

使用Exchange排除Expressway聯結器故障 — 錯誤代碼401

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簡介

本文檔介紹如何從GUI中識別和修復Expressway聯結器，錯誤狀態為Exchange server HTTP錯誤代碼401。

必要條件

需求

- Webex控制中心組織。

— 具有Exchange服務的混合日曆

- Expressway聯結器 (新部署至少為X12.5)

<https://help.webex.com/en-us/article/ruyceab>

採用元件

本文中的資訊係根據以下軟體和硬體版本：

- 已啟用混合日曆。在本指南中，使用包含Exchange的混合日曆。

- Exchange Server 2019標準版。
- Expressway-C X14.0.5。

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。

症狀

Expressway-C GUI

導航到**應用程式>混合服務>日曆服務>日曆連結器狀態**。合作本地顯示消息狀態錯誤：**Exchange server http錯誤代碼401**。

The screenshot shows the Cisco Expressway-C GUI. The breadcrumb navigation is: **Applications > Hybrid Services > Calendar Service > Calendar Connector Status**. A red box highlights the breadcrumb "Calendar Connector Status" with a red arrow labeled "1". Below the breadcrumb, a warning message states: "Warning: Your current hardware does not meet supported VM configuration requirements. For information on standard configuration for this version of Expressway, view [Virtualization for Cisco Expressway](#) page." Under "Connectivity to Cisco Webex cloud", the status is "Connected". Under "Collaboration On-Premises", the "Address/Display Name" is "https://172.16.6.245/ews/exchange.asmx" and the "Status" is "error: Exchange server http error code 401", with a red box and arrow labeled "2". The "Calendar Connector User Subscription Status" section shows "Total Assigned Users", "Successfully Subscribed Users", and "Users with Failed Subscription", all with a value of "0", and a red box and arrow labeled "3". The "Related Tasks" section includes links: "Configure Microsoft Exchange Servers", "Configure Cisco Conferencing Services", "Back to Calendar Connector configuration", and "Back to Connector Management". The footer shows "User: admin Access: Read-write System host name: ccnp-expressway-hybrid1 System time: 10:03 CST" and "Language: en_US S/N: OFD30510 Version: X14.0.5".

疑難排解

loggingsnapshot.txt檔案是從Expressway伺服器查詢錯誤的時間戳所必需的。如果未收集日誌，則在複製問題時需要診斷日誌。

Warning: Your current hardware does not meet supported VM configuration requirements. For information on standard configuration for this version of Expressway, view [Virtualization for Cisco Expressway page](#).

Started logging at: Monday 21st of February 2022 10:00:13 AM (Mexico/General) logging started by admin@172.16.6.24

Stopped logging at: Monday 21st of February 2022 10:03:39 AM (Mexico/General)

Marker:

Take tcpdump while logging:

Filter tcpdump by address:

Filter tcpdump by ports:

User: admin Access: Read-write System host name: ccnp-expressway-hybrid1 System time: 10:03 CST Language: en_US S/N: 0FD3D510 Version: X14.0.5

收集日誌後，提取檔案並找到loggingsnapshot.txt檔案。

diagnostic_log_ccnp-expressway-hybrid1_2022-02-21_16 03 39.tar.gz

搜尋此輸出：

```
2022-02-21T10:00:15.018-06:00 localhost UTCTime="2022-02-21 16:00:15,017"  
Module="hybridservices.c_cal" Level="ERROR" Thread="ews-recovery-2" TrackingId=""  
Detail="checkServiceEntityConnectivity() threw ServiceRequest exception. Root cause exception:  
microsoft.exchange.webservices.data.HttpErrorException: The remote server returned an error:  
(401)Unauthorized"
```

(401)未授權表示模擬帳戶密碼無效、可能已過期或已更改。

確認加密帳戶

驗證模擬帳戶是否可以訪問Outlook on the web (以前稱為Outlook Web App) 中的使用者介面。
確認密碼已過期。



change password

Your password has expired and you need to change it before you sign in to Outlook.


