

# Troubleshoot Webex Scheduling Error "Not Found" from O365. Admin Action is Required

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## Introduction

This document describes how to identify and fix the error "Not Found" from O365. Admin action is required on Webex Users or Workspaces.

## Prerequisites

### Requirements

Cisco recommends that you have knowledge of these topics:

- A Webex Organization.
- Webex Hybrid Calendar.
- Microsoft 365 Admin

### Components Used

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

- Webex Control Hub build 20250411-201f9f2.
- Hybrid Calendar with Office 365.

- Microsoft 365 admin

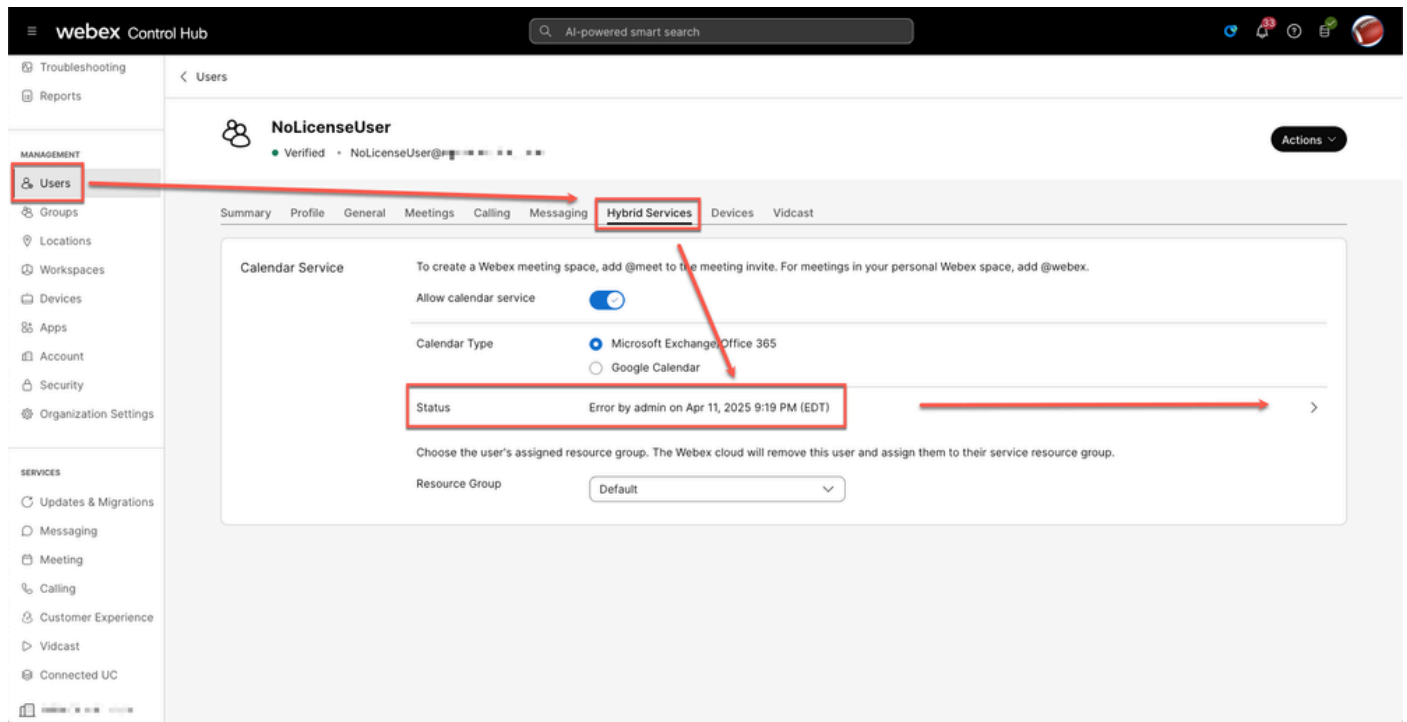
The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, ensure that you understand the potential impact of any command.

## Background

During the first use of the set-up wizard for Hybrid Calendar, also known as Scheduling in Webex Control Hub, Administrators possibly face the error "Received error 'Not Found' from O365. Admin action is required." for either a Webex user or a Workspace.

## Error for a User

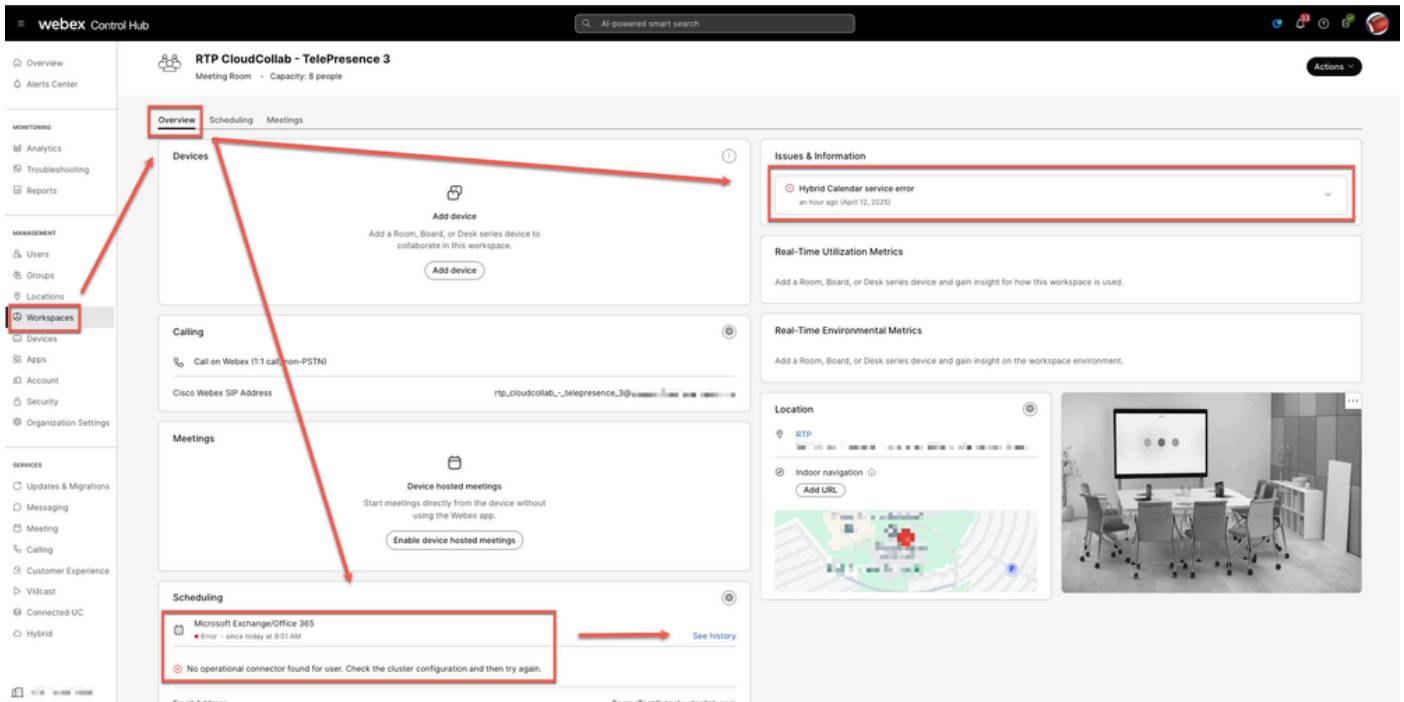
In the **Users** section, under the users setting, go to **Hybrid Services card** > **Status** displays an "error by admin" message but no additional logging.



User Error

## Error for a Workspace

In the **Workspaces** section, under the **Workspaces Overview**, the error "No operational connector found for user. Check the cluster configuration and then try again" can be found in **Issues & Information** card or at the bottom in the **Scheduling** card.



