



## User Management

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### Auto Account Creation or Auto Account Update Failed

**Problem** You receive one of the following error messages:

- **Problem** Auto Account Creation failed. Contact your administrator for further support.
- **Problem** Auto Account Update failed. Contact your administrator for further support.

**Possible Cause** Your IdP `updateTimestamp` attribute might not be configured. It is possible that there are other IdP configuration issues as well.

**Solution** Check whether the required attribute mappings are configured in IdP correctly, such as `firstname`, `lastname`, `email`, `SAML_SUBJECT`, or `Name_ID`. Pay special attention to the `Name_ID` and `SAML_SUBJECT` settings. Some IdP configurations use `Name_ID` and others use `SAML_SUBJECT`. We recommend that you configure all accounts so `Name_ID` has the same value as `SAML_SUBJECT`.

**Solution** TC1 (Tracking Code 1), ....., TC10 (Tracking Code 10) are special attributes. If the tracking code is configured as required in the Administration at **Users > Tracking Codes**, they are required attribute mappings.

**Solution** If the input mode of a tracking code is dropdown menu, then the following applies:

- **Solution** If the tracking code is configured as **Required**, the attribute value must be one of the active values in the dropdown menu.
- **Solution** If current tracking code is configured as not Required, the attribute value can be empty or one of the active values in dropdown menu.

**Solution** For example, if IdP is ADFS 2 and you have not configured Tracking Codes (`SAML_SUBJECT` is not required in ADFS 2), the following mapping is required:

LDAP Attribute	Outgoing Claim Type
E-Mail-Addresses	Name_ID
E-Mail-Addresses	email

LDAP Attribute	Outgoing Claim Type
Given-Name	firstname
Surname	lastname

**Note**

- **Solution** We recommend that you map the *Name\_ID* to the email address.
- **Solution** The attribute name is case sensitive. Ensure that the user's attribute value is not empty.
- **Solution** We recommend that you do not configure your tracking codes as **Required**.
- **Solution** We recommend that you do not configure the input mode of your tracking codes as a dropdown menu.

## SSO URL API Reference

When creating users, you must synchronize their information on the Cisco Webex database with the SSO site. The following table provides the arguments that must be synchronized:

Argument	Value	Description
firstname	String	User's first name is required with a maximum length of 32 characters.
lastname	String	User's last name is required with a maximum length of 32 characters.
email	String	User's email address is required with a maximum length of 64 characters.

Argument	Value	Description
TC1	String	<p>User's tracking code 1. Optional/required (configured in the Administration site. Refer to the Administration Guide for more information on user management. The maximum length is 132 characters.</p> <ul style="list-style-type: none"> <li>• If the tracking code is configured as required, then you must provide the value.</li> <li>• If the input mode for current tracking code is <b>Dropdown menu</b>, then if you provide the value that you configure in the dropdown menu.</li> </ul> <p><b>Note</b> The value must be active in the dropdown menu.</p>

The account information described above is configured with the following features:

- User configuration:
  - Webex Administration: Go to **Users > Edit User** to display the user account fields.
  - End-user site: Click **My Account** to display the user account fields.
- Tracking code configuration:
  - Webex Administration: Go to **Users > Tracking Codes** and set your **Input mode** to **Dropdown menu**. Configure your **Usage** setting. Then click **Edit list** to configure the dropdown menu.

## Importing Users with a CSV File Fails

**Problem** You attempt to import users with a CSV file and the operation fails. You receive an error message that indicates you have selected an invalid file.

**Possible Cause** Import files must be unicode UTF-8 or UTF-16. Microsoft Excel only saves UTF files as \*.txt.

**Possible Cause** An improperly formed CSV file, such as missing columns. See the **CSV File Field Values** section in the <http://www.cisco.com/c/en/us/support/conferencing/webex-meetings-server/products-installation-guides-list.html>.

**Solution** Modify the CSV file by using a spreadsheet, such as Excel (recommended, with tab delimiters), or a text tool, such as Notepad.

**Solution** Save the file as unicode UTF-16 (\*.txt) or as a comma-separated value (\*.csv) file.

**Solution** If the file extension is anything other than \*.csv, rename the file.

**Solution** Import the corrected CSV file into Cisco Webex Meetings Server, selecting the tab delimited file option.

**Solution** The Auditor role cannot be transferred by using the CSV file.

**Problem** The Auditor role does not transfer with the CSV file.

**Possible Cause** This is by design.

## No User Account Found in the System

**Problem** A user receives the error message, "No user account found in the system. Contact your administrator for further support."

**Possible Cause** The user does not exist on the system and auto account creation is not turned on.

**Solution** Ensure that you have added the user on the system and that auto account creation is turned on.