Troubleshoot Hybrid Calendar Error "An unknown validation error occurred."

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Introduction

This document describes how to identity root cause and fix error while enable Scheduling with Hybrid Calendar with Google for Cloud devices in Control Hub.

Prerequisites

Requirements

Cisco recommends that you have knowledge of these topics:

- A Webex Organization.
- Webex Hybrid Calendar.
- Google Workspace Admin Console.

Components Used

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

- Webex Control Hub build 20240919-84b27c9
- Google Workspace Business Starter or higher
- Chrome browser 129.0.6668.58 (Official Build) (arm64)

The information in this document was created from the devices in a specific lab environment. All of the

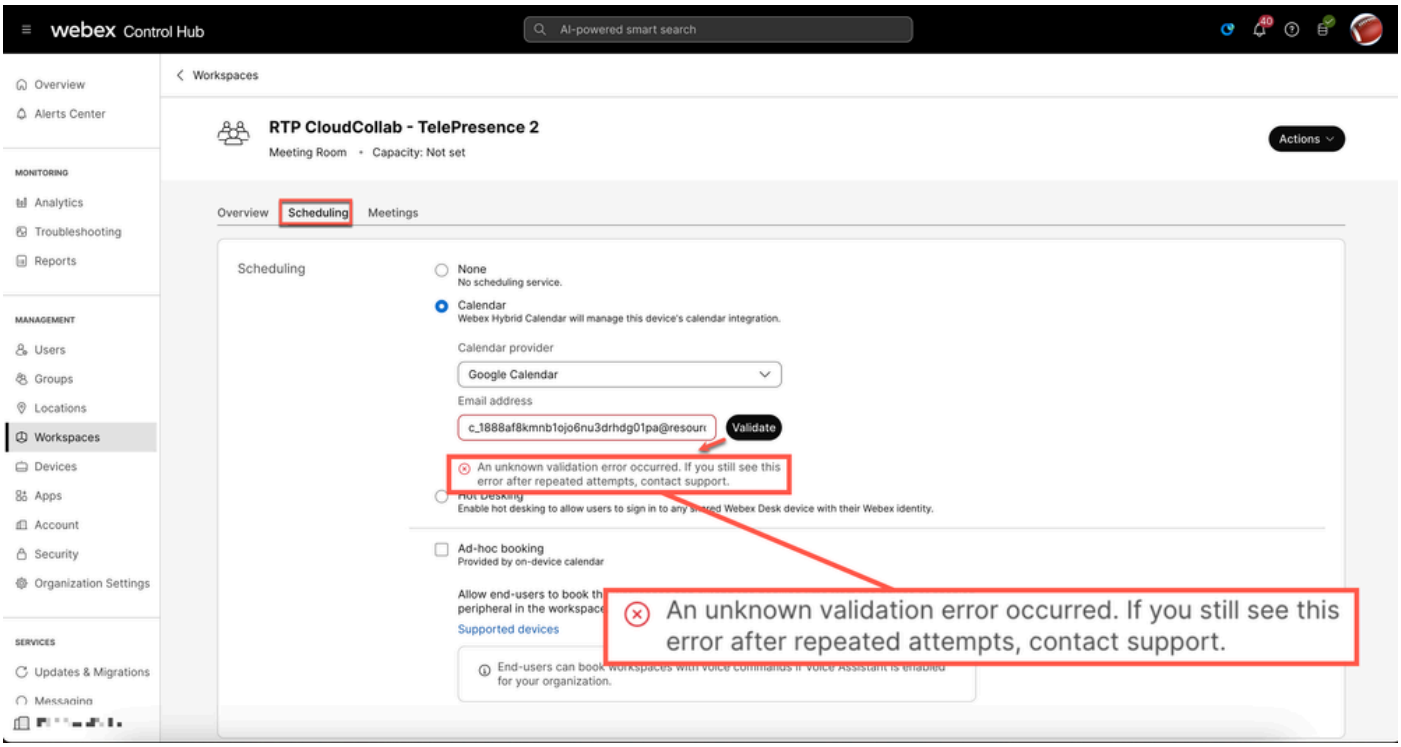
devices used in this document started with a cleared (default) configuration. If your network is live, ensure that you understand the potential impact of any command.

