

Troubleshoot Webex Desktop Error "Meeting Not Scheduled!" - Create Failed

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Introduction

This document describes how to identify and fix a "Create Failed" error in Webex app while trying to schedule a meeting.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- A Webex Organization.
- Webex Hybrid Calendar.
- Webex app.

Components Used

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

- Webex app 44.7
- Hybrid Calendar with Microsoft 365
- Windows 10 Enterprise

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

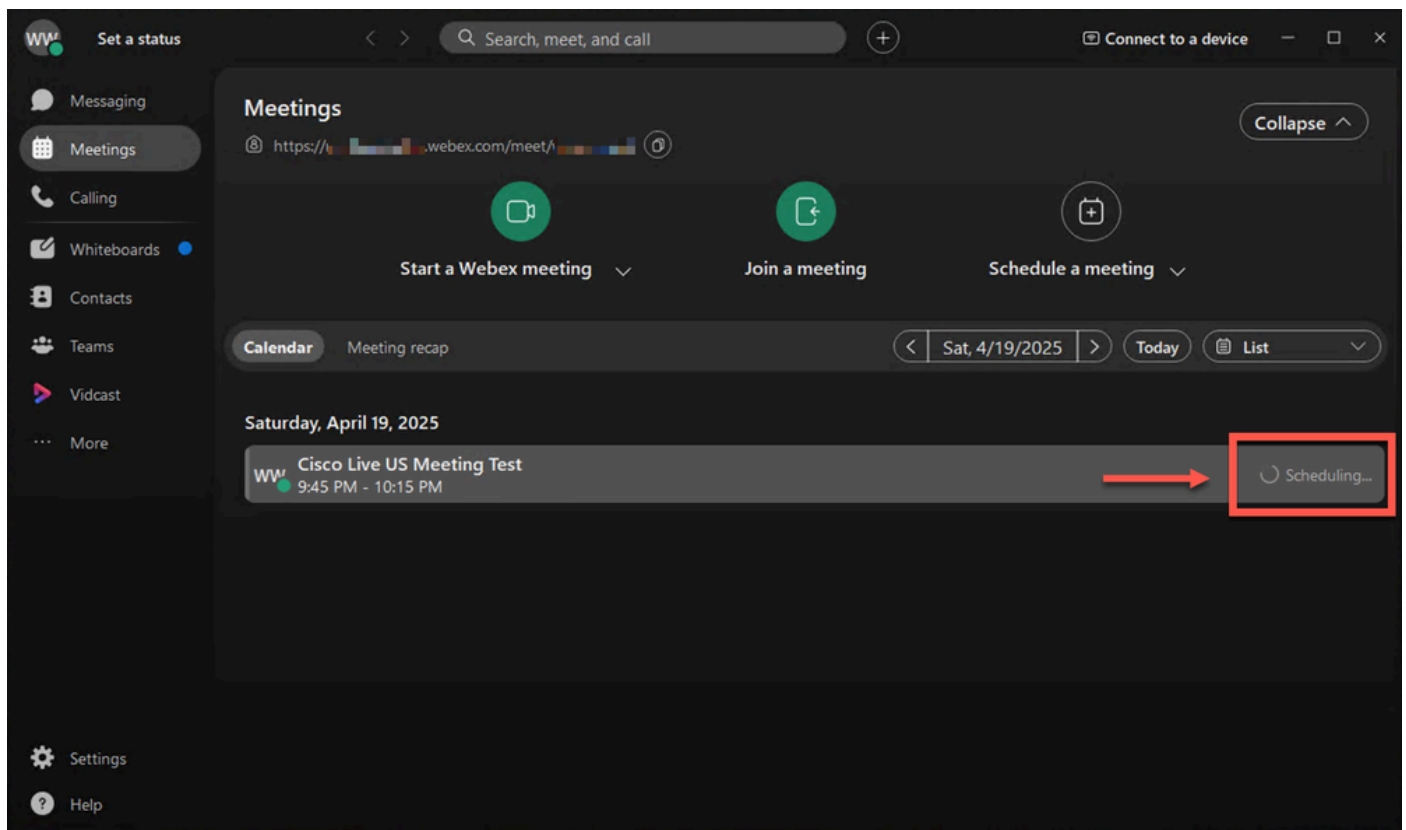
devices used in this document started with a cleared (default) configuration. If your network is live, ensure that you understand the potential impact of any command.

