



Directory Integration

- [A User Cannot Sign In After Directory Integration is Configured, on page 1](#)
- [All Users Cannot Sign in After Directory Integration, on page 2](#)
- [User Cannot Sign In After Switching from SSO to LDAP Authentication, on page 2](#)
- [Multiple Users Cannot Sign In After Switching from SSO to LDAP Authentication, on page 2](#)
- [An Administrator Cannot Sign in to the Webex Site, on page 2](#)
- [A User Added in Cisco Webex Meetings Server Cannot Sign In, on page 3](#)
- [Unified Communications Account Credentials Don't Work for Cisco Webex Meetings Server, on page 3](#)
- [Cannot Activate a User Deactivated by Directory Synchronization, on page 3](#)
- [User Status Does Not Update After Changing the Active Directory Server, on page 3](#)
- [A User Added to an Active Directory Server Does Not Appear After Synchronization, on page 4](#)

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 whether the user has an account and whether it is active.

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

Solution Ensure that 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 Communications Manager (CUCM) directory.

Solution Verify that the user appears in the users list in CUCM. Users can sign in, even before the user account is 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. The system populates this field after you perform a directory synchronization. If the field is empty, the system checks the CUCM database to see whether the user exists there. If the user exists in the CUCM database, the system updates the *ADUserID* fields for the user record in the database. Authentication continues and succeeds, as long as the user exists in the CUCM database and provides the correct credentials. After the first sign in, the system treats the user 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 network connectivity between Cisco Webex Meetings Server and Cisco Unified Communications Manager (CUCM) or Active Directory.

Possible Cause The CUCM AXL username or password has changed.

Solution Obtain the correct CUCM AXL username or password.

User Cannot Sign In After Switching from SSO to LDAP Authentication

Problem A user cannot sign in after you switch from using SSO to LDAP authentication.

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

Solution Inform all users that they must use their email addresses to sign into their accounts.

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

Problem Some or all of your users cannot sign in, after you switched from SSO to LDAP authentication.

Possible Cause You did not perform a Cisco Webex Meetings Server synchronization.

Solution Verify that the affected users are listed as users in the Cisco Webex Meetings Server. If they are not, they cannot sign into the system.

Solution Sign in to Webex Site Administration, and go to **Users > Directory Integration**. Perform a synchronization to import all active users from your CUCM Active Directory server to Cisco Webex Meetings Server. After the synchronization is complete, inform the users about the change and that they must use their email addresses to sign in. For more information, see "Configuring Directory Integration" in the *Cisco Webex Meetings Server Administration Guide*.

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 Ensure that the administrator has an account on the Active Directory server. The credentials for the Webex site are different than those for Webex Administration.

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 Ensure that the user is configured in your Active Directory server and then synchronized with your Cisco Webex Meetings Server system.

Unified Communications Account Credentials Don't Work for Cisco Webex Meetings Server

Problem Unified Communications account credentials may not be valid for Cisco Webex Meetings Server.

Possible Cause The credentials used to sign into Jabber or other Unified Communications can be different than the Webex site ID after you configure directory integration. For example, after you enable LDAP authentication, the user email address becomes the user ID.

Solution Inform users that they must use their email addresses 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 in Cisco Webex Meetings Server user management, if the user was originally deactivated by a CUCM Active Directory synchronization. Such users are marked with an asterisk that indicates "User has been disabled on LDAP." Activate the user in Active Directory, perform a CUCM Active Directory synchronization, and then perform a directory integration synchronization.

Possible Cause The user was deactivated by using Cisco Webex Meetings Server user management. You activated the user on your CUCM Active Directory server and performed a synchronization, but the user is still deactivated.

Solution Activate the user by using Cisco Webex Meetings Server user management. Sign into Webex Site Administration, and go to **Users**. Click the check box for the user you want to activate, and then click **Actions** > **Activate**.

User Status Does Not Update 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 did not schedule Cisco Webex Meetings Server synchronization to occur after the CUCM Active Directory synchronization. User status updates in Cisco Webex Meetings Server are based on the user status that is configured in your Active Directory settings. For example, if you delete a user from your Active Directory server, CUCM marks the user as **Inactive** during the next synchronization. The system deletes the user after 24 hours. If Cisco Webex Meetings Server does not perform a synchronization within 24 hours, the user status does not change.

Solution Ensure that you schedule your Cisco Webex Meetings Server synchronization to occur after your CUCM Active Directory synchronization.

A User Added to an Active Directory Server Does Not Appear After Synchronization

Problem A user added to the Active Directory server does not appear in the active users list, even after you perform a Cisco Webex Meetings Server synchronization.

Possible Cause You did not perform 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 you add users, perform an Active Directory synchronization with CUCM before you synchronize your users with Cisco Webex Meetings Server.

Solution Perform a CUCM Active Directory server synchronization:

1. **Solution** Sign into Webex Administration.
2. **Solution** Go to **System > LDAP Directory**.
3. **Solution** Click **Perform Full Sync Now**.

Solution All new active users are imported into Cisco Webex Meetings Server at the next directory integration synchronization.