Troubleshoot Error ''Couldn't Save the Microsoft 365 Calendar Config''

Contents

Introduction Prerequisites Requirements Components Used Background Information Troubleshoot Hybrid Calendar Setup - Test Account Microsoft 365 Admin Center Conclusion Related Information

Introduction

This document describes how to solve Hybrid Calendar deployment wizard error while testing an Office 365 account.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Webex Control Hub.
- Microsoft 365 Tenant.

Components Used

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

- Control Hub build 20230808-be08fd6 (mfe).
- Office 365 E3 licensing.
- Google Chrome 115.0.5790.170 x64.

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 Information

During the Hybrid Calendar with Office 365 deployment wizard after authorize with the Microsoft 365 global admin account it is required to test the connection with Office 365 calendar.

Troubleshoot

Hybrid Calendar Setup - Test Account

The next error is present after adding an email address to test the connection.

webex Control Hub		Q Search					
Overview	Hybrid	Hybrid Calendar Setup Test Account					
MONITORING M Analytics Troubleshooting Reports	Hybrid Calendar E Exchange Use @webex or @meet insert join details, show the Webex app, and pro Push (OBTP) to join.	entered must have an Office 365 license. Cisco Webex will add a test event to the calendar associated with the email, with a subject line "Test Event from Cisco Webex".					
MANAGEMENT A Users Groups C Locations Workspaces Devices S Apps	View Pre Se Hybrid Calling for Hybrid Calling provides calling capabilities to W devices.		2				
C Organization Settings SERVICES Updates & Migrations	View Pre Set L	Jo Set Up	Cancel				
Messaging Meeting RTP CloudCollab	Video Integration	Hybrid Data Security Webex Monitoring S	ervice				

Error

Couldn't save the Microsoft 365 Calendar config. TrackingID: ATLAS_1b8fa3a2-5760-451e-86ea-e7b9b7758e62_

Debug info:

```
Referrer: Control Hub notification toaster-links
Browser URL: https://admin.webex.com/hybrid-services?office365=success
Control Hub Build: 20230808-be08fd6
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: Thu, 10 Aug 2023 02:34:31 GMT
Customer Type: Enterprise
Status: 400
Status Text: OK
URL: https://https://calendar-cloud-connector-r.wbx2.com/api/v1/orgs/2fdb923e-1d23-4e1b-a30f-e9cd8884574
Tracking ID: ATLAS_1b8fa3a2-5760-451e-86ea-e7b9b7758e62_13
Error: {
    "errorCode": 6,
    "message": "Bad request",
```

```
"errors": [
    {
        "errorCode": 6,
        "description": "Bad request"
    }
],
"trackingId": "ATLAS_1b8fa3a2-5760-451e-86ea-e7b9b7758e62_13"
}
```

Message: Couldn't save the Microsoft 365 Calendar config. TrackingID: ATLAS_1b8fa3a2-5760-451e-86ea-e7b9

Microsoft 365 Admin Center

Navigate to the Microsoft 365 admin portal with an admin account. Navigate to **Users > Active users >** account used during test. Select the user and navigate to **Licenses and apps** tab.

	Microsoft 365 admin center					∞ Search			
=			Home	Active users					
ŵ	Home		Act						
8	Users	^	~~~	ive users				CC	
- 0	Active users								
	Contacts		Recom	mended actions (2)					
	Guest users							Account Dev	
	Deleted users		R A	dd a user 🔒 Multi-factor au	thentication 💍 Re	fresh 🔒 Delete user 🔍 Reset p	assword 📋 Manage product license		
22	Teams & groups	~						Select location *	
°₽a	Roles	~		Display name 🏌		Username	Licenses	United States	
4	Resources	~		Calendar Connector	S :	cconnector@d lik.com	Microsoft Power Auton		
Ô	Marketplace			O365	:	o365@''⊷ ."∎∎⊷om	Office 365 E3 , Microso	Licenses (1)	
	Billing	^		RTP CloudCollab	:	adming =:	Microsoft Power Auton	Microsoft Po	
	Your products			User 1	:	user1@ 	Unlicensed	Office 365 E	
	Licenses			Urar 2		urar28	Unicensed	You're out of	
	Billing accounts		-	User 2		userze Filler and Filler and	Unicensed	tor you.	
	Payment methods			User 3	:	user3@	Unlicensed		
	Billing notifications			User 4	:	user46	Unlicensed	Anne (2)	
0	Support	\sim		User 5	:	user5@	Unlicensed	whhs (r)	
٢	Settings	~		User 6	:	User6@	Unlicensed		
P	Setup			user7	:	user7@	Microsoft Power Auton		
Ł	Reports	~		user8	:	user8@	Unlicensed		
Ø	Health	~						Save changes	

Microsoft 365

Conclusion

It is required to have a Microsoft 365 license assigned in order to test/activate users for Hybrid Calendar with Office 365 service.

	C. Search
rid	Hybrid Calendar (Office) Prerequisites
	Use this checklist alongside the Office 365 deployment documentation. Make sure you complete all the pre deploying Hybrid Calendar in your Office 365 organization.
d C hang	Open Documentation
vebe	Steps
n to i ing n ovide	An Office 365 organization with Exchange Online accounts for users in the organization. During setup, y Global administrator to grant application permissions
	For @webex scheduling, a Cisco Webex Meetings site on WBS31 or later
	A Webex organization with a minimum of Webex and Business Messaging (M1)

: It is not required to have the test account in Control Hub but in order to use Hybrid Calendar service the account needs to be in both sides Control Hub and Microsoft 365.

Related Information

- Deploy cloud-based Hybrid Calendar for Office 365
- <u>Cisco Technical Support & Downloads</u>