Resolve Entra ID Integration Unauthorized Error After Enterprise Application Deletion

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Issue

When attempting to set up Entra ID integration in Webex Control Hub after previously removing the Enterprise application from Microsoft 365 instead of properly disabling the integration from Control Hub, this error occurs:

```
Entra ID integration error. The request was unauthorized. Please sign out and try again. TrackingID: AT
```

```
Status: 401
Status Text: Unauthorized
URL: https://identity-b-us.webex.com/extIntegration/azureAD/9c994799-24c8-4308-8ba4-6a0ade532ece/v1/Web
Error: {
  "error": {
    "key": "401",
    "message": [
      {
        "code": "701018",
        "description": "Request unauthorized. client-request-id: 8e0adbd1-c85e-4e76-90b3-511a3e96a1a1"
      }
    ]
  },
  "trackingId": "ATLAS_3adfd66d-fe8e-4191-9caa-8f86fddf67f9_99"
}
```

Additionally, users can experience synchronization failures for specific users who are already managed in other Webex organizations, receiving errors such as:

```
The user - user@domain.com is already managed in another org and will not be added to this org in the s
```

Some users can also encounter BadRequest errors during sync with messages like:

```
System ForCrossDomainIdentityManagementServiceIncompatible
"message":"Failed to create people.","errors":[{"description":"Failed to create people."}]
```

Environment

- Webex Control Hub with Entra ID integration
- Microsoft 365/Entra ID environment
- Enterprise application previously removed from Microsoft 365 instead of Control Hub
- Users attempting to re-establish Entra ID synchronization

Resolution

Step 1: Rebuild Identity Synchronization

To resolve the unauthorized error and re-establish the Entra ID integration:

1. Open an incognito browser window.

2. Login to Control Hub of the organization.

3. Open another tab in the incognito window and navigate to this URL to provide Administrator consent:

```
https://login.microsoftonline.com/common/adminconsent?client_id=90db942a-c1eb-4e8d-82e4-eebf64a7e2ae&re
```

4. Sign in with Azure/Entra Global Administrator credentials, click on Accept to confirm the action and close the browser tab after you receive any message.

5. Return to Control Hub and retry setting up Entra ID integration.

Step 2: Address User Synchronization Issues

For users already managed in other organizations:

1. For users with free Webex accounts, ask them to delete their accounts themselves using this process:

Delete your free Webex account

2. For users belonging to other organizations, contact the administrator of their current organization to remove the account if feasible.

3. Once users are no longer added elsewhere, run the Entra ID synchronization again.

4. Alternatively, consider using the Claim user option if the domain is verified in Control Hub:

Claim users to your organization

Step 3: Resolve Attribute-Related Sync Failures

For users experiencing BadRequest errors due to attribute incompatibilities:

1. Identify problematic attributes (such as Country field) in the Entra ID user profile.

2. Remove or modify the problematic attributes in Entra ID.

3. Retry the synchronization for the affected user.

Cause

The unauthorized error occurs when the Enterprise application is removed directly from Microsoft 365/Entra ID instead of properly disabling the integration through Webex Control Hub. This breaks the authentication chain between Webex and Entra ID, resulting in a 401 unauthorized error with code 701018.

User synchronization failures occur when:

- Users already exist in other Webex organizations (including free accounts).
- User attributes in Entra ID are incompatible with the Webex SCIM implementation.
- Domain ownership conflicts exist between organizations.

Related Content

- Set up the Entra ID Wizard App in Control Hub
- Synchronize Entra ID users into Control Hub
- Delete your free Webex account
- Claim users to your organization