Troubleshoot Hybrid Calendar - Password Has Expired or Invalid

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Introduction

This document describes the remediation of Expressway Connector with the alarm Webex Meetings site administrator password has expired or invalid.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- Webex Control Hub Organization.
- Hybrid Calendar with Exchange service.
- Expressway Connector (X12.5 at a minimum for new deployments)
- Supported Versions of Expressway for Webex Hybrid Services Connectors

Components Used

The information in this document is based on these software and hardware versions:

- Hybrid Calendar activated. In this guide, use Hybrid Calendar with Exchange.
- Exchange Server 2019 Standard.
- Expressway-C X14.0.5.

The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is

live, ensure that you understand the potential impact of any command.

Symptom

Expressway-C GUI

Navigate to Status > Alarms. Cisco Webex Meetings site administrator password has expired or invalid: Cisco Webex Meetings site cannot be accessed due to expired or invalid administrator password. @webex meetings on affected site are not processed until this is resolved. Detailed info: the Cisco Webex Meetings site name includes "[ad2f68c1-8f07-4c0a-96d6-dfa6c05c5779]: sitename.webex.com".

	is> System> Ap	plications > Users >	Maintenano	e >					🔺 🔇) Helo. 😁 Lo
ırı	ms								You are her	re: <u>Status</u> • Al
1	Warning: Your current hardw	vare does not meet supported	VM configuration re-	quirements. For information on	standard configuration for this	s version of Expressway, view <u>Virtuali</u>	zation for Cisco Expressw	ay page.		1
	Alarm	Description	State	Severity	Peer	Action	First raised	Last raised		
	Cisco Webex Meetings site administrator password has expired or invalid	Cisco Webex Meetings site cannot be accessed due to expired or invalid administrator password. @webex meetings on affected site will not be processed until this is resolved. Detailed info: the Cisco Webex Meetings site name includes "[ad2#8bc1-8107-4c0a- 968d-dfa6c05c5779]; juizcain.webex.com"		Error	This system	Change the expired or invalid administrator password on affected Cisco Webex Meetings site	2022-08-18 11:34:58	2022-08-18 11:34:58	<u>60162</u>	1

Webex Control Hub UI

Navigate to admin.webex.com > Hybrid > Hybrid Calendar with Exchange > Events. Cisco Webex Meetings site administrator password has expired or invalid: Cisco Webex Meetings site cannot be accessed due to expired or invalid administrator password. @webex meetings on affected site are not processed until this is resolved. Detailed info: the Cisco Webex Meetings site name includes "[ad2f68c1-8f07-4c0a-96d6-dfa6c05c5779]: sitename.webex.com".

Overview Alerts center MONITORING Webex Experience	< Hybrid services					Event Details			
	Hybrid Services Events History Resource Service	Cluster		٩c	Description	3			
Webex Experience Analytics Troubleshooting Reports	Expressway V Calendar Q Search Event	Severity	All Clusters	Service		The node provided the foll accessed due to expired will not be processed unt	de ccnp-expressway-hybrid1.vizcainovich.com. owing alarm description: Claco Webex Meetings site cannot be or invalid administrator password. @webex meetings on affected site il this is resolved. Detailed info: the Claco Webex Meetings site name r-4c0a-98d6-dfa6c05c5779]; jvizcain.webex.com*		
NAGEMENT	Emails sent about new alarm	Info	Alarm	Calendar Servi		Technical Details 🕕			
Users Workspaces	Emails sent about new alarm	Info	Alarm	Calendar Servi		Connector ID: Alarm ID:	c_cal@0FD3D510 60162		
Devices 2	Cisco Webex Meetings site administrator passw	Error	Alarm	Calendar Servi		Timestamp:	2022-08-18T16:35:22.219765Z		
Apps Account	Cisco Webex Meetings site administrator passw	Error	Alarm	Calendar Servi		User ID:	d0315379-03d6-4ddf-a3eb-bf2024fdad10		
Organization Settings	Calendar Connector version 8.11-1.0.8314 runn	None	Connector	Calendar Servi		Tracking ID:	EXP_e0402a4f-ab6c-43df-9a47-d1d00FD3D510		
RVICES	Calendar Connector restarted	None	Connector	Calendar Servi					
Updates & Migrations	Calendar Connector version 8.11-1.0.8314 runn	None	Connector	Calendar Servi					
Messaging Meeting	Calendar Connector restarted	None	Connector	Calendar Servi					
⊌ Calling ∋ Connected UC > Hybrid <mark>4 1</mark>				« «					

