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WebEx Admin Control Hub

Administration Guide v3.22

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EVOLVE IP, LLC

WebEx Admin Control Hub Administration Guide v3.22

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Getting Started

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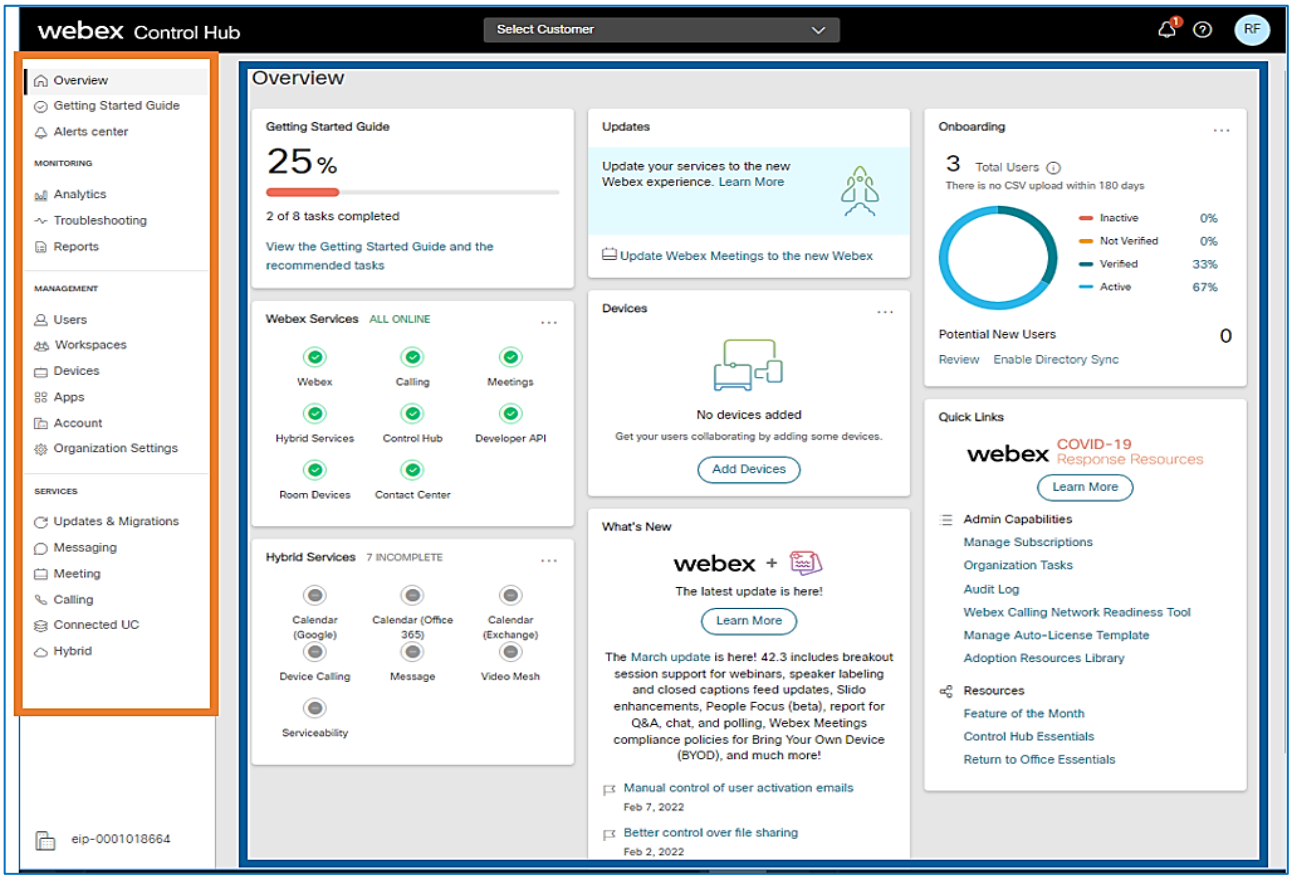
Overview

When Control Hub loads, you can review your settings on the Overview page. You can view your view the licenses across all your services. Administer licenses to users and see notifications to stay updated with new functions to set up in Control Hub.

When you get started with your organization in Control Hub, we recommend adding users to join Webex Meetings and the Webex App by entering their email addresses. Encourage them to use the services you provide and submit feedback. At any point, you can always add more users.



It is recommended that you use the latest desktop version of Google Chrome, Microsoft Edge, or Mozilla Firefox to access Control Hub.* Other browsers may produce unexpected results.

Control Hub doesn't support Internet Explorer.

Control Hub isn't designed for mobile devices.

* Control Hub supports Microsoft Edge Version 79.0.309.71 (Official build) (64-bit) and later.

All system requirements can be viewed here

In Webex Control Hub, you can

- Manage user accounts
- Control access and authorization
- Assign Webex services and licenses
- Setup Webex Devices
- View usage analytics
- Gain insights into user adoption
- Configure organization - wide settings
- Troubleshoot possible issues

Helpful links

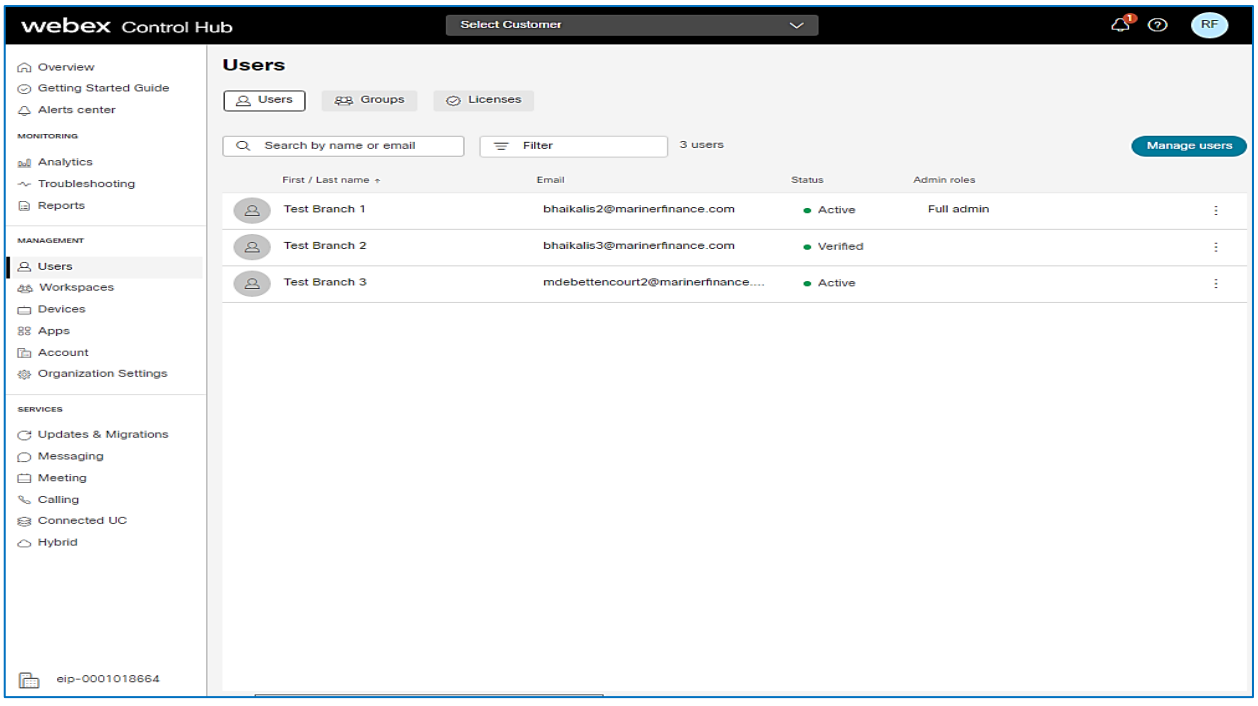
Getting started

Video tutorials

Manage user accounts

Add Users to Your Organization

Now that you have set up your services, you're ready to add people from your company directory. Go to Management > Users, and then click Manage Users.



Choose one of the available methods to add users. Depending on the number of users that you want to add, we recommend that you use:

- Manually Add or Modify Users if you have a small organization so you can add up to 25 users at a time.
- CSV Add or Modify Users if you have a medium-to-large sized organization of more than 25 people.
- Directory Synchronization if you have a large organization with existing Active Directory user accounts. You can automatically synchronize your directory on a scheduled basis instead of manually adding or removing accounts in Control Hub. You can also synchronize users using SCIM API. See the user management documentation for supported synchronization workflows.