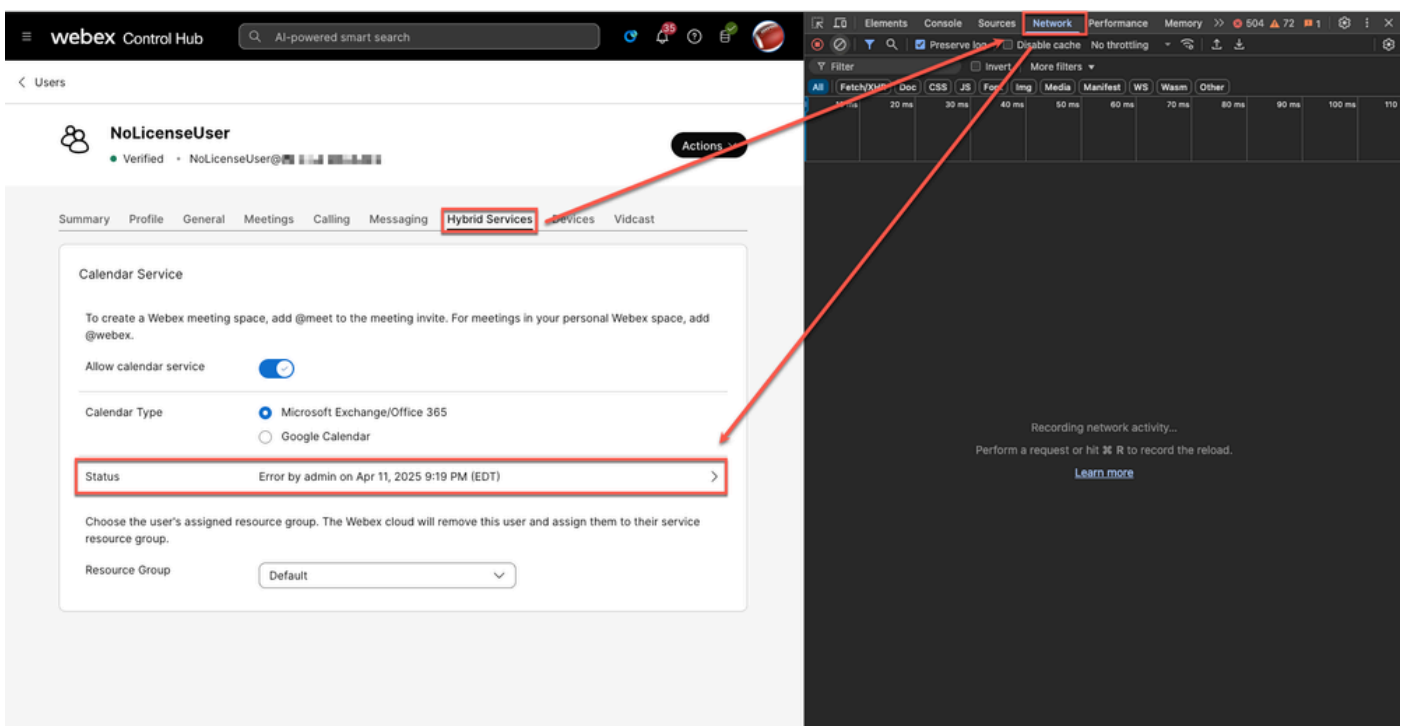
Workspace Error

## Troubleshooting

### User account

Under the **Hybrid Services** of the affected user, open **Developers Tools** on FireFox or Web Developer Tools on Chrome; see Related Information for detailed steps.

Choose the **Network** tab in the Inspection console and click the **Status** button for the user.



Inspecting Status button

Locate the request URL containing "xxx&serviceId=squared-fusion-cal".

The screenshot shows the Webex Control Hub interface on the left and the Chrome DevTools Network tab on the right. In the Control Hub, the 'Hybrid Services' tab is selected, and a red box highlights the 'Recent status updates' table. A red arrow points from this table to the DevTools Network tab. In the DevTools Network tab, a request is selected with the URL 'fc0cb082-3d53-4777-b7f4-658da120e299?limit=100&serviceId=squared-fusion-cal'. The 'Response' tab is active, showing a JSON object with a 'state' of 'error' and a 'description' of 'No operational connector found for user. Check the cluster configuration.'

Time (EDT)	Status	Node	Cluster	Details
Apr 11, 2025 9:1...	Error			No operational ...
Apr 11, 2025 9:1...	Pending Activati...			Received error '...
Apr 11, 2025 9:1...	Service enabled			Pending activation

#### Calendar Error status

Select the request URL containing "xxx&serviceId=squared-fusion-cal" and click the **Response** tab to see the entries.

The screenshot shows the Webex Control Hub interface on the left and the Chrome DevTools Network tab on the right. In the Control Hub, the 'Hybrid Services' tab is selected, and a red box highlights the 'Recent status updates' table. A red arrow points from this table to the DevTools Network tab. In the DevTools Network tab, a request is selected with the URL 'fc0cb082-3d53-4777-b7f4-658da120e299?limit=100&serviceId=squared-fusion-cal'. The 'Response' tab is active, showing a JSON object with a 'state' of 'error' and a 'description' of 'No operational connector found for user. Check the cluster configuration.'

Time (EDT)	Status	Node	Cluster	Details
Apr 11, 2025 9:1...	Error			No operational ...
Apr 11, 2025 9:1...	Pending Activati...			Received error '...
Apr 11, 2025 9:1...	Service enabled			Pending activation

#### Response entries

Correlating the first error after enabling the service with the response queries, the full detailed error status is located.

**webex Control Hub** AI-powered smart search

**Users**

**NoLicenseUser**  
Verified · NoLicenseUser@rtppcloudcollab.com

Summary Profile General Meetings Calling Messaging Hybrid Services Devices Vidcast

**Hybrid Services**

**Recent status updates**

Time (EDT)	Status	Node	Cluster	Details
Apr 11, 2025 9:19 ...	Error			No operational co...
Apr 11, 2025 9:18 ...	Pending Activation			Received error 'No...
Apr 11, 2025 9:18 ...	Service enabled			Pending activation

**Network**

523 ▲ 72 ■ 1

Fetch/XHR Doc CSS JS Font Img Media Manifest WS Waasm Other

200 ms 400 ms 800 ms 1,000 ms 1,200 ms

Name X Headers Payload Preview Response Initiator Timing

searchTorgl...  
fc0cb082-3...  
2fdb923e-1...  
2fdb923e-1...  
clientmetrics

key: "ds.noOperationalConnector"

lastStateChange: "2025-04-12T01:19:32.722875382Z",  
lastStatusUpdate: "2025-04-12T01:19:32.722829453Z",  
owner: "user",  
updateUserStatusMessages: true

