

## Webex Control Hub - some hints for new admins

**Webex Control Hub** is the management portal for all Webex services.

(Webex Site admin is the old version and still used by many customers but for new Webex orgs Webex Control Hub is recommended path).

Due to covid19 situation, a lot of customer and partner admins need to onboard very fast on Webex Control Hub and provide Webex services (meetings/team messagin/calling) to their users.

*Note: focus of this post is at the moment Webex Meetings and applies to certain extent to other services (Webex Events/trainings/Support/Teams).*

Here is a quick list of suggested things to have in mind:

### 1) How to access?

[Admin.webex.com](https://admin.webex.com) is the url to access Webex Control Hub portal. Based on customer admin email, you enter your Webex org Control hub (only for customer admins offcourse)

### 2) Resources

[Help.webex.com](https://help.webex.com) is your friend for many queries on Webex Control Hub.

In addition, some good resources to have in mind:

<https://ebooks.cisco.com/story/controlhubessentials/>

<https://help.webex.com/ld-nwespu1-CiscoWebexControlHub/Control-Hub#Get-Started>

### 3) Webex site - your companyname.webex.com

Assuming you or the partner has selected during initial setup/provisioning steps, the right webex site for your meetings.

Webex site will be something like: [yourcompanyname.webex.com](https://yourcompanyname.webex.com)

This can be seen in : Services/Meetings/Sites

This is important since is your company's webex page where users login and used as first part of the url in any meeting your users host.

*Note: you could configure more than one webex site under same subscription/webex org if desired and you could assign some hosts per webex site but in general most companies are fine with one webexsite. Note that multiple webex sites is not possible during enterprise trials.*

### 4) SIP subdomain

There is also a SIP subdomain name you can select that will be used for SIP URI of video endpoints/webex teams clients that will be added to your Control Hub. This setting can be found under Settings/SIP Address for Cisco Webex Calling.

For Video endpoints, the SIP URI format is :

[placename@this-is-part-you-can-select.rooms.webex.com](mailto:placename@this-is-part-you-can-select.rooms.webex.com)

Example : athena@companyABC.rooms.webex.com is the SIP URI (if athena is the placename of the video endpoint and companyABC is the SIP subdomain).

For Webex Teams clients, the SIP URI format is :

[sername@this-is-the-part-you-select.calls.webex.com](mailto:sername@this-is-the-part-you-select.calls.webex.com)

So even if you don't have Room kits/video endpoints, is 1 minute to select a nice SIP subdomain. And could change it later if desired.

### 5) Verifying/claiming domains

Webex Control Hub Essentials ebook and help.webex.com describe above options. This is recommended to see but since it involves DNS team of your company, you don't have to wait for this to be completed to start offering services to your users if you are in a hurry. Offcourse, it helps a lot with some users onboarding that already had created free webex teams or webex meetings accounts with their company email but this should not delay your rollout in my view.

### 6) Branding - put your logo - quick and easy

Go to --> *Services/Meetings/Sites/select your site/ configure site on popup menu/ Common settings/branding*

Upload your logo that will appear in left or right side of webex page when users access your webex site.

### 7) Adding users / license assignments/ email invites

You could add users manually or in bulk via csv. Manually you can have up to 25 emails every time. With csv you can add thousands.

There is option also for directory synchronization and for SSO integration.

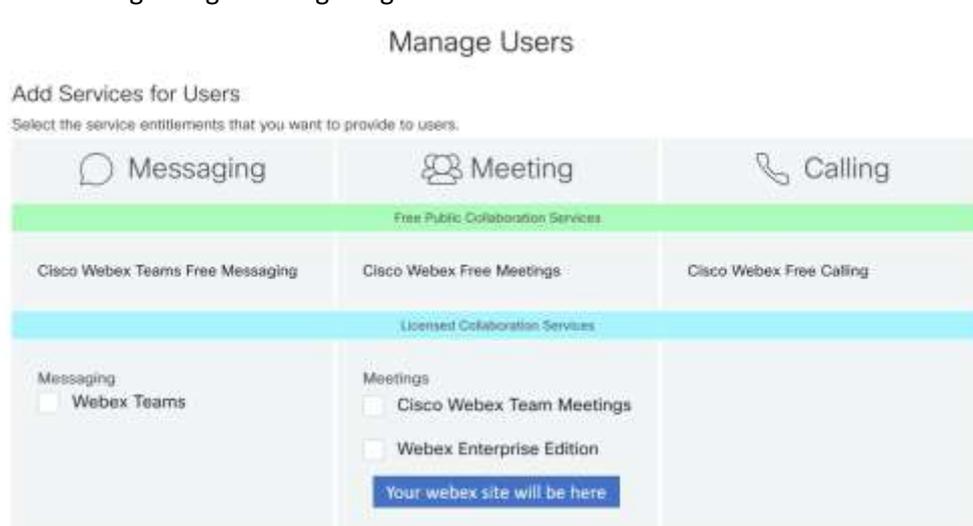
All these are described in help.webex.com :

