

# 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 does not work.

## Prerequisites

### Requirements

Cisco recommends that you have knowledge of these topics:

- Webex Control Hub.
- Single Sign-On.

### Components Used

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

- Azure AD IdP.

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 Single Sign-On when the IdP or SP certificate expires or if there is an outage for misconfiguration, a user was required to contact Cisco TAC to disable Single Sign-On 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

Single Sign-On compromised: unable to access admin.webex.com or Webex app.



Your account is not authorized. Please contact your administrator.

TrackingID: NA\_29fd2833-d207-4895-900b-f08e51485e58

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Error

## Single Sign-On bypass

Preferably on an incognito browser tab, go to [admin.webex.com/manage-sso](https://admin.webex.com/manage-sso) and enter the admin email.

### Manage SSO

Enter email and submit    Check email and enter OTP to login    SSO Recovery Options



Welcome to Webex Control Hub

Email Address

Send One Time Password

[Need help signing in?](#)