

Enable Directory Synchronization on the Webex Control Hub

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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:

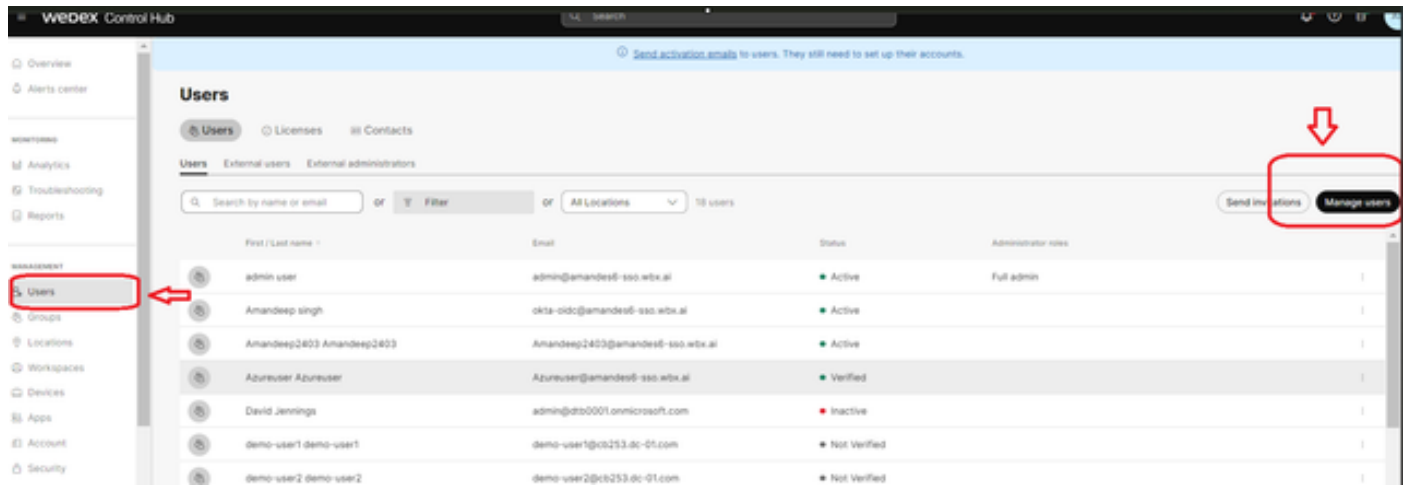
- Cisco Directory Connector app
- Cisco Webex Control Hub
- Virtual machine using Windows server

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.

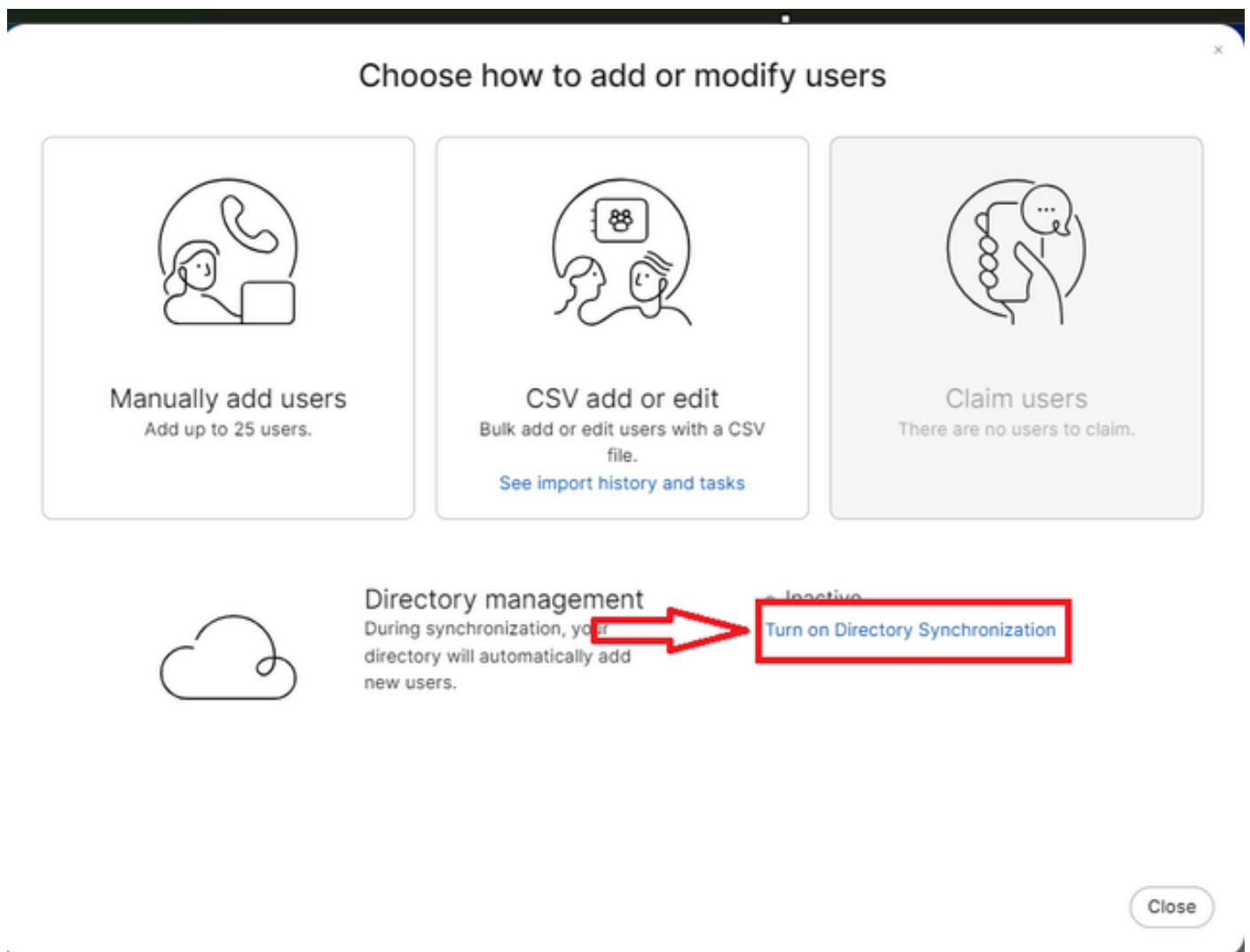
Procedure

Open the Webex control hub and navigate to **Manage Users**.