Troubleshoot

Go to Applications > Hybrid Services > Calendar Service > Cisco Webex Meetings Site Configuration > click on the site name Address.

Hybrid Services 2 ent hardware does not meet supported VI Description 3 Cisco Webex Meetings ste cannot be accessed due to expired or invalid	M con Connector Proxy					
Description S Cisco Webex Meetings site cannot be accessed due to	M con Connector Proxy					You are here: Status > Ala
Description S Cisco Webex Meetings site cannot be accessed due to		standard configuration for this version	of Expressway, view Virtuali	tation for Cisco Expresswa	y page.	
Cisco Webex Meetings site cannot be accessed due to	State Connector Logging	Peer	Action	First raised	Lastraised	ID
	Calendar Service 🔶 3					
	Message Service >	Microsoft Exchange				
administrator password. @webex meetings on	Serviceability >	Configuration	Newsy the survival as			
tings site affected site will not be	Raised Error	Calendar Connector Status	Change the expired or nvalid administrator	2022-08-18 11:34:58	2022-08-18 11:34:58	60162
ralid resolved. Detailed info: the	10000	Autodiscover Redirect URL	assword on affected Sisco Webex Meetings site	2022-00-10 11.04.00	2022-00-10 11.04.00	00102
name includes		Configuration				
"[ad2f68c1-8f07-4c0a- 96d6-dfa6c05c5779]:		Cisco Conferencing Services	⊢ 4			
jvizcain.webex.com"		Contiguration	_			
Expresswav-C						
Expressway-C					This system I	has 5 alarms
						A 2 Help Or Los
	Maintenance >					
tings Site Configuration			You are here: ¿	pplications • Hybrid Service	<u>Calendar Service</u> · Cisco	Webex Meetings Site Configura
ent hardware does not meet supported VN	M configuration requirements. For information	on on standard configuration for this version	of Expressway, view Virtuali	tation for Cisco Expresswa	y page.	
Username	UUID			Default Site?	Status	Actions
.com	ad2168c	1-8107-4c0a-96d6-d1a6c05c5779		Yes		View/Edit
Unselect all						
Unselect all						
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The Webex Meeting Site Configuration contains **Fully Qualified Site Name**, **Username**, **Password**.

CISCO Cisco Expressway-C		This system has 4 alarms
Status > System > Applications > Users > Maintenan	ce >	👗 🥑 Help. 😁 Logout
Cisco Webex Meetings Site Configuration - 1	You are here: Applications * Hybrid Services * Calendar S	ervice • Cisco Webex Meetings Site Configuration
Warning: Your current hardware does not meet supported VM configuration r	equirements. For information on standard configuration for this version of Expressway, view Virtualization for Cisco Expressway page.	í
Configuration		Information
	* stename.webex.com () user@domain.com () 	Enter a test user's email address (WBS31.4 and later) or a read-only administrator username for earlier versions (input is mandatory in this case).
Default Site	Yes 🗸 🥼	
Cisco Webex Meetings Site UUID	ad2168c1-8107-4c0a-96d6-d1a6c05c5779	
Save Cancel Delete Test Connection		



Remove the Username/Password and leave the fields empty. Go to VCS-C Connector > Applications > Hybrid Services > Calendar Service > Cisco Conferencing Services Configuration > Webex site. Apply the changes.

