

# 使用Exchange排除Expressway连接器故障 — 错误代码401

## 目录

[简介](#)

[先决条件](#)

[要求](#)

[使用的组件](#)

[症状](#)

[Expressway-C GUI](#)

[故障排除](#)

[确认导入帐户](#)

[解决方案](#)

[通过Exchange管理中心\(EAC\)重置邮箱密码](#)

[通过Exchange命令行管理程序重置邮箱密码](#)

[从OWA验证新密码](#)

[更新日历连接器配置](#)

[常见问题](#)

[无法将重置密码角色添加到组织管理。](#)

[参考](#)

## 简介

本文档介绍如何从GUI使用错误状态Exchange server HTTP错误代码401识别和修复Expressway连接器。

## 先决条件

### 要求

- Webex Control Hub组织。
- 具有Exchange服务的混合日历
- Expressway连接器 ( 新部署至少需要X12.5 )

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

### 使用的组件

本文档中的信息基于以下软件和硬件版本：

- 已激活混合日历。在本指南中，请使用包含Exchange的混合日历。

- Exchange Server 2019标准版。
- Expressway-C X14.0.5。

本文档中的信息都是基于特定实验室环境中的设备编写的。本文档中使用的所有设备最初均采用原始（默认）配置。如果您的网络处于活动状态，请确保您了解所有命令的潜在影响。

## 症状

### Expressway-C GUI

导航到应用>混合服务>日历服务>日历连接器状态。本地协作显示消息状态错误：Exchange server http错误代码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 'Calendar Connector Status' breadcrumb. Below the breadcrumb, there is a warning message: '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.' The 'Connectivity to Cisco Webex cloud' section shows 'Status: Connected'. The 'Collaboration On-Premises' section shows 'Address/Display Name: https://172.16.6.245/ews/exchange.asmx' and 'Status: error: Exchange server http error code 401'. A red box highlights the error message, and an arrow points to it with the number '2'. Below this, the 'Calendar Connector User Subscription Status' table shows 'Total Assigned Users: 0', 'Successfully Subscribed Users: 0', and 'Users with Failed Subscription: 0'. A red box highlights the '0' values, and an arrow points to it with the number '3'. At the bottom, there are links for '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'.

### 故障排除

loggingsnapshot.txt文件需要从Expressway服务器查找错误的时间戳。如果未收集日志，则复制问题时需要诊断日志。

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](#).

Logging status

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

[Add marker](#)

Take tcpdump while logging

Filter tcpdump by address

Filter tcpdump by ports

[Start new log](#) [Stop logging](#) [Collect log](#) [Analyze log](#)

Log collection status

[Download log](#)

Related tasks

[Advanced Network Log configuration](#)

[Advanced Support Log configuration](#)

