

Manage Profile Pictures Using Cisco Directory Connector

Introduction

This document describes how to remove or re-upload profile pictures from Cisco Directory Connector into a Webex Organization.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Webex Control Hub.
- Microsoft Active Directory.
- Cisco Directory Connector.

Components Used

The information in this document is based on these software and hardware versions:

- Cisco Directory Connector 3.8.700.64813.
- Active Directory 10.0.17763.8385.
- Windows Server 2019 Standard.
- CodeTwo Active Directory Photos 1.4.0

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

Previously, removing profile pictures for Webex users synchronized via Directory Connector required a manual and time-consuming process. Administrators had to clear the local cache on the server where Directory Connector was installed and then engage the backend engineering team to complete the deletion.

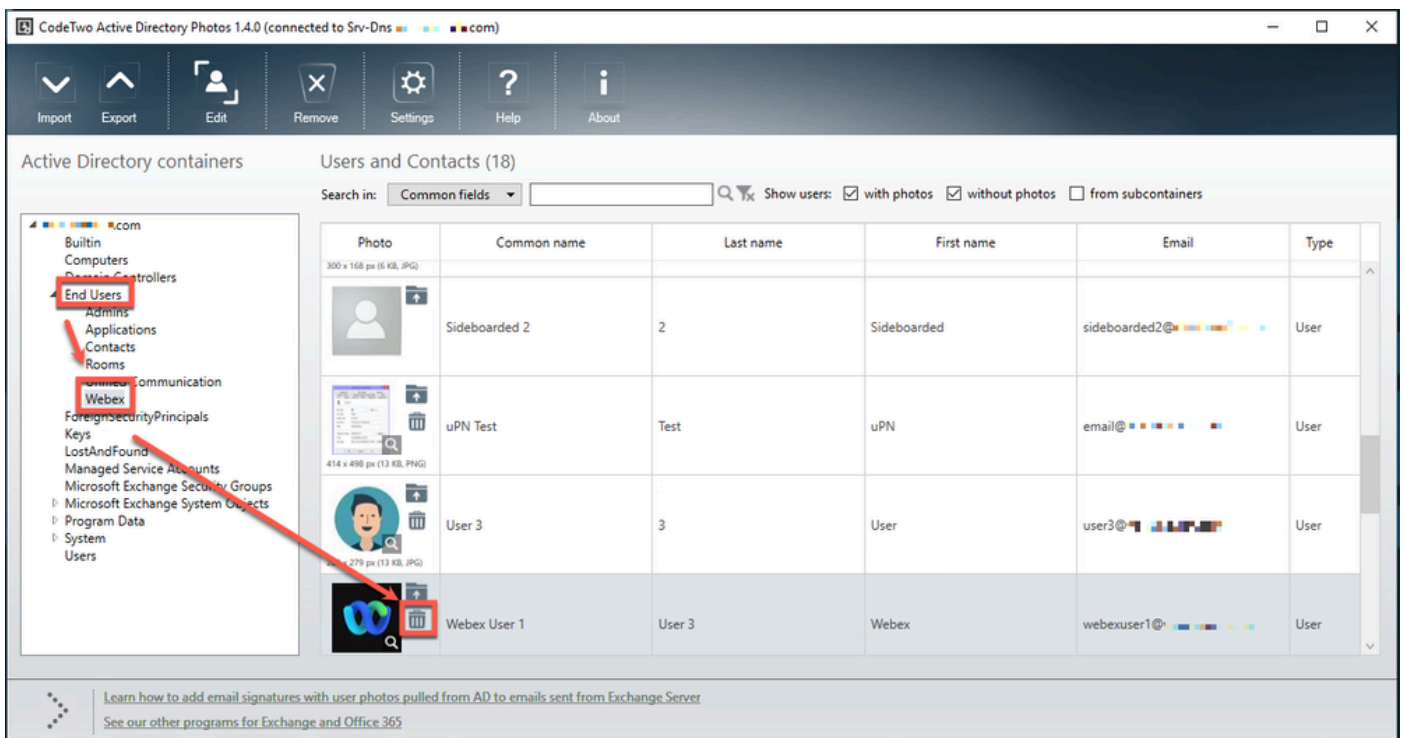
Starting with Directory Connector version 3.7.5000, this process has been significantly streamlined. Profile pictures can now be removed directly through the Directory Connector GUI, eliminating the need for TAC involvement and reducing operational overhead.

