Clear Azure AD Integration Error "Request Was Unauthorized"

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Introduction

This document describes how to clear the message "The request was unauthorized" in the Azure AD integration.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Webex Control Hub.
- Exchange of user identity information between identity domains a.k.a. System for Cross-domain Identity Management (SCIM).

Components Used

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

- Control Hub build: 20230519-182b260.
- Azure Active Directory SCIM.

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.

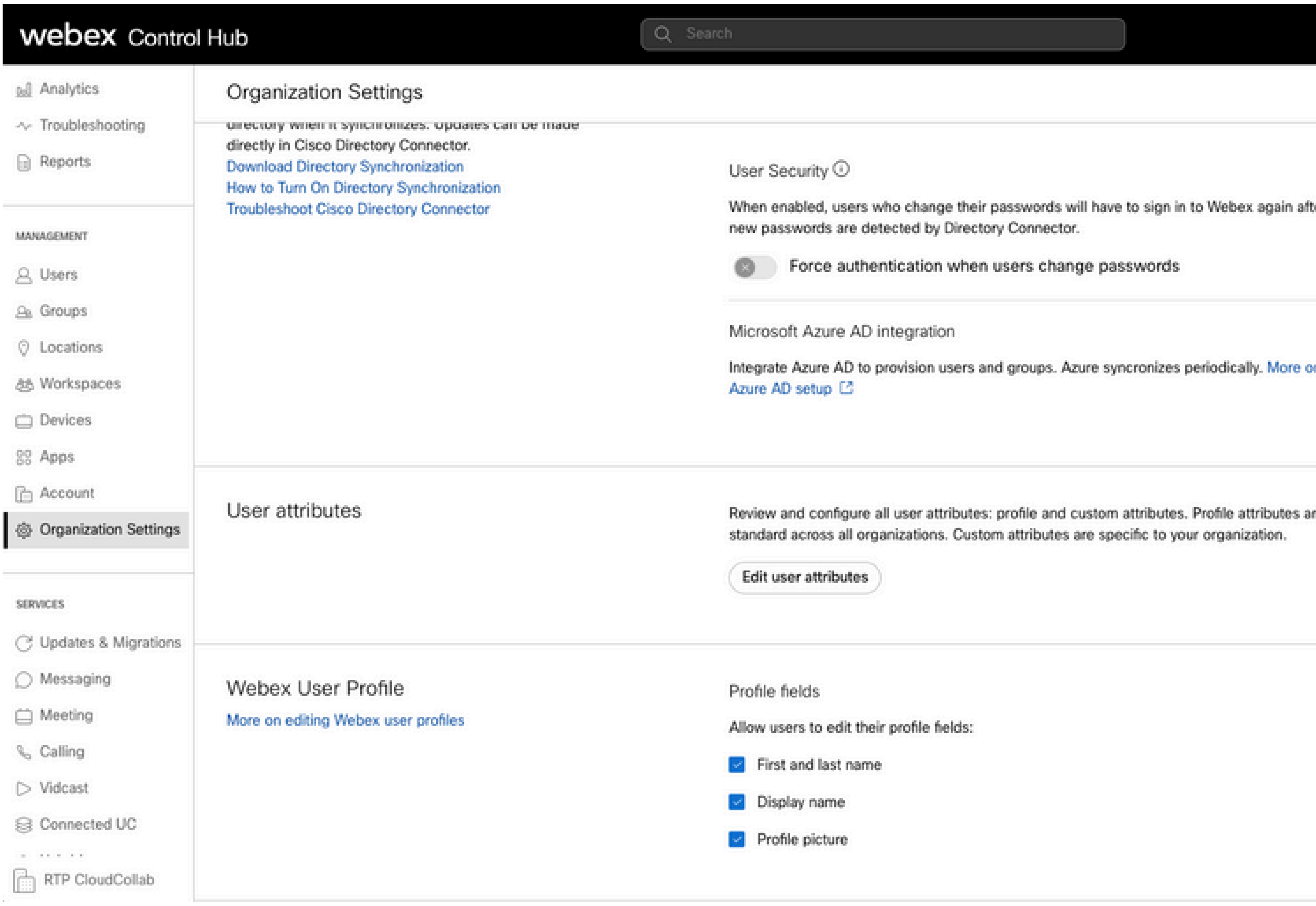
Background

If users and groups are managed in Microsoft Azure Active Directory, the Azure AD service can be configured within the Control Hub to synchronize them.