Background

Enabling Hybrid Calendar (Scheduling) with Google requires an email address validation which is performed by CSDM which assist Atlas in managing device registration and activation.

Control Hub error

From Control Hub > Management > Workspaces add "Scheduling" for a Workspace after click Validate button returns the error "**An unknown validation error occurred. If you still see this error after repeated attempts, contact support.**"

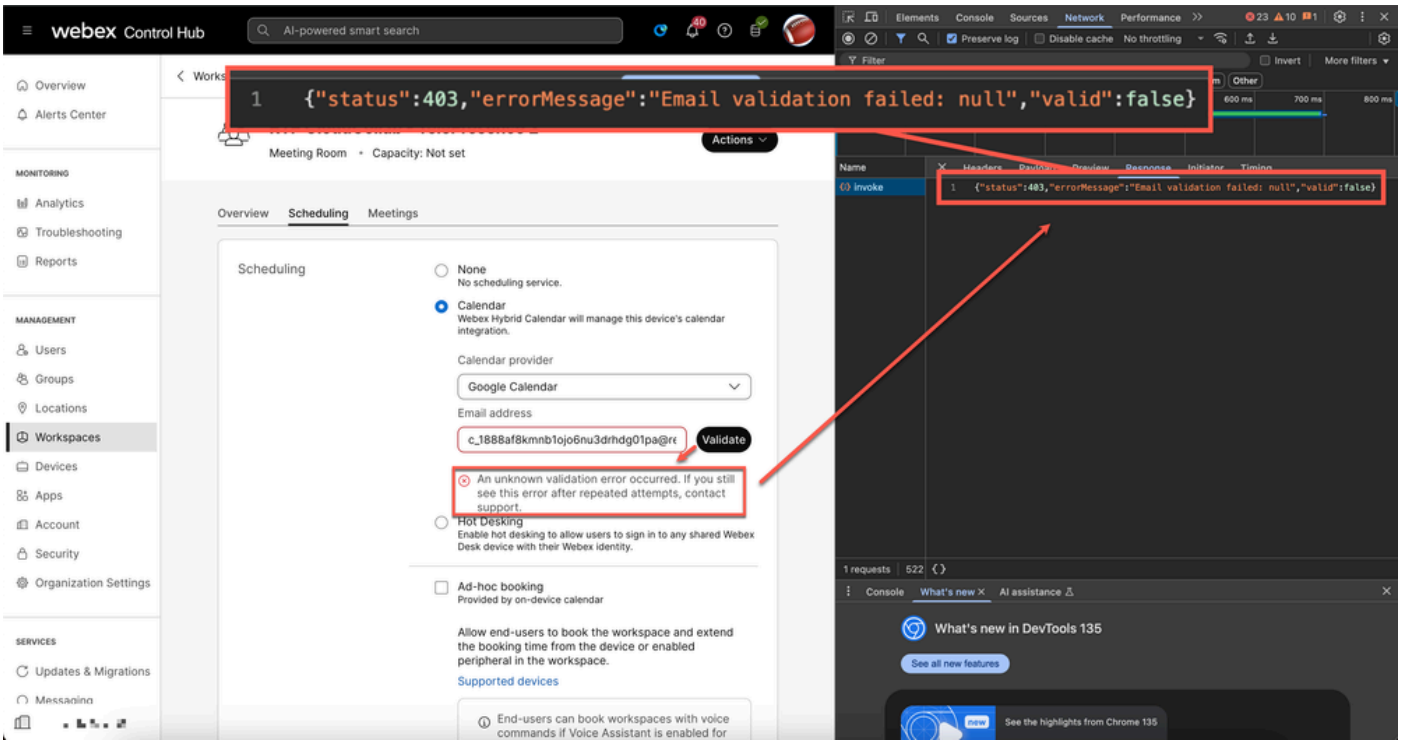


Google error

Gathering logs

Control Hub

From a browser tab, preferily using incognito. If using Chrome open DevTools > Network; for FireFox Web Developer Tools > Network. Go to admin.webex.com > Management > Workspaces > Scheduling. Choose Calendar provider and add email address, click on **Validate**.



