

Troubleshoot Video Integration for Microsoft Teams Deployment

Contents

[Introduction](#)

[Prerequisites](#)

[Requirements](#)

[Components Used](#)

[Background](#)

[Control Hub Error](#)

[Debug Detailed Information](#)

[Problem - Unable to Complete First Setup Wizard](#)

[Using the Debug Detailed Information](#)

[Solution - Run Setup Wizard as Local Administrator](#)

[Additional Common Errors](#)

[Impaired Service Status](#)

[Error deleting the Tenant](#)

[Invalid License Found](#)

[Related Information](#)

Introduction

This document describes how to fix the Forbidden error in the Cisco Video Integration for Microsoft Teams setup.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- A Webex Organization
- Webex CVI licenses (one for each video device joining a session)
- A Microsoft 365 tenant with active accounts to use Microsoft Teams.

Full requirements are listed [here](#).

Components Used

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

- Control Hub build: 20240112-4fcf8f1
- Office 365 E3 licensing
- Google Chrome 120.0.6099.216 x64

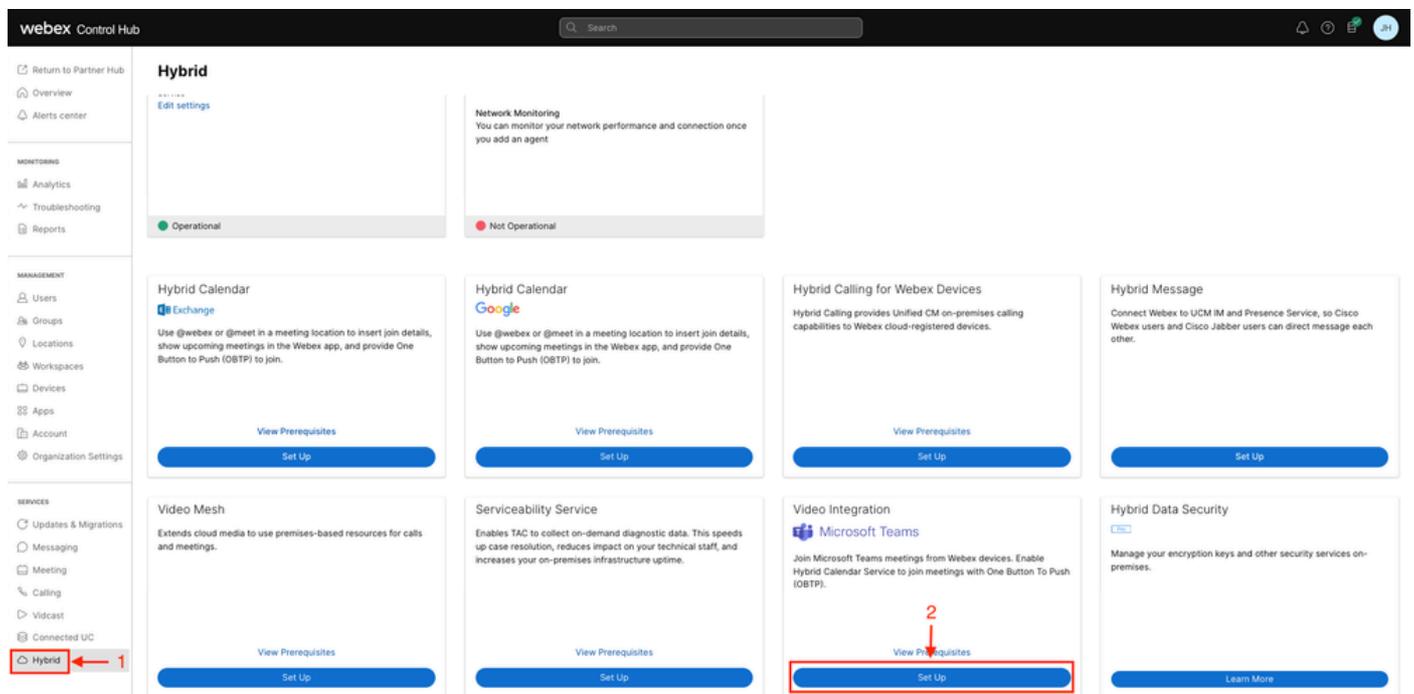
The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, ensure that you understand the potential impact of any command.

Background

The setup process requires an account that can sign in as a Global administrator for the tenant to grant application permissions, and a Microsoft Teams administrator account for the tenant that can execute PowerShell commands.

Control Hub Error

In the setup process, use an Administrator account and navigate to **admin.webex.com > Services > Hybrid** (1). On the Video Integration Microsoft Teams card, click **Set Up** (2).



Control Hub setup

On the Video Integration Setup wizard click on **Authorize** (3).

Video Integration Setup

Microsoft Teams

This service needs permission to access your Microsoft Tenant, which requires a Microsoft 365 **Global Administrator** to accept Azure app permissions.

