

清除Azure AD集成错误"；请求未经授权"

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简介

本文档介绍如何在Azure AD集成中清除“请求未授权”消息。

先决条件

要求

Cisco 建议您了解以下主题：

- Webex Control Hub。
- 在身份域a.k.a.跨域身份管理系统(SCIM)之间交换用户身份信息。

使用的组件

本文档中的信息基于以下软件和硬件版本：

- 控制中心版本：20230519-182b260。
- Azure Active Directory SCIM。

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。

背景

如果在Microsoft Azure Active Directory中管理用户和组，则可以在控制中心内配置Azure AD服务以同步它们。

Azure AD集成错误

如果Cisco Webex Identity Synchronization Enterprise应用程序已从Microsoft Azure Active Directory中删除，则该服务将无法运行，如以下错误消息中所述：

Azure AD integration error. The request was unauthorized. Please sign out and try again. TrackingID: ATLAS_497d70df-8811-4b6b-9b6a-ef4f438b57f6_136

The screenshot shows the Cisco Webex Control Hub interface. The left sidebar has sections for Analytics, Troubleshooting, Reports, Management (Users, Groups, Locations, Workspaces, Devices, Apps, Account), Organization Settings (selected), and Services (Updates & Migrations, Messaging, Meeting, Calling, Vidcast, Connected UC, RTP CloudCollab). The main content area is titled 'Organization Settings' and includes sections for 'User Security' (with a note about force authentication for password changes) and 'Microsoft Azure AD integration' (with a note about provisioning users and groups). Below these is a 'User attributes' section with a 'Edit user attributes' button. Under 'Webex User Profile', there's a 'Profile fields' section allowing users to edit their profile fields (First and last name, Display name, Profile picture). A red box highlights an error message: 'Azure AD integration error. The request was unauthorized. Please sign out and try again. TrackingID: ATLAS_497d70df-8811-4b6b-9b6a-ef4f438b57f6_136'. Buttons for 'Check for Open Incidents' and 'Copy Debug Info' are also visible.

控制中心错误



Azure AD integration error. The request was unauthorized. Please sign out and try again. TrackingID: ATLAS_497d70df-8811-4b6b-9b6a-ef4f438b57f6_136



[Check for Open Incidents](#)

[Copy Debug Info](#)

Error

调试详细信息

Referrer: Control Hub notification toaster-links
Browser URL: <https://admin.webex.com/settings>
Control Hub Build: 20230519-182b260
View Org ID: 2fdb923e-1d23-4e1b-a30f-e9cd88845744
Logged-in User ID: 09e7e177-3b96-47a9-bf96-9f607451d8a9
Logged-in User Org ID: 2fdb923e-1d23-4e1b-a30f-e9cd88845744
Logged-in User Clock UTC: Sun, 21 May 2023 22:44:59 GMT
Customer Type: Enterprise

Status: 401
Status Text: Unauthorized
URL: <https://identity-b-us.webex.com/extIntegration/azureAD/2fdb923e-1d23-4e1b-a30f-e9cd88845744/v1/Web>
Tracking ID: ATLAS_497d70df-8811-4b6b-9b6a-ef4f438b57f6_136
Error: {
 "error": {
 "key": "401",
 "message": [
 {
 "code": "701018",
 "description": "Request unauthorized. client-request-id: 9afc732a-2dcf-44e0-8bd8-49db92e483b7"
 }
]
 },
 "trackingId": "ATLAS_497d70df-8811-4b6b-9b6a-ef4f438b57f6_136"
}

Message: Azure AD integration error. The request was unauthorized. Please sign out and try again. Track

SCIM GET请求错误401是指：

401 The request is unauthenticated. The user's credentials are missing or incorrect.

问题

Azure Active Directory

登录到Azure门户并导航到Azure Active Directory > Enterprise Applications。Azure AD集成需要两个企业应用程序才能进行此新部署：

- Cisco Webex身份
- Cisco Webex身份集成

Home > Enterprise applications

Enterprise applications | All applications

Overview

Manage

Security

Activity

Audit logs

Provisioning logs

Access reviews

Admin consent requests

Bulk operation results

Search by application name or object ID

Application type == Enterprise Applications

Application ID starts with

Add filters

| Name | Object ID | Application ID | Homepage URL | Created on | Certificate Expiry Status |
|----------------------------------|-----------------------------------|----------------------------------|-------------------------------------|------------|---------------------------|
| Cisco Webex Identity - Azure AD | 1776ee28-aad2-4e4f-aa6a-85ee5b... | 30132c32-4167-4119-bb6f-89043... | https://idbroker.webex.com/idb/C... | 4/12/2023 | Current |
| Cisco Webex Identity Integration | 30132c32-4167-4119-bb6f-89043... | 30132c32-4167-4119-bb6f-89043... | https://idbroker.webex.com/idb/C... | 4/12/2023 | Current |

Azure AD

Azure管理员删除了Cisco Webex Identity Integration Enterprise应用程序。

Azure Active Directory审核日志

如果需要，审核日志可以显示确认删除的详细信息。

Home > Audit logs

RTP CloudCollab | Audit logs

Licenses

Cross-tenant synchronization

Azure AD Connect

Custom domain names

Date : Last 24 hours

Show dates as : Local

Service : All

Category : All

Activity : All

Add filters

| Date | Service | Category | Activity | Status | Status reason | Target(s) | Initiated by (actor) |
|-----------------------|----------------|-----------------------|--------------------------|---------|---------------|----------------------------------|----------------------|
| 5/21/2023, 6:43:59 PM | Core Directory | ApplicationManagement | Remove service principal | Success | | Cisco Webex Identity Integration | admin@xxxxxxxxxx.com |

审核日志

解决方案

重建身份同步

您可以在隐名浏览器选项卡中为此URL提供管理员同意：

https://login.microsoftonline.com/common/adminconsent?client_id=90db942a-c1eb-4e8d-82e4-eebf64a7e2ae

使用Azure管理员凭据时，单击接受以确认操作。



admin@contoso.com

Permissions requested

Review for your organization



Cisco Webex Identity Integration



This app would like to:

- ✓ Sign in and read user profile
- ✓ Read all groups
- ✓ Read all company places
- ✓ Read all users' full profiles
- ✓ Read all audit log data
- ✓ Manage apps that this app creates or owns
- ✓ Read all group memberships
- ✓ Read domains

If you accept, this app will get access to the specified resources for all users in your organization. No one else will be prompted to review these permissions.

Accepting these permissions means that you allow this app to use your data as specified in their [terms of service](#) and [privacy statement](#). You can change these permissions at <https://myapps.microsoft.com>.

[Show details](#)

Does this app look suspicious? [Report it here](#)

Cancel

Accept

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