Troubleshoot Single Sign On Admin Self Recovery Option

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Introduction

This document describes the Admin-Self recovery for Control Hub, if Single Sign-On (SSO) does not work.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Single Sign-On
- Webex Control Hub

Components Used

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

- Azure AD ldP

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.

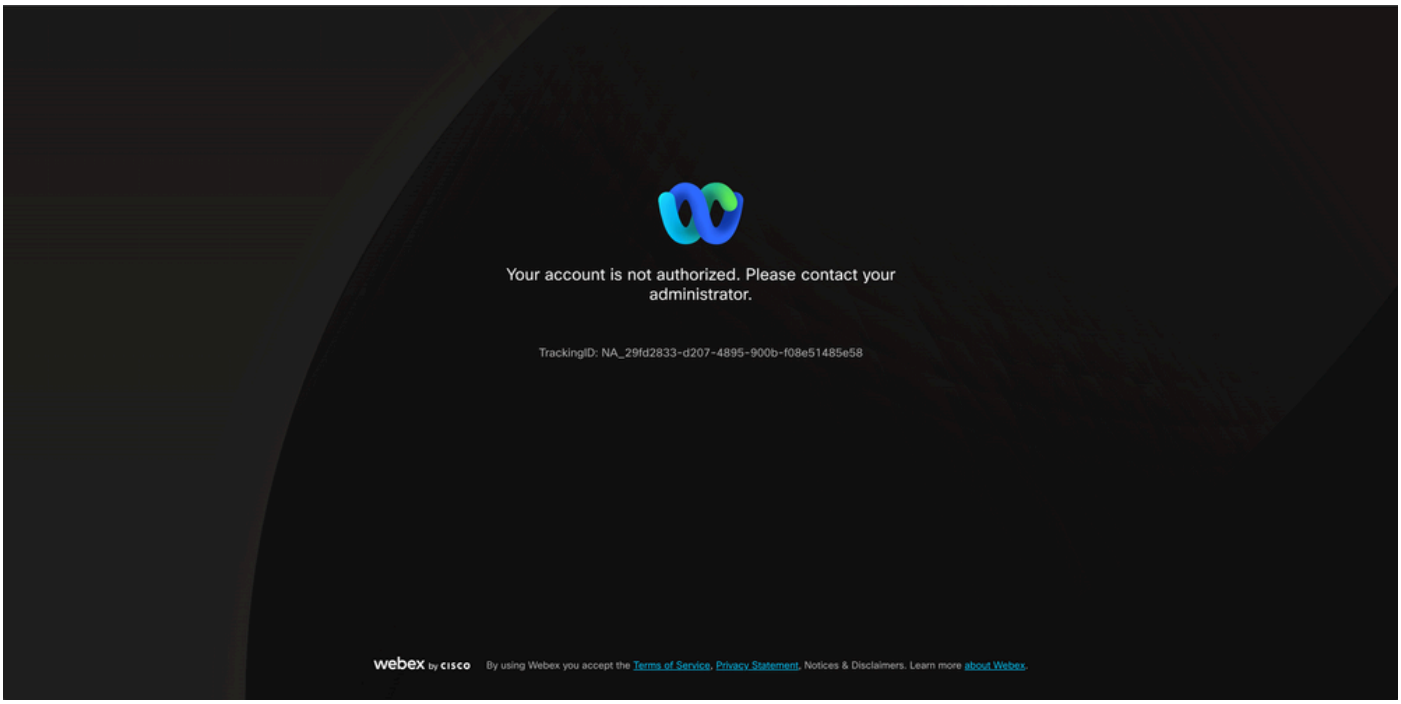
Background

Previously, when an Administrator had a failed log in with SSO, ldP or the SP certificate expired if there was an outage for misconfiguration; users were required to contact TAC to disable SSO from the backend to repair the configuration.

The Self Recovery option allows users to update or disable Single Sign-On with a secure backdoor API.

