

# Troubleshoot Webex Scheduling Error "Unauthorized from O365. Admin Action is Required."

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## Introduction

This document describes how to identify and fix the error "Unauthorized 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 Microsoft 365.
- Microsoft 365 admin

The information in this document was created from the devices in a specific lab environment. All of the

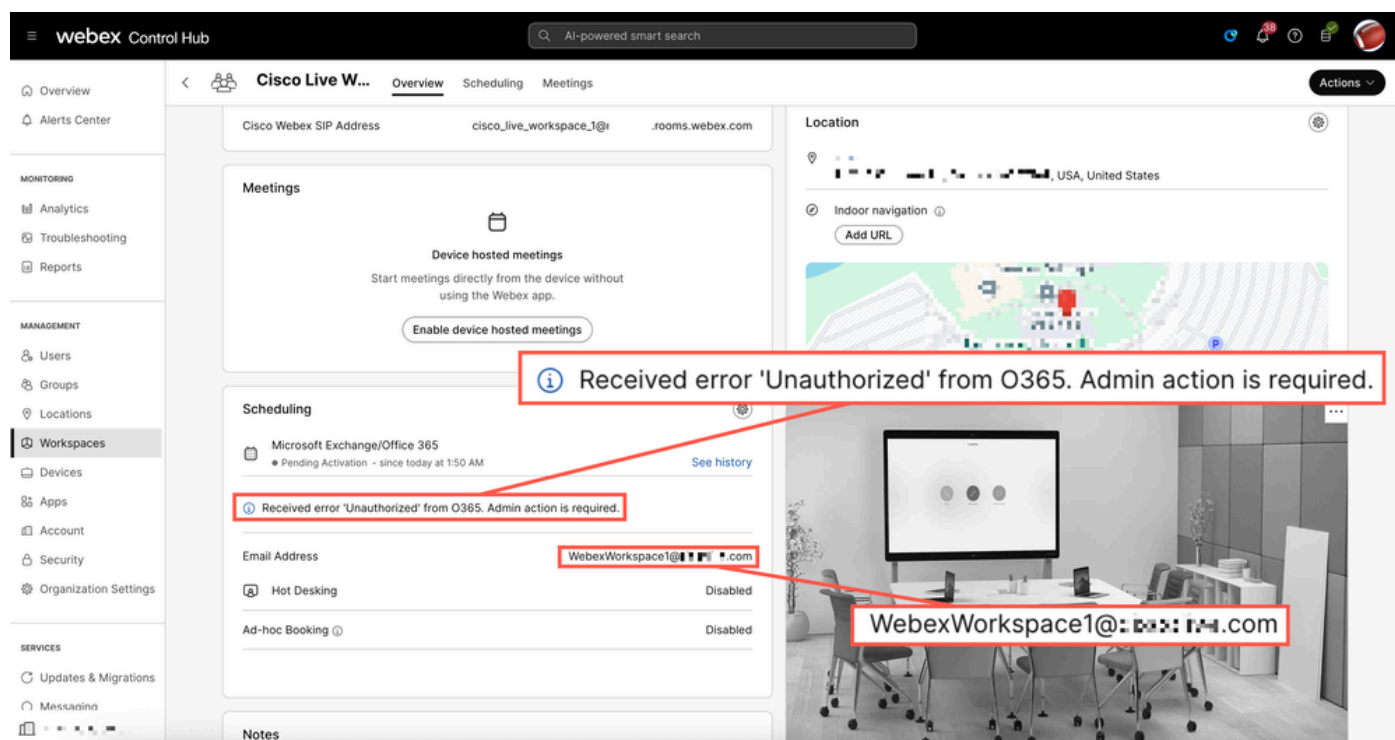
devices used in this document started with a cleared (default) configuration. If your network is live, ensure that you understand the potential impact of any command.

## 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 'Unauthorized' from O365. Admin action is required." for either a Webex user or a Workspace.

## Error from Control Hub

In the **Workspaces** section, under the users setting, **Overview tab** > **Scheduling** displays an "Unauthorized" message but no additional logging.



