

# Troubleshoot Hybrid Calendar with Exchange Connector Error "Pending Activation by Admin"

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## Introduction

This document describes how to identify and repair errors while enabling Scheduling with Hybrid Calendar with Exchange for Webex users in Control Hub.

## Prerequisites

### Requirements

Cisco recommends that you have knowledge of these topics:

- A Webex Organization.
- Webex Hybrid Calendar.
- Microsoft Exchange Admin Console.

### Components Used

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

- Webex Control Hub build 20240919-84b27c9
- Microsoft Exchange 15.2 (Build 529.5)
- Chrome browser 129.0.6668.58 (Official Build) (arm64)

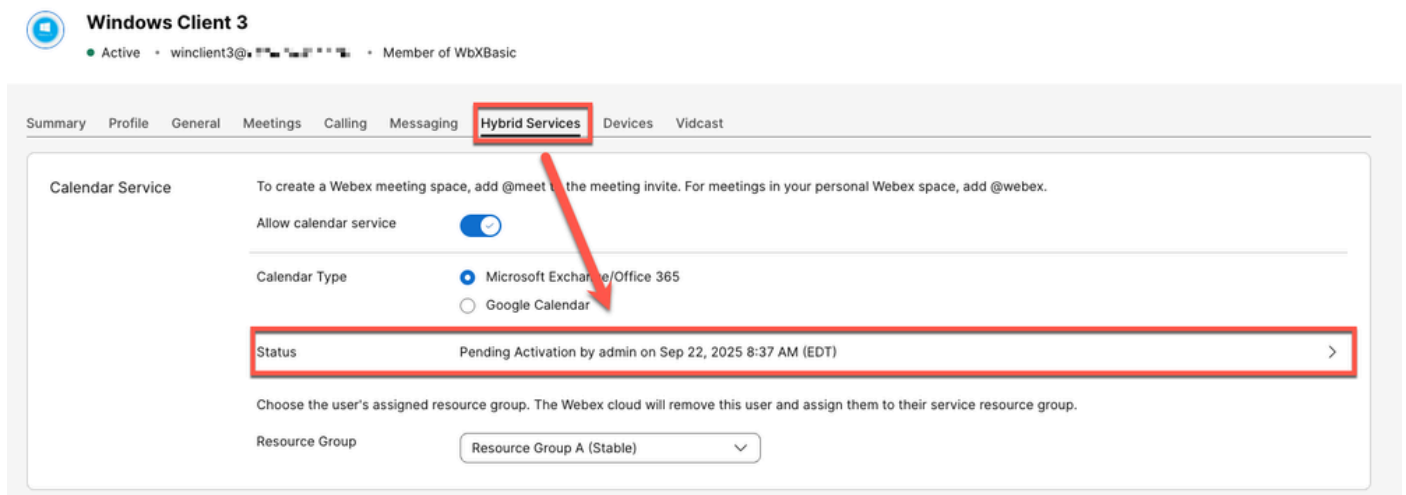
The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is live, ensure that you understand the potential impact of any command.

## Background

When enabling Hybrid Calendar with Exchange for Webex users in Control Hub, the status does not change to **Activated** and is stuck in error: "Pending Activation by admin..."

## Control Hub error

At **Control Hub > Management > Users > User affected > Hybrid Services > Calendar Service**, the status is stuck on "**Pending Activation by admin ...**"



*Control Hub error*

## Gathering logs

### Control Hub

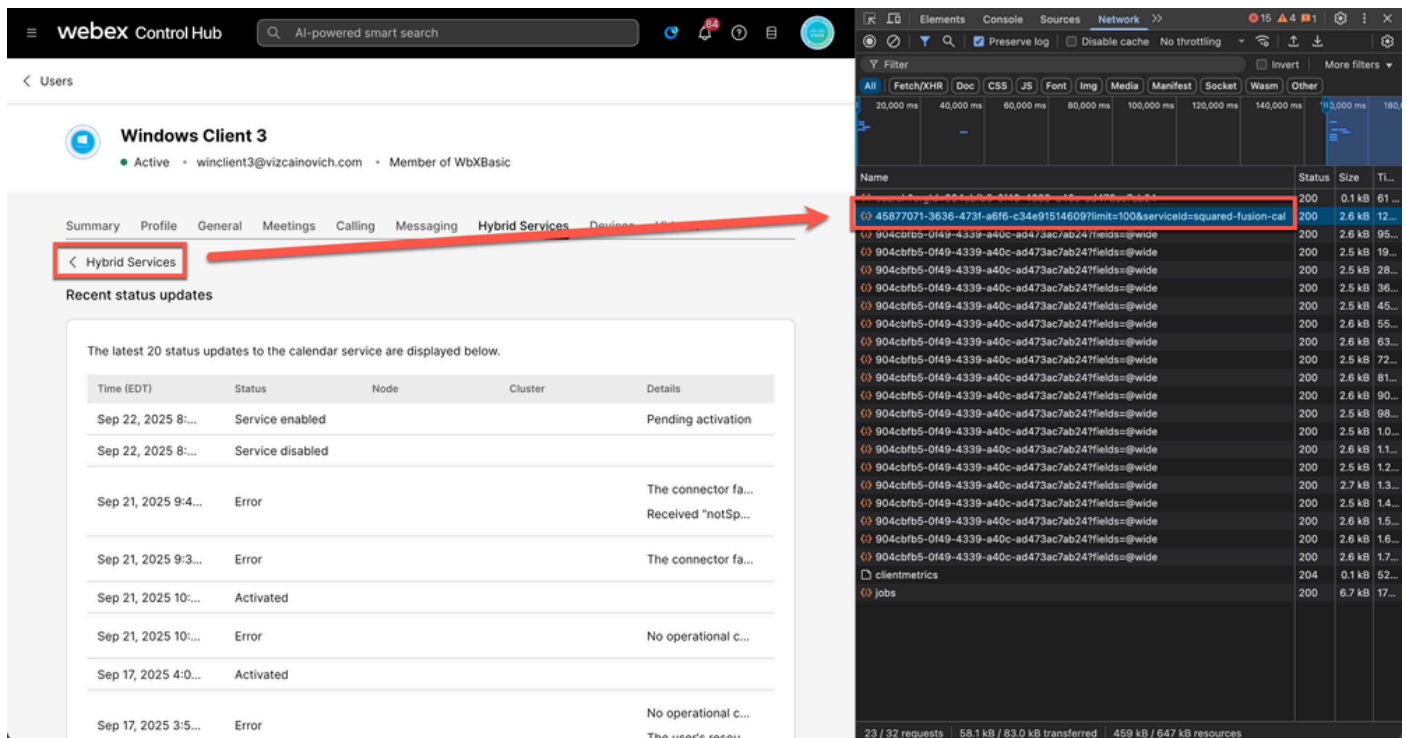
From your browser (preferably in incognito mode) :

Chrome: Open **DevTools > Network**

Firefox: Open **Web Developer Tools > Network**.

