

使用Exchange Connector錯誤對混合日曆進行故障排除"Admin"；掛起的啟用

目錄

[簡介](#)

[必要條件](#)

[需求](#)

[採用元件](#)

[背景](#)

[控制中心錯誤](#)

[正在收集日誌](#)

[控制中心](#)

[請求URL](#)

[Expressway聯結器](#)

[瞭解日誌記錄級別](#)

[Expressway聯結器日誌分析](#)

[驗證](#)

[Exchange伺服器](#)

[MSEExchange事件檢視器日誌](#)

[Exchange命令列管理程式](#)

[根本原因](#)

[解決方案](#)

[相關資訊](#)

簡介

本文檔介紹如何識別並修復在Control Hub中為Webex使用者啟用Scheduling with Hybrid Calendar with Exchange時的錯誤。

必要條件

需求

思科建議您瞭解以下主題：

- 一個Webex組織。
- Webex混合日曆。
- Microsoft Exchange管理控制檯。

採用元件

本文中的資訊係根據以下軟體和硬體版本：

- Webex控制中心版2024091912-84b27c9
- Microsoft Exchange 15.2 (內部版本529.5)
- Chrome瀏覽器129.0.6668.58 (正式版) (arm64)

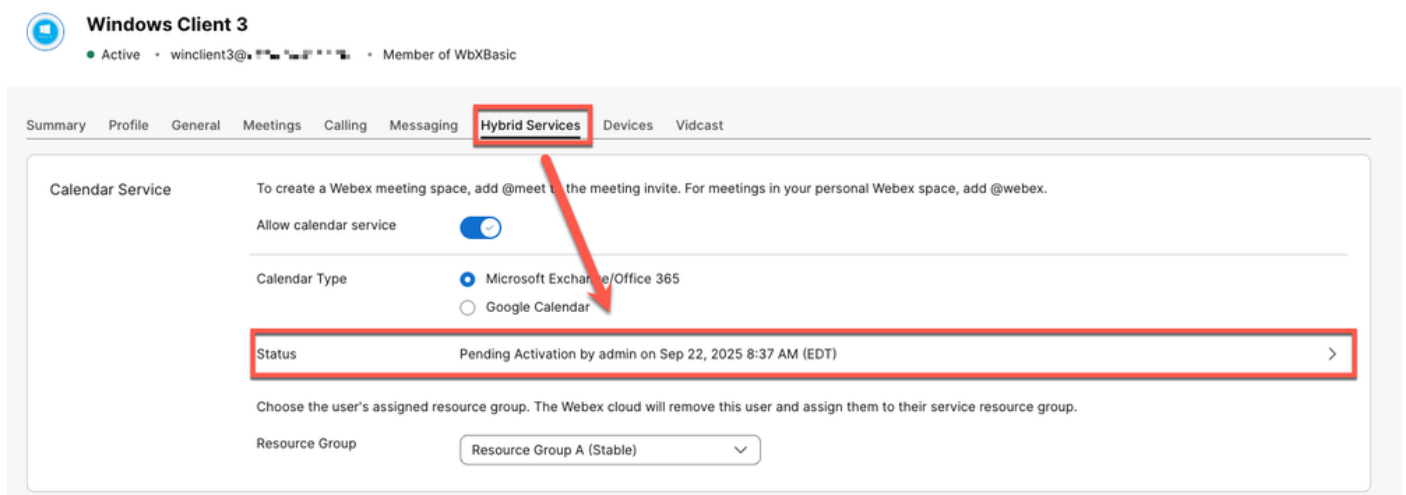
本文中的資訊是根據特定實驗室環境內的裝置所建立。文中使用到的所有裝置皆從已清除 (預設) 的組態來啟動。如果您的網路運作中，請確保您瞭解任何指令可能造成的影響。

背景

在Control Hub中啟用帶Exchange for Webex使用者的混合日曆時，狀態不會更改為Activated，並會因為錯誤而停滯："等待管理員啟用....."

控制中心錯誤

在Control Hub > Management > Users > User affected > Hybrid Services > Calendar Service中，狀態停滯在「Pending Activation by admin ...」上