Remove profile pictures

Active Directory server

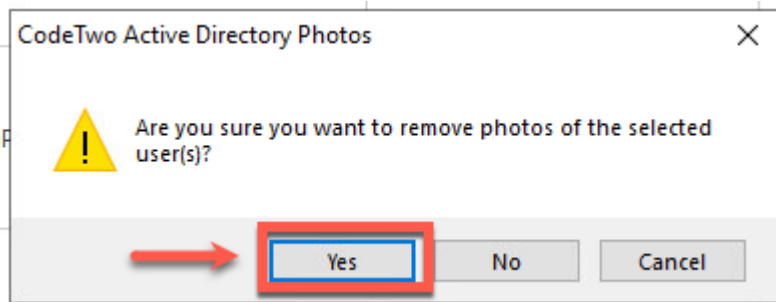
Administrators can remove a user profile picture in Webex using several methods. This article highlights two approaches that have been identified as the simplest and most efficient to implement.

Using CodeTwo Active Directory Photos, navigate to the Organizational Unit (OU) where the user resides, select the user, and click the Delete button to remove the profile picture.

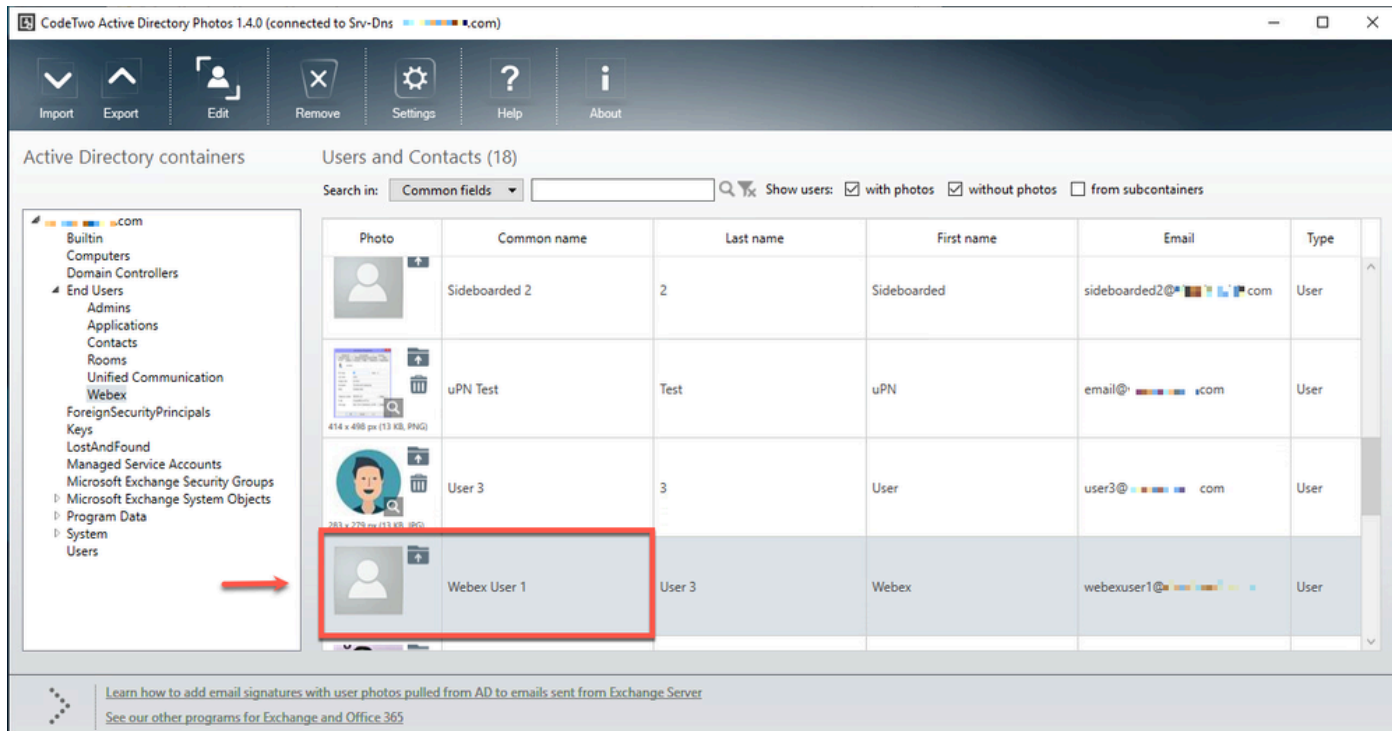


CodeTwo

After acknowledging the confirmation prompt, the user profile is automatically updated.