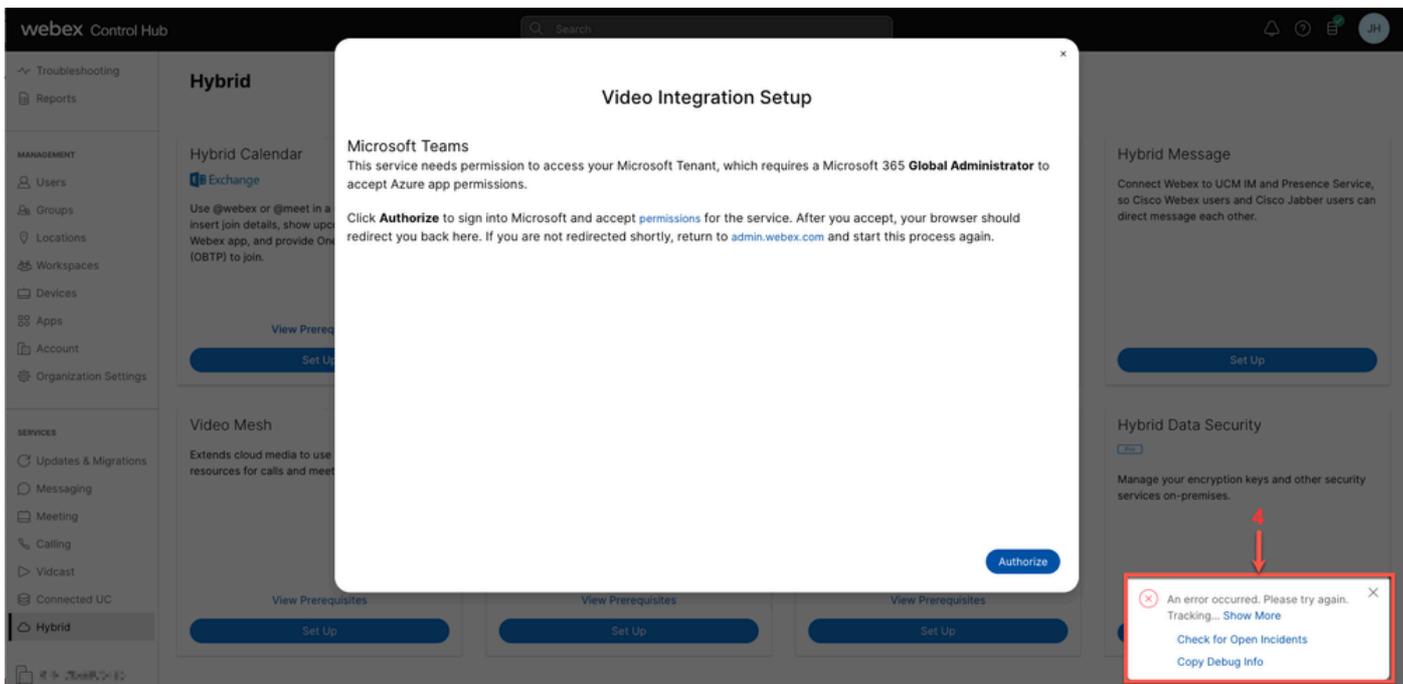
Click **Authorize** to sign into Microsoft and accept [permissions](#) for the service. After you accept, your browser should redirect you back here. If you are not redirected shortly, return to admin.webex.com and start this process again.

3 → 

Control Hub Setup 2

Setup wizard interrupted with the error message (4):

An error occurred. Please try again. TrackingID: ATLAS_df8e99fd-129a-4e1e-89ac-1ddf92af140a_16



Error

Debug Detailed Information

To get a detailed information, click in Copy Debug Info and paste it in a text file to see the Debug Detailed Information snippet.

Referrer: Control Hub notification toaster-links
Browser URL: <https://admin.webex.com/hybrid-services>
Control Hub Build: 20240112-4fcf8f1
View Org ID: 2fdb923e-1d23-4e1b-a30f-e9cd88845744
Logged-in User ID: e3c71b26-ccb-4b56-8eff-2d677dceb2e6
Logged-in User Org ID: 84e1adea-ee13-4325-a455-cb82c8939b9d
Logged-in User Clock UTC: Wed, 17 Jan 2024 18:43:48 GMT
Customer Type: Enterprise

Status: 403

Status Text: OK

URL: https://interop-mapper-a.wbx2.com/api/v1/msteams/requestAdminConsent?ciOrgID=2fdb923e-1d23-4e1b-a30f-e9cd88845744&successUrl=https://admin.webex.com/hybrid-services/msteams/setup_success&failUrl=https://admin.webex.com/hybrid-services/msteams/setup_retry

```
Error: "<!doctype html><html lang=\"en\"><head><title>HTTP Status 403 - Forbidden</title><style type=\"Arial,sans-serif;> h1, h2, h3, b {color:white;background-color:#525D76;} h1 {font-size:22px;} h2 {font-size:12px;} a {color:black;} .line {height:1px; background-color:#525D76;border:none;}</style><h1>HTTP Status 403 - Forbidden</h1></body></html>"
```

Message: An error occurred. Please try again. TrackingID: ATLAS_df8e99fd-129a-4e1e-89ac-1ddf92af140a_18

The request is not allowed:

HTTP Status 403 - Forbidden

Problem - Unable to Complete First Setup Wizard

Using the Debug Detailed Information

Locate **View Org ID**, **Logged-in User ID** and **Logged-in User Org ID** from the Debug Detailed Information.