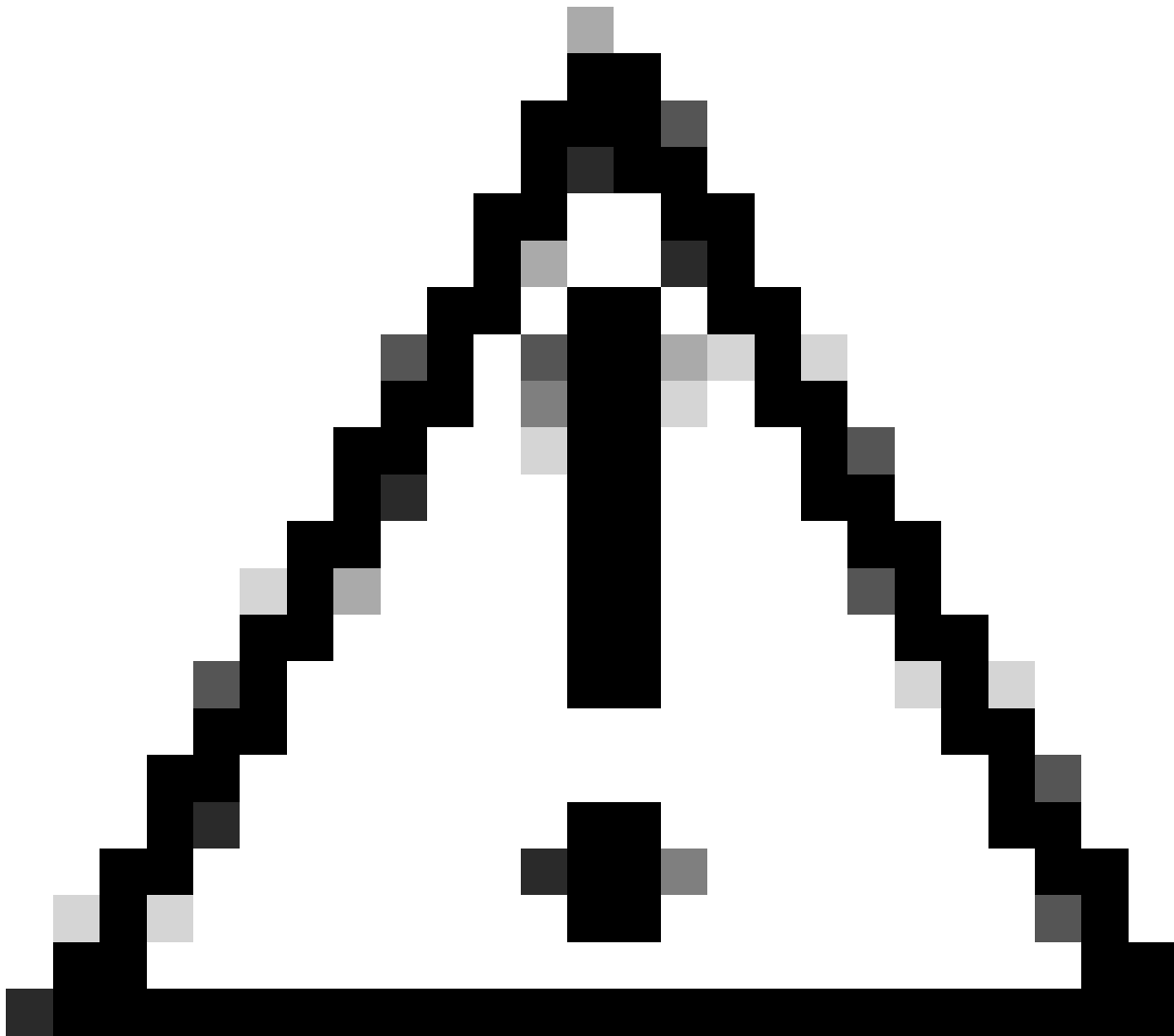
context: {  
 "userType": "service",  
 "userId": "6c0b278b-2a3f-456e-9382-92a3c4524db",  
 "trackingRoot": "/v1/orgs/2fdb923e-1d23-4e1b-a1"

time: "2025-04-12T01:18:37.911Z"

only: {  
 "type": "setUserStatus",  
 "payload": {  
 "orgId": "2fdb923e-1d23-4e1b-a18f-e9cd88845744",  
 "userId": "fc0cb082-3453-7772-b7f4-658da128c299",  
 "serviceId": "required-fusion-cal",  
 "status": "notActivated",  
 "connectorId": "",  
 "clusterId": "",  
 "description": "Received error 'Not Found' from 0365. A",  
 "descriptionKey": "c\_cal@notActivated",  
 "messages": {  
 "userId": "fc0cb082-3d53-4777-b7f4-658da128c299",  
 "severity": "info",  
 "description": "Received error 'Not Found' from",  
 "key": "c\_cal@notActivated"

5 requests 2.6 Line 1, Column 396

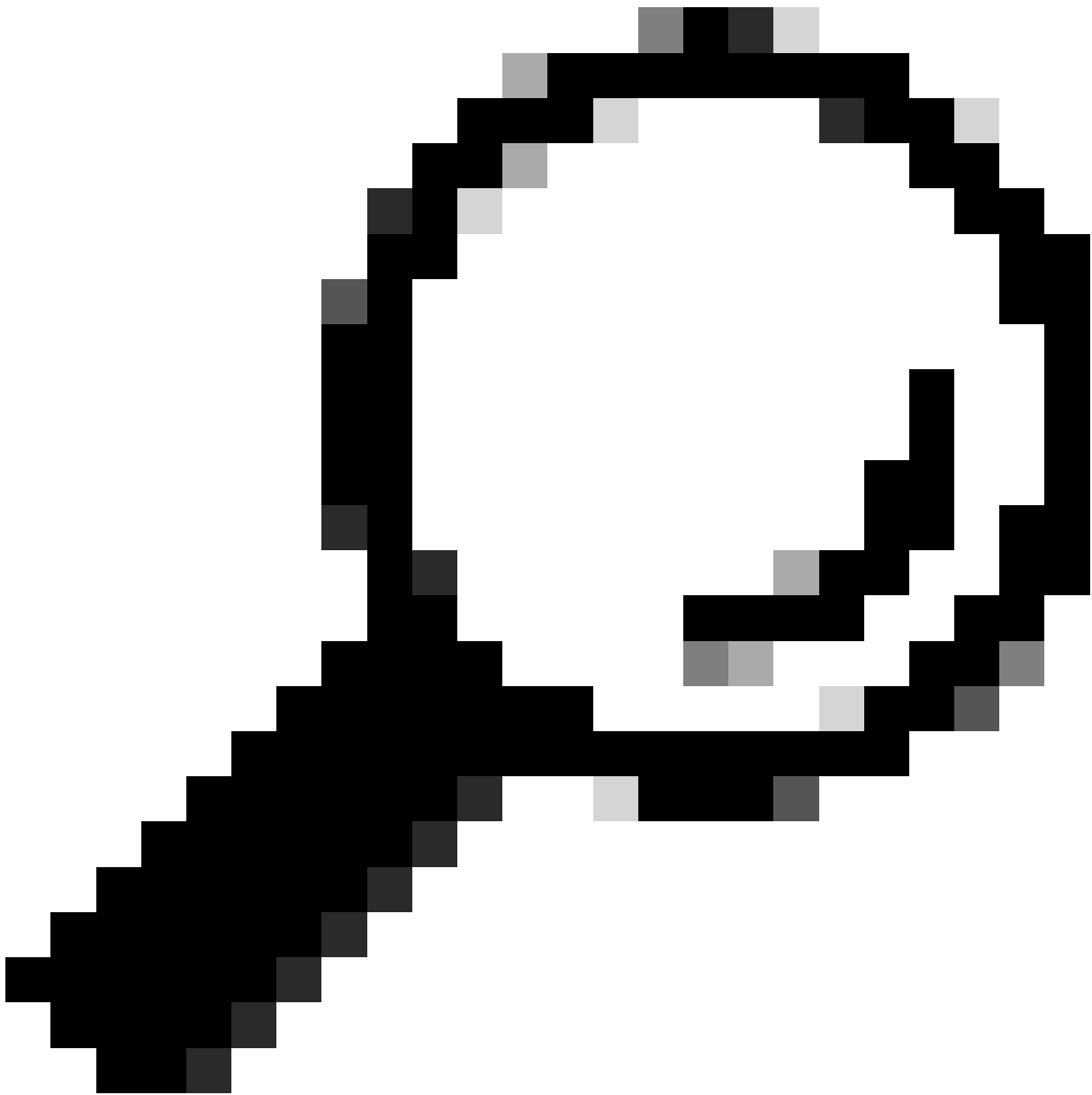
Activation Error



**Caution:** The Timestamp in Control Hub shows local PC time; the HTTP inspection timestamp shows Zulu time, also known as UTC.

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"description": "Received error 'Not Found' from 0365. Admin action is required."



**Tip:** Hover over the error message to show the full description; however it is good to know how to get it from an HTTP Inspection.