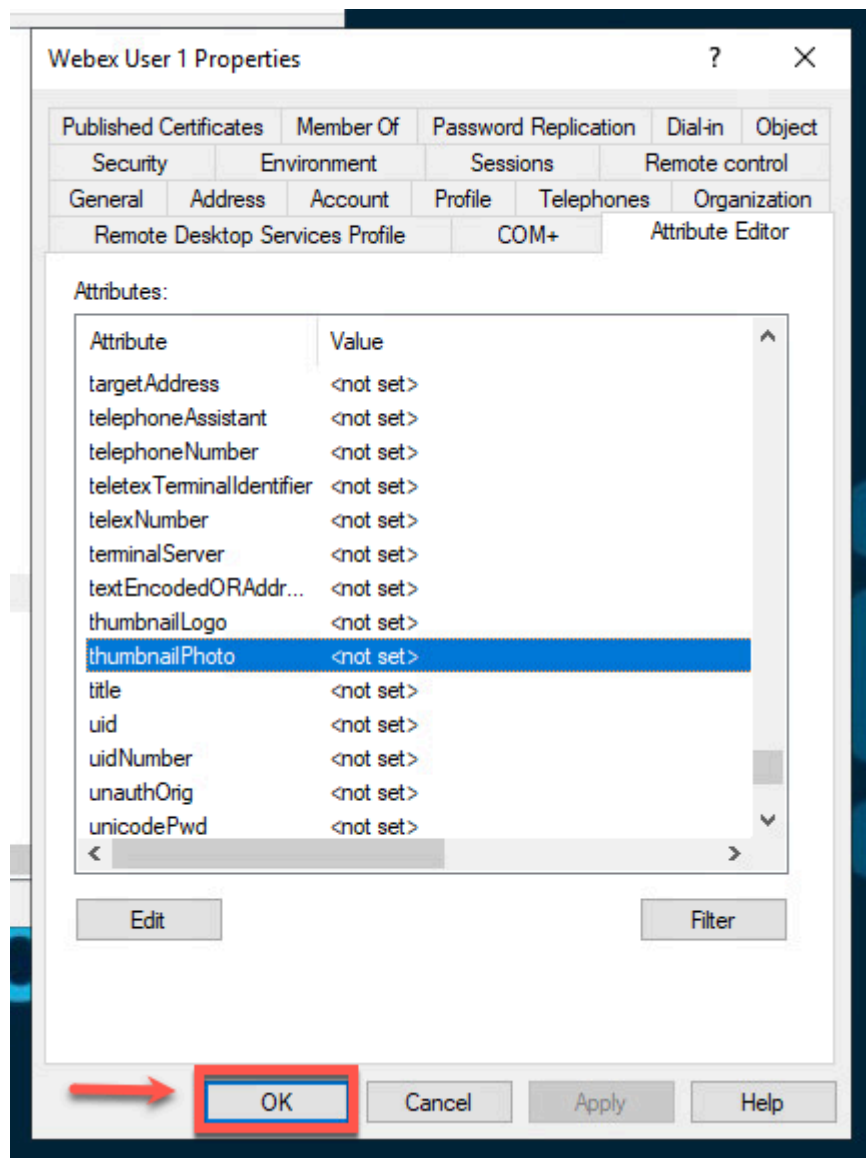
prompt



Picture deleted

Using the embedded **Active Directory Users and Computers** tool, navigate to the Organizational Unit (OU) where the user resides. Open the user **Properties**, go to the **Attribute Editor** tab, and locate the avatar attribute configured in Directory Connector (in this example, **thumbnailPhoto**). Select the attribute and click **Edit**.

now appears empty, confirming the profile picture has been removed.



Attribute Editor

Control Hub status

Log in to Webex Control Hub and navigate to **Management > Users**. Locate the user whose profile picture was removed. It is possible that the profile picture is still displayed.

Users

Users Licenses Contacts Admin roles

Users Deleted users External users External administrators

Search by display name, € or Filter or Select a Location 33 users Manage users by CSV