Background

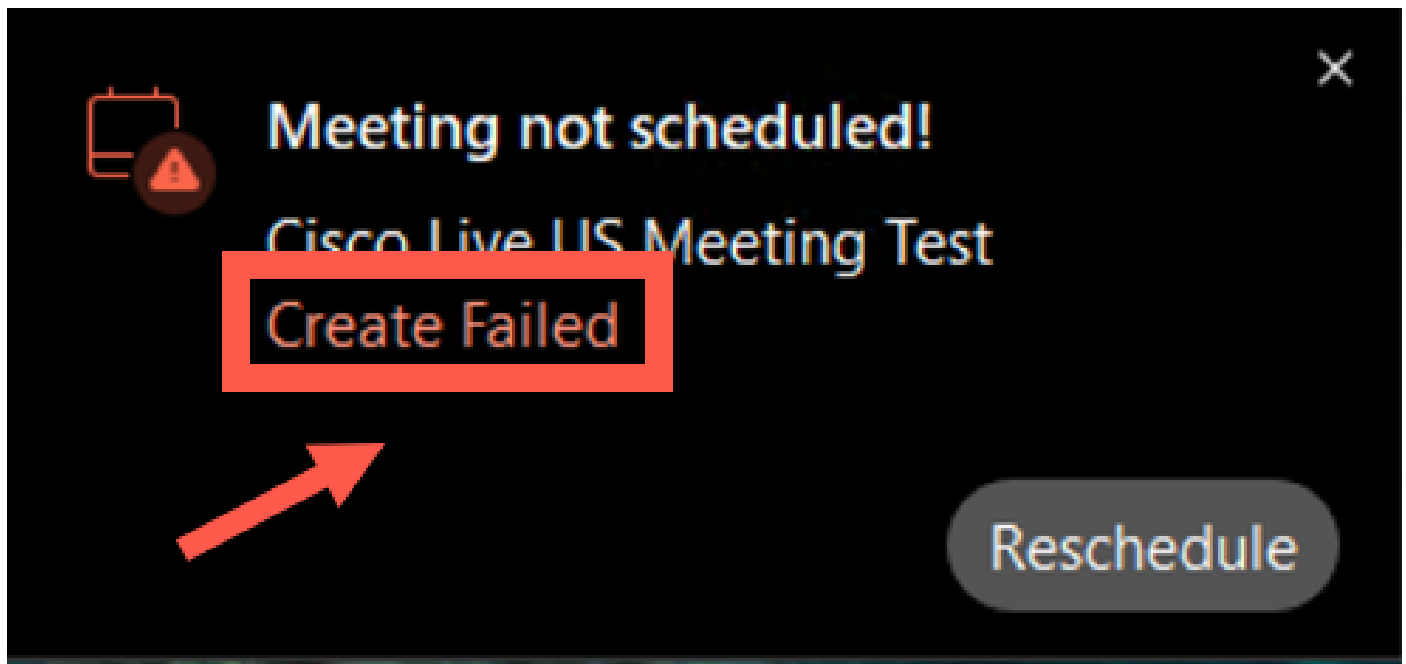
Webex app users report inability to schedule meetings from the Webex app, encountering the error "Meeting not scheduled".

Webex app error

In the Webex app interface for Windows, go to **Meetings > Schedule a meeting**, provide meeting details, and click **Schedule**. The error "**Meeting not scheduled! Create Failed**" prevents scheduling the meeting.



Webex app error



Error

Gathering logs

Control Hub

Have the affected user send Webex app logs after getting the error and collect Feedback ID; Access **admin.webex.com > Monitoring > Troubleshooting > Logs**. Input the affected user email address and press **Enter** in the keyboard.

