

Troubleshooting Webex Scheduling on Webex app or Cloud devices

cisco Live !

Josue Jonathan Vizcaino Huape
Technical Consulting Engineer and Team Captain
@vizcainovich jvizcain@cisco.com

Cisco Webex App

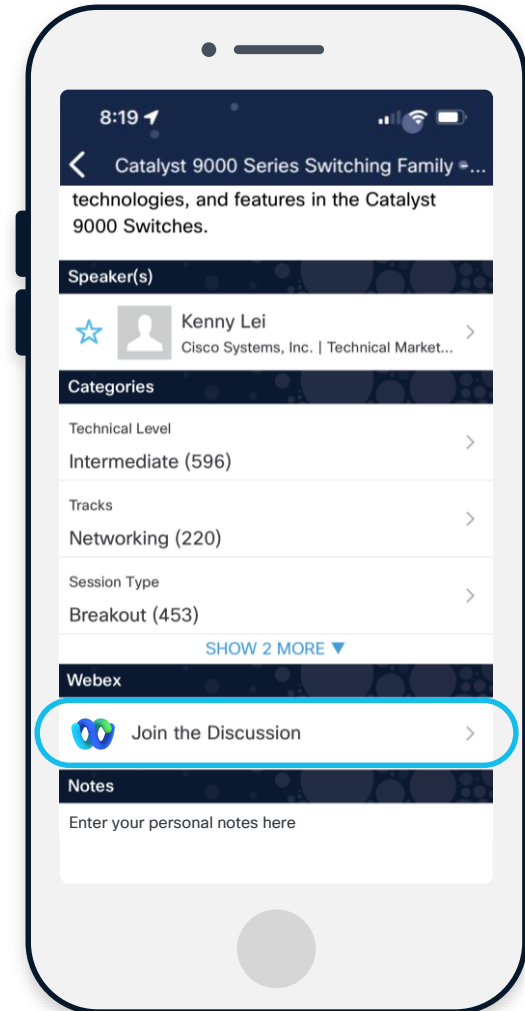
Questions?

Use Cisco Webex App to chat with the speaker after the session

How

- 1 Find this session in the Cisco Live Mobile App
- 2 Click “Join the Discussion”
- 3 Install the Webex App or go directly to the Webex space
- 4 Enter messages/questions in the Webex space

Webex spaces will be moderated by the speaker until June 13, 2025.



**Life is 10% what happens and
90% of how you react to it.”**

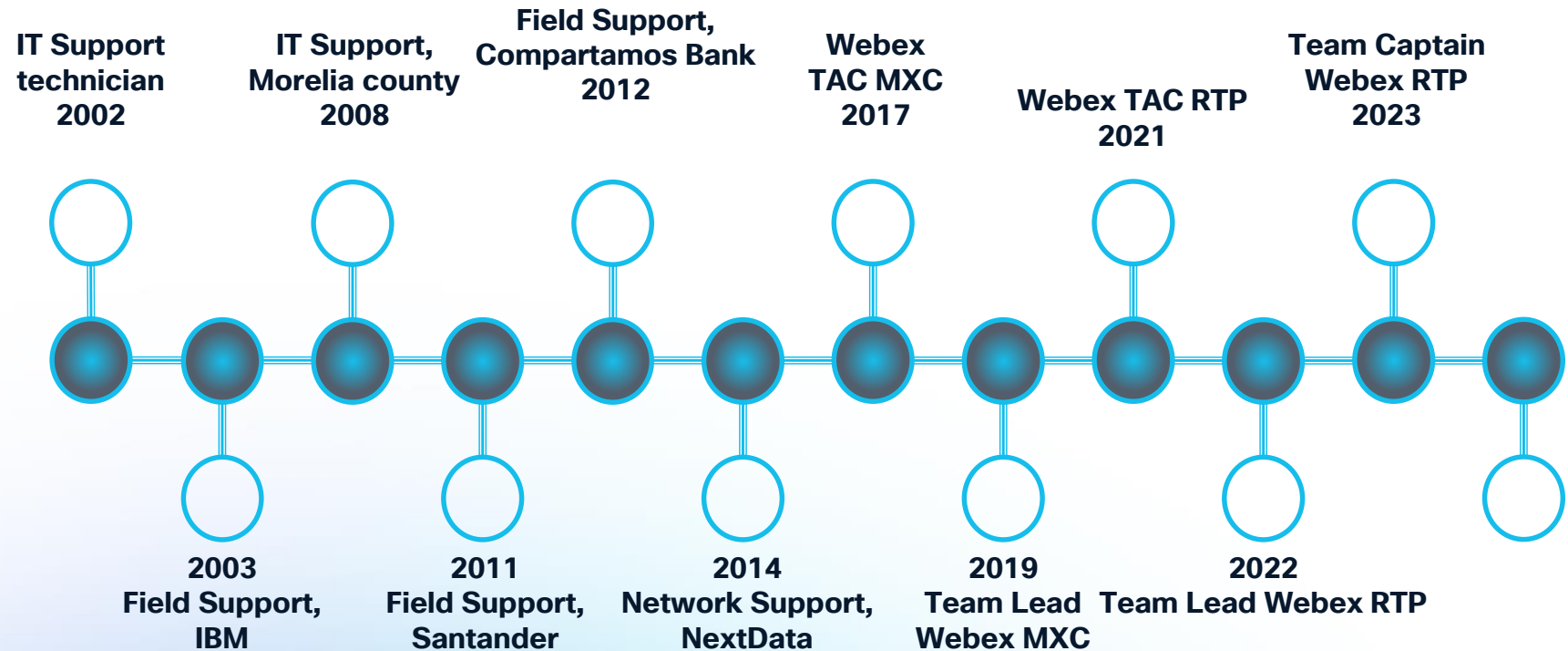
Charles Swindoll

About Me



**Team Captain, Webex Cloud
TAC**

My Journey



Values & Principles

Show what you're good at, not talk about what you're good at.

Agenda

- 01 Overview
- 02 Session Objectives
- 03 Session Non-objectives
- 04 Troubleshooting Users
- 05 Troubleshooting Devices
- 06 Related Cisco Live Sessions
- 07 Conclusion



Which Webex Scheduling service does your organization use?

Cisco Webex App

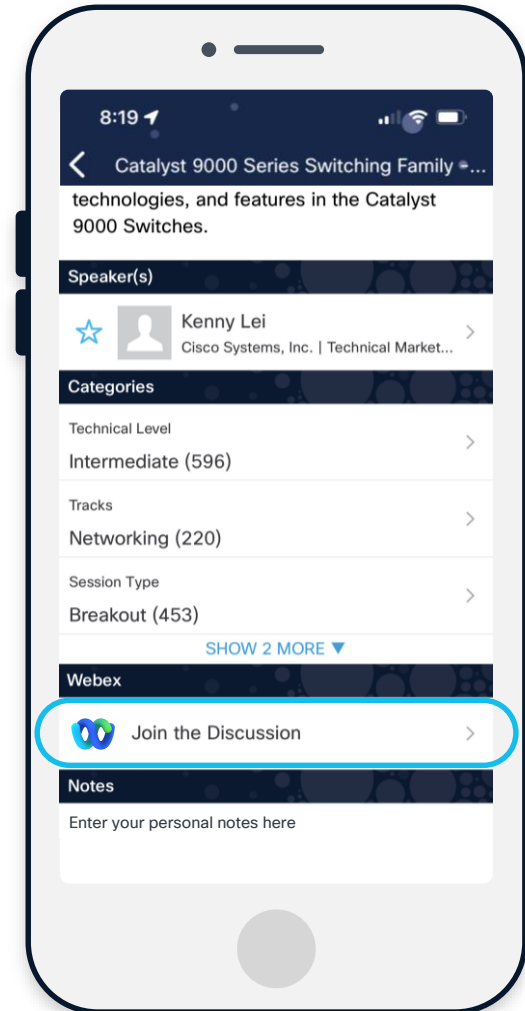
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Overview

What is Webex Scheduling

also known as **Webex Calendar Service**

- **Enhances workflows** through seamless calendar integration with Exchange, Microsoft 365*, and Google.
- **Integrates with meeting systems** for scheduling and joining via Webex app, devices, and web client.