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

收集日志后，解压文件并找到loggingsnapshot.txt文件。

diagnostic\_log\_ccnp-expressway-hybrid1\_2022-02-21\_16 03 39.tar.gz

搜索以下输出：

```
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)未授权意味着模拟帐户密码无效、可能已过期或已更改。

## 确认导入帐户

验证模拟帐户是否可以访问Outlook on the web (以前称为Outlook Web App) 中的用户界面。确认密码已过期。



## 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://>

## 解决方案

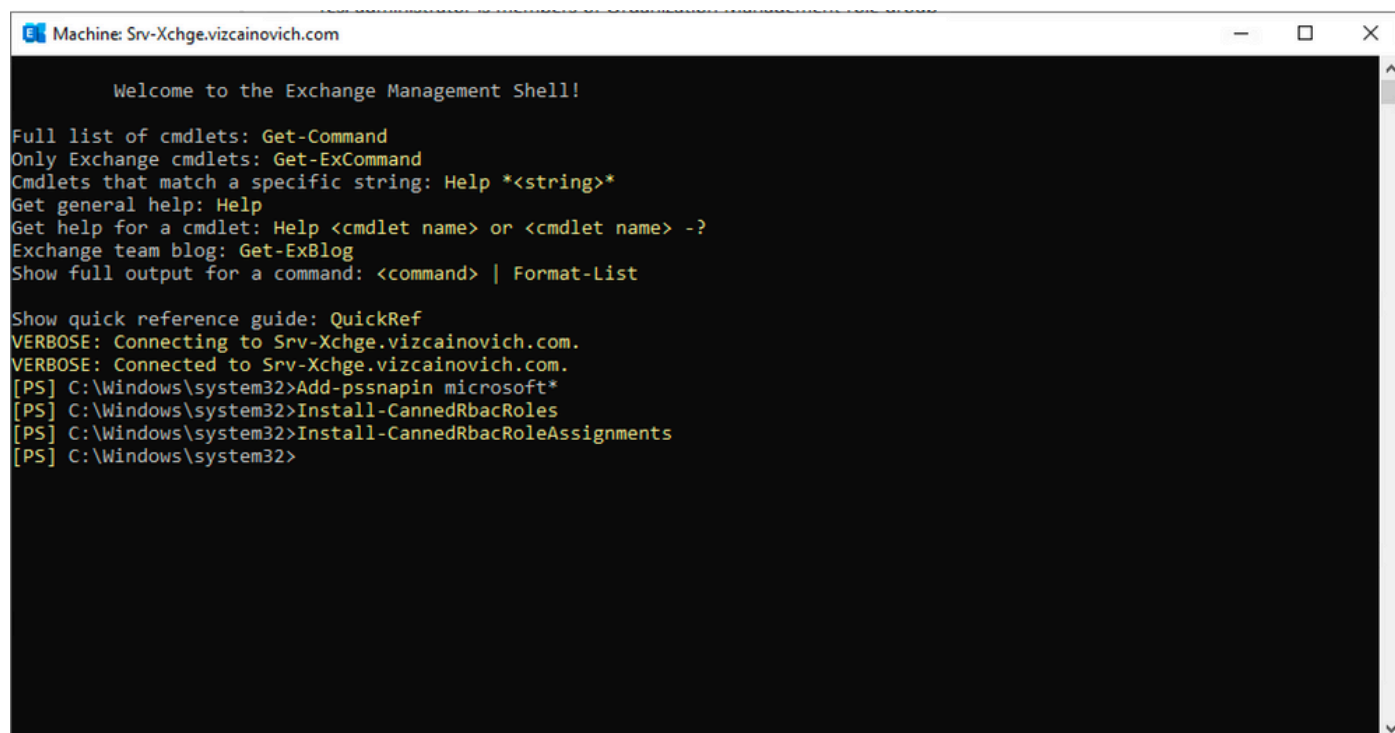
更改帐户密码并更新日历连接器配置，使混合日历恢复正常运行。从OWA门户进行更改，或者从Active Directory更新密码（如果帐户从那里同步）（本文档超出范围）。

### 通过Exchange管理中心(EAC)重置邮箱密码

要使此选项可用，需要从Exchange命令行管理程序运行这些命令。

- Add-Psnapin microsoft\*

## — 安装CannedRbacRoles - Install-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管理中心中启用重置密码选项。

1. 登录到Exchange管理中心，导航到**权限>组织管理**，然后单击**编辑**。
2. 在“组织管理”页中，单击“角色”部分下的**+**选项（以添加新角色）。
3. 从提供的列表中选择“重置密码”，单击**Add**选项，然后单击 **Save**。
4. 保存更改后，从Exchange管理中心注销，然后重新登录。

要确认角色是否已正确激活，请运行命令：

