



Managing Users

This section describes how to manage users on your system.

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About Managing Users

You can add users individually by using the GUI or import user accounts stored in a comma- or tab-delimited (CSV) file in batch. See [Creating Comma- or Tab-Delimited Files](#)

The system supports a lifetime maximum of 400,000 user accounts, the sum of both active and deactivated user accounts. (This lifetime maximum number of user accounts is large enough to accommodate the anticipated growth in the user database of any organization.)

You can add and deactivate user accounts but you cannot delete them. A deactivated user can be reactivated as necessary. Reactivated user accounts regain access to the meetings, recordings, and other data that they had access to before they were deactivated.

To prevent unauthorized sign-in to the system, deactivate any users who leave your organization. You can deactivate users in the following ways:

- If your system does not use integrated SSO, you can deactivate users individually by using the GUI or by importing a CSV file with the **ACTIVE** field set to N for all the users you want to deactivate. See [Deactivating Users](#) for more information.
- If your system uses integrated SSO you must deactivate users by removing them from the corporate directory in your SAML 2.0 IdP. This procedure cannot be performed through this product.
- Use the password configuration feature to deactivate users after a specified period of time. See [Configuring Your General Password Settings](#) for more information.

Creating Comma- or Tab-Delimited Files

The system can import and export user account values contained in a comma- or tab-delimited (CSV) file. (A spreadsheet application, such as Microsoft Excel, can be used to manage CSV files.) If an account in an imported CSV file does not exist, the account is added. If the account exists, imported CSV account values replace the current values.

The system can export a CSV file containing user account values that can be modified and imported back into the system or a new system.

To successfully import a CSV file, the following criteria must be met:

- All fields listed in the table are required, but the field values can be empty. If a field is missing, an error message appears. For example, Incorrect file format. Custom10 is required.
- Valid characters in the CSV file are limited to those contained in UCS Transformation Format—8 bit (UTF-8).
- When adding a new user account, the **UserId** field can be blank if the **Email** field contains an email address that is not used by another user account. If the email address matches the email address in another user account, the user account in the CSV file is not added.
- When editing a user account, the **UserId** and **Email** values must match an existing user account. If they do not match a user account, none of the current values are changed to the CSV values.
- Up to ten **Tracking Code Groups** can be defined. Tracking code group names should be unique. Do not use predefined field names (USERID, ACTIVE, FIRSTNAME, LASTNAME, EMAIL, LANGUAGE, HOSTPRIVILEGE, TIMEZONE, and so forth) for tracking codes.

The table lists the required field names, descriptions, and the acceptable values.

Field Name	Description	Size and Type of Value
USERID	User ID. Note This field is automatically generated by the system and must be left blank when importing a CSV file.	1 to 19 alphanumeric characters

Field Name	Description	Size and Type of Value
ACTIVE	Indicate whether or not this user is active.	Y or N
FIRSTNAME	User's first name.	1 to 32 character string
LASTNAME	User's last name.	1 to 32 character string
EMAIL	User's email address.	1 to 192 alphanumeric character string
LANGUAGE	Language of the user. See CSV File Field Values for more information.	1 to 64 character string
HOSTPRIVILEGE	Host privileges.	ADMN or HOST
TIMEZONE	Time zone where the user is located. See CSV File Field Values for more information.	Time zone name
DIVISION	User's division. For tracking code group 1. This field is configurable on the Tracking Codes page. See Configuring Tracking Codes for more information.	1 to 128 character string
DEPARTMENT	User's department. For tracking code group 2. This field is configurable on the Tracking Codes page. See Configuring Tracking Codes for more information.	1 to 128 character string
PROJECT	User's project. For tracking code group 3. This field is configurable on the Tracking Codes page. See Configuring Tracking Codes for more information.	1 to 128 character string
OTHER	Other information. For tracking code group 4. This field is configurable on the Tracking Codes page. See Configuring Tracking Codes for more information.	1 to 128 character string
CUSTOM5	Custom field 5. See Configuring Tracking Codes for more information.	1 to 128 character string
CUSTOM6	Custom field 6.	1 to 128 character string
CUSTOM7	Custom field 7.	1 to 128 character string