Log In Error

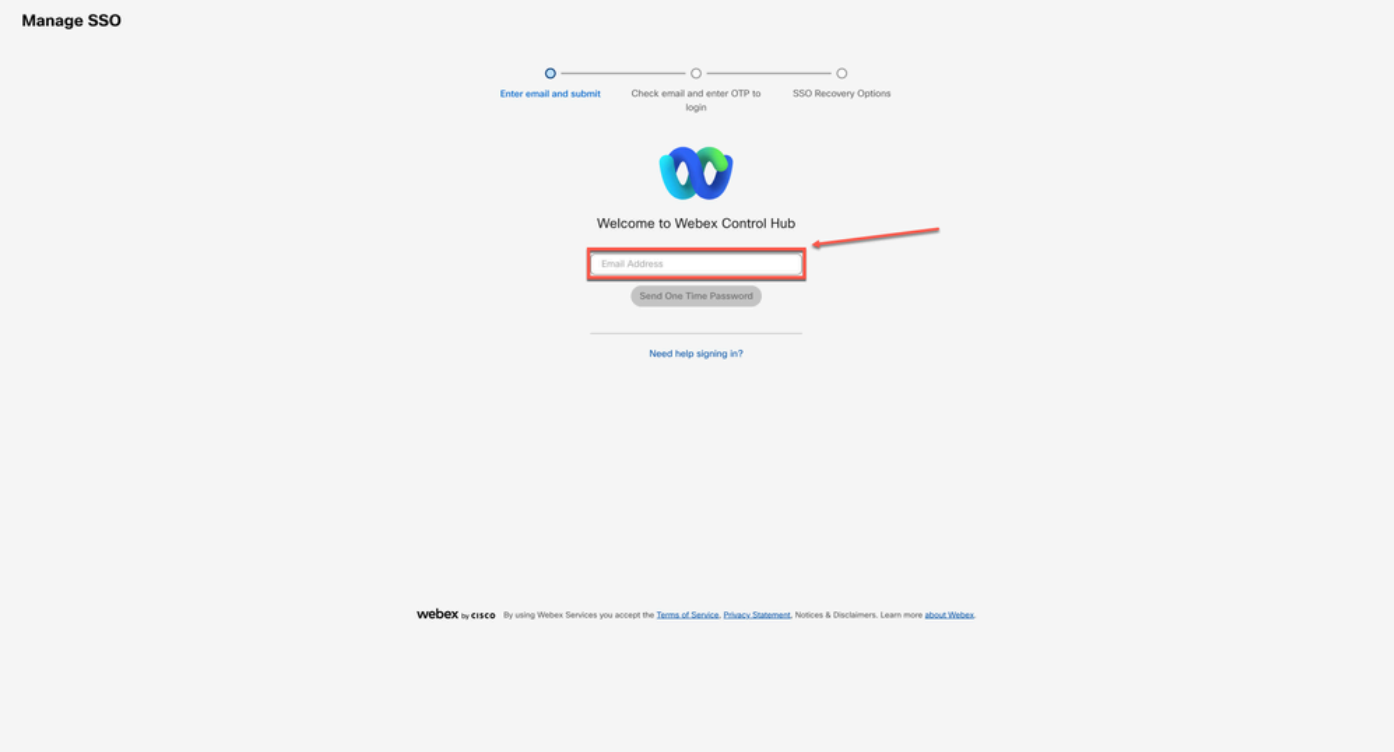
This is an example of when SSO is compromised and cannot access admin.webex.com or Webex.