控制中心錯誤

正在收集日誌

控制中心

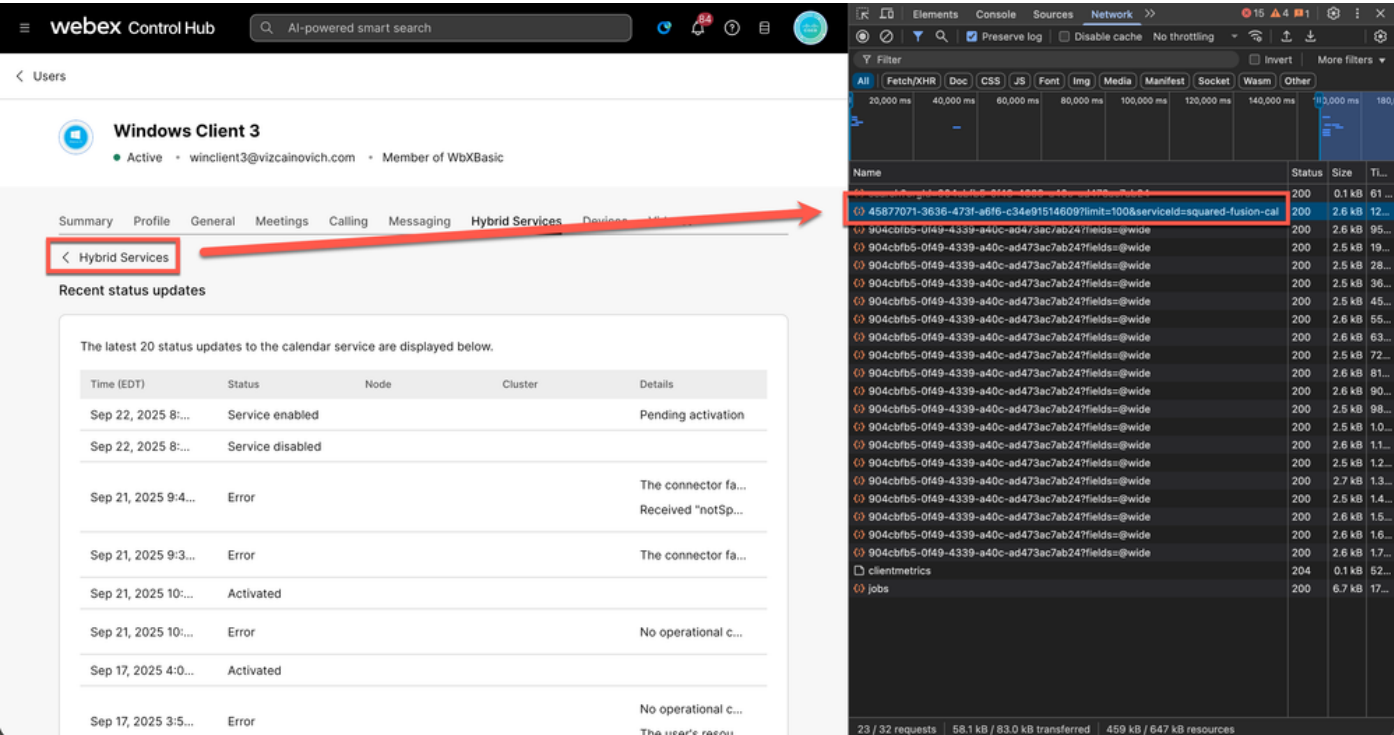
在瀏覽器中 (最好處於隱名模式)：

Chrome:開啟DevTools > Network

FireFox:開啟Web Developer Tools > Network。

避免訪問admin.webex.com > Management > Users > User affected > Hybrid Services > Calendar Service。

按一下Status並找到以&serviceld=squared-fusion-cal結尾的請求URL。



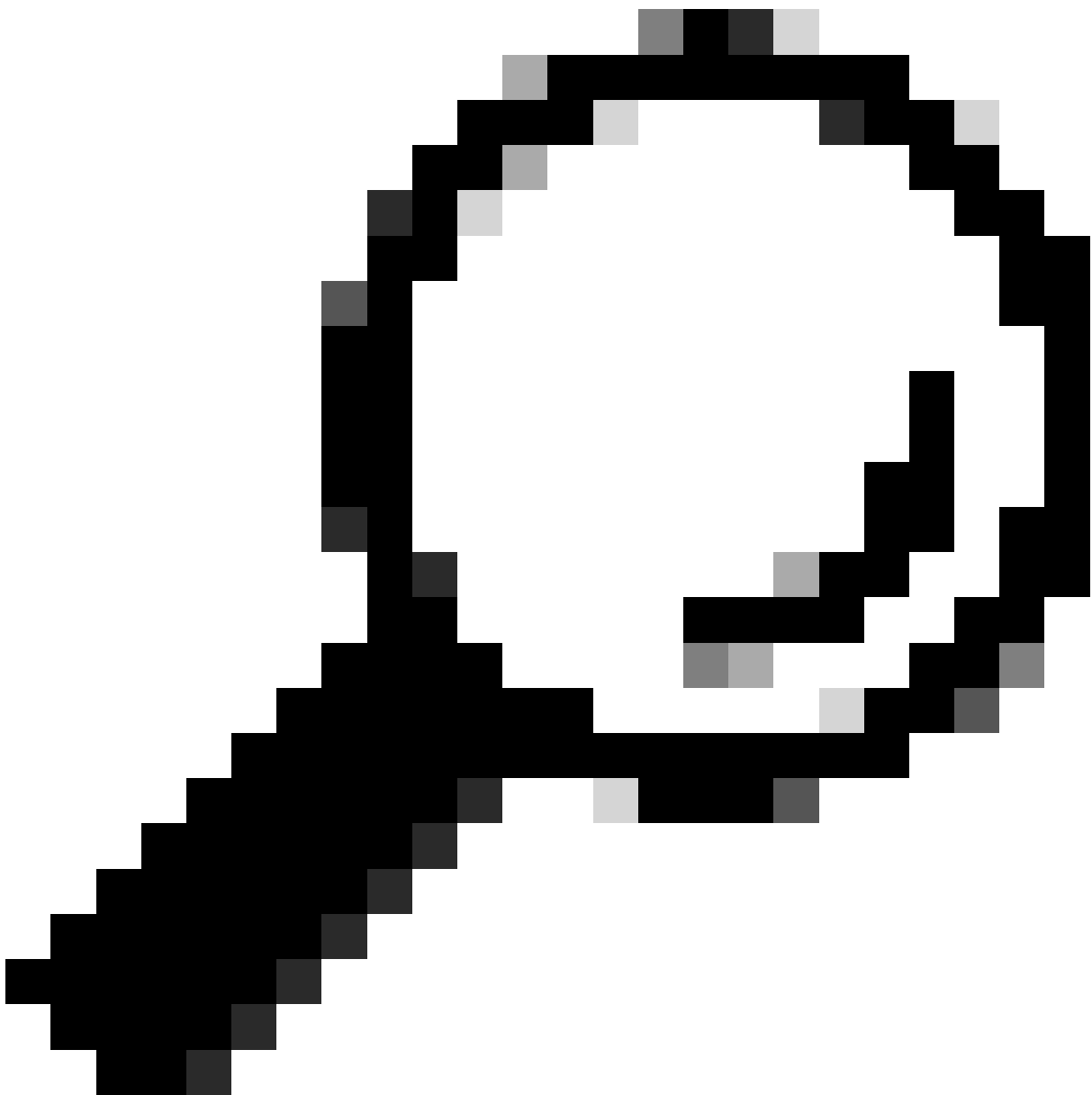
請求URL

請求URL

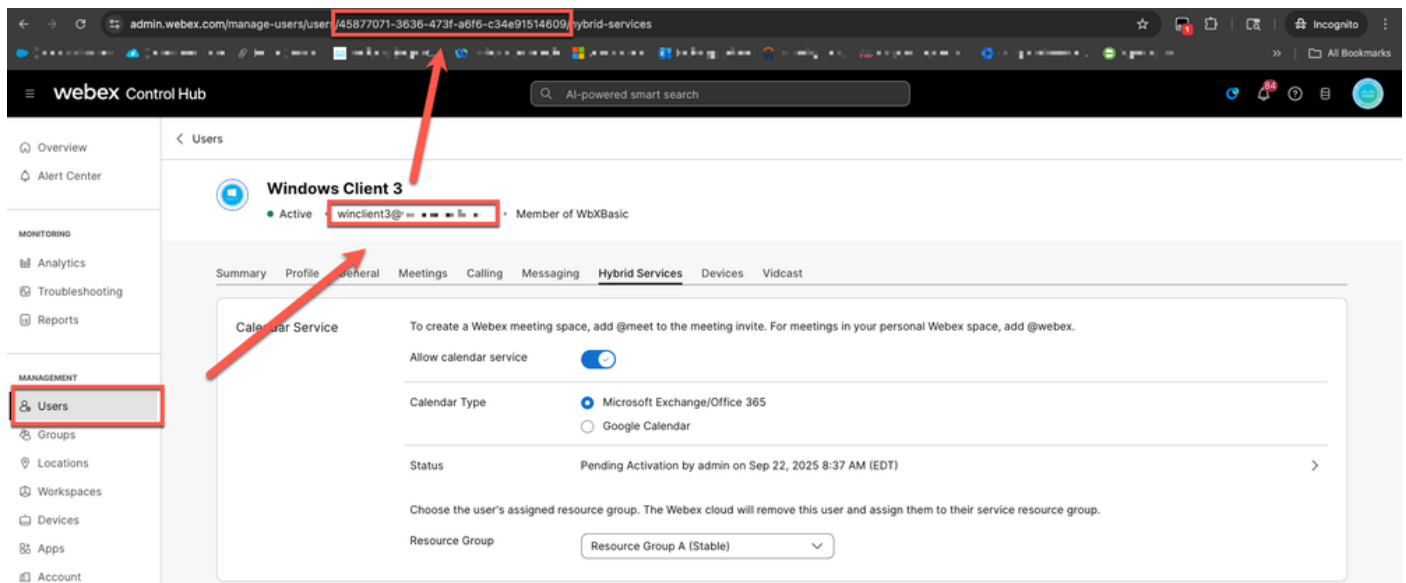
https://uss-a.wbx2.com/uss/api/v1/orgs/904cbfb5-0f49-4339-a40c-ad473ac7ab24/userJournal/45877071-3636-473f-a6f6-c34e91514609/limits=100&serviceld=squared-fusion-cal