Field Name	Description	Size and Type of Value
CUSTOM8	Custom field 8.	1 to 128 character string
CUSTOM9	Custom field 9.	1 to 128 character string
CUSTOM10	Custom field 10.	1 to 128 character string

The following topics provide additional information:

- [Exporting User Accounts to a CSV File](#)
- [Importing User Accounts from a CSV File](#)
- [Transferring User Accounts Between Systems by using a CSV File](#)
- [Configuring Tracking Codes](#)

CSV File Field Values

Language Field Values

Following are examples of the country code values that you can use in the a CSV file.

Field Value	Language
en-us	U.S. English
zh-cn	Simplified Chinese
zh-tw	Traditional Chinese
jp	Japanese
ko	Korean
fr	French
de	German
it	Italian
es-me	Castilian Spanish
es	Latin American Spanish
nl	Dutch
pt-br	Portuguese
ru	Russian

Time Zone Field Values

Following are the time zone (TIMEZONE) field values that you can set in a CSV file.

Field Value	GMT
Marshall Islands	-12 hr
Samoa	-11 hr
Honolulu	-10 hr
Anchorage	-9 hr
San Francisco	-8 hr
Tijuana	-8 hr
Arizona	-7 hr
Denver	-7 hr
Chihuahua	-7 hr
Chicago	-6 hr
Mexico City	-6 hr
Saskatchewan	-6 hr
Tegucigalpa	-6 hr
Bogota	-5 hr
New York	-5 hr
Indiana	-5 hr
Caracas	-4.5 hr
Halifax	-4 hr
Newfoundland	-3.5 hr
Brasilia	-3 hr
Buenos Aires	-3 hr
Recife	-3 hr

Field Value	GMT
Nuuk	-3 hr
Mid-Atlantic	-2 hr
Azores	-1 hr
Reykjavik	0 hr
London	0 hr
Casablanca	0 hr
West Africa	1 hr
Amsterdam	1 hr
Berlin	1 hr
Madrid	1 hr
Paris	1 hr
Rome	1 hr
Stockholm	1 hr
Athens	2 hr
Cairo	2 hr
Pretoria	2 hr
Helsinki	2 hr
Tel Aviv	2 hr
Amman	2 hr
Istanbul	2 hr
Riyadh	3 hr
Nairobi	3 hr
Tehran	3.5 hr
Moscow	4 hr

Field Value	GMT
Abu Dhabi	4 hr
Baku	4 hr
Kabul	4.5 hr
Islamabad	5 hr
Mumbai	5.5 hr
Colombo	5.5 hr
Ekaterinburg	6 hr
Almaty	6 hr
Kathmandu	6.75 hr
Bangkok	7 hr
Beijing	8 hr
Perth	8 hr
Singapore	8 hr
Taipei	8 hr
Kuala Lumpur	8 hr
Tokyo	9 hr
Seoul	9 hr
Adelaide	9.5 hr
Darwin	9.5 hr
Yakutsk	10 hr
Brisbane	10 hr
Sydney	10 hr
Guam	10 hr
Hobart	10 hr

Field Value	GMT
Vladivostok	11 hr
Solomon Islands	11 hr
Wellington	12 hr
Fiji	12 hr

Exporting User Accounts to a CSV File

To export a CSV file:

Procedure

- Step 1** Sign in to the Administration site.
- Step 2** Select **Users > Import/Export Users**.
- Step 3** Select **Export**.
Your user data is exported as a CSV file. The system emails the administrator a link to the exported file download.
-

Importing User Accounts from a CSV File

To import a CSV file to the system:

Before You Begin

Prepare a comma- or tab-delimited (CSV) file containing the user account information. You can export the current system user account values to a CSV file, modify the file, and import it to add or change user accounts. See [Exporting User Accounts to a CSV File](#) and [Creating Comma- or Tab-Delimited Files](#) for more information.

Procedure

- Step 1** Sign in to the system Administration site.
- Step 2** Select **Users > Import/Export Users**.
The **Import/Export Users** page appears.
- Step 3** Select **Import**.

The **Import Users** page appears.