1 *Manage Users*

Click **Turn on Directory synchronization**:



2 *Add or Modify Users*

Click **Next**.

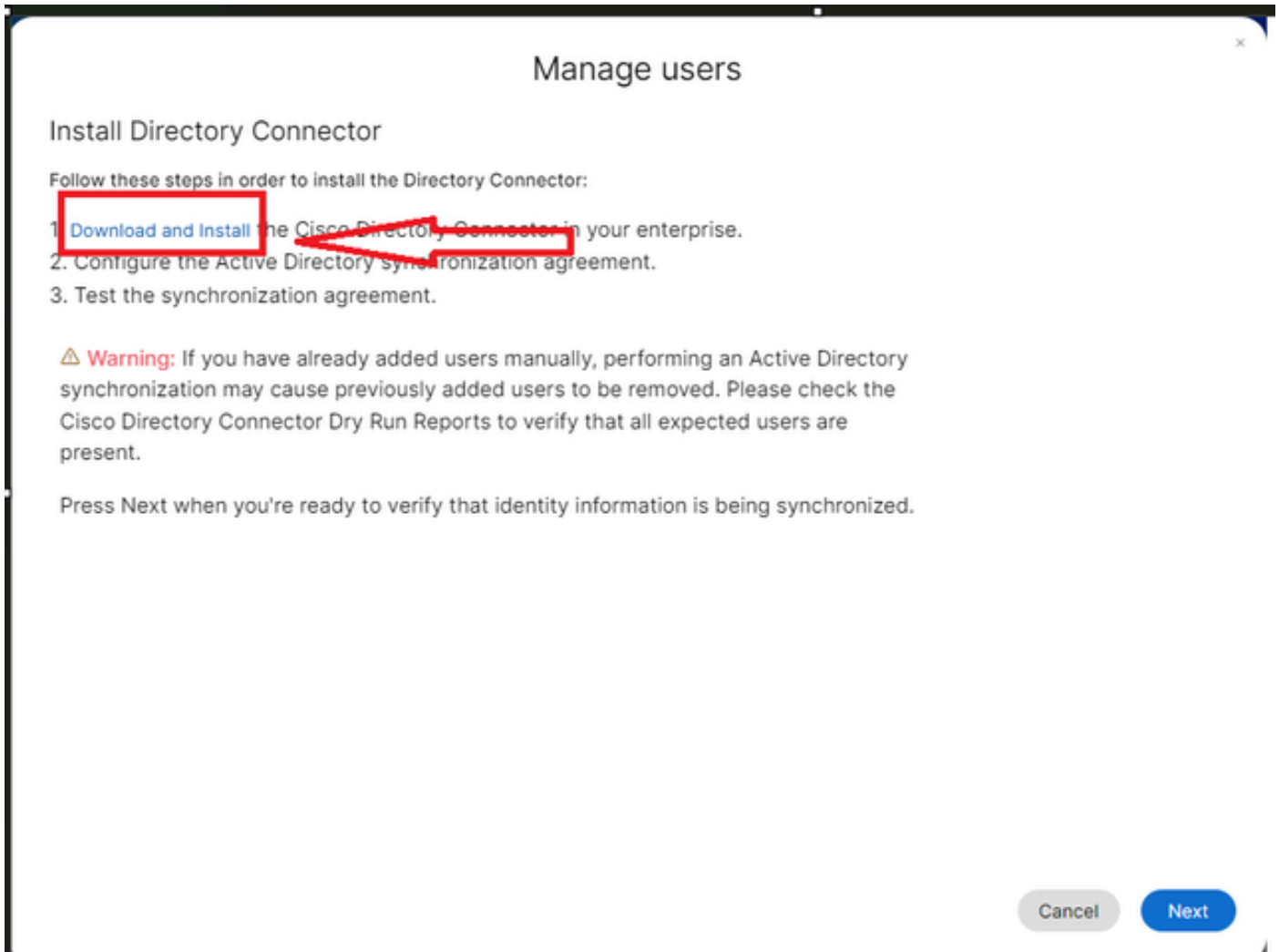
The screenshot shows a 'Manage users' dialog box with a 'License Summary' section. The summary indicates that Auto-Assign is enabled and lists the following licenses:

Category	License Details
Messaging	Basic Messaging Advanced Messaging
Meeting	Basic Space Meetings Advanced Space Meetings Real-Time Translations Webex Assistant for Meetings Webex Meetings Suite amandes6-ss0-sbx.webex.com Host Account
Calling	Call on Webex (1:1 call, non-PSTN)

At the bottom right of the dialog, there are two buttons: 'Cancel' and 'Next'. The 'Next' button is highlighted with a red box, and a red arrow points to it.

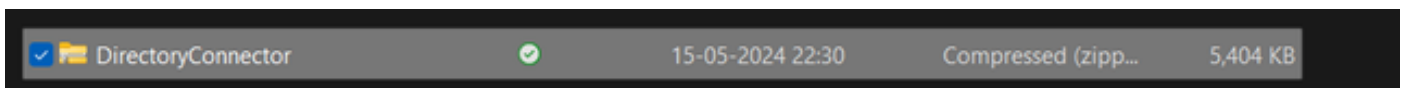
3 Manage Users Next

Click **Download** then **Install Directory Connector**.

