

# Troubleshoot Invalid Email Invitations in Control Hub

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## Introduction

This document describes how to stop mass Resend Invitations emails in Control Hub.

### **Problem: Send Invitations Accidentally Initiated for all Organization Users**

An administrator accidentally initiated Send Invitations to all of the users in the organization.

### **Solution: Stop the Resend Invitations Task**

To stop the Resend Invitations task, complete these steps:

1. Sign in to Control Hub, then select **Overview**.



The screenshot shows a dark vertical bar on the left side of a light gray background. To the right of the bar, there is a house icon followed by the word "Overview" in a large, blue, sans-serif font.



The screenshot shows a bell icon followed by the words "Alerts center" in a large, blue, sans-serif font.

*Overview Tab in Control Hub Menu*

2. Navigate to **Quick links**.

## Quick links

# webex Adoption Methodology

Explore the guide

### ☰ Admin capabilities

Manage subscriptions

View organization tasks

View admin activities

Test the network for Webex Calling

Manage license assignments

Explore Webex adoption essentials

*Quick Links Card in Control Hub*

3. Under **Admin capabilities**, select **View organization tasks**.

# ☰ Admin capabilities

## Manage subscriptions

## View organization tasks

*View Organization Tasks Option*

4. Select the **Resend Invitations** task, then click the **X** located on the right-side of the process bar under Resend Status.

The screenshot displays a 'Tasks' window with a sidebar on the left and a main content area on the right. The sidebar contains a list of tasks, with 'Resend Invitations' selected and highlighted in grey. The main content area shows the details for the 'Resend Status' task, including a progress bar at 24% completion and summary statistics for '16 Sent' and '0 Errors'. A 'Close' button is visible in the bottom right corner of the window.

Task Name	Status	Start Time	Start Date	Progress	Sent	Errors
Resend Invitations	Processing...	11:43 AM	May 27, 2024	24%	16	0

*Resend Invitations Task*

5. Select **Stop Resend Invitations** to stop the task.

## Stop Resend Invitations

Are you sure you want to stop resending invitations? **Please Note:** A pending export task may still be starting or may have already been completed in the background. If your request to stop has not been completed or has failed, please check the status of your export task again.

Cancel

Stop Resend Invitations

*Stop Resend Invitations Option*

6. **Resend Status** shows **Stopped**.

### Tasks

All Active Errors

Resend Invitations	11:43 AM
Stopped	May 27, 2024

#### Resend Status

Started at 11:43 AM on May 27, 2024 by Mariana Castaneda

Ended at 11:44 AM on May 27, 2024

Status: Stopped

39 Sent	0 Errors
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Close

*Resend Status Stopped*