Assign Services to Users

After adding users, you can assign various Webex services to them.

While you can edit the services for an individual user, it can be more efficient to edit multiple user's services at once using our bulk CSV template.

To edit multiple users' services, go to Management > Users, click Manage Users, select Export, and import users with a CSV file, and then click Export.

In the file that you download, simply add True for the services you want to assign to each of your users.

	A	B	C	D	E	F	G	H	I	J	K
1	First Name	Last Name	Display Nam	User ID/Ema	Directory Numbe	Direct Line	Hybrid Calendar Serv	Hybrid Call Service F	Call Service Aware	Call Service Connect	Hybrid Calendar Service (E
2	Alison	Cassidy	Alison Cassid	ciscosparkdo	5443			FALSE	FALSE	FALSE	FALSE
3	Adrian	Delamico	Adrian Delam	ciscosparkdo	5000			FALSE	FALSE	FALSE	FALSE
4	Brandon	Burke	Brandon Burl	ciscosparkdo	5002			FALSE	FALSE	FALSE	FALSE
5	Barbara	German	Barbara Gern	ciscosparkdo	5001			FALSE	FALSE	FALSE	FALSE
6	Benoi	Lapointe	Benoit Lapoi	ciscosparkdo	5221			FALSE	FALSE	FALSE	FALSE
7	Catherine	Sinu	Catherine Sin	ciscosparkdo	5191			FALSE	FALSE	FALSE	FALSE
8	Giacomo	Edwards	Giacomo Edv	ciscosparkdo	5003			TRUE	TRUE	TRUE	TRUE
9	James	Weston	James Westo	ciscosparkdo	5049			TRUE	TRUE	TRUE	TRUE
10	Karen	Adams	Karen A. Ada	ciscosparkdo	5004			TRUE	TRUE	TRUE	TRUE
11	Marc	Brown	Marc Brown	ciscosparkdo	5823			TRUE	TRUE	TRUE	TRUE
12	Maria	Rossi	Maria Rossi	ciscosparkdo	5008			TRUE	TRUE	TRUE	TRUE
13	Simon	Jones	Simon Jones	ciscosparkdo	5005			TRUE	TRUE	TRUE	TRUE
14	Sherry	Mckenna	Sherry Mcker	ciscosparkdo	5915			TRUE	TRUE	TRUE	TRUE

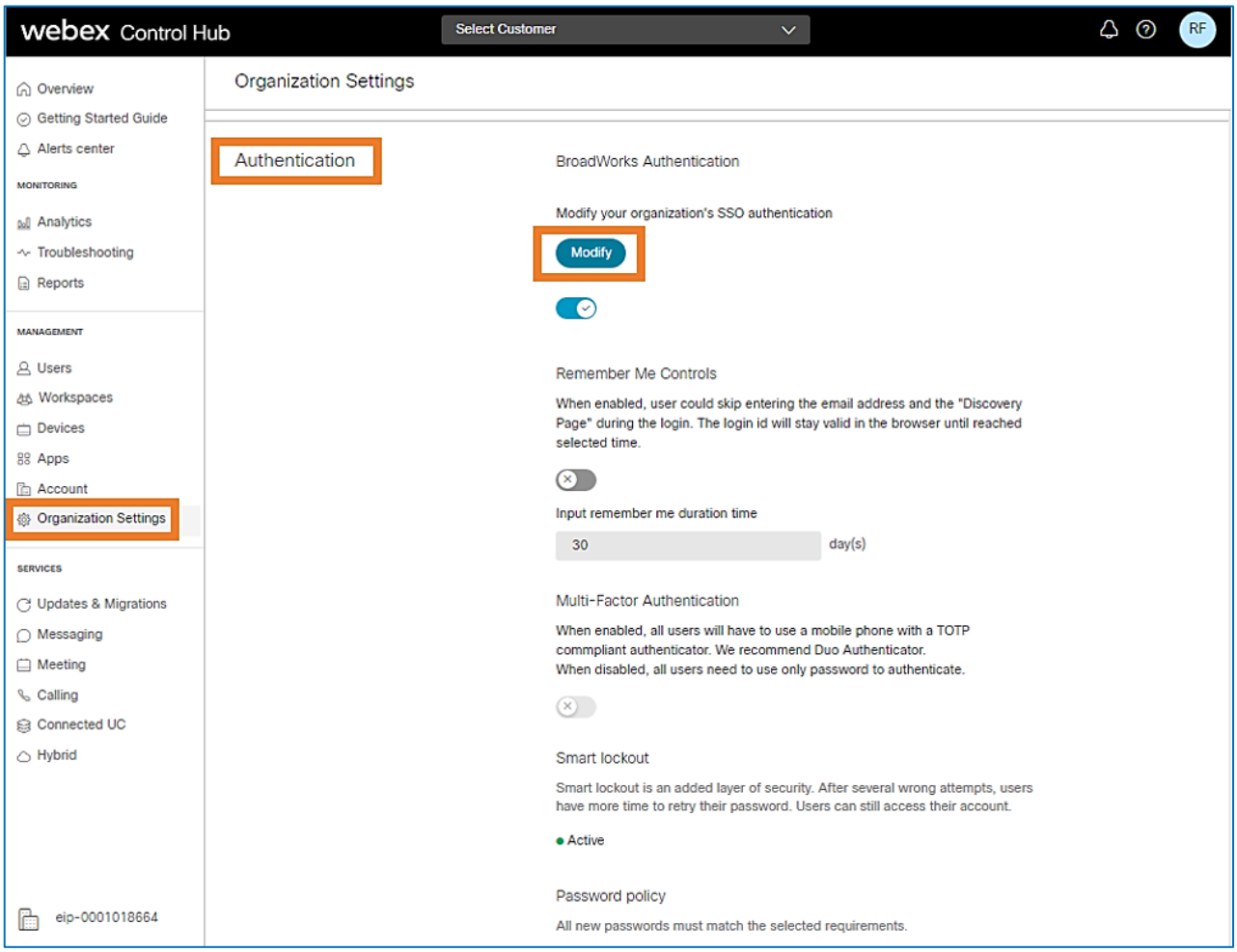
Import the completed file, click **Add and remove services**, and then click **Submit**.

Link Getting Started With Control Hub

Set Up Single Sign On (SSO) for Users

Webex uses basic authentication. You can choose to set up SSO so that people only authenticate once.

