Troubleshoot Video Integration for Microsoft Teams Deployment

Contents

Introduction

This document describes how to fix the Forbidden error in the Cisco Video Integration for Microsoft Teams setup.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- A Webex Organization
- Webex CVI licenses (one for each video device joining a session)
- A Microsoft 365 tenant with active accounts to use Microsoft Teams.

Full requirements are listed [here](#).

Components Used

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

- Control Hub build: 20240112-4fcf8f1
- Office 365 E3 licensing
- Google Chrome 120.0.6099.216 x64

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.

Background

The setup process requires an account that can sign in as a Global administrator for the tenant to grant application permissions, and a Microsoft Teams administrator account for the tenant that can execute PowerShell commands.

Control Hub Error

In the setup process,use an Administrator account and navigate to **admin.webex.com > Services > Hybrid** (1). On the Video Integration Microsoft Teams card, click **Set Up** (2).
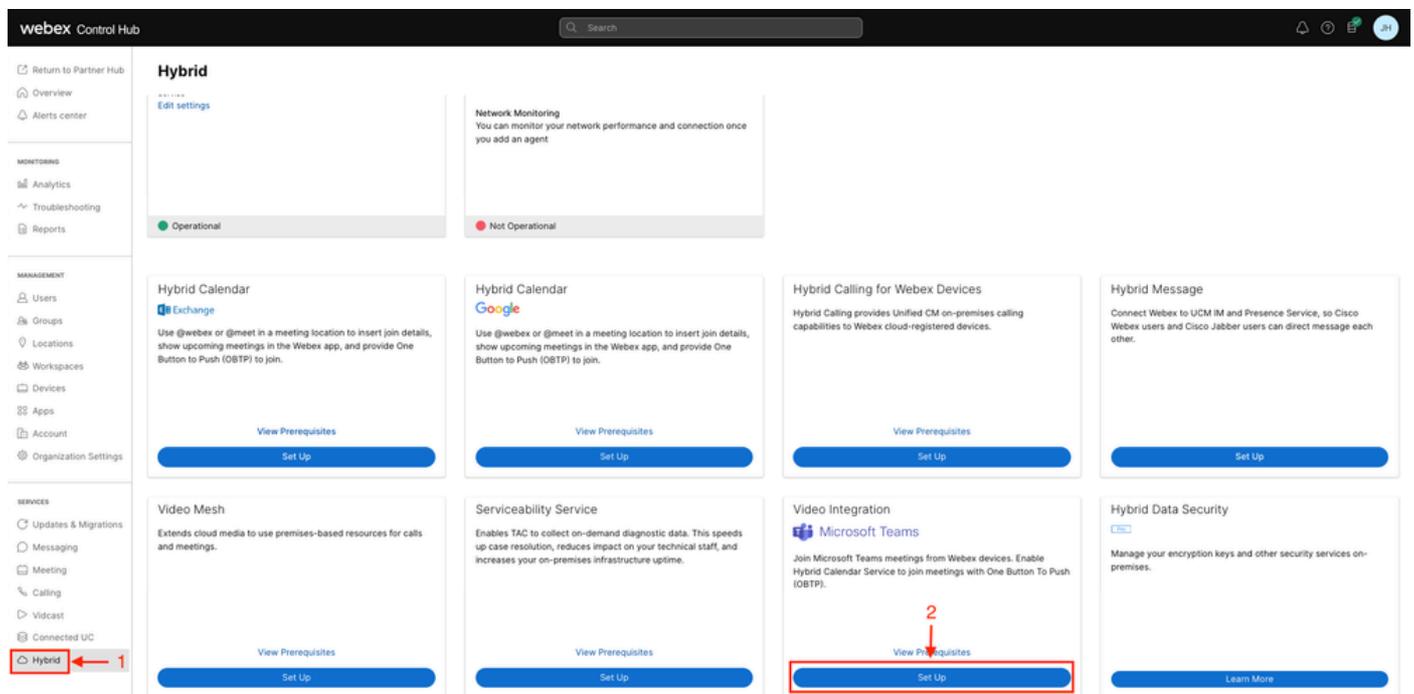
Control Hub setup

On the Video Integration Setup wizard click on **Authorize** (3).