End-User Consent



Microsoft 365
Cloud Connector



Google Calendar

Cloud Connector

Administrator Consent



Microsoft 365
Cloud Connector



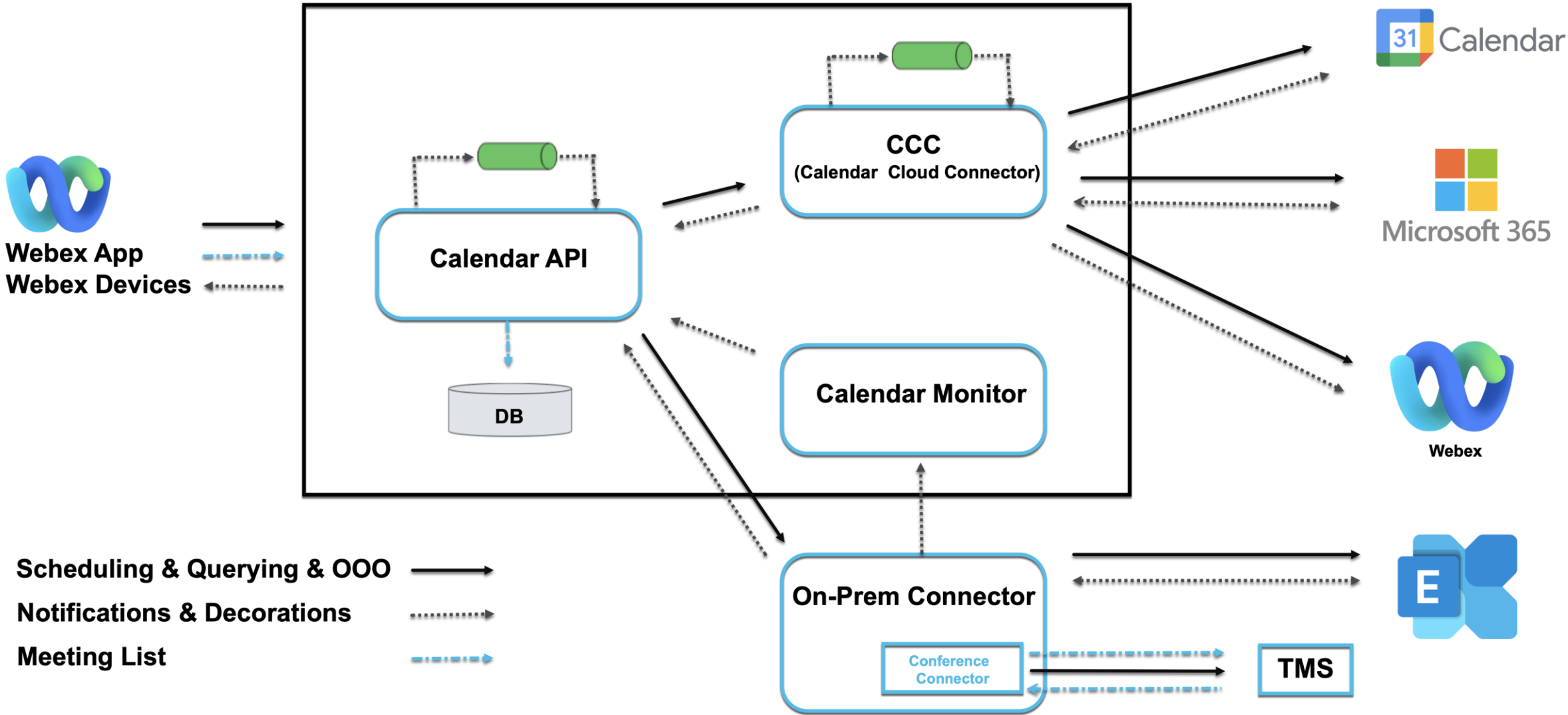
Expressway Connector



Google Calendar

Cloud Connector

High-Level Architecture

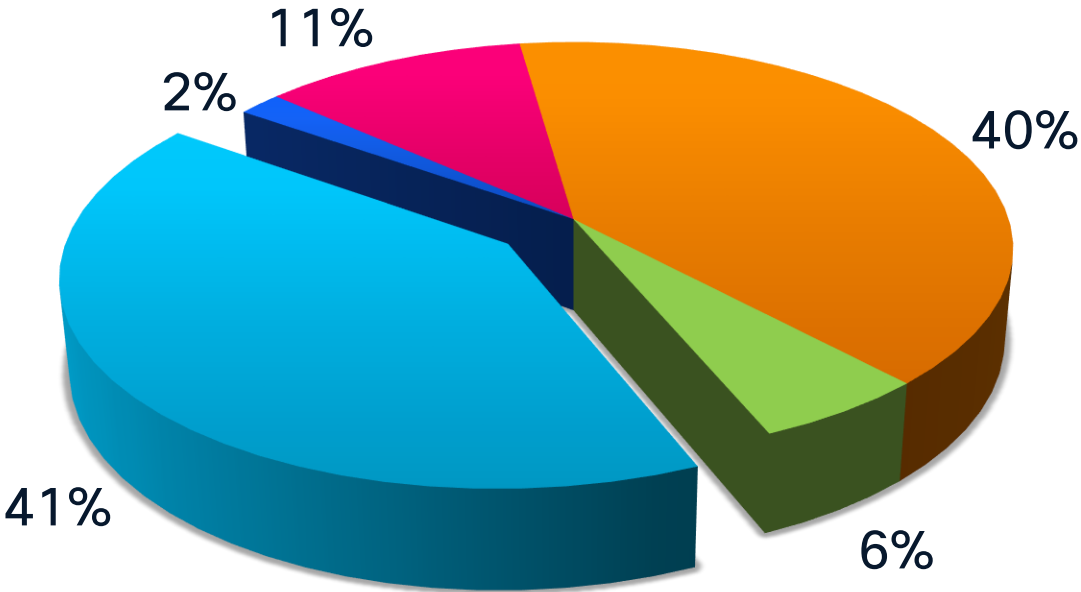




How often does your organization open a Webex Scheduling TAC case?

Cisco TAC Webex Hybrid Cases

Jan 1st – Apr 15th
2025



- Hybrid Calendar
- CVI
- Hybrid Message
- HDS
- Hybrid Call

Session Objectives

Session Non-objectives

Session Objectives

- ✓ Activation errors for Users and Devices.
- ✓ Log reading & correlate timestamps.
- ✓ Administrator Consent.

Session Non-objectives

- ⊘ Webex Scheduler Add-in (Exchange and M365)
- ⊘ Webex Productivity Tools
- ⊘ Webex Add-on for Google
- ⊘ End-User Consent.

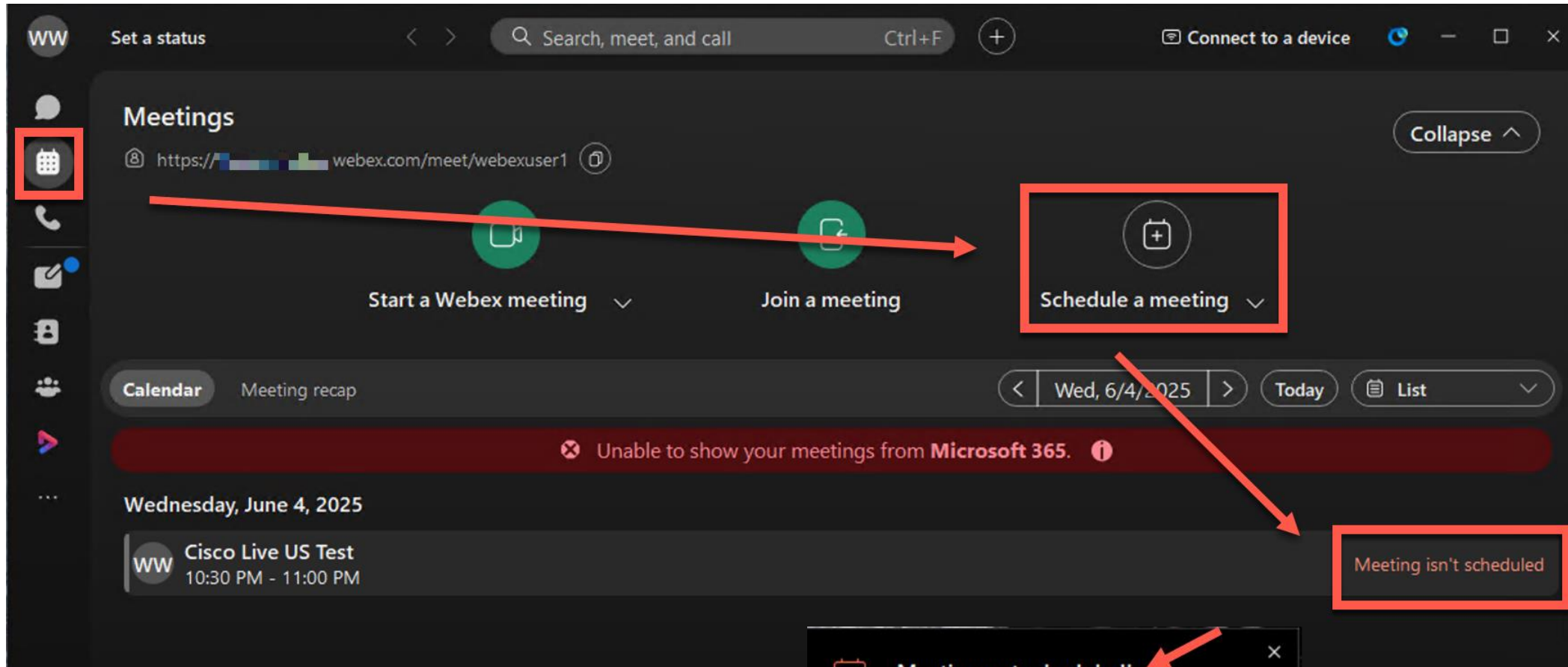
Troubleshooting Users

Cloud Connector with Microsoft 365

Meeting not scheduled! – General server error

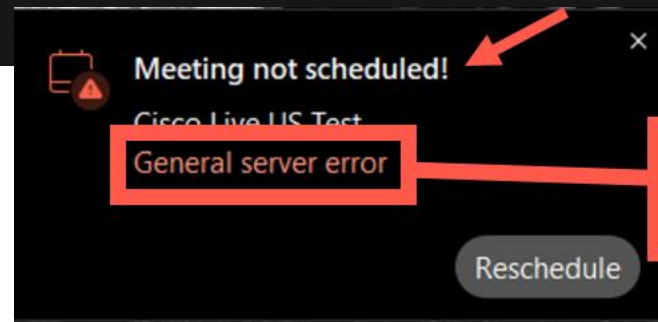


Scan for Full Guide



The screenshot shows the Cisco Webex Meetings application interface. The top bar includes a search bar and a 'Connect to a device' button. The left sidebar contains navigation icons, with the calendar icon highlighted by a red box. The main area displays the 'Meetings' section with a URL 'https://webex.com/meet/webexuser1'. Below this are buttons for 'Start a Webex meeting', 'Join a meeting', and 'Schedule a meeting', with the latter highlighted by a red box. A red arrow points from the calendar icon to the 'Schedule a meeting' button. Below these buttons is a 'Calendar' section with a date selector set to 'Wed, 6/4/2025'. A red error banner states 'Unable to show your meetings from Microsoft 365.' Below this, a meeting entry for 'Cisco Live US Test' on 'Wednesday, June 4, 2025' from '10:30 PM - 11:00 PM' is shown. A red box highlights the text 'Meeting isn't scheduled' next to the meeting entry. A red arrow points from this text to a separate error dialog box.

Error for: WebexUser1@ciscolive.us



The error dialog box displays the message 'Meeting not scheduled!' with a red warning icon. Below this, it shows the meeting name 'Cisco Live US Test' and the error type 'General server error'. A 'Reschedule' button is located at the bottom right of the dialog. A red arrow points from the 'Meeting isn't scheduled' text in the main interface to this dialog box.

General server error

Webex app log analysis

for user WebexUser1@ciscolive.us



Current_log.txt

- **2025-06-05T02:21:08.700Z** <Debug> [113164:0x14618][CalendarAdapter.cpp:350
CalendarAdapter::onDataArrived::Calendar event schedule response arrived:
{"alertType":"full","data":{"eventType":"calendar.schedule","scheduleAppointmentResponse":{"err
orMsg":"Invalid user status: error for user, stop
processing","errorType":"SERVER_ERROR","operation":"CREATE","orgId":"2fdb923e-1d23-4e1b-
a30f-e9cd88845744","requestUUID":"2211a39a-cab0-4a65-9c23-
ec6cf1ac8f1b","requestedBy":"66cc49f0-d3e6-4de7-8299-
480fcbfc2176","success":false},"trackingId":"CLIENT_9f63aa00-081b-49ac-bddc-
2a2a2374fa5c"},"filterMessage":false,"headers":{},"id":"16b04afb-b5c7-484b-a406-
c7cb00bae031","sequenceNumber":31,"timestamp":1749090068519,"trackingId":"CLIENT_9f63aa00-
081b-49ac-bddc-2a2a2374fa5c","wsWriteTimestamp":1749090068519}

Validating Mailbox with Microsoft Graph API

GET <https://graph.microsoft.com/v1.0/users/{id|userPrincipalName}/mailboxSettings>

GETv1.0https://graph.microsoft.com/v1.0/users/WebexUser1@ciscolive.us/mailboxSettingsRun query

Request BodyRequest HeadersModify PermissionsAccess token

One of the following permissions is required to run the query. If possible, consent to the least privileged permission.

Permission	Description	Admin consent required	Status	Consent type
MailboxSettings.Read	Allows the app to read your mailbox settings.	No	Unconsent	AllPrincipal
MailboxSettings.ReadWrite	Allows the app to read, update, create, and delete your mailbox settings.	No	Unconsent	AllPrincipal

Not Found - 404 - 107 ms

Not Found - 404 - 107 ms

Response previewResponse headersCode snippetsToolkit componentAdaptive cards

```
{  "error": {    "code": "MailboxNotEnabledForRESTAPI",    "message": "The mailbox is either inactive, soft-deleted, or is hosted on-premise."  }}
```

Webex Scheduling service is not ready

Root Cause

< Users

Webex User 1

Active

WebexUser1@ciscolive.us

Actions

Summary

Profile

General

Meetings

Calling

Messaging

Hybrid Services

Devices

Vidcast

Calendar Service

To create a Webex meeting space, add @meet to the meeting invite. For meetings in your personal Webex space, add @webex.

Allow calendar service

Calendar Type

Microsoft Exchange/Office 365

Google Calendar

Status

Error by admin on Jun 4, 2025 10:16 PM (EDT)

Choose the user's assigned resource group. The Webex cloud will remove this user and assign them to their service resource group.