userId出現在/userJournal/之後和？limit引數之前。在Expressway日誌內部查詢需要此識別符號。

45877071-3636-473f-a6f6-c34e91514609



提示：查詢使用者ID的最快方法是檢查位址列中的URL。

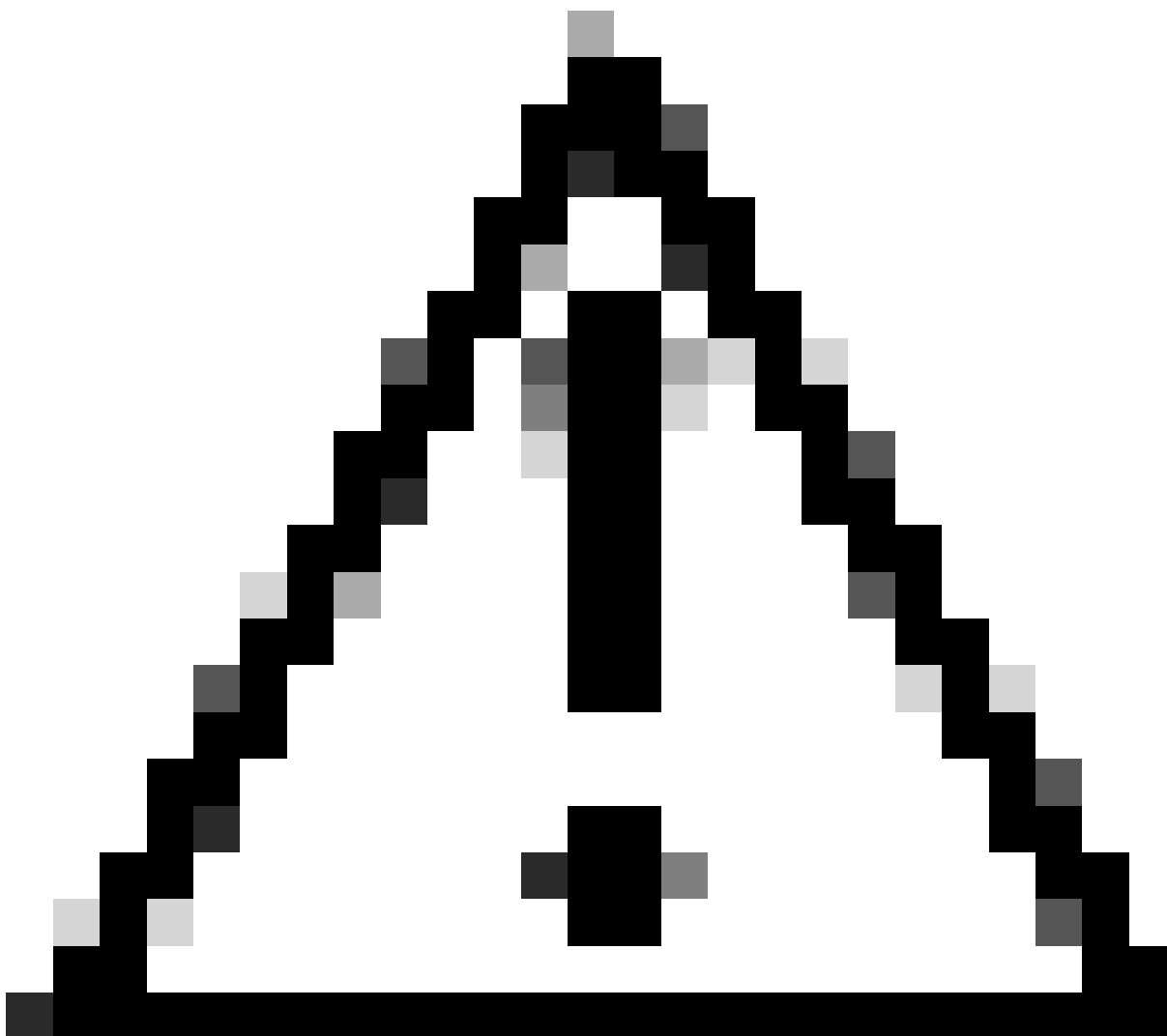


位址列

Expressway聯結器

使用控制中心中的userId，繼續啟用診斷日誌記錄、停用並重新啟用使用者，等待大約五(5)分鐘，然後收集日誌。

導覽至Maintenance > Diagnostics > Diagnostic logging。



注意：確保將「日誌級別」設定為「調試」或「警告」以捕獲所需的日誌。請轉到維護>診斷>混合服務日誌級別。



Cisco Expressway-C

Status > System > Applications > Users > Maintenance >

This system has 3 alarms

Help Logout

Hybrid Services Log Levels

You are here: Maintenance > Diagnostics > Hybrid Services Log Levels

Name	Level	Actions
☐ hybridservices_c_cal	DEBUG	View/Edit
☐ hybridservices_c_lme	DEBUG	View/Edit
☐ hybridservices_cafedynamic	DEBUG	View/Edit
☐ hybridservices_managementconnector	DEBUG	View/Edit

[Reset Defaults](#) [Set to debug](#) [Select all](#) [Unselect all](#)

混合服務日誌級別

瞭解日誌記錄級別

偵錯	診斷問題的詳細資訊
----	-----------

INFO	一般操作報文
警告	潛在有害的情況
錯誤	仍允許應用程式繼續運行的錯誤事件
致命	導致應用程式終止的嚴重錯誤事件
追蹤	最詳細級別，提供最詳細的診斷用於深入故障排除

導覽至Maintenance > Diagnostics > Diagnostic logging，然後按一下Start new log按鈕以啟動日誌記錄。如果Expressway是群集的一部分，請在主節點中啟用它們。

The screenshot shows the Cisco Expressway-C web interface for Diagnostic logging. The breadcrumb trail at the top right indicates the current location: Maintenance > Diagnostics > Diagnostic logging. The 'Start new log' button is highlighted with a red box and a red arrow pointing to it. The interface displays logging status, including 'Started logging at' and 'Stopped logging at' timestamps, and filter options for address and ports. The 'Log collection status' section indicates no log is currently available for download.