Azure AD integration Error

If **Cisco Webex Identity Syncrhonization Enterprise** application was deleted from Microsoft Azure Active Directory, the service is inoperable as stated in this error message:

```
Azure AD integration error. The request was unauthorized. Please sign out and try again. TrackingID: ATL
```



Organization Settings

directory when it synchronizes. Updates can be made directly in Cisco Directory Connector.

Download Directory Synchronization

How to Turn On Directory Synchronization

Troubleshoot Cisco Directory Connector

User Security

When enabled, users who change their passwords will have to sign in to Webex again aft new passwords are detected by Directory Connector.

Force authentication when users change passwords

Microsoft Azure AD integration

Integrate Azure AD to provision users and groups. Azure syncronizes periodically. More o Azure AD setup

User attributes

Review and configure all user attributes: profile and custom attributes. Profile attributes ar standard across all organizations. Custom attributes are specific to your organization.

Edit user attributes

Webex User Profile

More on editing Webex user profiles

Profile fields

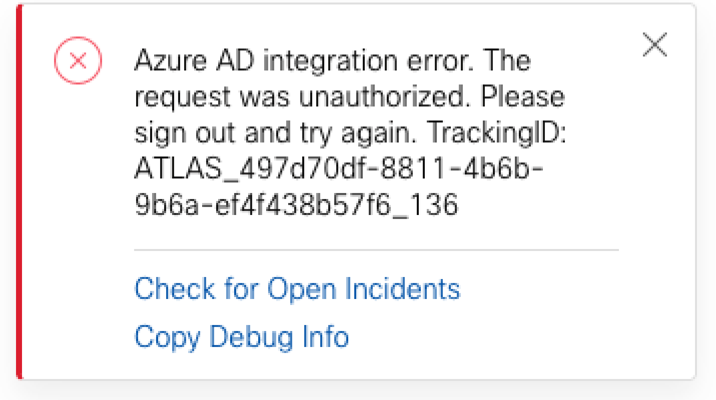
Allow users to edit their profile fields:

☑ First and last name

☑ Display name

☑ Profile picture

Control Hub error



Azure AD integration error. The request was unauthorized. Please sign out and try again. TrackingID: ATLAS_497d70df-8811-4b6b-9b6a-ef4f438b57f6_136

Check for Open Incidents

Copy Debug Info

Error

Debug Detailed Information

```
Referrer: Control Hub notification toaster-links
Browser URL: https://admin.webex.com/settings
Control Hub Build: 20230519-182b260
View Org ID: 2fdb923e-1d23-4e1b-a30f-e9cd88845744
Logged-in User ID: 09e7e177-3b96-47a9-bf96-9f607451d8a9
Logged-in User Org ID: 2fdb923e-1d23-4e1b-a30f-e9cd88845744
```

```
Logged-in User Clock UTC: Sun, 21 May 2023 22:44:59 GMT
Customer Type: Enterprise

Status: 401
Status Text: Unauthorized
URL: https://identity-b-us.webex.com/extIntegration/azureAD/2fdb923e-1d23-4e1b-a30f-e9cd88845744/v1/Webe
Tracking ID: ATLAS_497d70df-8811-4b6b-9b6a-ef4f438b57f6_136
Error: {
  "error": {
    "key": "401",
    "message": [
      {
        "code": "701018",
        "description": "Request unauthorized. client-request-id: 9afc732a-2dcf-44e0-8bd8-49db92e483b7"
      }
    ]
  },
  "trackingId": "ATLAS_497d70df-8811-4b6b-9b6a-ef4f438b57f6_136"
}

Message: Azure AD integration error. The request was unauthorized. Please sign out and try again. Tracki
```