HTTP Inspection

Error Message

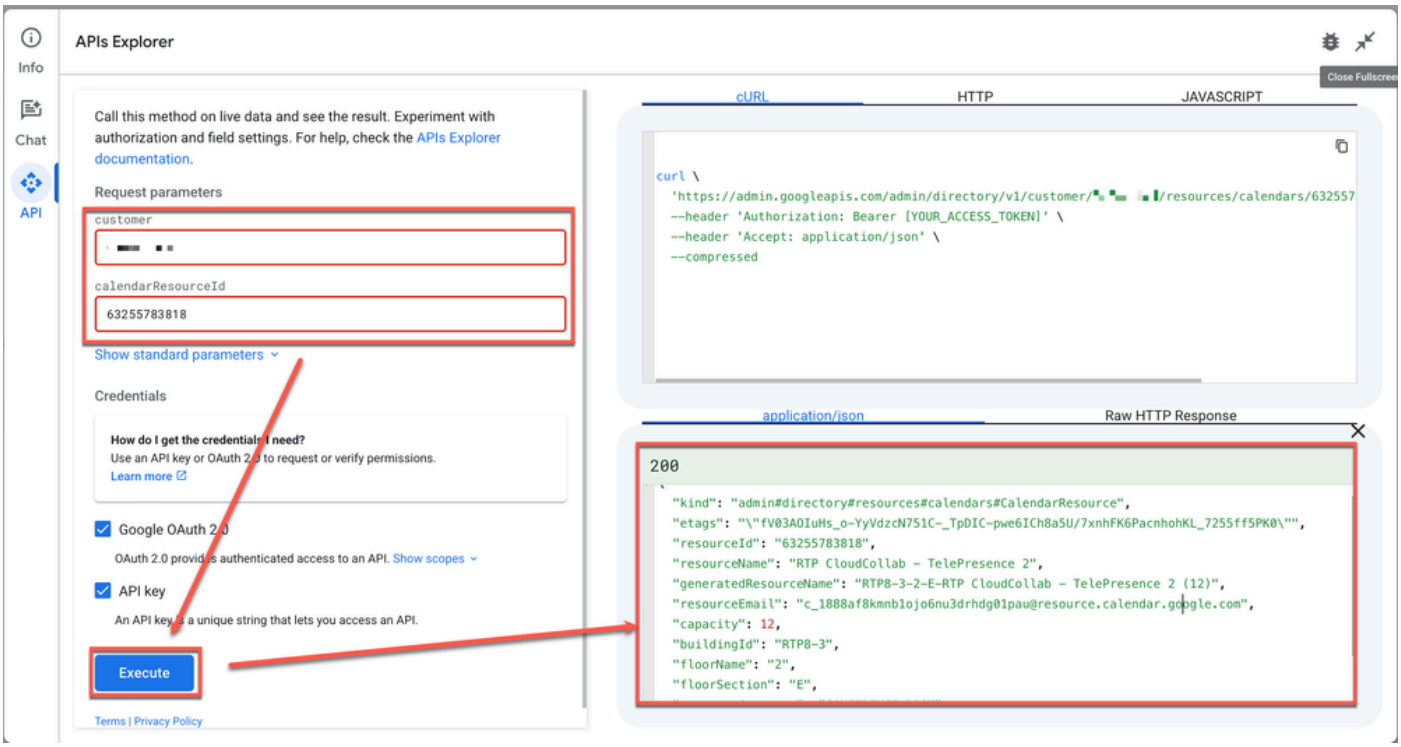
```
{"status":403,"errorMessage":"Email validation failed: null","valid":false}
```