- Step 4** Select **Browse** and then select the CSV file that to be imported.
- Step 5** Select **Comma** or **Tab** to indicate which type of CSV file you are importing, comma-delimited or tab-delimited.
- Step 6** Select **Import**.
The file is imported and the system sends an email indicating how many user accounts were imported successfully and how many accounts failed to be added or modified.

What to Do Next

Select **Users** to view the user accounts and verify that the values were imported correctly.

Transferring User Accounts Between Systems by using a CSV File

To transfer user accounts from one system to another by using a CSV file:

Procedure

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- Step 1** Sign in to the Administration site on the system that contains the source of the user accounts to be transferred.
 - Step 2** Select **Users > Import/Export Users**.
 - Step 3** Select **Export**.
Your user data is exported as a CSV file. The system emails the administrator a link to the exported file download.
 - Step 4** Optionally, open the exported CSV file, modify the user account values as needed, and save the CSV file.
(See [Creating Comma- or Tab-Delimited Files](#) for more information.)
 - Step 5** Sign in to the target system Administration site.
 - Step 6** Select **Users > Import/Export Users**.
The **Import/Export Users** page appears.
 - Step 7** Select **Import**.
The **Import Users** page appears.
 - Step 8** Select **Browse** and then select the CSV file that to be imported.
 - Step 9** Select **Comma** or **Tab** to indicate which type of CSV file you are importing, comma-delimited or tab-delimited.
 - Step 10** Select **Import**.
The file is imported and the system sends an email indicating how many user accounts were imported successfully and how many accounts failed to be added or modified.

What to Do Next

Select **Users** to view the user accounts and verify that the values were imported correctly.

Adding Users

Procedure

- Step 1** Sign in to the Administration site.
- Step 2** Select **Users > Add User**.
- Step 3** Select your account type (**Host** or **Administrator**).
- Step 4** Complete the fields with the user's information. Fields marked with an asterisk are required.
- Step 5** Select **Save**.
Cisco WebEx Meetings Server sends an email to the user with a **Create Password** link. A user must create a password before signing in to the WebEx site.
- Note** The Create Password link expires after 72 hours.
The user is added to your system.
-

Editing Users

You can change user information and activate or deactivate user accounts with the edit user feature.

Procedure

- Step 1** Sign in to the Administration site.
- Step 2** Select **Users**.
The list of users appears. The default number of users shown on each page is 50. You can optionally select the **Users Per Page** drop-down menu and change the setting to **50** or **100**.
- Step 3** Select a user to edit.
- Step 4** Make changes to the editable fields. Fields marked with an asterisk are required.
- Step 5** Optionally select the **Force this user to change password on next login** check box.
Note If SSO is enabled on your system, this feature does not apply to host accounts.
- Step 6** Optionally activate or deactivate an account:
- Select **Activate** to reactivate an inactive account.
 - Select **Deactivate** to deactivate an account.
- Note** Activating or deactivating an account does not save any other changes you have made to the account. You must select **Save** to save your changes.
- Step 7** Select **Save**. This saves your changes without altering the status of the account.
-

Activating Users

After you add or import host and administrator accounts, they are active by default. Use this feature to reactivate inactive users.

Alternatively you can activate an account on the **Edit User** page. See [Editing Users, on page 10](#) for more information.

Procedure

-
- Step 1** Sign in to the Administration site.
 - Step 2** Select **Users**.
 - Step 3** Select the check boxes for any inactive users you want to activate.
 - Step 4** Select **Actions** > **Activate**.
The selected accounts are activated and the status for each account should now be "Active."
-

Deactivating Users

You can deactivate host and administrator accounts. Deactivating an account prevents the owner of the accounts from doing the following:

- Signing in from web pages, the Outlook plugin, and mobile applications
- Hosting or attending meetings
- Managing the system (if the user was an administrator)

Alternatively you can deactivate an account on the **Edit User** page. See [Editing Users, on page 10](#) for more information.



Note Administrators cannot deactivate their own accounts.

