# Webex Service App Authorization Fails Due to Unsupported Scopes

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## Issue

When attempting to approve a newly created service app in Control Hub, the authorization process fails with an HTTP 400 Bad Request error. The specific error message returned is "Failed to create machine account" with tracking ID ATLAS_5e0ea7bc-1f36-435d-8c14-24bd34b53685_17.

The failed API call occurs when clicking **Approve** in the Control Hub UI, which triggers a POST request to:

```
https://webexapis.com/v1/applications/Y2lzY29zcGFyazovL3VzL0FQUExJQ0FUSU9OL0M3OTE3M2VhNTcyNWQ2ODMxNWRkO
```

The error response contains this JSON code:

```
{
  "message": "Failed to create machine account.",
  "errors": [
    {
      "description": "Failed to create machine account."
    }
  ],
  "trackingId": "ATLAS_5e0ea7bc-1f36-435d-8c14-24bd34b53685_17"
}
```

## Environment

- Webex Control Hub (https://admin.webex.com)
- Control Hub Build: 20260302-f2e2969
- Enterprise organization type
- User with Org Admin permissions

- Service app authorization process

# Resolution

The issue was resolved by removing unsupported scopes from the service app authorization request.

The specific steps taken are outlined in the next sections.

### Step 1: Identify the Problematic Scopes

The authorization failure was caused by selecting two extra scopes that are not supported by the organization:

- cjds:admin_org_read
- guest-issuer:read

### Step 2: Remove Unsupported Scopes

Navigate to **Control Hub > Apps > Service Apps** and modify the service app authorization to remove the unsupported scopes:

- Deselect or remove the cjds:admin_org_read scope
- Deselect or remove the guest-issuer:read scope

### Step 3: Retry Authorization

After removing the unsupported scopes, click **Approve** again to authorize the service app with only the required and supported scopes.

### Step 4: Verify Success

The service app authorization must now complete successfully without the HTTP 400 error.

### Best Practice for Future Service App Approvals

When approving service apps, select only the minimum required scopes initially. Additional scopes can be added incrementally after verifying that the basic authorization succeeds, allowing you to identify any scope-related conflicts before they cause authorization failures.

## Cause

The service app authorization failure was caused by selecting scopes that are not supported by the organization. Specifically, the scopes cjds:admin_org_read and guest-issuer:read are not entitled or available for the organization (ba052c1a-a74c-48df-aead-18cddd1bffcc). When the machine account creation process attempted to provision these entitlements, the Identity service returned error code 200029 indicating "entitlements cjds not supported by organization," which resulted in the HTTP 400 "Failed to create machine account" error presented to the user.

## Related Content

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