Error

Single Sign-On Bypass

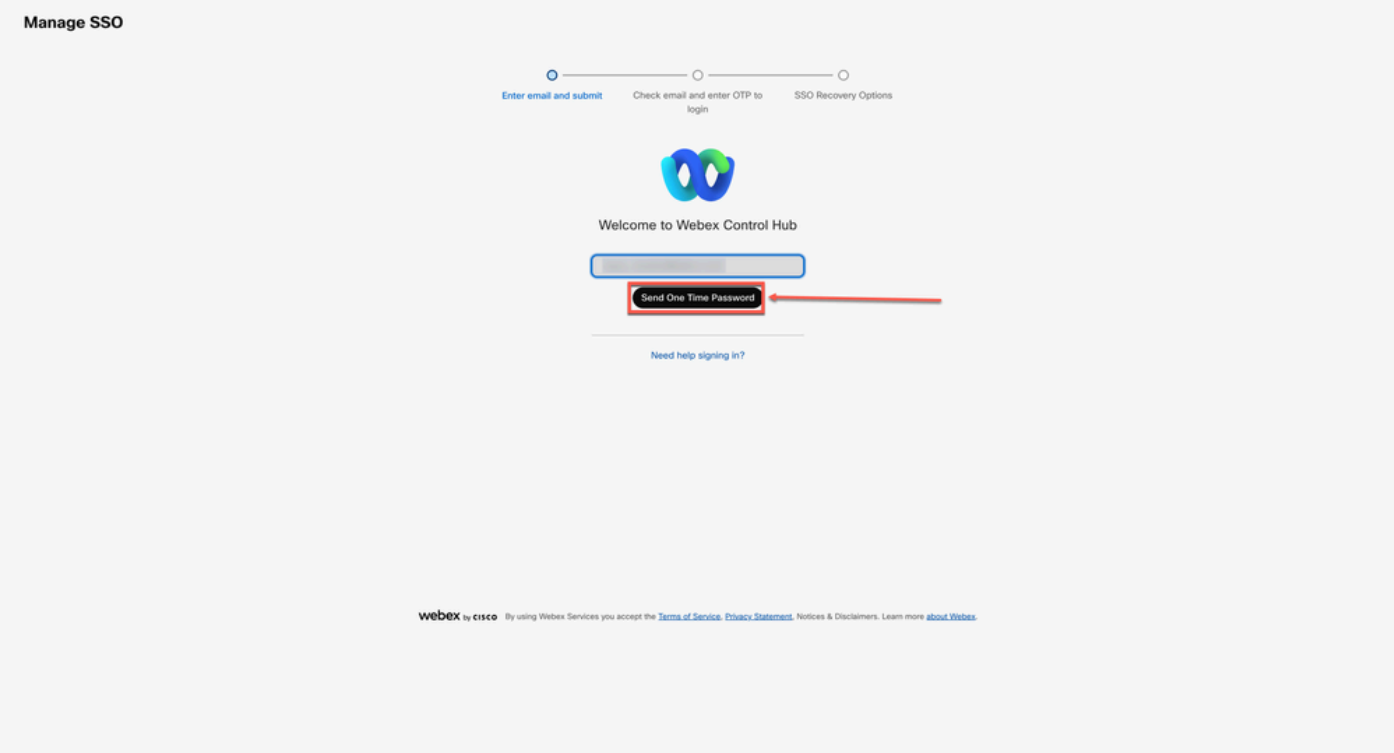
1. Preferably using an incognito browser, go to Webex - Manage SSO and enter the admin email.