<https://help.webex.com/en-us/nj34yk2/Ways-to-Add-and-Manage-Users-in-Cisco-Webex-Control-Hub>

You can examine all these options but first day I guess you could add a few users in manual way to start seeing the service.

So when you add a user, you are asked about services/licenses to assign.

For example, if you are on Enterprise Webex Meetings and Webex Teams trial, you will see below screen regarding licensing assignment :



Webex Enterprise Edition means all Webex conferencing centers (Webex Meetings/Events/Trainings/Support). If you see Webex Meetings then you probably have only Webex Meetings in terms of conferencing services.

Webex Teams team messaging and meetings inside Webex Teams is included in majority of paid subscriptions and also included in most trials. So probably you will see this.

You will not see any paid Webex Calling option since this IPPBX cloud services - we don't focus on this in this post.

So for meetings, you need to select for sure Webex or Webex Meetings (if this is only choice). Then you could select as optional Webex Teams team messaging and meetings option.

Note1: you could create an auto-assign licenses template so your selection is there for all users you will add later.

Note2: when you add users, users get an email from webex with your company name mentioned mentioning that they are invited to create webex account, etc. These emails can not be suppressed unless you have SSO configured (in this case you can suppress emails in Settings).

What happens next?

When user signs-in you will see him/her appear active in users in Webex Control Hub.

If user did not get email, ask to check their spam folder.

In rare cases, some email systems block emails under certain conditions so you could examine whitelisting webex email domains in your email server so emails from webex will be accepted. Help.webex.com is where to look for this.

### 8) User is onboarded and starts using services

After user becomes active they can go to [yourcompany.webex.com](#) site and sign-in and start using the webex service.

I suggest to recommend users to download Webex desktop app and use this.

There is an option to work with Webex Web app (webrtc) (no installation of Webex Desktop app) and although it is fine in many cases, there are variations based on browsers/versions/etc.

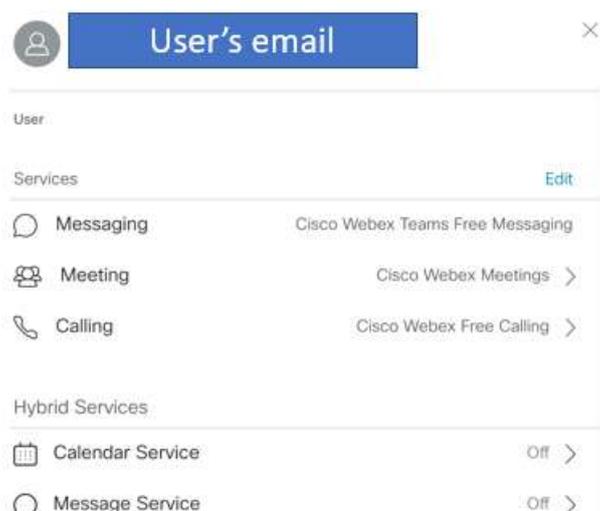
Now, most users will need Webex Meetings services and possibly Webex Teams (if team messaging is desired).

Webex Meetings offers two types of meetings: personal rooms and scheduled meetings.

I will not cover this topic (user onboarding and options of webex meetings) in this post.

