

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.

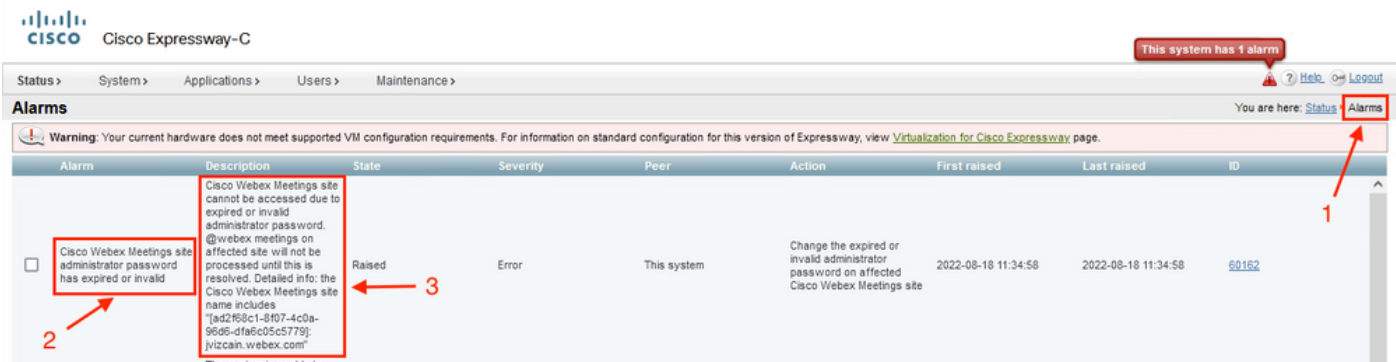
The information in this document was created from the devices in a specific lab environment. All of the devices used in this document started with a cleared (default) configuration. If your network is