Navigate to **admin.webex.com > Management > Users > User affected > Hybrid Services > Calendar Service**.

Click **Status** and locate the Request URL which ends with **&serviceId=squared-fusion-cal**.



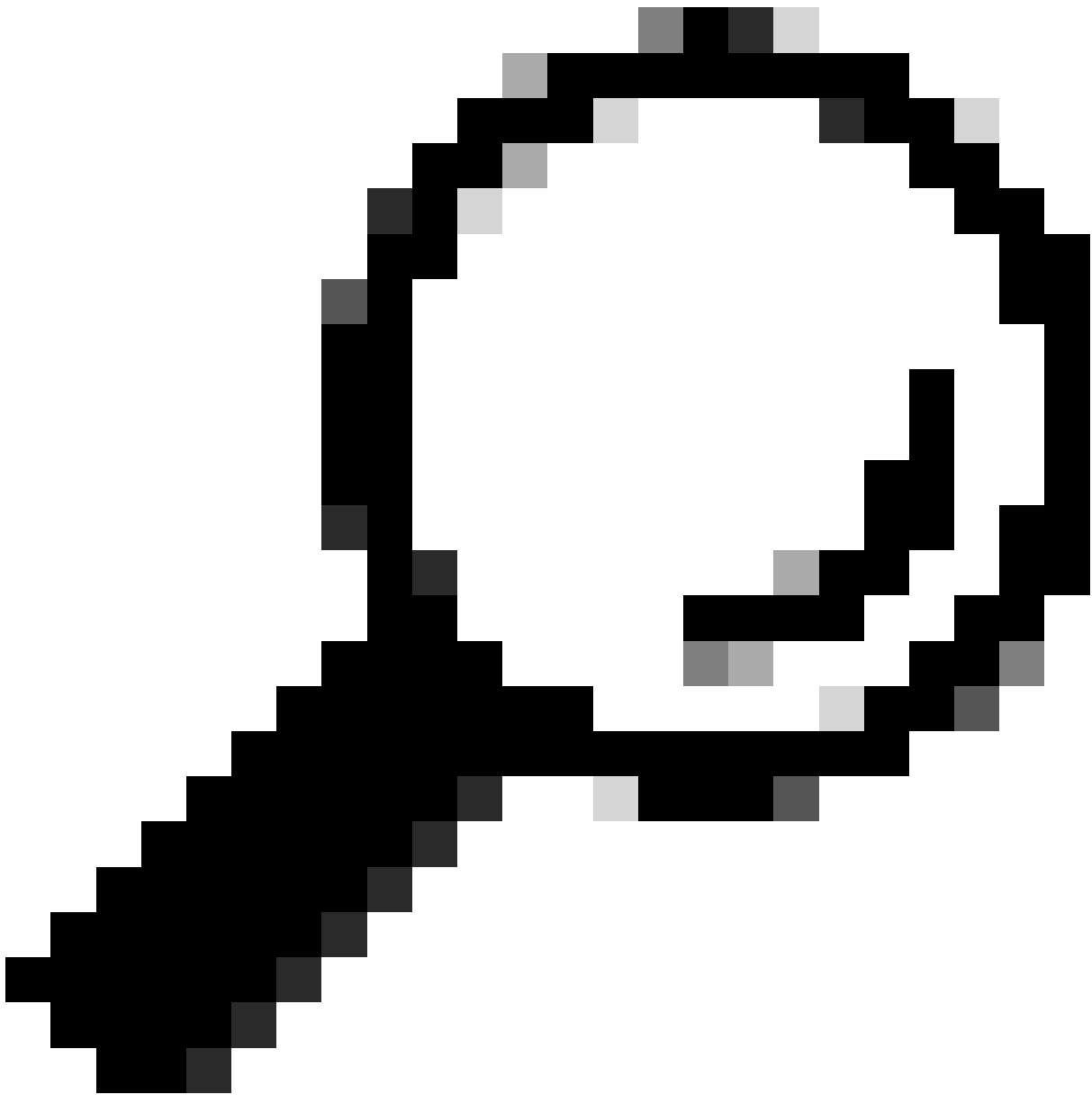
Request URL

## Request URL

<https://uss-a.wbx2.com/uss/api/v1/orgs/904cbfb5-0f49-4339-a40c-ad473ac7ab24/userJournal/45877071-3636-473f-a6f6-c34e91514609?limit=100&serviceId=squared-fusion-cal>

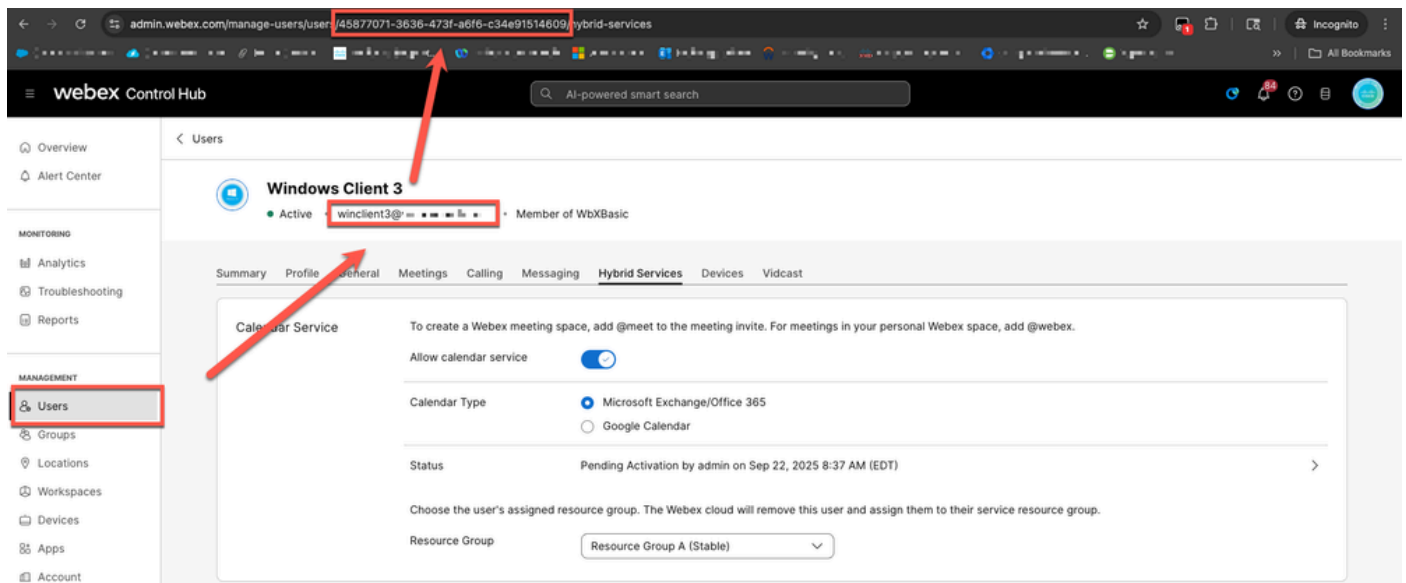
The **userId** appears after **/userJournal/** and before the **?limit** parameter. This identifier is needed to lookup inside of the Expressway Logs.