Resource Group

Default

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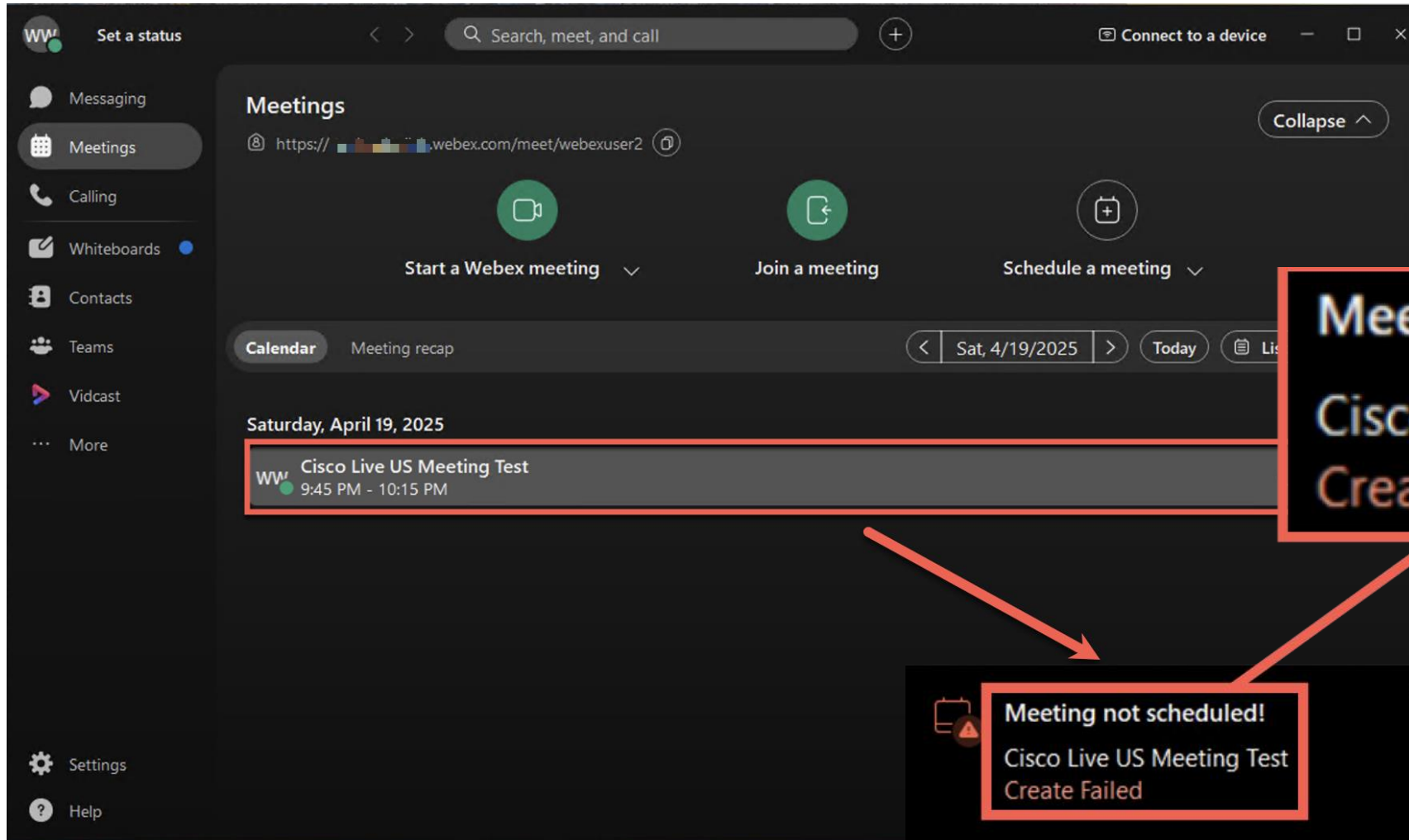
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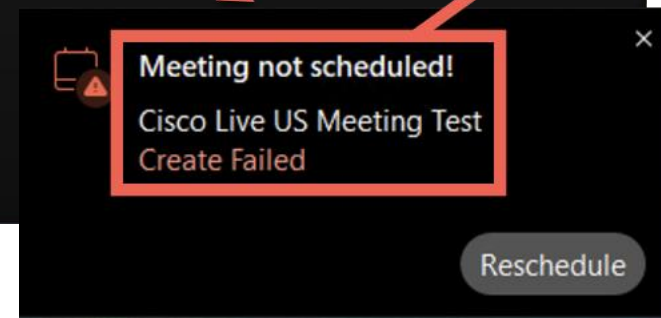
Meeting not scheduled! – Create Failed



Scan for Full Guide



Meeting not scheduled!
Cisco Live US Meeting Test
Create Failed



Error for: WebexUser2@ciscolive.us

Webex app log analysis

for user WebexUser2@ciscolive.us



Current_log.txt

- **2025-04-20T01:43:13.411Z** <Debug> [38592:0xa6b4][[]CalendarAdapter.cpp:350
CalendarAdapter::onDataArrived::Calendar event schedule response arrived:
{ "alertType": "full", "data": { **"eventType": "calendar.schedule"**, "scheduleAppointmentResponse": { "callAnalyzerId": "9
978ec6d-b3c7-4d9d-8e00-d7d9c3771074", "errorMsg": **"Access to OData is disabled: [RAOP] : Blocked
by tenant configured AppOnly AccessPolicy
settings."**, **"errorType": "CREATE_FAILED"**, "globalMeetingId": "1f0b7ebae7694824aff33455ade0ad23", "meeting
OccurrenceId": "1f0b7ebae7694824aff33455ade0ad23", "operation": "CREATE", "orgId": "2fdb923e-1d23-4e1b-a30f-
e9cd88845744", "requestUUID": "7411931d-d220-4277-b6df-0dfda93c49d2", **"requestedBy": "67264af4-1371-4dd2-
8d6b-b63f923d36e8"**, "serviceType": "squared-fusion-
cal", **"siteName": "rtpcloudcollab.webex.com"**, "success": false }, "trackingId": "CLIENT_bcd08015-1769-41a0-8b61-
a966796f1bbd" }, "filterMessage": false, "headers": {}, "id": "2986604b-aae5-4ebd-af63-
900ad4088b24", "sequenceNumber": 200, "timestamp": 1745113393302, "trackingId": "CLIENT_bcd08015-1769-41a0-
8b61-a966796f1bbd", "wsWriteTimestamp": 1745113393302 }

Validating Mailbox with Microsoft Graph API

GET `https://graph.microsoft.com/v1.0/users/{id|uPN}/mailboxSettings`

New to Graph Explorer?
Graph Explorer is a developer tool that let's you learn about Microsoft Graph APIs. Use Graph Explorer to try the APIs on the default sample tenant to explore capabilities. [Follow a step-by-step tutorial](#)

GETv1.0https://graph.microsoft.com/v1.0/users/WebexUser2@ciscolive.us/mailboxSettings

Run query

Request BodyRequest HeadersModify PermissionsAccess token

Forbidden - 403 - 269 ms

Forbidden - 403 - 269 ms Either the signed-in user does not have sufficient privileges, or you need to consent to one of the permissions on the **Modify permissions** tab

Response previewResponse headersCode snippetsToolkit componentAdaptive cards

```
{
  "error": {
    "code": "ErrorAccessDenied"
  },
  "message": "Access is denied. Check credentials and try again."
}
```

"code": "ErrorAccessDenied"

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Validating AccessPolicy from Microsoft PowerShell

Test-ApplicationAccessPolicy -Identity WebexUser2@ciscolive.us -AppId de8bc8b5-d9f9-48b1-a8ad-b748da72506

```
[PS /Users/jvizcain> Test-ApplicationAccessPolicy -Identity WebexUser2@ciscolive.us -AppId de8bc8b5-d9f9-48b1-a8ad-b748da725064]
AppId           : de8bc8b5-d9f9-48b1-a8ad-b748da725064
Mailbox         : 73e8f623-491d-4e86-9800-a2b83c2f3e1f
MailboxId       : 73e8f623-491d-4e86-9800-a2b83c2f3e1f
MailboxSid      : S-1-5-21-3145655100-1942186428-3752401570-30214797
AccessCheckResult : Denied

PS /Users/jvizcain>
```

This command shows if the mailbox can access the AppId.

Name	↑↓	Application ID	Name	↑↓	Application ID
GE		de8bc8b5-d9f9-48b1-a8ad-b748da725064	 Cisco Webex Calendar Service		189ea49b-75a4-4e53-a013-2aed74803405

Get-ApplicationAccessPolicy | Format-Table scopeidentity,appid,accessright

```
[PS /Users/jvizcain> Get-ApplicationAccessPolicy | ft scopeidentity,appid,accessright]
ScopeIdentity           AppId           AccessRight
-----
RestrictedGroup20250419204751 de8bc8b5-d9f9-48b1-a8ad-b748da725064 DenyAccess
RestrictedGroup20250419204751 189ea49b-75a4-4e53-a013-2aed74803405 DenyAccess

PS /Users/jvizcain>
```

This example lists all app access policies in the tenant.

AccessPolicy from Microsoft is blocking Scheduling

Root Cause

- **Test**-ApplicationAccessPolicy -Identity **WebexUser2@ciscolive.us** -AppId **de8bc8b5-d9f9-48b1-a8ad-b748da725064**

```
[PS /Users/jvizcain> Test-ApplicationAccessPolicy -Identity WebexUser2@ciscolive.us -AppId de8bc8b5-d9f9-48b1-a8ad-b748da725064]
AppId           : de8bc8b5-d9f9-48b1-a8ad-b748da725064
Mailbox         : 73e8f623-491d-4e86-9800-a2b83c2f3e1f
MailboxId       : 73e8f623-491d-4e86-9800-a2b83c2f3e1f
MailboxSid      : S-1-5-21-3145655100-1942186428-3752401570-30214797
AccessCheckResult : Denied

PS /Users/jvizcain>
```

Changes to application access policies can take longer than 1 hour.

On-Prem Connector with Exchange

Pending Activation by admin...

Error for: webexuser3@ciscolive.us

[Scan for Full Guide](#)

Time (EDT)	Status	Node	Cluster	Details
Apr 20, 2025 4:06 PM (EDT)	Service enabled			Pending activation
Apr 20, 2025 4:05 PM (EDT)	Resource group changed			



Webex User 3

Active • webexuser3@ciscolive.us • Member of WbXBasic

Summary Profile General Meetings Calling Messaging Hybrid Services Devices Vidcast

Calendar Service

To create a Webex meeting space, add @meet to the meeting invite. For meetings in your personal Webex space, add @webex.

Allow calendar service ☒

Calendar Type ☒ Microsoft Exchange/Office 365
☐ Google Calendar

Status Pending Activation by admin on Apr 20, 2025 4:06 PM (EDT) >

Choose the user's assigned resource group. The Webex cloud will remove this user and assign them to their service resource group.