Display name ↑	Email	Status ⓘ	Last active time ⓘ	Admin roles	
License A	licensea@...com	Verified			📧 🔗 ⋮
License B	licenseb@...com	Verified			📧 🔗 ⋮
Office 365	o365@...com	Active	1/27/26	Full admin, Webex site admin	🔗 📍
One Avatar Admin	oneavataradmin@...com	Verified			📧 🔗 ⋮
SFTP Server	sftp@...com	Active	5/25/22		🔗 📍
Sideboarded 1	sideboarded1@...com	Inactive			
uPN Test	email@...com	Verified			📧 🔗 ⋮
User 3	user3@v...com	Verified			📧 🔗 ⋮
WbX Monitoring	wbxmonitor@...com	Active	7/3/25		🔗 📍
Webex User 1	webexuser1@...com	Active	4/20/25		🔗 📍
Webex User 4	webexuser4@...com	Verified			📧 🔗 ⋮
Win User Test 1	wintest1@...com	Verified			📧 🔗 ⋮
Windows Client 1	winclient1@...com	Active	9/17/25	Full admin, Webex site admin	🔗 📍
Windows Client 2	winclient2@...com	Active	7/2/25		🔗 📍
Windows Client 3	winclient3@...com	Active	9/10/25	Compliance officer	🔗 📍
Windows Client 4	winclient4@...com	Verified			📧 🔗 ⋮
Zoho Admin	admin@...com	Active	8/3/20		🔗 📍

Control Hub view

Cisco Directory Connector server

In the Cisco Directory Connector, navigate to the **Configuration** tab and select the **Avatar** tab. Verify that the profile picture for the user who recently removed it is no longer displayed.

Dashboard **Configuration** Welcome, Directory Connector Admin | Sign Out

Actions Help

Launch Event Viewer

Cloud Organization: LTD Active Directory Domain: com

General Object Selection Policy Schedule User Attribute Mapping Contact Attribute Mapping Notification **Avatar**