```
- Get-ManagementRole -id "重置密码" | 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
```

选择用户邮箱，单击Edit查看其属性，然后查找Reset Password选项。

## 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

## 通过Exchange命令行管理程序重置邮箱密码

可以通过CLI重置密码，但运行命令需要旧密码：

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

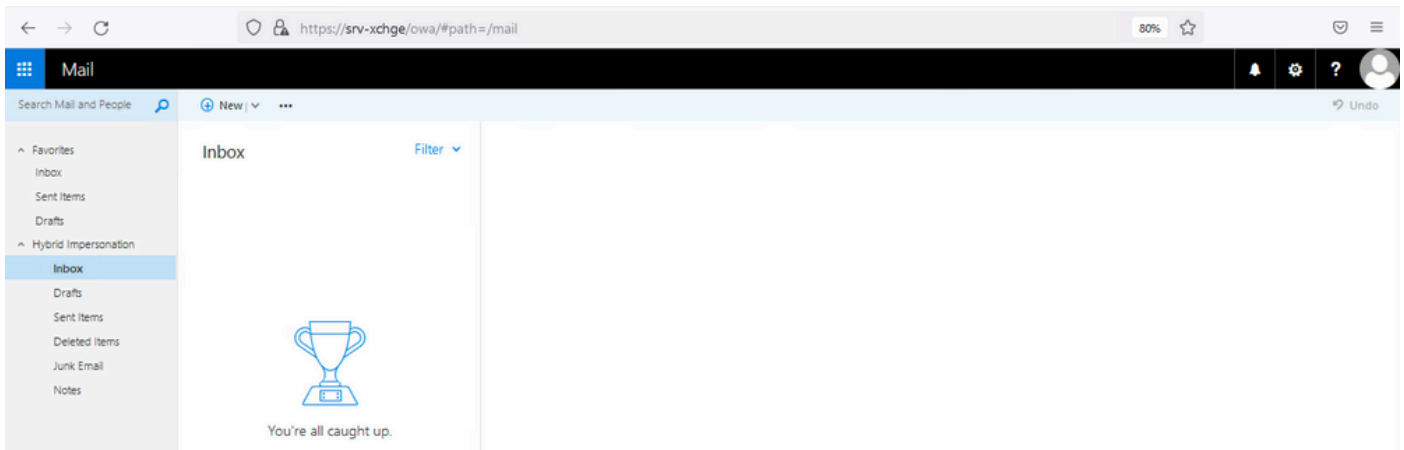
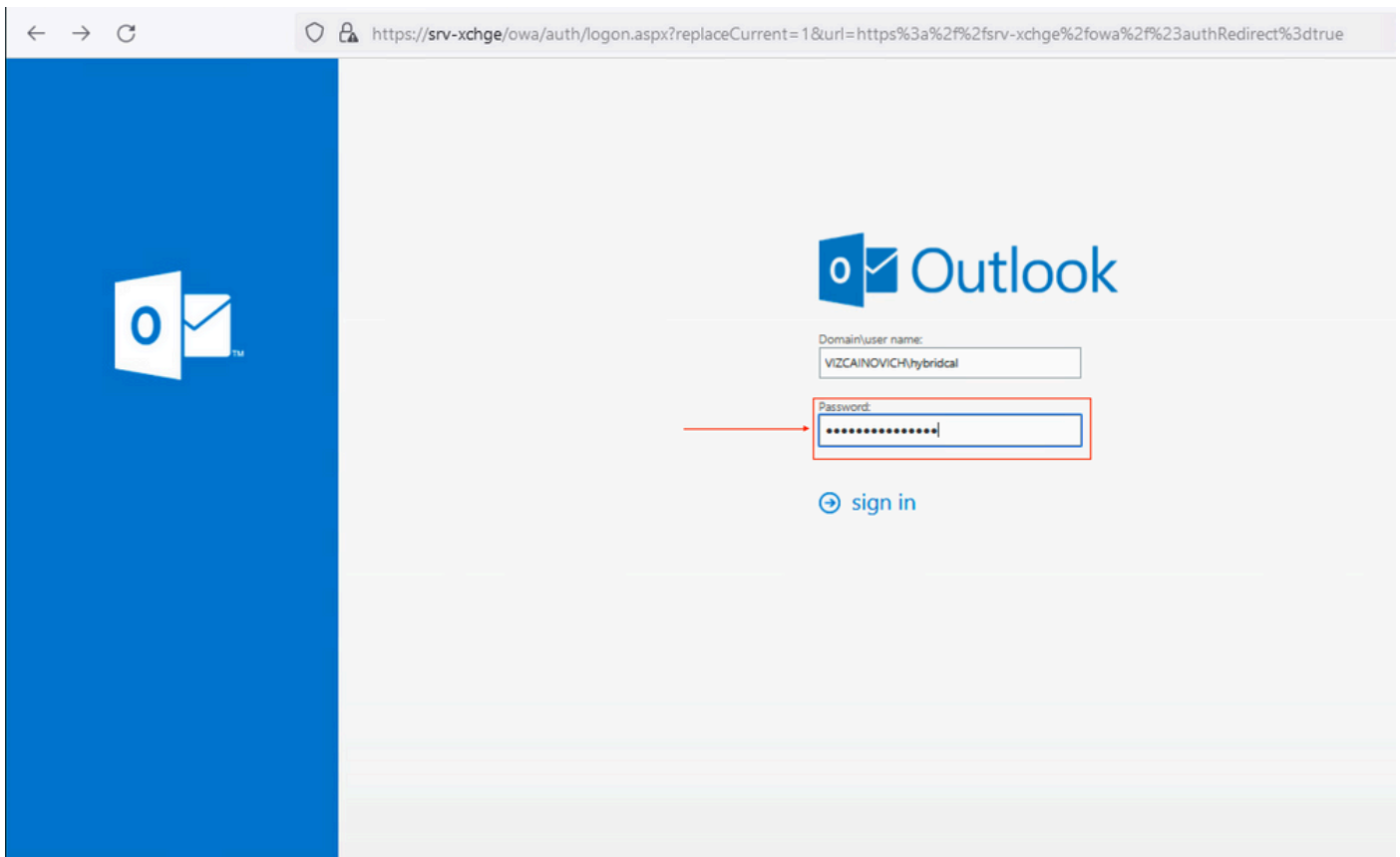
即：

