

# Dépannage du calendrier hybride - Le mot de passe a expiré ou est incorrect

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## Introduction

Ce document décrit la correction d'Expressway Connector avec l'alarme Le mot de passe de l'administrateur du site Webex Meetings a expiré ou n'est pas valide.

## Conditions préalables

### Exigences

Cisco vous recommande de prendre connaissance des rubriques suivantes :

- Webex Control Hub Organisation.
- Calendrier hybride avec service Exchange.
- Connecteur Expressway (X12.5 au minimum pour les nouveaux déploiements)
- [Versions prises en charge d'Expressway pour connecteurs de services hybrides Webex](#)

### Composants utilisés

Les informations contenues dans ce document sont basées sur les versions de matériel et de logiciel suivantes :

- Calendrier hybride activé. Dans ce guide, utilisez le calendrier hybride avec 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. Si votre réseau est en ligne, assurez-vous de bien comprendre l'incidence possible des commandes.

## Symptôme

### Interface graphique utilisateur Expressway-C

Accédez à Status > Alarms. Le mot de passe administrateur du site Cisco Webex Meetings a expiré ou n'est pas valide : le site Cisco Webex Meetings n'est pas accessible en raison d'un mot de passe administrateur expiré ou non valide. Les réunions @webex sur le site concerné ne sont pas traitées tant que cette situation n'est pas résolue. Informations détaillées : le nom du site Cisco Webex Meetings inclut « [ad2f68c1-8f07-4c0a-96d6-dfa6c05c5779] : sitename.webex.com ».

The screenshot shows the Cisco Expressway-C user interface. At the top right, a red notification bubble says "This system has 1 alarm". Below the navigation bar, the "Alarms" section is active. A warning message at the top of the alarms section reads: "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." Below this is a table of alarms. One alarm is highlighted with a red box and labeled '2'. The alarm details are as follows:

Alarm	Description	State	Severity	Peer	Action	First raised	Last raised	ID
<input type="checkbox"/> 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 "[ad2f68c1-8f07-4c0a-96d6-dfa6c05c5779] : sitename.webex.com"	Raised	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	60162

The "Alarms" link in the top right navigation bar is labeled '1'. The "Raised" state of the alarm is labeled '3'.

### Interface utilisateur du WebEx Control Hub

Accédez à admin.webex.com > Hybrid > Hybrid Calendar with Exchange > Events. Le mot de passe administrateur du site Cisco Webex Meetings a expiré ou n'est pas valide : le site Cisco Webex Meetings n'est pas accessible en raison d'un mot de passe administrateur expiré ou non valide. Les réunions @webex sur le site concerné ne sont pas traitées tant que cette situation n'est pas résolue. Informations détaillées : le nom du site Cisco Webex Meetings inclut « [ad2f68c1-8f07-4c0a-96d6-dfa6c05c5779] : sitename.webex.com ».

**webeX Control Hub**

Overview  
Alerts center  
MONITORING  
Webex Experience  
Analytics  
Troubleshooting  
Reports  
MANAGEMENT  
Users  
Workspaces  
Devices  
Apps  
Account  
Organization Settings  
SERVICES  
Updates & Migrations  
Messaging  
Meeting  
Calling  
Connected UC  
**Hybrid**

Hybrid services

Hybrid Services Events History

Resource: Expressway Service: Calendar Cluster: All Clusters

Search

Event	Severity	Type	Service
Emails sent about new alarm	Info	Alarm	Calendar Servi...
Emails sent about new alarm	Info	Alarm	Calendar Servi...
Cisco Webex Meetings site administrator passw...	Error	Alarm	Calendar Servi...
Cisco Webex Meetings site administrator passw...	Error	Alarm	Calendar Servi...
Calendar Connector version 8.11-1.0.8314 runn...	None	Connector	Calendar Servi...
Calendar Connector restarted	None	Connector	Calendar Servi...
Calendar Connector version 8.11-1.0.8314 runn...	None	Connector	Calendar Servi...
Calendar Connector restarted	None	Connector	Calendar Servi...

Event Details

Description

An alarm was raised on node ccnp-expressway-hybrid1.vizcainovich.com. The node provided the following alarm description: 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 "[ad2f68c1-8f07-4c0a-96d6-dfa6c05c5779]:jvizcain.webex.com"

Technical Details

Connector ID: c\_cal@0FD3D510  
Alarm ID: 60162  
Timestamp: 2022-08-18T16:35:22.219765Z  
User ID: d0315379-03d6-4ddf-a3eb-bf2024fdad10  
Tracking ID: EXP\_e0402a4f-ab6c-43df-9a47-d1d00FD3D510

## Dépannage

Accédez à Applications > Hybrid Services > Calendar Service > Cisco Webex Meetings Site Configuration > cliquez sur le nom du site Address.