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**webex Control Hub**

Users

**NoLicenseUser**

Summary Profile General Meetings Calling Messaging **Hybrid Services** Devices Vidcast

< Hybrid Services

Recent status updates

Time (EDT)	Status	Node	Cluster	Details
Apr 11, 2025 9:19 PM (EDT)	Error			Received error 'Not Found' from O365. Admin action is required.
Apr 11, 2025 9:18 PM (EDT)	Pending Activation			Received error 'Not Found' from O365. A...
Apr 11, 2025 9:18 PM (EDT)	Service enabled			Pending Received error 'Not Found' from O365. Admin action is required.

Hover

## Workspace account

In the **Overview** tab of the affected workspace, open **Developers Tools** on FireFox or Web Developer Tools on Chrome; see Related Information for detailed steps.

Choose the **Network** tab in the Inspection console and click **See history** for the user.

**webex Control Hub**

RTP CloudC... Overview Scheduling Meetings

Device hosted meetings

Start meetings directly from the device without using the Webex app.

Enable device hosted meeting

Scheduling

Microsoft Exchange/Office 365

Error - since today at 9:51 AM

No operational connector found for user. Check the cluster configuration and then try again.

Email Address RoomsTest@rtcloudcollab.com

Hot Desking Disabled

Ad-hoc Booking Disabled

Notes

Add notes

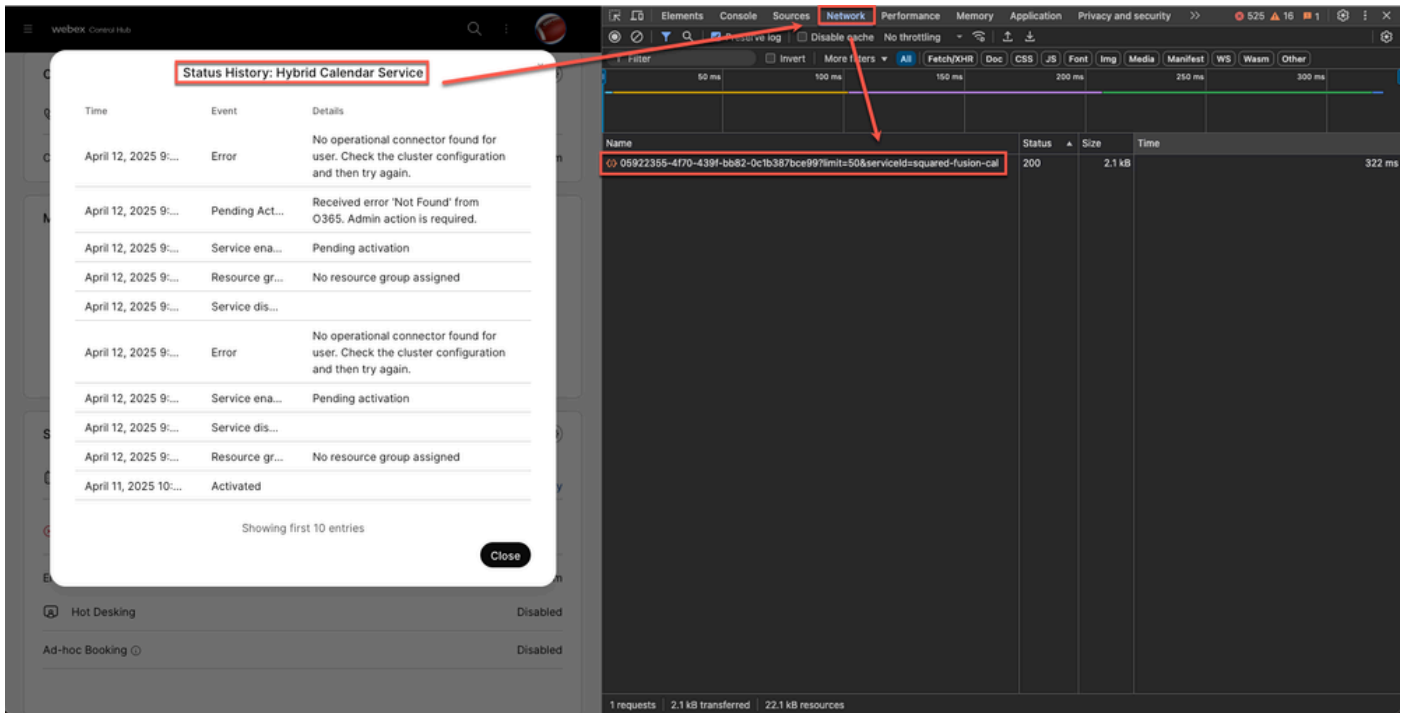
See history

Workspaces

Workspace history

Locate the request URL containing "xxx&serviceId=squared-fusion-cal".