Resource Group Resource Group A (Stable) ▾

Obtaining userId from an HTTP inspection

Or HAR file

Return to Partner Hub

Overview

Alerts Center

MONITORING

Analytics

Troubleshooting

Reports

MANAGEMENT

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Webex User 3

Active • webexuser3@ciscohive.us • Member of WbXBasic

Summary Profile General Meetings Calling Messaging Hybrid Services Devices Vidcast

< Hybrid Services

Recent status updates

Time (EDT)	Status	Node	Cluster	Details
Apr 20, 2025 4:06 PM (EDT)	Service enabled			Pending activation
Apr 20, 2025 4:05 PM (EDT)	Resource group changed			

Inspector Console Debugger Network Style Editor Performance Memory Storage Accessibility Application

Filter URLs

Status	Met...	Domain	File	Initiator	Type	Transferred	Size
200	POST	wap-notific...	search?orgId=904cbfb5-0f49-4339-	polyfills-ER62...	json	587 B	2 B
200	GET	uss-a.wbx2...	e17aa419-bb31-42f3-84c7-1686a99	polyfills-ER62...	json	1.09 kB	1.3...
200	OPTI...	uss-a.wbx2...	e17aa419-bb31-42f3-84c7-1686a99	xhr	plain	665 B	0 B
200	GET	hercules-a...	/hercules/api/v2/organizations/904cb	polyfills-ER62...	json	779 B	20
204	POST	prod-achm...	clientmetrics	polyfills-ER62...	xml	2.16 kB	0 B

Headers Cookies Request Response Timings Stack Trace Security

Filter properties

entries: (3) [{...}, {...}, {...}]

0: Object { time: "2025-04-20T20:06:12.024Z", entry: {...} }

time: "2025-04-20T20:06:12.024Z"

entry: Object { type: "AddEntitlement", payload: {...}, context: {...} }

type: "AddEntitlement"

payload: Object { orgId: "904cbfb5-0f49-4339-a40c-ad473ac7ab24", userId: "e17aa419-bb31-42f3-84c7-1686a99baef7", serviceId: "squared-fusion-cal", ... }

context: Object { userType: "PERSON", orgId: "480331d2-9588-4b98-b35c-cecc59211ce9", trackingRoot: "/uss/api/v1/userStatuses/actions/refreshEntitlementsForUser/invoke" }

1: Object { time: "2025-04-20T20:05:56.525Z", entry: {...} }

2: Object { time: "2025-04-20T20:05:54.983Z", entry: {...} }

paging: Object { count: 3 }

5 requests 1.51 kB / 5.28 kB transferred Finish: 549 ms

Hybrid logs analysis WebexUser3

VCS > Maintenance > Diagnostics > **Diagnostic logging**

Set Log Level to **DEBUG** or **WARNING**

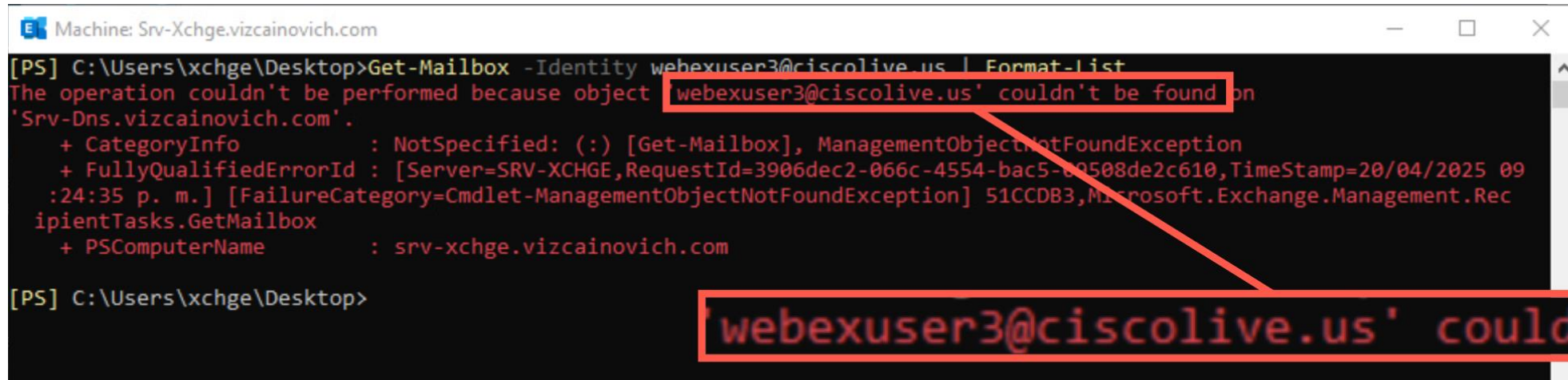


Loggingsnapshot....txt

- **2025-04-20T16:06:57.555**-04:00 localhost UTCtime="2025-04-20 20:06:57,555"
Module="hybridservices.c_cal" **Level="DEBUG"** Thread="pool-255-thread-1" TrackingId=""
Detail="**AutodiscoverErrorCode for user e17aa419-bb31-42f3-84c7-1686a99baef7:
InvalidUser Invalid user
'sha256:c87fb43423dac7b97849e57d8e22300f98b2f1594d65e8fc11dc306e9a72066b'
specified.**"
- **2025-04-20T16:06:58.635**-04:00 localhost UTCtime="2025-04-20 20:06:58,635"
Module="hybridservices.c_cal" Level="DEBUG" Thread="DiscoveryExecutor-1"
TrackingId="ATLAS_2b97bdb2-4027-444a-807d-0b13af3e1c83_t:c7a1efd5_33" Detail="Sending 1
discover events for 9ee64ea7-0b91-4b19-94e7-da441ded4bafDiscoverEvent{**userId=e17aa419-
bb31-42f3-84c7-1686a99baef7**, serviceType=squared-fusion-cal, clusterId=108d6012-a9cd-496f-
be54-90d3b8bf1a48, score=-1, isOperational=false}"

Validating mailbox from Exchange Management Shell

Get-Mailbox -Identity webexuser3@ciscolive.us | Format-List



```
Machine: Srv-Xchge.vizcainovich.com
[PS] C:\Users\xchge\Desktop>Get-Mailbox -Identity webexuser3@ciscolive.us | Format-List
The operation couldn't be performed because object 'webexuser3@ciscolive.us' couldn't be found on
'Srv-Dns.vizcainovich.com'.
+ CategoryInfo          : NotSpecified: (:) [Get-Mailbox], ManagementObjectNotFoundException
+ FullyQualifiedErrorId : [Server=SRV-XCHGE,RequestId=3906dec2-066c-4554-bac5-09508de2c610,TimeStamp=20/04/2025 09
:24:35 p. m.] [FailureCategory=Cmdlet-ManagementObjectNotFoundException] 51CCDB3,Microsoft.Exchange.Management.Rec
ipientTasks.GetMailbox
+ PSComputerName        : srv-xchge.vizcainovich.com

[PS] C:\Users\xchge\Desktop>
```

webexuser3@ciscolive.us' couldn't be found

To open **Exchange Management Shell**

- **LaunchEMS** from a Command Prompt.
- GUI Start > Microsoft Exchange Server 2016 > **Exchange Management Shell**.

Calendar Connector Not Operational



Scan for Full Guide

Hybrid Calendar

Exchange

Users

15 users enabled

15 in error

Resources

View all

Service

Edit settings

● Not Operational

Events

Cisco Expressway-C

Status > System > Applications > Users > Maintenance >

Calendar Connector Status

Connectivity to Cisco Webex cloud

Status Connected

Collaboration On-Premises

Address/Display Name https://srv-xchg.vizcainovich.com/ews/exchange.asmx

Status error: Exchange server http error code 401

Calendar Connector User Subscription Status

Total Assigned Users 0

Successfully Subscribed Users 0

Users with Failed Subscription 0

Related Tasks

[Configure Microsoft Exchange Servers](#)

[Configure Cisco Conferencing Services](#)

[Back to Calendar Connector configuration](#)

[Back to Connector Management](#)

error: Exchange server http error code 401

Applications > Hybrid Services > Calendar Service > **Calendar Connector Status**



Hybrid logs analysis error code 401

VCS > Maintenance > Diagnostics > **Diagnostic logging**

Set Log Level to **DEBUG** or **WARNING**



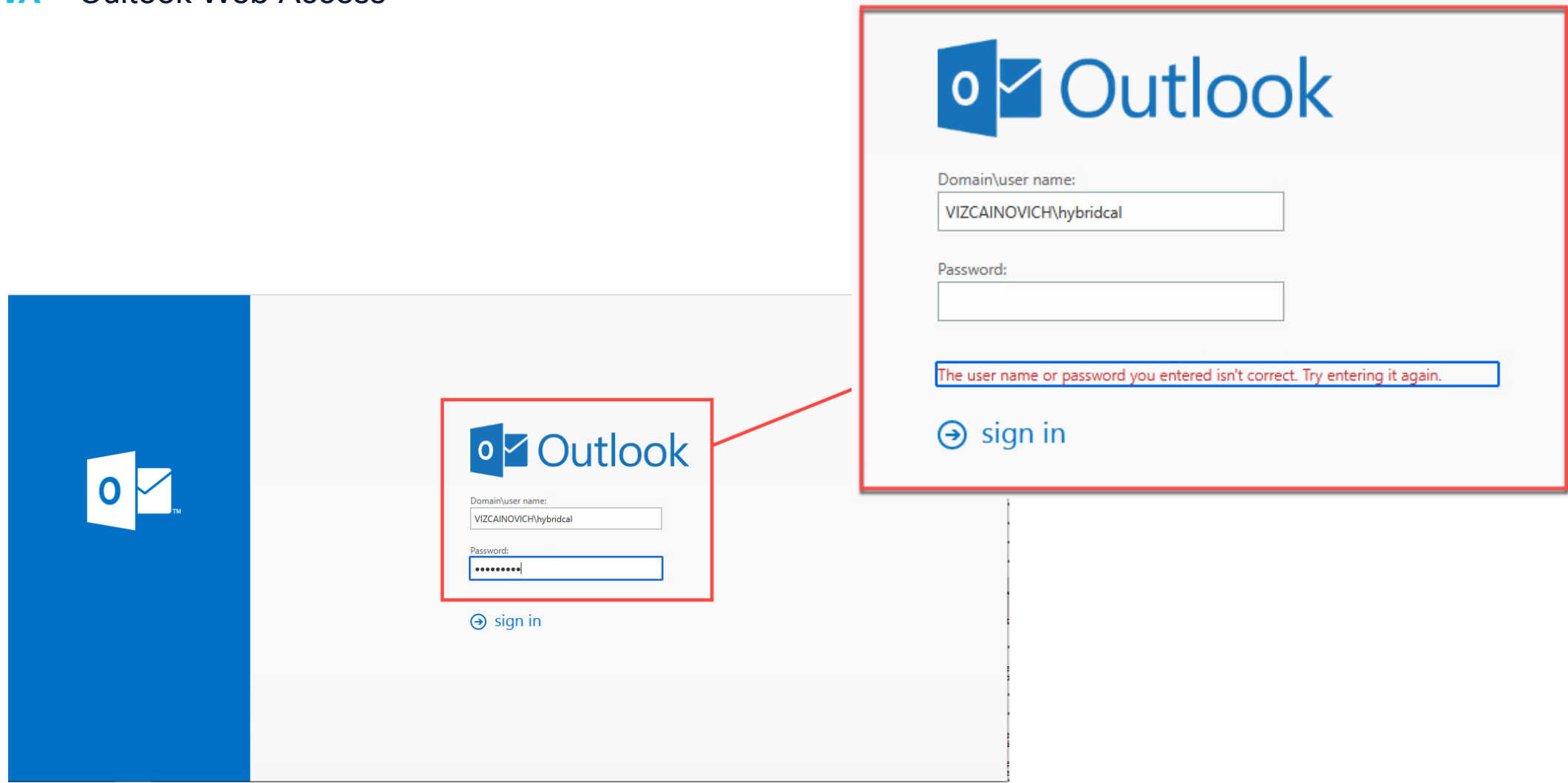
Loggingsnapshot....txt

- **2025-04-20T20:29:52.738**-04:00 localhost UTCTime="2025-04-21 00:29:52,738"
Module="hybridservices.c_cal" **Level="WARN"** Thread="ews-unsubscribe-0" TrackingId=""
Detail="EWSServices.unsubscribeSubscription(45877071-3636-473f-a6f6-c34e91514609 on Srv-Xchge.vizcainovich.com) threw service request exception The request failed.
microsoft.exchange.webservices.data.HttpErrorException: **The remote server returned an error: (401)Unauthorized"**
- **2025-04-20T20:29:52.738**-04:00 localhost UTCTime="2025-04-21 00:29:52,738"
Module="hybridservices.c_cal" Level="WARN" Thread="ews-unsubscribe-0" TrackingId=""
Detail="**EWSServices.releaseService invalidating service object
microsoft.exchange.webservices.data.ExchangeService@6cd75369"**

(401) Unauthorized means the impersonation account password is invalid, possibly expired, or changed.