CISCO Cisco Expressway-C

Status > System > Applications Users > Maintenance >

This system has 1 alarm

Alarms

Warning: Your current hardware does not meet supported VM con

Hybrid Services

Connector Management  
Connector Proxy  
Connector Logging  
Calendar Service  
Message Service >  
Serviceability >

Alarm	Description	State	Severity
<input type="checkbox"/> 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 "[ad2f68c1-8f07-4c0a-96d6-dfa6c05c5779]:jvizcain.webex.com"	Raised	Error

Peer

Peer	Action	First raised	Last raised	ID
Calendar Service Overview	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	60162

Cisco Expressway-C

This system has 5 alarms

Status > System > Applications > Users > Maintenance >

You are here: Applications > Hybrid Services > Calendar Service > Cisco Webex Meetings Site Configuration

**Cisco Webex Meetings Site Configuration**

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.

Address	Username	UUID	Default Site?	Status	Actions
<input type="checkbox"/>	[redacted].com	ad2f68c1-8f07-4c0a-96d6-dfa6c05c5779	Yes	-	<a href="#">View/Edit</a>

New

5

Related Tasks

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

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

La configuration du site de téléconférence Webex contient le nom complet du site, le nom d'utilisateur, le mot de passe.

Cisco Expressway-C

This system has 4 alarms

Status > System > Applications > Users > Maintenance >

You are here: Applications > Hybrid Services > Calendar Service > Cisco Webex Meetings Site Configuration

**Cisco Webex Meetings Site Configuration** ← 1

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.