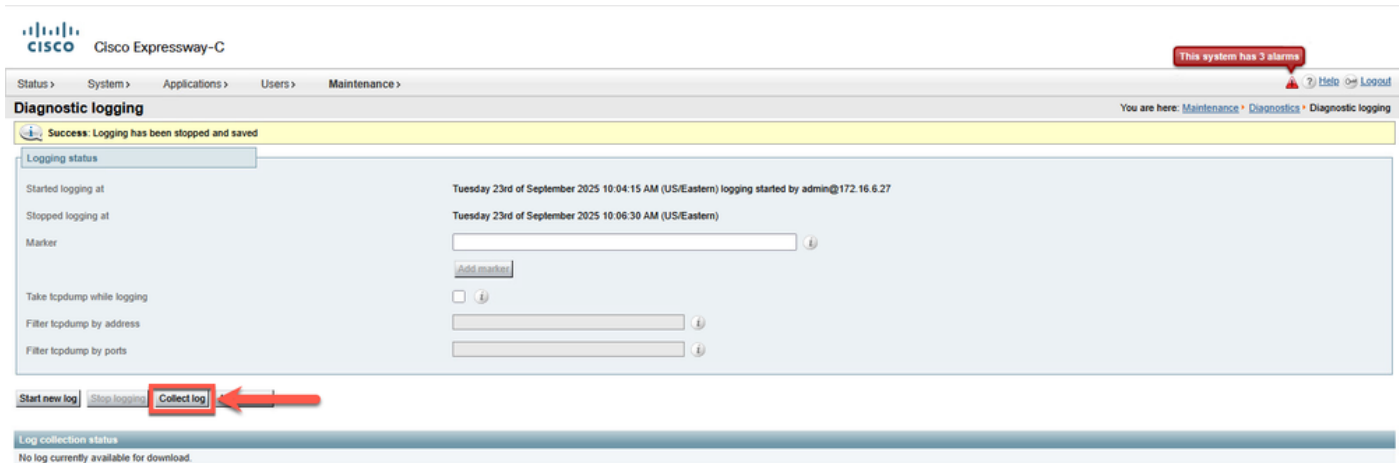
診斷日誌記錄

停用受控制中心影響的使用者，等待4-7分鐘，然後按一下Stop logging按鈕。

The screenshot shows the Cisco Expressway-C web interface for Diagnostic logging. The 'Stop logging' button is highlighted with a red box and a red arrow pointing to it. The status is 'In progress'. The breadcrumb trail at the top right indicates the current location: Maintenance > Diagnostics > Diagnostic logging. The interface displays logging status, including 'Started logging at' and 'Stopped logging at' timestamps, and filter options for address and ports. The 'Log collection status' section indicates no log is currently available for download.

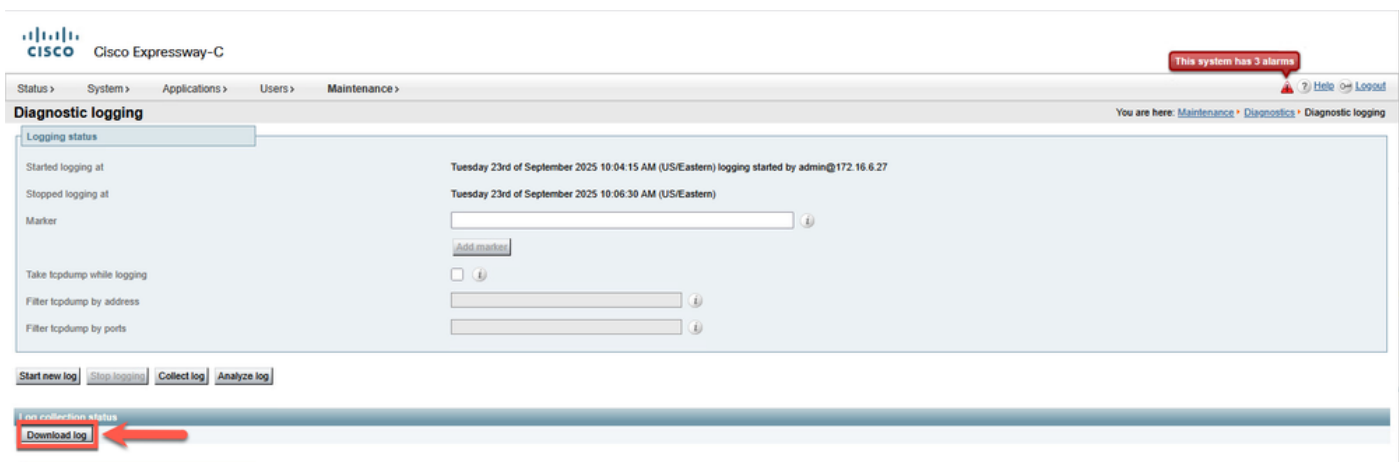
停止日誌記錄

按一下Collect log以啟動將診斷資訊收集並編譯到可下載存檔中的過程。



收集日誌

歸檔檔案建立後，將出現Download log按鈕，允許管理員將檔案儲存到其本地電腦。此檔案通常會上傳到Cisco TAC（技術支援中心）案件進行分析。



下載日誌

Expressway聯結器日誌分析

使用從控制中心收集到的受影響使用者的使用者ID:

在本地提取Expressway日誌，然後找到並開啟檔案loggingsnapshot_<Expressway-HostName>_<Date>.txt

```
diagnostic_log_ccnp-expressway-hybrid1_2025-09-22_12/58/19 > loggingsnapshot_ccnp-expressway-hybrid1_2025-09-22_12/58/19
```