Control Hub Setup 2

Setup wizard interrupted with the error message (4):

```
An error occurred. Please try again. TrackingID: ATLAS_df8e99fd-129a-4e1e-89ac-1ddf92af140a_16
```
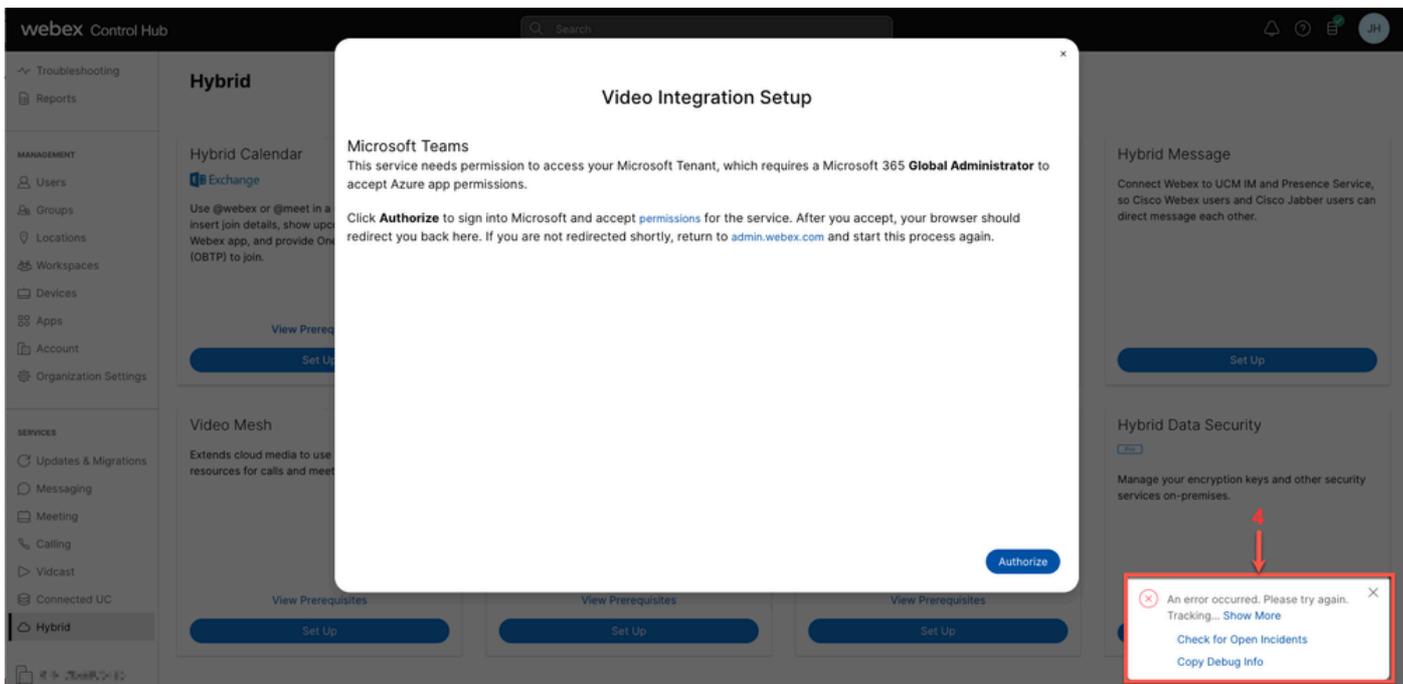
Error

Debug Detailed Information

To get a detailed information, click in Copy Debug Info and paste it in a text file to see the Debug Detailed Information snippet.

```
Referrer: Control Hub notification toaster-links
Browser URL: https://admin.webex.com/hybrid-services
Control Hub Build: 20240112-4fcf8f1
View Org ID: 2fdb923e-1d23-4e1b-a30f-e9cd88845744
Logged-in User ID: e3c71b26-ccbb-4b56-8eff-2d677dceb2e6
Logged-in User Org ID: 84e1adea-ee13-4325-a455-cb82c8939b9d
Logged-in User Clock UTC: Wed, 17 Jan 2024 18:43:48 GMT
Customer Type: Enterprise

Status: 403
Status Text: OK
URL: https://interop-mapper-a.wbx2.com/api/v1/msteams/requestAdminConsent?ciOrgID=2fdb923e-
1d23-4e1b-a30f-e9cd88845744&successUrl=https://admin.webex.com/hybrid-services/msteams/
setup_success&failUrl=https://admin.webex.com/hybrid-services/msteams/setup_retry

Error: "<!doctype html><html lang=\"en\"><head><title>HTTP Status 403 - Forbidden</title><style type=\"
Arial,sans-serif;} h1, h2, h3, b {color:white;background-color:#525D76;} h1 {font-size:22px;} h2 {font-
p {font-size:12px;} a {color:black;} .line {height:1px; background-color:#525D76;border:none;}</style></
HTTP Status 403 - Forbidden</h1></body></html>"

Message: An error occurred. Please try again. TrackingID: ATLAS_df8e99fd-129a-4e1e-89ac-1ddf92af140a_18
```

The request is not allowed:

```
HTTP Status 403 - Forbidden
```

Problem - Unable to Complete First Setup Wizard

Using the Debug Detailed Information

Locate **View Org ID**, **Logged-in User ID** and **Logged-in User Org ID** from the Debug Detailed Information.

Affected Webex Organization:

```
View Org ID: 2fdb923e-1d23-4e1b-a30f-e9cd88845744
```

User authenticated:

```
Logged-in User ID: e3c71b26-ccbb-4b56-8eff-2d677dceb2e6
```

Webex Organization of the user authenticated:

```
Logged-in User Org ID: 84e1adea-ee13-4325-a455-cb82c8939b9d
```

Solution - Run Setup Wizard as Local Administrator

The user invoking the setup wizard is not a local Administrator of the Webex Organization. The user is a Cisco Partner which means is threated as an external Administrator and do not qualify to grant access for the integration. The solution is that it needs to be run by any local Administrator of the Webex Organization.

Additional Common Errors

Impaired Service Status

Impaired Service

Either the Enterprise App was deleted from **Entra ID** or **Enabled for users to sign-in?** is set to **No** in **Entra ID > Entrerprise App > Cisco Webex Video Integration for MS Teams**.

Enterprise App

MS Teams Global Admin needs to re-authorize the integration from **Control Hub > Hybrid > Video Integration > Edit Settings > Actions**. There is no need to re-run PowerShell commands.

Authorize

Error deleting the Tenant

Deleting the Tenant

To remove the Cisco Video Integration for Microsoft Teams service it is required to be run by any local Administrator of the Webex Organization, it is not allow to use an external Administrator or Partner account.

Invalid License Found

Invalid license found

Missing **A-MST-WX-CVI-ROOMS** licenses or **Webex Video Integration for Microsoft Teams** Subscription expired.

Related Information

- [Deploy the Webex video integration for Microsoft Teams](#)
- [Cloud Video Interop for Microsoft Teams](#)
- [Cisco Webex Video Integration for Microsoft Teams Integration Reference](#)
- [Remove the Cisco Webex Video Integration (CVI) for Microsoft Teams](#)