Configuration

Fully Qualified Site Name: \* sitename.webex.com

Username: user@domain.com ← 2

Password: \*\*\*\*\*

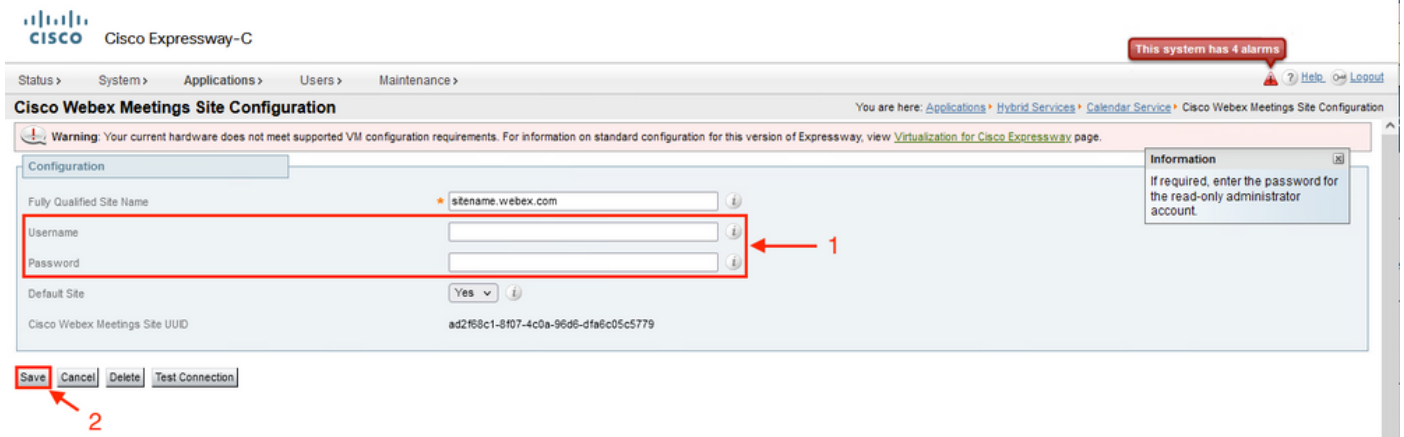
Default Site: Yes

Cisco Webex Meetings Site UUID: ad2f68c1-8f07-4c0a-96d6-dfa6c05c5779

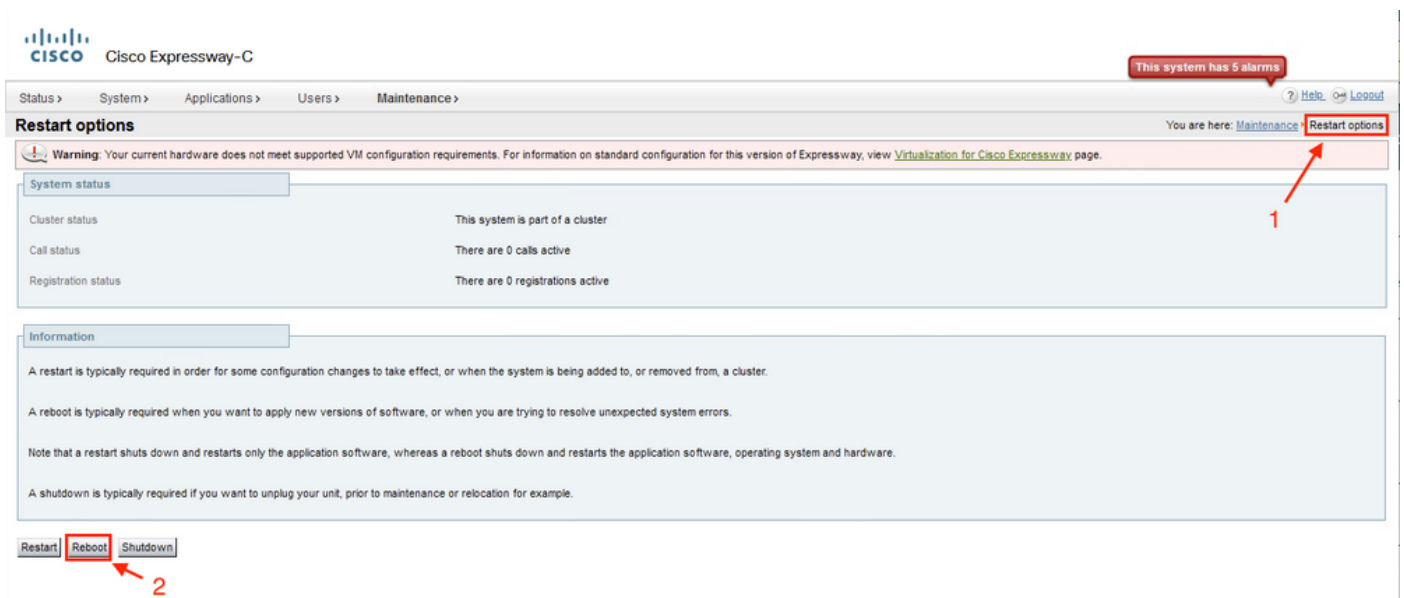
Information: Enter a test user's email address (WBS31.4 and later) or a read-only administrator username for earlier versions (input is mandatory in this case).

## Solution

Supprimez le nom d'utilisateur/mot de passe et laissez les champs vides. Accédez à VCS-C Connector > Applications > Hybrid Services > Calendar Service > Cisco Conferencing Services Configuration > Webex site. Appliquez les modifications.



Redémarrez le serveur Expressway pour appliquer la modification immédiatement  
Accédez à Maintenance > Options de redémarrage > Reboot.



Remarque : si le redémarrage n'est pas possible, l'alarme est effacée après 24 heures.

Validez l'alarme effacée de l'interface utilisateur du Webex Control Hub

L'alarme est désormais définie sur Résolu.

The screenshot displays the Webex Control Hub interface. On the left, a navigation sidebar 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' for the 'Expressway' resource, 'All Services' service, and 'Vizca Cluster' cluster. A table lists various events, with one event titled 'Cisco Webex Meetings site administrator password has expired or invalid is resolved on node ccnp-expressway-hybrid1.vizcainovich.com' highlighted in red and labeled '2'. This event is an 'Alarm' with a 'Resolved' status. To the right, the 'Event Details' panel shows the 'Description' of the alarm, which is also highlighted in red and labeled '3'. The 'Technical Details' section provides metadata such as Connector ID, Alarm ID, Timestamp, User ID, and Tracking ID.

Event	Severity	Type	Service
Emails sent about resolved alarm	Info	Alarm	Calendar Servi...
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...

## Expressways sur les clusters

La solution de contournement est requise uniquement dans le noeud principal.

## Références

[Configurer les paramètres du site WebEx du connecteur Calendrier](#)

[Versions prises en charge d'Expressway pour connecteurs de services hybrides Webex](#)

[Mettez à niveau le connecteur Host Expressway utilisé pour vos services hybrides](#)

[Notes de mise à jour du service Calendrier hybride](#)

[Mises à niveau automatiques pour les ressources de services hybrides](#)

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