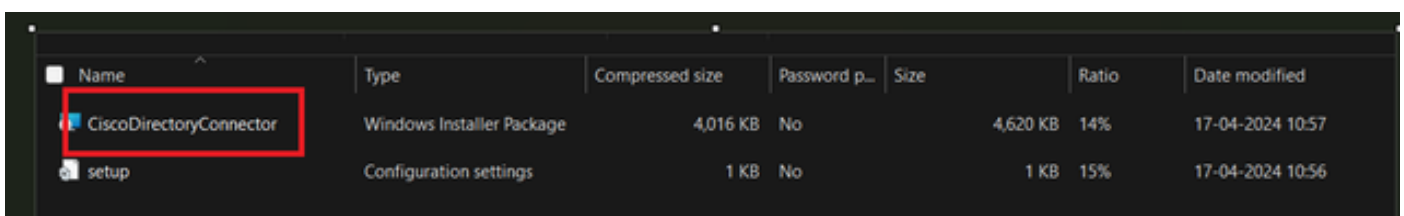


4 Manage Users Download Install

The directory connector has been installed using the setup file.



5 Directory Connector Folder

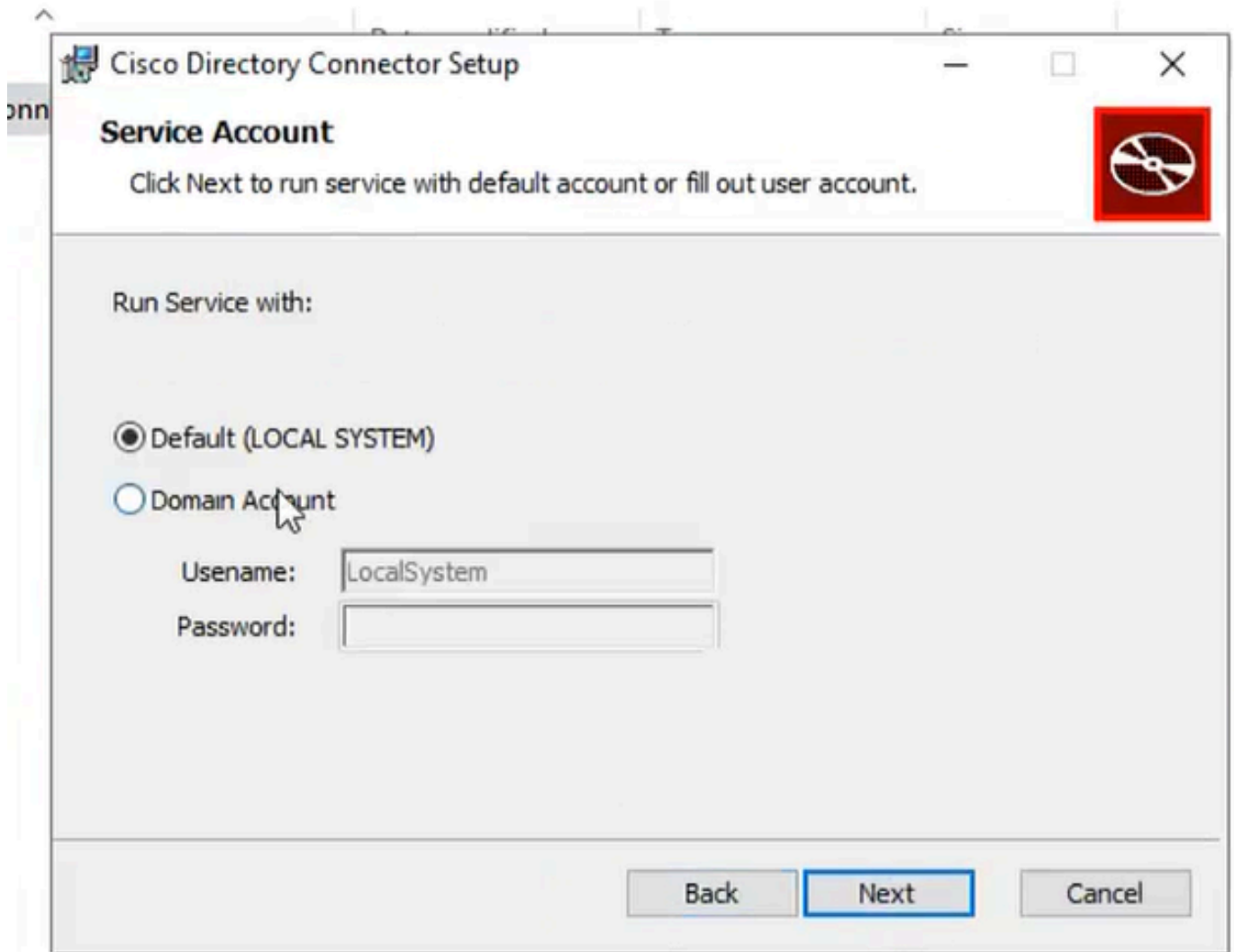


6 Directory Connector file