sco Webex Meetings Site Configuration You are here: Applications You are heree: Applications You are here: Applications You are heree: Applications You are here: Applications You are heree: Applications You ar	Hybrid Services + Calendar Service + Cisco Webex Meetings Site Config
2 Warning: Your current hardware does not meet supported VM configuration requirements. For information on standard configuration for this version of Expressway, view Virtualization for Cisc	
rearing rout candid and the devalue applied with companion requirements for monimum or annound companion or any reason of concerney, were <u>extension or case</u>	Information
ly Qualified Sile Name * stename.webex.com	If required, enter the password for the read-only administrator account.
ssword ()	
faut Ste Yes 🗸 👔	
ico Webex Meetings Site UUID ad2f68c1-8t07-4c0a-96d6-dfa6c05c5779	

Reboot the Expressway Server to apply the change inmediatly

Go to Maintenance > Restart options > Reboot.

	Users > Maintenance >	? Help. 09 I
start options		You are here: Maintenance Restart o
Warning: Your current hardware does not me	et supported VM configuration requirements. For information on standard configuration for this version of Expressway, view Virtualization for Cisco Expressway page.	1
System status		/
Cluster status	This system is part of a cluster	1
Call status	There are 0 calls active	
Registration status	There are 0 registrations active	
nformation	fguration changes to take effect, or when the system is being added to, or removed from, a cluster.	

Note: If Restart is not possible the alarm is cleared after 24 hours.

Validate the alarm cleared from Webex Control Hub UI

The alarm now shows as Resolved.

webex Control H	ub Hybrid services						
Overview Alerts center	Hybrid Services Events History			event betails			
Webex Experience	Resource Service	Cluster			Description		
In Analytics	Expressway V All Services	Vizca Cluster V		The alarm titled Cisco Webex Meetings site administrator password has expired or invali resolved on node ccnp-expressway-hybrid1.vizcainovich.com.			
 Troubleshooting Reports 	Q Search Event	Severity	Turne	Service	Technical Details ()		
MANAGEMENT			Туре	Calendar Servi	Connector ID:	c_cal@0FD3D510	
Users	Emails sent about resolved alarm	info	Alarm	Calendar Servi	Alarm ID:	60162	
§ Workspaces	Calendar Connector restarted	None	Connector		Timestamp:	2022-08-18T17:57:36.404652Z	
Devices 2	Cisco Webex Meetings site administrator passw	Resolved	Alarm	Calendar Servi	User ID:	d0315379-03d6-4ddf-a3eb-bf2024fdad10	
8 Apps	Message Connector restarted	None	Connector	Message Servi	Tracking ID:	EXP_b24b66c6-c099-4693-b8c0-961b0FD3D510	
Organization Settings	Serviceability Connector restarted	None	Connector	Serviceability			
ERVICES	Management Connector restarted	None	Connector	Management			
Updates & Migrations	Emails sent about resolved alarm	Info	Alarm	Serviceability			
) Messaging] Meeting	Management configuration changed.	Resolved	Alarm	Serviceability			
G Calling	Emails sent about new alarm	Info	Alarm	Calendar Servi			
Connected UC Hybrid	Cisco Webex Meetings site administrator passw	Error	Alarm	Calendar Servi			
†	Emails sent about new alarm	Info	Alarm	Serviceability			
1	Calendar Connector version 8.11-1.0.8314 runn	None	Connector	Calendar Servi			
	Calendar Connector restarted	None	Connector	Calendar Servi			
	Management configuration changed.	Warning	Alarm	Serviceability			
	Serviceability: Device Configuration Error.	Resolved	Alarm	Serviceability			
	Calendar Connector version 8.11-1.0.8314 runn	None	Connector	Calendar Servi			
				« « (

Expressways on Clusters

The workaround is required only in the Primary node.

References

Configure the Calendar Connector Webex site settings

Supported Versions of Expressway for Webex Hybrid Services Connectors

Upgrade the Connector Host Expressway used for your Hybrid Services

Hybrid Calendar Service Release Notes

Automatic Upgrades for Hybrid Services Resources