*Workspace Error*

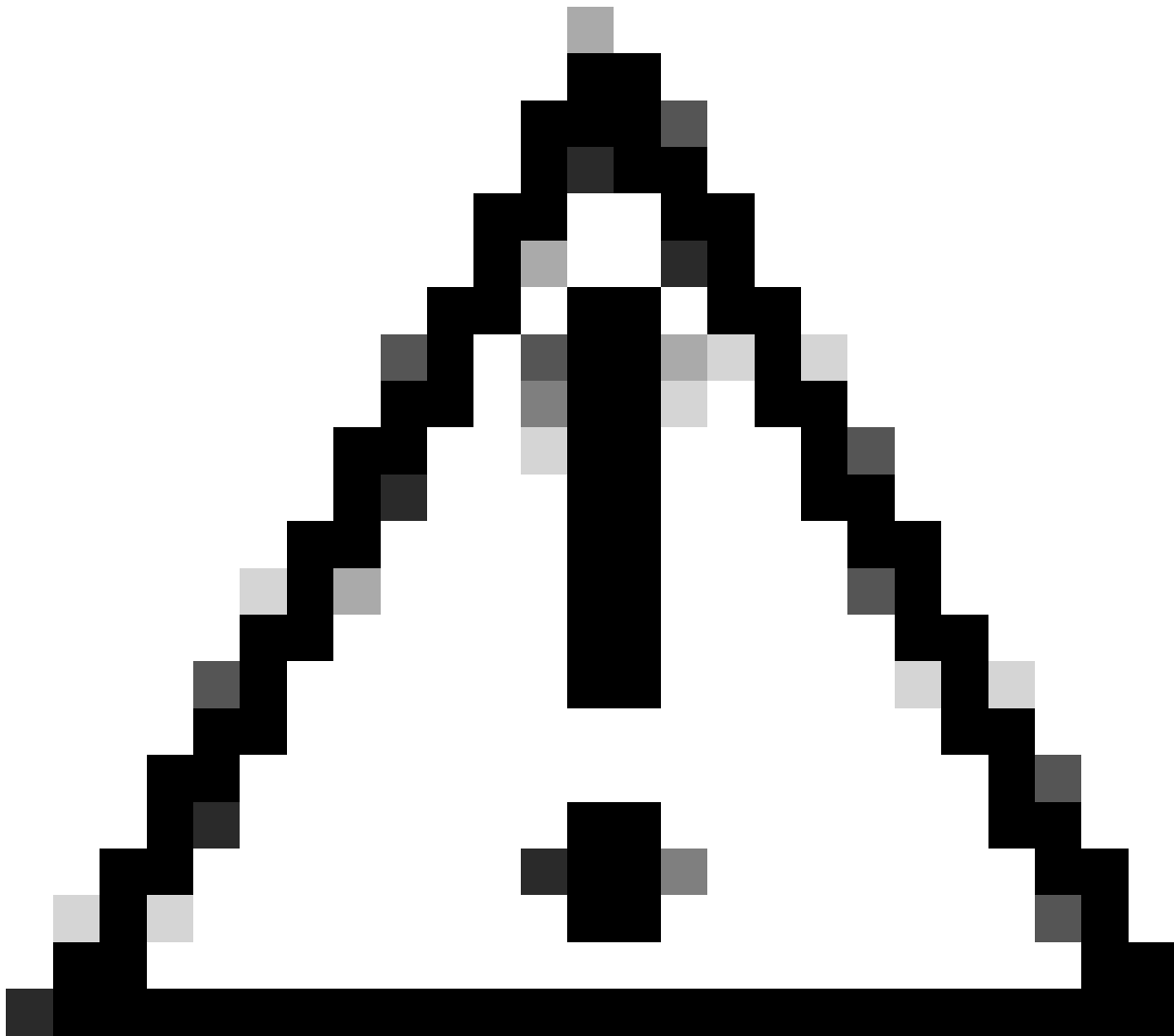
## Troubleshooting

### HTTP Inspection

Under **Overview tab** > **Scheduling** section 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 the **See history** button for the Workspace.





**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 'Unauthorized' from O365. Admin action is required."

## Root Cause

The message 'Unauthorized' from O365 means Webex throughout Microsoft Graph cannot find a mailbox for the user/workspace or; the domain mailbox is not part of tenant domains.

It is now time to confirm the mailbox from Microsoft.