Validating Impersonation Account from OWA

OWA = Outlook Web Access



https://<IPv4_FQDN_MXS>/owa

Update Impersonation password

From Exchange Server

- **via Exchange Admin Center (EAC)**

Hybrid Impersonation

general

mailbox usage

contact information

organization

email address

mailbox features

member of

MailTip

mailbox delegation

Impersonation

*Name: Hybrid Impersonation

*Display name: Hybrid Impersonation

*Alias: hybridcal

*User login name: hybridcal @ vizcainovich.com

☒ Reset the password for this mailbox

*New password:

*Confirm password:

☐ Require password change on next login

☐ Hide from address lists

[More options...](#)

Save Cancel

- **via Exchange Management Shell**

`Set-Mailbox -Identity "User" -OldPassword (ConvertTo-SecureString -string "OldPassword" -AsPlainText -Force) -NewPassword (ConvertTo-SecureString -string "NewPassword" -AsPlainText -Force)`

```
[PS] C:\Windows\system32>
[PS] C:\Windows\system32>Set-Mailbox -Identity "hybridcal@vizcainovich.com" -OldPassword (ConvertTo-SecureString -string "Webex4Ever" -AsPlainText -Force) -NewPassword (ConvertTo-SecureString -string "Webex4Ever&Ever" -AsPlainText -Force)
[PS] C:\Windows\system32>
```

Cloud Connector with Google

Received error 'Forbidden' from Google.

< Hybrid Services

Recent status updates

No history entries found.

< Users

Webex User 7

• Verified • WebexUser7@ciscolive.us

Actions ▾

Summary Profile General Meetings Calling Messaging Hybrid Services Devices Vidcast

Calendar Service

To create a Webex meeting space, add @meet to the meeting invite. For meetings in your personal Webex space, add @webex.

Allow calendar service

Calendar Type

Microsoft Exchange/Office 365

Google Calendar

Status

Pending Activation by admin on Apr 21, 2025 8:53 AM (EDT) >

Obtaining status code from an HTTP inspection

Or HAR file



Webex User 7

Verified • WebexUser7@ciscolive.us

Actions

Summary Profile General Meetings Calling Messaging Hybrid Services Devices Vidcast

Calendar Service

To create a Webex meeting space, add @meet to the meeting invite. For meetings in your personal Webex space, add @webex.

Allow calendar service



Calendar Type

- ☐ Microsoft Exchange/Office 365
☒ Google Calendar

Status

Pending Activation by admin on Apr 21, 2025 8:53 AM (EDT)



The screenshot shows the Chrome DevTools Network tab with a list of network requests. The request 'userStatuses?includeMessages=true&entitled=true&us...' is selected. The 'Response' pane shows a JSON object with a 'description' field containing the error message: 'Received error 'Forbidden' from Google.' A red box highlights this error message, and a red arrow points from it to the 'userStatuses?includeMessages=true&entitled=true&us...' request in the list.

```
{  "clusterId": "",  "lastStateChange": "2025-04-21T12:53:59.194817018Z",  "lastStateUpdate": "2025-04-21T12:54:00.800120557Z",  "lastResourceGroupChange": "1970-01-01T00:00:00Z",  "userType": "user",  "messages": [    {      "key": "c_cal@notActivated",      "severity": "info",      "description": "Received error 'Forbidden' from Google."    }  ],  "paging": {    "limit": 50000,    "count": 1,    "page": 1  }}
```

HTTP inspection provides an exact error

Validating Mailbox with Google APIs Explorer

GET <https://www.googleapis.com/calendar/v3/users/me/settings>

API Explorer

Call this method on live data and see the result. Experiment with authorization and field settings. For help, check the [APIs Explorer documentation](#).

Request parameters

maxResults
integer

pageToken
string

syncToken
string

[Show standard parameters](#)

Credentials

How do I get the credentials I need?
Use an API key or OAuth 2.0 to request or verify permissions.
[Learn more](#)

☒ Google OAuth 2.0
OAuth 2.0 provides authenticated access to an API. [Show scopes](#)

☒ API key
An API key is a unique string that lets you access an API.

Execute

By clicking above, I agree that my use of the APIs Explorer is governed by the [Terms](#) and [Privacy Policy](#).

**curl **
`'https://www.googleapis.com/calendar/v3/users/me/settings?key=[YOUR_API_KEY]' \`
`--header 'Authorization: Bearer [YOUR_ACCESS_TOKEN]' \`
`--header 'Accept: application/json' \`
`--compressed`

Google

We are sorry, but **you do not have access to Calendar**. Some reasons why you may not have access:

- Your account is managed by an organization that has this service turned off for its users.
- Your account may be temporarily disabled by your [organization's admin](#).
- Your Google Workspace subscription may no longer be active.

To access this Google service, you may want to try signing in with a different account. If you still need support, contact your [organization's admin](#).

[Billing terms](#) - [Privacy policy](#) - [Google Home](#)

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Calendar App is not enabled from Google Admin for Webex User 7

Google User do not have Google Calendar app enabled.

Root Cause

Webex User 7

webexuser7@ciscolive.us

Active

Last sign in: 21 minutes ago

Created: Apr 21, 2025

Organizational unit

RTP CloudCollab

RESET PASSWORD

UPDATE USER

ADD ALTERNATE EMAILS

ADD TO GROUPS

EMAIL

SUSPEND USER

RESTORE DATA

DELETE USER

CHANGE ORGANIZATIONAL UNIT

Apps

Google apps

70 of 74 available Google services are on for Webex. [Turn apps on or off](#)

Apps	Status
AppSheet	On
Drive and Docs	On
Gemini app	On
Gmail	On
Google Chat	On
Google Meet	On
Google Voice	On
Groups for Business	On
Keep	On
NotebookLM	On

Rows per page: 10

Page 1 of 8

admin.google.com > Directory > Users > **Affected user**

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BRKCOL-3019

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Received error 'Bad Request' from Google

< Hybrid Services

Recent status updates

No history entries found.

< Users

Webex User 6

Verified

WebexUser6@ciscolive.us

Actions

Summary

Profile

General

Meetings

Calling

Messaging

Hybrid Services

Devices

Vidcast

Calendar Service

To create a Webex meeting space, add @meet to the meeting invite. For meetings in your personal Webex space, add @webex.

Allow calendar service

Calendar Type

Microsoft Exchange/Office 365

Google Calendar


Status

Pending Activation by admin on Apr 21, 2025 8:46 AM (EDT)

>

Obtaining status code from an HTTP inspection

Or HAR file

**Webex User 6**
● Verified • WebexUser6@ciscolive.us

Actions ▾

Summary Profile General Meetings Calling Messaging **Hybrid Services** Devices Vidcast

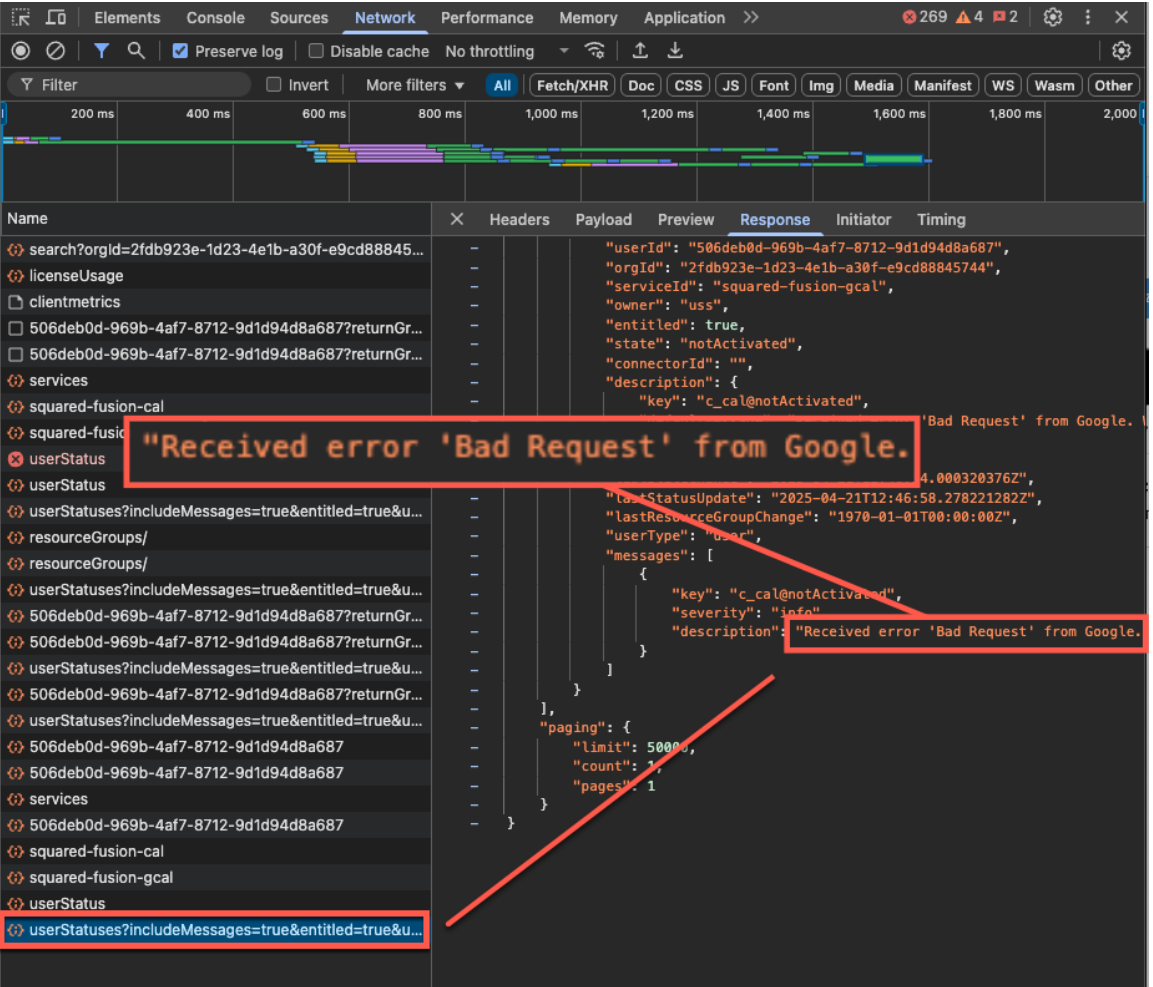
Calendar Service

To create a Webex meeting space, add @meet to the meeting invite. For meetings in your personal Webex space, add @webex.

Allow calendar service ☒

Calendar Type ☐ Microsoft Exchange/Office 365 ☒ Google Calendar

Status Pending Activation by admin on Apr 21, 2025 8:46 AM (EDT) >



The screenshot shows the Chrome DevTools Network tab with a list of network requests. The request 'userStatuses?includeMessages=true&entitled=true&u...' is selected, and the 'Response' tab is active. The response is a JSON object containing an error message: "Received error 'Bad Request' from Google." The error message is highlighted with a red box, and a red arrow points from the error message to the status field in the Webex interface on the left.

HTTP inspection provides an exact error coming from Google Admin.

Validating Mailbox with Google APIs Explorer

GET <https://admin.googleapis.com/admin/directory/v1/users/{userKey}>

Info

Chat

API

APIs Explorer

Call this method on live data and see the result. Experiment with authorization and field settings. For help, check the [APIs Explorer documentation](#).

Request parameters

userKey

WebexUser6@cisco.live.us

customFieldMask

string

projection

viewType

Show standard parameters

Credentials

How do I get the credentials I need?

Use an API key or OAuth 2.0 to request or verify permissions.

[Learn more](#)

☒ Google OAuth 2.0

OAuth 2.0 provides authenticated access to an API. [Show scopes](#)

☒ API key

An API key is a unique string that lets you access an API.