Domain\user name:

VIZCAINOVICH\hybridcal

Current password:

New password:

Confirm new password:

 submit

OWA URL:

<https://>

解決方案

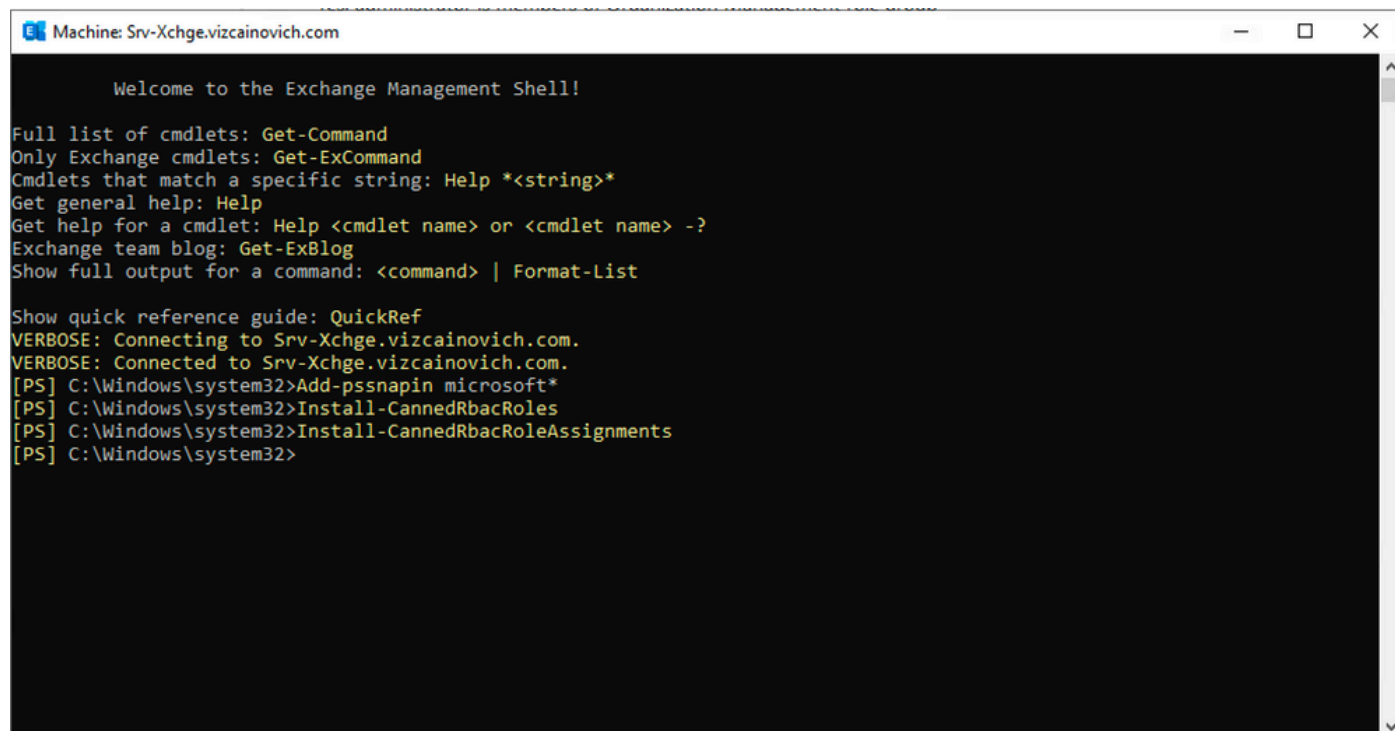
更改帳戶的密碼並更新日曆聯結器配置，使混合日曆恢復正常運行。從OWA門戶進行更改，或者從Active Directory更新密碼（如果帳戶從那裡同步）（超出本文檔的範圍）。

通過Exchange管理中心(EAC)重置郵箱密碼

要使此選項可用，需要從Exchange命令列管理程式運行這些命令。

- Add-Psnapin microsoft*

- 安裝CannedRbacRoles
- 安裝CannedRbacRoleAssignments



```
Machine: Srv-Xchge.vizcainovich.com

Welcome to the Exchange Management Shell!

Full list of cmdlets: Get-Command
Only Exchange cmdlets: Get-ExCommand
Cmdlets that match a specific string: Help *<string>*
Get general help: Help
Get help for a cmdlet: Help <cmdlet name> or <cmdlet name> -?
Exchange team blog: Get-ExBlog
Show full output for a command: <command> | Format-List

Show quick reference guide: QuickRef
VERBOSE: Connecting to Srv-Xchge.vizcainovich.com.
VERBOSE: Connected to Srv-Xchge.vizcainovich.com.
[PS] C:\Windows\system32>Add-pssnapin microsoft*
[PS] C:\Windows\system32>Install-CannedRbacRoles
[PS] C:\Windows\system32>Install-CannedRbacRoleAssignments
[PS] C:\Windows\system32>
```