45877071-3636-473f-a6f6-c34e91514609



**Tip:** The fastest way to find the user ID is by checking the URL in the address bar.

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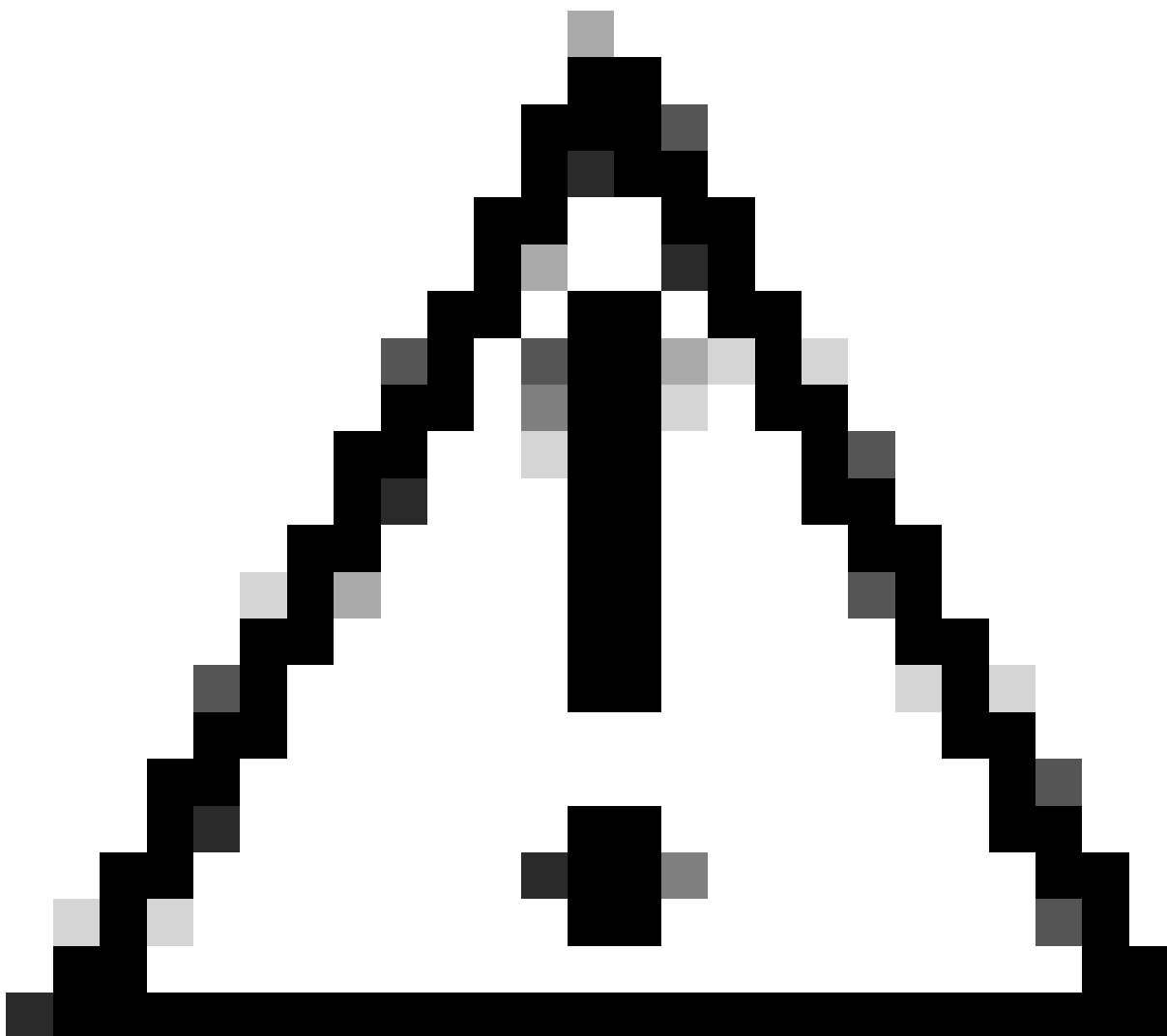


Address Bar

## Expressway Connector

With the userId from Control Hub, proceed to enable Diagnostic Logging, deactivate and reactivate the user, wait roughly five (5) minutes, and then collect the logs.

Navigate to **Maintenance > Diagnostics > Diagnostic logging**.



**Caution:** Make sure to set Log Levels to DEBUG or WARNING to trap the required logs. Go to **Maintenance > Diagnostics > Hybrid Services Log Levels**.

Name	Level	Actions
<input type="checkbox"/> hybridservices_c_cal	DEBUG	<a href="#">View/Edit</a>
<input type="checkbox"/> hybridservices_c_lme	DEBUG	<a href="#">View/Edit</a>
<input type="checkbox"/> hybridservices_cafedynamic	DEBUG	<a href="#">View/Edit</a>
<input type="checkbox"/> hybridservices_managementconnector	DEBUG	<a href="#">View/Edit</a>

*Hybrid Services Log Levels*

## Understanding Logging Levels

DEBUG	Detailed information for diagnosing issues
INFO	General operational messages

WARN	Potentially harmful situations
ERROR	Error events that still allow the app to continue running
FATAL	Very severe error events that lead to app termination
TRACE	The most verbose level, offering the most detailed diagnostics for in-depth troubleshooting

Navigate to **Maintenance > Diagnostics > Diagnostic logging** and click **Start new log** button to initiate logging. If Expressways are part of a Cluster, enable them in the primary node.

The screenshot shows the Cisco Expressway-C interface for Diagnostic logging. The 'Start new log' button is highlighted with a red box, and a red arrow points from it to the 'Collect log' button. The 'Logging status' section shows the logging process started on Monday 22nd of September 2025 at 08:36:04 AM (US/Eastern) and stopped at 08:58:19 AM (US/Eastern). The 'Log collection status' section indicates that no log is currently available for download. The 'Related tasks' section provides links for 'Advanced Network Log configuration' and 'Advanced Support Log configuration'.