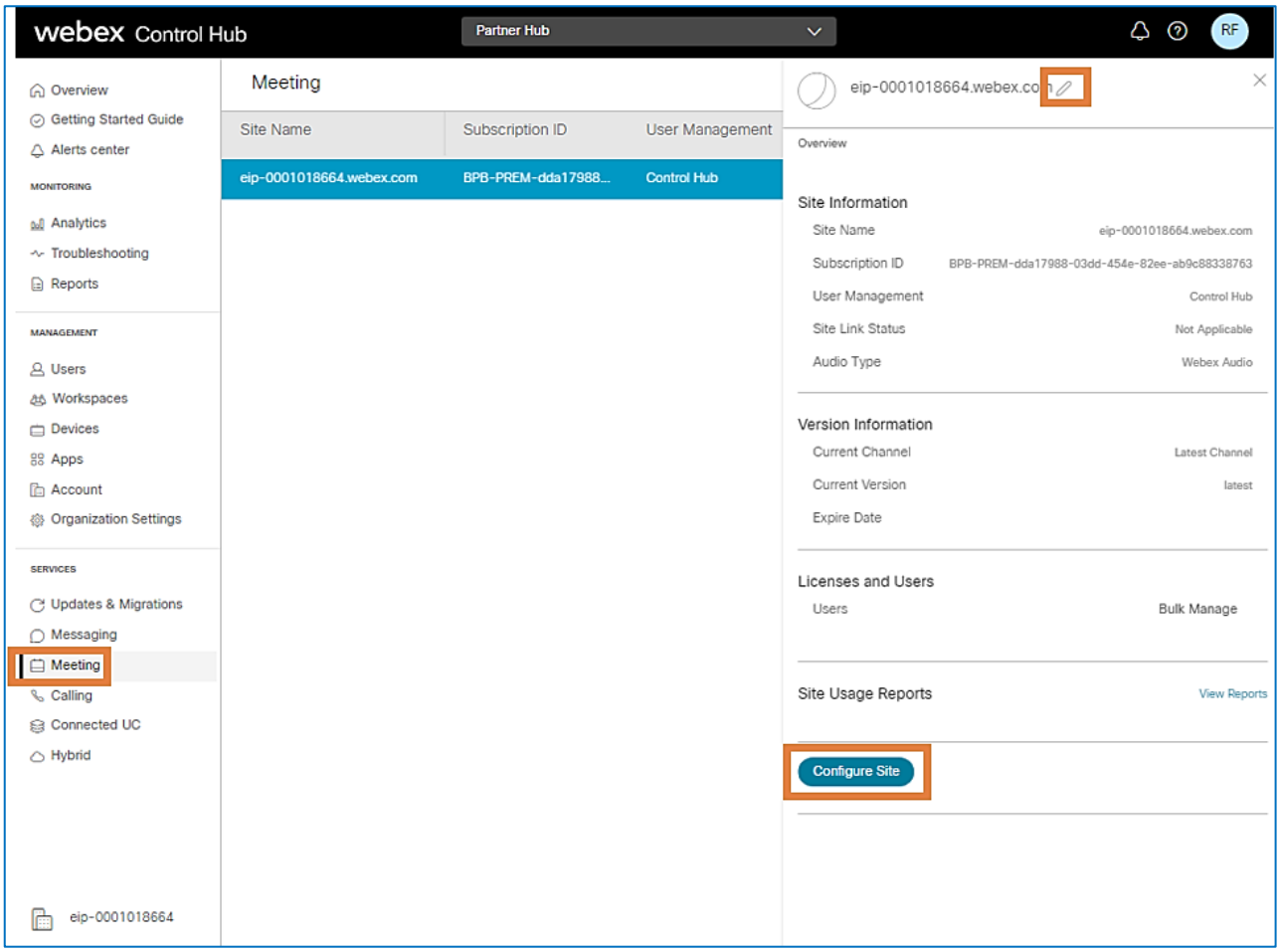
Go to Management > Organization Settings, scroll to Authentication, click Modify, and then select Integrate a 3rd-party identity provider. Continue through to download, edit, and reimport a metadata file that users must get signed by a certificate authority, and then click Save.



See the SSO integration guides for more information.

Manage Your Sites

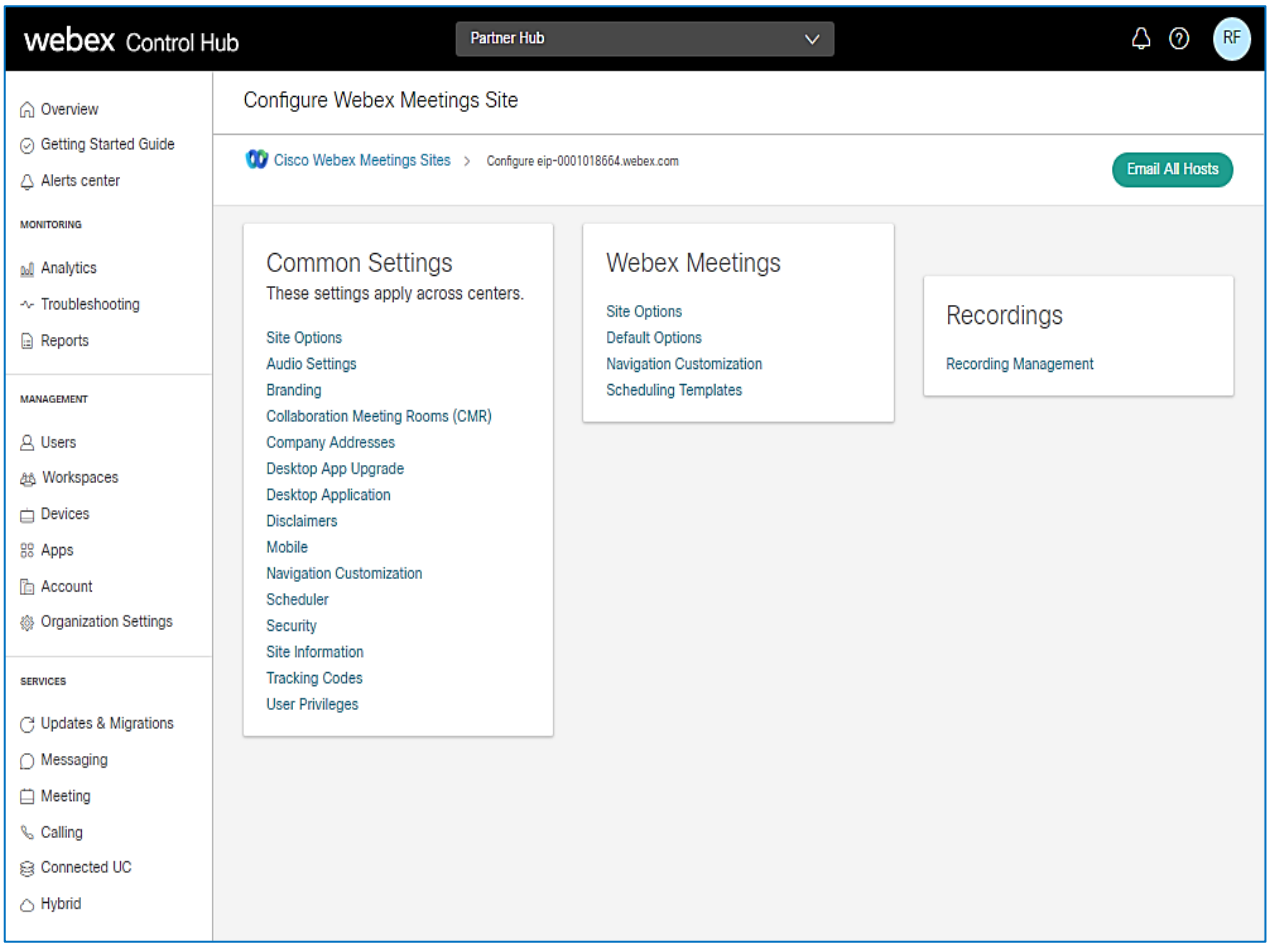
You can add a site to your organization and manage Webex services from Control Hub.



If you already have sites to change services for, or to view your sites, go to Services > Meeting > Sites to view a list of your Webex sites.

Add and Manage a Webex Site in Control Hub

You can configure and manage Webex sites in Control Hub. You can add and delete Webex sites and redistribute licenses from old Webex sites to new ones.

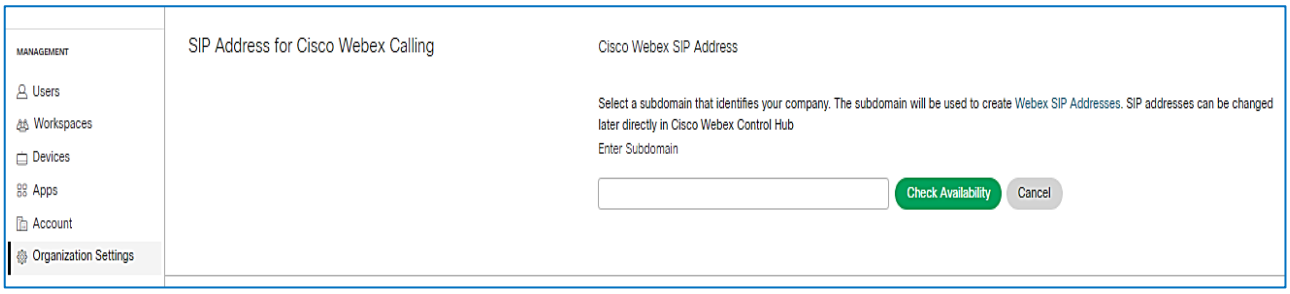


- Add a Webex site in Control Hub
- Delete a Webex site in Control Hub
- Rename a Webex site in Control Hub
- Redistribute Webex licenses in Control Hub
- Determine your Webex site version in Control Hub
- Webex site management in Control Hub
- View reports
- Set default version for new Webex sites

