

# Troubleshoot Expressway Connector with Exchange - Error Code 401

## Contents

[Introduction](#)

[Prerequisites](#)

[Requirements](#)

[Components Used](#)

[Symptom](#)

[Expressway-C GUI](#)

[Troubleshoot](#)

[Confirm Impersonation Account](#)

[Solution](#)

[Reset Mailbox Password via Exchange Admin Center \(EAC\)](#)

[Reset Mailbox Password via Exchange Management Shell](#)

[Validate the new Password from OWA](#)

[Update the Calendar Connector configuration](#)

[Common Issues](#)

[Unable to add Reset Password Roles to Organization Management.](#)

[References](#)

## Introduction

This document describes identification and remediation of Expressway Connector with the error status Exchange server HTTP error code 401 from the GUI.

## Prerequisites

### Requirements

- Webex Control Hub Organization.
- Hybrid Calendar with Exchange service
- Expressway Connector (X12.5 at a minimum for new deployments)

<https://help.webex.com/en-us/article/ruyceab>

### Components Used

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

- Hybrid Calendar activated. In this guide, use Hybrid Calendar with Exchange.

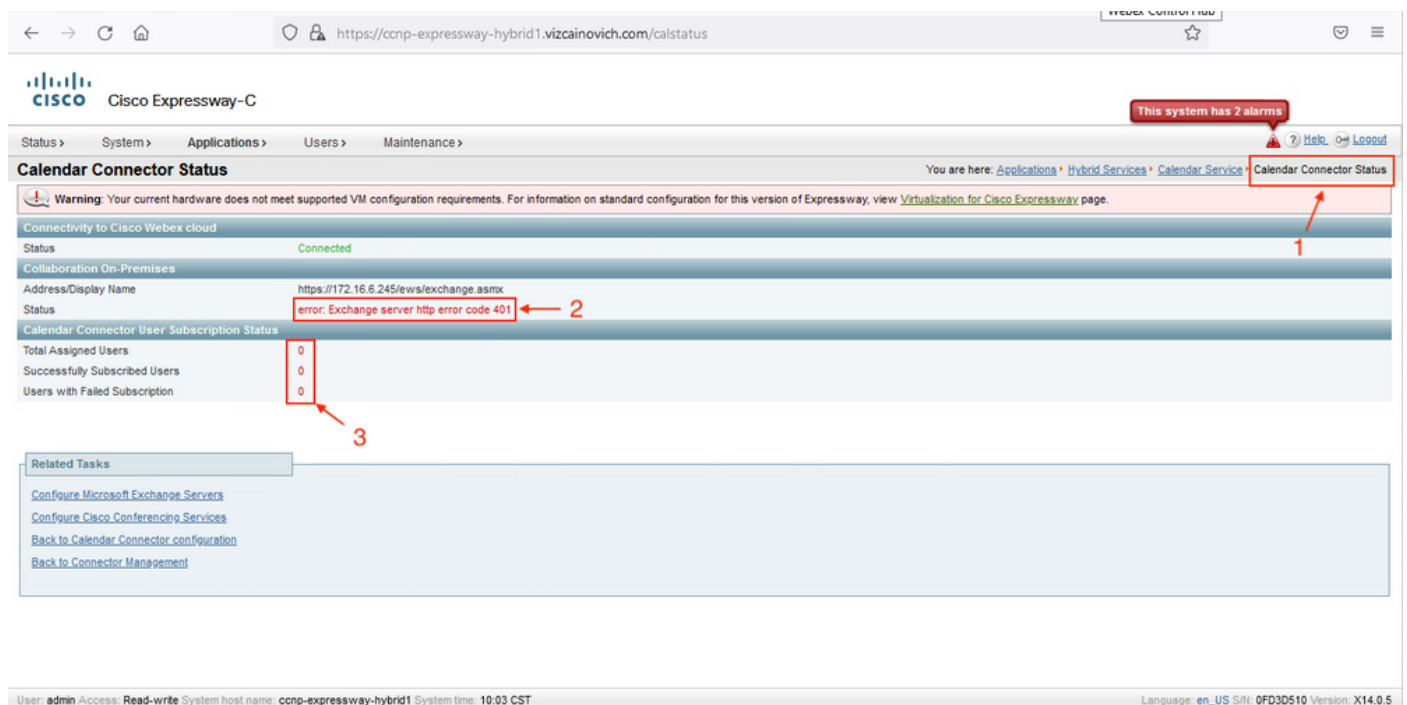
- Exchange Server 2019 Standard.
- Expressway-C X14.0.5.