Login

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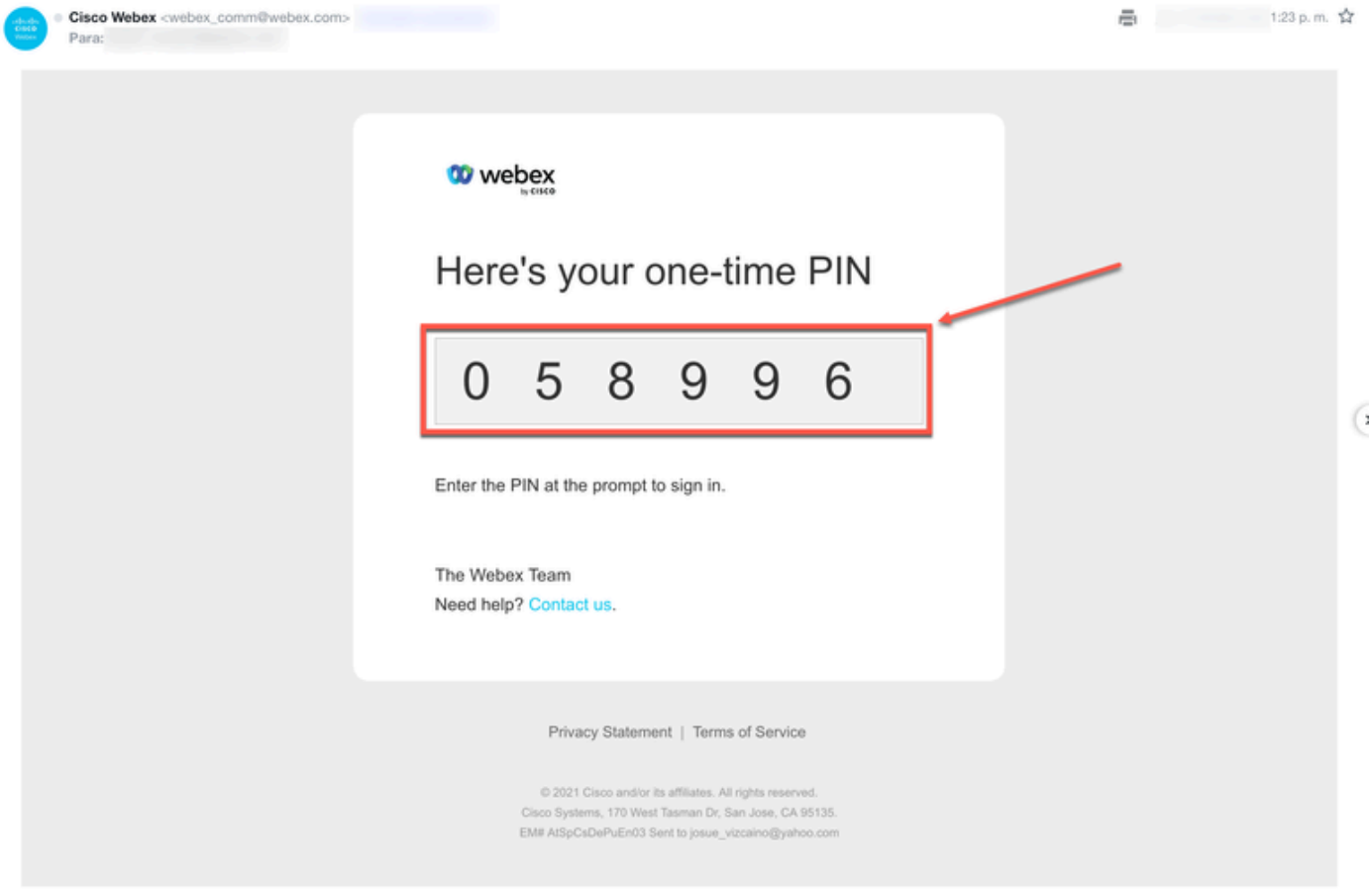
2. Select **Send One Time Password**.



Login 2

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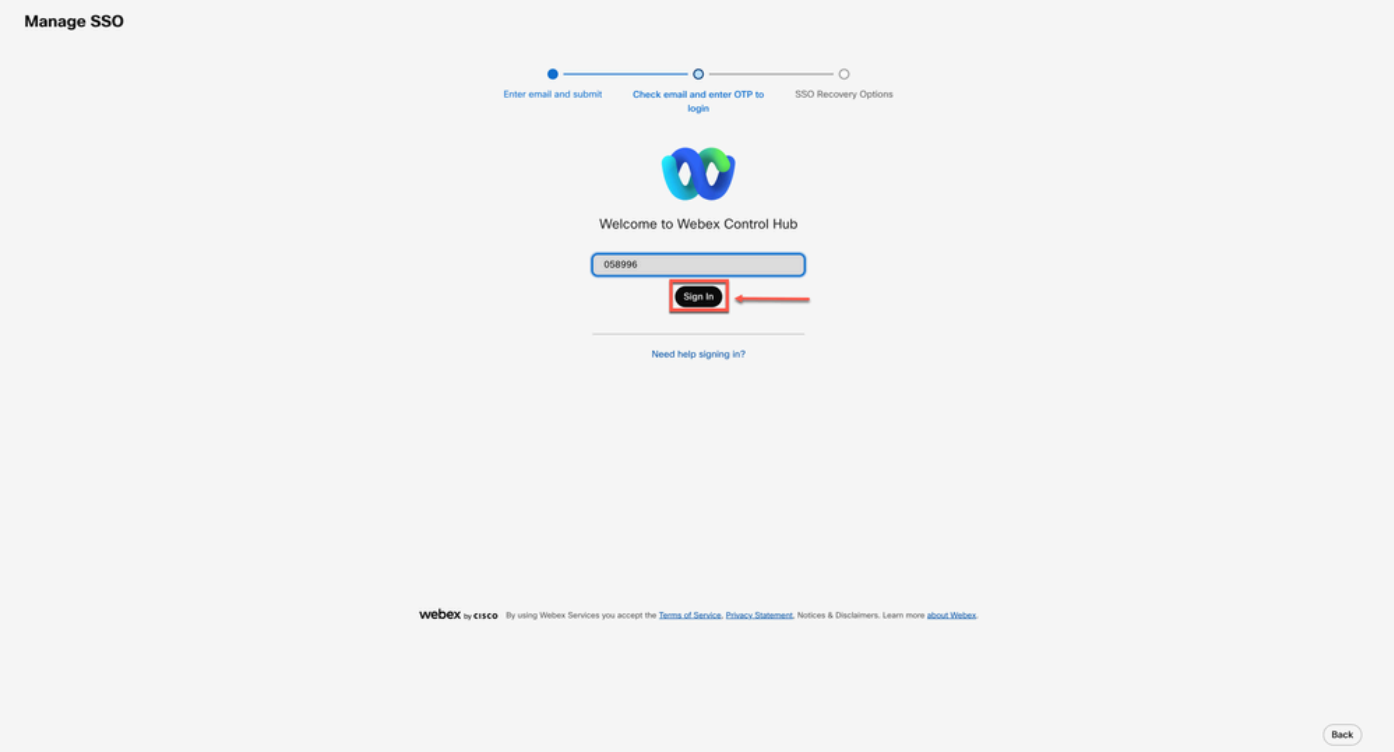
3. A one time password PIN is sent from **webex_comm@webex.com**.