Affected Webex Organization:

View Org ID: 2fdb923e-1d23-4e1b-a30f-e9cd88845744

User authenticated:

Logged-in User ID: e3c71b26-ccbb-4b56-8eff-2d677dceb2e6

Webex Organization of the user authenticated:

Logged-in User Org ID: 84e1adea-ee13-4325-a455-cb82c8939b9d

Solution - Run Setup Wizard as Local Administrator

The user invoking the setup wizard is not a local Administrator of the Webex Organization. The user is a Cisco Partner which means is treated as an external Administrator and do not qualify to grant access for the integration. The solution is that it needs to be run by any local Administrator of the Webex Organization.

Additional Common Errors

Impaired Service Status

Video Integration

Microsoft Teams

Join Microsoft Teams meetings from Webex devices. Enable Hybrid Calendar Service to join meetings with One Button To Push (OBTP).

[Edit Settings](#)

 Impaired Service

Impaired Service

Either the Enterprise App was deleted from **Entra ID** or **Enabled for users to sign-in?** is set to **No** in **Entra ID > Enterprise App > Cisco Webex Video Integration for MS Teams**.

Microsoft Azure Search resources, services, and docs (G+)

Home > Enterprise applications | All applications > Cisco Webex Video Integration for MS Teams

Cisco Webex Video Integration for MS Teams | Properties

Enterprise Application

Save Discard Delete Got feedback?

Overview
Deployment Plan
Diagnose and solve problems

Manage

- Properties
- Owners
- Roles and administrators
- Users and groups
- Single sign-on
- Provisioning
- Self-service
- Custom security attributes

Security

View and manage application settings for your organization. Editing properties like display information, user sign-in settings, and user visibility settings requires Global Administrator, Cloud Application Administrator, Application Administrator roles. [Learn more.](#)

Some of the displayed properties that are not editable are managed on the application registration in the application's home tenant.

⚠ Users cannot access this application. Set "Enabled for users to sign-in" to "Yes" to allow users to access this application.

Enabled for users to sign-in? Yes No

Name Cisco Webex Video Integration for MS Teams

Homepage URL <https://cisco.com/go/webex-vimt>

Logo

Enterprise App

MS Teams Global Admin needs to re-authorize the integration from **Control Hub > Hybrid > Video Integration > Edit Settings > Actions**. There is no need to re-run PowerShell commands.

webex Control Hub Search

Activity Troubleshooting Reports

MANAGEMENT

- Users
- Groups
- Locations
- Workspaces
- Devices
- Apps
- Account
- Organization Settings

SERVICES

- Updates & Migrations
- Messaging
- Meeting
- Calling
- Vidcast
- Connected UC
- Hybrid

Video Integration Settings

Tenant Domain	Tenant ID	Video Address	Status	Action
onmicrosoft.com		@m.webex.com		... Authorize Delete

Microsoft Teams PowerShell Commands

```
New-CsVideointeropServiceProvider -Name Cisco -TenantKey ' ' @m.webex.com -InstructionUri "https://www.webex.com/msteams?confid=(ConfId)&tenantkey= &domain=m.webex.com" -AllowAppGuestJoinsAsAuthenticated $true -AadApplicationIds "98e39cfc-3aa9-4856-918e-ed3d15d0a2d1"
```

Grant-CsTeamsVideointeropServicePolicy -PolicyName CiscoServiceProviderEnabled -Global

Help Documentation
[Read more about Webex Video Integration for Microsoft Teams](#)

Authorize

Error deleting the Tenant



Error deleting the Tenant.



TrackingID: ATLAS_b72f9854-
2a62-4585-8789-0ae3a72ecb8a_3

[Show Less](#)

[Check for Open Incidents](#)

[Copy Debug Info](#)

Deleting the Tenant

To remove the Cisco Video Integration for Microsoft Teams service it is required to be run by any local Administrator of the Webex Organization, it is not allow to use an external Administrator or Partner account.

Invalid License Found

Video Integration



Microsoft Teams

Join Microsoft Teams meetings from Webex devices. Enable Hybrid Calendar Service to join meetings with One Button To Push (OBTP).

Licenses

Invalid license found

Edit Settings



Operational

Invalid license found

Missing **A-MST-WX-CVI-ROOMS** licenses or **Webex Video Integration for Microsoft Teams** Subscription expired.

Related Information

- [Deploy the Webex video integration for Microsoft Teams](#)
- [Cloud Video Interop for Microsoft Teams](#)
- [Cisco Webex Video Integration for Microsoft Teams Integration Reference](#)
- [Remove the Cisco Webex Video Integration \(CVI\) for Microsoft Teams](#)