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.

## Symptom

### Expressway-C GUI

Navigate to **Applications > Hybrid Services > Calendar Service > Calendar Connector Status**. The Collaboration On-Premises displays message status **error: Exchange server http error code 401**.



## Troubleshoot

The **loggingsnapshot.txt** file is needed to locate the timestamp of the error from the Expressway server. If no logs are collected, Diagnostic Logs are needed while the issue is replicated.

The screenshot shows the Cisco Expressway-C web interface. At the top, there is a navigation bar with 'Status > System > Applications > Users > Maintenance >'. A red notification bubble says 'This system has 1 alarm'. Below the navigation bar, the page title is 'Diagnostic logging'. A warning message is displayed: 'Warning: Your current hardware does not meet supported VM configuration requirements. For information on standard configuration for this version of Expressway, view Virtualization for Cisco Expressway page.' The main content area is titled 'Logging status' and contains the following information:

- Started logging at: Monday 21st of February 2022 10:00:13 AM (Mexico/General) logging started by admin@172.16.6.24
- Stopped logging at: Monday 21st of February 2022 10:03:39 AM (Mexico/General)
- Marker: [input field] [Add marker]
- Take tcpdump while logging:  [i]
- Filter tcpdump by address: [input field] [i]
- Filter tcpdump by ports: [input field] [i]

Below the logging status, there are buttons for 'Start new log', 'Stop logging', 'Collect log', and 'Analyze log'. A 'Log collection status' section has a 'Download log' button. At the bottom, there are links for 'Advanced Network Log configuration' and 'Advanced Support Log configuration'. The footer shows 'User: admin Access: Read-write System host name: ccnp-expressway-hybrid1 System time: 10:03 CST' and 'Language: en\_US S/N: 0FD3D510 Version: X14.0.5'.

With the logs collected, extract the files and locate **loggingsnapshot.txt** file.

diagnostic\_log\_ccnp-expressway-hybrid1\_2022-02-21\_16 03 39.tar.gz

Search for this output:

```
2022-02-21T10:00:15.018-06:00 localhost UTCTime="2022-02-21 16:00:15,017"  
Module="hybridservices.c_cal" Level="ERROR" Thread="ews-recovery-2" TrackingId=""  
Detail="checkServiceEntityConnectivity() threw ServiceRequest exception. Root cause exception:  
microsoft.exchange.webservices.data.HttpErrorException: The remote server returned an error:  
(401)Unauthorized"
```

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

## Confirm Impersonation Account

Verify that the impersonation account is able to access the user interface in Outlook on the web (formerly known as Outlook Web App). Confirm that the password is expired.



## change password

Your password has expired and you need to change it before you sign in to Outlook.


Domain\user name:

VIZCAINOVICH\hybridcal

Current password:

New password:

Confirm new password:

 submit

OWA URL:

[https://<IPv4\\_FQDN\\_MXS>/owa](https://<IPv4_FQDN_MXS>/owa)

