

Troubleshoot Webex Workspace Scheduling error "The booking request failed"

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Introduction

This document describes how to identify and fix the error "The booking request failed" on Webex Workspaces.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- A Webex Organization.
- Webex Hybrid Calendar.
- Webex Workspaces.

Components Used

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

- RoomOS 11.23.1.8 3963b07b5c5 Stable release.
- Hybrid Calendar with Office 365.

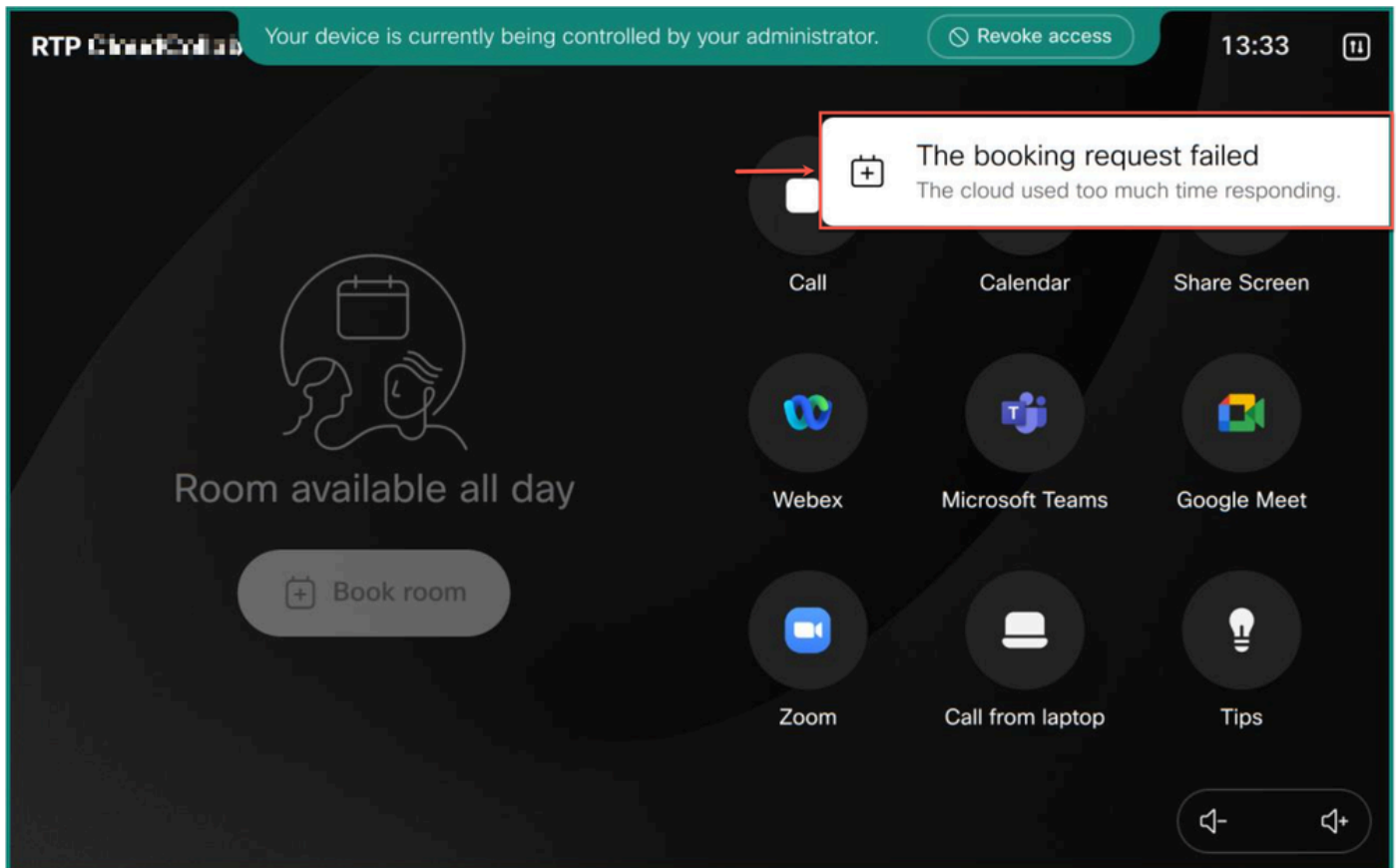
The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, ensure that you understand the potential impact of any command.