Additional Information Here

Add Workspaces to Your Organization

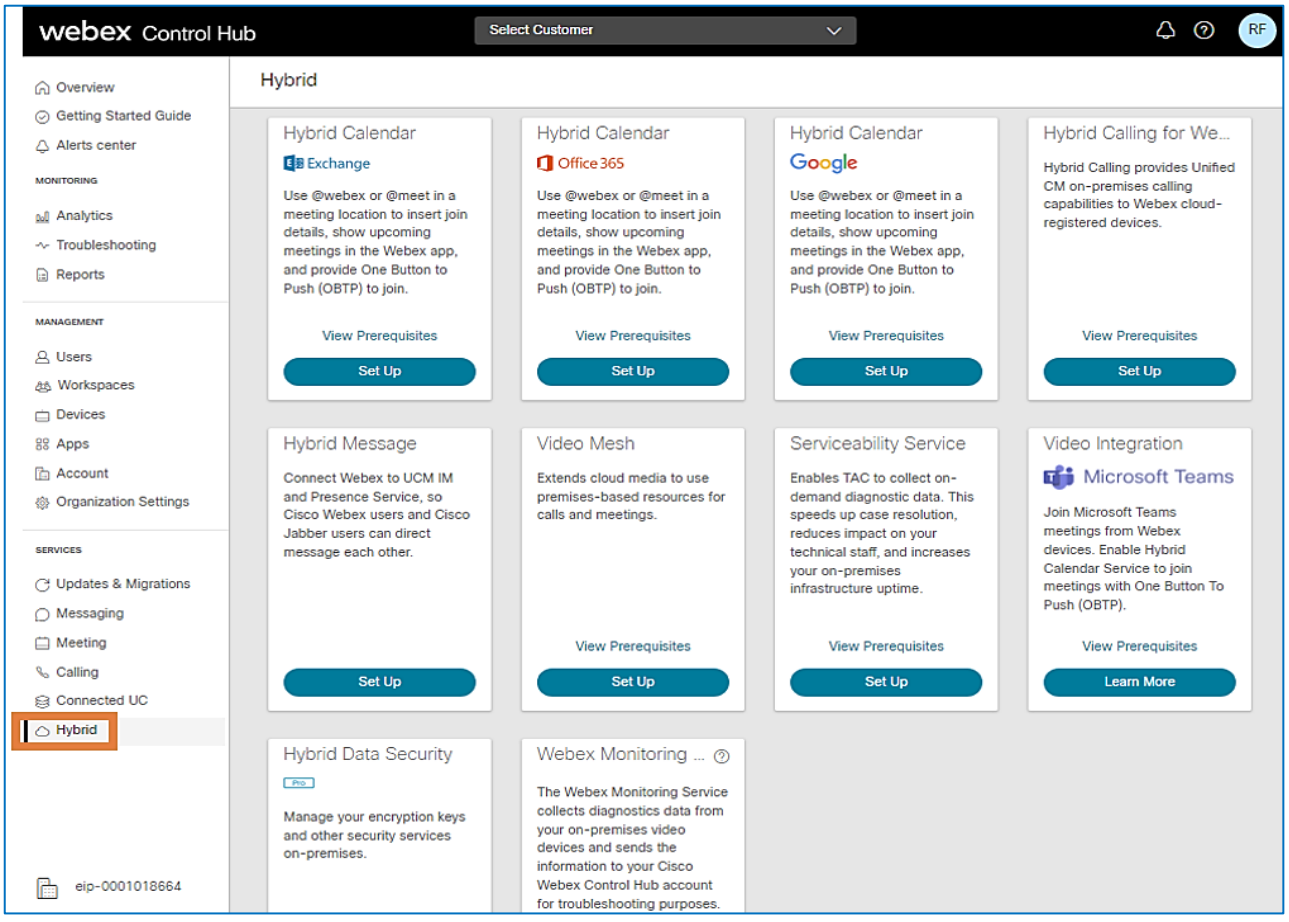
You can add workspaces to your organization if you have shared devices that are not assigned to specific users. After adding a device, Control Hub will generate an activation code that you must enter your device to link it to Control Hub.



For Workspaces to be correctly configured, you must set the SIP Address for your organization. This setting can be found in Management > Organization Settings and scrolling to SIP Address for Cisco Webex Calling. See Webex SIP Addresses in Webex Control Hub for more information.

Configure Webex Services

If Message, Meeting, or Webex Calling is provisioned for your organization, you can configure the settings for each service. Go to Services and select Settings for the service you want to configure.



You can also configure specific Webex Meetings sites by going to the Meeting section and selecting Sites. Choose the site to configure and then click Configure Site.

Set Up Hybrid Services

You can set up and enable Hybrid Services for your Webex sites. These services provide integration points between the cloud and your existing environment, while enhancing and streamlining your users' experiences. Use the Hybrid Services deployment guides to plan for, deploy, and troubleshoot each service for your organization.

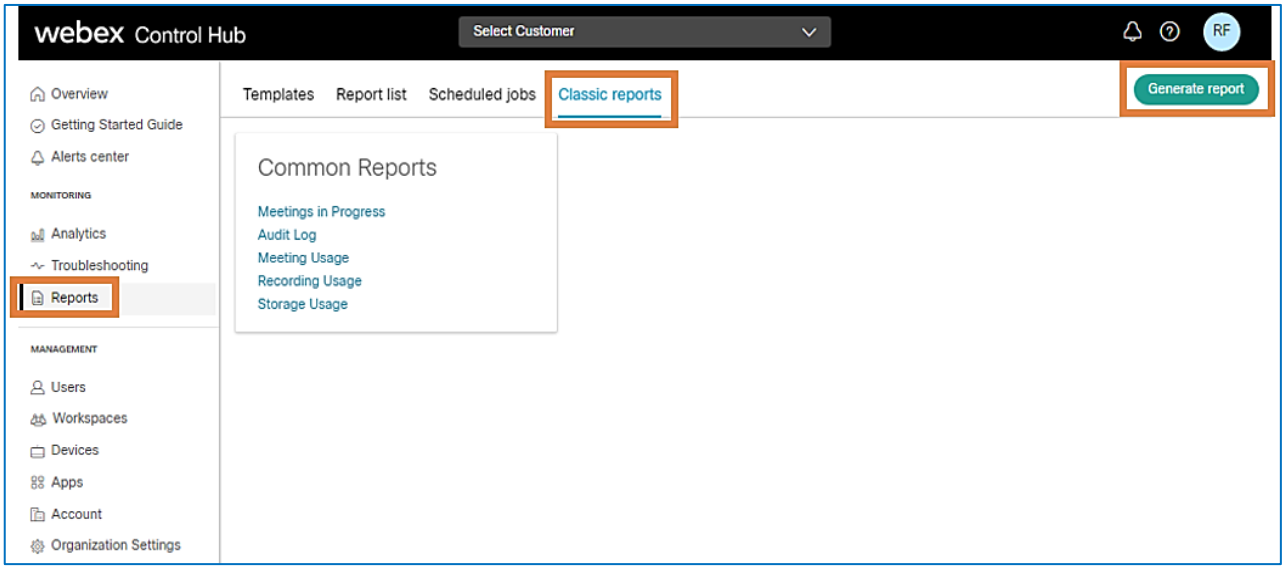
Manage Devices in Organization

You can add devices to your organization, and assign them to either individual users or shared workspaces. To make it easier to organize and search for devices later, you can group devices with tags. After adding a device, Control Hub generates an activation code that you must enter your device to link it to Control Hub.

If you have many devices within your organization, you can also search for devices.