## Solution

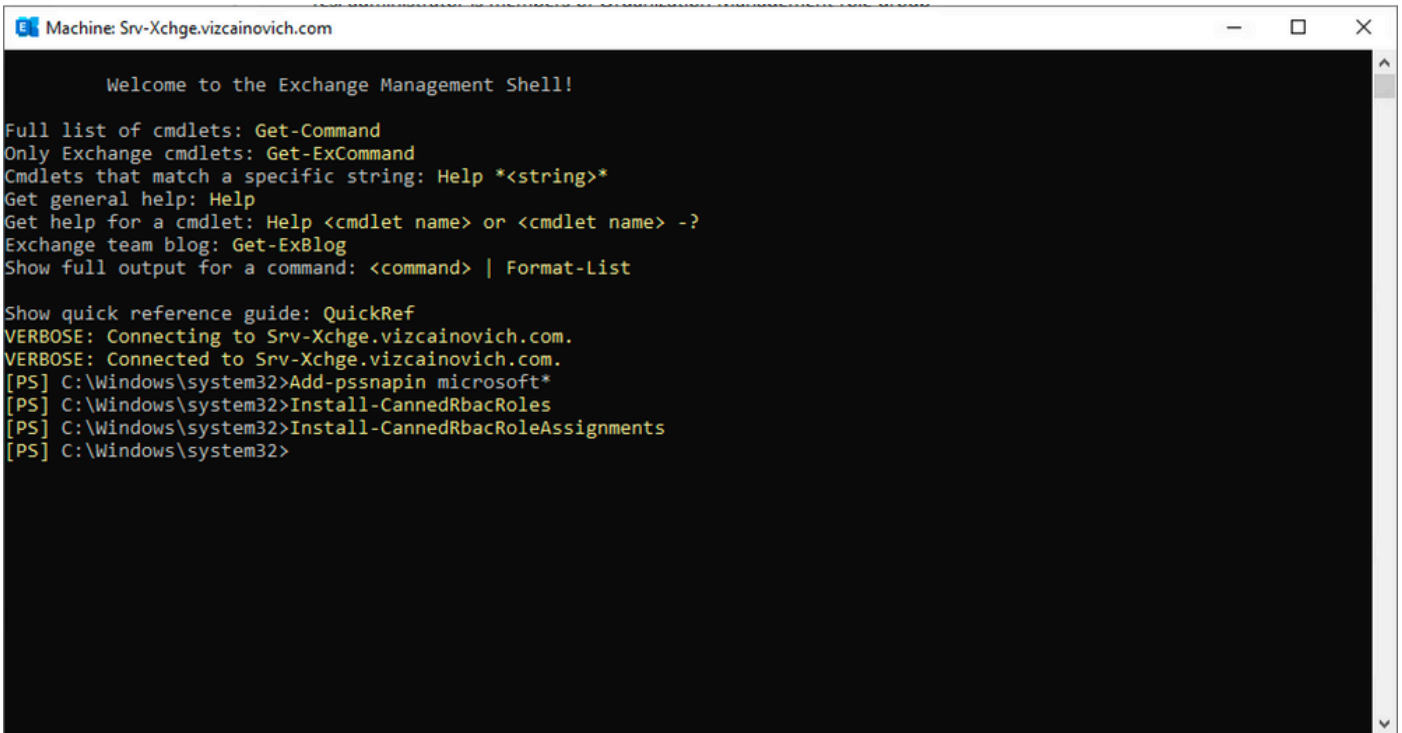
Change the password of the account and update the Calendar Connector configuration to bring the Hybrid Calendar back to Operational. Make the change from the OWA portal or update the password from Active Directory if the account is synchronized from there (out of scope for this document).

## Reset Mailbox Password via Exchange Admin Center (EAC)

In order to have this option available these commands need to be run from Exchange

Management Shell.

- Add-Pssnapin microsoft\*
- Install-CannedRbacRoles
- Install-CannedRbacRoleAssignments



```
Machine: Srv-Xchge.vizcainovich.com

Welcome to the Exchange Management Shell!

Full list of cmdlets: Get-Command
Only Exchange cmdlets: Get-ExCommand
Cmdlets that match a specific string: Help *<string>*
Get general help: Help
Get help for a cmdlet: Help <cmdlet name> or <cmdlet name> -?
Exchange team blog: Get-ExBlog
Show full output for a command: <command> | Format-List

Show quick reference guide: QuickRef
VERBOSE: Connecting to Srv-Xchge.vizcainovich.com.
VERBOSE: Connected to Srv-Xchge.vizcainovich.com.
[PS] C:\Windows\system32>Add-pssnapin microsoft*
[PS] C:\Windows\system32>Install-CannedRbacRoles
[PS] C:\Windows\system32>Install-CannedRbacRoleAssignments
[PS] C:\Windows\system32>
```

Enable the Reset Password option in the Exchange Admin Center.