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

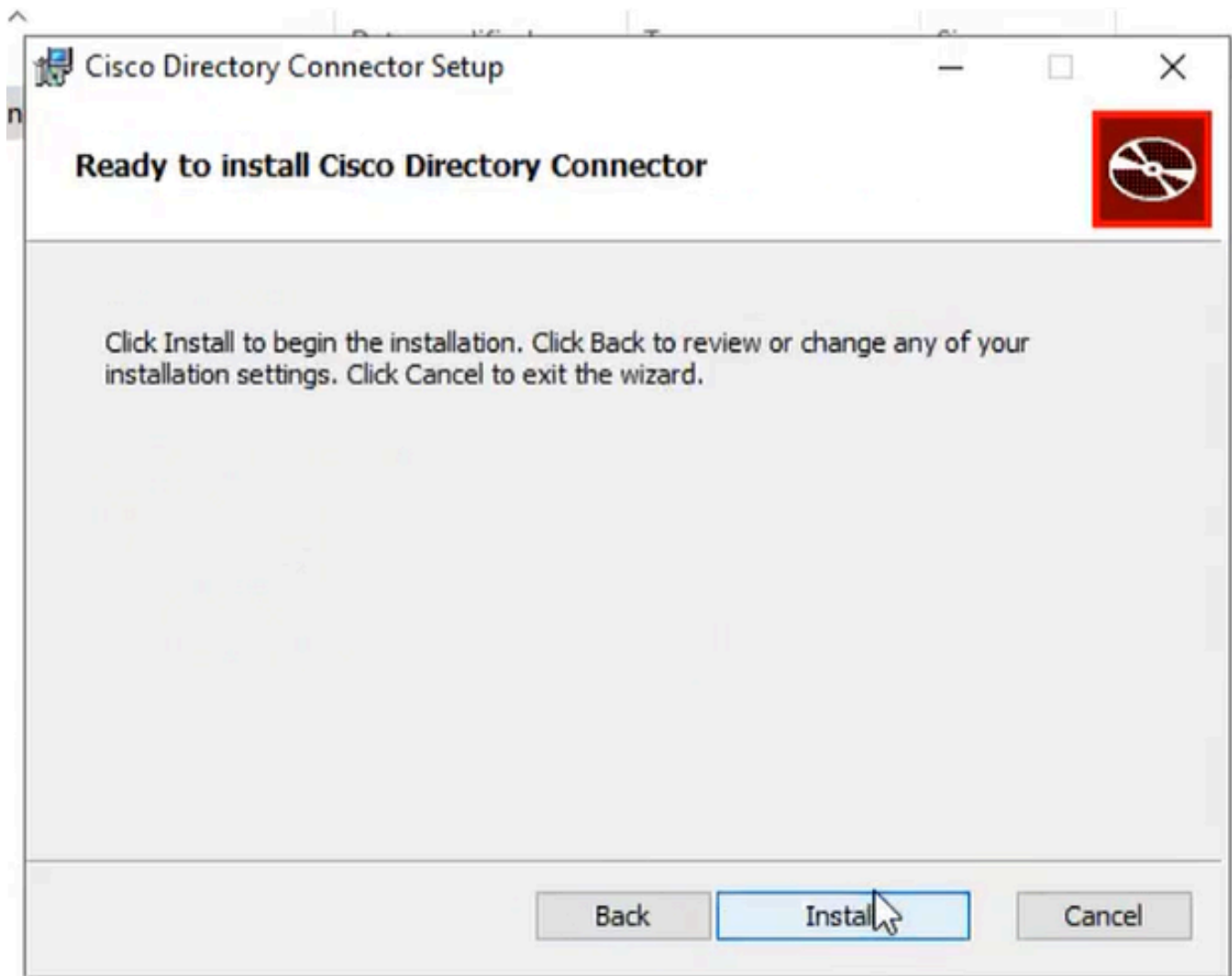
The default option is **LOCAL SYSTEM** (in this account)

Click **Next**.



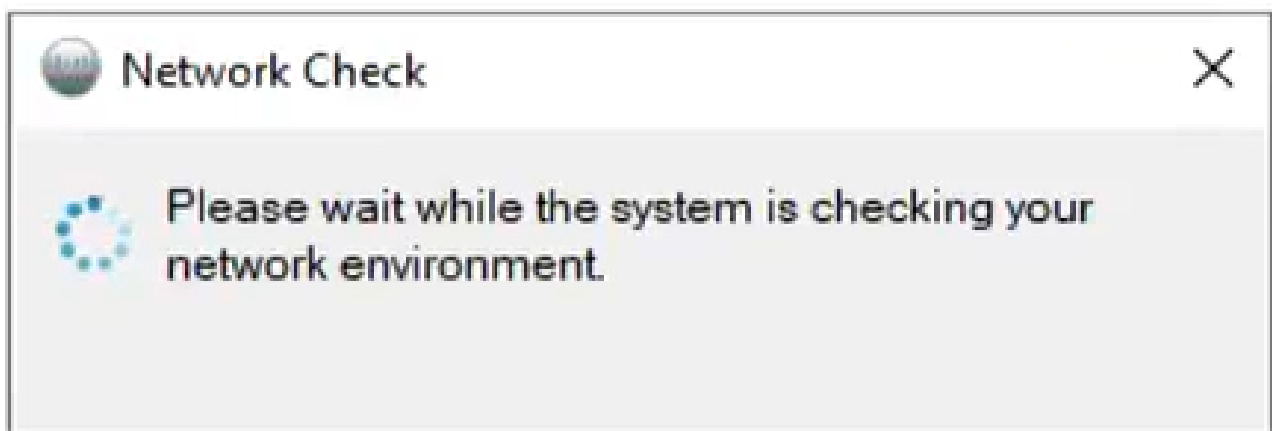
7 Default Local System

Click **Install** and then click **Finish**.