在Exchange管理中心啟用重置密碼選項。

- 1.登入到Exchange管理中心，導航到許可權>組織管理，然後按一下編輯。
- 2.在「組織管理」頁中，按一下「角色」部分下的+選項（以新增新角色）。
- 3.從所提供的清單中選擇「重置密碼」，按一下Add選項，然後按一下 Save.
- 4.儲存更改後，從Exchange管理中心註銷並重新登入。

要確認角色是否正確啟用，請運行命令：

```
- Get-ManagementRole -id "重置密碼" | fl
```

```
Machine: Srv-Xchge.vizcainovich.com
[PS] C:\Windows\system32>Get-ManagementRole -id "Reset Password" | fl

RunspaceId           : 63005875-92bf-43c4-b28d-ad80992af109
RoleEntries           : {(Microsoft.Exchange.Management.PowerShell.E2010) Set-Mailbox -Password
                        -ResetPasswordOnNextLogon -RoomMailboxPassword}
RoleType              : ResetPassword
ImplicitRecipientReadScope : Organization
ImplicitRecipientWriteScope : Organization
ImplicitConfigReadScope : OrganizationConfig
ImplicitConfigWriteScope : OrganizationConfig
IsRootRole            : True
IsEndUserRole         : False
MailboxPlanIndex      :
Description            : This role enables users to reset their own passwords and administrators to reset users'
                        passwords in an organization.
Parent                :
IsDeprecated          : False
AdminDisplayName      :
ExchangeVersion       : 0.12 (14.0.451.0)
Name                  : Reset Password
DistinguishedName     : CN=Reset Password,CN=Roles,CN=RBAC,CN=Vizcainovich Inc,CN=Microsoft
                        Exchange,CN=Services,CN=Configuration,DC=vizcainovich,DC=com
Identity              : Reset Password
Guid                  : 2dc5bbfa-bc4a-40e5-9187-6d9560aedf8a
ObjectCategory        : vizcainovich.com/Configuration/Schema/ms-Exch-Role
ObjectClass            : {top, msExchRole}
WhenChanged           : 04/04/2022 09:19:54 p. m.
WhenCreated           : 04/04/2022 09:19:54 p. m.
WhenChangedUTC        : 05/04/2022 02:19:54 a. m.
WhenCreatedUTC        : 05/04/2022 02:19:54 a. m.
OrganizationId        :
Id                    : Reset Password
OriginatingServer     : Srv-Dns.vizcainovich.com
IsValid                : True
ObjectState            : Unchanged
```

選擇使用者郵箱，按一下編輯以檢視其屬性，然後查詢重置密碼選項。

Hybrid Impersonation

general

- mailbox usage
- contact information
- organization
- email address
- mailbox features
- member of
- MailTip
- mailbox delegation

Impersonation

*Name: Hybrid Impersonation

*Display name: Hybrid Impersonation

*Alias: hybridcal

*User logon name: hybridcal @ vizcainovich.com

Reset the password for this mailbox

*New password:

*Confirm password:

Require password change on next logon

Hide from address lists

[More options...](#)

Save Cancel

通過Exchange命令列管理程式重置郵箱密碼

可以通過CLI重設密碼，但需要舊密碼才能運行命令：

```
Set-Mailbox -Identity "User" -OldPassword (ConvertTo-SecureString -string "OldPassword" -AsPlainText -Force) -NewPassword (ConvertTo-SecureString -string "NewPassword" -AsPlainText -Force)
```