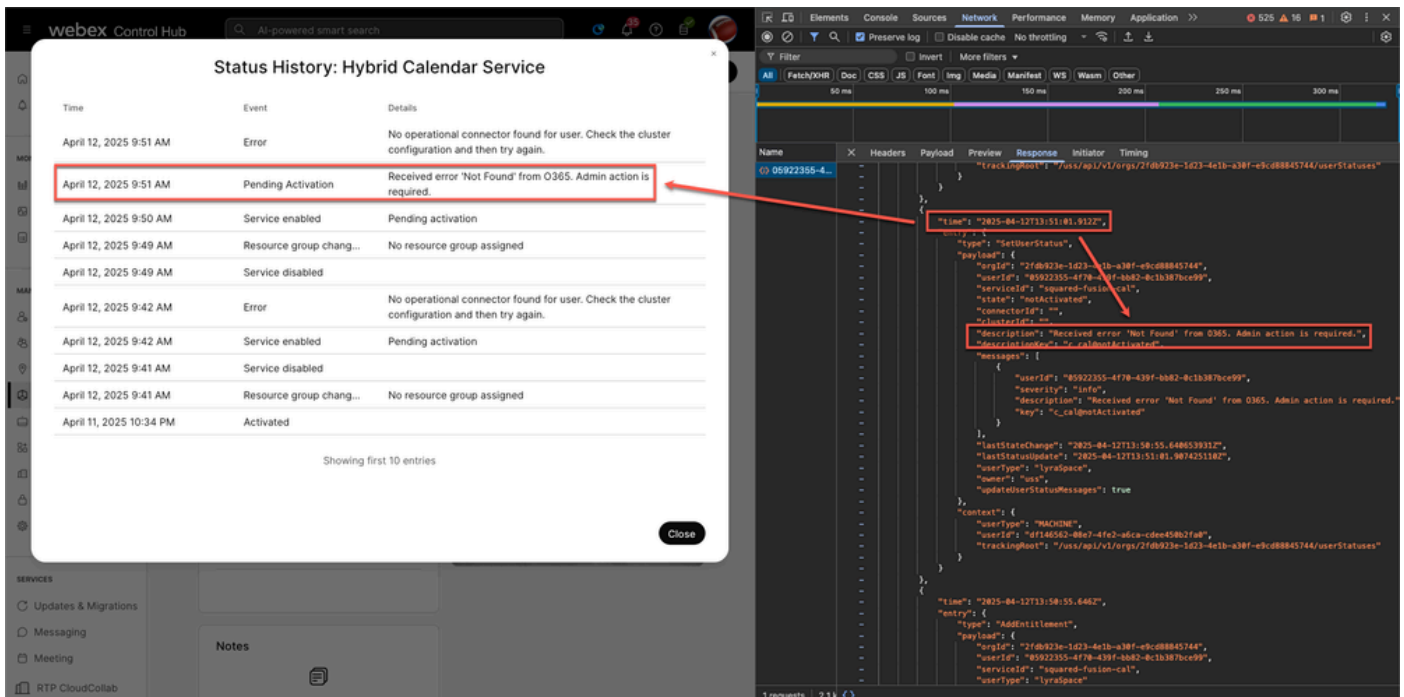




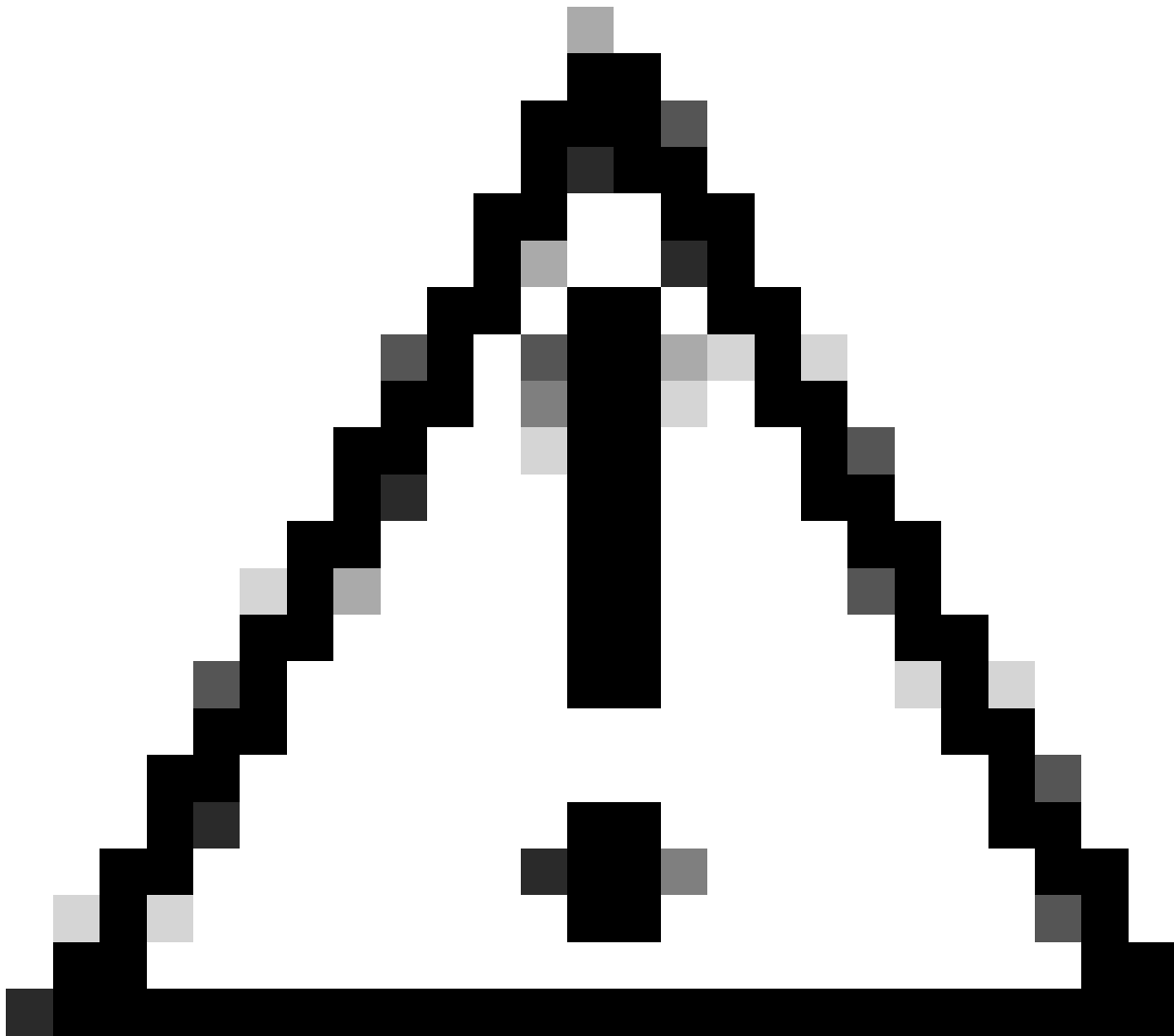
### Status History

Select the request URL containing "**xxx&serviceId=squared-fusion-cal**" and click on **Response** tab to see the entries.

Correlate the first error after enabling the service with the response queries where the full detailed error status is located.



### Response entry



**Caution:** The Timestamp in Control Hub shows local PC time; the HTTP inspection timestamp shows Zulu time, also known as UTC.

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"Received error 'Not Found' from 0365. Admin action is required."

## Root Cause

The message 'Not Found' from 0365 means Webex throughout Microsoft Graph cannot find a mailbox for the user/workspace. It is now time to confirm the mailbox from Microsoft.