Enable Get avatar from: AD attribute

Avatar Attribute: thumbnailPhoto

Verification

User Email: webexuser1@vizcainovich.com

Get user's avatar

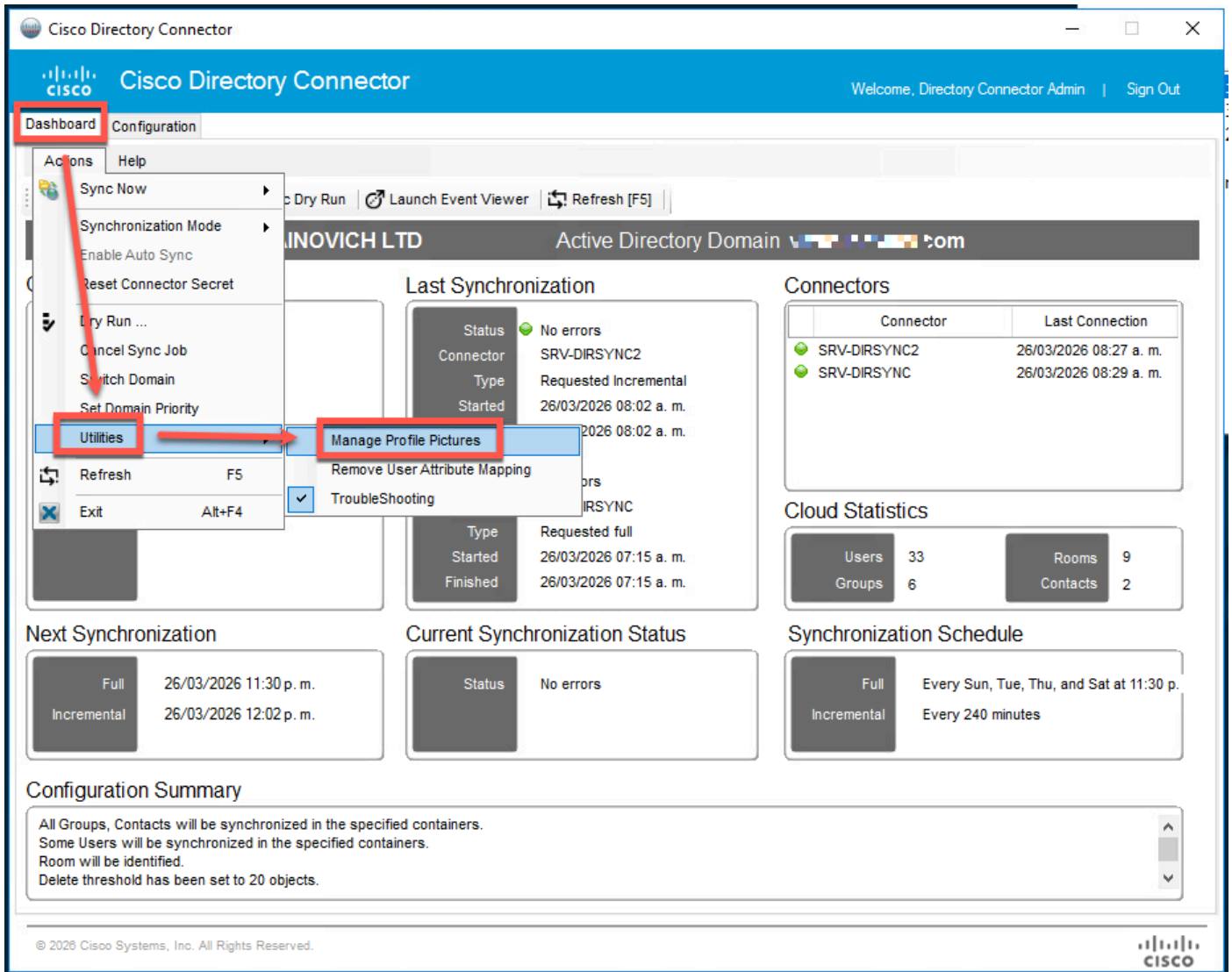
Apply Cancel

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Verification

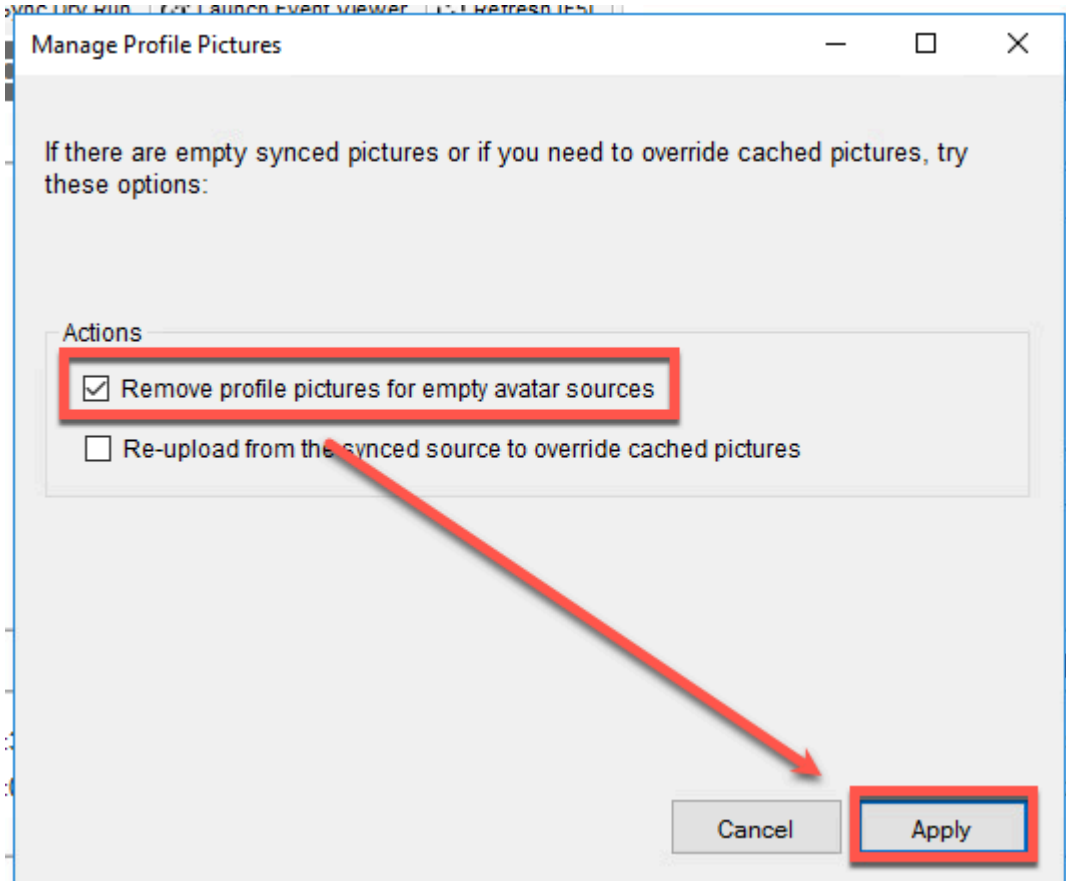
Since the Cisco Directory Connector (CDC) has successfully detected the removal of the profile picture locally, the final step is to synchronize this change with the cloud environment (typically Cisco Webex Control Hub). The synchronization process ensures that the local directory state is reflected in the cloud.

Navigate to the **Dashboard** tab, open the **Actions** menu, select **Utilities**, and then click **Manage Profile Pictures**.



