Resolve Webex Meetings Power Automate Integration OAuth Failure Through XML API Setting Reset

Contents

Issue

When attempting to integrate Microsoft Bookings with Webex Meetings through Microsoft Power Automate, the OAuth authentication process fails consistently. The integration attempt results in multiple specific error messages:

- "Create and authorize OAuth connection failed" appears in the Microsoft tenant next to the Cisco Webex Meetings icon
- "Cisco Webex Meetings: Invalid connection" displays next to the Cisco Webex Meetings icon
- "Failed to create OAuth connection: ClientError: Unsupported client" appears under the "Create a new connection" section within the Power Automate tenant

The user can successfully authenticate to Webex when prompted with the login popup, but the integration process does not progress beyond the authentication step. HAR logs show HTTP 404 errors with responses indicating "NonExistentSettingGroup" for the setting group 'PAutoModernLeftNavToolbox_prod'.

Environment

- Webex Meetings Suite with Control Hub management
- Microsoft Power Automate integration
- Microsoft Bookings service
- Webex site managed through Control Hub
- XML API integration setting enabled in Control Hub
- New implementation attempt (first-time setup)

Resolution

The issue was resolved by resetting the XML API integration setting in Webex Control Hub. This integration uses a legacy authentication mechanism that requires the XML API setting to be refreshed to clear cached authentication tokens.

Steps to Resolve the OAuth Integration Failure

Step 1: Navigate to the XML API Settings in Control Hub

Navigate to **Control Hub > Meetings > Select the Meeting Site > Common Settings > Site Options**.

Step 2: Locate the XML API Integration Setting

Find the setting named **Enable third-party apps and developers to integrate with Webex Meetings using XML APIs**.

Step 3: Disable the XML API Setting

Turn off the XML API setting and save the configuration.

Step 4: Re-enable the XML API Setting

Turn the XML API setting back on and save the configuration again.

Step 5: Wait for Cache Expiration

Wait for 10 minutes to allow the old settings cache to expire.

Step 6: Retry the Power Automate Integration

Attempt the Microsoft Power Automate integration with Webex Meetings again.

Alternative Troubleshooting Steps (if Resolution Fails to Work)

If the XML API reset does not resolve the issue, try the native Webex OAuth login approach.

Step 1: Remove Existing Connections

In Power Automate, navigate to **Home Page > More > Connections** and delete any outdated or failed Cisco Webex Meetings connections.

Step 2: Clear Browser Data

Clear the browser cache or use InPrivate/Incognito mode.

Step 3: Create New Connection with Cisco Account

Add a new connection and sign in with your Cisco Webex account credentials (do not use the Microsoft authentication option).

Step 4: Complete Authorization Process

When prompted, select your Webex site and accept the required permissions.

Step 5: Verify Connection Status

Check that the connection indicator shows green (successful) rather than red (failed).

Cause

This integration uses a legacy pre-portal authentication mechanism that authenticates users via Azure AD OAuth and passes those Azure AD tokens to the Webex Meetings API with a **token-type: webex_oauth** header. The Webex Meetings Gateway accepts and validates these tokens, which differs from modern Webex integrations that use the Webex Developer Portal OAuth client support directly.

The OAuth connection failures occur when the XML API integration setting cache becomes stale or corrupted, preventing proper token validation between Microsoft Power Automate and the Webex Meetings Gateway. The setting reset forces a refresh of the authentication configuration and clears any cached authentication states that can be causing the integration failure.

Related Content

- Cisco Webex Meetings for Microsoft Power Automate