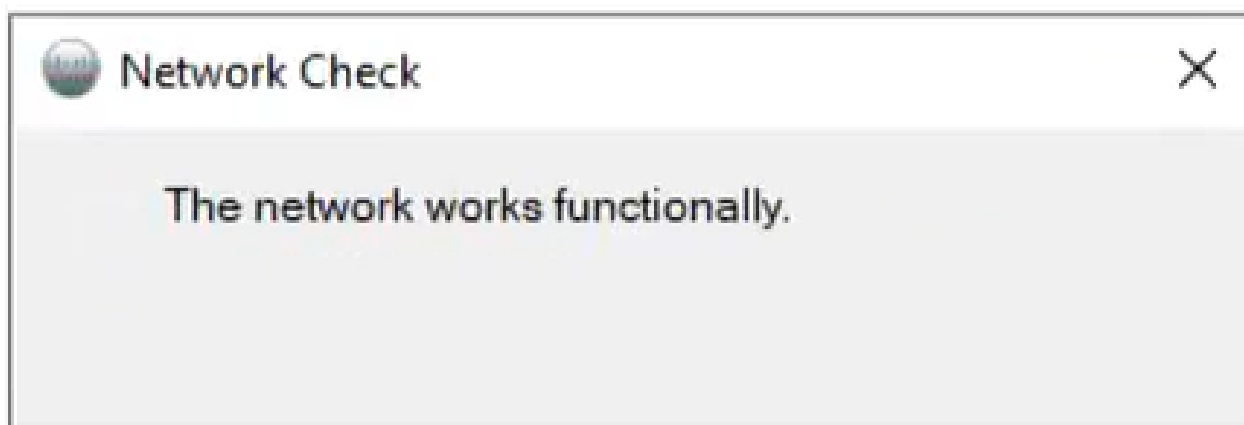
8 Ready to Install

This runs the network environment test.



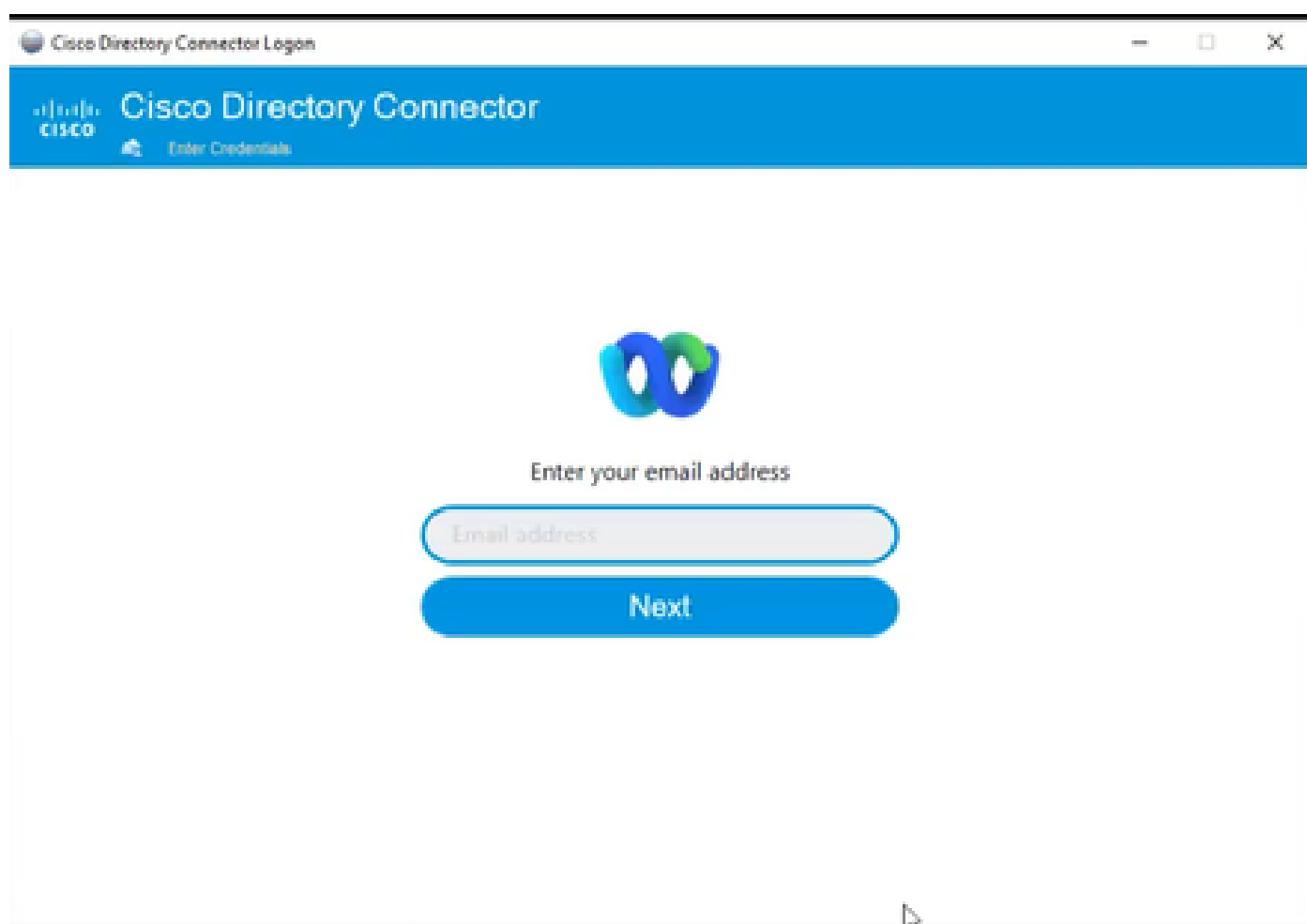
9 Network Check

This then yields a verification prompt.