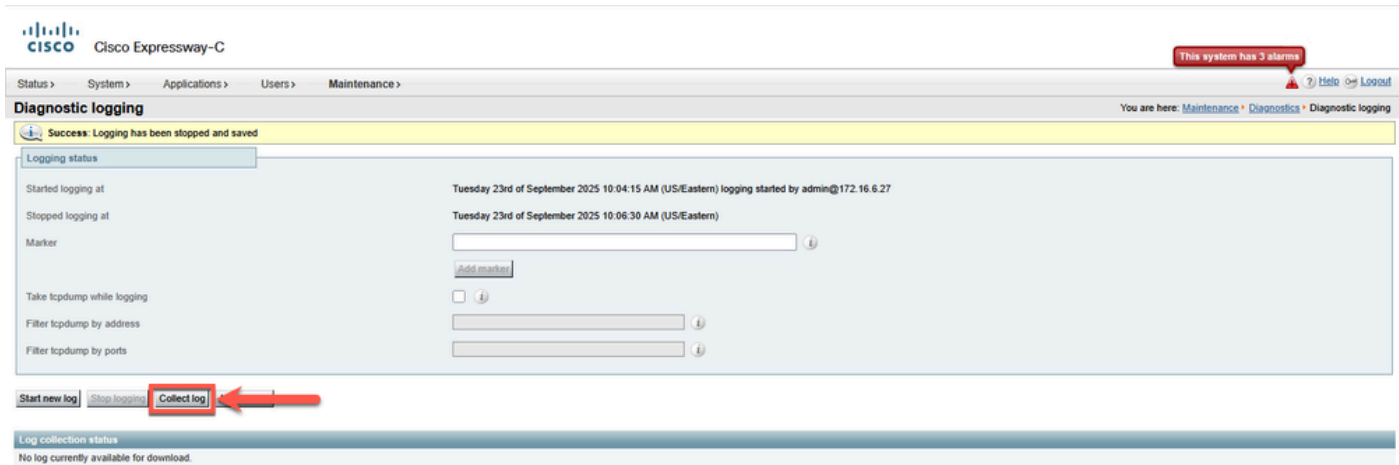
### *Diagnostic logging*

Deactivate the user affected from Control Hub and wait 4 -7 minutes, then click **Stop logging** button.

The screenshot shows the Cisco Expressway-C interface for Diagnostic logging. The 'Stop logging' button is highlighted with a red box, and a red arrow points from it to the 'Collect log' button. The 'Logging status' section shows the logging process started on Tuesday 23rd of September 2025 at 10:04:15 AM (US/Eastern) and stopped at 10:04:15 AM (US/Eastern). The 'Log collection status' section indicates that no log is currently available for download. The 'Related tasks' section provides links for 'Advanced Network Log configuration' and 'Advanced Support Log configuration'.

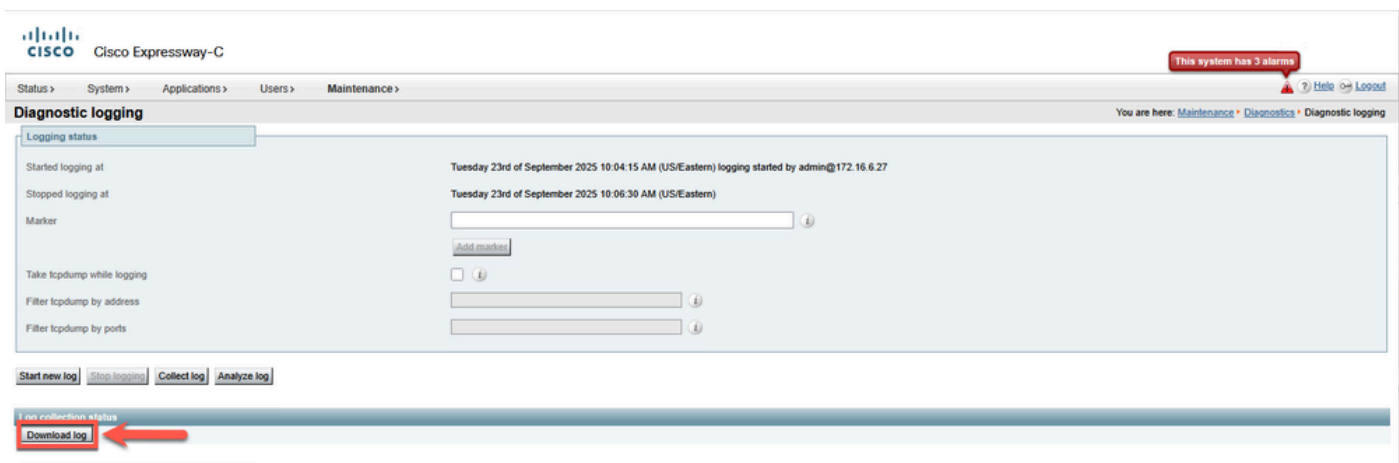
### *Stop logging*

Click **Collect log** to initiate the process of gathering and compiling diagnostic information into a downloadable archive.



### Collect log

After the archive is created, the **Download log** button appears, allowing the administrator to save the file to their local machine. This file is typically uploaded to a Cisco TAC (Technical Assistance Center) case for analysis.



### Download log

## Expressway Connector log analysis

With the `userId` of the affected user collected from Control Hub:

Extract the Expressway logs locally and locate and open the file **loggingsnapshot\_<Expressway-HostName>\_<Date>.txt**

```
diagnostic_log_ccnp-expressway-hybrid1_2025-09-22_12/58/19 > loggingsnapshot_ccnp-expressway-hybrid1_2025-09-22_12/58/19
```

Filter out `userId` and locate the **EWSServices.bindToCalendar** request right after the discover event containing the `userId`.

```
2025-09-22T08:38:08.654-04:00 localhost UTCTime="2025-09-22 12:38:08,654" Module="hybridservices.c_cal"
```



2025-09-22T08:38:08.657-04:00 localhost UTCTime="2025-09-22 12:38:08,656" Module="hybridservices.c\_cal"

Log snippets show multiple attempts including usedId 45877071-3636-473f-a6f6-c34e91514609 pointing out to the impersonation account used to communicate between Expressway Connector and the Exchange server showing this error :

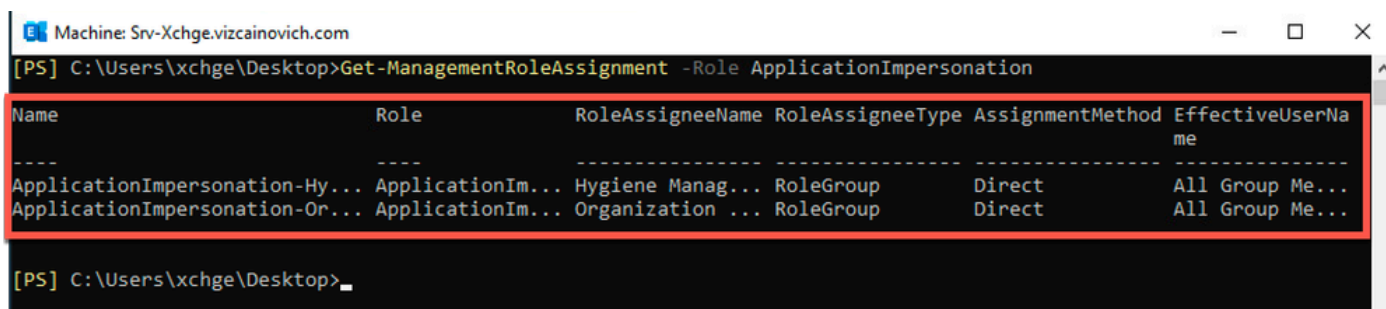
The account does not have permission to impersonate the requested user.