篩選出userId並在包含userId的discover事件之後立即找到EWSServices.bindToCalendar請求。

```
2025-09-22T08:38:08.654-04:00 localhost UTCTime="2025-09-22 12:38:08,654" Module="hybridservices.c_cal"
```

日誌片段顯示多次嘗試，包括usedId 45877071-3636-473f-a6f6-c34e91514609，指出用於在Expressway聯結器和Exchange伺服器之間通訊的模擬帳戶，顯示以下錯誤：

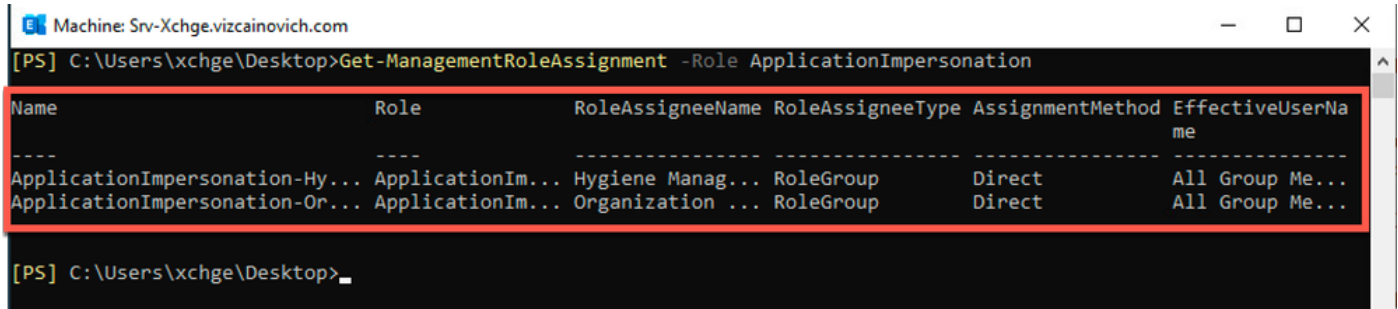
The account does not have permission to impersonate the requested user.

驗證

Exchange伺服器

從運行此Exchange Server PowerShell命令的Exchange伺服器驗證模擬帳戶，以列出所有ApplicationImpersonation角色分配：

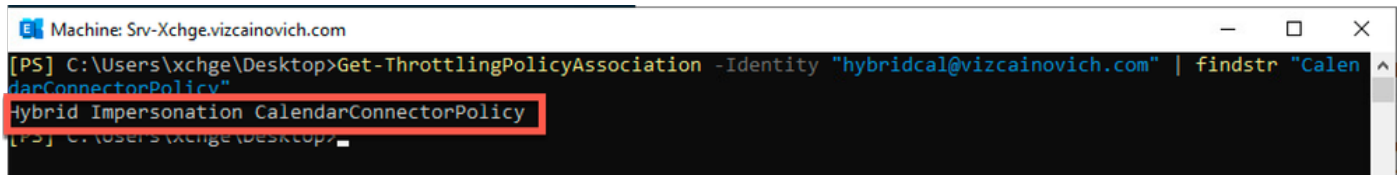
Get -ManagementRoleAssignment -Role ApplicationImpersonation



管理角色分配

確認模擬郵箱正在對運行此Exchange Server PowerShell命令的Exchange伺服器中的混合日曆使用限制策略：

Get -ThrottlingPolicyAssociation -Identity "impersonation account" | findstr "ThrottlingPolicy"