Use Analytics and Reports to Track Site and Service Usage

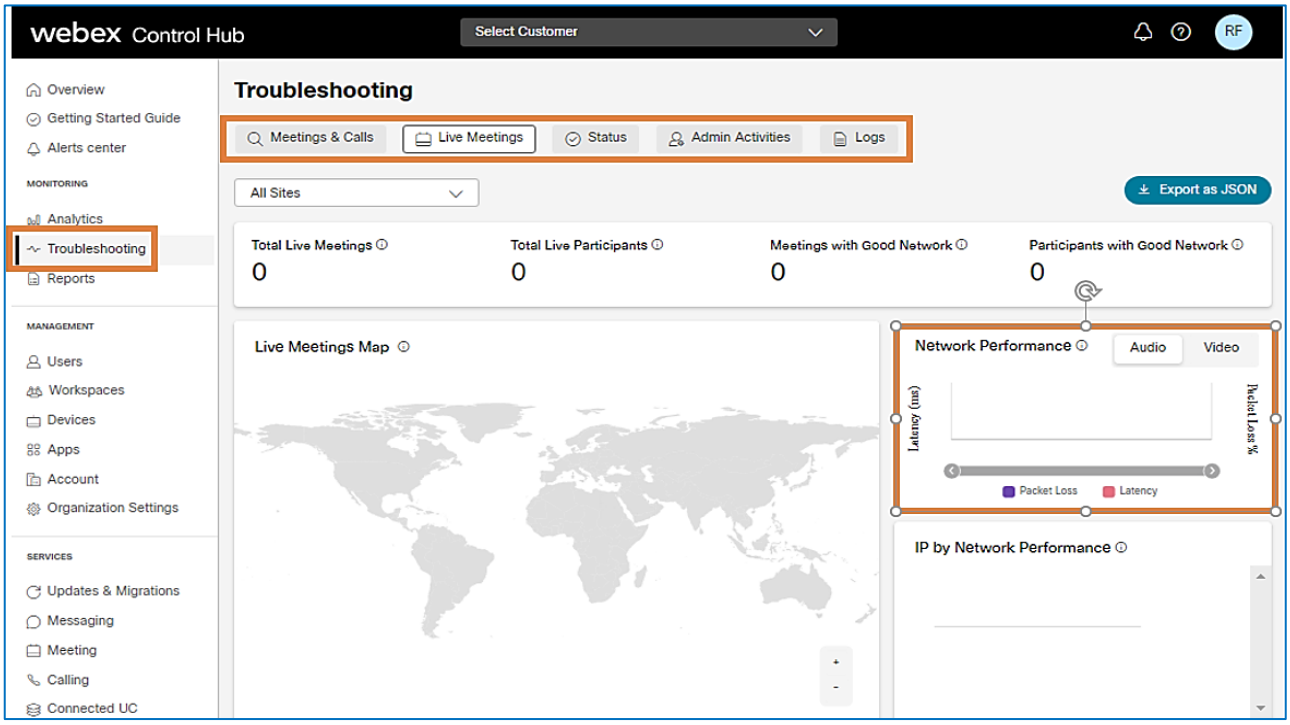
You can also use the Analytics and Reports sections on Control Hub to see how your users use your Webex site and services. Go to Monitoring, select Analytics or Reports, and select the service or reports that you want to receive data for.



Within Reports, you can use classic reports to receive data on Webex Meetings, Webex Events, Webex Training, and Webex Support. You can also use metric analytics to see how your users interact with Webex Meetings.

Troubleshooting in Control Hub

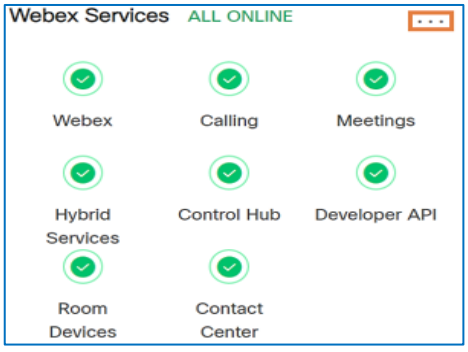
If any issues come up with a Webex service, you can go to the Troubleshooting section to quickly see which meetings and users are experiencing problems. The faster you're able to troubleshoot Webex Meetings, the faster you can get back on track.



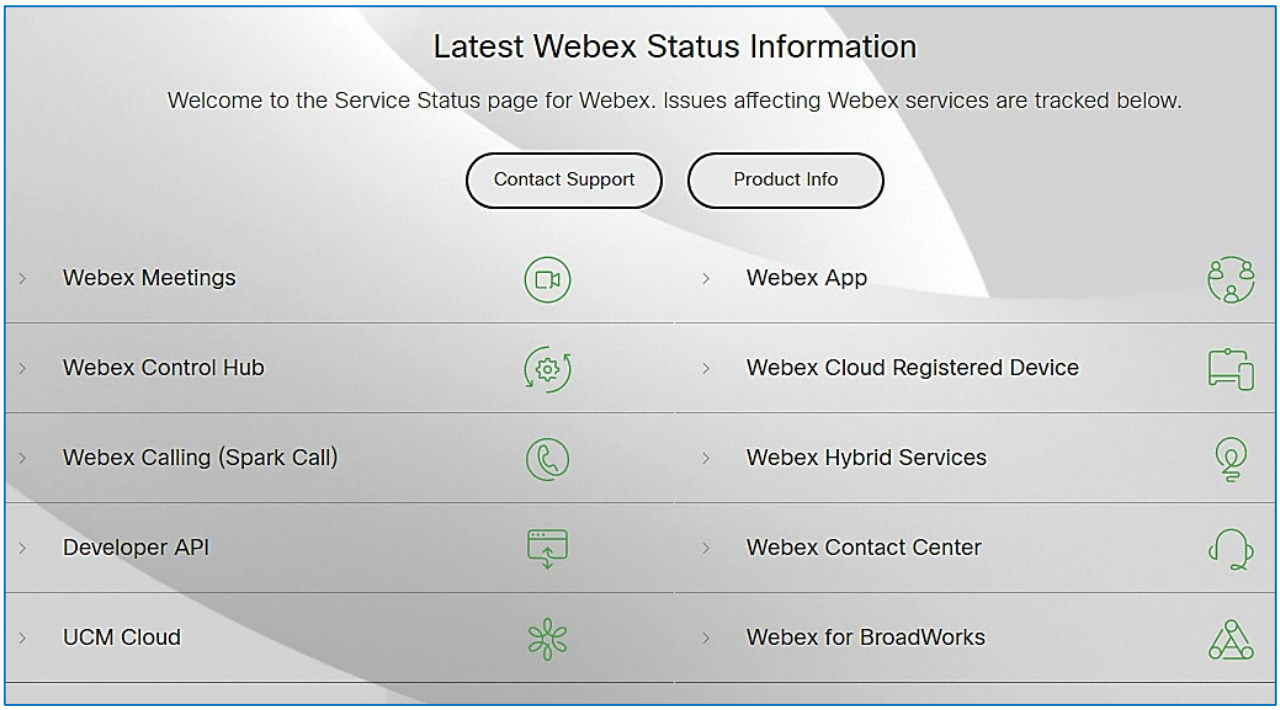
You can check the statuses of various Webex services by going to Monitoring > Troubleshooting and selecting Status.

Webex Services Status

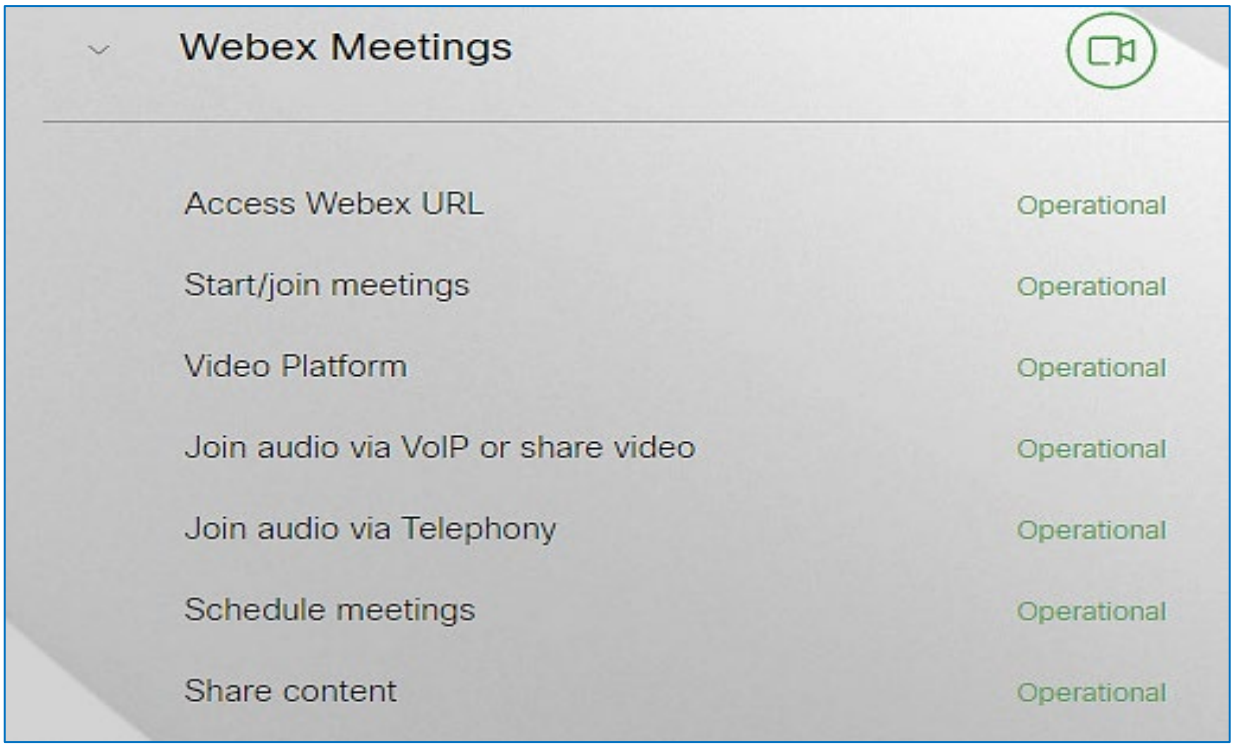
The Overview page provides a quick view if Webex Services are online. Select the Eclipse (...) on the upper right-hand corner for more details.