Validation

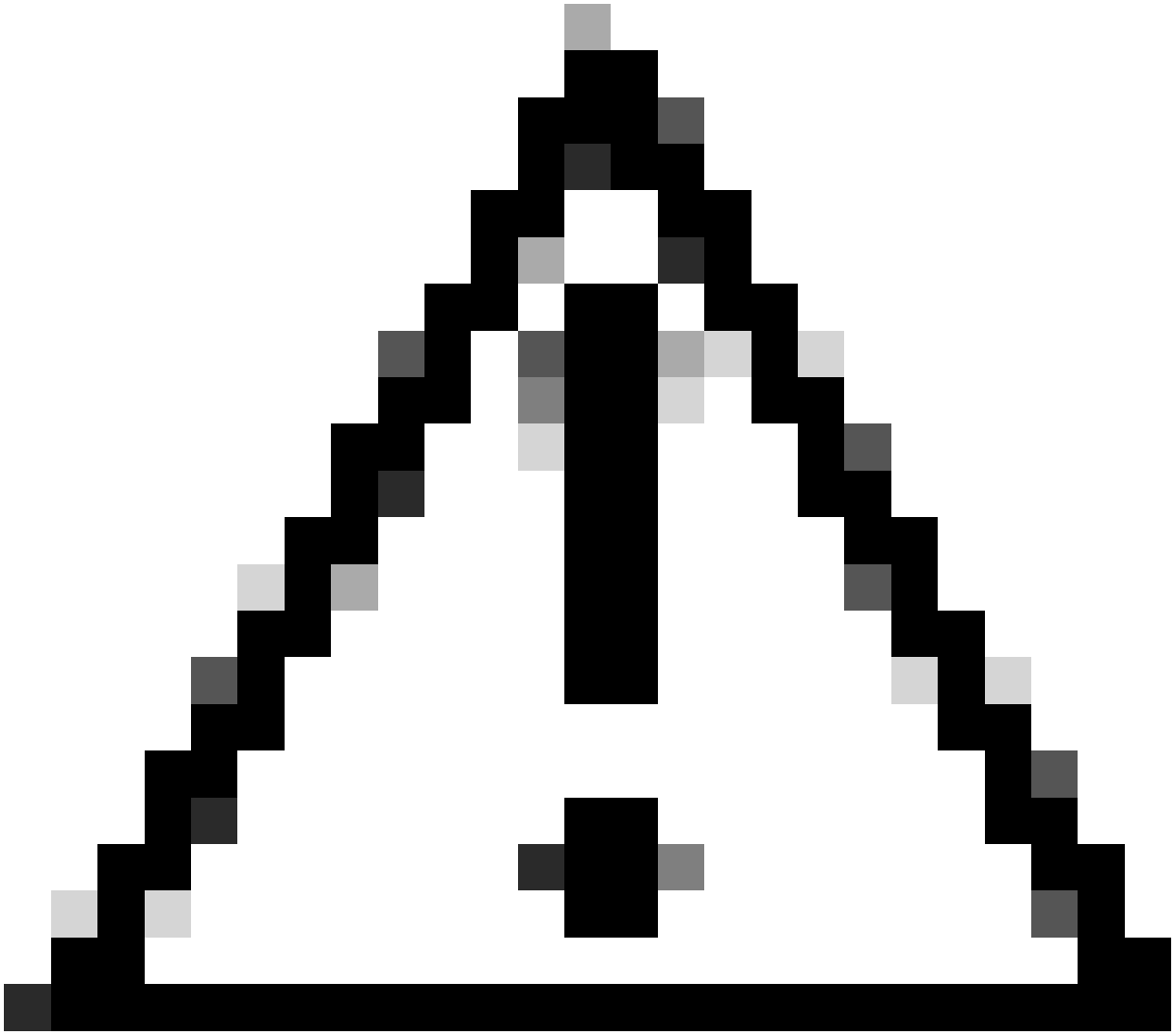
Google APIs Explorer

Go to Google APIs Explorer, select GET as an HTTP request method, and run a query with this URL:

```
https://admin.googleapis.com/admin/directory/v1/customer/{customer}/resources/calendars/{calendarResour
```