Procedure

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- Step 1** Sign in to the Administration site.
 - Step 2** Select **Users**.
 - Step 3** Select the check boxes for any active users you want to deactivate.
 - Step 4** Select **Actions** > **Deactivate** and confirm by selecting **OK**.
The selected accounts are deactivated and the status for each account should now be "Inactive."
-

Configuring Tracking Codes

You can configure tracking codes to track host usage in specified groups. For example, you can configure tracking codes for projects or departments. The tracking codes you configure appear as options when you add or edit users.

You must configure the following for each tracking code:

- Tracking code group—Configure your tracking code groups. Tracking code groups are used when you add and edit users. The defaults are Division, Department, Project, Other, and Custom5 through Custom10.



Note Tracking code group names should be unique and you should not use predefined field names (USERID, ACTIVE, FIRSTNAME, LASTNAME, EMAIL, LANGUAGE, HOSTPRIVILEGE, TIMEZONE).

- Input mode—Select **Text field** or **Dropdown menu**.
- Usage—Select **Not used**, **Optional**, or **Required**.

Procedure

-
- Step 1** Sign in to the Administration site.
- Step 2** Select **Users > Tracking Codes**.
- Step 3** Optionally enter the name of each tracking group you want to configure in the **Tracking code group** column. You do not need to change any of the fields if you intend to use the default values.
- Step 4** Select **Text Input** or **Dropdown Menu** in the **Input mode** column for each tracking code. If you select **Text Input** then you enter your tracking code name in a text field. If you select **Dropdown menu** an **Edit list** link appears next to your **Input mode** field. Select the **Edit list** link to configure the values in the dropdown menu for that tracking code. See [Editing Tracking Codes, on page 12](#) for more information.
- Note** If you select **Dropdown menu** for one of your tracking code groups, you must select **Edit list** and enter one or more options for the associated dropdown menu.
- Step 5** Select **Not used**, **Optional**, or **Required** in the **Usage** column for each tracking code.
- Note** You should only change the Usage to **Required** or **Optional** after you have configured a dropdown menu list. An error message appears if you attempt to configure a usage setting other than **Not used** if you have not configured the Tracking code group and Input mode first.
- Step 6** Select **Save**.
Your tracking code settings are saved.
-

Editing Tracking Codes

By default, tracking codes are displayed as text boxes. If you want to display tracking code options in a dropdown menu you must configure a list of options. After you select **Dropdown menu** from the **Input mode** dropdown menu, an **Edit list** link appears.

Before You Begin

To edit your tracking codes you must select **Users > Tracking Codes** and select **Dropdown menu** for your **Input mode**.

Procedure

- Step 1** Select the **Edit list** link.
The **Edit Tracking Code List** dialog box appears.
- Step 2** Configure the fields in the **Edit Tracking Codes List** dialog box.
- Select **Show active codes only** to display only active tracking codes when you open this dialog box. Deselect this option to show all tracking codes. Note that you cannot select this option the first time you configure tracking codes for each **Input mode**.
 - Select **Go to first empty tracking code** to go to the first page with empty code fields.
 - Active** is selected by default. You can uncheck **Active** to make a tracking code inactive. Inactive tracking codes do not appear on this tracking code group's dropdown menu. Check **Active** to activate an inactive tracking code.
 - Enter the menu item name in the **Code** text box. Limit: 128 characters.
 - Select the **Default** radio button to make this menu item the default selection for the dropdown menu.
 - Select **Add 20 more lines** to add 20 more configurable tracking code lines. Navigation links (**Next**, **Previous**, and page numbers) are added if you have more than 20 lines to display. Limit: 500 lines (25 pages).
 - Select a **Sort** radio button to set the sorting method (**Do not sort**, **Sort ascending**, **Sort descending**) for the tracking codes. Note that **Sort** only works for the current page.
- Step 3** Select **Update** to save your settings.
Your settings are saved and the **Edit Tracking Code List** page closes.
-

Configuring Directory Integration

Directory integration enables your system to populate and synchronize your Cisco WebEx Meetings Server user database with the Cisco Unified Communications Manager (CUCM) user database that is then integrated with an LDAP directory.

