

清除Azure AD整合錯誤"；請求未經授權"

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簡介

本文檔描述如何清除Azure AD整合中的「請求未經授權」消息。

必要條件

需求

思科建議您瞭解以下主題：

- [Webex控制中樞](#)。
- [在身份域a.k.a.跨域身份管理系統\(SCIM\)之間交換使用者身份資訊](#)。

採用元件

本文中的資訊係根據以下軟體和硬體版本：

- 控制中心內部版本：20230519-182b260。
- Azure Active Directory SCIM。

本文中的資訊是根據特定實驗室環境內的裝置所建立。文中使用到的所有裝置皆從已清除（預設）的組態來啟動。如果您的網路運作中，請確保您瞭解任何指令可能造成的影響。

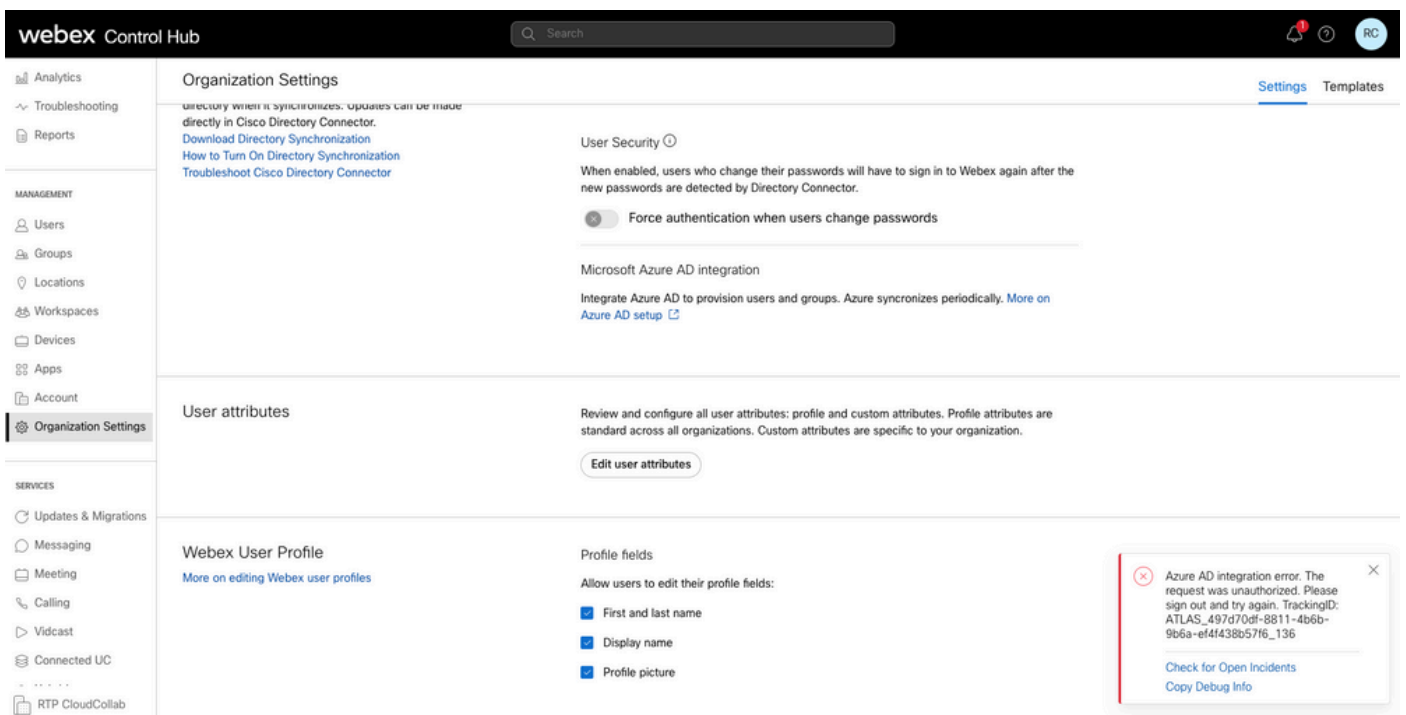
背景

如果在Microsoft Azure Active Directory中管理使用者和組，則可以在控制中心中配置Azure AD服務以同步它們。

Azure AD整合錯誤

如果已從Microsoft Azure Active Directory中刪除Cisco Webex身份同步企業應用程式，則服務無法運行，如以下錯誤消息所述：

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



控制中心錯誤



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](#)

錯誤

調試詳細資訊

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請求錯誤401是指：

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

問題

Azure Active Directory

登入到Azure門戶並導航到Azure Active Directory > Enterprise Applications。Azure AD整合需要兩個用於此新部署的企業應用程式：

- Cisco Webex Identity
- Cisco Webex身分識別整合

Home > Enterprise applications

Enterprise applications | All applications

View, filter, and search applications in your organization that are set up to use your Azure AD tenant as their Identity Provider.

The list of applications that are maintained by your organization are in [application registrations](#).

Search by application name or object ID Application type == Enterprise Applications Application ID starts with Add filters

5 applications found

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	-
Cisco Webex Identity Integration for Microsoft					-

Application registration failed (X)

Azure AD

Azure管理員刪除了Cisco Webex身份整合企業應用程式。

Azure Active Directory稽核日誌

如果需要，稽核日誌可以顯示確認刪除的詳細資訊。

Home > Audit logs

Audit logs

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@...

稽核日誌

解決方案

已重建身份同步

您可以在隱匿瀏覽器頁籤中為此URL提供管理員同意：

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

使用Azure管理員憑據，按一下接受以確認操作。



admin@...

Permissions requested

Review for your organization



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

關於此翻譯

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