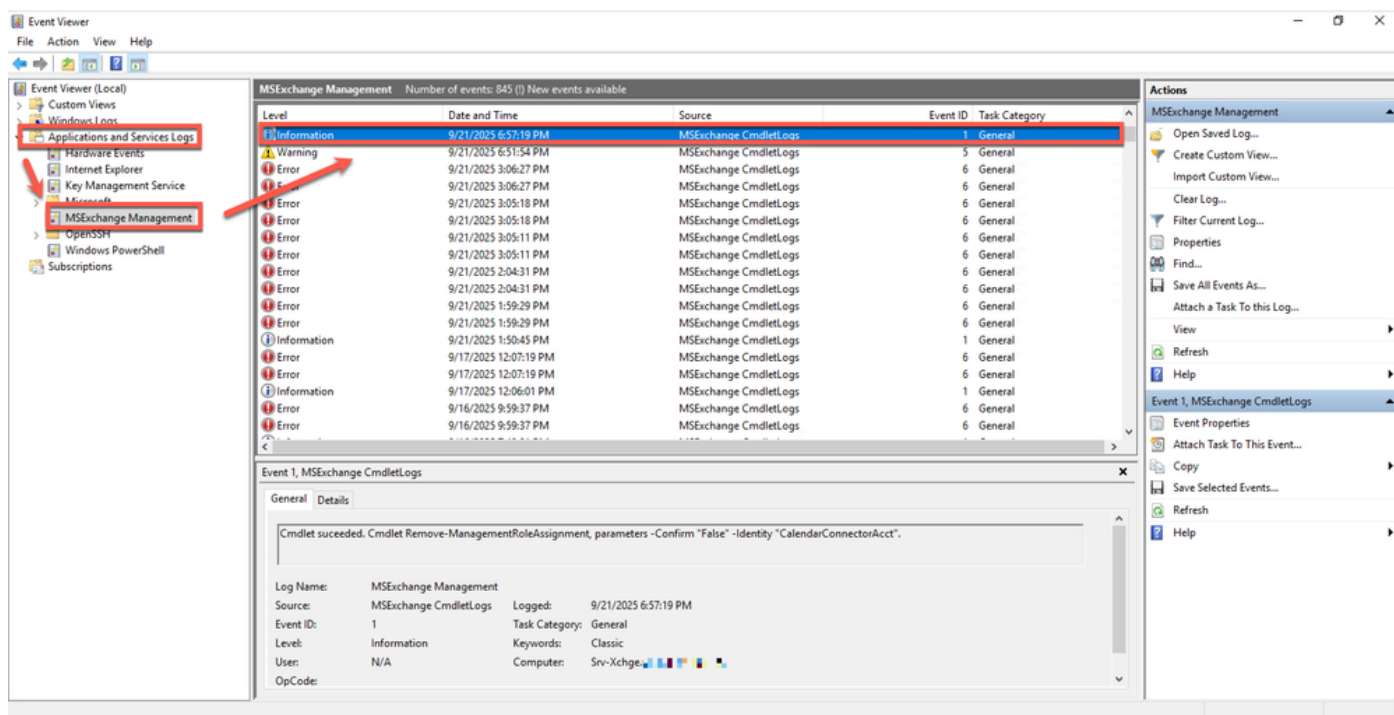
限制策略關聯

在混合日曆部署記錄中查詢，以標識在首次設定期間提供給模擬帳戶的RoleAssignment。在此方案中，RoleAssignment為：

CalendarConnectorAcct

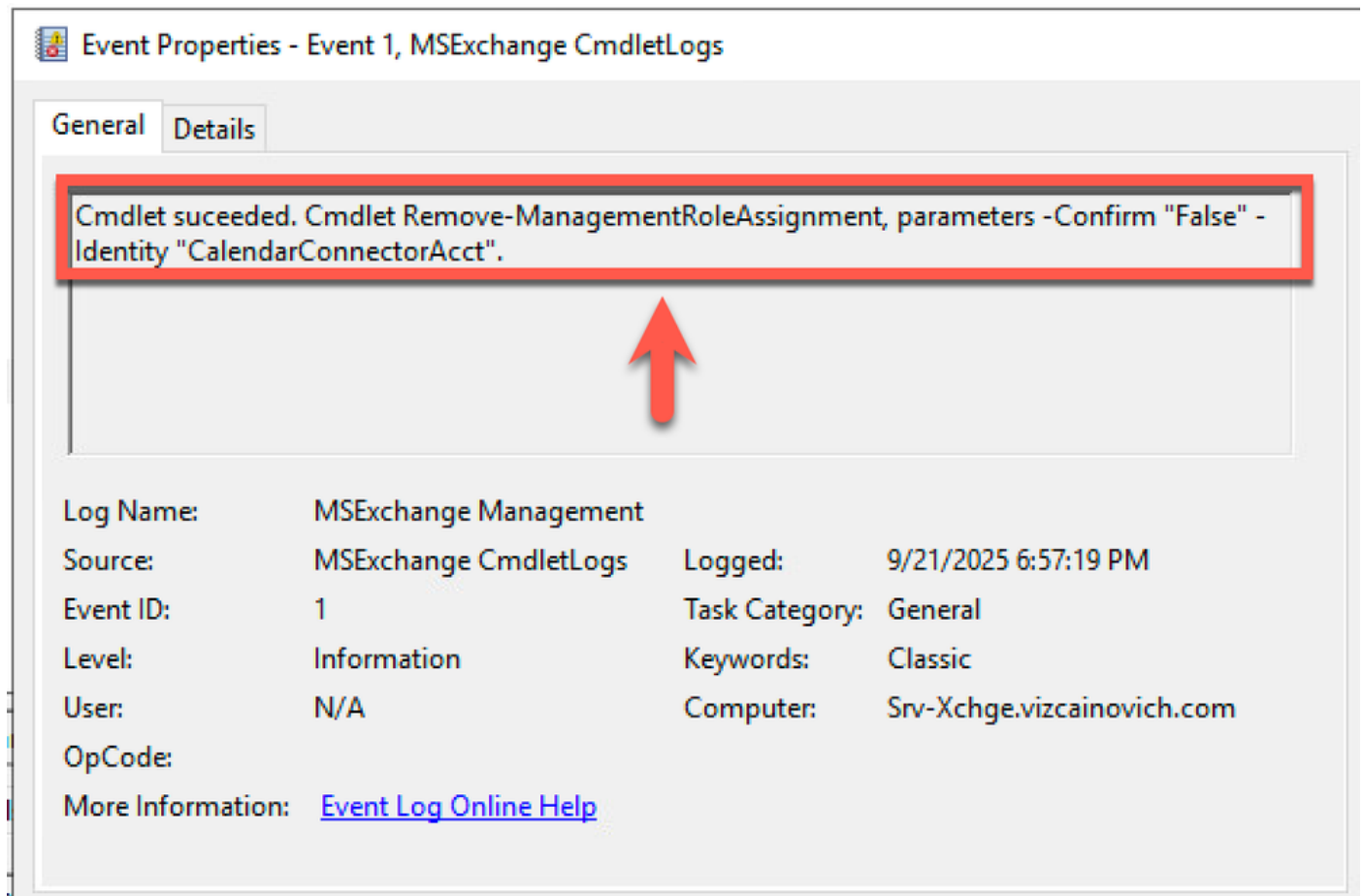
MSExchange事件檢視器日誌

在Exchange伺服器上，轉到事件檢視器>應用程式和服務日誌> MSExchange Management，並篩選出包含「CmdletLogs」和/或RoleAssignment「CalendarConnectorAcct (如果有) 名稱的資訊級別事件。



事件檢視器日誌

按兩下該事件以開啟其屬性。



事件屬性

Exchange命令列管理程式

通過使用Exchange Server PowerShell的內建會話歷史記錄，可以跟蹤當前會話中使用的命令。

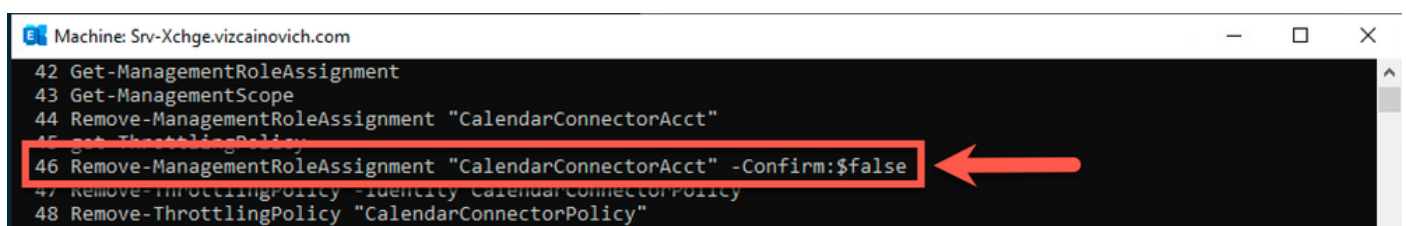
該歷史記錄不可用於其他會話，並且會在會話結束時刪除。

使用PSReadLine歷史記錄可跟蹤所有PowerShell會話中使用的命令。

歷史記錄會寫入每台主機的中央檔案。該歷史記錄檔案可供所有會話使用，並包含所有過去的歷史記錄。會話結束時不會刪除歷史記錄。

在此案例中，執行此命令後，內建作業階段會顯示以下輸出：

Get-History



根本原因

Exchange admin使用此Exchange Server PowerShell命令刪除模擬帳戶的RoleAssignment:

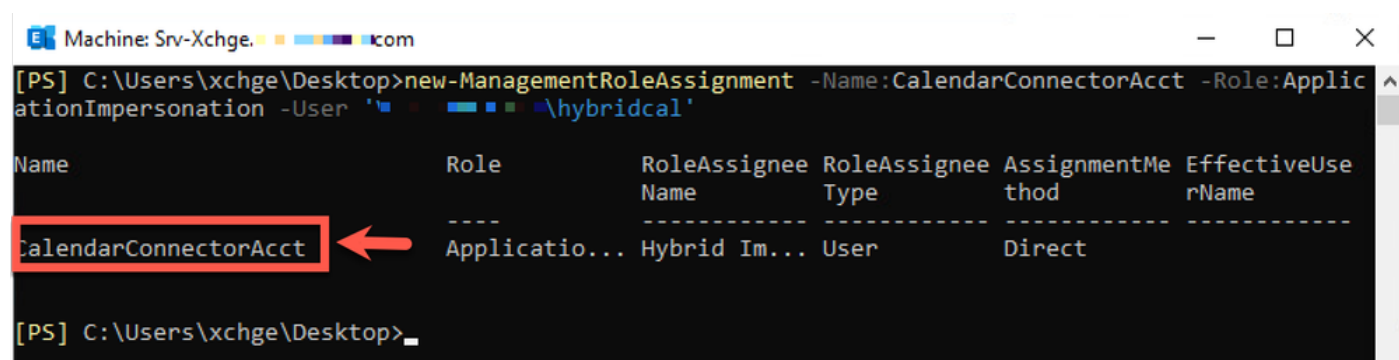
```
Remove-ManagementRoleAssignment "CalendarConnectorAcct" -Confirm:$false
```

此操作會中斷無法訂閱Exchange伺服器中的使用者的模擬帳戶角色，並導致使用者和workspaces啟用失敗。

解決方案

在Exchange Server PowerShell中，運行此命令以建立名為「CalendarConnectorAcct」的新ManagementRoleAssignment，並將其分配給模擬帳戶hybridcal。

```
new-ManagementRoleAssignment -Name:CalendarConnectorAcct -Role:ApplicationImpersonation -User 'VIZCAINO'
```



The screenshot shows a PowerShell console window titled "Machine: Srv-Xchge. com". The command executed is `new-ManagementRoleAssignment -Name:CalendarConnectorAcct -Role:ApplicationImpersonation -User 'hybridcal'`. Below the command, a table displays the role assignment details:

Name	Role	RoleAssignee Name	RoleAssignee Type	AssignmentMethod	EffectiveUserName
CalendarConnectorAcct	ApplicationImpersonation	Hybrid Im...	User	Direct	

The "CalendarConnectorAcct" entry in the table is highlighted with a red box and a red arrow pointing to it.

```
new-ManagementRoleAssignment
```

從Expressway伺服器，重新啟動日曆聯結器以加快受影響使用者和/或工作區的啟用過程。

導航到Applications > Hybrid Services > Connector Management > Calendar Connector > Enabled超鏈接。

Cisco Expressway-C

Status > System > Applications > Users > Maintenance >

This system has 5 alarms

You are here: Applications > Hybrid Services > Connector Management

Connector Management

Hybrid Services

This Expressway cluster is registered with the Cisco Webex Cloud and is now ready for Hybrid Services.

[Cisco Webex Cloud certificate management](#) - you are currently allowing Cisco Webex Cloud to add required CA certificates to the Expressway trust list

<https://admin.webex.com> - configure your hybrid services, enable users for features, manage your hybrid service clusters, and set upgrade schedules for connectors.

Connector management

Click a connector name below to view or modify the connector details.

Service	Status	Version	Active	Configuration
Management Connector	Running	8.11-1.0.773	Enabled	
Calendar Connector	Running	8.11-1.0.8931	Enabled	Configure Microsoft Exchange Servers Configure Cisco Conferencing Services
Message Connector	Running	8.10-1.0.1675	Enabled	Configure IM and Presence Servers

連結器管理

在Calendar Connector內，按一下Enable以開啟下拉選單。

Cisco Expressway-C

Status > System > Applications > Users > Maintenance >

This system has 5 alarms

You are here: Applications > Hybrid Services > Connector Management

Connector Management

Calendar Connector

Status: Running

Active: Enabled

Microsoft Exchange servers: [1Configure Microsoft Exchange Servers](#)

Cisco Webex Meetings sites: [1Configure Cisco Conferencing Services](#)

Cisco Conferencing Services: [0Configure Cisco Conferencing Services](#) (at least one Microsoft Exchange server or one Cisco TMS must be configured for this service to be 'Enabled')

Calendar Connector Status: [Check Calendar Connector Status](#)

Save | [Back to Hybrid Services](#)

Rollback option

Target version: 8.11-1.0.8921

Rolling back will remove 8.11-1.0.8931 and block automatic attempts to reinstall that version. The next version will upgrade as normal.

[Roll back](#)

Enabled按鈕

從下拉選單中選擇Disabled。

Running

Enabled



Enabled

Disabled



Microsoft Exchange

Configure Cisco Conferencing Services

下拉選單

按一下Save按鈕以應用日曆連結器中的更改。

CISCO Cisco Expressway-C

Status > System > Applications > Users > Maintenance >

Connector Management

Calendar Connector

Status: Running

Active: Disabled

Microsoft Exchange servers: 1Configure Microsoft Exchange Servers

Cisco Webex Meetings sites: 1Configure Cisco Conferencing Services

Cisco Conferencing Services: 0Configure Cisco Conferencing Services (at least one Microsoft Exchange server or one Cisco TMS must be configured for this service to be 'Enabled')

Calendar Connector Status: Check Calendar Connector Status

Save Back to Hybrid Services

Rollback option

Target version: 8.11-1.0.8921

Rolling back will remove 8.11-1.0.8931 and block automatic attempts to reinstall that version. The next version will upgrade as normal.

Roll back

儲存

在儲存更改後，它將停留在連結器管理中。按一下Calendar Connector服務底部的Check Calendar Connector Status。

Cisco Expressway-C

Status > System > Applications > Users > Maintenance >

Connector Management

Calendar Connector

Status: Running

Active: Disabled

Microsoft Exchange servers: 1 Configure Microsoft Exchange Servers

Cisco Webex Meetings sites: 1 Configure Cisco Conferencing Services

Cisco Conferencing Services: 0 Configure Cisco Conferencing Services (at least one Microsoft Exchange server or one Cisco TMS must be configured for this service to be 'Enabled')