```
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>
```

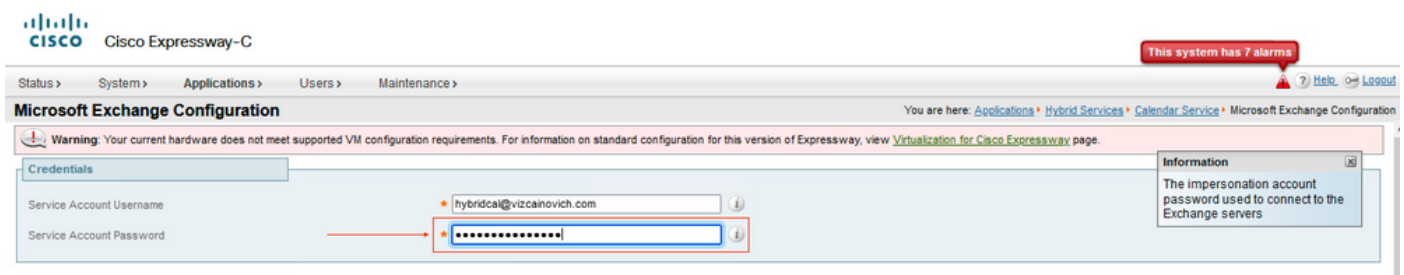
## 从OWA验证新密码

模拟帐户现在可以使用更新的凭据访问Outlook on the web (以前称为Outlook Web App) 中的用户界面。



## 更新日历连接器配置

从应用>混合服务>日历服务> Microsoft Exchange配置>凭证;使用最新密码更新服务帐户密码。



Save 页面底部的配置。





重新启动（禁用/启用）日历连接器以完成此过程。

**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.

Information  
Enable this connector.  
Default: Not enabled

Status	Running
Active	Enabled
Microsoft Exchange servers	Enabled <a href="#">Configure Microsoft Exchange Servers</a>
Cisco Webex Meetings sites	1 <a href="#">Configure Cisco Conferencing Services</a>
Cisco Conferencing Services	0 <a href="#">Configure Cisco Conferencing Services</a> (at least one Microsoft Exchange server or one Cisco TMS must be configured for this service to be 'Enabled')
Calendar Connector Status	<a href="#">Check Calendar Connector Status</a>

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.
----------------	---------------	---

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服务返回到Operational（运行），且用户已完全激活。

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

Cisco Expressway-C