Execute

[Terms](#) | [Privacy Policy](#)

cURL

HTTP

JAVASCRIPT

```
curl \
  'https://admin.googleapis.com/admin/directory/v1/users/WebexUser6@cisco.live.us?key=[YOUR_API_KEY]' \
  --header 'Authorization: Bearer [YOUR_ACCESS_TOKEN]' \
  --header 'Accept: application/json' \
  --compressed
```

application/json

Raw HTTP Response

404

```
{
  "error": {
    "code": 404,
    "message": "Resource Not Found: userKey",
    "errors": [
      {
        "message": "Resource Not Found: userKey",
        "domain": "global",
        "reason": "notFound"
      }
    ]
  }
}
```

Calendar App is not enabled from Google Admin for Webex User 7

Troubleshooting Devices

On-Prem Connector with Exchange

Cisco Webex Meetings site cannot be accessed due to expired or invalid administrator password



Scan for Full Guide

webex Control Hub

AI-powered smart search

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Vidcast

Connected UC

Hybrid

Hybrid services

Hybrid Services Events History

Resource: Expressway

Service: Calendar

Cluster: All Clusters

Node: All Nodes

Search

Event	Severity	Type	Service
Emails sent about new alarm	Info	Alarm	Calendar Service
Cisco Webex Meetings site administrator password ...	Error	Alarm	Calendar Service
Calendar Connector restarted	None	Connector	Calendar Service
Calendar Connector restarted	None	Connector	Calendar Service
Emails sent about resolved alarm	Info	Alarm	Calendar Service
Emails sent about resolved alarm	Info	Alarm	Calendar Service
Emails sent about resolved alarm	Info	Alarm	Calendar Service
Microsoft Exchange Server unreachable	Info	Alarm	Calendar Service
Microsoft Exchange Server access denied	Info	Alarm	Calendar Service
Calendar Connector not operational	Info	Alarm	Calendar Service
Emails sent about new alarm	Info	Alarm	Calendar Service
Emails sent about new alarm	Info	Alarm	Calendar Service
Calendar Connector version 8.11-1.0.8882 running a...	None	Connector	Calendar Service
Emails sent about new alarm	Info	Alarm	Calendar Service

Event Details

Description

An alarm was raised on node ccnp-expressway-hybrid1.vizcainovich.com. The node provided the following alarm description: Cisco Webex Meetings site cannot be accessed due to expired or invalid administrator password. @webex meetings on affected site will not be processed until this is resolved. Detailed info: the Cisco Webex Meetings site name includes "[3f3ef2e2-3c31-4949-b5b3-fcb9f55cf258]: jvizcain.webex.com"

Connector ID: c_cal@OC76050F

Alarm ID: 60162

Timestamp: 2025-04-21T17:35:52.887738553Z

User ID: fc99537b-c641-4505-b6e1-1f6ff317e02


Tracking ID: E58-49b6-9e47-82870C76050F

Technical Details

An alarm was raised on node ccnp-expressway-hybrid1.vizcainovich.com. The node provided the following alarm description: Cisco Webex Meetings site cannot be accessed due to expired or invalid administrator password. @webex meetings on affected site will not be processed until this is resolved. Detailed info: the Cisco Webex Meetings site name includes "[3f3ef2e2-3c31-4949-b5b3-fcb9f55cf258]: jvizcain.webex.com"

Reviewing Calendar Service from Expressway Connector

VCS > Applications > Hybrid Services > Calendar Services > [Calendar Connector Status](#)

 Cisco Expressway-C

error: Admin password has expired or invalid.

This system has 1 alarm

Status > System > Applications > Users > Maintenance >

You are here: [Applications](#) > [Hybrid Services](#) > [Calendar Service](#) > Calendar Connector Status

Calendar Connector Status

Connectivity to Cisco Webex cloud

Status

Connected

Connectivity to Configured Cisco Webex Meetings Sites

jvizcain.webex.com

error: Admin password has expired or invalid.

Collaboration On-Premises

Address/Display Name

https://srv-xchg.vizcainovich.com/ews/exchange.asmx

Status

Connected

Calendar Connector User Subscription Status

Total Assigned Users

14

Successfully Subscribed Users

14

Users with Failed Subscription

0

VCS > Applications > Hybrid Services > Calendar Services > [Calendar Connector Status](#)

 Cisco Expressway-C

This system has 1 alarm

Status > System > Applications > Users > Maintenance >

You are here: [Applications](#) > [Hybrid Services](#) > [Calendar Service](#) > Cisco Webex Meetings Site Configuration

Cisco Webex Meetings Site Configuration

Address	Username	UUID	Default Site?	Status	Actions
<input type="checkbox"/> jvizcain	windient3@vizcainovich.com	3f3ef2e2-3c31-4949-b5b3-fcb9f55cf258	Yes	-	View/Edit

New

Delete

Select all


Unselect all

Username

windient3@vizcainovich.com

Username / Password no longer required

Root Cause

 Cisco Expressway-C

This system has 1 alarm

Status > System > Applications > Users > Maintenance >

You are here: Applications > Hybrid Services > Calendar Service > Cisco Webex Meetings Site Configuration

Configuration

Fully Qualified Site Name
jvizcain.webex.com


Username
windlient3@vizcainovich.com

Password

Default Site
Yes

Cisco Webex Meetings Site UUID
3f3ef2e2-3c31-4949-b5b3-fcb9f55cf258

Save Cancel Delete Test Connection

 Cisco Expressway-C

This system has 1 alarm

Status > System > Applications > Users > Maintenance >

You are here: Applications > Hybrid Services > Calendar Service > Cisco Webex Meetings Site Configuration

Configuration

Fully Qualified Site Name
jvizcain.webex.com

Username

Password

Default Site
Yes

Cisco Webex Meetings Site UUID
3f3ef2e2-3c31-4949-b5b3-fcb9f55cf258

Save Cancel Delete Test Connection

Information

If required, enter the password for the read-only administrator account.

CSCvx61404

Management > Workspaces > Scheduling > **Validate**

Scan for Full Guide



Actions


This email address is already in use. Enter a valid email address.

☐ None
No scheduling service.

☒ Calendar
Webex Hybrid Calendar will manage this device's calendar integration.

Microsoft Exchange/Office 365

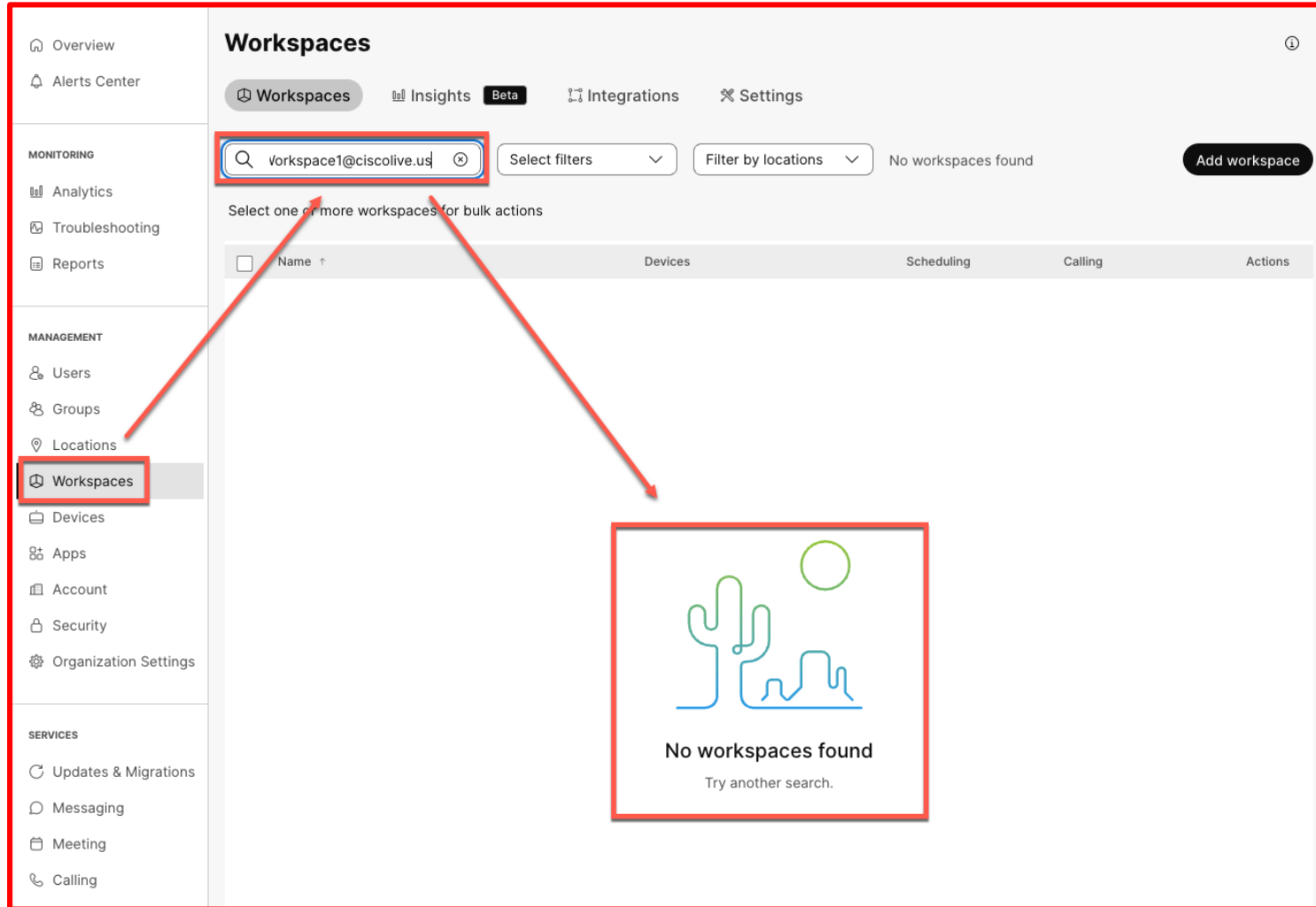
WebexWorkspace1@ciscolive.us 

 This email address is already in use. Enter a valid email address.

- ☐ **Hot Desking**
Enable hot desking to allow users to sign in to any shared Webex Desk device with their Webex identity.

Validating Email for Workspace from Control Hub

Management > Workspaces > Search field



Lookup for WebexWorkspace1@ciscolive.us under Workspaces don't have a match.

Looking Email in Users section

Root Cause

Overview

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Security

Organization Settings

Send activation emails to users. They still need to set up their accounts.

Users

Licenses

Contacts

Users

External users

External administrators

Workspace1@ciscolive.us

or

Filter

or

Select a Location

1 user

Add users

Display Name ↑	Email	Status	
<div>Webex Workspace 1</div>	<div>WebexWorkspace1@ciscolive.us</div>	<div>Verified</div>	<div></div>

Email was synchronized/added as an **user** instead of **resource**

Info	Date created	4/21/25
	Last edited	4/21/25
	Last email status	<div>Error BOUNCE_RULE</div> <div>Remove from bounce list</div>
	Source ⓘ	SCIM

Cloud Connector with Google

An unknown validation error occurred.

400 Bad Request



Scan for Full Guide

< Workspaces



Cisco Live Workspace 1

Meeting Room • Capacity: 6 people

Actions

Overview **Scheduling** Meetings

Scheduling

- ☐ None
No scheduling service.
- ☒ **Calendar**
Webex Hybrid Calendar will manage this device's calendar integration.

Calendar provider

Google Calendar

Email address

ciscoliveworkspace1@ciscoive.us

Validate

⊗ An unknown validation error occurred. If you still see this error after repeated attempts, contact support.

- ☐ **Hot Desking**
Enable hot desking to allow users to sign in to any shared Webex Desk device with their Webex identity.

- ☐ **Ad-hoc booking**
Provided by on-device calendar

Allow end-users to book the workspace and extend the booking time from the device or enabled peripheral in the workspace.

[Supported devices](#)

ⓘ End-users can book workspaces with voice commands if Voice Assistant is enabled for your organization.

⊗ An unknown validation error occurred. If you still see this error after repeated attempts, contact support.