Info
Chat
API
APIs Explorer
Call this method on live data and see the result. Experiment with authorization and field settings. For help, check the APIs Explorer documentation.
Request parameters
customer
calendarResourceId
63255783818
Show standard parameters
Credentials
How do I get the credentials I need?
Use an API key or OAuth 2.0 to request or verify permissions.
Learn more
Google OAuth 2.0
OAuth 2.0 provides authenticated access to an API. Show scopes
API key
An API key is a unique string that lets you access an API.
Execute
Terms | Privacy Policy
cURL
HTTP
JAVASCRIPT
curl \
'https://admin.googleapis.com/admin/directory/v1/customer/
/resources/calendars/632557
--header 'Authorization: Bearer [YOUR_ACCESS_TOKEN]' \
--header 'Accept: application/json' \
--compressed
application/json
Raw HTTP Response
200
"kind": "admin#directory#resources#calendars#CalendarResource",
"etags": "\"fV03AOIuHs_o-YyVdzcN751C-_TpDIC-pwe6ICh8a5U/7xnhFK6PacnhohKL_7255ff5PK0\"",
"resourceId": "63255783818",
"resourceName": "RTP CloudCollab - TelePresence 2",
"generatedResourceName": "RTP8-3-2-E-RTP CloudCollab - TelePresence 2 (12)",
"resourceEmail": "c_1888af8kmnb1ojo6nu3drhdg01pau@resource.calendar.google.com",
"capacity": 12,
"buildingId": "RTP8-3",
"floorName": "2",
"floorSection": "E",

Google API



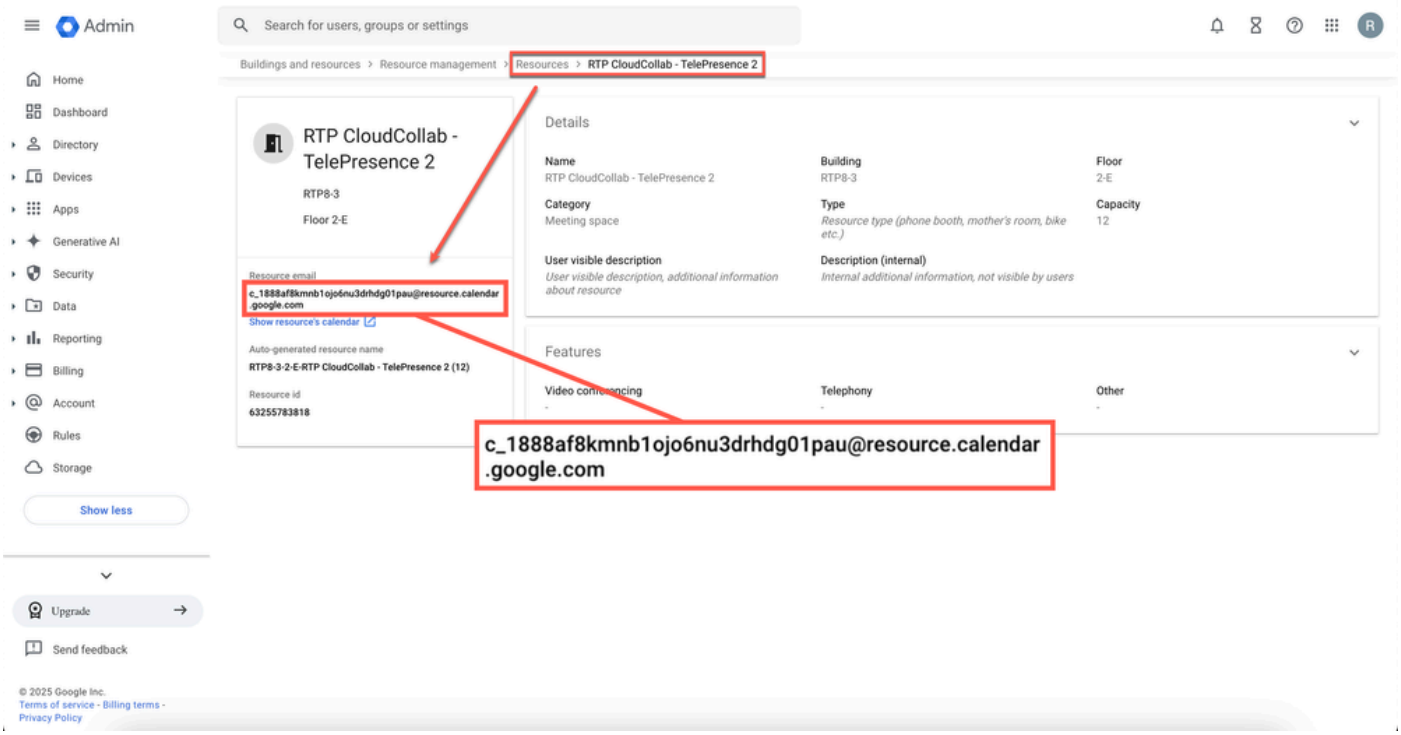
Caution: customerId and calendarResourceId are mandatory fields, see additional references to know how to get them.