## Validation

### Exchange server

Validate the impersonation account from the Exchange server running this Exchange Server PowerShell command to list all ApplicationImpersonation role assignments :

```
Get -ManagementRoleAssignment -Role ApplicationImpersonation
```

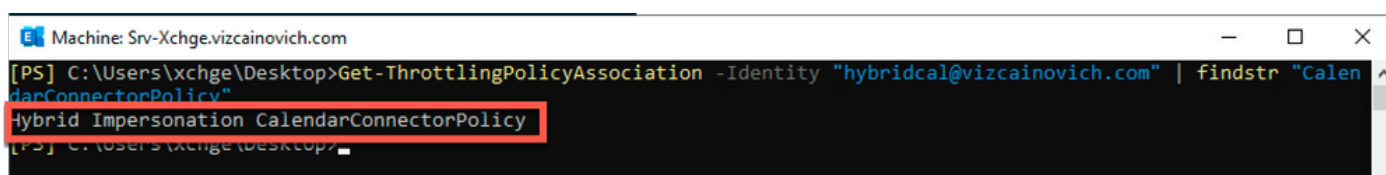


Name	Role	RoleAssigneeName	RoleAssigneeType	AssignmentMethod	EffectiveUserName
ApplicationImpersonation-Hy...	ApplicationIm...	Hygiene Manag...	RoleGroup	Direct	All Group Me...
ApplicationImpersonation-Or...	ApplicationIm...	Organization ...	RoleGroup	Direct	All Group Me...

*Management Role Assignment*

Confirm that the impersonation mailbox is using the Throttling Policy for Hybrid Calendar from Exchange server running this Exchange Server PowerShell command:

```
Get -ThrottlingPolicyAssociation -Identity "impersonation account" | findstr "ThrottlingPolicy"
```



```
[PS] C:\Users\xchge\Desktop>Get-ThrottlingPolicyAssociation -Identity "hybridcal@vizcainovich.com" | findstr "CalendarConnectorPolicy"
```

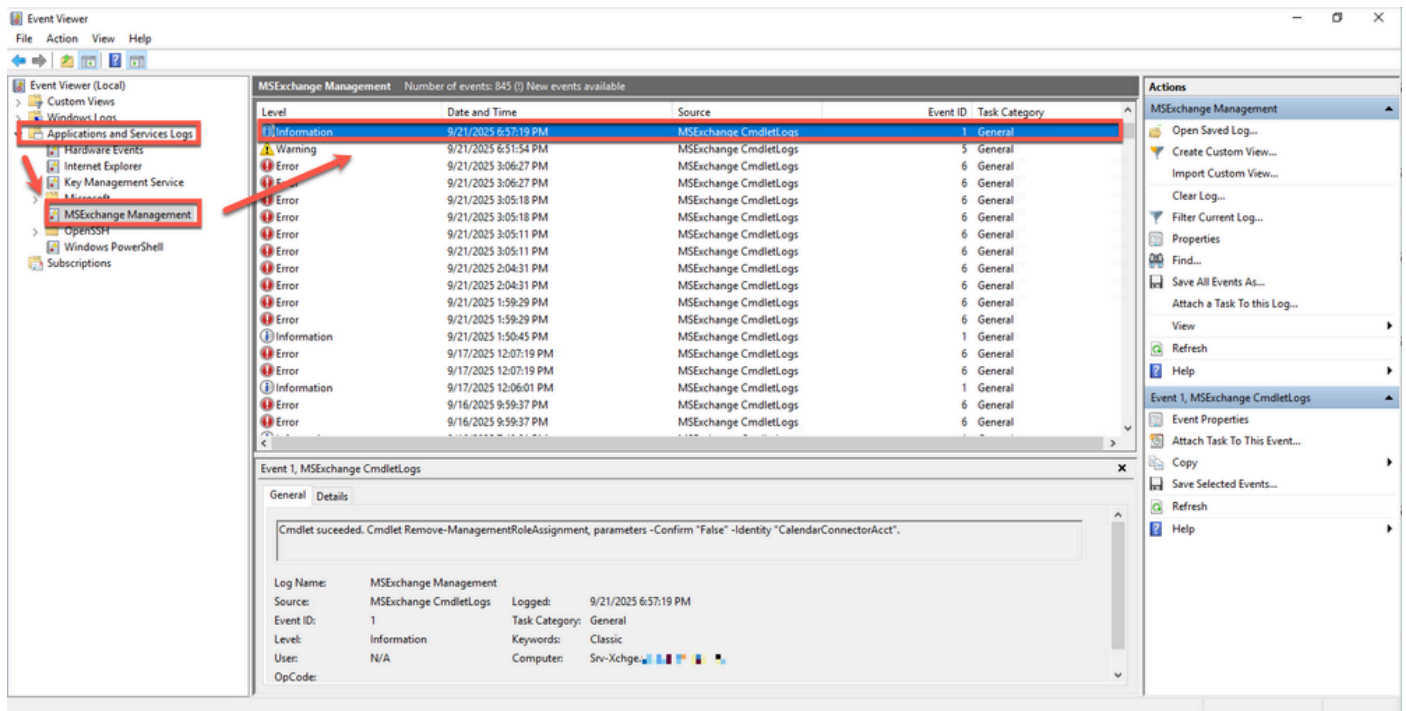
*Throttling Policy Association*

Lookup at your Hybrid Calendar deployment records to identify the RoleAssignment given to the impersonation account during the first time setup. In this scenario, the RoleAssignment is:

CalendarConnectorAcct

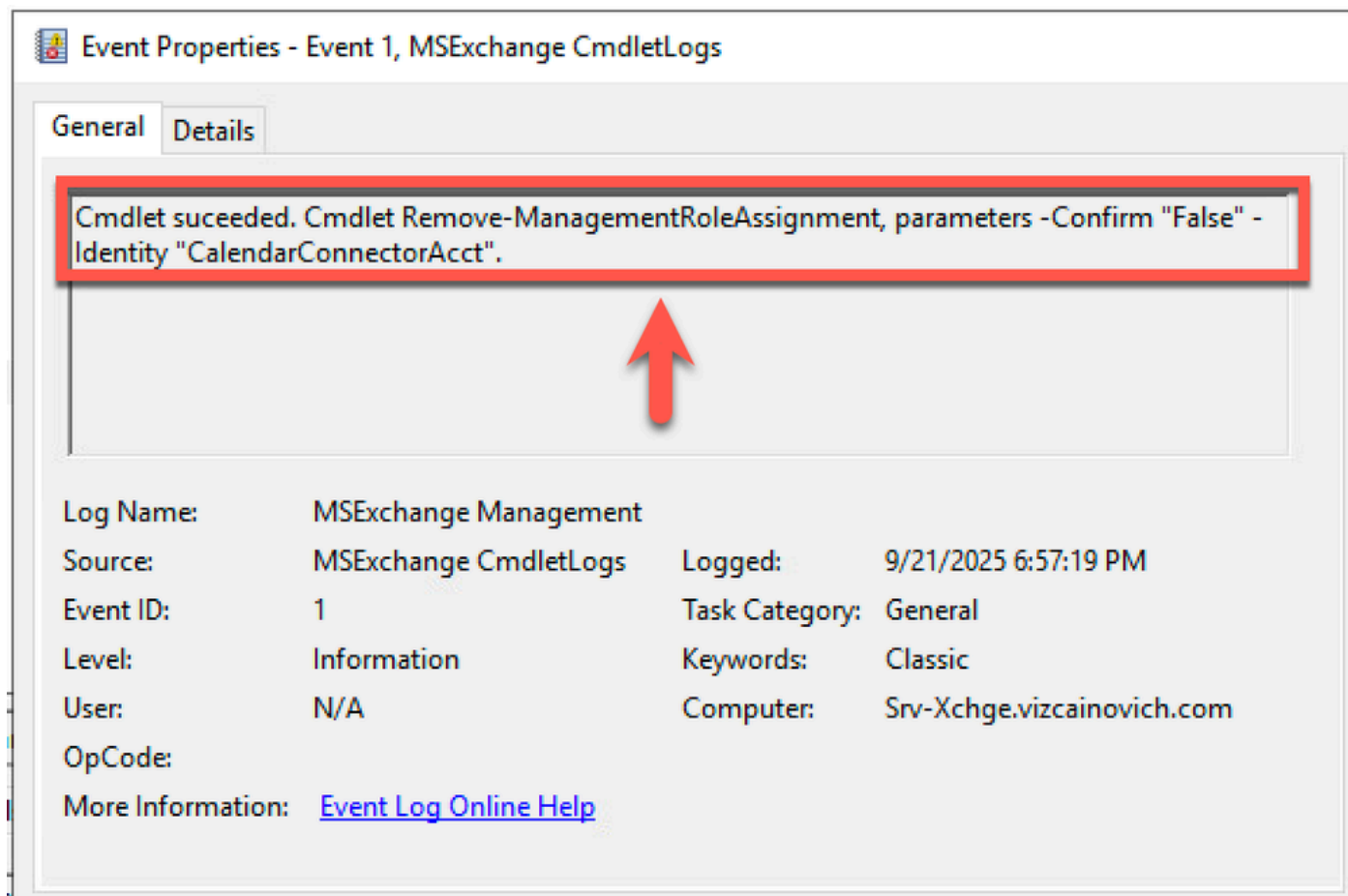
## MSExchange Event Viewer logs

From the Exchange server, go to **Event Viewer > Applications and Services Logs > MSExchange Management** and filter out Information level events containing "CmdletLogs" and/or name of the RoleAssignment "CalendarConnectorAcct if any.



*Event Viewer logs*

Double click on the event to open its properties.



Event Properties

## Exchange Management Shell

By using the build-in session history of Exchange Server PowerShell, commands used in the current session can be tracked.

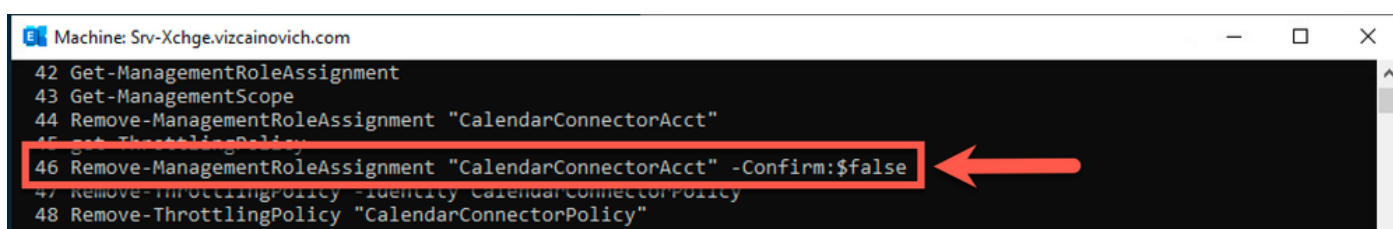
The history is not available to other sessions and is deleted when the session ends.

Using the PSReadLine history tracks the commands used in all PowerShell sessions.

The history is written to a central file per host. That history file is available to all sessions and contains all past history. The history is not deleted when the session ends.

In this scenario, the built-in session is showing this output after running this command:

Get-History



## Root Cause

**Exchange admin** deleted the RoleAssignment for the impersonation account using this Exchange Server PowerShell command:

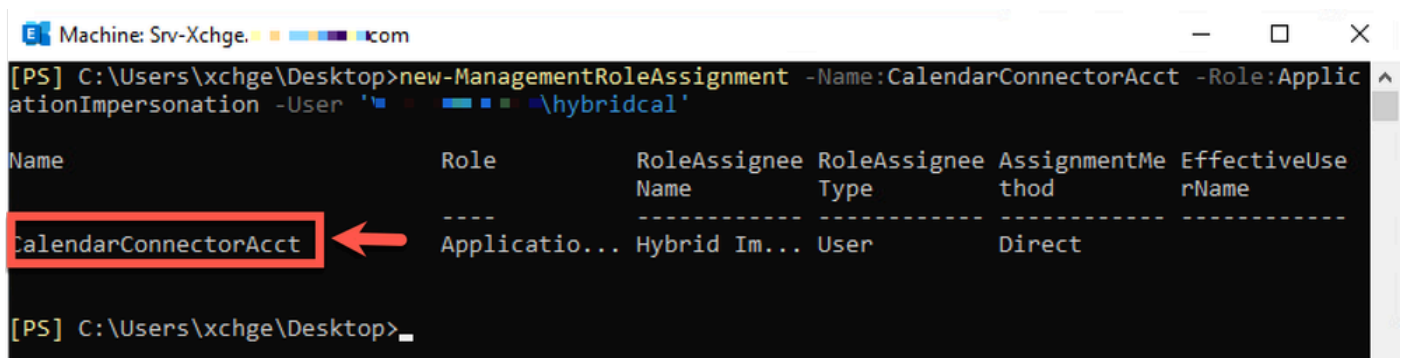
```
Remove-ManagementRoleAssignment "CalendarConnectorAcct" -Confirm:$false
```

This action breaks the impersonation account role unable to subscribe users in Exchange server and causes users and workspaces activation to fail.