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

Symptom

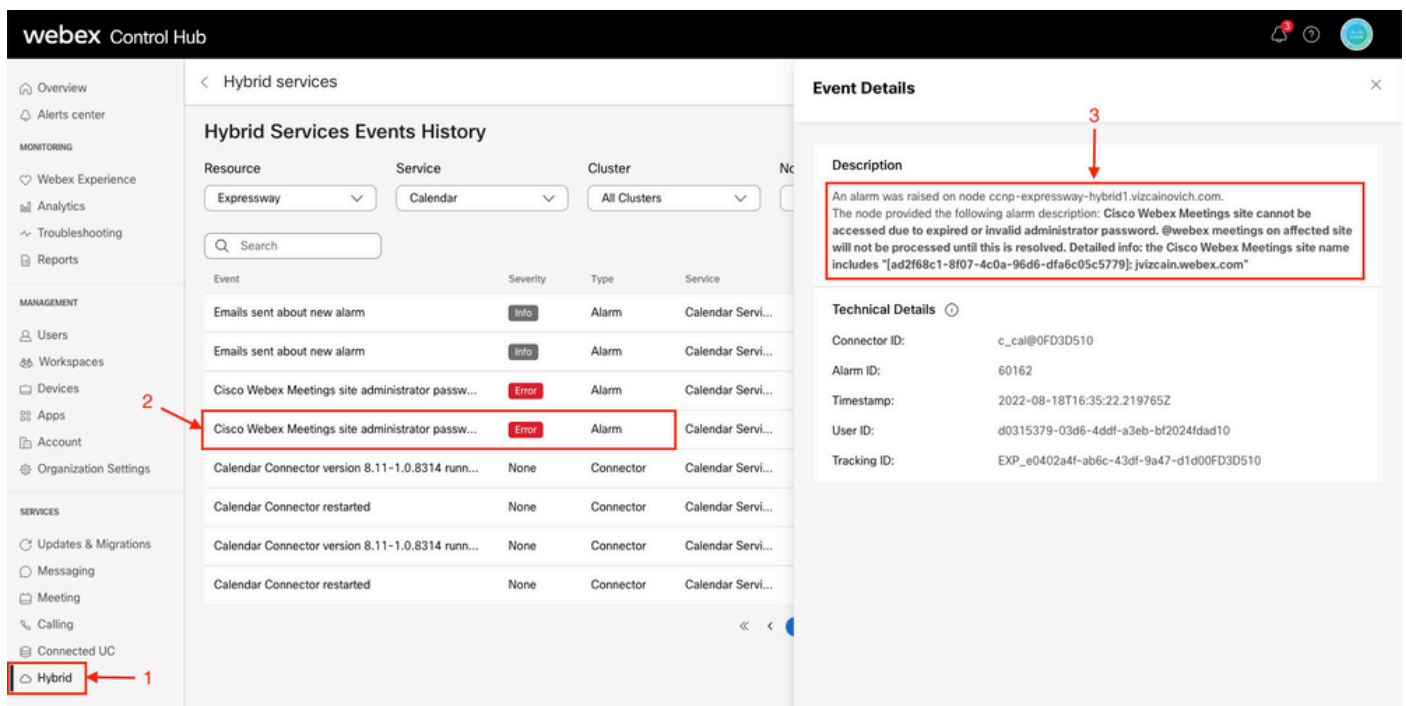
Expressway-C GUI

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"**.



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"**.



Troubleshoot

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

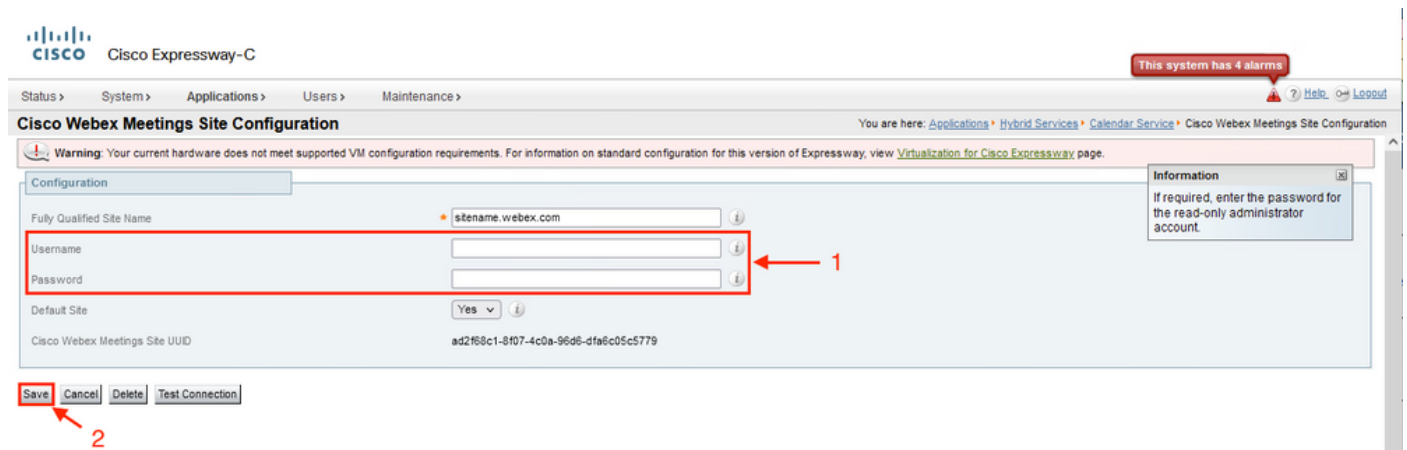
User: admin Access: Read-write System host name: ccnp-expressway-hybrid1 System time: 12:29 CDT

Language: en_US S/N: 0FD3D510 Version: X14.0.5

The Webex Meeting Site Configuration contains **Fully Qualified Site Name, Username, Password**.