Background

Webex Users are unable to schedule meetings directly from a Webex Room device with error "The booking request failed - The cloud used too much time responding." in the screen.

In-room booking

In the Workspace touch controller, while using the **Book room** wizard to schedule a Webex meeting and asserting **Confirm meeting title**, the error "**The booking request failed - The cloud used too much time responding.**" does not let the process finish.

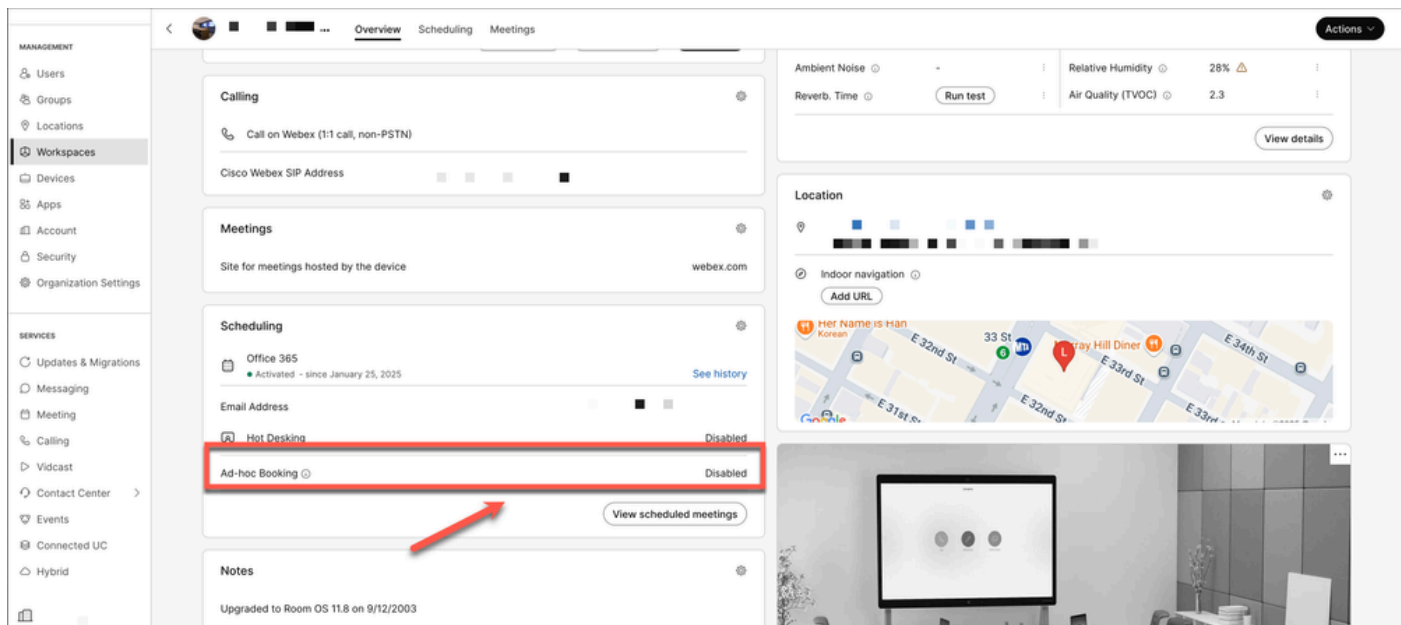


Scheduling Error

Control Hub troubleshooting

Workspace scheduling settings

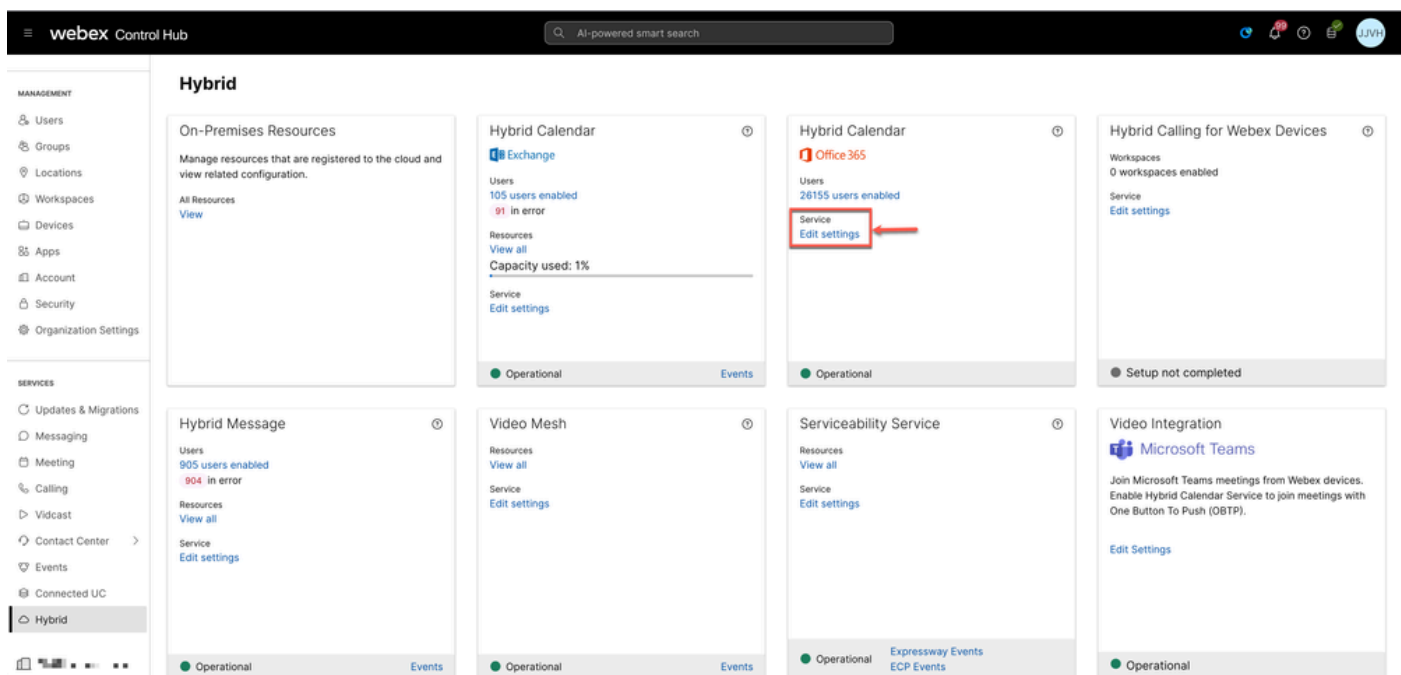
Navigate to **admin.webex.com > Management > Workspaces > Workspace affected > Scheduling settings**. Ad-hoc Booking is **Disabled**.