Login 3

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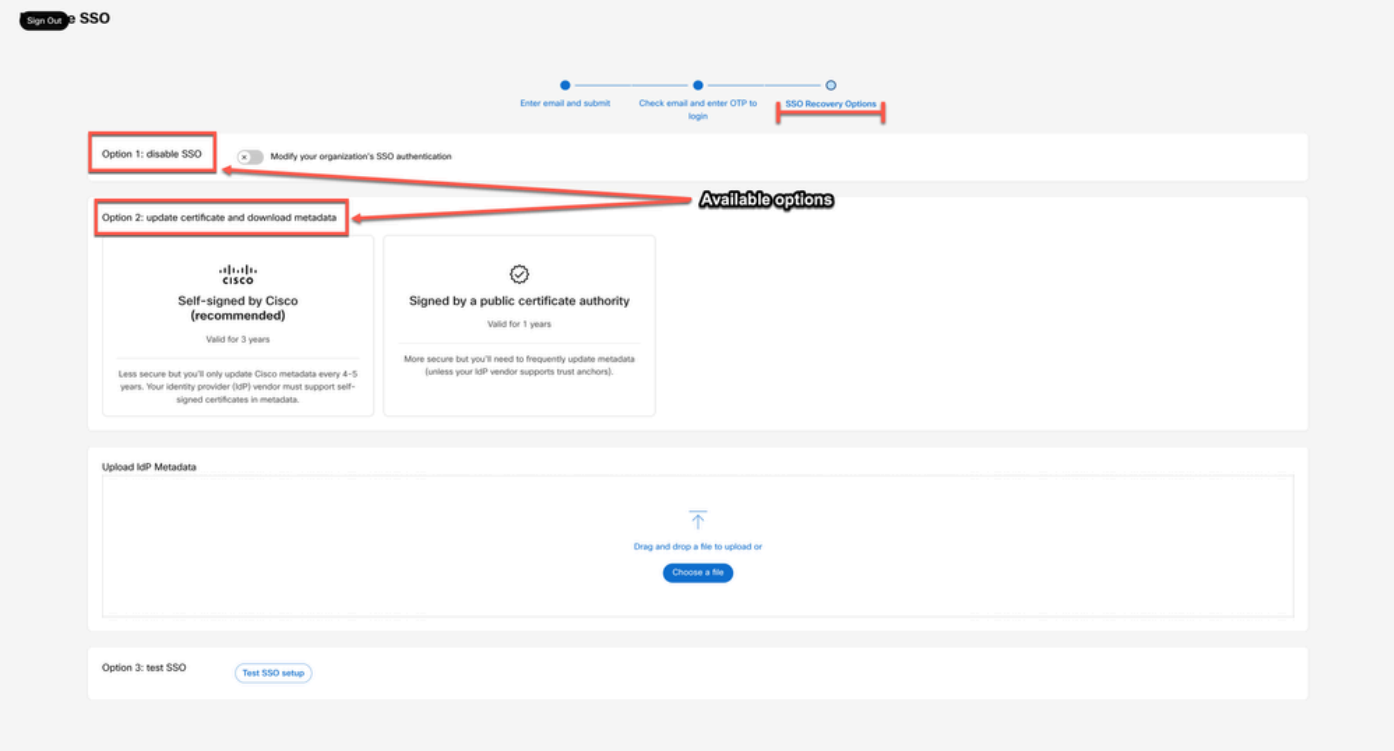
4. Enter the one-time PIN received, and click the **Sign In** button.