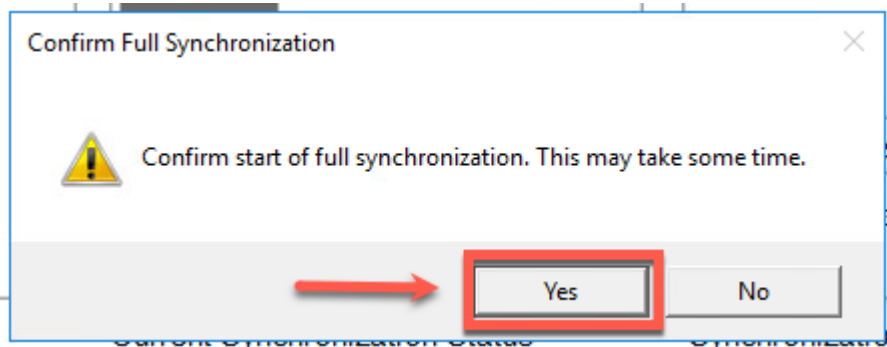
Manage Profile Pictures

Navigate to the **Actions** menu, ensure **Remove profile pictures for empty avatar sources** is enabled, and click **Apply**.



Remove profile pictures

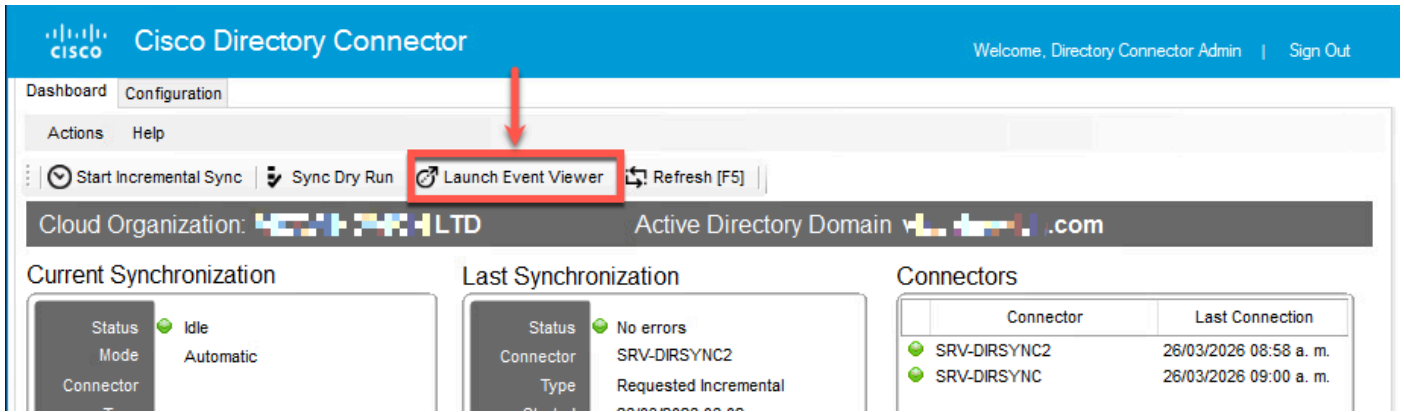
To propagate this change to the cloud, you must perform a **Full Synchronization**. If a full sync is not initiated, the update is not pushed to the cloud.