Obtaining status code from an HTTP inspection

Or HAR file

The image shows a screenshot of the Cisco Live Workspace 1 interface on the left and the Chrome DevTools Network tab on the right. The workspace interface is in the 'Scheduling' tab, showing options for 'None' and 'Calendar'. The 'Calendar' option is selected, and the 'Email address' field contains 'ciscoliveworkspace1@ciscolive.us'. A red box highlights an error message: 'An unknown validation error occurred. If you still see this error after repeated attempts, contact support.' The 'Validate' button is also visible. The Chrome DevTools Network tab shows a list of network requests. The first request, named 'invoke', is highlighted with a red box. A red arrow points from this request to the 'Response' tab, which shows the JSON response: `{"status":400,"errorMessage":"Email validation failed: null","valid":false}`. Another red arrow points from this response to a larger red box containing the same JSON response. A third red arrow points from the error message in the workspace interface to the 'invoke' request in the network tab.

Workspaces

Cisco Live Workspace 1
Meeting Room • Capacity: 6 people

Overview **Scheduling** Meetings

Scheduling

☐ None
No scheduling service.

☒ Calendar
Webex Hybrid Calendar will manage this device's calendar integration.

Calendar provider
Google Calendar

Email address
ciscoliveworkspace1@ciscolive.us **Validate**

☒ An unknown validation error occurred. If you still see this error after repeated attempts, contact support.

☐ Hot Desking
Enable hot desking to allow users to sign in to any shared Webex Desk device with their Webex identity.

Elements Console Sources **Network** Performance Memory Application >>

Filter Invert More filters All Fetch/XHR Doc CSS JS Font Img Media Manifest WS Wasm Other

50 ms 100 ms 150 ms 200 ms 250 ms 300 ms 350 ms 400 ms 450 ms 500 ms

Name	Headers	Payload	Preview	Response	Initiator	Timing
invoke				<code>{"status":400,"errorMessage":"Email validation failed: null","valid":false}</code>		

`"Email validation failed: null","valid":false}`

400 Bad Request

Invalid email format for resource

Validating Mailbox with Google APIs Explorer

GET <https://admin.googleapis.com/admin/directory/v1/users/{userKey}>

APIs Explorer

Info

Chat

API

Call this method on live data and see the result. Experiment with authorization and field settings. For help, check the [APIs Explorer documentation](#).

Request parameters

customer

calendarResourceId

91170175881

Show standard parameters ▾

Credentials

How do I get the credentials I need?
Use an API key or OAuth 2.0 to request or verify permissions.
[Learn more](#)

☒ Google OAuth 2.0
OAuth 2.0 provides authenticated access to an API. [Show scopes](#) ▾

☒ API key
An API key is a unique string that lets you access an API.

Execute

[Terms](#) | [Privacy Policy](#)

curl \

'https://admin.googleapis.com/admin/directory/v1/customer/C02vctied/resources/calendars/91170175881?'

--header 'Authorization: Bearer [YOUR_ACCESS_TOKEN]' \

--header 'Accept: application/json' \

--compressed

application/json

Raw HTTP Response

200

{

"kind": "admin#directory#resources#calendars#CalendarResource",

"etag": "\"fV03A0IuHs_o-YyVdzcn751C-TpDIC-pwe6ICh8a5U/jRQfC1Mqw0F7My0Vlt6Wwd9U2Y\\\"",

"resourceId": "91170175881",

"resourceName": "Cisco Live Workspace 1",

"generatedResourceName": "Durham-1-Cisco Live Workspace 1 (6)",

"resourceEmail": "c_1889ianeurmghfdiuhotkn6k1jn4@resource.calendar.google.com",

"capacity": 6,

"buildingId": "Durham",

"floorName": "1",

"resourceCategory": "CONFERENCE_ROOM"

}

"resourceEmail": "c_1889ianeurmghfdiuhotkn6k1jn4@resource.calendar.google.com",


Google resource
format
[@resource.calendar.google.com](mailto:c_1889ianeurmghfdiuhotkn6k1jn4@resource.calendar.google.com)

An unknown validation error occurred.

403 Forbidden



Scan for Full Guide

**Cisco Live Workspace 1**

Meeting Room • Capacity: 6 people

Actions ▾

Overview

Scheduling

Meetings

Scheduling

☐ None
No scheduling service.

☒ Calendar
Webex Hybrid Calendar will manage this device's calendar integration.

Calendar provider

Google Calendar

▾

Email address

c_1889ianeuurmqhfdiuhotkn6k1jn@resource.

Validate

✕ An unknown validation error occurred. If you still see this error after repeated attempts, contact support.

☐ Hot Desking
Enable hot desking to allow users to sign in to any shared Webex Desk device with their Webex identity.

peripheral in the workspace.

[Supported devices](#)

ⓘ

End-users can book workspaces with voice commands if Voice Assistant is enabled for your organization.

✕ An unknown validation error occurred. If you still see this error after repeated attempts, contact support.

Obtaining status code from an HTTP inspection

Or HAR file

403 Forbidden

Contains invalid data

Workspaces

Cisco Live Workspace 1

Meeting Room • Capacity: 6 people

Overview

Scheduling

Meetings

Scheduling

None

No scheduling service.

Calendar

Webex Hybrid Calendar will manage this device's calendar integration.

Calendar provider

Google Calendar

Email address

c_1889ianeuurmqhfdiuhotkn6k1jn@resource.

Validate

An unknown validation error occurred. If you still see this error after repeated attempts, contact support.

Hot Desking

Enable hot desking to allow users to sign in to any shared Webex Desk device with their Webex identity.

Elements

Console

Sources

Network

Performance

Memory

Application

328

9

2

Filter

Invert

More filters

All

Fetch/XHR

Doc

CSS

JS

Font

Img

Media

Manifest

WS

Wasm

Other

50 ms

100 ms

150 ms

200 ms

250 ms

300 ms

350 ms

400 ms

450 ms

500 ms

550 ms

600 ms

650 ms

Name

invoke

invoke

Headers

Payload

Preview

Response

Initiator

Timing

1

{ "status": 403, "errorMessage": "Email validation failed: null", "valid": false }

'Email validation failed: null', 'valid': false}

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BRKCOL-3019

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CISCO

Validating Mailbox with Google APIs Explorer

GET <https://admin.googleapis.com/admin/directory/v1/customer/{customer}/resources/calendars/{calendarResourceId}>

The screenshot shows the Google APIs Explorer interface. On the left, the 'Request parameters' section has two input fields: 'customer' (containing 'C02vctied') and 'calendarResourceId' (containing '91170175881'). Below these is a 'Credentials' section with 'Google OAuth 2.0' and 'API key' options. The 'Execute' button is highlighted with a red box. A red arrow points from the 'Execute' button to the 'resourceEmail' field in the response. The 'Raw HTTP Response' tab is selected, showing a 200 status and a JSON object. The 'resourceEmail' field in the JSON is highlighted with a red box. Below the screenshot, the 'resourceEmail' field is shown again in a red box, with a red arrow pointing from the 'resourceEmail' field in the JSON to it.

APIs Explorer

Info

Chat

API

Call this method on live data and see the result. Experiment with authorization and field settings. For help, check the [APIs Explorer documentation](#).

Request parameters

customer

calendarResourceId

91170175881

Show standard parameters

Credentials

How do I get the credentials I need?

Use an API key or OAuth 2.0 to request or verify permissions. [Learn more](#)

☒ Google OAuth 2.0

OAuth 2.0 provides authenticated access to an API. [Show scopes](#)

☒ API key

An API key is a unique string that lets you access an API.

Execute

Terms | Privacy Policy

curl \

'https://admin.googleapis.com/admin/directory/v1/customer/C02vctied/resources/calendars/91170175881'

--header 'Authorization: Bearer [YOUR_ACCESS_TOKEN]' \

--header 'Accept: application/json' \

--compressed

application/json

Raw HTTP Response

200

{

"kind": "admin#directory#resources#calendars#CalendarResource",

"etags": "\"fV03A0IuHs_o-YyVdzcn751C-_TpDIC-pwe6Ich8a5U/jRQfC1Mqw0F7My0VLTt6Wwd9U2Y\"",

"resourceId": "91170175881",

"resourceName": "Cisco Live Workspace 1",

"generatedResourceName": "Durham-1-Cisco Live Workspace 1 (6)",

"resourceEmail": "c_1889ianeuumqhfdiuhotkn6k1jn4@resource.calendar.google.com",

"capacity": 6,

"buildingId": "Durham",

"floorName": "1",

"resourceCategory": "CONFERENCE_ROOM"

}

"resourceEmail": "c_1889ianeuumqhfdiuhotkn6k1jn4@resource.calendar.google.com",

- resourceEmail is misspelled missing a character.

Cloud Connector with Microsoft 365

Received error 'Unauthorized' from O365



Scan for Full Guide



Device hosted meetings

Start meetings directly from the device without using the Webex app.

Enable device hosted meetings



Received error 'Unauthorized' from O365. Admin action is required.

Scheduling



Microsoft Exchange/Office 365

● Pending Activation - since today at 1:50 AM

[See history](#)



Received error 'Unauthorized' from O365. Admin action is required.

Email Address

WebexWorkspace1@████████.com



Hot Desking

Disabled

Ad-hoc Booking ⓘ

Disabled



WebexWorkspace1@████████.com

HTTP inspection analysis

Or HAR file

webex Control Hub

AI-powered smart search

Status History: Hybrid Calendar Service

Time	Event	Details
April 19, 2025 1:51 AM	Error	No operational connector found for user. Check the cluster configuration and then try again.
April 19, 2025 1:50 AM	Pending Activation	Received error 'Unauthorized' from O365. Admin action is required.
April 19, 2025 1:50 AM	Service enabled	Pending activation
April 19, 2025 1:50 AM	Service disabled	
April 19, 2025 1:50 AM	Resource group chang...	No resou
April 19, 2025 1:49 AM	Error	No opera
April 19, 2025 1:49 AM	Pending Activation	Received error 'Unauthorized' from O365. Admin action is required.
April 19, 2025 1:49 AM	Service enabled	Pending activation
April 19, 2025 1:48 AM	Service disabled	
April 19, 2025 1:48 AM	Resource group chang...	No resource group assigned

Showing first 10 entries

Network

Filter

20 ms 40 ms 60 ms 80 ms 100 ms 120 ms 140 ms 160 ms 180 ms 200 ms

Name

Headers

Payload

Preview

Response

Initiator

Timing

d9...

"userType": "LyraSpace",

"owner": "uss",

"updateUserStatusMessages": true

context": {

"userType": "service",

"userId": "6c0b27db-2a3f-456e-9382-92a3c4524c0b",

"trackingRoot": "/uss/api/v1/orgs/2fdb923e-1d23-4e1b-a30f-e9cd88845744/userStatuses"

}

y: {

type": "SetUserStatus",

payload": {

"orgId": "2fdb923e-1d23-4e1b-a30f-e9cd88845744",

"userId": "d9af79d3-ff77-481e-88f3-3ed603e6e08f",

"serviceId": "squared-fusion-cal",

"state": "notActivated",

"connectorId": "",

"clusterId": "",

"description": "Received error 'Unauthorized' from O365. Admin action is required.",

"descriptionKey": "c_cal@notActivated",

"messages": [

{

"userId": "d9af79d3-ff77-481e-88f3-3ed603e6e08f",

"severity": "info",

"description": "Received error 'Unauthorized' from O365. Admin action is required.",

"descriptionKey": "c_cal@notActivated"

}

Change": "2025-04-19T05:50:26.033603857Z",

sUpdate": "2025-04-19T05:50:27.657804987Z",

"userType": "LyraSpace",

"owner": "uss",

"updateUserStatusMessages": true

}

": "2025-04-19T05:50:27.661Z"

": "2025-04-19T05:50:27.661Z"

"description": "Received error 'Unauthorized' from O365.