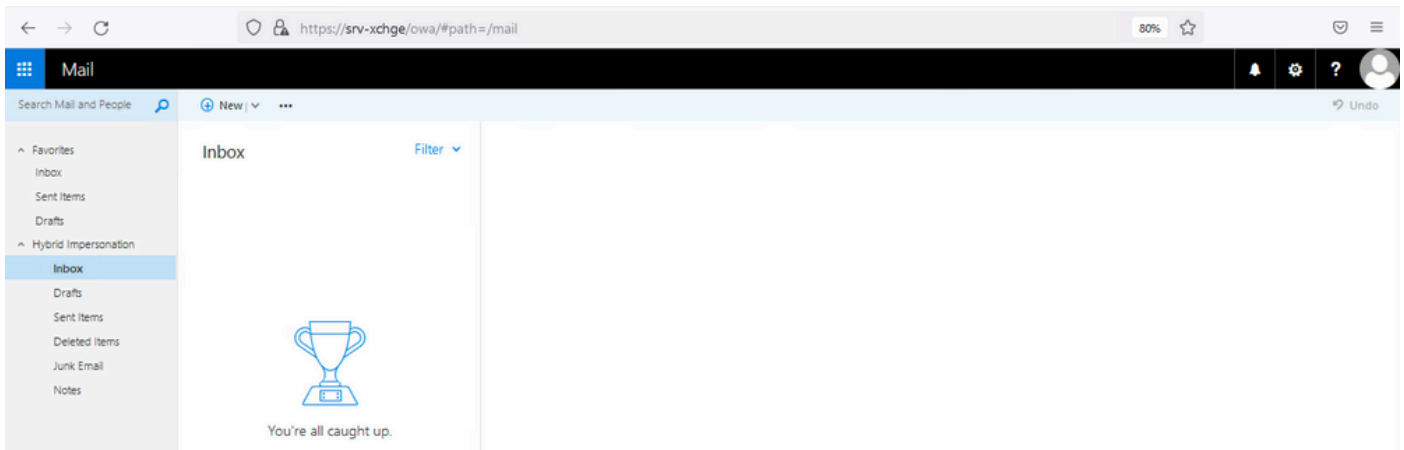
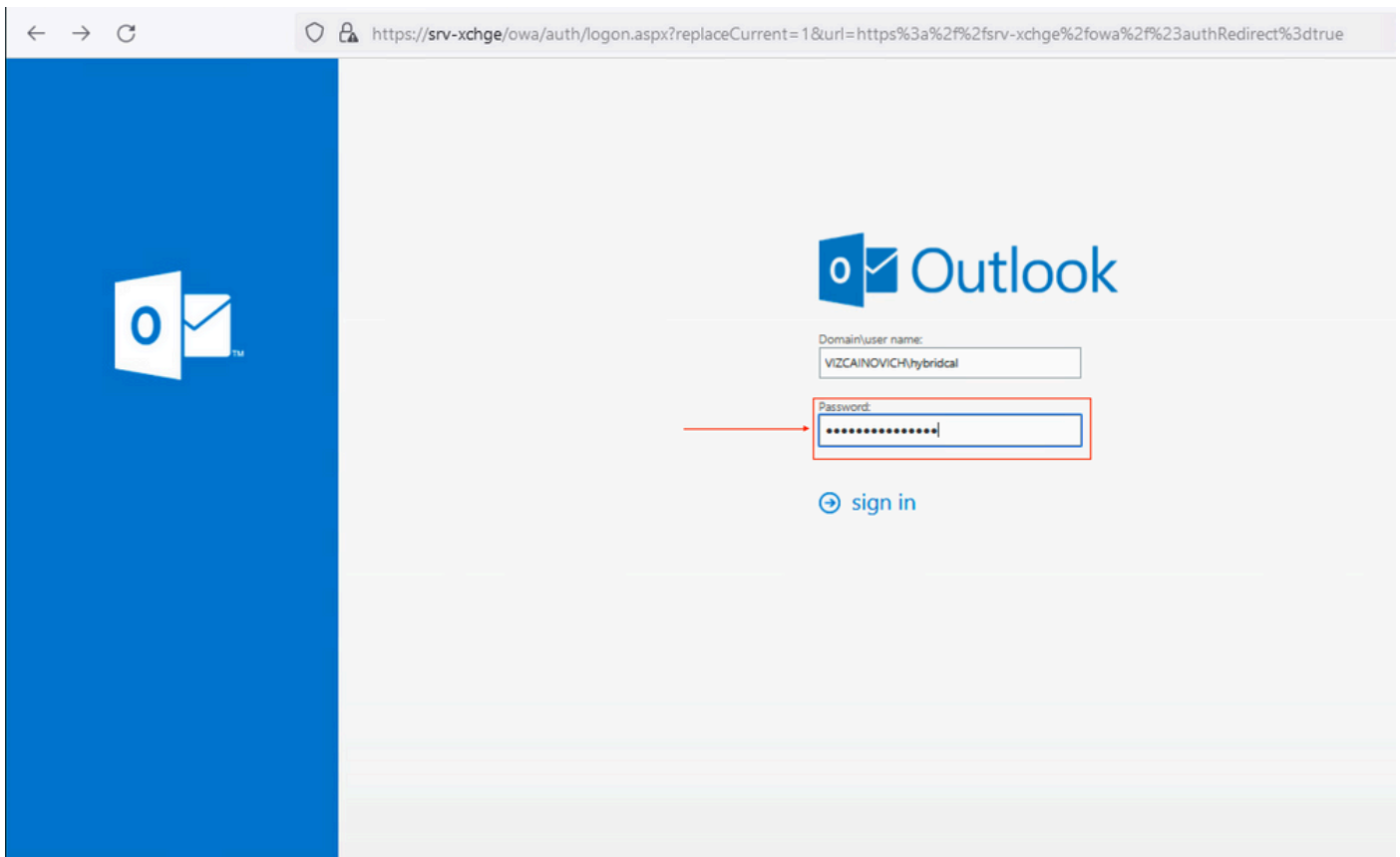
即：

```
Set-Mailbox -Identity "email address" -OldPassword (ConvertTo-SecureString -string "Webex4Ever" -AsPlainText -Force) -NewPassword (ConvertTo-SecureString -string "Webex4Ever&Ever" -AsPlainText -Force)
```

```
[PS] C:\Windows\system32>
[PS] C:\Windows\system32>Set-Mailbox -Identity "hybridcal@vizcainovich.com" -OldPassword (ConvertTo-SecureString -string "Webex4Ever" -AsPlainText -Force) -NewPassword (ConvertTo-SecureString -string "Webex4Ever&Ever" -AsPlainText -Force)
[PS] C:\Windows\system32>
```