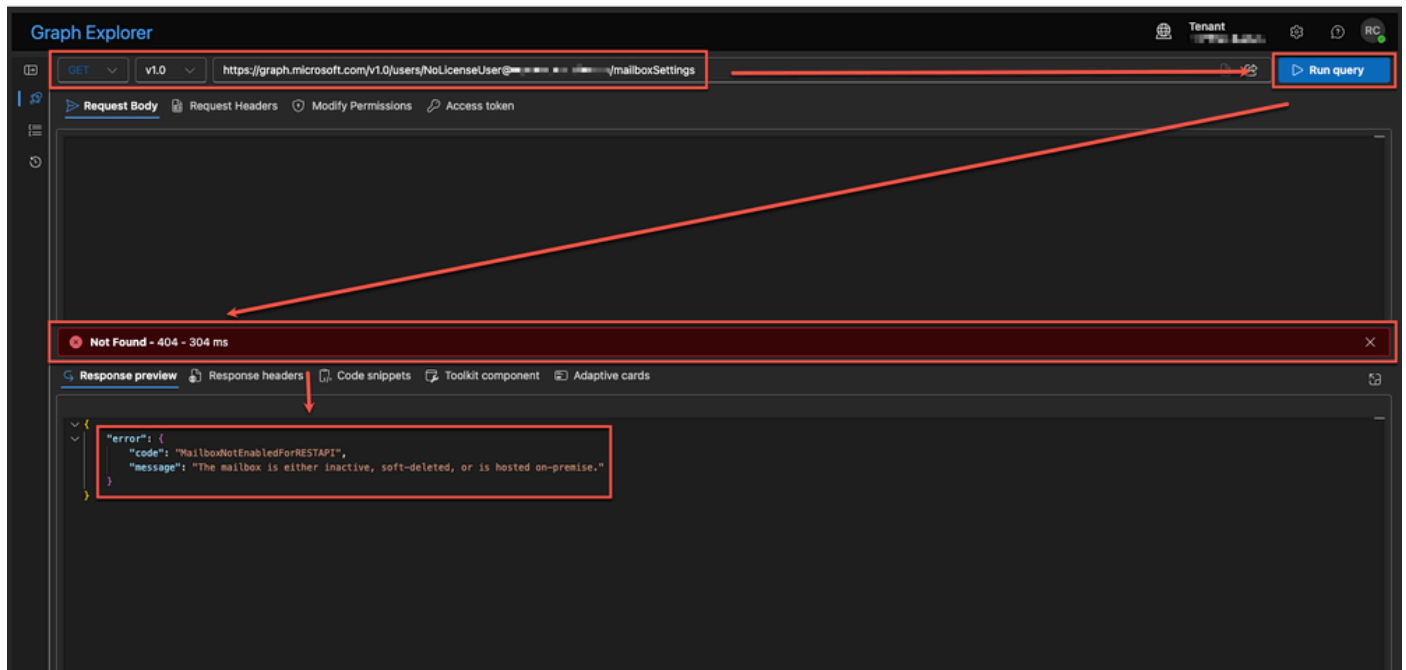
## Validate User Mailbox

### Microsoft Graph

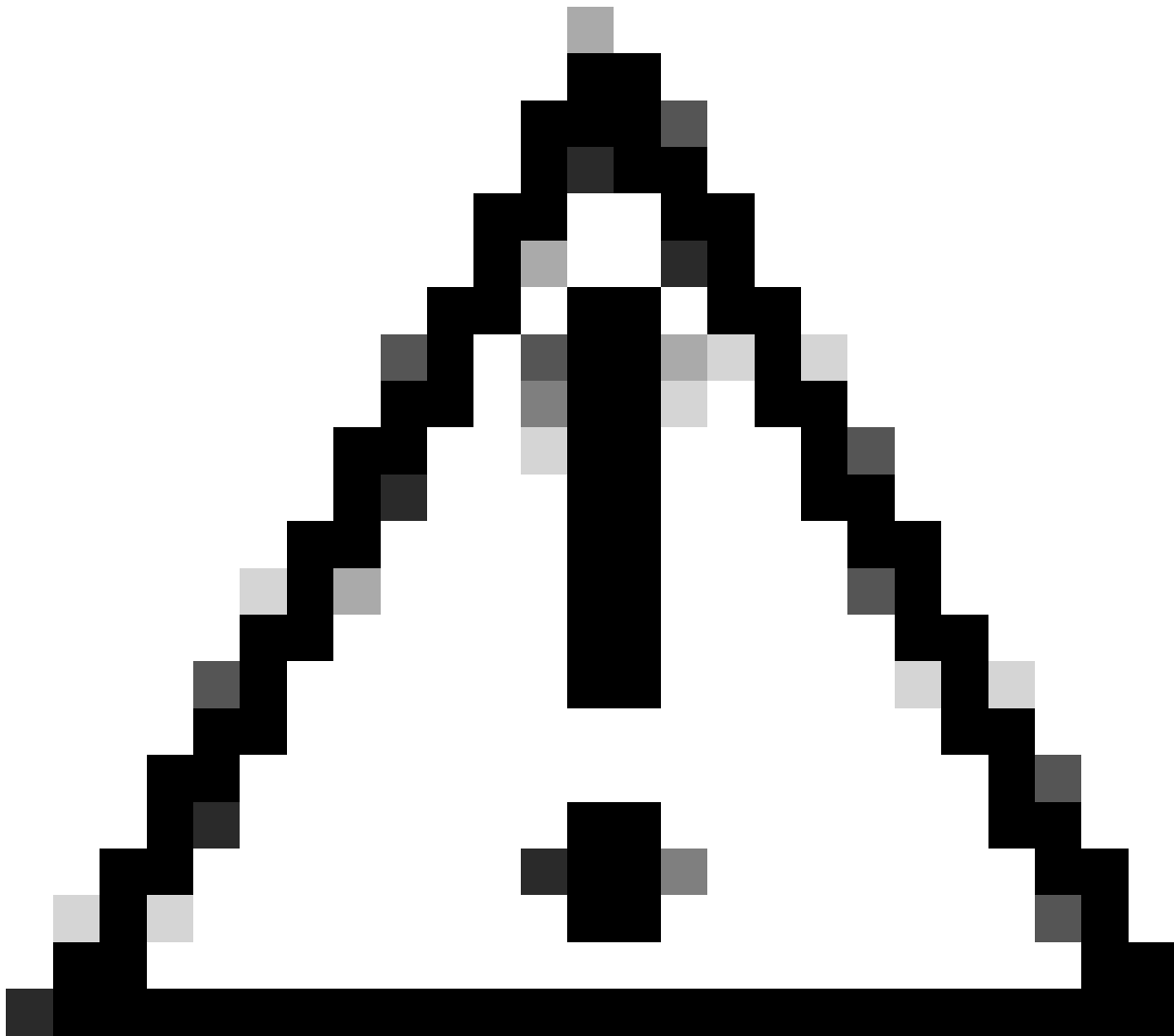
Go to [Microsoft Graph API](#), select GET as an HTTP request method, and run a query with one of these URLs:

<https://graph.microsoft.com/v1.0/me/mailboxSettings>

<https://graph.microsoft.com/v1.0/users/{id|userPrincipalName}/mailboxSettings>



Graph Explorer



**Caution:** A Global Administrator is required to provide Admin consent in the Modify Permissions tab before click Run query.

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The HTTP 404 Not Found client error response status code indicates that the server cannot find the requested resource.

```
"error":  
"code": "MailboxNotEnabledForRESTAPI",  
"message": "The mailbox is either inactive, soft-deleted, or is hosted on-premise."
```

## Microsoft 365 admin

Go to [Microsoft 365 admin](#) > Users > Active users and locate the affected user.

Microsoft 365 admin center

Home > Active users

### Active users

Add a user User templates Add multiple users Multi-factor authentication Delete a user Refresh Reset password Export users

NoLicenseUser

<input type="checkbox"/>	Display name ↑	Username	Licenses	Choose columns
<input type="checkbox"/>	NoLicenseUser	NoLicenseUser@rtplcloudcollab.com	Microsoft 365 Apps for business	

Active users

Select the user and click the **Licenses and apps** tab in the users settings.



## NoLicenseUser

 Reset password  Block sign-in  Delete user

Account Devices **Licenses and apps** Mail OneDrive

Select location

United States

Licenses (1)

☒ **Microsoft 365 Apps for business**  
24 of 25 licenses available

☐ **Microsoft Entra ID P2**  
You're out of licenses. If you turn this on, we'll try to buy an additional license for you.

☐ **Microsoft Power Automate Free**  
9995 of 10000 licenses available

☐ **Office 365 E1 (no Teams)**  
25 of 25 licenses available

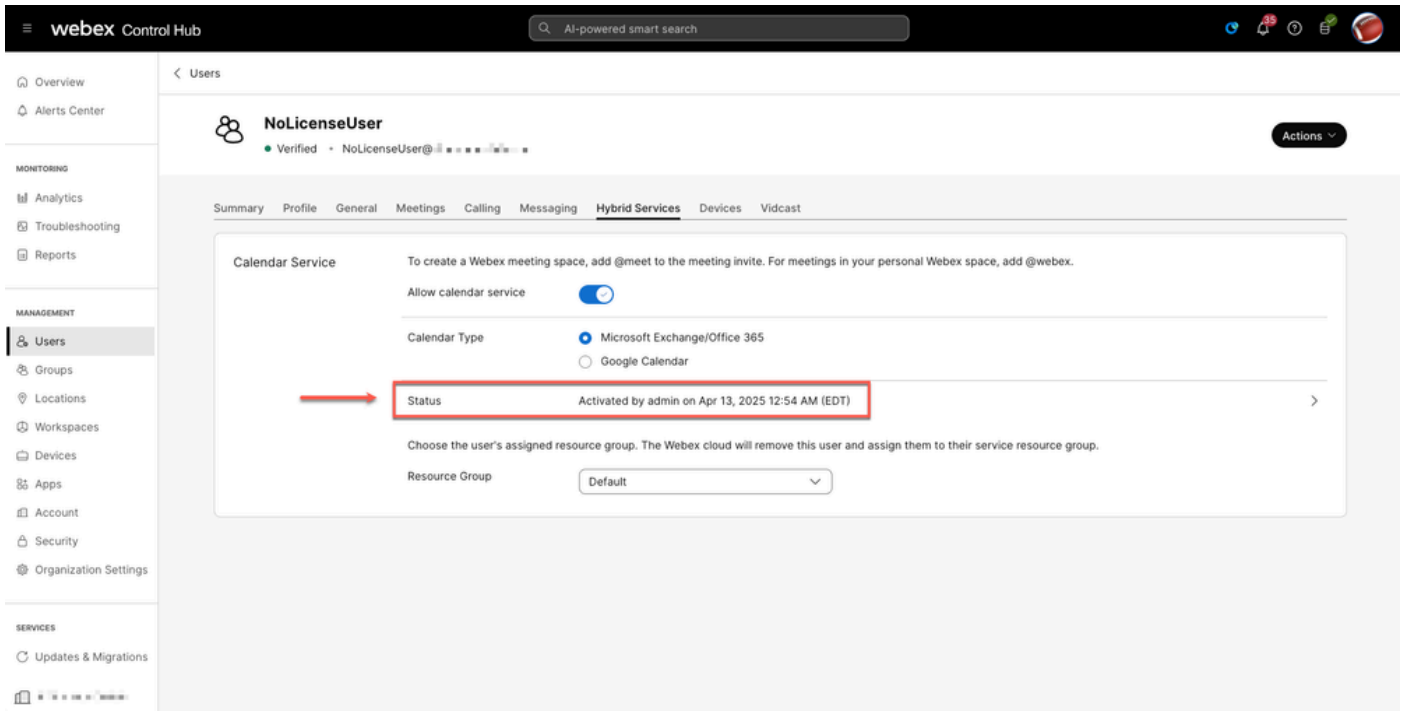
☐ **Office 365 E3**  
1 of 2 licenses available

Apps (0)

Save changes

### Licenses and apps

The license assigned does not contain an Exchange mailbox, which is a prerequisite for the Hybrid Calendar. Assign a valid license with Mailbox storage.