The Eclipse will open the Webex Status page.



Example of Webex Meetings expanded.

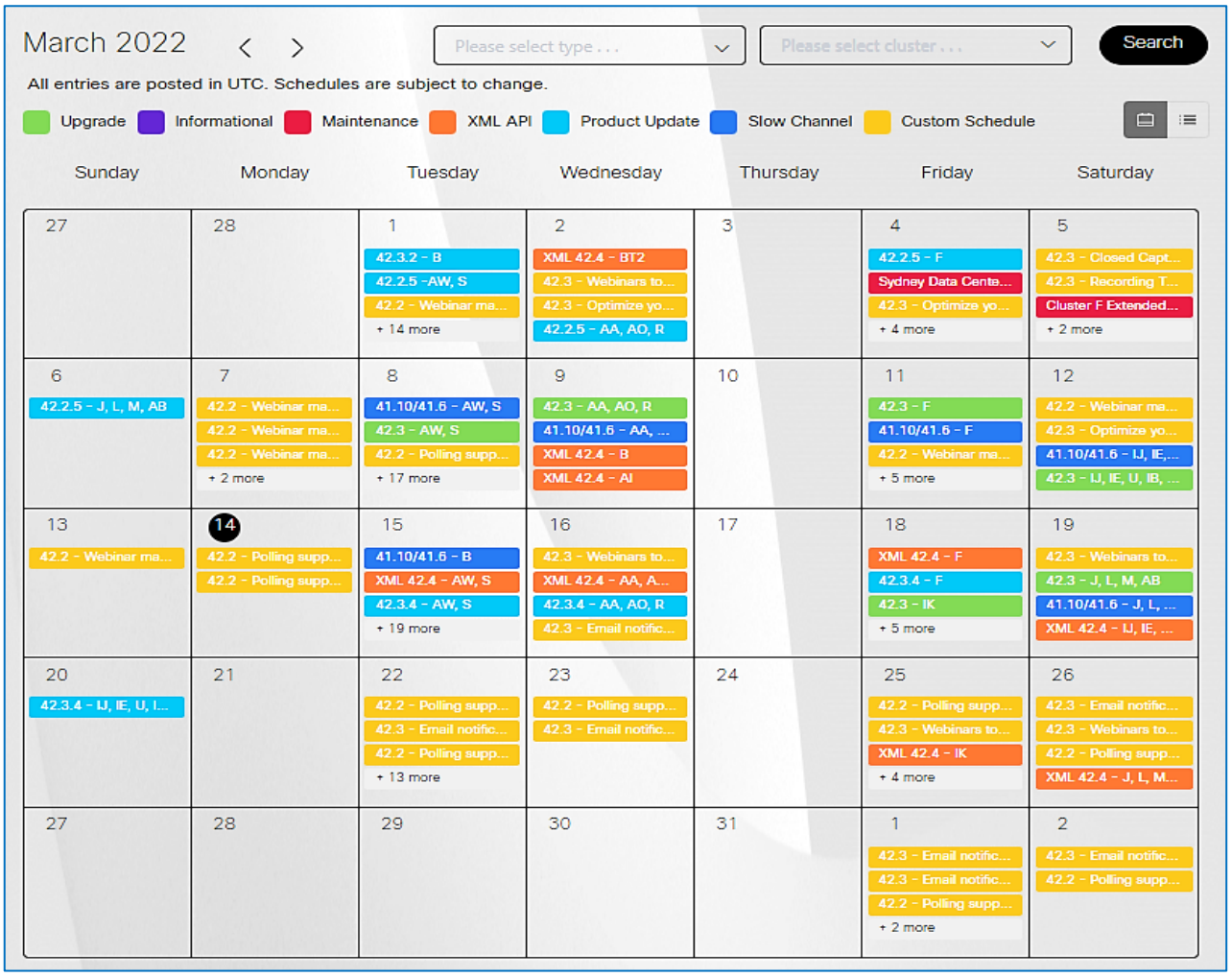


The Incident History tab lists 90 days of service issues. It is in calendar format for easy lookup.

Link to Webex Incident History page.

The Maintenance tab shows planned system upgrades.

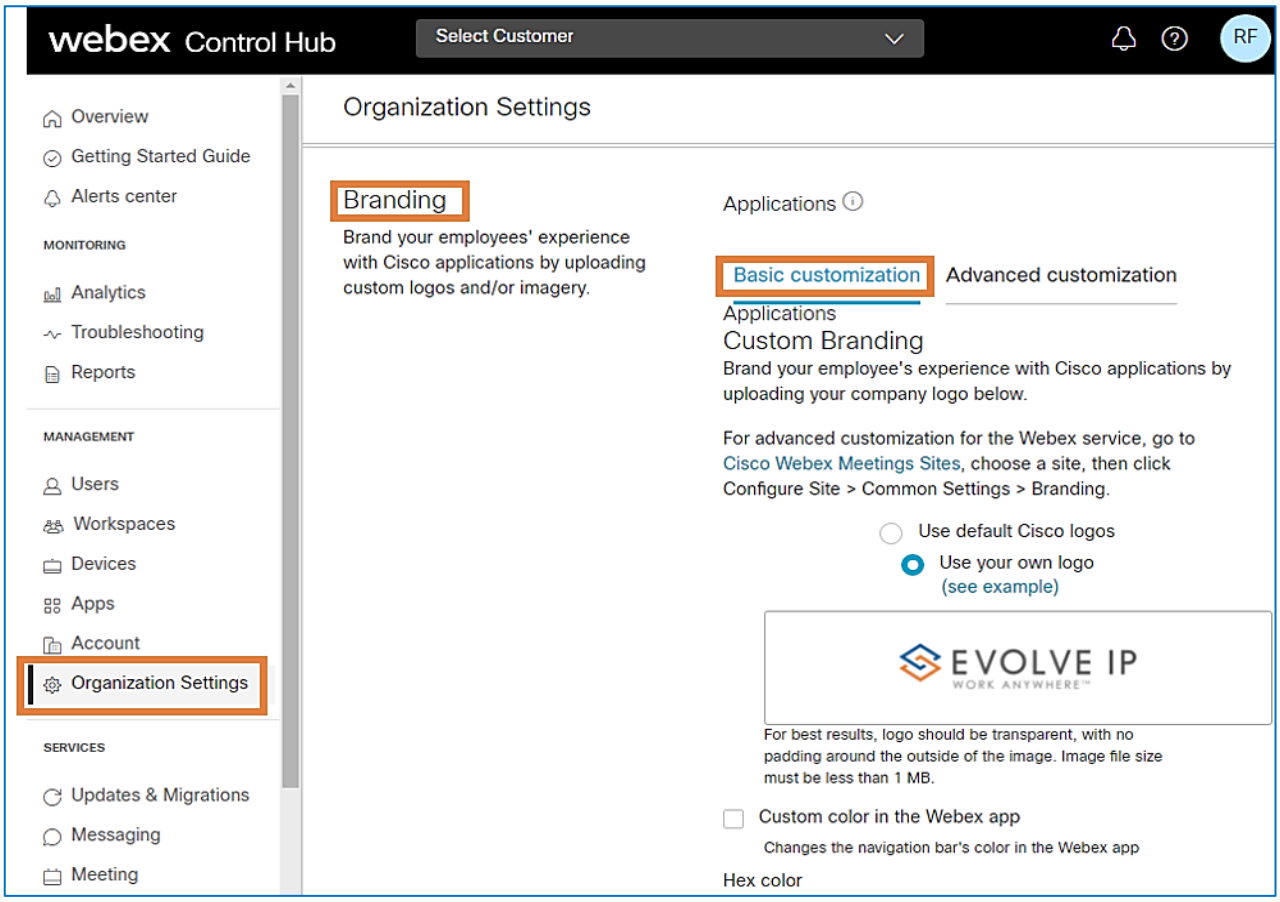
Link to Webex Scheduled Service Upgrades and Scheduled Maintenances.