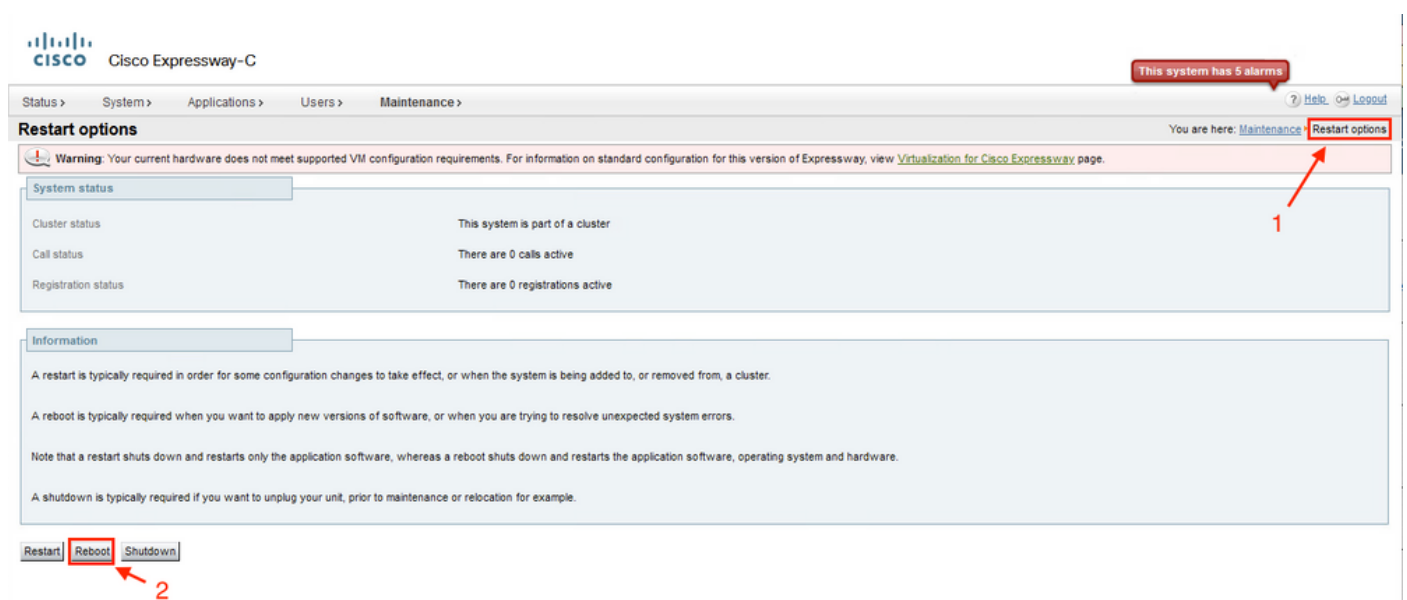
Solution

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.



Reboot the Expressway Server to apply the change immediately

Go to **Maintenance > Restart options > Reboot**.



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.

The screenshot displays the Webex Control Hub interface. On the left, the navigation menu includes sections for Overview, Alerts center, MONITORING, MANAGEMENT, and SERVICES. The 'Hybrid' option under SERVICES is highlighted with a red box and labeled '1'. The main content area shows the 'Hybrid Services Events History' table with filters for Resource (Expressway), Service (All Services), and Cluster (Vizca Cluster). A table lists various events, with one row highlighted in red and labeled '2':

Event	Severity	Type	Service
Calendar Connector restarted	None	Connector	Calendar Servi...
Cisco Webex Meetings site administrator passw...	Resolved ...	Alarm	Calendar Servi...
Message Connector restarted	None	Connector	Message Servi...
Serviceability Connector restarted	None	Connector	Serviceability ...
Management Connector restarted	None	Connector	Management ...
Emails sent about resolved alarm	Info	Alarm	Serviceability ...
Management configuration changed.	Resolved ...	Alarm	Serviceability ...
Emails sent about new alarm	Info	Alarm	Calendar Servi...
Cisco Webex Meetings site administrator passw...	Error	Alarm	Calendar Servi...
Emails sent about new alarm	Info	Alarm	Serviceability ...
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...

The 'Event Details' panel on the right shows the description of the selected event, highlighted with a red box and labeled '3':

Description
The alarm titled Cisco Webex Meetings site administrator password has expired or invalid is resolved on node ccnp-expressway-hybrid1.vizcainovich.com.

Technical Details
Connector ID: c_cal@0FD3D510
Alarm ID: 60162
Timestamp: 2022-08-18T17:57:36.404652Z
User ID: d0315379-03d6-4ddf-a3eb-bf2024fdad10
Tracking ID: EXP_b24b66c6-c099-4693-b8c0-961b0FD3D510

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](#)