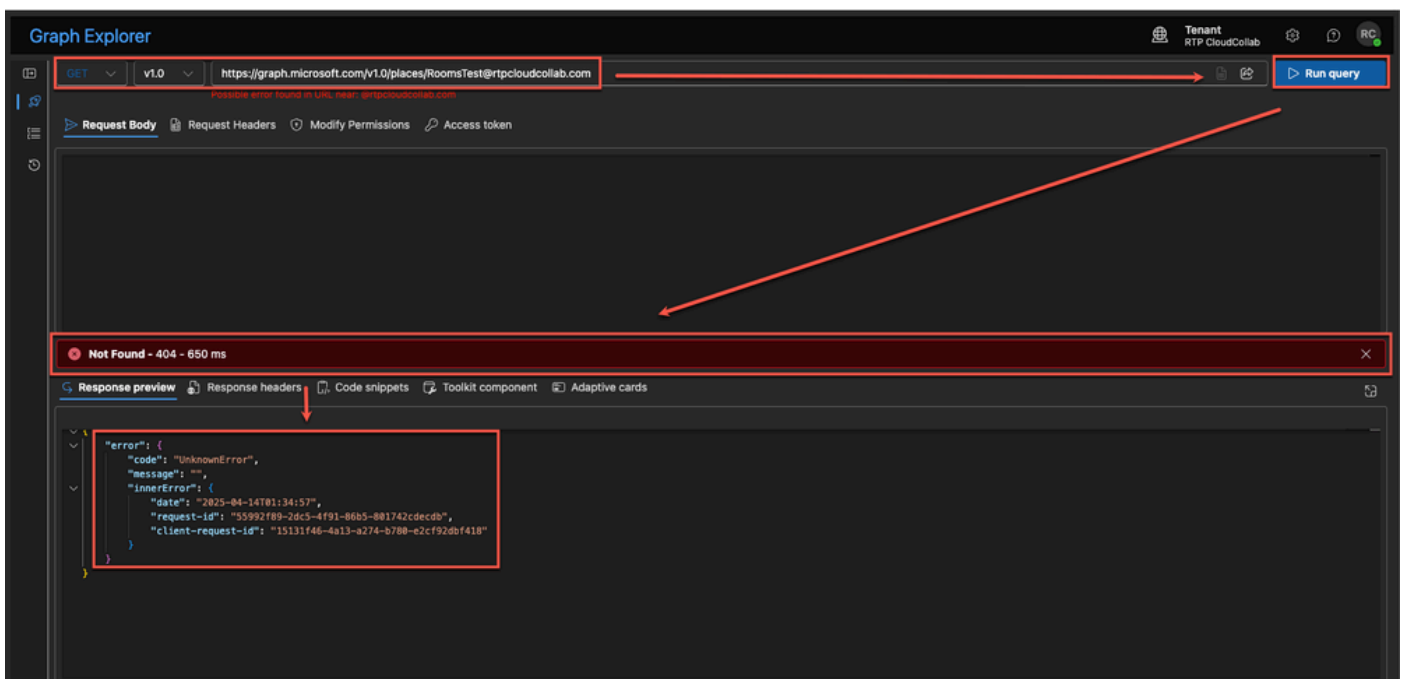
User with license + mailbox

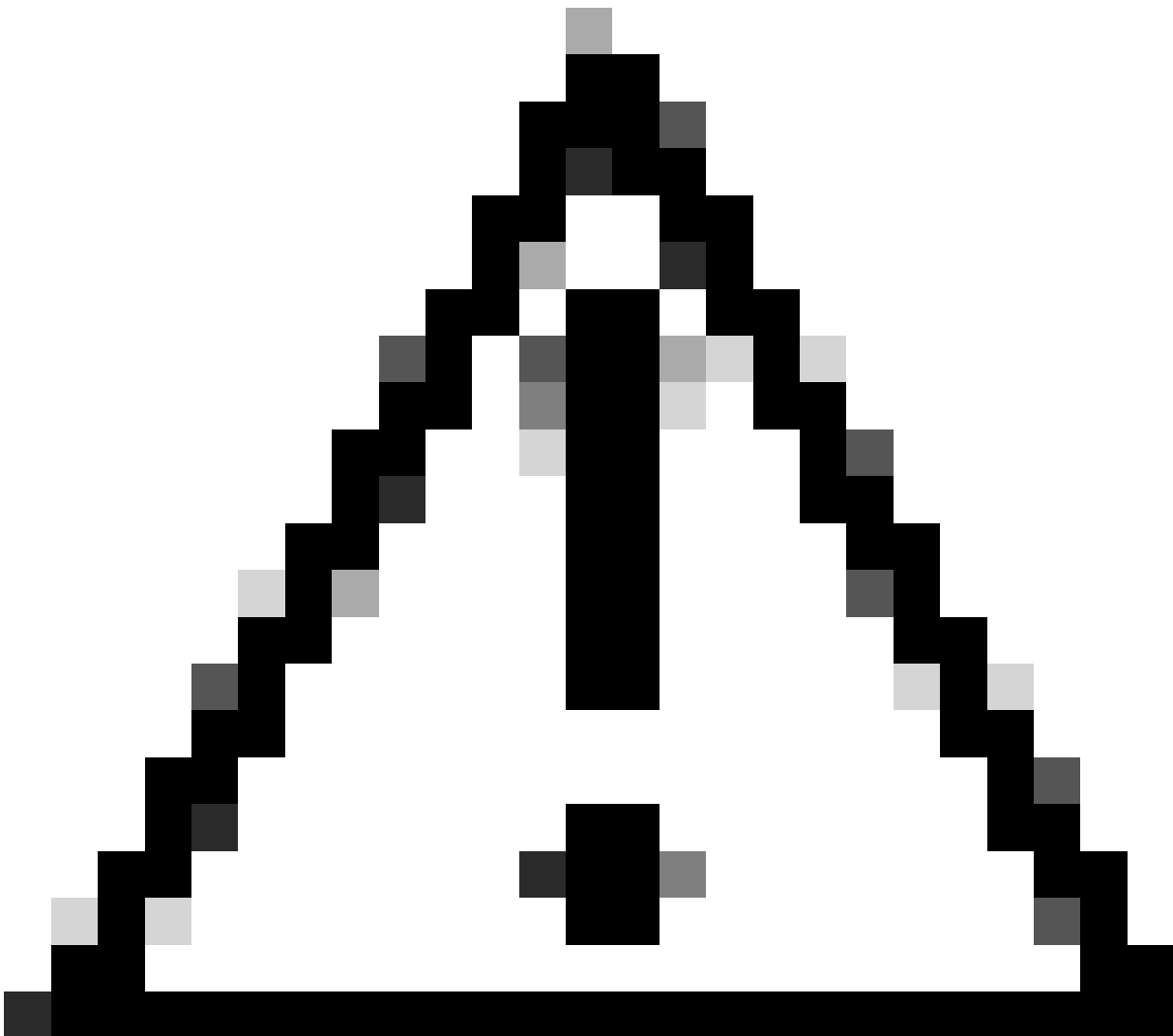
## Validate Workspace Mailbox

### Microsoft Graph

Go to [Microsoft Graph API](https://graph.microsoft.com), select GET as an HTTP request method, and run a query with one of these URLs:

`https://graph.microsoft.com/v1.0/places/{objectId}`  
`https://graph.microsoft.com/v1.0/places/{roommailbox}`





**Caution:** A Global Administrator is required to provide Admin consent in the Modify Permissions tab before click Run query.

