Enable Directory Synchronization on the Webex Control Hub

Contents

Introduction	
Background Information	
Prerequisites	
Requirements	
Components Used	
Procedure	

Introduction

This document describes how to enable directory synchronization from the Webex control hub.

Background Information

Cisco Directory Connector is an on-premise application used for synchronization of user account information into WebEx Control Hub.

The Directory Connector dashboard shows the synchronization progress when you are bringing users, groups, or avatars from Active Directory to Webex.

Prerequisites

Requirements

- Knowledge of Cisco Directory Connector application
- Full admin account on Webex Control Hub; same account must be used on Directory connector application
- Domain claimed on control hub; bound to the Cisco Directory Connector app
- Active Directory connector must be installed on a server that is on the domain.

Components Used

The information in this document is based on these software and hardware versions:

- Cisco Directory Connector app
- Cisco Webex Control Hub
- Virtual machine using Windows server

You need a separate instance of ActiveDirectory Connector installed for every different domain.

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, ensure that you understand the potential impact of any command.

Procedure

Open the Webex control hub and navigate to Manage Users.

- Webex Control H	ub		LL Search			.
Overview			© Send activation emails to a	users. They still need to set up their acc	counts.	
Alerts center	Users					_
NO11100	& Users	O Licenses III Contacts				Ŷ
M Analytics	Users Dr	ternal users External administrators				\frown
Troubleshooting Reports	Q. Sear	In by name or small or T Filter	OF Allocations V 18 users			Bend inv ations Manage users
		First/Lastname -	Email	Status	Administrator roles	
B. Dans	. 6	admin user	admin@amandes6-sso.wbx.al	 Active 	Full admin	
8 Groups	8	Amandeep singh	okta-oldo@amandex6-sso.wbx.al	 Active 		1 - E
T Locations	8	Amandeep3803 Amandeep3803	Amandeep2403@amandes6-soo.wbx.ai	 Active 		
© Workspaces		Azureuser Azureuser	Azureuser@amandes8-sso.wbx.ai	 Verified 		
85 Apps	8	David Jennings	admin@dtb0001.onmicrosoft.com	 Inactive 		
E Account	8	deno-userl deno-userl	demo-user1@ct253.dc-01.com	· Not Verified		1
Security	(8)	demo-user2 demo-user2	demo-user2@c8253.dc-91.com	 Not Verified 		1

1 Manage Users

Click Turn on Directory synchronization:



Close

Click Next.

	Manage users	
icense Summar	у	
ou've enabled Auto-As	sign. All synchronized users will be assigned the following licenses automatically.	
Ω Messaging	Basic Messaging Advanced Messaging	
C Meeting	Basic Space Meetings Advanced Space Meetings Real-Time Translations Webex Assistant for Meetings Webex Meetings Suite amandes6-sso-sbx.webex.com Host Account	
& Calling	Call on Webex (1:1 call, non-PSTN)	
	Cancel	

3 Manage Users Next

Click Download then Install Directory Connector.



4 Manage Users Download Install

The directory connector has been installed using the setup file.

DirectoryConnector	0	15-05-202	24 22:30	Compressed	(zipp	5,404 KB
5 Directory Connector Folder						
•		· ·				
Name	Туре	Compressed size	Password p	Size	Ratio	Date modified
E CiscoDirectoryConnector	Windows Installer Package	4,016 KB	No	4,620 KB	14%	17-04-2024 10:57
e setup	Configuration settings	1 KB	No	1 KB	15%	17-04-2024 10:56

6 Directory Connector file

Choose the type of service account to use and perform the installation with an admin account: - **LOCAL SYSTEM** system or **Domain Account**.

The default option is LOCAL SYSTEM (in this account)

Click Next.

Run Service wit	h:		
@ Dofruit () O	AL CYCTEM)		
	unt		
Usename	l ocalSystem		
Password	:		

7 Default Local System

Click Install and then click Finish.

Des du te install Cisco Div			
Ready to install Cisco Dire	ectory Connector		9
Click Install to begin the install installation settings. Click Can	lation. Click Back to review cel to exit the wizard.	or change any of yo	our
	Back	Instal	Cancel

8 Ready to Install

This runs the network environment test.



This then yields a verification prompt.



10 Network functions

Log in to Cisco Directory Connector on the machine.

Cisco Directory Connector Logon	-	х
Cisco Directory Connector		
Enter your email address		
Email address		
Next		

11 Enter Email address

Select the AD DS radio button then click Load Domain.

Ple	ase select a r ganization : A	new domain to bind	.dc-02.com 55	59380 dclo
۲	AD DS	LDAP over SSL	Load	omains ~
0	AD LDS		,	

12 Bind to Domain

Choose the default domain (in this case, dcloud.cisco.com, as shown here) and click Confirm.