Calendar Connector Status: Check Calendar Connector Status

Save Back to Hybrid Services

Rollback option

Target version: 8.11-1.0.8921

Roll back

This system has 5 alarms

You are here: Applications > Hybrid Services > Connector Management

日曆連結器狀態

請等待幾分鐘，直到日曆連結器初始化。

Cisco Expressway-C

Status > System > Applications > Users > Maintenance >

Calendar Connector Status

Connectivity to Cisco Webex cloud: Connected

Calendar Connector User Subscription Status

Total Assigned Users: 0

Successfully Subscribed Users: 0

Users with Failed Subscription: 0

Related Tasks

Configure Microsoft Exchange Servers

Configure Cisco Conferencing Services

Back to Calendar Connector configuration

Back to Connector Management

This system has 5 alarms

You are here: Applications > Hybrid Services > Calendar Service > Calendar Connector Status

已重新啟動

Calendar Connector初始化後，Expressway連線會顯示Exchange地址和使用已成功訂閱。

Cisco Expressway-C

Status > System > Applications > Users > Maintenance >

Calendar Connector Status

Connectivity to Cisco Webex cloud: Connected

Collaboration On Premises

Address/Display Name: https://trv-ichge-...com/ews/exchange.asmx

Status: Connected

Calendar Connector User Subscription Status

Total Assigned Users: 7

Successfully Subscribed Users: 7

Users with Failed Subscription: 0

Related Tasks

Configure Microsoft Exchange Servers

Configure Cisco Conferencing Services

Back to Calendar Connector configuration

Back to Connector Management

This system has 5 alarms

You are here: Applications > Hybrid Services > Calendar Service > Calendar Connector Status

已連線

返回Control Hub > Management > Users > Affected user shows fully activated日曆服務。

Windows Client 3

Active • winclient3@v... • Member of WbXBasic

Summary

Profile

General

Meetings

Calling

Messaging

Hybrid Services

Devices

Vidcast

Calendar Service

To create a Webex meeting space, add @meet to the meeting invite. For meetings in your personal Webex space, add @webex.

Allow calendar service

Calendar Type

Microsoft Exchange/Office 365

Google Calendar

Cluster

WbX Main

Status

Activated by admin on Sep 24, 2025 7:51 PM (EDT)

Choose the user's assigned resource group. The Webex cloud will remove this user and assign them to their service resource group.

Resource Group

Resource Group A (Stable)

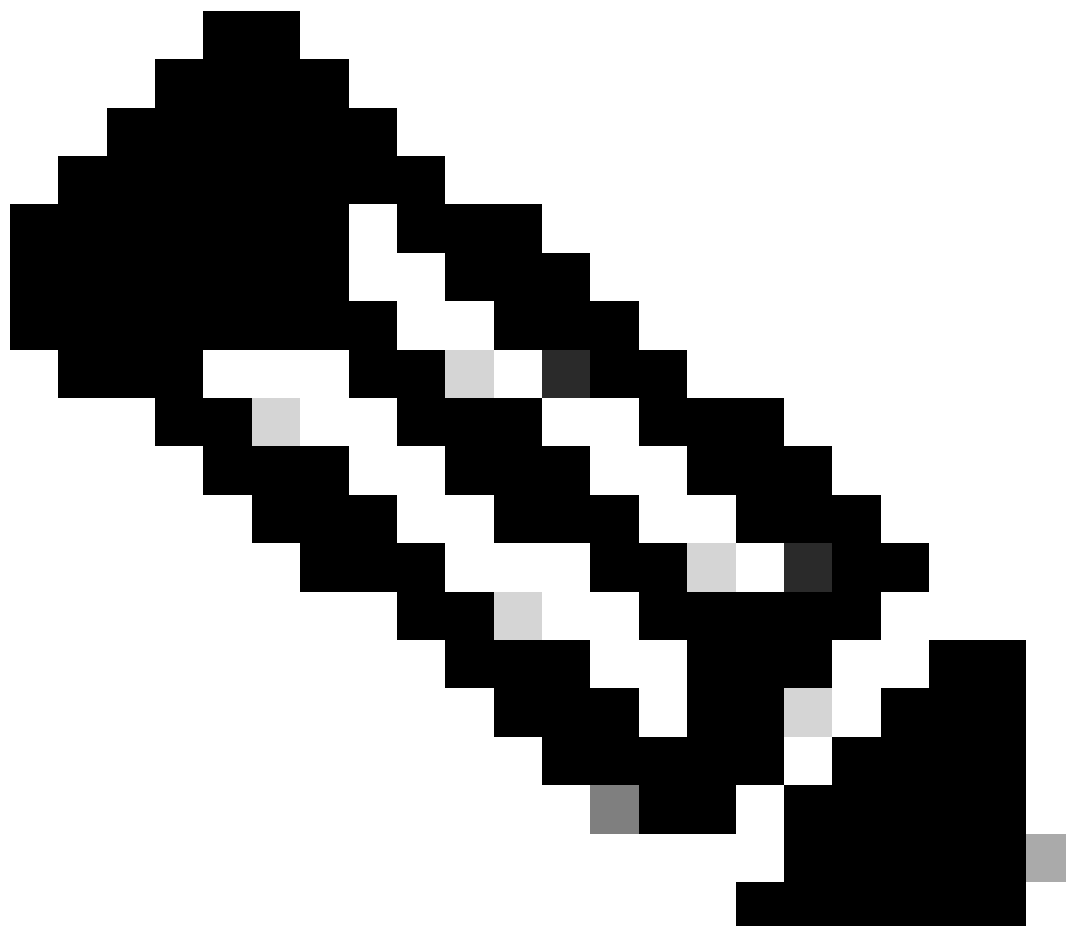
已啟用

顯示受影響使用者Id 45877071-3636-473f-a6f6-c34e91514609從Exchange伺服器獲取有效訂閱的Expressway日誌：

2025-09-24T20:03:55.984-04:00 localhost UTCTime="2025-09-25 00:03:55,984" Module="hybridservices.c_cal"

2025-09-24T20:03:55.984-04:00 localhost UTCTime="2025-09-25 00:03:55,984" Module="hybridservices.c_cal"

2025-09-24T20:03:56.049-04:00 localhost UTCTime="2025-09-25 00:03:56,049" Module="hybridservices.c_cal"



附註：警報「該帳戶沒有模擬請求使用者的許可權」可能有多種原因；但是，所有這些都與模擬帳戶配置或Exchange伺服器相關。

相關資訊

- [混合服務和聯結器故障排除](#)
- [收集Expressway MRA的Expressway/VCS診斷日誌](#)
- [Chrome DevTools](#)
- [Firefox DevTools](#)

關於此翻譯

思科已使用電腦和人工技術翻譯本文件，讓全世界的使用者能夠以自己的語言理解支援內容。請注意，即使是最佳機器翻譯，也不如專業譯者翻譯的內容準確。Cisco Systems, Inc. 對這些翻譯的準確度概不負責，並建議一律查看原始英文文件（提供連結）。