Ad-hoc booking status

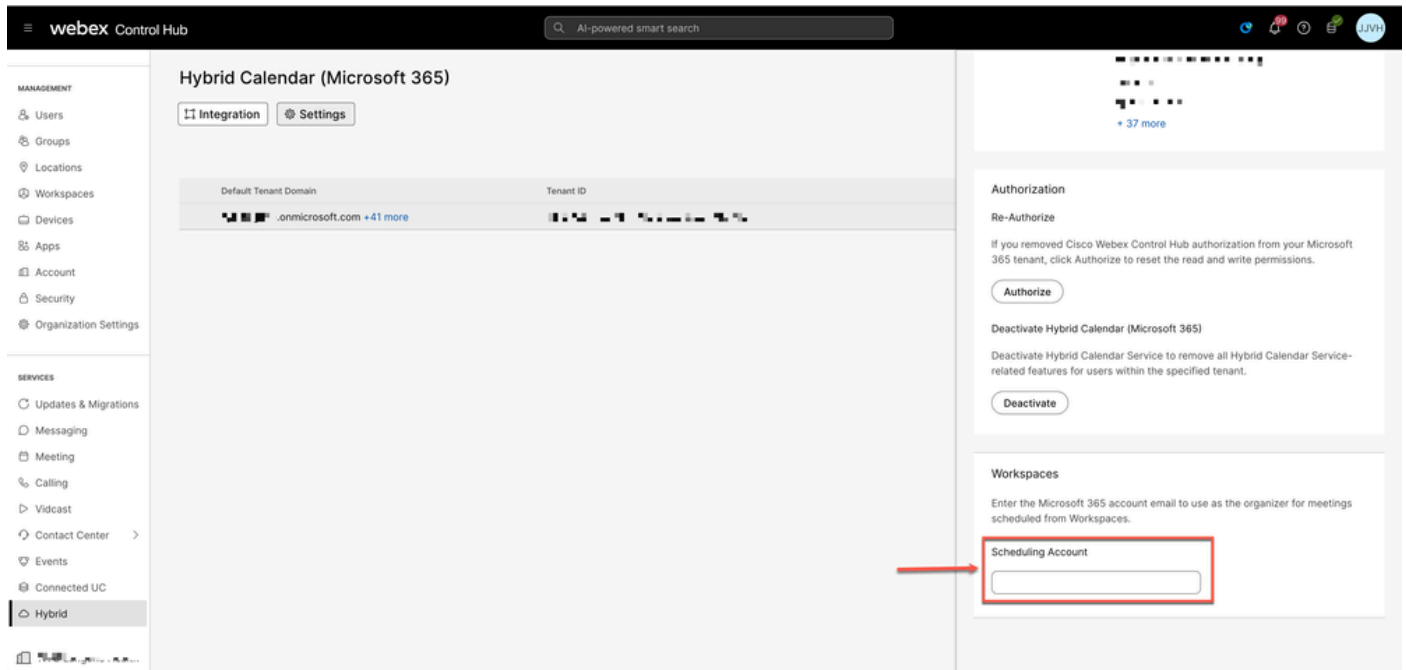
Hybrid Calendar settings

Navigate to **admin.webex.com** > **Services** > **Hybrid** > **Hybrid Calendar** > **Edit settings**.



Calendar settings

Click the tenant name to open the settings menu. Check **Scheduling Account** field.



Scheduling Account

Device logs lookup

Navigate to **admin.webex.com > Devices > device affected > Support > Device Logs > + Generate Log** to get a Full Log file and download it locally.

Manage Logs

Generate new logs

Logs generated by the Cisco Webex Cloud are also made available to the Cisco technical support organization. If opening a support case, please provide a feedback ID to the technical support representative so that they may locate the applicable log files.

Uploading new logs might take five minutes or more. You may close this window while waiting for a log upload to finish, and then check back later.