A screenshot of the Webex Control Hub interface. The top navigation bar shows "webexone" and a promotion for "SEP 28 - OCT 1, SAN DIEGO, CA". The left sidebar contains various navigation options under "MONITORING", "MANAGEMENT", and "SERVICES". The "Troubleshooting" section is active, and the "Logs" tab is selected. A search bar contains the text "WebexUser1@...". Below the search bar, there are filters for date range (May 28, 2025 to Jun 4, 2025) and time zone (GMT -04:00 America/New_York). A table displays log records. The first record is highlighted. A red arrow points from the "Logs" tab to the search bar. A blue download icon is visible in the "User logs" column of the first record.

Date	User logs	Email Address	Call start time	Feedback ID	Correlation ID	Locus ID	User agent	Metadata
Jun 04, 2025 10:22:33 PM	Download	WebexUser1@c...	2025-06-02T17...	9427639f-ef71...	11115e8f-130f-...	3e613060-9cc1...	sparkwindows/...	Details

Webex logs

Click the blue **User logs** download icon to download the file. Make sure Feedback ID matches the one collected from the Webex app.

webexone

SEP 28 - OCT 1, SAN DIEGO, CA | Save 50% with code: WX1SAVE50

Register

webex Control Hub

AI-powered smart search

Overview

Alerts Center

MONITORING

Analytics

Troubleshooting

Reports

MANAGEMENT

Users

Groups

Locations

Workspaces

Devices

Apps

Account

Security

Organization Settings

SERVICES

Troubleshooting

Meetings & Calls

Live Meetings

Status

Video Mesh

Connected UC

UCM Cloud

Logs

Watermark Analysis

WebexUser1@...

May 28, 2025 to Jun 4, 2025

(GMT -04:00) America/New_York

1 records

Collect logs

Date	User logs	Email Address	Call start time	Feedback ID	Correlation ID	Locus ID	User agent	Metadata
Jun 04, 2025 10:22:33 PM	Download	WebexUser1@c...	2025-06-02T17...	9427639f-ef71...	11115e8f-130f...	3e613060-9cc1...	sparkwindows/...	

Reading logs

With the uncompressed logs stored locally, locate **current_log.txt** and **lookup** for **calendar.schedule** or **scheduleAppointmentResponse**.

Error message **Invalid user status** refers to the Hybrid Calendar status from Control Hub.

Checking mailbox settings from Microsoft 365

Open a PowerShell window and load the module **Connect-ExchangeOnline**. Confirm if there is an Access Policy applied to affected user.

```
jvizcain — pwsh — 134x28
[PS /Users/jvizcain> Test-ApplicationAccessPolicy -Identity WebexUser2@ -AppId de8bc8b5-d9f9-48b1-a8ad-b748da725064

AppId      : de8bc8b5-d9f9-48b1-a8ad-b748da725064
Mailbox     : 73e8f623-4 -a2b83c2f3e1f
MailboxId   : 73e8f623-4 -a2b83c2f3e1f
MailboxSid  : 5-1-5-21- -30214797
AccessCheckResult : Denied

PS /Users/jvizcain>
```

Graph Explorer

```
jvizcain — pwsh — 134x28
[PS /Users/jvizcain> Test-ApplicationAccessPolicy -Identity WebexUser2@ -AppId 189ea49b-75a4-4e53-a013-2aed74803405

AppId      : 189ea49b-75a4-4e53-a013-2aed74803405
Mailbox     : 73e8f623-4 -a2b83c2f3e1f
MailboxId   : 73e8f623-4 -a2b83c2f3e1f
MailboxSid  : 5-1-5-21- -30214797
AccessCheckResult : Denied

PS /Users/jvizcain>
```

Webex calendar

Root Cause

The affected user mailbox has applied an **Application Access Policy** in Microsoft Exchange Online.

Solution

Temporary workaround: disable Hybrid Calendar for the affected user to use the basic Cloud scheduler service.

A Microsoft 365 Administrator needs to validate proper access of Graph Explorer and Webex Hybrid Calendar service for the affected user/users/resources or use a different email without a policy applied.

Related Information

- [Connect to Exchange Online PowerShell](#)
- [Hybrid Services and Connector Troubleshooting](#)