## Solution

From Exchange Server PowerShell, run this command to create a new ManagementRoleAssignment with name "CalendarConnectorAcct" and assign it to impersonation account hybridcal.

```
new-ManagementRoleAssignment -Name:CalendarConnectorAcct -Role:ApplicationImpersonation -User 'VIZCAINO'
```



```
[PS] C:\Users\xchge\Desktop>new-ManagementRoleAssignment -Name:CalendarConnectorAcct -Role:ApplicationImpersonation -User 'VIZCAINO'
```

Name	Role	RoleAssignee Name	RoleAssignee Type	AssignmentMethod	EffectiveUserName
CalendarConnectorAcct	ApplicationImpersonation	Hybrid Im...	User	Direct	

```
[PS] C:\Users\xchge\Desktop>
```

*new-ManagementRoleAssignment*

From Expressway server, restart the Calendar connector to accelerate the activation process for the affected user(s) and/or workspace(s).

Navigate to **Applications > Hybrid Services > Connector Management > Calendar Connector > Enabled** hyperlink.

**CISCO** Cisco Expressway-C

Status > System > Applications > Users > Maintenance >

This system has 5 alarms

You are here: Applications > Hybrid Services > Connector Management

### Connector Management

Hybrid Services

This Expressway cluster is registered with the Cisco Webex Cloud and is now ready for Hybrid Services.

[Cisco Webex Cloud certificate management](#) - you are currently allowing Cisco Webex Cloud to add required CA certificates to the Expressway trust list

<https://admin.webex.com> - configure your hybrid services, enable users for features, manage your hybrid service clusters, and set upgrade schedules for connectors.

#### Connector management

Click a connector name below to view or modify the connector details.

Service	Status	Version	Active	Configuration
Management Connector	Running	8.11-1.0.773	Enabled	
Calendar Connector	Running	8.11-1.0.8931	Enabled	<a href="#">Configure Microsoft Exchange Servers</a>   <a href="#">Configure Cisco Conferencing Services</a>
Message Connector	Running	8.10-1.0.1675	Enabled	<a href="#">Configure IM and Presence Servers</a>

### Connector Management

Inside of Calendar Connector, click the **Enable** to open the drop down menu.

**CISCO** Cisco Expressway-C

Status > System > Applications > Users > Maintenance >

This system has 5 alarms

You are here: Applications > Hybrid Services > Connector Management

### Connector Management

Calendar Connector

Status: Running

Active: **Enabled** (dropdown menu)

Microsoft Exchange servers: 1 [Configure Microsoft Exchange Servers](#)

Cisco Webex Meetings sites: 1 [Configure Cisco Conferencing Services](#)

Cisco Conferencing Services: 0 [Configure Cisco Conferencing Services](#) (at least one Microsoft Exchange server or one Cisco TMS must be configured for this service to be 'Enabled')

Calendar Connector Status: [Check Calendar Connector Status](#)

[Save](#) [Back to Hybrid Services](#)

#### Rollback option

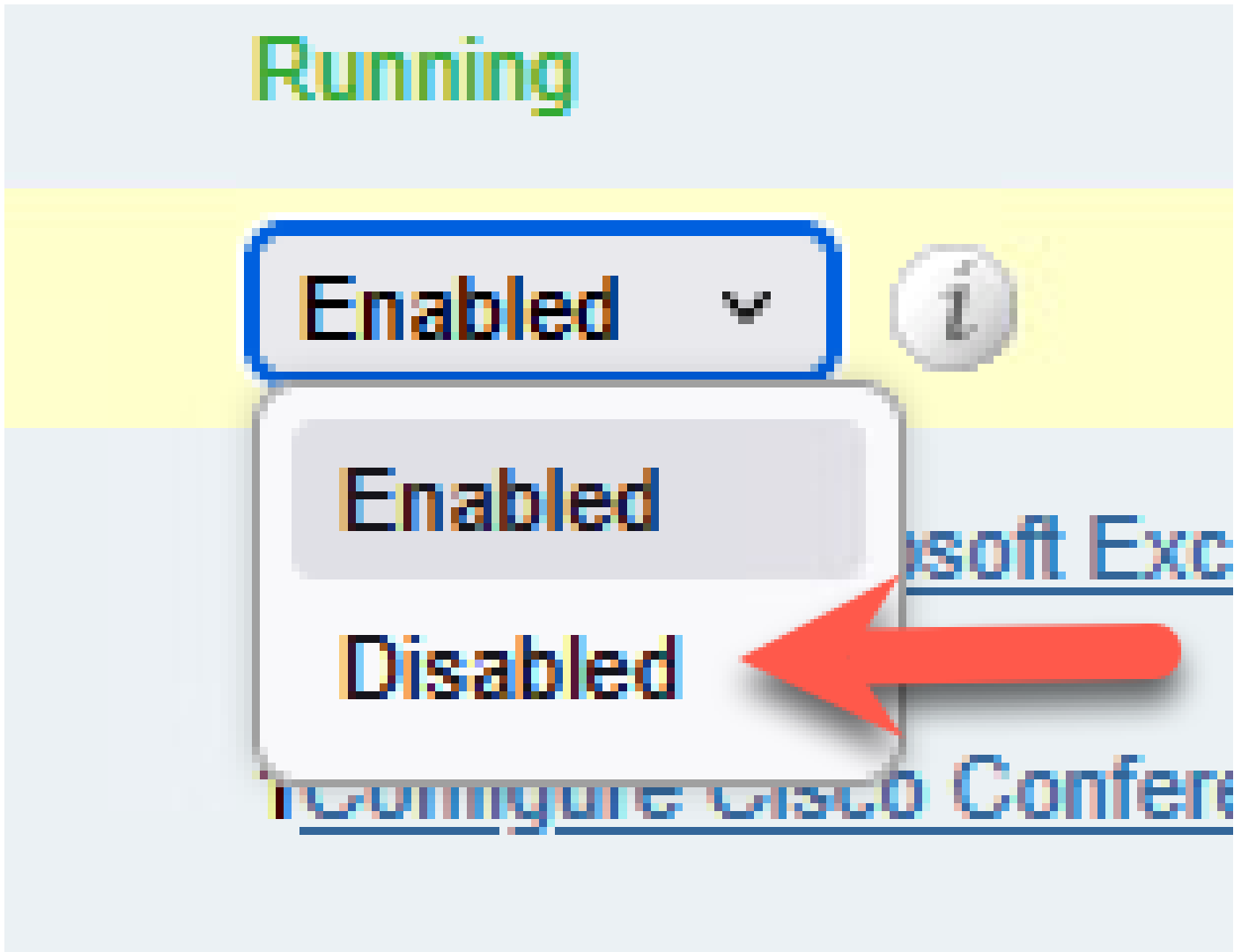
Target version: 8.11-1.0.8921

Rolling back will remove 8.11-1.0.8931 and block automatic attempts to reinstall that version. The next version will upgrade as normal.