+ Generate Log

All Logs

Refresh

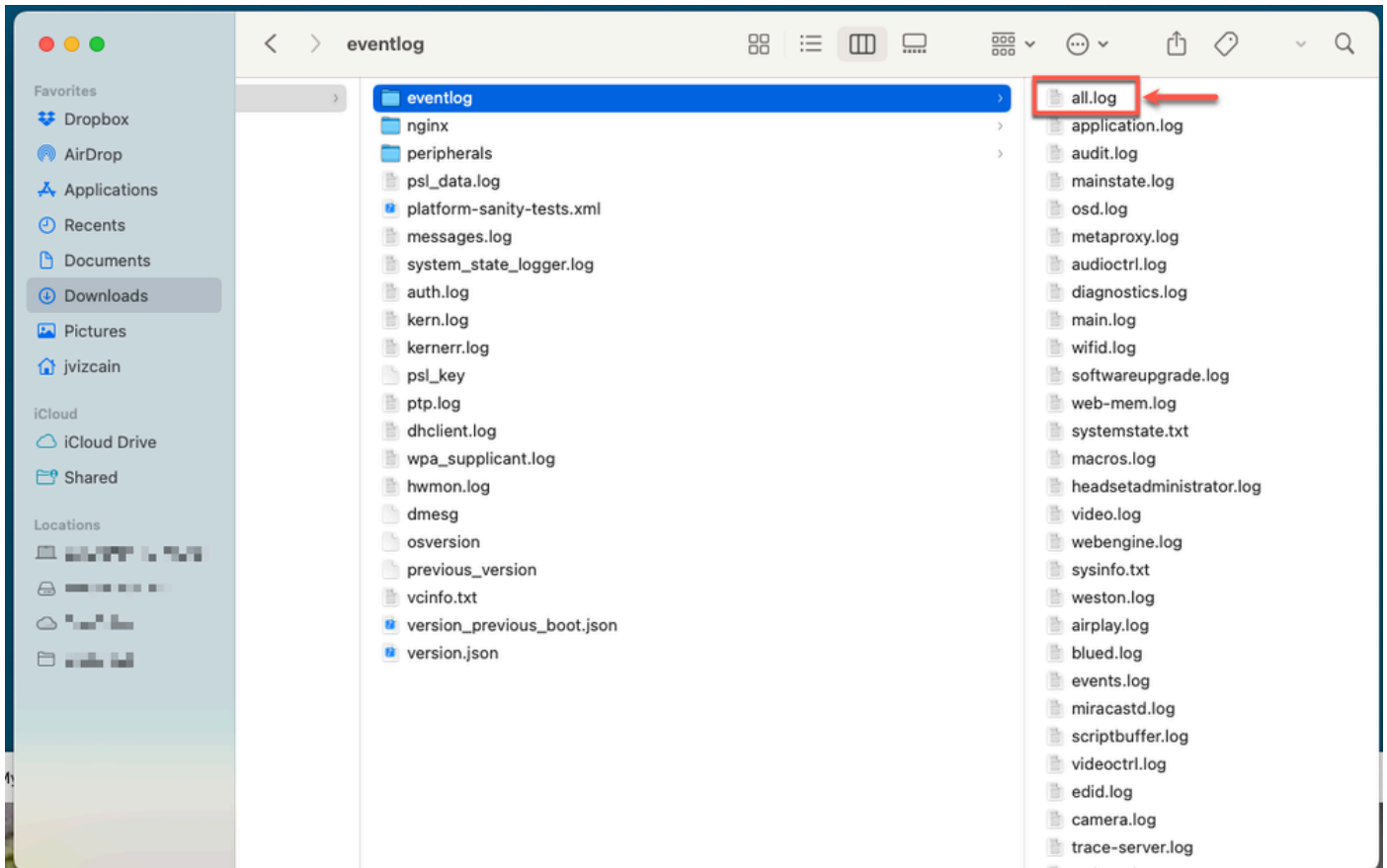
Time	Type	Feedback ID	Action
03/13/2025 1:52 PM	Full Log	cb0be6e8-845f-e377-8acb-0597c34758aa	Download
	Full Log		Download
	Call Log		Download
	Call Log		Download
	Call Log		Download

Close

Device Logs

Decompress the downloaded log file, locate the file **all.log**, and open it.

```
log-bundle-XXX > var > log > eventlog > all.log
```



All.log file

Make sure to have the timestamp of the failure which can be pulled from the error reported or by lookup for "Org Scheduling Account not configured" in the **all.log** file.

```
2025-03-13T13:31:59.765-04:00 main[2343]: Wx2 W: POST failed: HTTP/1.1 400 Bad Request (url = https://c
```

Root Cause

Scheduling Account is required to allow In-Room booking for Workspaces. It is configured in the Hybrid Calendar first deployment or can be added at any time later from admin.webex.com .