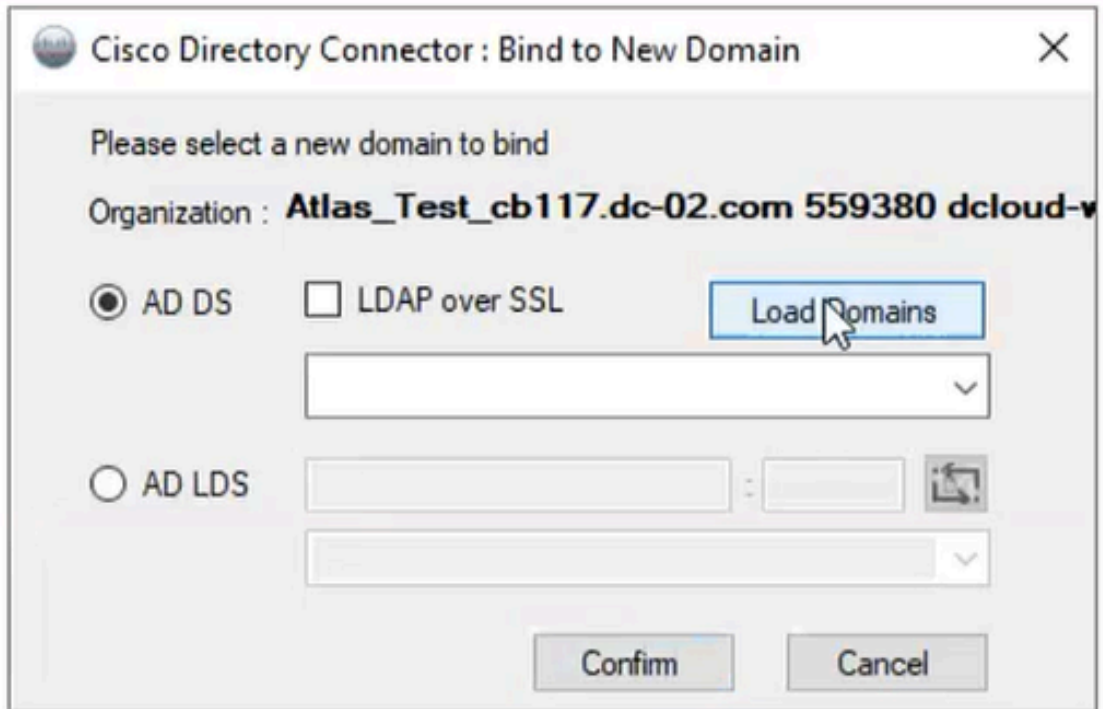
10 Network functions

Log in to Cisco Directory Connector on the machine.



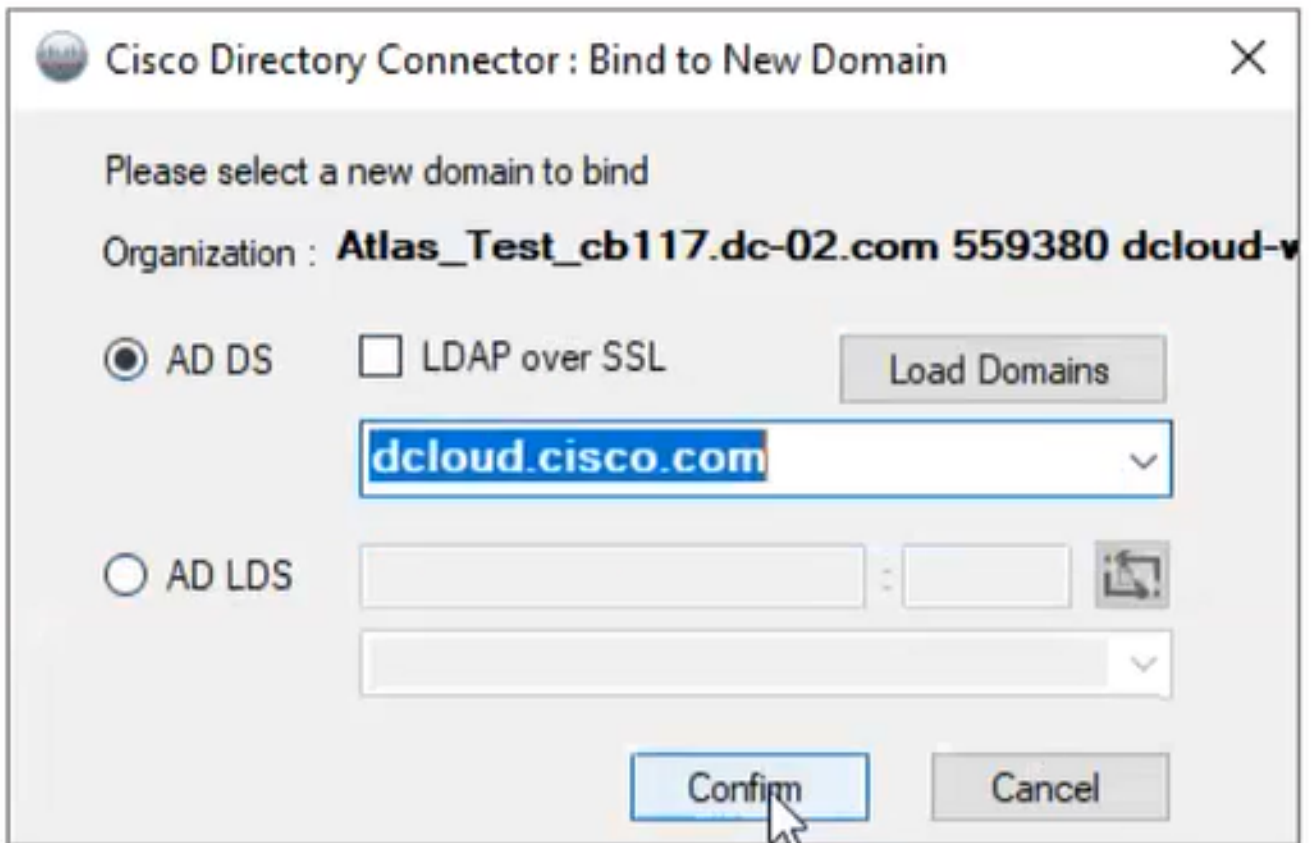
11 Enter Email address

Select the **AD DS** radio button then click **Load Domain**.