1. Log in to Exchange Admin Center, navigate to **Permissions>Organization Management**, and click **Edit**.
2. In the Organization Management page, click **+** option under the Roles section (to add a new role).
3. Select the Reset Password from the provided list, click the **Add** option, and then click **Save**.
4. When the changes are saved, sign out from the Exchange Admin Center and log in again.

To confirm if the role is properly activated, run the command:

- Get-ManagementRole -id "Reset Password" | fl

```
Machine: Srv-Xchg.vizcainovich.com
[PS] C:\Windows\system32>Get-ManagementRole -id "Reset Password" | fl

RunspaceId           : 63005875-92bf-43c4-b28d-ad80992af109
RoleEntries          : {(Microsoft.Exchange.Management.PowerShell.E2010) Set-Mailbox -Password
                        -ResetPasswordOnNextLogon -RoomMailboxPassword}
RoleType             : ResetPassword
ImplicitRecipientReadScope : Organization
ImplicitRecipientWriteScope : Organization
ImplicitConfigReadScope : OrganizationConfig
ImplicitConfigWriteScope : OrganizationConfig
IsRootRole          : True
IsEndUserRole       : False
MailboxPlanIndex    :
Description          : This role enables users to reset their own passwords and administrators to reset users'
                        passwords in an organization.
Parent              :
IsDeprecated        : False
AdminDisplayName    :
ExchangeVersion     : 0.12 (14.0.451.0)
Name                : Reset Password
DistinguishedName   : CN=Reset Password,CN=Roles,CN=RBAC,CN=Vizcainovich Inc,CN=Microsoft
                        Exchange,CN=Services,CN=Configuration,DC=vizcainovich,DC=com
Identity            : Reset Password
Guid                : 2dc5bbfa-bc4a-40e5-9187-6d9560aedf8a
ObjectCategory      : vizcainovich.com/Configuration/Schema/ms-Exch-Role
ObjectClass         : {top, msExchRole}
WhenChanged        : 04/04/2022 09:19:54 p. m.
WhenCreated        : 04/04/2022 09:19:54 p. m.
WhenChangedUTC     : 05/04/2022 02:19:54 a. m.
WhenCreatedUTC     : 05/04/2022 02:19:54 a. m.
OrganizationId     :
Id                 : Reset Password
OriginatingServer   : Srv-Dns.vizcainovich.com
IsValid            : True
ObjectState        : Unchanged
```

Select a user mailbox, click **Edit** to view its properties, and find the **Reset Password** option.

## 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 logon name:

hybridcal

@

vizcainovich.com

Reset the password for this mailbox

\*New password:

\*Confirm password:

Require password change on next logon

Hide from address lists

[More options...](#)

Save

Cancel

## Reset Mailbox Password via Exchange Management Shell

It is possible to reset a password via CLI, however, the old password is required to run the command:

