

# Troubleshoot Errors When Adding Domain to the Webex Control Hub

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## Introduction

This document describes fixing an error when adding a domain to the Webex Control Hub using the **Add with Azure AD** option.

## Prerequisites

### Webex Control Hub EntraID Tenant

You must have the Full Admin privileges on the Control Hub and the Global Admin privileges on the EntraID.

### Issue

If you are an admin and you attempt to add a domain on the Control Hub using an option **Add with Azure AD**, this produces an error of "tenantid is required".

## Steps for Admin to Perform

1. Log in to admin.webex.com
2. Go to **Organization settings**.
3. Go to **Domains**.
4. Click **Add with Azure AD**.

## Domains

Manage your organization's domains

Add, verify, and claim your organization's domains. [See how to manage your domains](#) 

Add manually

Add with Azure AD

### Add verified domains

The below domains have been verified in Azure AD. Select domains to sync to Webex.

0 domains

☐ Domain

 Error getting verified domain. The request wa... [Show More](#)  
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## Debug Information in the Control Hub

Referrer: Control Hub notification toaster-links

Browser URL: <https://admin.webex.com/settings>

Control Hub Build: 20250724-39e9749

View Org ID: \*\*\*\*\*Org ID

Logged-in User ID: User ID

Logged-in User Org ID: Org ID

Logged-in User Clock UTC: Wed, 30 Jul 2025 21:50:19 GMT

Customer Type: Pending

Status: 401

Status Text: Unauthorized

URL: <https://identity-b-us.webex.com/extIntegration/azureAD/OrgID/v1/Domains>

Tracking ID: ATLAS\_1c91ac5b-48fa-484b-96b6-ee16cf1fd7c1\_67

Error: {

"error": {

"key": "401",

"message": [

{

"code": "701018",

"description": "Request unauthorized. client-request-id: 1cc7a849-cf30-4105-970e-4efbff9c5aa8"

```
}  
]  
},  
"trackingId": "ATLAS_1c91ac5b-48fa-484b-96b6-ee16cf1fd7c1_67"  
}
```

Message: Error getting verified domain. The request was unauthorized. Please sign out and try again.  
TrackingID: ATLAS\_1c91ac5b-48fa-484b-96b6-ee16cf1fd7c1\_67

## Other Possible Error

Referrer: Control Hub notification toaster-links  
Browser URL: [https://admin.webex.com/settings?type=azure-ad-domain&admin\\_consent=True&tenant=bae22791-5be6-4d1c-beb8-c4a796921216&orgId=4dc975b6-e02f-476a-9aa3-06ab8e27903c](https://admin.webex.com/settings?type=azure-ad-domain&admin_consent=True&tenant=bae22791-5be6-4d1c-beb8-c4a796921216&orgId=4dc975b6-e02f-476a-9aa3-06ab8e27903c)  
Control Hub Build: 20250620-fce73c1  
View Org ID: Org ID  
Logged-in User ID: User ID  
Logged-in User Org ID: Org ID  
Logged-in User Clock UTC: Mon, 23 Jun 2025 17:44:37 GMT  
Customer Type: Pending

Status: 400  
Status Text: Bad Request  
URL: <https://identity-b-us.webex.com/extIntegration/azureAD/OrgID/v1/Domains>  
Tracking ID: ATLAS\_84dd5f26-6e16-44e1-8ec0-a91cd9907693\_73  
Error: {  
 "error": {  
 "key": "400",  
 "message": [  
 {  
 "code": "100013",  
 "description": "tenantId is required"  
 }  
 ]  
 },  
 "trackingId": "ATLAS\_84dd5f26-6e16-44e1-8ec0-a91cd9907693\_73"  
}

Message: Error getting verified domain. TrackingID: ATLAS\_84dd5f26-6e16-44e1-8ec0-a91cd9907693\_73

## Troubleshooting

View the HAR capture or available debug information to view this information:

Failed to get domains from Azure AD, org 'OrgID'.

### Keywords to Note in the Debug Information

- Error getting verified domain. The request was unauthorized. Please sign out and try again
- tenantId is required

## Root Cause

Since the Webex Control hub does not have access to the Entra ID, it is failing to get the domain from the Entra and hence needs at least an authentication from the EntraID Admin. Otherwise, having an Azure AD wizard App in place which has an existing handshake to share the EntraID tenant ID with Webex can solve the problem.

## Solution

[Set up the Entra ID \(Azure AD\) Wizard App in Control Hub.](#) This allows the Control Hub to verify the domain with Azure AD.