SCIM GET Request error 401 refers to:

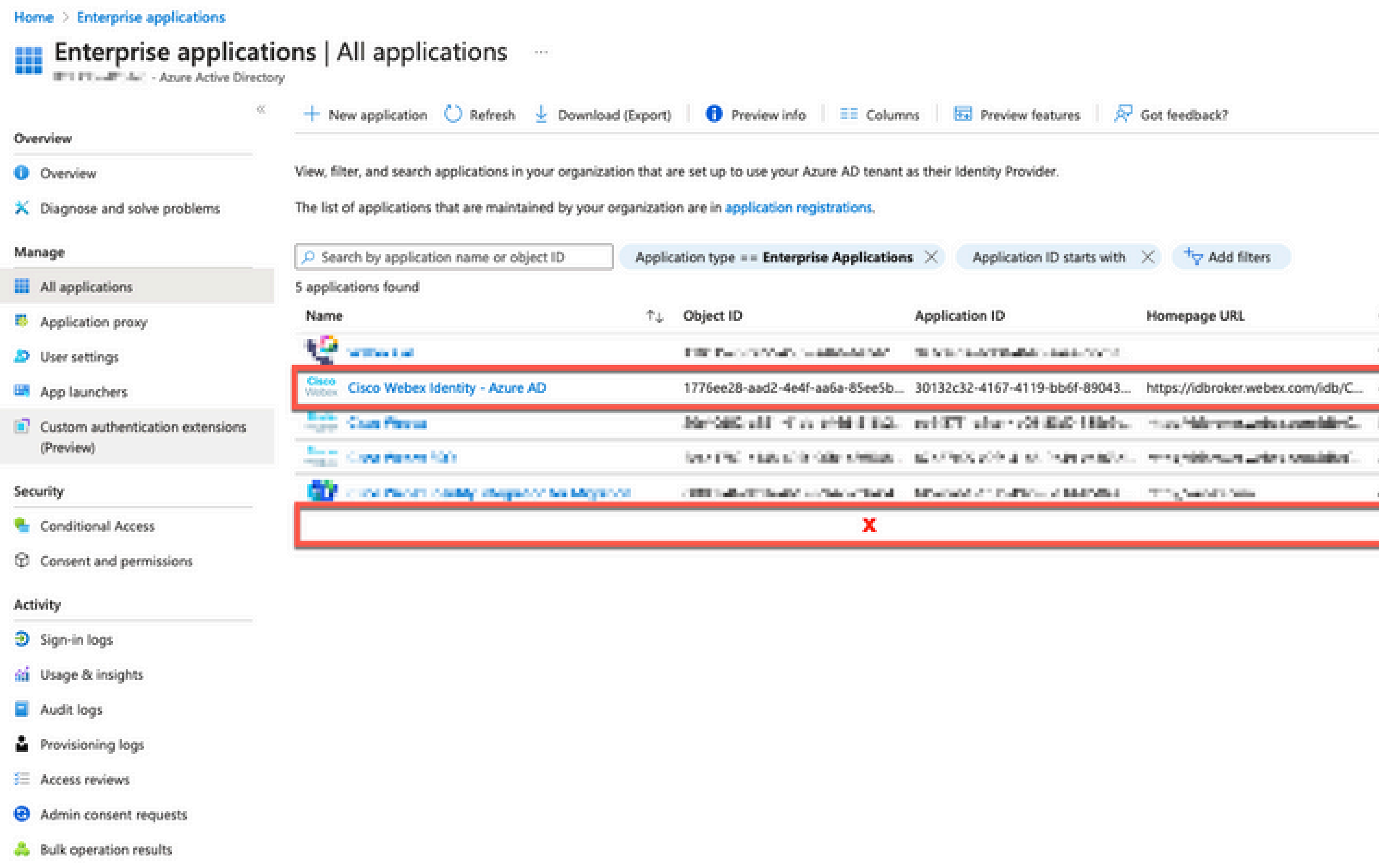
```
401     The request is unauthenticated. The userâ€™s credentials are missing or incorrect.
```

