

Fix Scheduling and Paid Feature Issues after Activation (.My)

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Introduction

This document describes cases where users cannot schedule or use paid features right after subscription purchase or reactivation.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics.

- Full administrator access to Control Hub.

Components Used

The information in this document does not require specific hardware or software.

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.

Cause

Required session types (site features) are not enabled for the user on the correct Webex Meetings site.

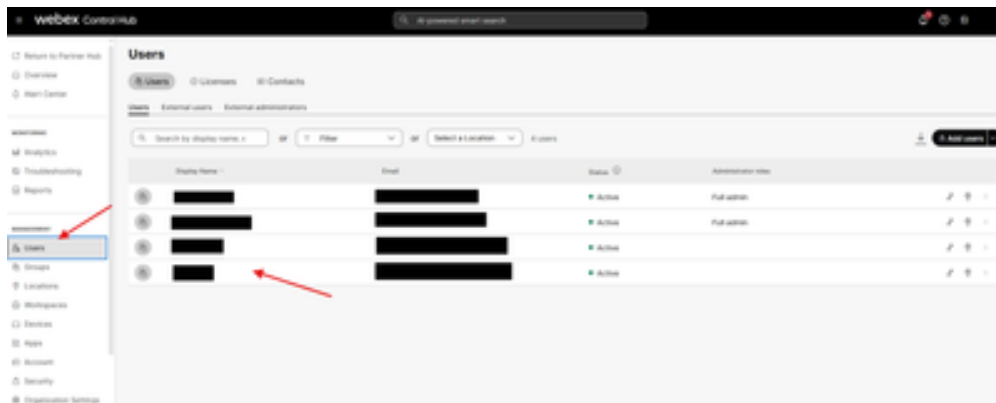
Resolution

Step 1. Sign in to Control Hub

- Navigate to admin.webex.com and sign in with an administrator account.

Step 2. Open the User Record

- Navigate to **Management > Users**.



- Select the **affected user**.

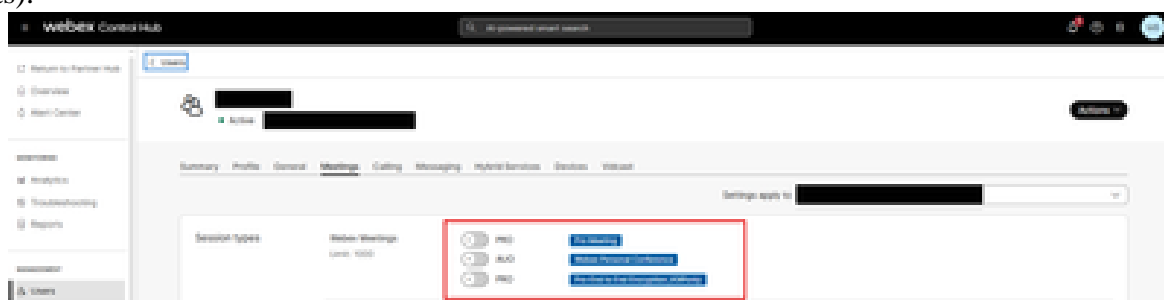
Control Hub (Users)

Step 3. Select the Meetings Site

- Open the **Meetings** tab in the user's profile.
- In the **Settings apply to** drop-down menu, choose the relevant **Webex site** (for example: yourcompany.my.webex.com).

Step 4. Enable Required Session Types

- Locate **Session types**.
- Ensure the appropriate types are enabled for the user (for example: Webex Meetings / paid entitlements).



- Click **Save**.

Control Hub (Meeting Session Types)

Step 5. Refresh User Entitlements

- Ask the user to sign out of the Webex application (desktop, mobile, or web) and sign back in to refresh their permissions.

Verification

- Have the user schedule a test meeting on the selected site.
- Confirm that scheduling is available and that meeting duration aligns with the paid plan (no 40-minute limit, if applicable).

If the Issue Persists

- In the user's profile, confirm that the correct Meetings license is assigned.
- Re-check **Settings apply to** to ensure changes were made on the intended site.
- **Toggle** the affected session type(s) **off** > **Save** > **on** > **Save** to force an update.
- If your process allows, **remove** and **reassign** the Meetings license from the user's **Summary** tab.