Directory integration simplifies user profile administration in the following ways:

- Imports user profiles from CUCM to Cisco WebEx Meetings Server.
- Periodically updates the Cisco WebEx Meetings Server database with new or modified user attributes in the CUCM database including each user's first name, last name, and email address. Cisco WebEx Meetings Server differentiates users by their email addresses, so if users have the same first name and last name but different email addresses, Cisco WebEx Meetings Server treats them as different users.
- Periodically checks the CUCM database for inactive user entries and deactivates their user profiles from the Cisco WebEx Meetings Server database.
- Enables the system to use LDAP authentication to authenticate Cisco WebEx Meetings Server directory integration users against the external directory.

- Supports fully encrypted LDAP integration when Secure LDAP (SLDAP) is enabled on CUCM and the LDAP server.
- All users configured in CUCM are synchronized to Cisco WebEx Meetings Server and their accounts are activated. You can optionally deactivate accounts after the synchronization is complete. All active users in CUCM are synchronized into Cisco WebEx Meetings Server. Inactive users are not imported into Cisco WebEx Meetings Server.

Before You Begin

Make sure the following prerequisites are met before you proceed with directory integration:

- We recommend that you schedule synchronization during off-peak hours or on weekends to minimize the impact on your users.
- Make sure you have a supported version of Cisco Unified Communications Manager (CUCM). Refer to the [Cisco WebEx Meetings Server System Requirements](#) for more information.
- Obtain CUCM administrative user credentials (required to add a CUCM server for directory integration).
- You must configure AXL and LDAP directory service on CUCM before you can use the directory integration feature. CUCM is required to import users into your Cisco WebEx Meetings Server system. Use CUCM to do the following:
 - Enable Cisco AXL Web Service
 - Enable Cisco directory synchronization
 - Configure LDAP integration
 - Configure LDAP authentication

See [Using CUCM to Configure AXL Web Service and Directory Synchronization](#) and [Using CUCM to Configure LDAP Integration and Authentication](#). Refer to the [CUCM documentation](#) for additional information.

- Make sure that all users who require host privileges are available in CUCM. Any user not in CUCM will not be able to sign in and host meetings (all users can join as a guest). If necessary, create CUCM groups or filters which consist of only the users you want to import from CUCM.



Note

All active CUCM users are imported into Cisco WebEx Meetings Server during your first directory synchronization. Inactive CUCM users are not imported. Only active new and modified users are imported during any subsequent synchronization. You must deactivate user accounts in Cisco WebEx Meetings Server that you do not want to give host access to. Note that a host license is only consumed in Cisco WebEx Meetings Server when a user actually hosts a meeting. Accounts that do not host meetings do not consume licenses. See "Managing Licenses" in [Configuring Your System](#) for more information on license consumption.

- Users with no email address are not imported.
- If users have multiple accounts that use the same first name and last name but are assigned different email addresses on CUCM, when these users are imported to Cisco WebEx Meetings Server these addresses are treated as different users. CUCM users are unique by username so an administrator can create multiple user accounts with the same email address. However, accounts on the Cisco WebEx

Meeting Server are unique by email address. Therefore, if multiple CUCM user accounts have the same email address, the administrator for CUCM should manually edit these user accounts to make the email addresses unique before importing those accounts to the Cisco WebEx Meetings Server.

- When LDAP authentication is enabled, Cisco WebEx Meetings Server uses port 8443 to connect to CUCM when you select the **Synchronize Now**, or check the **Next synchronization** option and enter a date and time.
- Cisco WebEx Meetings Server supports passwords up to 64 characters. When creating a user on CUCM, ensure that a user's password is no more than 64 characters. Users with passwords greater than 64 characters will not be able to sign in to Cisco WebEx.

Procedure

Step 1 Sign in to your Cisco WebEx Meetings Server Administration site.

Step 2 (Optional) Select **Turn On Maintenance Mode** and **Continue** to confirm.

Note Maintenance mode is not required to perform directory integration but a large synchronization can affect system performance. You can put your system into maintenance mode to prevent users from using the system during a synchronization.

Step 3 Select **Users > Directory Integration**.