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

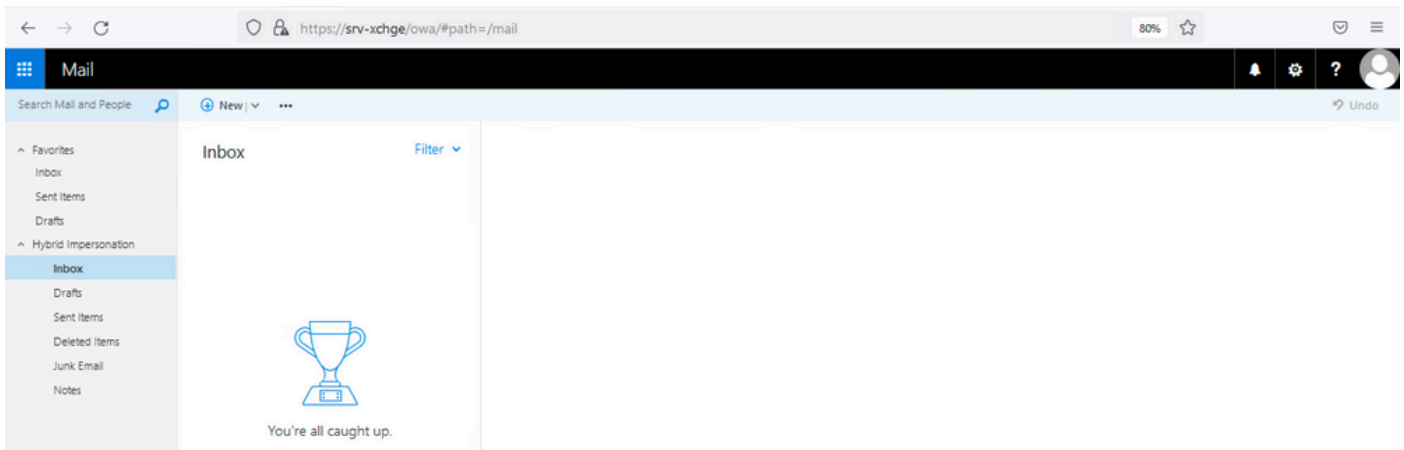
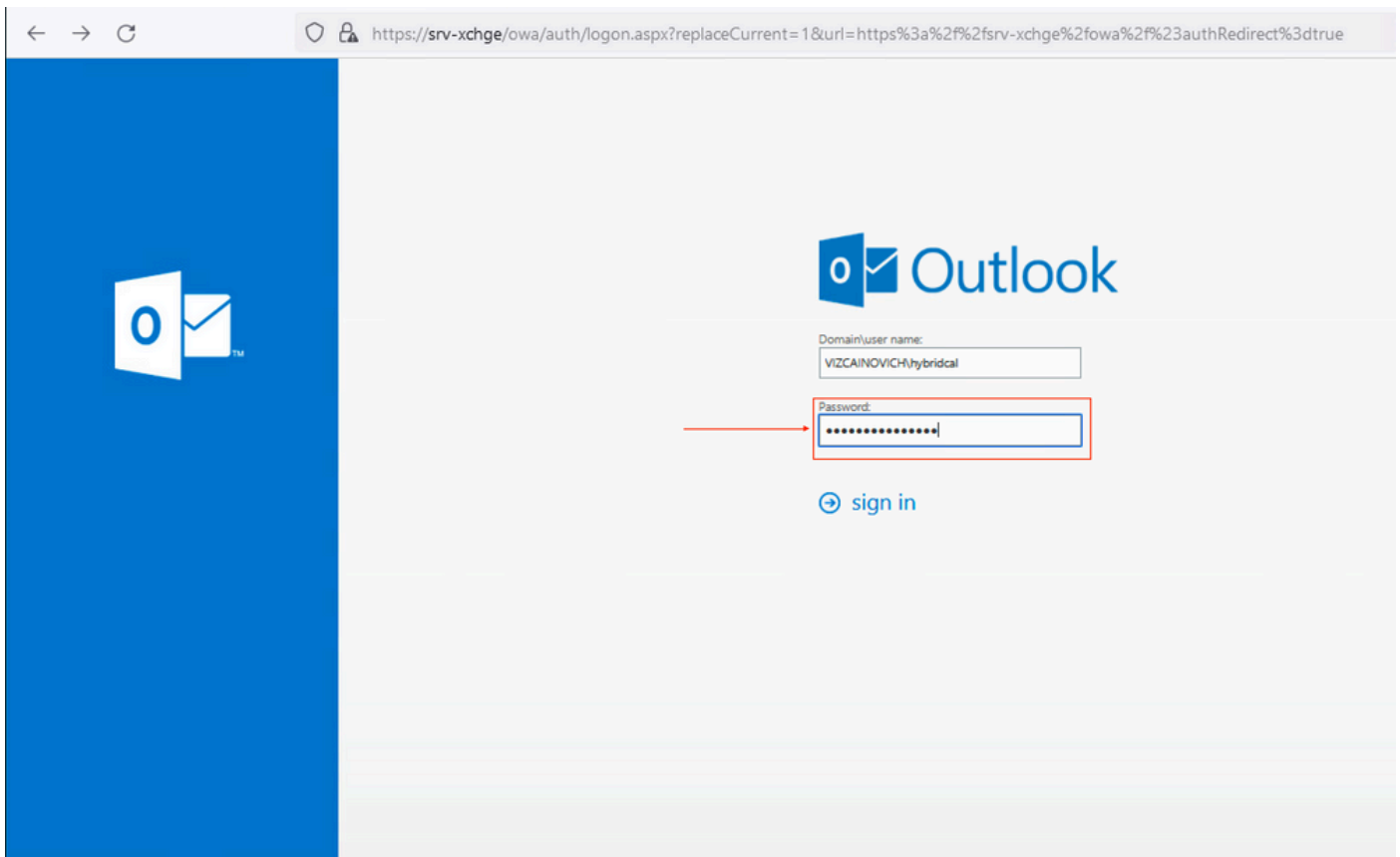
that is:

```
Set-Mailbox -Identity "email address" -OldPassword (ConvertTo-SecureString -string "Webex4Ever" -AsPlainText -Force) -NewPassword (ConvertTo-SecureString -string "Webex4Ever&Ever" -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>
```