What I would like to raise with admins is the following:

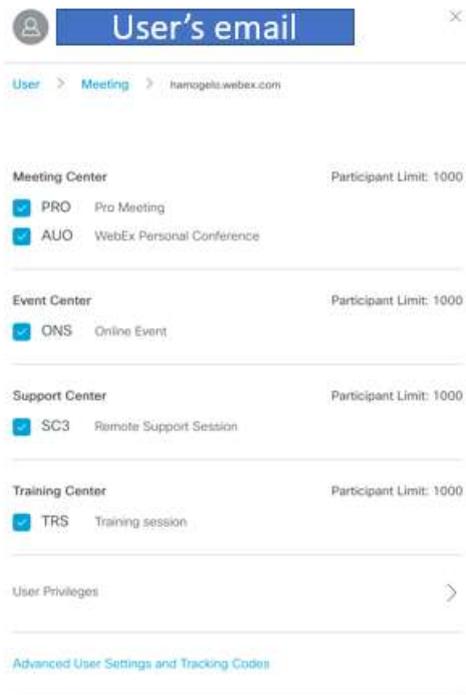
after user is added, you can go to Users and search for user and doubleclick to see details of user configuration. There you can see the types of services that were assigned during user addition.



Above user was assigned for example, Webex EE (don't mind that you see "Cisco Webex Meetings" only, next screen explains :-)) and admin did not select paid Webex teams services

so user got the free Webex Teams for messaging and the free Webex Calling (this part you can ignore).

Here we care about Meeting tab at the moment. So if you click on Webex Meetings and then in next menu on your webex site, you will see this:



so this user (since Webex EE was selected during addition) has all kinds of Webex centers(Meetings, Events, Support, Trainings).

Most users just need Meetings so you could untick Event Center/SupportCenter/Training Center. These could be provided to people that organize events or trainings but no need to be available to any user.

*Note: user might see some tabs of Events/trainings/etc when logs in webex site but they will not entitled to use these services. schedule Trainings/Events, etc.*

**If you don't do all this services finetuning, users would still probably work fine with Webex Meetings (user's view is focused on Webex Meetings) but is good to finetune at some point,**

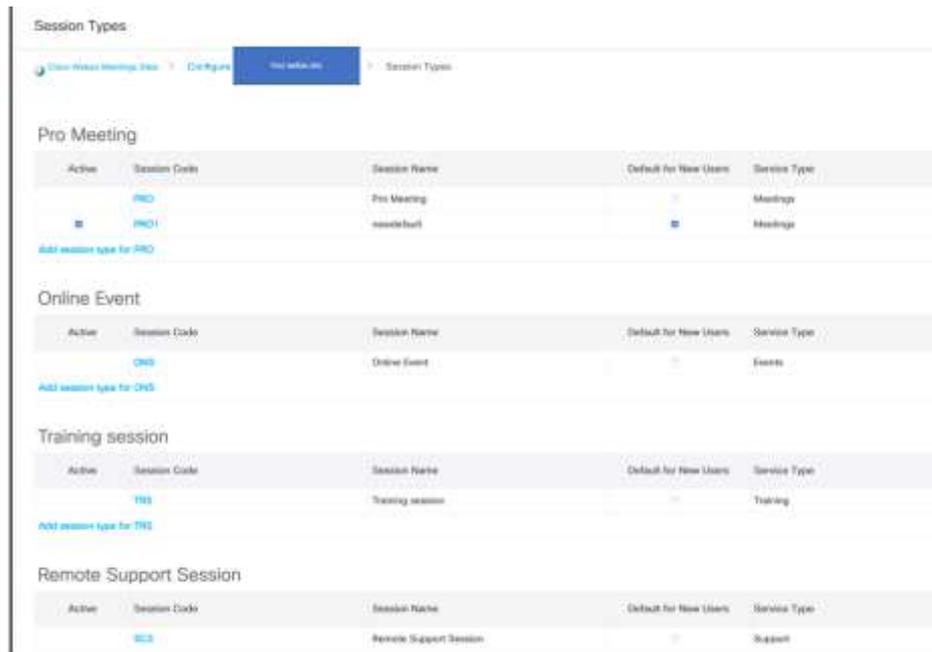
### 9) Session types is your friend

Now question is : do I have to do this for every user ?

No, off course not.

