



User Management

This section includes troubleshooting topics about user management issues.

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Auto Account Creation or Auto Account Update Has 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
Given-Name	firstname
Surname	lastname

**Note****Solution**

- **Solution** We recommend that you map the *Name_ID* to the email address.
- **Solution** The attribute name is case sensitive. Make sure 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 dropdown menu.

Solution Then make sure the user's attribute value is not empty.

SSO URL API Reference

When creating users, you must synchronize users' 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.

Argument	Value	Description
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.
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"> • If the tracking code is configured as required, then you must provide the value. • If the input mode for current tracking code is Dropdown menu, then if you provide the value that you configure in the dropdown menu. <p>Note The value must be active in the dropdown menu.</p>

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

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

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 [Cisco WebEx Server Administration Guide](#).

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.

No User Account Found in the System

Problem You receive 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 Make sure you have added the user on the system and make sure auto account creation is turned on.