從OWA驗證新密碼

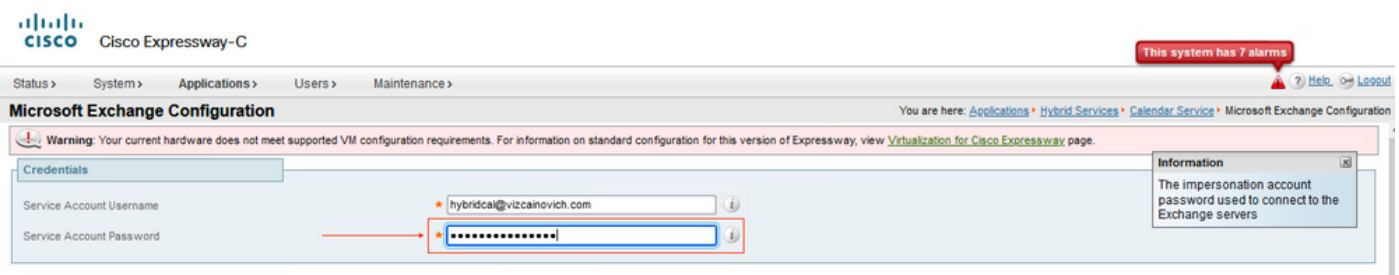
模擬帳戶現在可以使用更新的憑據訪問Outlook on the web (以前稱為Outlook Web App) 中的使用者介面。



更新日曆連結器配置

從應用程式>混合服務>日曆服務> Microsoft Exchange配置>憑據;使用最新密碼更新服務帳戶密碼

o



Save 頁面底部的配置。



重新啟動（禁用/啟用）日曆連結器以完成該過程。

Success: Updated Exchange server: Exchange 2019. You must restart the Calendar Connector for the changes to take effect.

https://ccnp-expressway-hybrid1.vizcainovich.com/fusionregistration?uuid=c_cal

Cisco Expressway-C

This system has 4 alarms

Status > System > Applications > Users > Maintenance >

Connector Management

Success: Saved

Warning: Your current hardware does not meet supported VM configuration requirements. For information on standard configuration for this version of Expressway, view [Virtualization for Cisco Expressway](#) page.

