRpb25zL2UzNGRmZGUmWIZM2Y2NzFkNDg2MQ==
```

Convert

Highlight Text

Select the Convert

Button

After conversion, the Space ID displays in the HTML Entities window.

HTML Entities

```
https://conv-a.wbx2.com/conversation/api/v1/conversations/z0abcdef-4444-zzab-1c44-z44a44b44c
```

Convert

Highlight Text

Converted Space ID

Conversion output:

`https://conv-a.wbx2.com/conversation/api/v1/conversations/z0abcdef-4444-zzab-1c44-z44a44b44c`
Space ID:

`z0abcdef-4444-zzab-1c44-z44a44b44c`

Add a New Moderator

To add a new Moderator, run the "Create a membership" command with the Developers API.

Log into <https://developer.webex.com/> and navigate to:

<https://developer.webex.com/docs/api/v1/memberships/create-a-membership>

Add the Space ID / Room ID z0abcdef-4444-zzab-1c44-z44a44b44c and the new Moderator email, zohoadmin@admin.com.

Ensure that the isModerator is enabled before you select Run.

POST

/v1/memberships



Header

Content-Type

application/json

Authorization



Use personal access token

Bearer

.....



This limited-duration personal access token is hidden for your security.

Body

roomId

Required

z0abcdef-4444-zzab-1c44-z44a44b44c

personId

e.g. Y2lzY29zcGFyazovL3VzL1BFT1BMRS!

personEmail

zohoadmin@admin.com

isModerator



Run



Post Request

The response, 200 OK, confirms that the action succeeded.

Request Response

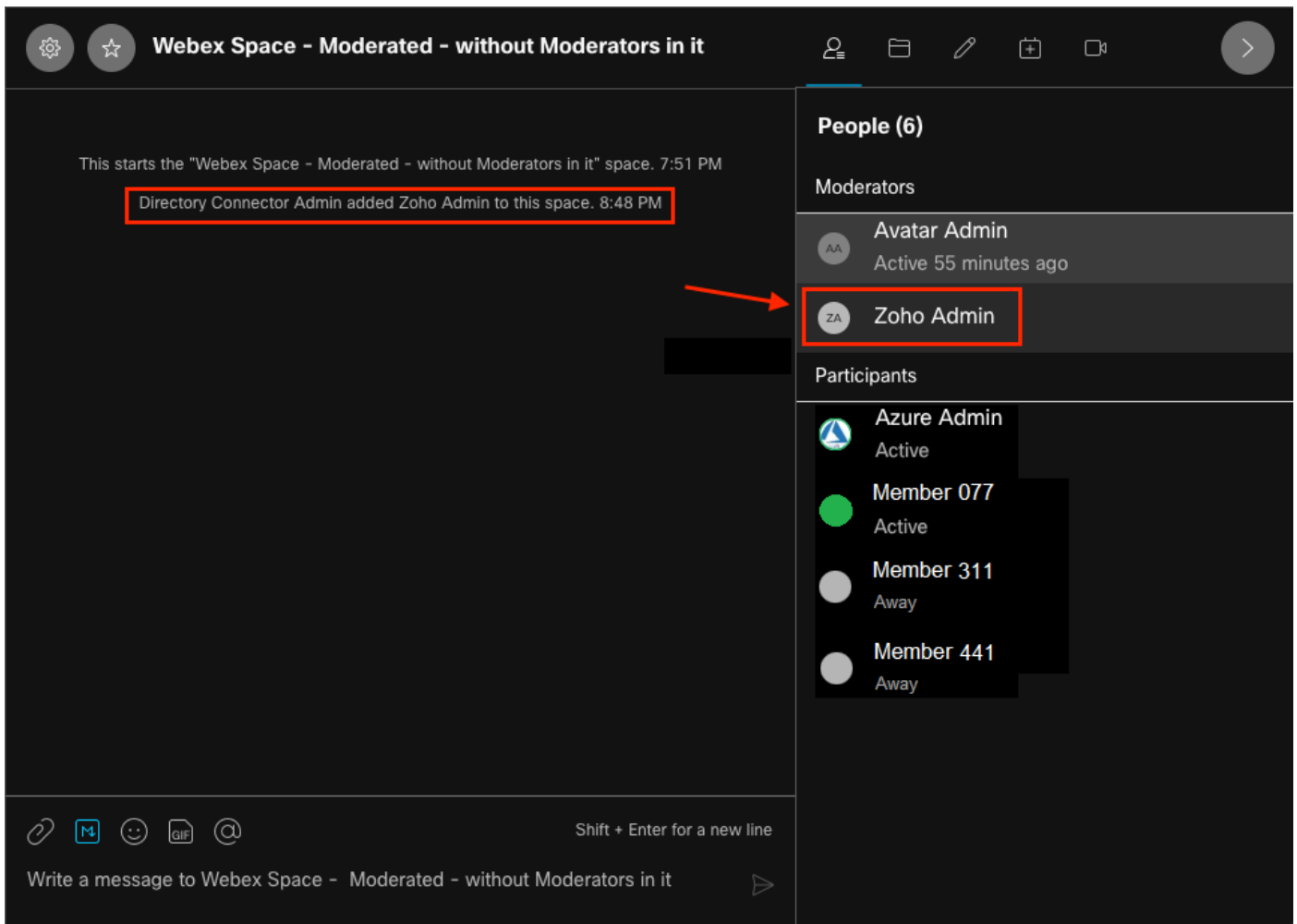
200 / OK