Step 4 Enter your CUCM server information if you have not done so already:

- IP Address or fully qualified domain name (FQDN)
- Username
- Password

The username and password can be your CUCM administrator or AXL username and password. After you configure your CUCM information, the IP address or FQDN of your CUCM server appears under the CUCM icon.

Note If you have already configured your CUCM settings, this step is not necessary and you can proceed to the next step. After you have configured your CUCM information, changing it is a complex procedure that can cause user synchronization problems and is not recommended.

Step 5 Synchronize your Cisco WebEx Meetings Server system with your LDAP directory service. You can perform your synchronization in the following ways:

- Select **Synchronize Now** to perform a synchronization immediately.

Note You cannot cancel synchronization after it starts.

- Select the **Next synchronization** check box and enter a date, time, and repeat mechanism to schedule future synchronizations.

If you select **Synchronize Now**, your system immediately performs a synchronization. The time this process takes varies depending on the number of users being synchronized. You receive an email when the synchronization is complete. The other administrators on your system are not notified after a **Synchronize Now**. If you schedule a synchronization, it occurs at the specified date and time. All administrators receive an email after a scheduled synchronization is complete. If you want to prevent future synchronization, you can deselect **Next synchronization**.

The following attributes are mapped during the synchronization process:

CUCM Attribute	Cisco WebEx Meetings Server Attribute
First Name	First Name
Last Name	Last Name
Mail ID	Email Address

Note The first name and last name in Cisco WebEx Meetings Server are components of the full name that is displayed to users.

Mapped attributes in Cisco WebEx Meetings Server cannot be updated by end users.

If your synchronization fails, an error message appears on the page and an email with detailed information about the error is sent to the administrator. Select **View Log** to see a detailed explanation of the error. The logs provided include a deactivated user report, failed user report, and a summary.

After you have performed at least one synchronization, a summary of your last synchronization appears indicating whether or not it was completed, the time and date it was completed (using the time and date configured in your Company Info settings), and a listing of user changes including the following:

- Added—The number of new users added.
- Deactivated—The number of users who were deactivated.

Step 6 Select **Save** if you have configured or changed your synchronization schedule or your administrator notification settings.

Step 7 Select the **Users** tab and make sure that the correct users have been synchronized.

- Select **Remote users** on the drop-down menu to filter the user list. Make sure that the users you wanted synchronized are present in the list. Remote users are imported into Cisco WebEx Meetings Server through a directory synchronization. If a user is created locally first and is overwritten by a directory synchronization, this user will become a remote user, not a local user.
- Select **Local users** to see which users were not included in the synchronization. Local users are created locally by a Cisco WebEx Meetings Server administrator. Local users can be added manually or imported using a CSV file.

Step 8 Make sure your CUCM and Cisco WebEx Meetings Server synchronization schedules are sequential. Your CUCM synchronization must occur first and your Cisco WebEx Meetings Server synchronization should occur immediately afterward.

Step 9 (Optional) Select or deselect **Notify administrators when synchronization completes** and then select **Save**. This option is selected by default and only informs administrators after scheduled synchronizations.

Step 10 Select **Enable LDAP Authentication**.

Note If your system is configured to use SSO, you must first disable SSO. See [Disabling SSO](#) for more information. If your system is not configured to use SSO, it uses its default authentication until you enable LDAP authentication.

After enabling LDAP we recommend that administrators use Active Directory server for user management including adding, disabling, and modifying users. After enabling LDAP authentication, all participants must use their LDAP credentials to sign in to the WebEx site. Administrators, however, still use their Cisco WebEx Meetings Server credentials to sign in to the Administration site.