Login 4

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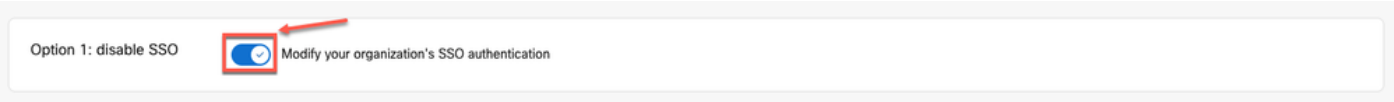
5. In the SSO Recovery Option, choose **Option 1: disable SSO** or **Option 2: update certificate and download metadata**.



Login 5

Option 1

1. Select the toggle **Modify your organization's SSO authentication**.



Option 1

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2. Confirm the action and select the **Deactivate** button.



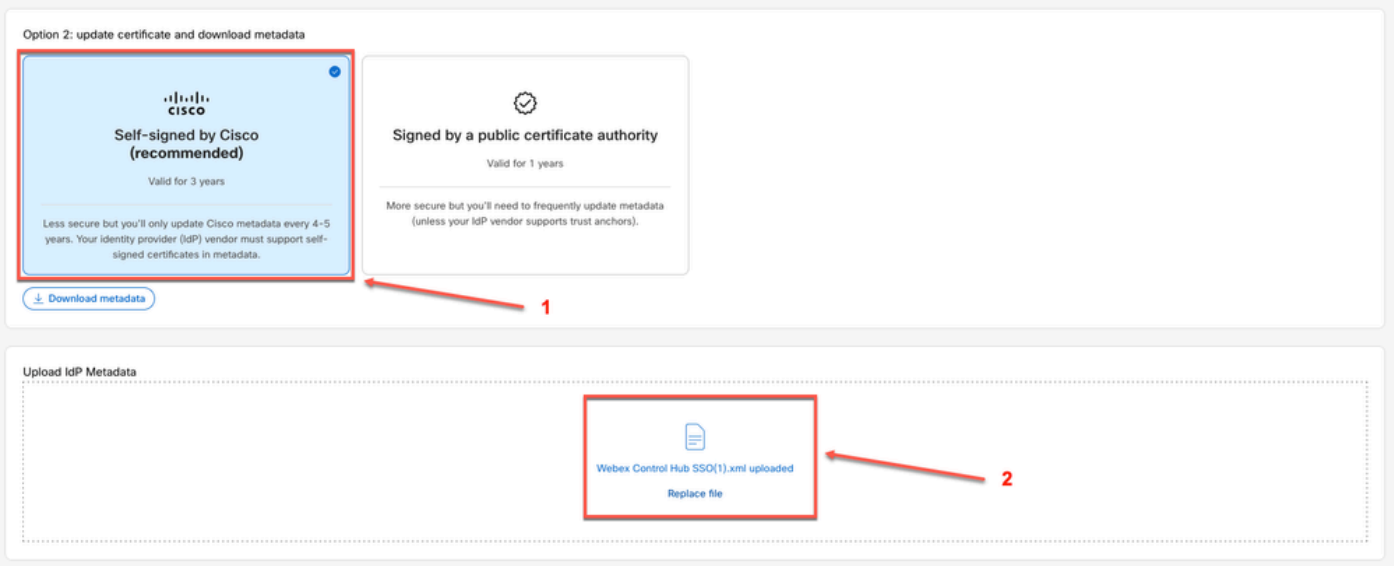
Option 1 - 2

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3. Single Sign-On is successfully disabled and your basic Webex authentication is in place.

Option 2

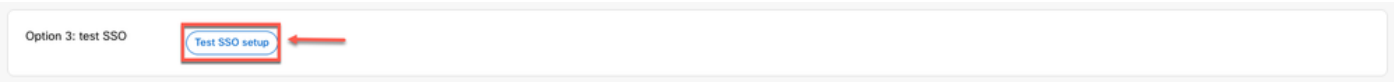
1. Choose a **Certificate** and upload the updated **IdP Metadata** file.