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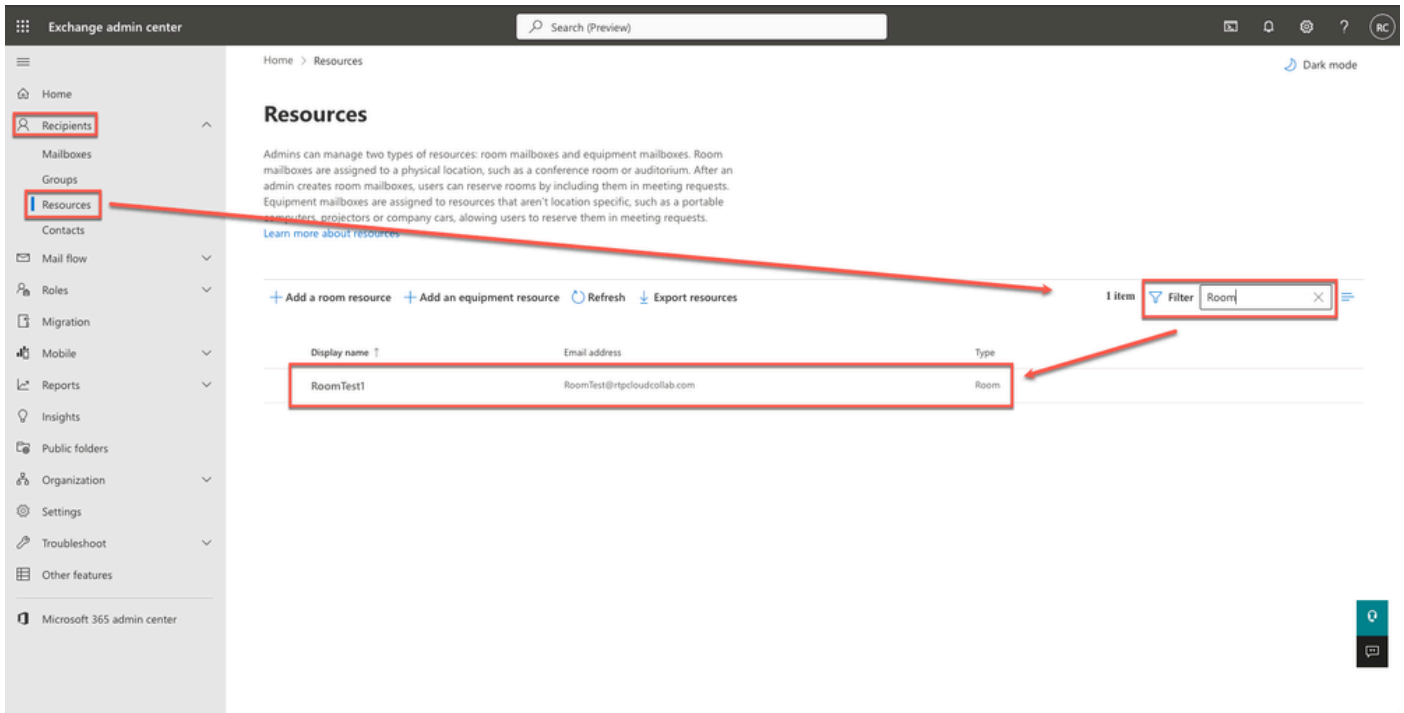
The HTTP 404 Not Found client error response status code indicates that the server cannot find the requested resource.

```
"error": {  
  "code": "UnknownError",
```

## Exchange admin

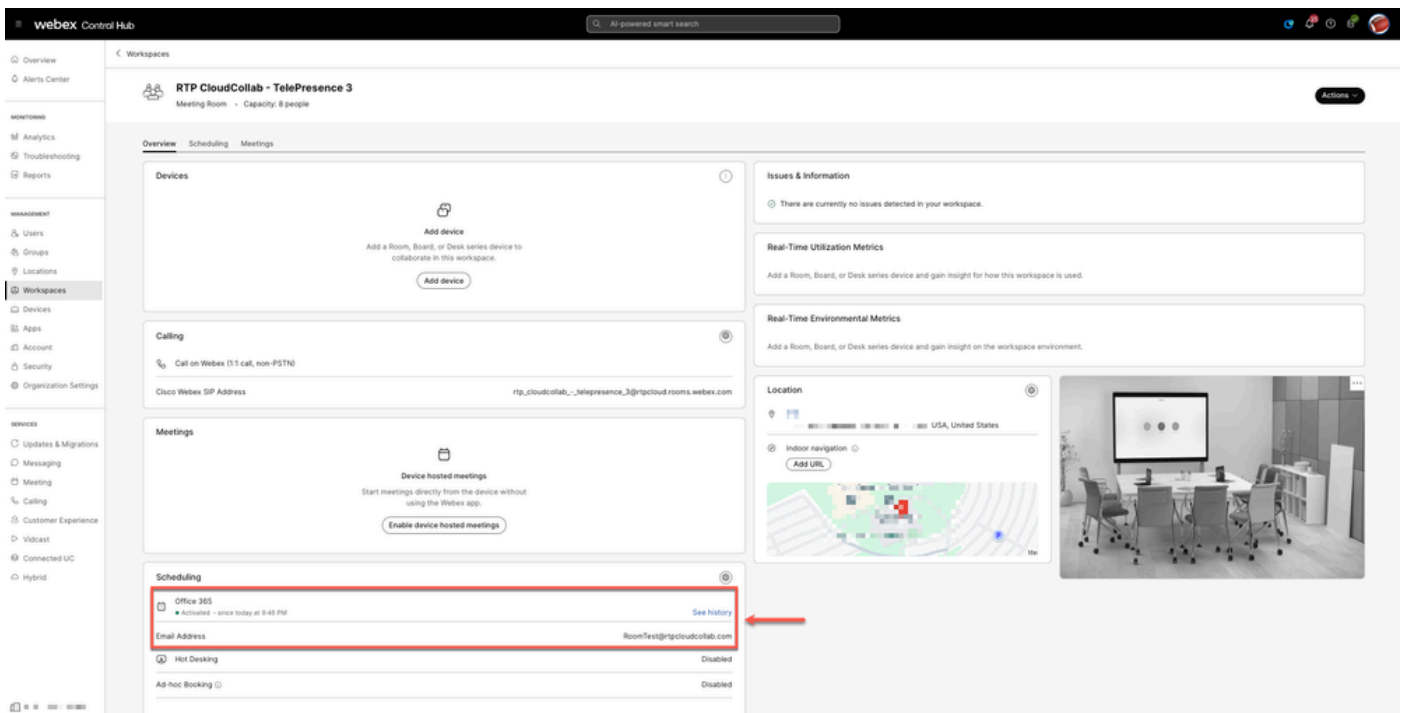
Go to [Exchange admin](#) > Recipients > Resources and locate the affected workspace.





## Resources

The Room email address does not match the one configured in Control Hub, which is a prerequisite for the Hybrid Calendar. Either edit the email address from Exchange admin or re-enable Workspace with the correct email address.



## Workspace fixed

## Related Information

- [Requirements for Hybrid Calendar with Microsoft Office 365](#)
- [Use Graph Explorer to try Microsoft Graph APIs](#)

- [How to open DevTools - Chrome](#)
- [How to open DevTools - FireFox](#)