Problem

Azure Active Directory

Log into the Azure portal and navigate to **Azure Active Directory > Enterprise Applications**. Azure AD integration requires two Enterprise applications for this new deployment:

- Cisco Webex Identity
- Cisco Webex Identity Integration



Home > Enterprise applications

Enterprise applications | All applications ···

[redacted] - Azure Active Directory

View, filter, and search applications in your organization that are set up to use your Azure AD tenant as their Identity Provider.

The list of applications that are maintained by your organization are in application registrations.

Search by application name or object ID | Application type == **Enterprise Applications** | Application ID starts with | Add filters

5 applications found

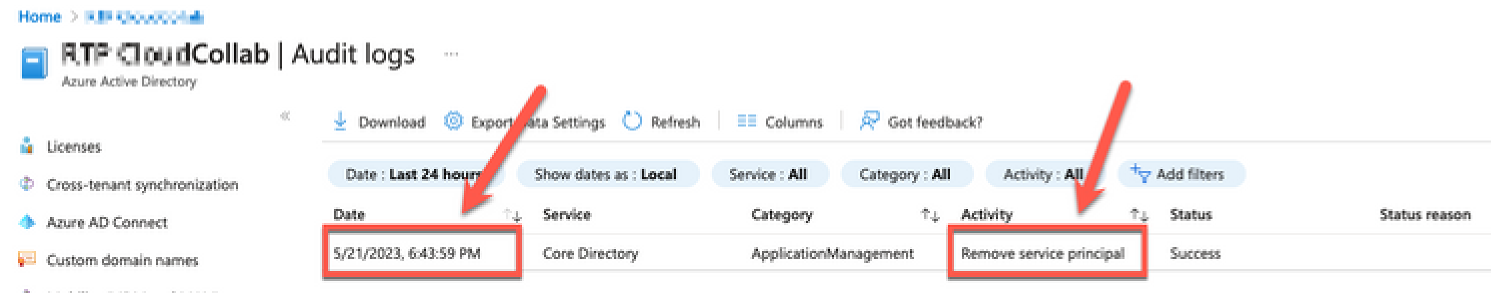
Name	Object ID	Application ID	Homepage URL
[redacted]	[redacted]	[redacted]	
Cisco Webex Identity - Azure AD	1776ee28-aad2-4e4f-aa6a-85ee5b...	30132c32-4167-4119-bb6f-89043...	https://idbroker.webex.com/idb/C...
[redacted]	[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]	[redacted]
[redacted]	[redacted]	[redacted]	[redacted]
x			

Azure AD

Cisco Webex Identity Integration Enterprise application was removed by an Azure Administrator.

Azure Active Directory Audit Logs

If required, audit logs can show details that confirm the deletion.



Home > [redacted]

RTP CloudCollab | Audit logs ···

Azure Active Directory

Date : **Last 24 hours** | Show dates as : **Local** | Service : **All** | Category : **All** | Activity : **All** | Add filters

Date	Service	Category	Activity	Status	Status reason
5/21/2023, 6:43:59 PM	Core Directory	ApplicationManagement	Remove service principal	Success	

Audit logs

Solution

Rebuilt Identity Synchronization

You can provide Administrator consent with this URL in an incognito browser tab:

```
https://login.microsoftonline.com/common/adminconsent?client_id=90db942a-c1eb-4e8d-82e4-eebf64a7e2ae
```

With Azure Administrator credentials, click on **Accept** to confirm the action.