Calendar Connector

Status	Running
Active	Enabled
Microsoft Exchange servers	Enabled 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	8.11-1.0.8097	Rolling back will remove 8.11-1.0.8123 and block automatic attempts to reinstall that version. The next version will upgrade as normal.
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Roll back

User: admin Access: Read-write System host name: ccnp-expressway-hybrid1 System time: 10:01 CST Language: en_US S/N: 0FD3D510 Version: X14.0.5

Calendar Connector服務已恢復為可運行狀態，並且使用者已完全啟用。

https://ccnp-expressway-hybrid1.vizcainovich.com/calstatus

Cisco Expressway-C

Status > System > Applications > Users > Maintenance >

Calendar Connector Status

Warning: Your current hardware does not meet supported VM configuration requirements. For information on standard configuration for this version of Expressway, view [Virtualization for Cisco Expressway](#) page.

Connectivity to Cisco Webex cloud

Status	Connected
--------	-----------

Collaboration On-Premises

Address/Display Name	https://172.16.6.245/exchange.asmx
Status	Connected

Calendar Connector User Subscription Status

Total Assigned Users	13
Successfully Subscribed Users	13
Users with Failed Subscription	0

Related Tasks

- [Configure Microsoft Exchange Servers](#)
- [Configure Cisco Conferencing Services](#)
- [Back to Calendar Connector configuration](#)
- [Back to Connector Management](#)

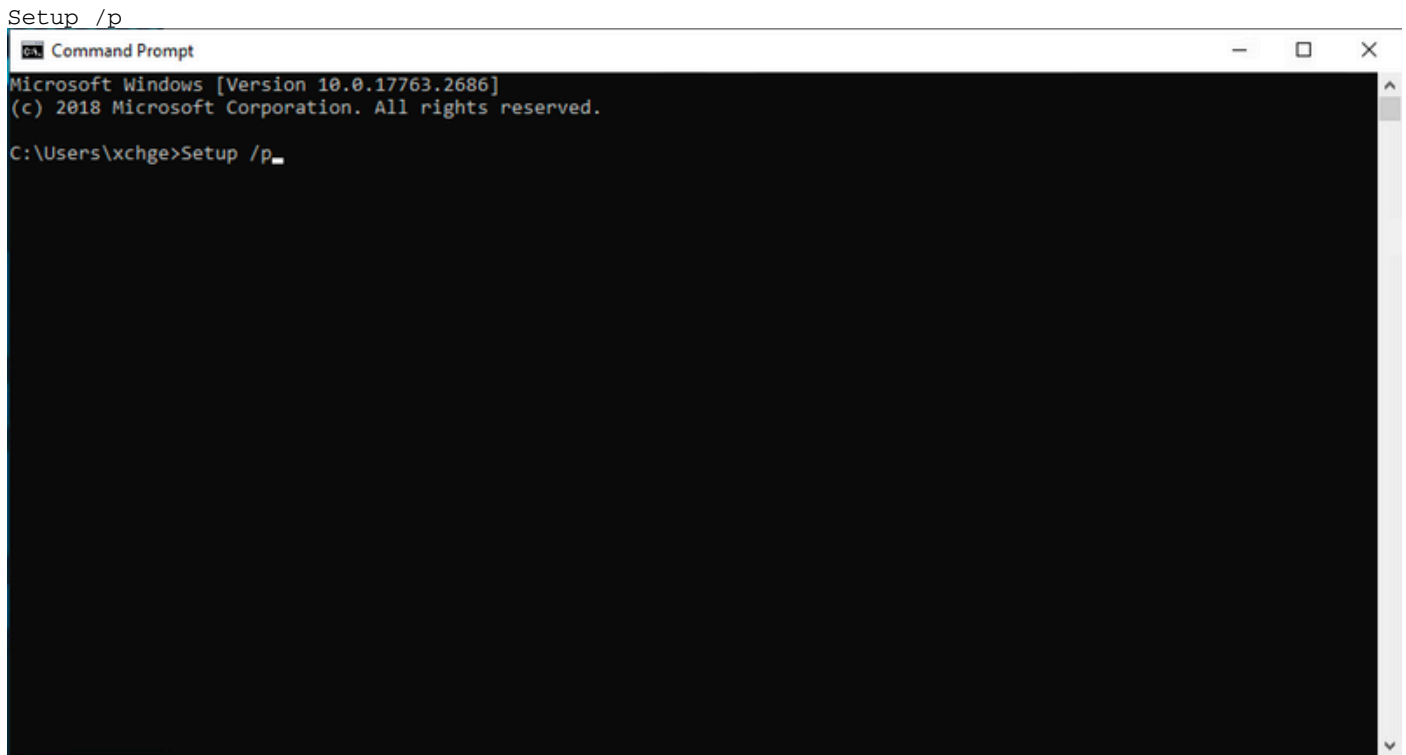
User: admin Access: Read-write System host name: ccnp-expressway-hybrid1 System time: 17:03 CST Language: en_US S/N: 0FD3D510 Version: X14.0.5