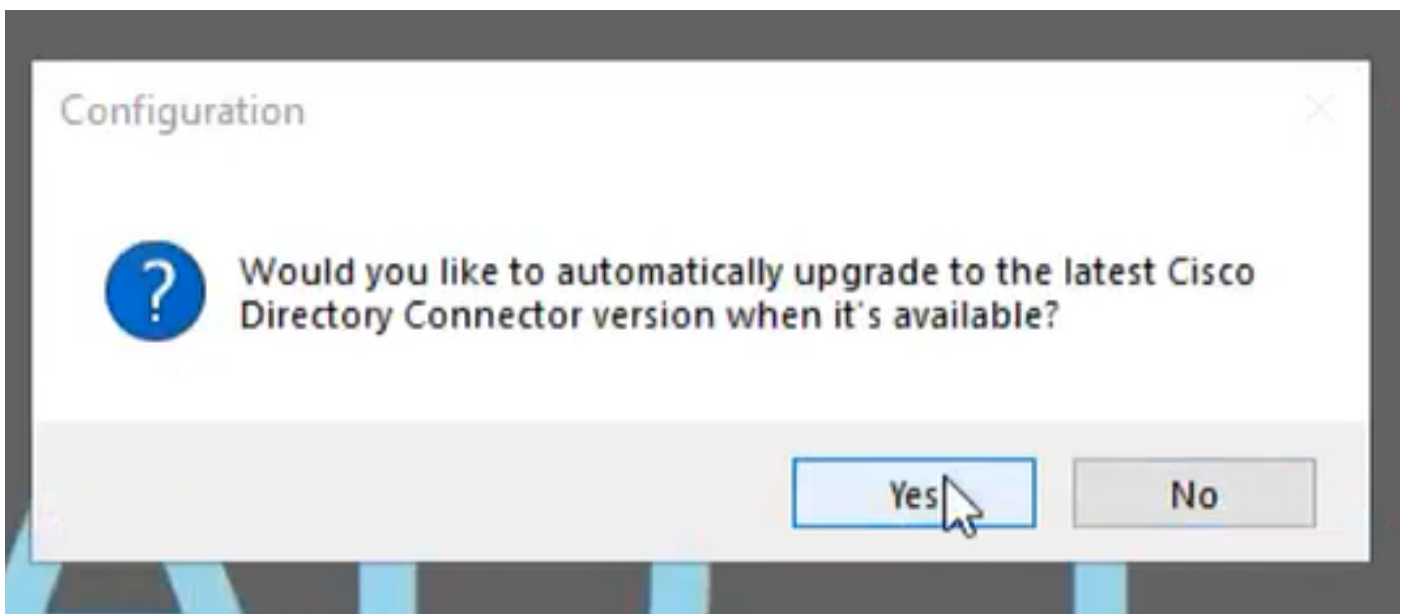
12 Bind to Domain

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



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 Directory Connector

Welcome, Charles Holland | Sign Out

Dashboard Configuration

Actions Help

Start Incremental Sync Sync Dry Run Launch Event Viewer Refresh [F5]

Cloud Organization: Atlas_Test_cb117.dc-02.com 559 Active Directory Domain dcloud.cisco.com

Current Synchronization

Status ● Stopped
Mode Automatic
Connector
Type
Started
Phase

Last Synchronization

Status ●
Started
Finished

Connectors

Connector	Last Connection
	5/15/2024 1:13 PM

Statistics

Users Groups Rooms Contacts

Next Synchronization

Full Not Scheduled
Incremental Not Scheduled

Current Synchronization Status

Status

Synchronization Schedule

Full Disabled
Incremental Every 240 minutes

Configuration Summary

Confirm Dry Run

⚠ We recommend to perform a dry run test before setting up Directory Connector.
Would you like to perform a dry run now?

Perform Not Now

15 Confirm Dry Run

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

The screenshot shows the Cisco Directory Connector dashboard. At the top, it says "Cisco Directory Connector" and "Welcome, Charles Holland | Sign Out". Below the navigation bar, there are tabs for "Dashboard" and "Configuration". A toolbar contains buttons for "Start Incremental Sync", "Sync Dry Run", "Launch Event Viewer", and "Refresh [F5]". The main content area displays the "Cloud Organization: Atlas_Test_cb117.dc-02.com 559 Active Directory Domain dcloud.cisco.com".

Key sections include:

- Current Synchronization:** Status is "Stopped", Mode is "Automatic".
- Last Synchronization:** Status is "Started".
- Connectors:** A table with columns "Connector" and "Last Connection". One connector is listed with a last connection of "5/15/2024 1:13 PM".
- Next Synchronization:** Full sync is "Not Scheduled", Incremental sync is "Not Scheduled".
- Current Synchronization Status:** Status is "Started".
- Synchronization Schedule:** Full sync is "Disabled", Incremental sync is "Every 240 minutes".

A modal dialog box titled "Enable Automatic Synchronization" is open, containing the following text:

Enable Automatic Synchronization

Your system is ready to enable automatic synchronization, or you can enable later by clicking **Actions - Synchronization Mode - Enable Synchronization**

Do you want to enable automatic synchronization?