Option 2

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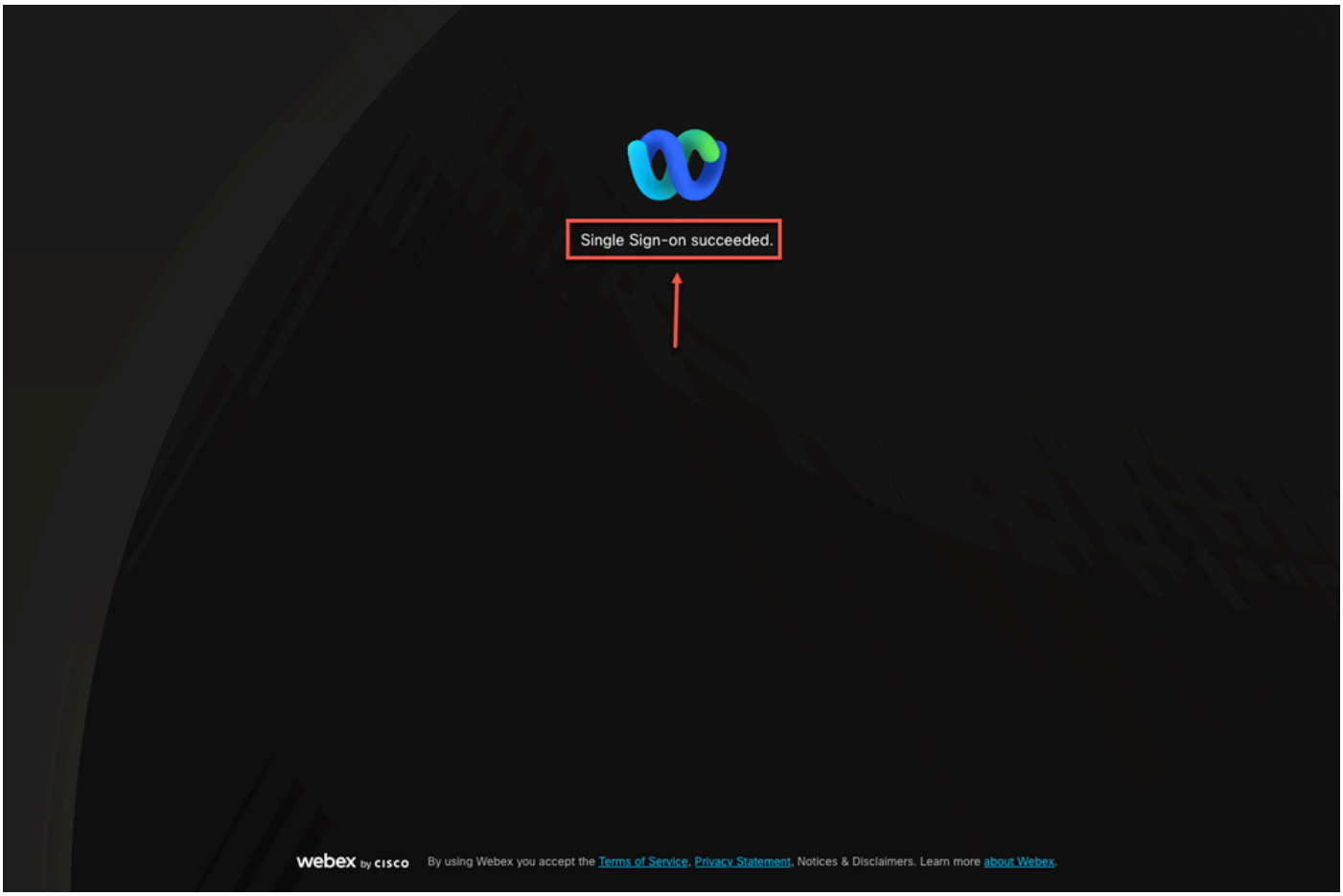
2. Click the **Test SSO setup** button.



Option 2 - 2

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3. Once Single Sign-On succeeds, it is safe to sign-out from the Manage-SSO portal.



Option 2 - 3

Related Information

- Single Sign-On Integration in Control Hub
- Manage Single Sign-On integration in Control Hub