- Step 11** Make sure that your users can sign into the system with their AD domain credentials.
- Step 12** If you put your system in maintenance mode select **Turn Off Maintenance Mode**.
- Step 13** (Optional) If you have performed a synchronization, you can select **Notify Now** to notify users by email that accounts have been created for them on your Cisco WebEx Meetings Server system or when their accounts have been changed. You can optionally select **Automatically send out notifications**, which automatically sends an email to your newly added users after each synchronization. After any change to the authentication settings (for example, enabling LDAP), the Users–Password Changed email is sent to affected users. When you select **Notify Now**

- All users receive only one notification in their lifetime. Subsequent synchronization do not cause additional emails to be sent.
- "Users that require notification" indicates all users that are active and have not been notified yet.
- Inactive users or local users are not sent any notification.
- Adding a local user on Cisco WebEx Meetings Server sends an email to this user. However, this user must be added on your CUCM Active Directory server before he can sign in to the WebEx site.
- You can only send notifications to users who were added using the synchronization feature.
- It might take a few minutes for your email notifications to be sent to your users. This delay is caused by several factors that are external to your Cisco WebEx Meetings Server system including your email server, network connectivity issues, and spam catchers on individual email accounts.

Your system sends the following emails:

- The AD Activation Email is sent to each user the first time they are imported into your system in a synchronization. Users do not receive this email on subsequent synchronization.
- The User Password–Changed email is sent to users who were created locally on your system.

See [About Email Templates](#) for information on customizing these email templates.

Note If you are using Directory Integration with LDAP authentication, users configured in CUCM are synchronized into Cisco WebEx Meeting Server as hosts and use their LDAP credentials to sign in to their WebEx site. However, if you change an imported user's account type from host to administrator, the user receives an email with a Create Password link. A user selects this link and enters a new password for Cisco WebEx Meetings Server. The user will use this newly created password to sign in to the Administration site, but will continue to use the LDAP credentials to sign in to their WebEx site.

Using CUCM to Configure AXL Web Service and Directory Synchronization

Use CUCM to configure AXL Web Service and directory synchronization.

Before You Begin

Perform this procedure before you use the Directory Integration feature. See [Configuring Directory Integration, on page 13](#) for more information.

Procedure

-
- Step 1** Sign in to your CUCM account.
 - Step 2** Select **Cisco Unified Serviceability** from the top right dropdown menu and then select **Go**.
 - Step 3** Select **Tools > Service Activation**.
 - Step 4** Select **Cisco AXL Web Service** and **Cisco DirSync** and then select **Save**.
-

What to Do Next

Use CUCM to configure LDAP integration and authentication if you have not already done so. See [Using CUCM to Configure LDAP Integration and Authentication](#), on page 18 for more information.

Using CUCM to Configure LDAP Integration and Authentication

Use CUCM to configure LDAP integration and authentication.



Note

If CUCM is configured for Directory Integration, you can choose to use SSO, LDAP, or local authentication.

Before You Begin

Perform this procedure before you use the Directory Integration feature. See [Configuring Directory Integration](#) for more information.

Procedure

-
- Step 1** Sign in to your CUCM account.
 - Step 2** Select **Cisco Unified CM Administration** from the top right dropdown menu and then select **Go**.
 - Step 3** Select **File > LDAP > LDAP System**.
 - Step 4** Select **Enable Synchronizing from LDAP Server**, select **Microsoft Active Directory** for the LDAP Server Type, select **sAM Account Name** for the LDAP Attribute for User ID, and select **Save**.
 - Step 5** Select the checkbox for your LDAP server and then select **Add New**.
 - Step 6** Complete the fields on the LDAP Directory page and then select **Save**.
 - Step 7** On the LDAP Authentication page, select the **Use LDAP Authentication for End Users** check box, complete the fields on the page, and then select **Save**.
-

What to Do Next

Use CUCM to configure Cisco AXL Web Service and Cisco Directory Sync if you have not already done so. See [Using CUCM to Configure AXL Web Service and Directory Synchronization](#) for more information.

Emailing Users

Use this tool to send email to your users.

Procedure

- Step 1** Sign in to the Administration site.
- Step 2** Select **Users > Email Users**.
- Step 3** Enter a target user email address or an email alias in the **To** field.
- Step 4** Optionally enter email addresses in the **BCC** field.
- Step 5** Enter your subject in the **Subject** field.
- Step 6** Enter your message in the **Message** field.
- Step 7** Select **Send**.

Your email is sent.

Note It might take a few minutes for your emails to be received by the users. This delay might be caused by several factors that are external to your Cisco WebEx Meetings Server system, including your email server, network connection speed, and spam catchers on individual email accounts.
