

Troubleshoot CUC with Google Workspace Mailbox Out of Sync

Contents

[Introduction](#)

[Prerequisites](#)

[Requirements](#)

[Components Used](#)

[Background Information](#)

[Troubleshoot](#)

[Google Configuration](#)

[Solution](#)

Introduction

This document describes how to troubleshoot when Mailbox Out of Sync between CUC and Google Workspace.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Cisco Unity Connection (CUC)
- Google Workspace
- Simple Mail Transfer Protocol (SMTP)

Components Used

This document is not restricted to specific software and hardware versions.

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 Information

The Publisher and Subscriber servers are operational, but the attempts to send voicemail email notifications (Single Inbox or Voicemail to Email feature) failed.

Navigate to the **CUC Administration Page > Unified Messaging > Unified Messaging Services > Open the Unified Messaging Account**. Even though the configurations are correctly set up, there are errors of synchronization.

Edit Unified Messaging Account (Cisco Unity to Google Mail)
Search Use

User Edit Refresh Help

Save Delete Test

Status

 User mailbox is out of sync, press Reset for resync

Edit Unified Messaging Account

Unified Messaging Service Cisco Unity to Google Mail

Service Type Google Workspace

Account Information

☐ Use This Email Address

☒ Use Corporate Email Address:

Service Capabilities

☒ Synchronize Connection and Google Workspace Mailboxes (Single Inbox)
Reset

Save Delete Test

UM (Cisco Unity to Google Mail) Out of Sync

Close

Task Execution Results			
Severity	Issue	Recommendation	Details
	The validation results for the user Unified Messaging Service Account @.org with service Cisco Unity to Google Mail are as follows:		
	Unable to execute Users Gmail API	Check your Email ID	UMA validation failed due to Invalid Email ID
	Test Result: Failed		

Close

UM Validation Results

This error is also seen.

Status: User mailbox is out of sync, press Reset for resync

Unified Messaging Service: Cisco Unity to Google Mail

Service Type: Google Workspace

User Corporate Email Address: userid@domain.com

[Checked] Synchronize Connection and Google Workspace Mailboxes (Single inbox)

Troubleshoot

Google Configuration

Step 1. Navigate to the Google Console and delete the service account already created.

Step 2. Add a new service account.

Step 3. Assign these roles

- Service Account Key Admin
- Service Account User
- Pub/Sub Admin

Step 4. Save the account generated and download the Key File (JSON type).

Step 5. Copy the Client ID of the service account.

Step 6. In the OAuth scopes field (Google Admin Console), copy and paste these URLs comma-delimited list of scopes:

- <https://mail.google.com>
- <https://www.googleapis.com/auth/gmail.labels>
- <https://www.googleapis.com/auth/gmail.modify>
- <https://www.googleapis.com/auth/cloud-platform>
- <https://www.googleapis.com/auth/pubsub>
- <https://www.googleapis.com/auth/admin.directory.user>
- <https://www.googleapis.com/auth/admin.directory.customer.readonly>
- <https://www.googleapis.com/auth/admin.directory.rolemanagement.readonly>
- <https://www.googleapis.com/auth/userinfo.email>
- <https://www.googleapis.com/auth/migrate.deployment.interop>
- <https://www.googleapis.com/auth/gmail.settings.basic>
- <https://www.googleapis.com/auth/calendar>
- <https://www.googleapis.com/auth/drive>

Step 7. Authorized the scopes and save.

Step 8. Uploaded the new JSON file into the Google Workspace UMS configuration and save.

If the service has failed after the checks performed, gather the **Connection Google Workspace Notifier**.

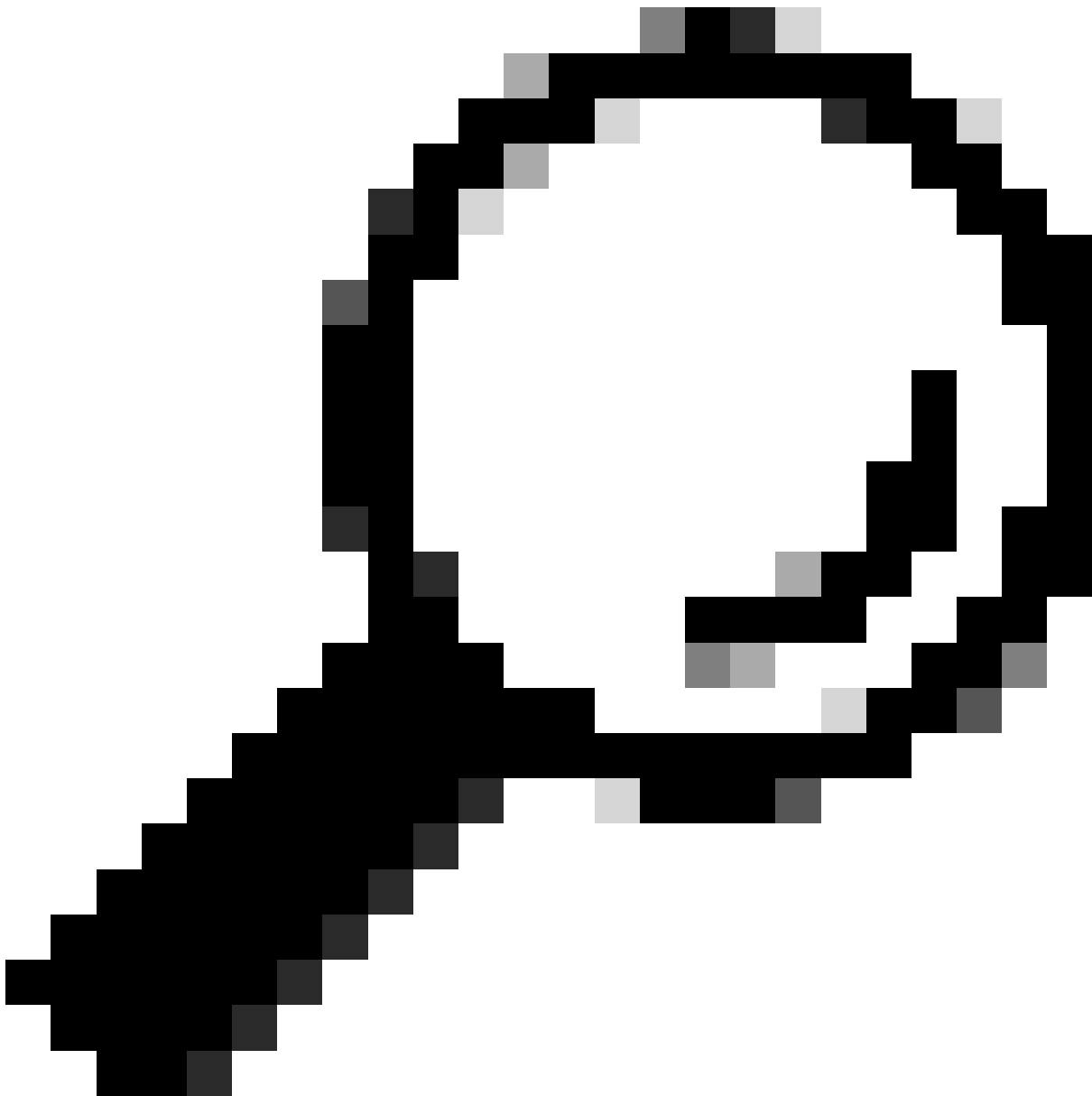
Set these Macrotraces:

1. Single Inbox Traces
2. Message Tracking Traces

Set these microtraces:

1. CsMbxSync: 10-23
2. CsEws: All
3. EWSNotify: All

4. CsWebDav: 10-14
 5. CuEsd: 0,5,7
 6. MTA: 10-30
 7. Cuca: All
 8. CsExMbxLocator: All
 9. DBEvent: 3,12
-



Tip: This microtraces and macrotraces debug levels apply to all Single Inbox / Unified Messaging issues.

In the **Connection Google Workspace Notifier**, the Invalid "JWT: Token must be a short-lived token (60 minutes) and in a reasonable timeframe" error is seen.

```
14:14:10.894 |3917,,,CuGSuiteSyncSrv,22,GSuiteServiceOpTh-40,com.cisco.unity.gsuite.services.GSuiteActi
14:14:11.052 |3917,,,CuGSuiteSyncSrv,23,GSuiteServiceOpTh-40,com.cisco.unity.gsuite.services.GSuiteActi
```

```

{
"error" : "invalid_grant",
"error_description" : "Invalid JWT: Token must be a short-lived token (60 minutes) and in a reasonable
}
14:14:11.052 |3917,,,CuGSuiteSyncSrv,1,GSuiteServiceOpTh-40,com.cisco.unity.gsuite.serviceability.CuGsu
14:14:11.052 |3917,,,CuGSuiteSyncSrv,1,GSuiteServiceOpTh-40,com.cisco.unity.gsuite.serviceability.CuGsu
14:14:11.052 |3917,,,CuGSuiteSyncSrv,24,CxnResetSynchService.createNewMsgOnGSuite - 400 Bad Request
{
"error" : "invalid_grant",
"error_description" : "Invalid JWT: Token must be a short-lived token (60 minutes) and in a reasonable
}

```

Clock Skew: This suggests that the system clock on the server generating the token may be out of sync w

```

14:14:11.052 |3917,,,CuGSuiteSyncSrv,24,com.cisco.unity.gsuite.services.GSuiteActionItems.sendMessage(G
com.cisco.unity.gsuite.GSuiteMessageUtility.createMessageOnGmail(GSuiteMessageUtility.java:615)
com.cisco.unity.gsuite.GSuiteMessageUtility.createNewMessageOnGmail(GSuiteMessageUtility.java:475)
com.cisco.unity.gsuite.reset.CxnResetSynchService.createNewMsgOnGSuite(CxnResetSynchService.java:343)
com.cisco.unity.gsuite.reset.CxnResetSynchService.checkWhereToSync(CxnResetSynchService.java:318)
com.cisco.unity.gsuite.reset.CxnResetSynchService.syncCnxMessage(CxnResetSynchService.java:282)
com.cisco.unity.gsuite.reset.CxnResetSynchService.sync(CxnResetSynchService.java:755)
com.cisco.unity.gsuite.reset.UMASyncWorker.resync(UMASyncWorker.java:220)
com.cisco.unity.gsuite.reset.UMASyncWorker.run(UMASyncWorker.java:109)
java.util.concurrent.Executors$RunnableAdapter.call(Executors.java:511)
java.util.concurrent.FutureTask.run(FutureTask.java:266)
java.util.concurrent.ThreadPoolExecutor.runWorker(ThreadPoolExecutor.java:1149)
java.util.concurrent.ThreadPoolExecutor$Worker.run(ThreadPoolExecutor.java:624)
java.lang.Thread.run(Thread.java:748)

```

Solution

The JSON Web Token (JWT) used to authenticate with the Google API is invalid, and that is the reason of the failure, as seen the “invalid grant” error several times through the logs. It is either expired or its timestamp (iat or exp values) is outside the acceptable range.

The Google APIs require tokens to be short-lived (usually 1 hour or less) and the request to be made within the valid timeframe of the token. This is related to how the tokens are handled between the CUC and Google.

Make sure the Time-To-Live (TTL) of the Token is less than 60 minutes and that the Network Time Protocol (NTP) is synced across the servers, computers and Internet.