[Roll back](#)

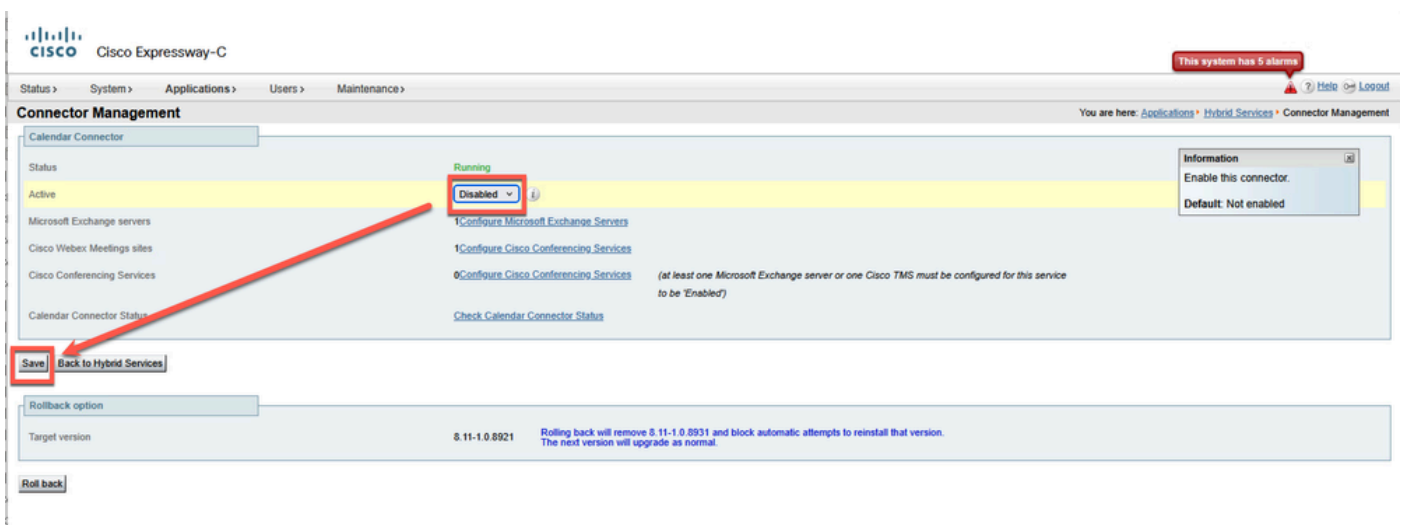
### Enabled button

Select **Disabled** from the drop-down menu.



drop-down menu

Click **Save** button to apply the changes in the Calendar Connector.



Save

After changes are saved, it lands in Connector Management. Click **Check Calendar Connector Status** at the bottom of the Calendar Connector service.

**Cisco Expressway-C**

Status > System > Applications > Users > Maintenance

This system has 5 alarms

You are here: Applications > Hybrid Services > Connector Management

### Connector Management

Calendar Connector

Status: Running

Active: Disabled

Microsoft Exchange servers: 1 Configure Microsoft Exchange Servers

Cisco Webex Meetings sites: 1 Configure Cisco Conferencing Services

Cisco Conferencing Services: 0 Configure Cisco Conferencing Services (at least one Microsoft Exchange server or one Cisco TMS must be configured for this service to be 'Enabled')

Calendar Connector Status: Check Calendar Connector Status

Save Back to Hybrid Services

Rollback option

Target version: 8.11-1.0.8921

Roll back

### Calendar Connector Status

Wait a few minutes until the Calendar Connector initializes.

**Cisco Expressway-C**

Status > System > Applications > Users > Maintenance

This system has 5 alarms

You are here: Applications > Hybrid Services > Calendar Service > Calendar Connector Status

### Calendar Connector Status

Connectivity to Cisco Webex cloud: Connected

Calendar Connector User Subscription Status

Total Assigned Users: 0

Successfully Subscribed Users: 0

Users with Failed Subscription: 0

Related Tasks

Configure Microsoft Exchange Servers

Configure Cisco Conferencing Services

Back to Calendar Connector configuration

Back to Connector Management

### Restarted

Once Calendar Connector initializes, Expressway connectivity shows Exchange address and users successfully subscribed.

**Cisco Expressway-C**

Status > System > Applications > Users > Maintenance

This system has 5 alarms

You are here: Applications > Hybrid Services > Calendar Service > Calendar Connector Status

### Calendar Connector Status

Connectivity to Cisco Webex cloud: Connected

Collaboration On-Premises

Address/Display Name: https://trv-xchg-...com/ews/exchange.asmx

Status: Connected

Calendar Connector User Subscription Status

Total Assigned Users: 7

Successfully Subscribed Users: 7

Users with Failed Subscription: 0

Related Tasks

Configure Microsoft Exchange Servers

Configure Cisco Conferencing Services

Back to Calendar Connector configuration

Back to Connector Management

### Connected

Return to **Control Hub > Management > Users > Affected user** shows Calendar service fully activated.

Windows Client 3

Active • winclient3@v... • Member of WbXBasic

SummaryProfileGeneralMeetingsCallingMessagingHybrid ServicesDevicesVidcast

Calendar Service

To create a Webex meeting space, add @meet to the meeting invite. For meetings in your personal Webex space, add @webex.

Allow calendar service

Calendar Type

Microsoft Exchange/Office 365

Google Calendar

Cluster

WbX Main

Status

Activated by admin on Sep 24, 2025 7:51 PM (EDT)

Choose the user's assigned resource group. The Webex cloud will remove this user and assign them to their service resource group.

Resource Group

Resource Group A (Stable)

Activated

Expressway logs showing affected userId **45877071-3636-473f-a6f6-c34e91514609** getting a valid subscription from Exchange server:

2025-09-24T20:03:55.984-04:00 localhost UTCTime="2025-09-25 00:03:55,984" Module="hybridservices.c\_cal"

2025-09-24T20:03:55.984-04:00 localhost UTCTime="2025-09-25 00:03:55,984" Module="hybridservices.c\_cal"

2025-09-24T20:03:56.049-04:00 localhost UTCTime="2025-09-25 00:03:56,049" Module="hybridservices.c\_cal"





**Note:** The alarm ‘The account does not have permission to impersonate the requested user’ can have multiple causes; however, all of them are related to the impersonation account configuration or the Exchange server.

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## Related Information

- [Hybrid Services and Connector Troubleshooting](#)
- [Collect Expressway/VCS Diagnostic Log for Expressway MRA](#)
- [Chrome DevTools](#)
- [Firefox DevTools](#)