Troubleshoot Hybrid Calling Deactivation Stuck in Spinning State

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Issue

When attempting to deactivate Hybrid Calling for Webex Devices from Control Hub, the deactivation process becomes stuck displaying "Removing Hybrid Calling from 98 workspaces" and remains in a spinning state for over 30 minutes. This occurs even though all individual workspaces have already been successfully converted to freeCalling and the on-premises UCM nodes have been shut down.

The HAR log analysis revealed backend errors during the deactivation process, specifically showing that the spark-hybrid-impinterop service had 3,586 objects in an error state, which was blocking the completion of the backend deactivation job. The issue persisted when attempting the deactivation from multiple computers and browsers.

Environment

- Cloud and Hybrid Products - Hybrid Calling for Webex Devices
- Control Hub administration interface
- Organization with 98 workspaces previously configured for Hybrid Calling
- All workspaces already converted to freeCalling prior to org-level deactivation attempt
- On-premises UCM nodes shut down
- Expressway servers still operational for Hybrid Calendar and Messaging services

Resolution

The issue was resolved by attempting the Hybrid Calling deactivation using an incognito browser window. This diagnostic step successfully completed the org-level Hybrid Calling deactivation that had been stuck in the spinning state.

Troubleshooting Steps Performed

Step 1: Collect **HAR logs** during the deactivation attempt.

HAR logs were collected while reproducing the spinning behavior during the Hybrid Calling deactivation process. The logs revealed backend errors in the spark-hybrid-impinterop service.

Step 2: Analyze **HAR log data**

The HAR log analysis showed this error state in the backend services:


```
"serviceId": "spark-hybrid-impinterop",
"notActivated": 0,
"notActivatedWithWarning": 0,
"activated": 186,
"activatedWithWarning": 0,
"error": 3586,
"deactivated": 0,
"notEntitled": 0,
"total": 3772
```


Step 3: Attempt **deactivation** using incognito browser window.

Navigate to **Control Hub > Services > Hybrid** and attempt to deactivate Hybrid Calling using an incognito browser window.

Step 4: Verify successful deactivation.

The deactivation completed successfully when performed in the incognito browser window, with Hybrid Calling fully removed from the organization level.

Cause

The root cause was related to browser session state or cached data that was interfering with the Hybrid Calling deactivation process in Control Hub. The backend spark-hybrid-impinterop service had a large number of objects (3,586) in an error state, which was blocking the completion of the deactivation job when accessed through a standard browser session. Using an incognito browser window, which starts with a clean session state without cached data, allowed the deactivation process to complete successfully.

Related Content

- Generate a HAR File in Your Browser
- Cisco Technical Support & Downloads