

- Click the **Directory Sync** button (top right) to manually request contact directory synchronization with Webex.

Directory Sync

The Directory Sync button can be clicked by an authorized Admin once every 24 hours as long as the button is active. If the button is not active/grayed out, the 24 hour wait period since the last sync was completed has not yet elapsed.

A status message under the button shows last time attempted and the current status until completion.

While processing, the notification message displays to identify that a request is in queue and processing.

Upon completion of processing, the date/time of the sync completion displays as a notification to Admins and a 24 hour hold period is initiated - the button will be disabled during this period.

The amount of time to complete the sync is dependent on the number of requests already in queue for the Service Provider and Webex, as well as the size of the data to be updated in all of those requests. The status notification message will indicate when the process had finished for the latest request.

The Directory Sync button becomes unavailable for any Admin to click while a request is in queue processing and for 24 hours after a request to synchronize was completed.

Please Note :

At least one (1) Webex license holder on the account (and listed in the table) must have completed self-activation on the Momentum control hub and completed login within their Webex desktop application in order for Webex to identify the enterprise for directory synchronization. If no licensed users have activated at the time an Admin clicks the Directory Sync button, the Directory Sync will add the request to the queue, attempt to process, and then will eventually return an error message since a sync can't be performed until there is at least one licensed user who has activated and logged into their Webex application on Momentum's control hub.

Directory Synchronization is automatically performed by Webex at least once every seven (7) days for activated enterprises. There are no notifications displayed in the Webex applications or this portal when these automated syncs performed by Webex occur. The automated Webex Directory Syncs do not impact the usage of the Directory Sync button in the Webex section.

Important Note:

A license holder that does not have an email address listed in the **Email column, and/or one that has a **Status** of **Pending Email Input**, has **not yet** begun the process of **Self- Activation** in the **Webex activation portal** and has **not yet installed their Webex Desktop application correctly.****

Export link (top right) allows the Admin to download the listings in the current table view (Filtered or Sorted) to a .csv spreadsheet file that can be saved locally.

Additional Filters Helpful table filtering fields below the sortable column headers allow the user to filter by Location, License Type, Service ID, Ext(ension), First or Last Name, Email address, and/or Email Validation Status