Confirm button

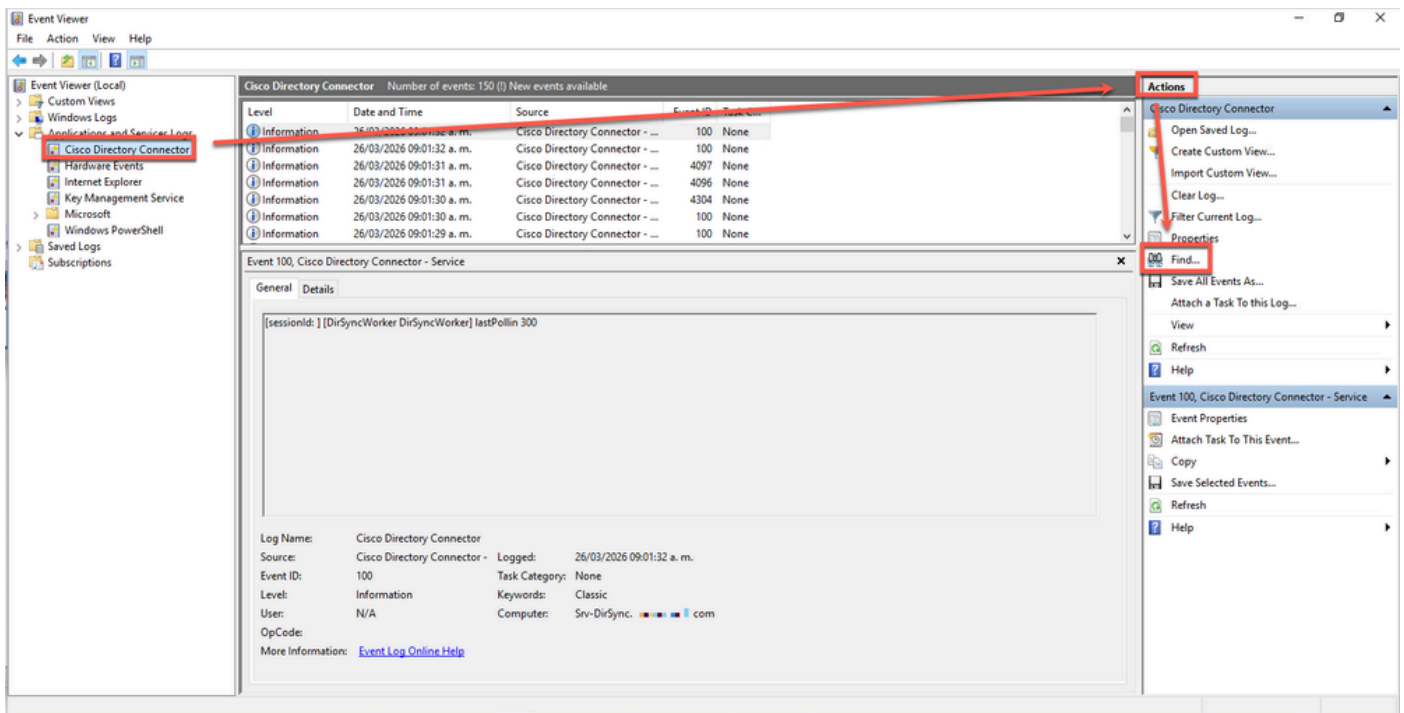
Event Viewer

Once the **Full Synchronization** is complete, click the **Launch Event Viewer** button to review the sync logs.