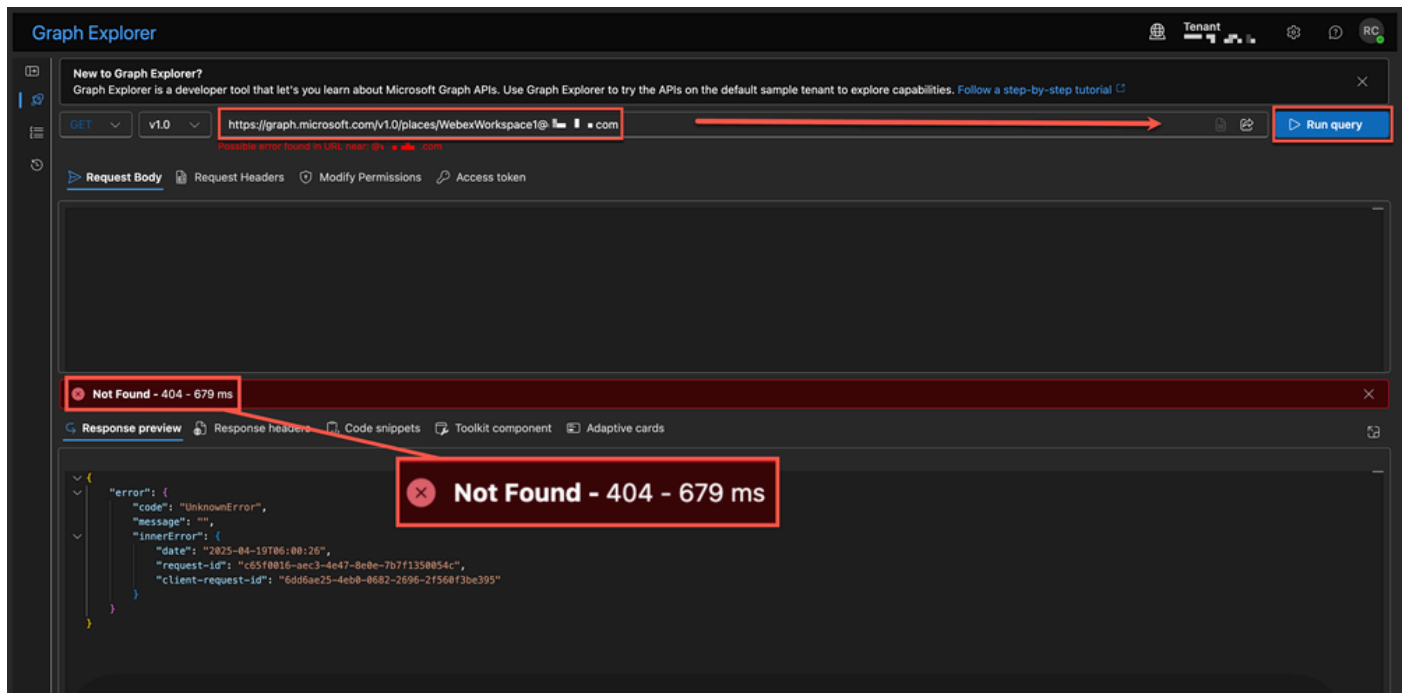
## Validate Workspace Mailbox

### Microsoft Graph

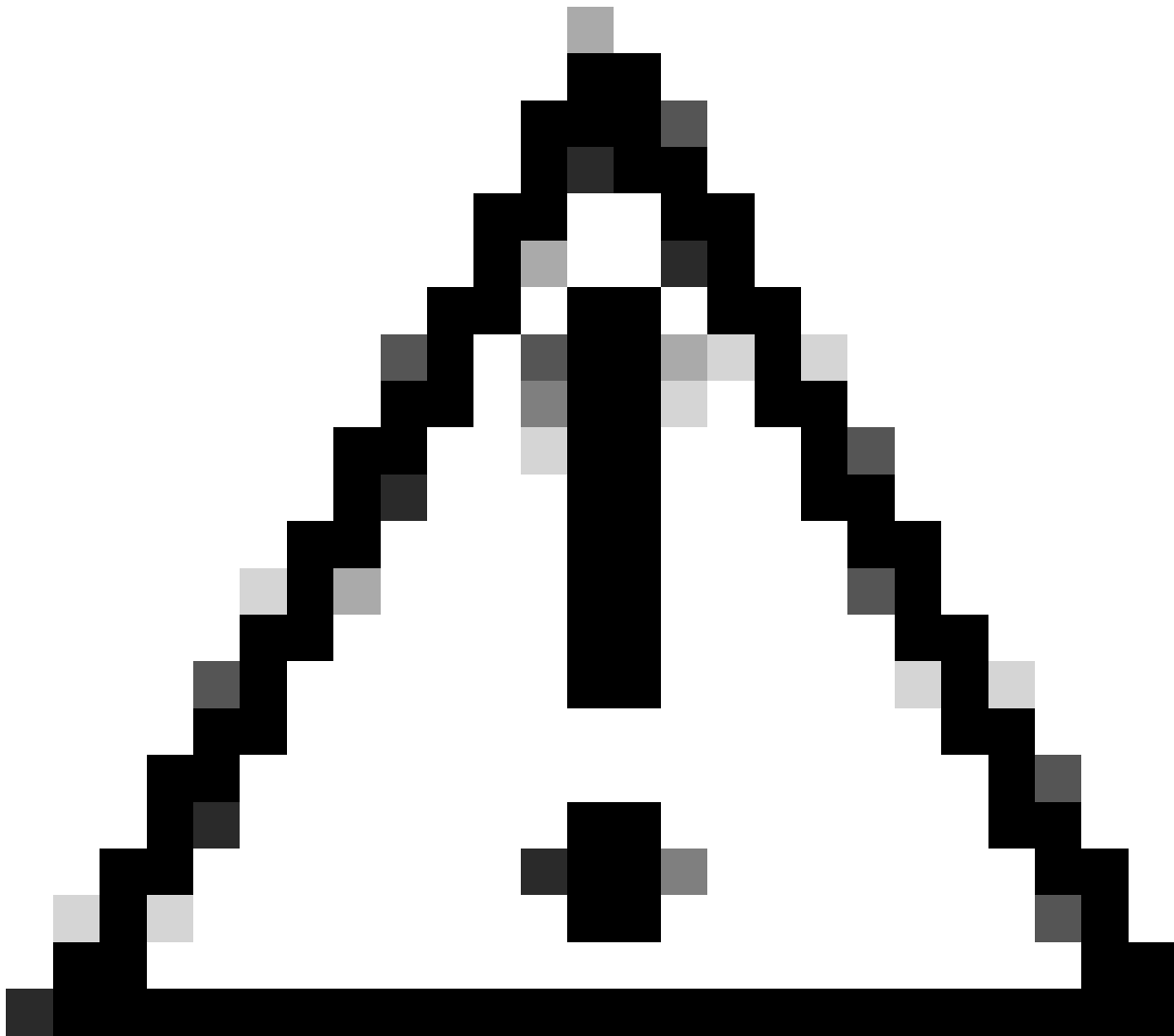
Go to [Microsoft Graph API](https://graph.microsoft.com), select GET as an HTTP request method, and run a query with one of these URLs:

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

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



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": "UnknownError",  
"message": ""
```

## Validate Domain Mailbox

### Control Hub

Go to [admin.webex.com](https://admin.webex.com) > **Services > Hybrid > Hybrid Calendar with O365 > Edit settings**. Click domain tenants to expand Tenant Details.

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Reports

MANAGEMENT

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### Hybrid Calendar (Microsoft 365)

Integration Settings

Add tenant

Default Tenant Domain	Tenant ID	Status
rtpcloudcollab.com +2 more	...	Operational

Domain Tenants

Microsoft 365 rtpcloudcollab.com

Operational

### Tenant Details

Microsoft 365 Instance Worldwide

Domains (3)	rtpcloudcollab.com (default)
	adminrtpcloudcollab.onmicrosoft.com
	ciscolive.us

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.

webex Control Hub

AI-powered smart search

Reports

Cisco Live W... Overview Scheduling Meetings

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

Enable device hosted meetings

MANAGEMENT

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SERVICES

- Updates & Migrations
- Messaging
- Meeting
- Calling
- Customer Experience

Scheduling

Office 365

Activated - since today at 1:24 AM

See history

Email Address

WebexWorkspace1@ciscolive.us

Hot Desking

Disabled

Office 365

Activated - since today at 1:24 AM

See history

Email Address

WebexWorkspace1@ciscolive.us

Add notes

Write a note about this workspace.

Activation Succeeded

## 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](#)