Just go to [Services/Meetings/Sites/your webex site/configure site/Common Settings/session types](#) and untick the services types/codes you don't need.

For example, in below screen, you can see admin deselected Events,Trainings, support and created a new default Session type for Meetings.



So all newly added users will get only Webex Meetings and on top of this will get only the features that are inside the PRO1 session type. Will talk about features finetuning later.

*Note: in this screen, you will see also AUO*

*Webex Personal Conference/AUO session type is part of Meetings and is an audio-only conference. You could examine whether you want to keep it: :*

<https://help.webex.com/en-us/WBX69096/What-is-an-AUO-Meeting>

<https://help.webex.com/en-us/k3jv9i/Compare-Cisco-Webex-Meeting-Types>

### 10) Selecting and disabling/enabling certain features (recording, file transfer, allow remote desktop control, chat, etc.)

You can enable or disable certain features from [Services/Meetings/Sites/your webex site/configure site/Common Settings/Site options](#). If you press "Update" all changes are done. Not for some features, users need to logout and login from browser or webex desktop app. These settings are enterprise-wide for the specific webex site.

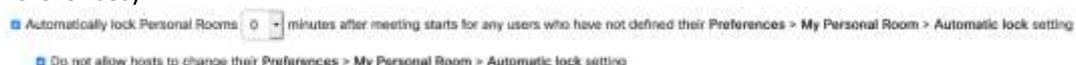
Now additionally you could go to Session type and create a custom Pro Meeting Session type and there you could do also some feature selections.

Why to do this? Maybe you want some feature to be available for x users and not for y users. You can create custom Pro Meeting session type called Pro Meeting typeA and selected desired features and enable this to x users and then do the same for y users with another Pro Meeting typeB. But note that one of the two has to be default for new users.

### 11) Some quick suggestions

If you use personal rooms, then suggest to have automatic lock option (from 0 minute) enabled. This way all personal rooms will be locked and host will need to admin participants. If host desires then host could change this from their preferences so there is still possibility that personal room is unlocked if host has selected this.

You could even prevent this by enabling also second setting below (so host can not change preferences):



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## Webinars for IT and Admins

<https://help.webex.com/landing/onlineclasses/previousClass/IT-Site-Admin>

### **Webex Rapid Onboarding**

*IT Admins, do you need to rapidly onboard your end users to a virtual environment? Let us help you take some of that stress away. Watch this recording on the live class and learn how to make sure your infrastructure is ready for the shift to work remote as we discuss Webex provisioning and user management.*

### **Advanced Diagnostics and Analytics in Control Hub for IT Admins**

*In this recording you'll hear about the improved Meeting diagnostics capability in Control Hub which provides IT Admins richer insights about their meetings, the participants and the quality of service. See metrics to help proactively discover root causes and address Webex Meeting quality of service issues. We'll also share with you recent and planned improvements with our historical analytics which provides trending insight for driving adoption, assessing quality of services issues and optimizing resources.*

### **Control Hub Administration: Configuring the Essentials Part 1**

*Watch and learn as your instructor demonstrates the use of the Control Hub portal and puts special emphasis on the most important aspects of your initial configuration.*

### **Control Hub Administration: Configuring the Essentials Part 2**

*Watch to learn more closely about the critical elements of Control Hub, consisting of Domain Setup, Domain Claim, Auto-Assign Templates, Converting Users, and Managing users. These should be considered vital steps to be configured before moving on to the advanced features described in the later classes.*

### **Control Hub Administration: Optimizing Your Environment Part 1**

*In this recording you will learn about Common Identity and Hybrid Services and how they affect your organization. We will directly address the caveats and considerations when combining a Site Administration-managed environment with a Control Hub environment and the syncing of these two databases. We will also address the use of Directory Sync and Single Sign-On (SSO) in both Control Hub and Site Administration sites.*

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**that's all for now :-)**

**will continue later hopefully with more hints**

**note this is not an official guide, there is chance that I miss better alternatives**

**any corrections/suggestions are welcome**

regards

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DISCLAIMER: this post was created in order to provide useful info to Cisco partners and customers in my area (Greece/Cyprus and Malta). For official and updated information, check [help.webex.com](https://help.webex.com)