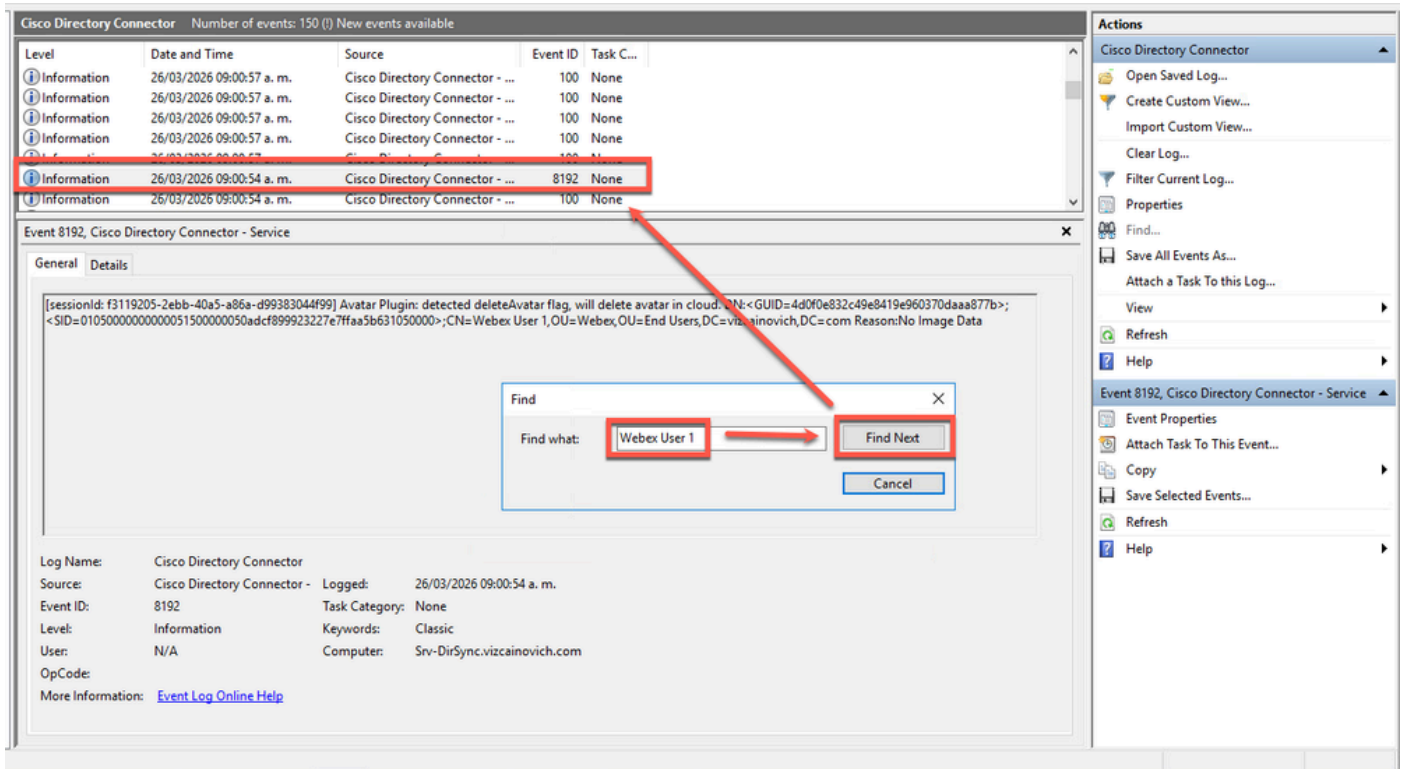
Launch Event Viewer

In the **Event Viewer**, navigate to **Applications and Services Logs > Cisco Directory Connector**. This log tracks all synchronization attempts. To search for specific events, click **Find** in the **Actions** pane on the right.



Find

In the **Find** dialog box, enter the user **Common Name (CN)** or **GUID**, then click **Find Next** to locate the events associated with the profile picture removal.



Find Next

Analyze these two key events to verify the removal process:

1. **Delete Flag:** Confirms that the "Remove profile pictures for empty avatar sources" rule was triggered and the avatar is marked for deletion.

<#root>

[sessionId: f3119205-2ebb-40a5-a86a-d99383044f99]

Avatar Plugin

:

detected deleteAvatar flag, will delete avatar in cloud

. DN:<

GUID=4d0f0e832c49e8419e960370daaa877b

>; <SID=01050000000000051500000050adcf899923227e7ffaa5b631050000>;

CN=Webex User 1

,OU=Webex,OU=End Users,DC=vizcainovich,DC=com Reason:No Image Data

2. **Configuration Status:** Confirms that the system successfully identifies that the user has no profile picture configured.

```
<#root>
```

```
[sessionId: f3119205-2ebb-40a5-a86a-d99383044f99] [DirSync-PluginRunner-5 ExecuteQuery] Avatar Plugin:
```

```
No image data for AD entry
```

```
'<
```

```
GUID=4d0f0e832c49e8419e960370daaa877b
```

```
>;<SID=01050000000000051500000050adcf899923227e7ffaa5b631050000>;CN=Webex User 1,OU=Webex,OU=End Users,
```

Validation

To verify the change, navigate to the **Users** tab in **Control Hub** and locate the user. Confirm that their profile picture has been removed and that the default avatar is now displayed.

Users

Users Licenses Contacts Admin roles

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License A	licensea@...com	Verified		
License B	licenseb@...com	Verified		
Office 365	o365@...com	Active	1/27/26	Full admin, Webex site admin
One Avatar Admin	oneavataradmin@...com	Verified		
SFTP Server	sftp@...com	Active	5/25/22	
Sideboarded 1	sideboarded1@...com	Inactive		
uPN Test	email@v...com	Verified		
User 3	user3@v...com	Verified		
WbX Monitoring	wbxmonitor@v...com	Active	7/3/25	
Webex User 1	webexuser1@...com	Active	4/20/25	
Webex User 4	webexuser4@...com	Verified		
Win User Test 1	wintest1@v...com	Verified		
Windows Client 1	winclient1@v...com	Active	9/17/25	Full admin, Webex site admin
Windows Client 2	winclient2@v...com	Active	7/2/25	
Windows Client 3	winclient3@v...com	Active	9/10/25	Compliance officer
Windows Client 4	winclient4@v...com	Verified		
Zoho Admin	admin@v...com	Active	8/3/20	

Profile picture removed



Note: This guide does not explicitly cover re-uploading from the source to override cached images, as the procedure is identical to the steps provided above. This action is primarily used to resolve any discrepancies between your Active Directory and the cloud.

Known Issues

If a user profile picture persists in **Control Hub**, verify that the user **GUID** is correctly mapped to the intended account and confirm that the 'delete' flag is present in the synchronization logs. Additionally, ensure the user is within the scope of the **Cisco Directory Connector** by reviewing the **Object Selection** settings.

Related Information

- [Configure General Settings for Directory Connector - Manage Profile Pictures](#)

- [Directory Connector release notes](#)