A User Cannot Sign In After Directory Integration is Configured

**Problem** A user cannot sign in after directory integration is configured.

**Possible Cause** There is a problem with the user's Active Directory account.

**Solution** Check your Active Directory Server to see if the user has an account and if it is active.

**Possible Cause** The user's email account might not be valid.

**Solution** Check if the user has a valid email account. The accepted format is abc@mydomain.com.

**Possible Cause** The user might not be configured in the (Cisco Unified Call Manager) CUCM directory.

**Solution** Verify that the user is in the users list in CUCM. Users can sign in even when the user is not yet imported into your Cisco WebEx Meetings Server database. When LDAP authentication is enabled and a user tries to sign in, your system verifies that the email address exists in the database (local or remote user). If the user exists, it checks for the field ADUserID in the database for this user. This field is populated after performing
a directory synchronization. If this field is empty, the system checks the CUCM database to see if this user exists there. If the user exists in the CUCM database, it updates the ADUserID fields for this user record in the database and continues with authentication. Authentication succeeds as long as the user exists in the CUCM database and provides the correct credentials even though the user was not previously synchronized by using Directory Integration. After the first sign in, the user record is treated as an Active Directory synchronized user.

**All Users Cannot Sign in After Directory Integration**

**Problem** All users cannot sign in after directory integration.

**Possible Cause** There might be a problem with your network.

**Solution** Verify that there is network connectivity between Cisco WebEx Meetings Server and Cisco Unified Communications Manager (CUCM) or Active Directory.

**Possible Cause** Your CUCM AXL username and/or password have changed.

**Solution** Obtain the correct CUCM AXL username and/or password.

**User Cannot Sign In After Switching from SSO to LDAP Authentication**

**Problem** A user is unable to sign in after switching from SSO to LDAP authentication.

**Possible Cause** SSO uses user IDs for authentication and LDAP uses user email addresses.

**Solution** Inform your users that they must use their email address to sign into this account.

**Multiple Users Cannot Sign In After Switching from SSO to LDAP Authentication**

**Problem** Some or all of your users are unable to sign in after you switched from SSO to LDAP authentication.

**Possible Cause** You have not performed a Cisco WebEx Meetings Server synchronization.

**Solution** Verify the affected users are included in the Cisco WebEx Meetings Server. If they are not, they cannot sign into the system.

**Solution** Sign in to the Administration site, select **Users > Directory Integration**, and perform a synchronization to import all active users from your CUCM Active Directory server to Cisco WebEx Meetings Server. After you perform a synchronization, inform your users of the change and that they must use their email addresses...
An Administrator Cannot Sign in to the WebEx Site

**Problem** An administrator cannot sign in to the WebEx site.

**Possible Cause** There are problems with the administrator's credentials.

**Solution** Make sure the administrator has an account on the Active Directory server. The credentials on the WebEx site are different than those on the Administrator site.

A User Added in Cisco WebEx Meetings Server Cannot Sign In

**Problem** A user added in Cisco WebEx Meetings Server cannot sign in.

**Possible Cause** You configured directory integration and enabled LDAP authentication.

**Solution** Make sure the user is configured in your Active Directory server and then synchronized with your Cisco WebEx Meetings Server system using the directory integration feature.

A User UC Account Cannot be used to Sign into Cisco WebEx Meetings Server

**Problem** A user's Unified Communications account credentials might not be valid when attempting to sign into Cisco WebEx Meetings Server.

**Possible Cause** The credentials used to sign into Jabber or other Unified Communications might be different than the WebEx site ID after you have configured directory integration. For example, after you enable LDAP authentication, a user email address becomes the user ID.

**Solution** Inform the user that he must use his email address to sign into the WebEx site.

Cannot Activate a User Deactivated by Directory Synchronization

**Problem** You cannot activate a user.

**Possible Cause** The user was originally activated by CUCM Active Directory synchronization and is now deactivated.

**Solution** You cannot activate a deactivated user with the Cisco WebEx Meetings Server user management features if the user was originally deactivated by a CUCM Active Directory synchronization. Such users are
User Status is Not Updated After Changing the Active Directory Server

Problem User status is not updated after a change is made in the Active Directory server.

Possible Cause You have not scheduled Cisco WebEx Meetings Server synchronization to occur after the CUCM Active Directory synchronization. User status is updated in Cisco WebEx Meetings Server based on the user status that is configured in your Active Directory settings. For example, if a user is deleted from your Active Directory server, CUCM marks this user as Inactive during the next synchronization and deletes this user after 24 hours. If Cisco WebEx Meetings Server does not perform a synchronization within 24 hours, this user status will not be changed.

Solution Make sure you schedule your Cisco WebEx Meetings Server synchronization to occur after your CUCM Active Directory synchronization.

A User Added to an Active Directory Server is Not Showing After Synchronization

Problem A user added to the Active Directory server is not showing up in the active users list after you perform a Cisco WebEx Meetings Server synchronization.

Possible Cause You might not have performed a Cisco Unified Communications Manager (CUCM) Active Directory synchronization before the Cisco WebEx Meetings Server synchronization. CWMS does not communicate directly with Active Directory. After users are added, you must perform an Active Directory synchronization with CUCM before you synchronize your users with Cisco WebEx Meetings Server.

Solution To perform a CUCM Active Directory server synchronization:

1. Sign into your CUCM administration account.
3. Select Perform Full Sync Now.

Solution All new active users will be imported to Cisco WebEx Meetings Server at the next directory integration synchronization.
A User Added to an Active Directory Server is Not Showing After Synchronization