Go here for help articles on how to subscribe to releases and announcements and how to use the search filter.

Add Your Company Logo

You can upload your organization logo to enhance your users' experience with Webex applications by going to Management > Organization Settings and scrolling to the Branding section. Upload your own logo by choosing Use your own logo and clicking the blank field. See Configure Branding for Your Webex Site for more advanced branding configurations.



- About Branding Services
- Configure the Branding for Your Site Header
- Configure the Branding for Tab Navigation on Your Site
- Configure the Branding for Left Navigation on Your Site

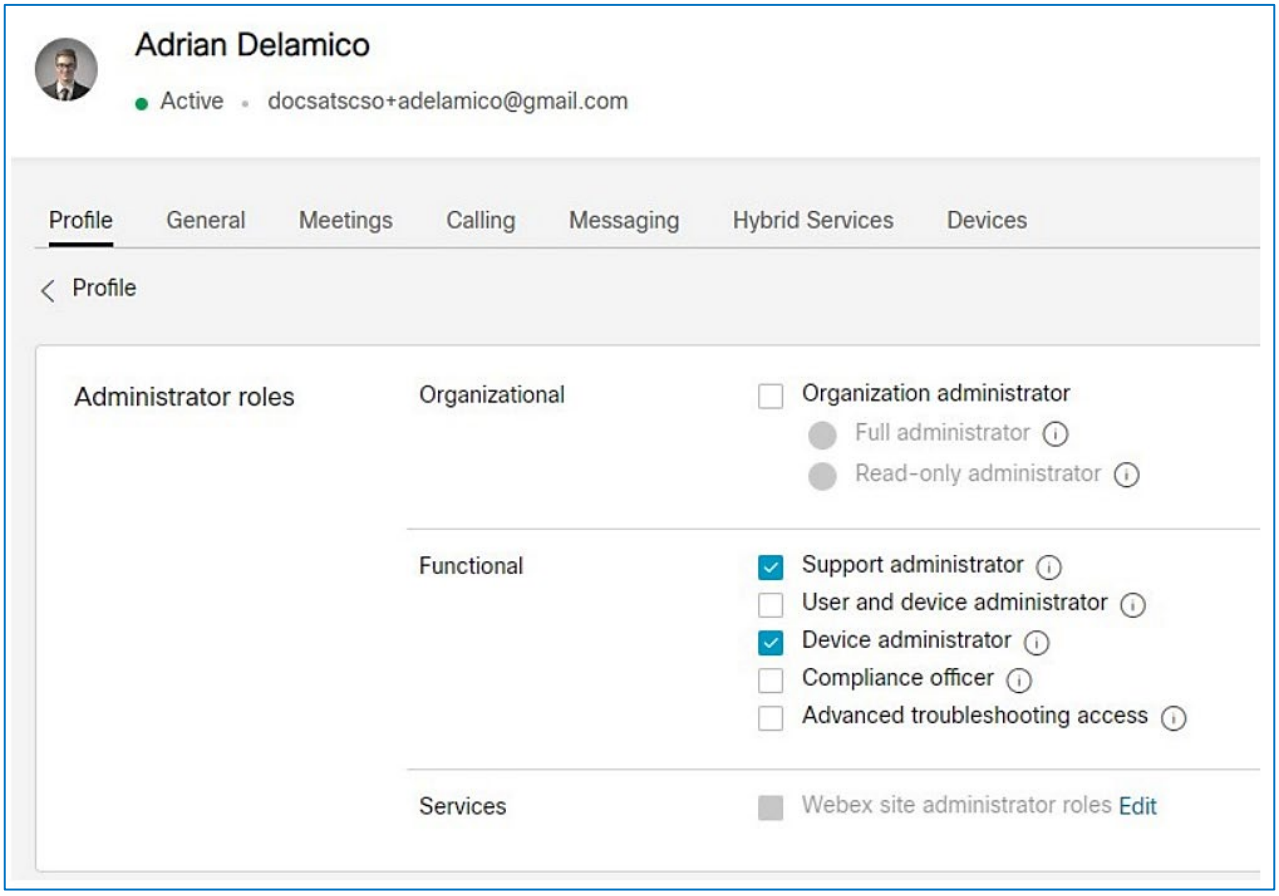
*Ensure that the logo image meets the following size and format requirements.

- The image file for your logo must be in one of the following formats: .gif, .jpg, or .png.
- The maximum size of the image file is 900 pixels wide, by 42 pixels high.
- Image file size must be less than 1 MB.
- For best results, logo should be transparent, with no padding around the outside of the image.

Assign organization account roles in Control Hub

You can set up users in your organization with different administrator roles. Users can become full administrators, or a combination of support administrators, user and device administrators, device administrators, read-only administrators, or compliance officers.

You can also see a list of all or specific administrators in Control Hub, including device administrators and compliance officers.



We recommend that you share administrative responsibilities within your organization. Even in small organizations, you should have more than one person holding the full administrator role, to ensure availability.

As a full administrator, you can assign various administrative roles to people in your organization. This means you can streamline responsibilities and share accountability for managing the organization.

For example, a compliance officer is privileged to access user-generated content as necessary for legal / compliance purposes. This is likely to be a different person than a support administrator, who can see meeting analytics and troubleshooting information.

This article describes how to manage administrative roles and lists the privileges associated with each role.

Assign Roles to Users

1. Sign in to https://admin.webex.com, go to Users, and choose a user.

a. (If you are a partner, you would first open the customer organization where you want to assign roles, and then access that organization's Users page).

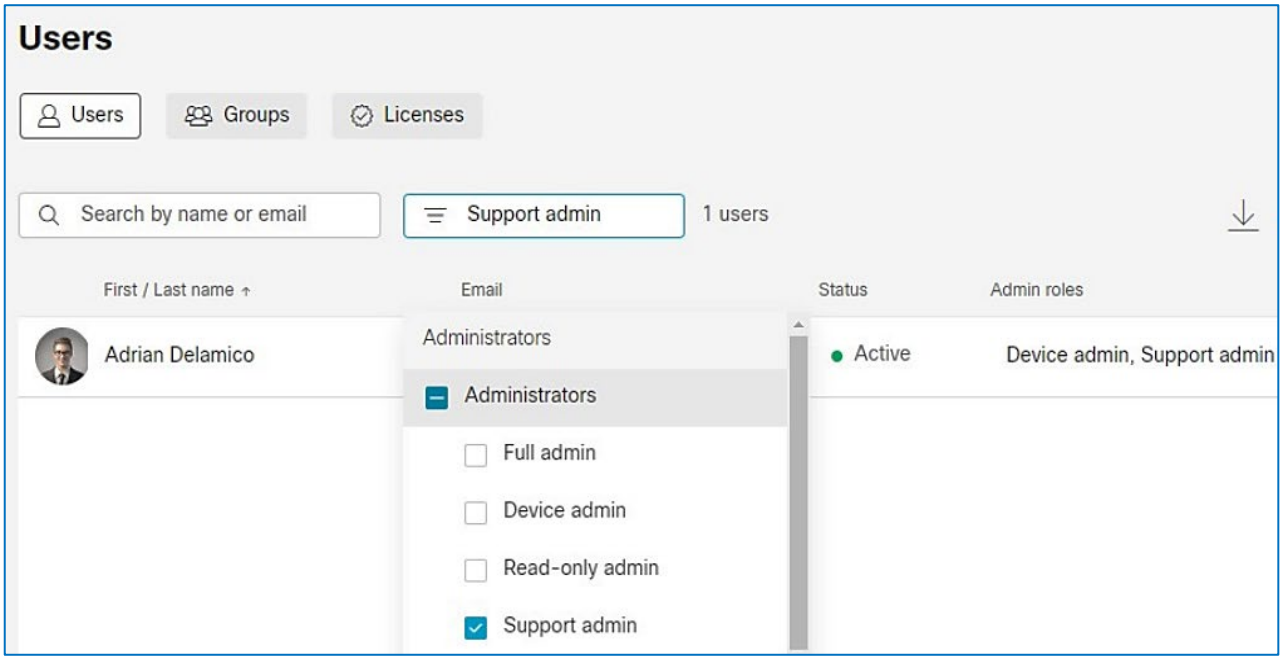
2. In the user's Profile tab, find Administrator roles.
   a. There's a comma separated list of the user's administrative roles (or "None").
3. Click on the list to open the role assignment control.