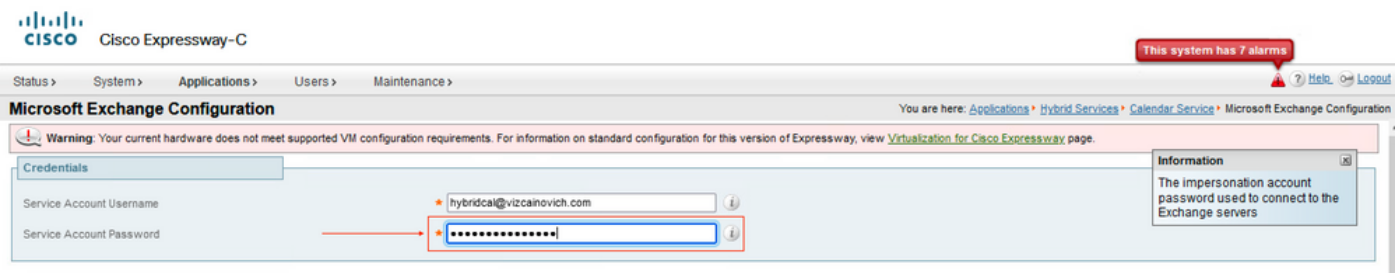
## Validate the new Password from OWA

The impersonation account is now able to access the user interface in Outlook on the web (formerly known as Outlook Web App) with the updated credentials.



## Update the Calendar Connector configuration

From **Applications > Hybrid Services > Calendar Service > Microsoft Exchange Configuration > Credentials**; update the **Service Account Password** with the newest password.



save the configuration at the bottom of the page.





Restart (Disable/Enable) the Calendar Connector to finish the process.

**Success: Updated Exchange server: Exchange 2019. You must restart the Calendar Connector for the changes to take effect.**

https://ccnp-expressway-hybrid1.vizcainovich.com/fusionregistration?uuid=c\_cal

Cisco Expressway-C

This system has 4 alarms

Status > System > Applications > Users > Maintenance >

Connector Management

Success: Saved

Warning: Your current hardware does not meet supported VM configuration requirements. For information on standard configuration for this version of Expressway, view [Virtualization for Cisco Expressway](#) page.

Information  
Enable this connector.  
Default: Not enabled

Calendar Connector	Running
Status	Running
Active	Enabled
Microsoft Exchange servers	Enabled <a href="#">Configure Microsoft Exchange Servers</a>
Cisco Webex Meetings sites	1 <a href="#">Configure Cisco Conferencing Services</a>
Cisco Conferencing Services	0 <a href="#">Configure Cisco Conferencing Services</a> (at least one Microsoft Exchange server or one Cisco TMS must be configured for this service to be 'Enabled')
Calendar Connector Status	<a href="#">Check Calendar Connector Status</a>

Save Back to Hybrid Services

Rollback option

Target version	8.11-1.0.8097
Rolling back will remove 8.11-1.0.8123 and block automatic attempts to reinstall that version. The next version will upgrade as normal.	