Validating Mailbox with Microsoft Graph API

GET `https://graph.microsoft.com/v1.0/places/{roommailbox}`

New to Graph Explorer?
Graph Explorer is a developer tool that let's you learn about Microsoft Graph APIs. Use Graph Explorer to try the APIs on the default sample tenant to explore capabilities. [Follow a step-by-step tutorial](#)

GETv1.0

https://graph.microsoft.com/v1.0/places/WebexWorkspace1@ciscolive.com

Run query

Request Body

Request Headers

Modify Permissions

Access token

Not Found - 404 - 679 ms

Response preview

Response headers

Code snippets

Toolkit component

Adaptive cards

```
{
  "error": {
    "code": "UnknownError",
    "message": "",
    "innerError": {
      "date": "2025-04-19T06:00:26",
      "request-id": "c65f0016-aec3-4e47-8e0e-7b7f1350054c",
      "client-request-id": "6dd6ae25-4eb0-0682-2696-2f560f3be395"
    }
  }
}
```

Available Tenant Domains

Root Cause

webex Control Hub

AI-powered smart search

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Hybrid Calendar (Microsoft 365)

Integration

Settings

Add tenant

Default Tenant Domain	Tenant ID	Status
rtpcloudcollab.com +1 more		Operational

Microsoft 365 rtpcloudcollab.com

Operational

Tenant Details

Microsoft 365 Instance

Worldwide

Domains (3)

rtpcloudcollab.com (default)

adminrtpcloudcollab.onmicrosoft.com

ciscolive.us



✓ ciscolive.com is not part the Tenant

✓ ciscolive.us is the correct domain




Workspace Successfully Activated

webex Control Hub

AI-powered smart search



38



Reports

MANAGEMENT

Users

Groups

Locations

Workspaces

Devices

Apps

Account

Security

Organization Settings

SERVICES


Updates & Migrations

Messaging

Meeting

Calling

Customer Experience

<  Cisco Live W...

Overview

Scheduling


Meetings

Actions

Start meetings directly from the device without using the Webex app.

Enable device hosted meetings

Scheduling


 Office 365

Activated - since today at 1:24 AM


See history

Email Address

WebexWorkspace1@ciscolive.us

 Hot Desking

Disabled

 Office 365

Activated - since today at 1:24 AM

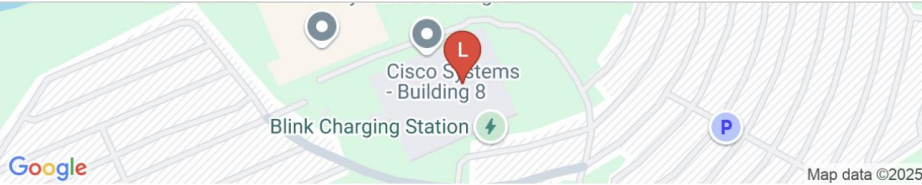
See history

Email Address

WebexWorkspace1@ciscolive.us

Add notes


Write a note about this workspace.




Cisco Systems - Building 8

Blink Charging Station

Map data ©2025





Received error 'Not Found' from O365



Scan for Full Guide

Device hosted meetings

Start meetings directly from the device without using the Webex app.

Enable device hosted meetings

Received error 'Not Found' from O365. Admin action is required.

Map data ©2025

Scheduling

Microsoft Exchange/Office 365
● Pending Activation - since today at 2:10 AM

[See history](#)

Received error 'Not Found' from O365. Admin action is required.

Email Address

WebexWorkspace@ciscolive.us

Hot Desking

Disabled

Ad-hoc Booking ⓘ

Disabled

Notes



WebexWorkspace@ciscolive.us

HTTP inspection analysis

Or HAR file

webex Control Hub

AI-powered smart search

Status History: Hybrid Calendar Service

Time	Event	Details
April 19, 2025 2:10 AM	Error	No operational connector found for user. Check the cluster configuration and then try again.
April 19, 2025 2:10 AM	Pending Activation	Received error 'Not Found' from O365. Admin action is required.
April 19, 2025 2:10 AM	Service enabled	Pending activation
April 19, 2025 2:09 AM	Resource group chang...	No resource group assigned
April 19, 2025 2:09 AM	Service disabled	
April 19, 2025 1:51 AM	Error	No operational connector found for user. Check the cluster configuration and then try again.
April 19, 2025 1:50 AM	Pending Activation	Received error 'Ur required.
April 19, 2025 1:50 AM	Service enabled	Pending activation
April 19, 2025 1:50 AM	Service disabled	
April 19, 2025 1:50 AM	Resource group chang...	No resource group assigned

Showing first 10 entries

Close

Filter

All Fetch/XHR Doc CSS JS Font Img Media Manifest WS Wasm Other

100 ms 200 ms 300 ms 400 ms 500 ms 600 ms

Name X Headers Payload Preview Response Initiator Timing

d9...

```
{
  "userId": "d9af79d3-ff77-481e-88f3-3ed603e6e08f",
  "severity": "error",
  "title": "No operational connector found",
  "description": "No operational connector found for user. Che
  "key": "das.noOperationalConnector"
},
{
  "lastStateChange": "2025-04-19T06:10:48.372677493Z",
  "lastStatusUpdate": "2025-04-19T06:10:48.372682973Z",
  "userType": "lyraSpace",
  "owner": "uss",
  "updateUserStatusMessages": true
},
{
  "context": {
    "userType": "service",
    "userId": "6c0b27db-2a3f-456e-9382-92a3c4524c0b",
    "trackingRoot": "/uss/api/v1/orgs/2fdb923e-1d23-4e1b-a30f-e9cd888457
  }
},
{
  "time": "2025-04-19T06:10:14.515Z",
  "entry": {
    "type": "SetUserStatus",
    "payload": {
      "orgId": "2fdb923e-1d23-4e1b-a30f-e9cd88845744",
      "userId": "d9af79d3-ff77-481e-88f3-3ed603e6e08f",
      "serviceId": "squared-fusion-cal",
      "state": "notActivated",
      "connectorId": "",
      "clusterId": "",
      "description": "Received error 'Not Found' from O365. Admin action i
      descriptionKey : c_cal@notActivated ,
      "messages": [
        {
          "userId": "d9af79d3-ff77-481e-88f3-3ed603e6e08f",
          "severity": "info"
        }
      ]
    }
  }
}
```

Validating Mailbox with Microsoft Graph API

GET `https://graph.microsoft.com/v1.0/places/{roommailbox}`

The screenshot shows the Microsoft Graph Explorer interface. At the top, there's a "New to Graph Explorer?" banner. Below it, the URL bar contains `https://graph.microsoft.com/v1.0/places/WebexWorkspace@ciscolive.us`. A red box highlights the URL, and a red arrow points from it to the "Run query" button. Below the URL bar, there's a "Possible error found in URL near: @ciscolive.us" message. The "Request Body" tab is selected, but it's empty. Below the request body, there's a red box with a white "X" icon and the text "Not Found - 404 - 1145 ms". Below this, the "Response preview" tab is selected, showing a JSON response. A red box highlights the "Not Found - 404 - 1145 ms" message in the response preview. The JSON response is as follows:

```
{
  "error": {
    "code": "UnknownError",
    "message": "",
    "innerError": {
      "date": "2025-04-19T06:18:43",
      "request-id": "19077472-3968-4b01-b231-033adc46ad26",
      "client-request-id": "6fa24f86-6add-e70f-fc7d-c80ad91c20b8"
    }
  }
}
```


Validating Mailbox from Exchange Admin Center

<https://admin.exchange.microsoft.com> > Recipients > Resources

ter

Search (Preview)

Home > Resources

Resources

Admins can manage two types of resources: room mailboxes and equipment mailboxes. Room mailboxes are assigned to a physical location, such as a conference room or auditorium. After an admin creates room mailboxes, users can reserve rooms by including them in meeting requests. Equipment mailboxes are assigned to resources that aren't location specific, such as a portable computers, projectors or company cars, allowing users to reserve them in meeting requests.
[Learn more about resources](#)

+ Add a room resource

+ Add an equipment resource

Refresh

Export resources

1 item

Filter

Webex

Display name ↑	Email address	Type
Webex Workspace 1	WebexWorkspace1@ciscolive.us	Room

GET <https://graph.microsoft.com/v1.0/places/{roommailbox}>

The screenshot shows the Graph Explorer interface. At the top, there's a header with 'Graph Explorer' and a 'Tenant' dropdown. Below the header, a message box says 'New to Graph Explorer? Graph Explorer is a developer tool that let's you learn about Microsoft Graph APIs. Use Graph Explorer to try the APIs on the default sample tenant to explore capabilities. Follow a step-by-step tutorial'. The main area has a query input field with the URL 'https://graph.microsoft.com/v1.0/places/WebexWorkspace1@ciscolive.us'. A red box highlights this URL, and a red arrow points to the 'Run query' button. Below the input field, a status bar shows 'Possible error found in URL near: @ciscolive.us'. The 'Request Body' tab is selected, showing a green status bar with a checkmark and 'OK - 200 - 249 ms'. Below this, the 'Response preview' tab is selected, showing a JSON response. A red box highlights the first part of the JSON response, and a red arrow points to it.

Graph Explorer

Tenant

New to Graph Explorer?
Graph Explorer is a developer tool that let's you learn about Microsoft Graph APIs. Use Graph Explorer to try the APIs on the default sample tenant to explore capabilities. Follow a step-by-step tutorial

GET v1.0 https://graph.microsoft.com/v1.0/places/WebexWorkspace1@ciscolive.us

Possible error found in URL near: @ciscolive.us

Run query

Request Body Request Headers Modify Permissions Access token

OK - 200 - 249 ms

Response preview Response headers Code snippets Toolkit component Adaptive cards

```
{
  "@odata.context": "https://graph.microsoft.com/v1.0/$metadata#places/$entity",
  "@odata.type": "#microsoft.graph.room",
  "@microsoft.graph.tips": "Use $select to choose only the properties your app needs, as this can lead to performance improvements. For example: GET places('<key>')?$select=address,displayName",
  "id": "13df9cde-7069-44a3-bc53-1cd3584c2ede",
  "emailAddress": "WebexWorkspace1@ciscolive.us",
  "displayName": "Webex Workspace 1",
  "phone": "",
  "nickname": "Webex Workspace 1",
  "building": null,
  "floorNumber": null
}
```



Was your organization aware of using APIs or inspecting HTTP traffic to troubleshoot Webex Scheduling errors?

Related Cisco Live Sessions

- Cisco video devices interoperability (Webex; Microsoft; Google; Zoom) – Get the latest updates! – BRKCOL-2184
- Deploying the Webex App to your Organization – BRKCOL-2198
- Getting Webex Administration Troubleshooting Under Control in Control Hub – BRKCOL-3017
- Best Practices for Webex Meetings and Webinars – BRKCOL-2083
- Cisco collaboration devices with Microsoft Teams Rooms – Deployment and Best Practices – BRKCOL-2185
- Troubleshooting the Webex app Login – BRKCOL-3001

Conclusion

Troubleshooting Webex Scheduling on Webex app or Cloud devices

Self-Service Resolution

Ability to inspect and resolve onboarding issues, identify root causes of HTTP errors, and reduce business impact.

Strongest Problem Descriptions

If self-service fails, escalate to Cisco TAC with a clear case for quick resolution.

Complete your session evaluations



Complete a minimum of 4 session surveys and the Overall Event Survey to be entered in a drawing to win 1 of 5 full conference passes to Cisco Live 2026.



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Book your one-on-one Meet the Engineer meeting



Attend the interactive education with DevNet, Capture the Flag, and Walk-in Labs



Visit the On-Demand Library for more sessions at www.CiscoLive.com/on-demand

Contact me at: <http://tiny.cc/94jl001>

Next Steps

1. **Review** current status of Webex Scheduling Service.
2. **Admin** as filter between users and Cisco TAC.
3. **Use Webex Scheduling self-service** tools to reduce resolution time.

Thank you

CISCO Live !

