Secure Access User Database Via Directory Integration Deletion

Contents

Issue

Organizations using Cisco Secure Access (CSA) must purge their existing user database when transitioning from one directory integration to another for user and group provisioning. This requirement occurs when switching directory sources (such as moving from one EntraID instance to another directory) and you must remove all previously provisioned users before establishing the new directory integration.

The initial assumption was a user database purge can only be performed through backend operations requiring Cisco support assistance. After careful investigation, it was revealed that users can perform this operation directly through the CSA dashboard interface.

Environment

- Cisco Secure Access (CSA) tenant with existing user provisioning
- EntraID directory integration currently configured
- Requirement to transition to a different directory for user and group provisioning

Resolution

The user database purge in Cisco Secure Access can be accomplished by deleting the directory integration directly from the CSA dashboard. This action removes all users and groups that were provisioned through that specific directory integration.

Step 1: Access CSA Dashboard

Log into Cisco Secure Access dashboard for your organization.

Step 2: Navigate to Directory Integration Settings

Navigate to the directory integration configuration section within the CSA dashboard interface.

Step 3: Delete Directory Integration

Delete the existing directory integration from the dashboard. This action automatically removes all users and groups that were provisioned as part of that directory integration.

Step 4: Verification

After deleting the directory integration, verify the user database has been purged and users are no longer present in the CSA tenant.

Step 5: Configure New Directory Integration

Once the existing users have been removed, proceed to configure the new directory integration for user and group provisioning from the desired directory source.

Cause

The requirement to purge the user database arose from the need to transition from one directory integration to another for user and group provisioning. The initial misconception was that backend operations were required for this task, when the CSA dashboard provides native functionality to accomplish this through directory integration deletion.

Related Content

- Cisco Technical Support & Downloads