Roll back

User: admin Access: Read-write System host name: ccnp-expressway-hybrid1 System time: 10:01 CST Language: en\_US S/N: 0FD3D510 Version: X14.0.5

The Calendar Connector service is back to Operational and Users are fully Activated.

https://ccnp-expressway-hybrid1.vizcainovich.com/calstatus

Cisco Expressway-C

This system has 4 alarms

Status > System > Applications > Users > Maintenance >

Calendar Connector Status

Warning: Your current hardware does not meet supported VM configuration requirements. For information on standard configuration for this version of Expressway, view [Virtualization for Cisco Expressway](#) page.

Calendar Connector Status

Connectivity to Cisco Webex cloud

Status	Connected
Collaboration On-Premises	Connected
Address/Display Name	https://172.16.6.245/exchange.asmx
Status	Connected

Calendar Connector User Subscription Status

Total Assigned Users	13
Successfully Subscribed Users	13
Users with Failed Subscription	0

Related Tasks

- [Configure Microsoft Exchange Servers](#)
- [Configure Cisco Conferencing Services](#)
- [Back to Calendar Connector configuration](#)
- [Back to Connector Management](#)

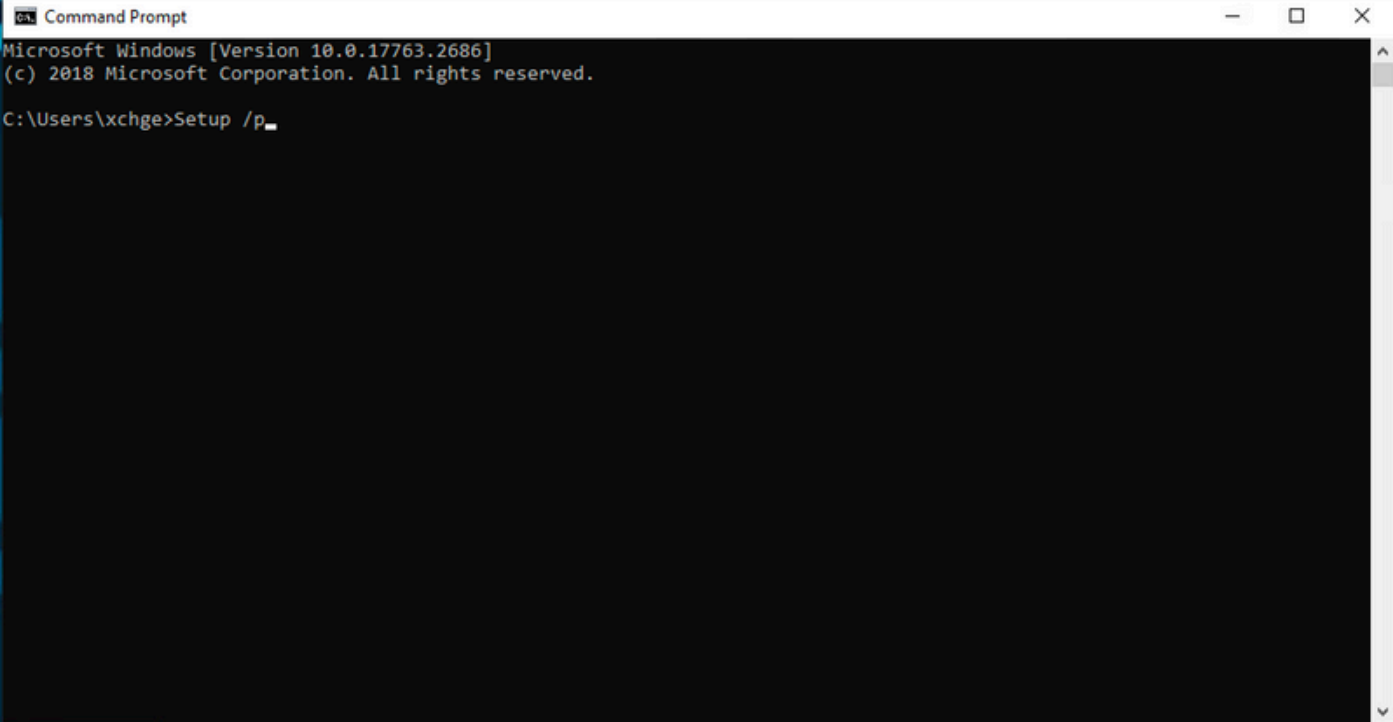
User: admin Access: Read-write System host name: ccnp-expressway-hybrid1 System time: 17:03 CST Language: en\_US S/N: 0FD3D510 Version: X14.0.5