This system has 4 alarms

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.

Calendar Connector Status

Connectivity to Cisco Webex cloud	Status	Connected
Collaboration On-Premises	Address/Display Name	https://172.16.6.245/ews/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](#)

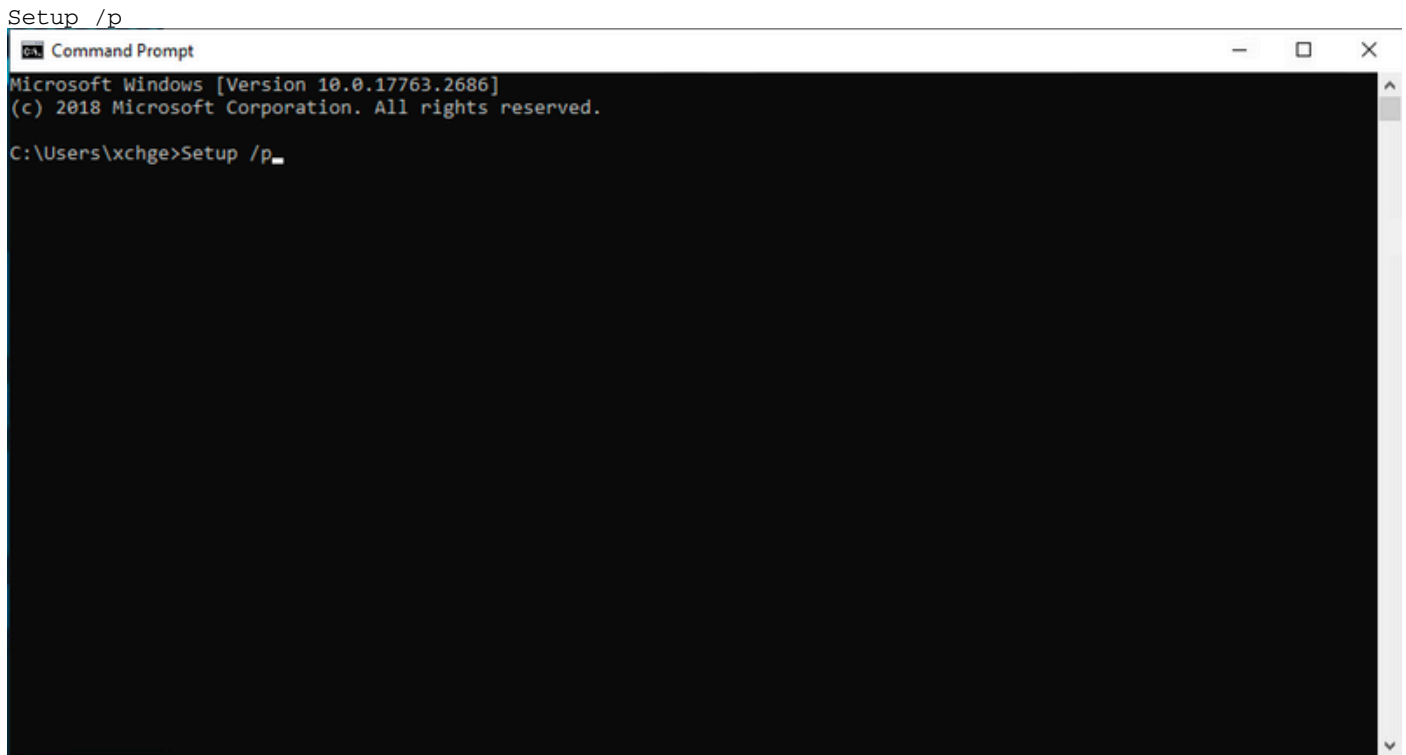
User: admin Access: Read-write System host name: ccnp-expressway-hybrid1 System time: 17:03 CST Language: en\_US S/N: 0FD3D510 Version: X14.0.5

## 常见问题

无法将重置密码角色添加到组织管理。

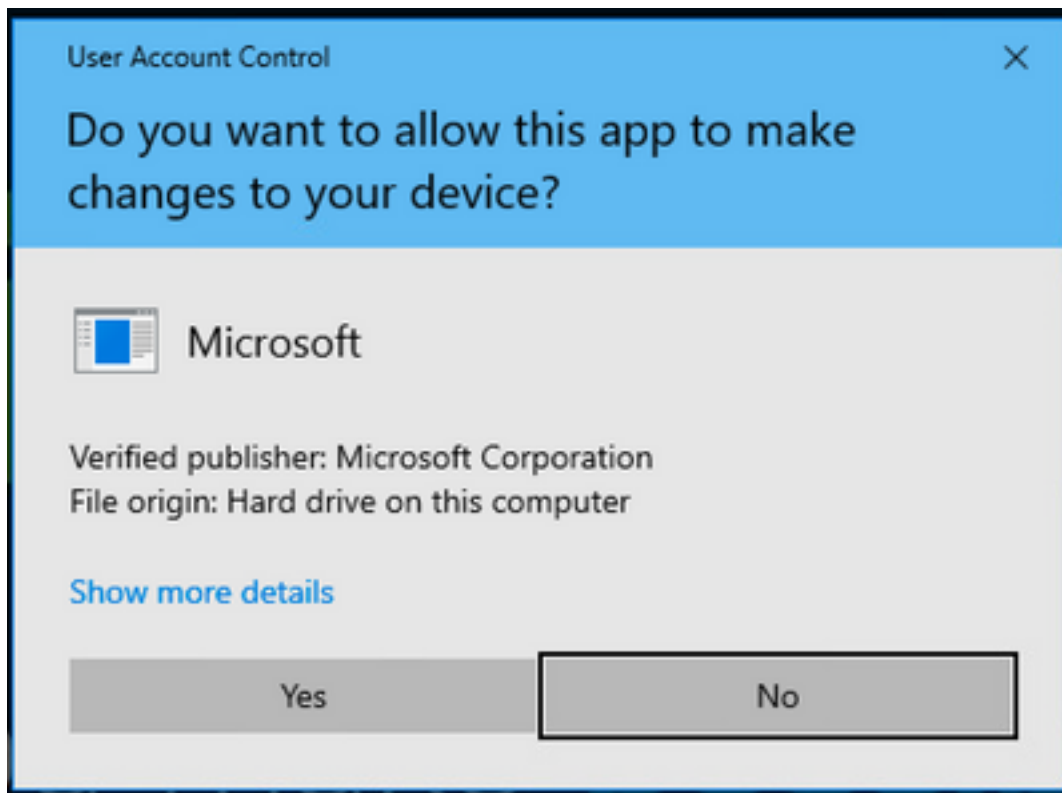
尚未将委派权限正确应用于角色组。从Exchange服务器CMD运行此命令。

```
Setup /p
```



The screenshot shows a Windows Command Prompt window with the following text:

```
Microsoft Windows [Version 10.0.17763.2686]  
(c) 2018 Microsoft Corporation. All rights reserved.  
C:\Users\xchge>Setup /p
```



重新启动Exchange服务器，并再次尝试重置密码。

## 参考

[Cisco Webex混合日历服务部署指南](#)

[Webex混合服务连接器支持的Expressway版本](#)

[Cisco Webex混合服务的资源组](#)

[升级用于混合服务的连接器主机Expressway](#)

[混合日历服务版本说明](#)

[自动升级混合服务资源](#)

## 关于此翻译

思科采用人工翻译与机器翻译相结合的方式将此文档翻译成不同语言，希望全球的用户都能通过各自的语言得到支持性的内容。

请注意：即使是最好的机器翻译，其准确度也不及专业翻译人员的水平。

Cisco Systems, Inc. 对于翻译的准确性不承担任何责任，并建议您总是参考英文原始文档（已提供链接）。