[Additional Information Here]

Find Specific Administrators in Control Hub

If you want to see who has a particular role, or roles:

1. Sign in to https://admin.webex.com, and open the Users page.
2. Use the Filter control to select which roles you'd like to find.



This action updates the user list, to show only those users who have the selected roles.

Export the List of Administrators as a CSV File

You can export a full or filtered list of administrators in your organization as a CSV file to bulk manage them. The following table shows you the data that the CSV file exports.

Column Name	Description
First / Last name	The names (First<space>Last) of the exported administrators.

Column Name	Description
User ID/Email	The unique IDs (email addresses) of the exported users.
Admin Role	Comma separated lists of administrative roles held by the exported users.

1. Sign in to https://admin.webex.com, and open the Users page.
2. Filter the user list by the roles you want to see.
3. Click the Export button at the top right.

The CSV file automatically downloads once it's ready.

If you are exporting a filtered list, wait until the CSV file is downloaded before you change the filter. Otherwise, you get the updated filtered list in the current CSV file download.

Add a Desk Phone or Analog Telephone Adapter to a User

You can add these devices for users in Cisco Webex Control Hub.

To add a room or desk device to a workspace, see Add Shared Devices to a Place for more information.

To add a room or desk device to a user, see Assign a Personal Webex Room or Desk Device to a User, but keep in mind that personal room and desk devices can only be used for Webex Teams calls and meetings. They can't be used to make (or receive) calls to people outside your organization using a phone number or use extension-based calling from the device.

Before you begin

You must add users to your organization in Cisco Webex Control Hub before you can add a device to them. See Add Users Manually in Cisco Webex Control Hub.

- If you're adding an Analog Telephone Adapter (ATA) with more than one port, each port is treated as a separate device in Cisco Webex Control Hub.
- If you want to add a Cisco desk phone, your organization requires a Cisco Webex subscription that includes calling.
- If you're adding an ATA, you must configure all network settings before activating the device.

After you activate the device, you can't access or change these network settings. Here are a few examples of available network settings: VLAN, IP address[1], and subnet mask.

1. From the customer view in https://admin.webex.com, go to Devices, and then select New Device.
2. Select Existing User, and then select Next.
3. Start typing the username in the drop-down list, choose the right user you want to add a device to, and then select Next.
4. Select the device you want to add, enter the MAC address if necessary, and choose Next.
5. Use the 16-digit code to activate the device.

Additional Information Here

Add Shared Devices and Services to a Workspace

When people are at work, they get together in lots of workspaces like huddle rooms, lobbies, and conference rooms. You can set up shared Webex devices in these workspaces, add services, and then watch the collaboration happen. Whatever device you choose to add to that workspace, the device is assigned to the workspace, not a user. The key advantage is shared usage.

Add a phone to a new workspace

When people are at work, they get together in lots of places like lunchrooms, lobbies, and conference rooms. You can set up shared Cisco Webex devices in these Workspaces, add services, and then watch the collaboration happen.

The key principle of a Workspaces device is that it is not assigned to a specific user, but rather a physical location, allowing for shared usage.

The devices listed support Webex Calling. While most of these devices can be registered using a MAC address, only the following subset can be registered using an activation code:

- Cisco IP Phone 6800 Series Multiplatform Phones (Audio phones–6821, 6841, 6851)
- Cisco IP Phone 7800 Series Multiplatform Phones (Audio phones–7811, 7821, 7841, 7861)
- Cisco IP Phone 8800 Series Multiplatform Phones (Audio phones–8811, 8841, 8851, 8861)
- Cisco IP Phone 8800 Series Multiplatform Phones (Video phones–8845, 8865)

[1] An **Internet Protocol address** (**IP address**) is a numerical label assigned to each device connected to a computer network that uses the Internet Protocol for communication. An IP address serves two principal functions: host or network interface identification and location addressing.

- Cisco IP Conference Phone 7832 and 8832

1. From the customer view in https://admin.webex.com, go to Management > Workspaces, and then click Add Workspace.
2. Enter a name for the workspace (such as the name of the physical room), select room type and add capacity. Then click Next.
   - A workspace name can't be longer than 30 characters and it can't have %, #, <, >, /, \, and " characters.
3. Choose Cisco IP Phone and then click Next.
4. Select the device type from the drop-down list, choose whether you want to register the phone with an activation code (if the option appears) or a MAC address, and then click Next. Keep in mind that if you choose to register the device using an activation code, the code is emailed to the designated administrator for the location.
   - For Webex Calling, you can only add one shared phone to a Workspace.
   - For Cisco IP Conference Phone 7832, some softkeys may not be available. If you need a full set of softkeys, we recommend that you assign this phone to a user instead.
5. Assign a Location and Phone Number (determined by the location that you choose), and then click Save. You also have the option of assigning an extension.

Create a Workspace and Add Services for a Webex Room Device

1. From the customer view in https://admin.webex.com, go to Management > Workspaces, and then click Add Workspace.
2. Enter a name for the workspace (such as the name of the physical room). You can select room type and add capacity, but these aren't required. Then click Next.
3. Choose Cisco Webex Rooms device, and then click Next.
   - You can only have one type of device in a single space. For example, you can add multiple Webex Room Devices or a Webex Board, but not a combination of the two. The exception is Companion Mode, where you can have one Webex Board and one Room Series device in a Workspace.
4. Choose a call service to assign to devices in the workspace and click Next.
   - Call on Webex (1:1 call, non-PSTN) (default)—For Webex App and SIP address calling.
     Cisco Webex Calling—Add PSTN service to the device in the Workspace through the Webex Calling service—depending on your deployment, the PSTN service may come from a local gateway on the premises, through the PSTN the Service Provider bundled, or through a cloud connected PSTN (CCP) provider. Assign a phone number and extension to the device, and then click Next.
     For more information about the PSTN options, see PSTN Connectivity in the data sheet.
   - Hybrid Calling—To use call service (PSTN access or internal extension access) through your on-premises call control. Unified CM provides the phone number or extension for the devices in the place.
     If you chose Hybrid Calling, enter the Unified CM mail ID for the account that you created

earlier. Then download the Device Connector to synchronize the Unified CM configurations to the cloud. Then click Next.

For more information, see the Deployment Guide for Hybrid Calling for Cisco Webex Devices.

5. Go to Workspace Scheduling. Choose a scheduling option for the workspace and click Save.
   - None—Select if you use the Workspace as a basic shared workspace. This is the default setting.
   - Calendar—Select if you want to receive meeting notifications from the room calendar.
   - Hot desking—Select if want your users to sign in and book the device.

It's recommended that you do the following configuration changes for Hot desking. Turn off Standby to show the booking status as half-awake. Set Ultrasound to 0 if you are deploying the device to an open workspace.

6. Click Next, and then activate the device with the code provided.

Create a Workspace and Add Services for a Webex Share

Before you can use your Webex Share, you associate the device to a physical location.

1. From the customer view in https://admin.webex.com, go to Management > Workspaces, and click Add Workspace.
2. Enter a name for the workspace (such as the name of the physical room), select room type and add capacity. Then click Next.
3. Choose Cisco Webex Rooms device and click Next.
   a. You can only have one type of device in a single space. For example, you can add up to 10 desk phones to a lobby or a single Webex Room Device, but not a combination of the two.
4. Choose Call on Webex (1:1 call, non-PSTN) (default). Although a call service doesn't apply to Webex Share, select the default to move to the next step.
5. Optional) Toggle on the calendar service so that people can use One Button to Push (OBTP) on this device, and then click Next.
6. If you toggled on the calendar service, enter or paste the email address of the calendar mailbox for the room device. This is the email address that is used to schedule meetings.
   a. For devices that will be scheduled in Google Calendar, enter the Google resource email address from G Suites (Calendar > Resources).
   b. For devices that will be scheduled in Microsoft Exchange or Office 365, enter the email address of the room mailbox.
7. Click Next and generate your Activation code.

If you use certificates, then deploy the certificate to your Webex Share before activating it.

Additional Information Here

Learn More

Set up call settings:

- Calling in Webex (Unified CM)—This service is a client-based integration between your Unified CM environment and the cloud. See the deployment guide.
- Webex Calling—This service provides cloud-based calling. See the configuration guide for more information.

Set up call features:

- See this article for supported calling feature for all Webex-based call services.

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