```
{
  "id": "z0abcdef-4444-zzab-1c44-z44a44b44c",
  "roomId": "z0abcdef-4444-zzab-1c44-z44a44b44c",
  "roomType": "group",
  "personId": "z0abcdef-4444-zzab-1c44-z44a44b44c",
  "personEmail": "zohoadmin@admin.com",
  "personDisplayName": "Zoho Admin",
  "personOrgId": "z0abcdef-4444-zzab-1c44-z44a44b44c",
  "isModerator": true,
  "isMonitor": false,
  "isRoomHidden": false,
  "created": "2021-08-21T01:48:08.605Z"
}
```

200 OK Response

```
{ "id": "Yz0abcdef-4444-zzab-1c44-z44a44b44c", "roomId": "z0abcdef-4444-zzab-1c44-z44a44b44c",
"roomType": "group", "personId": "z0abcdef-4444-zzab-1c44-z44a44b44c", "personEmail":
"zohoadmin@admin.com", "personDisplayName": "Zoho Admin", "personOrgId": "z0abcdef-4444-zzab-
1c44-z44a44b44c", "isModerator": true, "isMonitor": false, "isRoomHidden": false, "created":
"2021-08-21T01:48:08.605Z" }
```

The user zohoadmin@admin.com is now the Moderator of "Webex Space - Moderated - without Moderators in it" with the Space ID / Room ID z0abcdef-4444-zzab-1c44-z44a44b44c.



The New Moderator

Confirm the New Moderator is Added

To confirm that the new Moderator was added, use the List membership command in the Developers API.

<https://developer.webex.com/docs/api/v1/memberships/list-memberships>

GET

/v1/memberships?roomId=z0abcdef-4444-zzab-1c44-z44a44b44c

Header

Authorization



Use personal access token

Bearer



This limited-duration personal access token is hidden for your security.

Query Parameters

roomId

`z0abcdef-4444-zzab-1c44-z44a44b44c`

personId

e.g. Y2lzY29zcGFyazovL3VzL1BFT1BMRS!

personEmail

e.g. john.andersen@example.com

max

e.g. 100



Run

Retrieved Space ID

Again, 200 OK returns and this confirms that the action succeeded. All the members of the space are listed and the new Moderator was added.

```
{ "id": "z0abcdef-4444-zzab-1c44-z44a44b44c", "roomId": "z0abcdef-4444-zzab-1c44-z44a44b44c",  
  "roomType": "group", "personId": "z0abcdef-4444-zzab-1c44-z44a44b44c", "personEmail":  
  "zohoadmin@admin.com", "personDisplayName": "Zoho Admin", "personOrgId": "z0abcdef-4444-zzab-  
  1c44-z44a44b44c", "isModerator": true, "isMonitor": false, "created": "2021-08-21T01:48:08.605Z"  
},
```

References

- Webex | Moderate a Space: <https://help.webex.com/en-us/gw1w6c/Webex-Moderate-a-Space>
- Assign Organization Account Roles in Control Hub: https://help.webex.com/en-us/fs78p5/Assign-Organization-Account-Roles-in-Control-Hub#id_117861
- ASCII to Hex: <https://www.asciitohex.com/>
- Compliance & Events: <https://developer.webex.com/docs/api/guides/compliance#compliance>
- Memberships: <https://developer.webex.com/docs/api/v1/memberships>
- Webex Developer Support: <https://developer.webex.com/support>