Cisco Directo	ory Connector : Bind to New D	Domain		Х
Please select Organization :	a new domain to bind Atlas_Test_cb117.dc-02	2.com 5	59380 dclo	oud-v
AD DS	LDAP over SSL	Load	Domains	
	dcloud.cisco.com		~	
O AD LDS		÷	<u>ل</u>	
			×	
	Confirm		Cancel	

13 Confirm Domain

When the Cisco Directory Connector is launched, it prompts you to upgrade to the latest connector version.

Click Yes.



14 Confirm Upgrade

You are prompted to perform dry run. Choose either **Perform** or **Not Now** as shown:

cisco Cisco Directory Co	onnector	Welcome, Charles Holland Sign O
shboard Configuration		
Actions Help		
Start Incremental Sync Sync Dry	Run 🖉 Launch Event Viewer 🛱 Refresh [F5]	
Cloud Organization: Atlas_Tes	t_cb117.dc-02.com 559 Active Directory Don	nain dcloud.cisco.com
urrent Synchronization	Last Synchronization	Connectors
Status 👄 Stopped	Status 👄	Connector Last Connection
Mode Automatic	Confirm Dry Run	5/15/2024 1:13 PM
Type Started Phase	We recommend to perform a dry run test before a Connector. Would you like to perform a dry run now?	etting up Directory
		atistics
	Started Finished	Users Rooms Groups Contacts
ext Synchronization	Current Synchronization Status	Synchronization Schedule
Full Not Scheduled Incremental Not Scheduled	Status	Full Disabled Incremental Every 240 minutes

15 Confirm Dry Run

Click **Enable Now** to enable Automatic Synchronization.

Cisco Directory Connector				- a ×
cisco Directory Con	nector		Welcome, C	harles Holland Sign Out
Dashboard Configuration				
Actions Help				
Start Incremental Sync 🛛 🕏 Sync Dry Ru	n 🧭 Launch Event Viewer 🛱 Refresh (FS)			
Cloud Organization: Atlas_Test_	cb117.dc-02.com 559 Active Directory Dor	nain dcloud.cis	co.com	
Current Synchronization	Last Synchronization	Connectors		
Status 👄 Stopped	Status 👄	Co	onnector	Last Connection
Connector Type Started Phase	Enable Automatic Synchronization Your system is ready to enable automatic synci- you can enable later by clicking Actions - Sy Mode - Enable Synchronization Do you want to enable automatic synchronizat Enable Now Not Now Started Finished	hronization, or ynchronization ion? tatis Users Groups	tics	Rooms Contacts
Next Synchronization	Current Synchronization Status	Synchroniza	ation Sched	lule
Full Not Scheduled Incremental Not Scheduled	Status	Full	Disabled Every 240 r	ninutes
Configuration Summary				

16 Enable Synchronization

Click **Yes** to perform a full synchronization.



17 Full Synchronization

Directory Connector is enabled as shown below.

Cisco Directory Connector			- 🗆 X
cisco Directory Connec	tor	Welcome, Ch	arles Holland Sign Out
Dashboard Configuration			
Actions Help			
🗄 🕞 Start Incremental Sync 🦆 Sync Dry Run 🧭	Launch Event Viewer 🛱 Refresh [F5]		
Cloud Organization: Atlas_Test_cb11	17.dc-02.com 559 Active Directory Dom	ain dcloud.cisco.com	
Current Synchronization	Last Synchronization	Connectors	
Status 👄 idle	Status 👄	Connector	Last Connection
Mode Automatic Connector Type Started	Connector None Type Incremental Started Finished	AD1 AD1	5/15/2024 1:13 PM
	Connector None	Cloud Statistics	
	Type Full De Started Finished	Users Groups	Rooms Contacts
Next Synchronization	Current Synchronization Status	Synchronization Schedu	le
Full Next Connector connection Incremental Not Scheduled	Status	Full Disabled Incremental Every 240 mi	nutes
Configuration Summary			

18 Directory Connector

Switch to control hub, where it then shows Directory connector as **Operational** with your domain.

← → C △ admin.web	ex.com/settings				Q 12 \$	± □	Lev 1
		webexone ** oct	21-24 MIAMI AREA & VIRTUAL	Save the date			
webex Control Hub		Q. Search				00	e 🛞
Controls Controls	Organization Se	ttings plates (MR					
3 Account 5 Security & Organization Settings	Cisco Directory Connector New users will be automatically added from your directory when it synchronizes. Updates can be made directly in Cisco Directory Connector.						
Envices		Domain dcloud.cisco.com	PC Server AD1	Datus • Operational			
Atlas_Test_cb117.dc- 02.com 559380 dcloud- webex-org		Turn off Directory Synchronization Download Directory Synchronization App].

19 Org Settings

You have now successfully enabled Directory Connector/Synchronisation on webex control hub.