常見問題

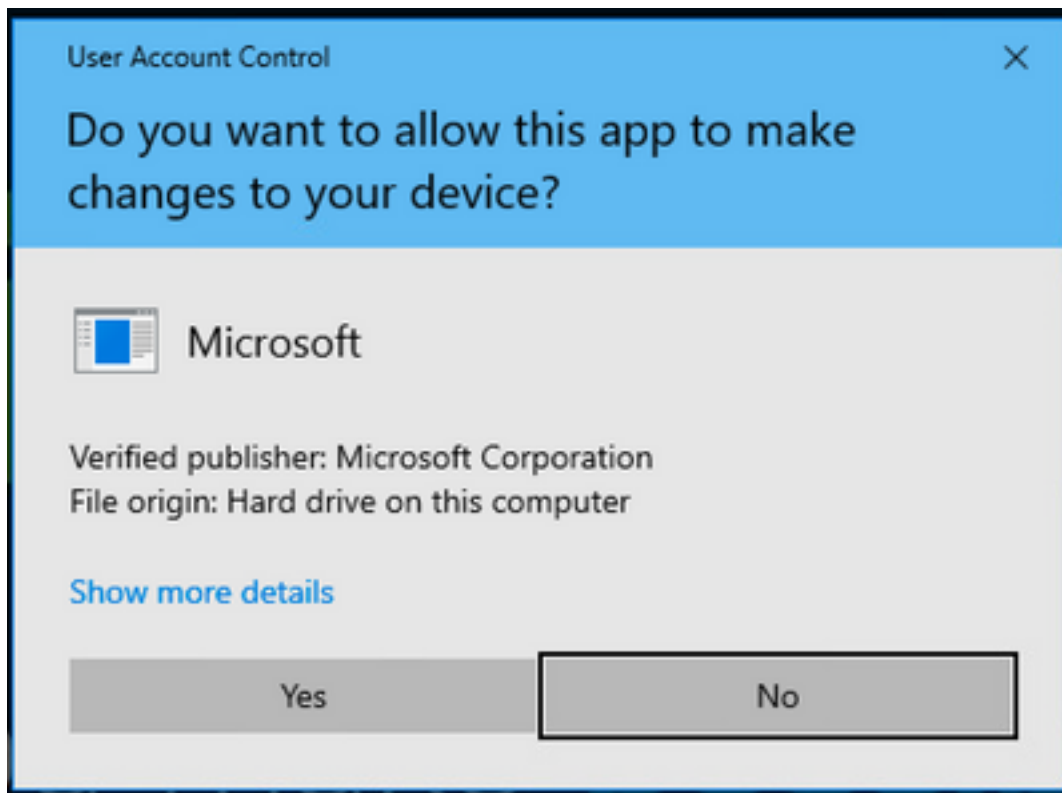
無法將重置密碼角色新增到組織管理。

尚未將委派許可權正確應用於角色組。從Exchange伺服器CMD運行此命令。

```
Setup /p
```



The screenshot shows a Windows Command Prompt window titled "Command Prompt". The text inside the window reads: "Microsoft Windows [Version 10.0.17763.2686] (c) 2018 Microsoft Corporation. All rights reserved. C:\Users\xchge>Setup /p_". The cursor is positioned at the end of the command line.



重新啟動Exchange伺服器並再次嘗試重置密碼。

參考資料

[Cisco Webex混合日曆服務部署指南](#)

[適用於Webex混合服務聯結器的支援版本Expressway](#)

[Cisco Webex混合服務的資源組](#)

[升級用於混合服務的聯結器主機Expressway](#)

[《Hybrid Calendar Service發佈說明》](#)

[混合服務資源的自動升級](#)

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）。