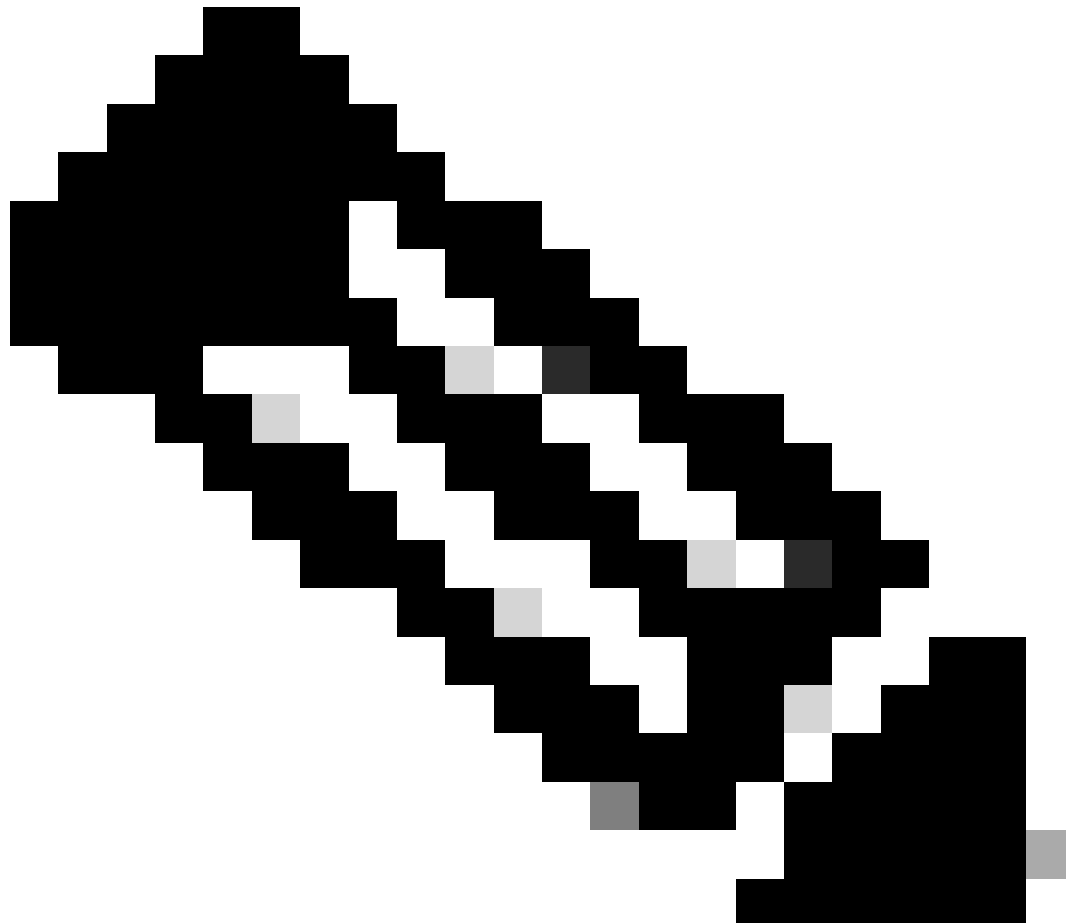
Solution

Enter the email address of the organizer for meetings scheduled from Workspaces.

Note: Workspaces without In-room booking enabled need manual intervention to enable it.

Known Issues

After a Scheduling Account is configured error, "The booking request failed - The cloud used too much time responding." is still present.



Note: Scheduling Account needs to be a user activated for the Hybrid Calendar service.

Related Information

- [Enable and configure Hybrid Calendar with Microsoft 365](#)
- [In-room booking with a touch controller](#)