# Common Issues

## Unable to add Reset Password Roles to Organization Management.

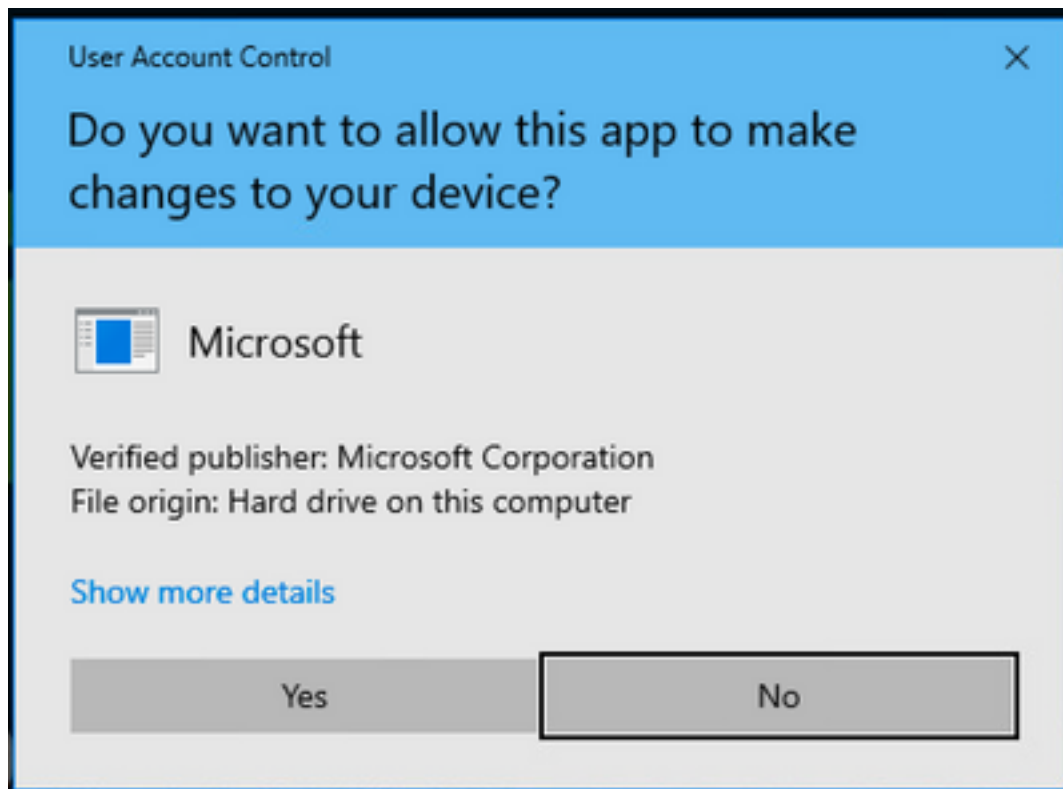
The delegation permissions have not been applied correctly to the Role Group. Run this command from Exchange server CMD.

```
Setup /p
```



The screenshot shows a Windows Command Prompt window with the following text:

```
Microsoft Windows [Version 10.0.17763.2686]  
(c) 2018 Microsoft Corporation. All rights reserved.  
  
C:\Users\xchge>Setup /p_
```



Restart the Exchange server and attempt Reset Password again.

# References

[Deployment Guide for Cisco Webex Hybrid Calendar Service](#)

[Supported Versions of Expressway for Webex Hybrid Services Connectors](#)

[Resource Groups for Cisco Webex Hybrid Services](#)

[Upgrade the Connector Host Expressway used for your Hybrid Services](#)

[Hybrid Calendar Service Release Notes](#)

[Automatic Upgrades for Hybrid Services Resources](#)