Buttons: **Enable Now** (highlighted), **Not Now**

16 Enable Synchronization

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

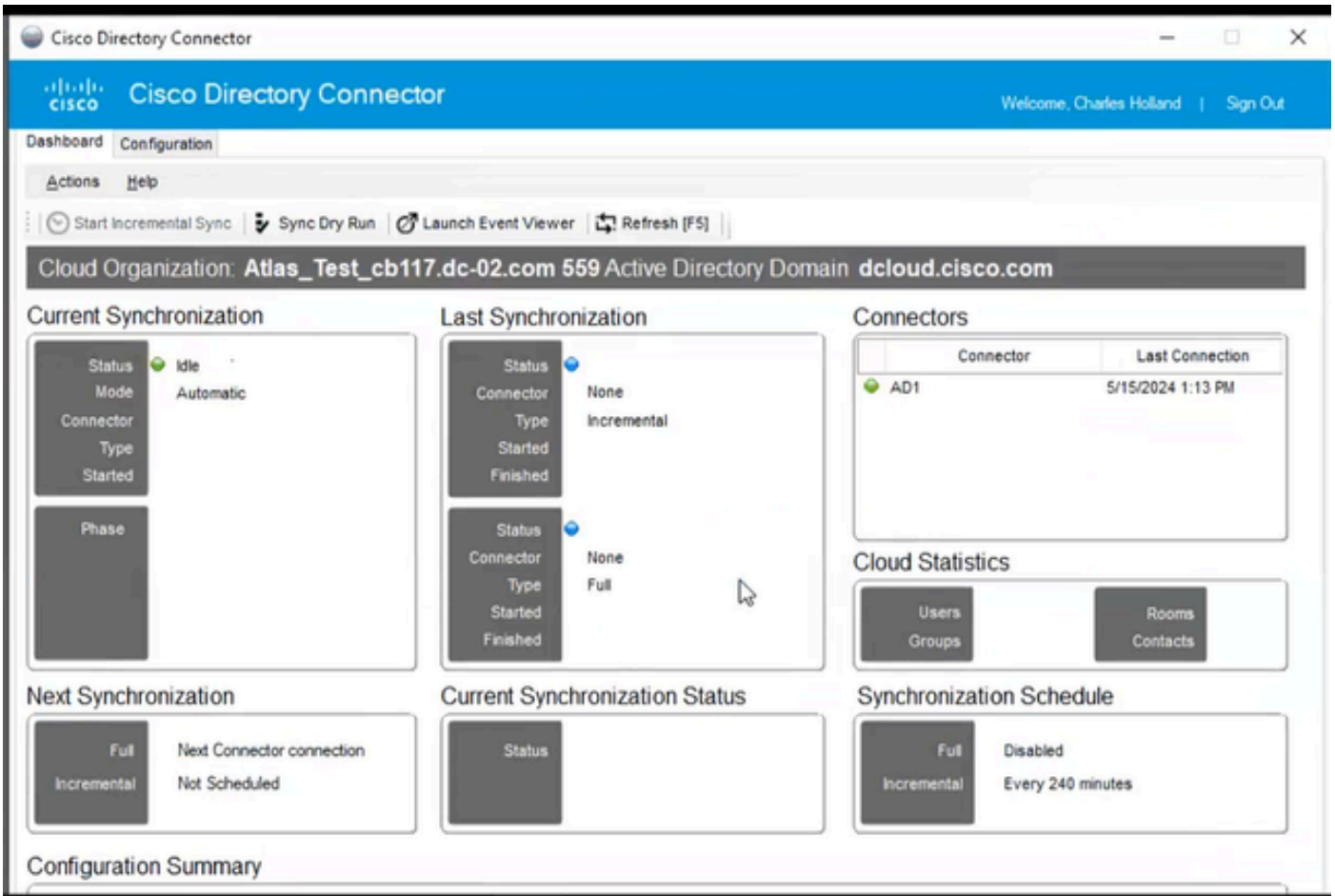
The dialog box is titled "Full Synchronization" and contains the following text:

Synchronization has been enabled!
Would you like to perform a full synchronization now?

Buttons: **Yes** (highlighted), **No**

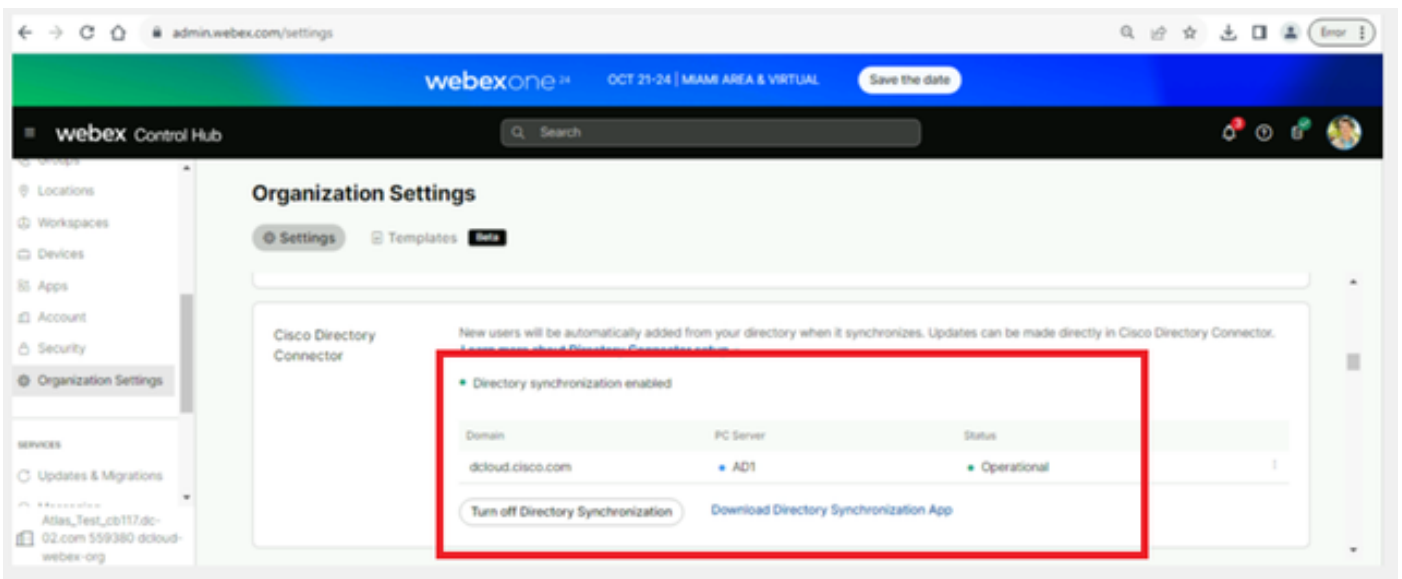
17 Full Synchronization

Directory Connector is enabled as shown below.



18 Directory Connector

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



19 Org Settings

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