Root Cause

Webex Cloud devices must have a valid email addresses that match the Google room resource format, ***@resource.calendar.google.com***.

Solution

From Google Workspace Admin > Directory > Building and resources > Manage resources confirm **Resource email** field.



Google Resource

Email address used in Control Hub

`c_1888af8kmnb1ojo6nu3drhdg01pa@resource.calendar.google.com`

Email address in Google admin

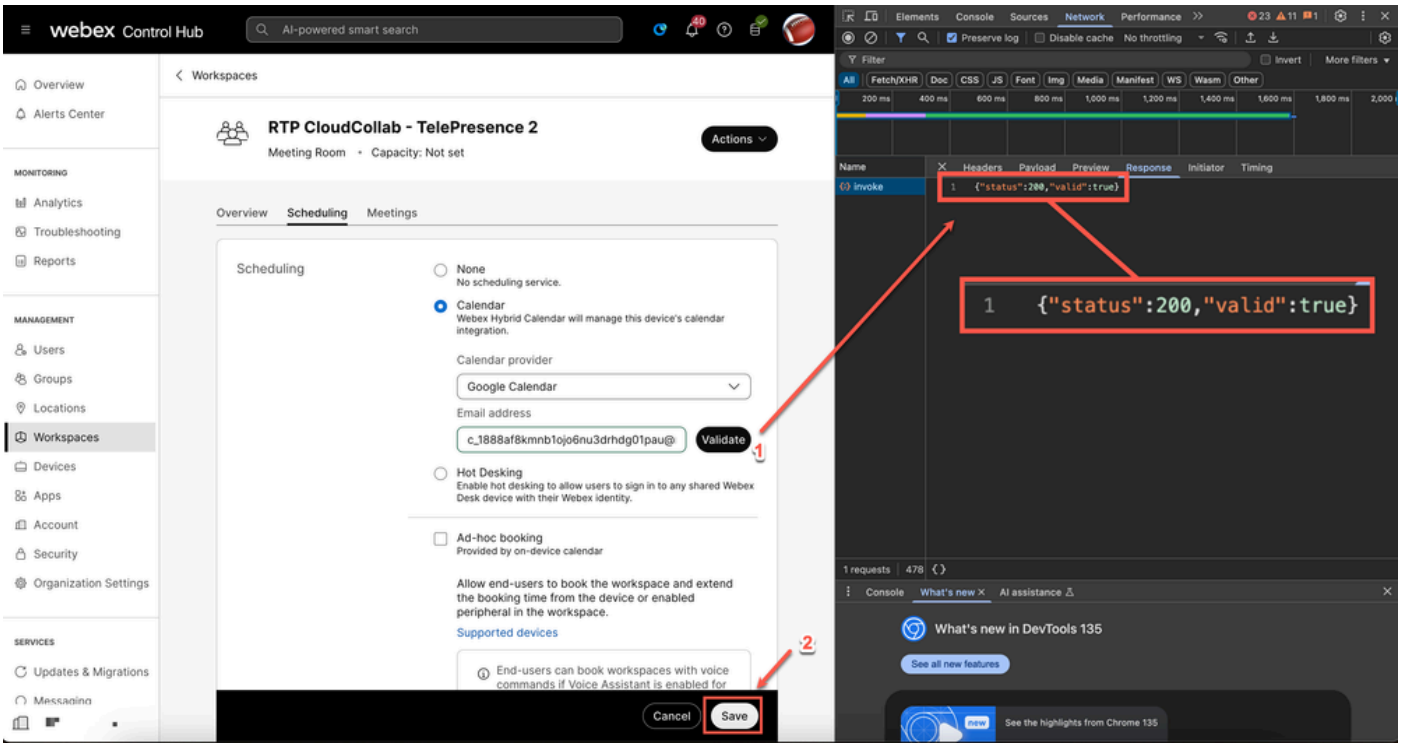
<#root>

`c_1888af8kmnb1ojo6nu3drhdg01pa`

u

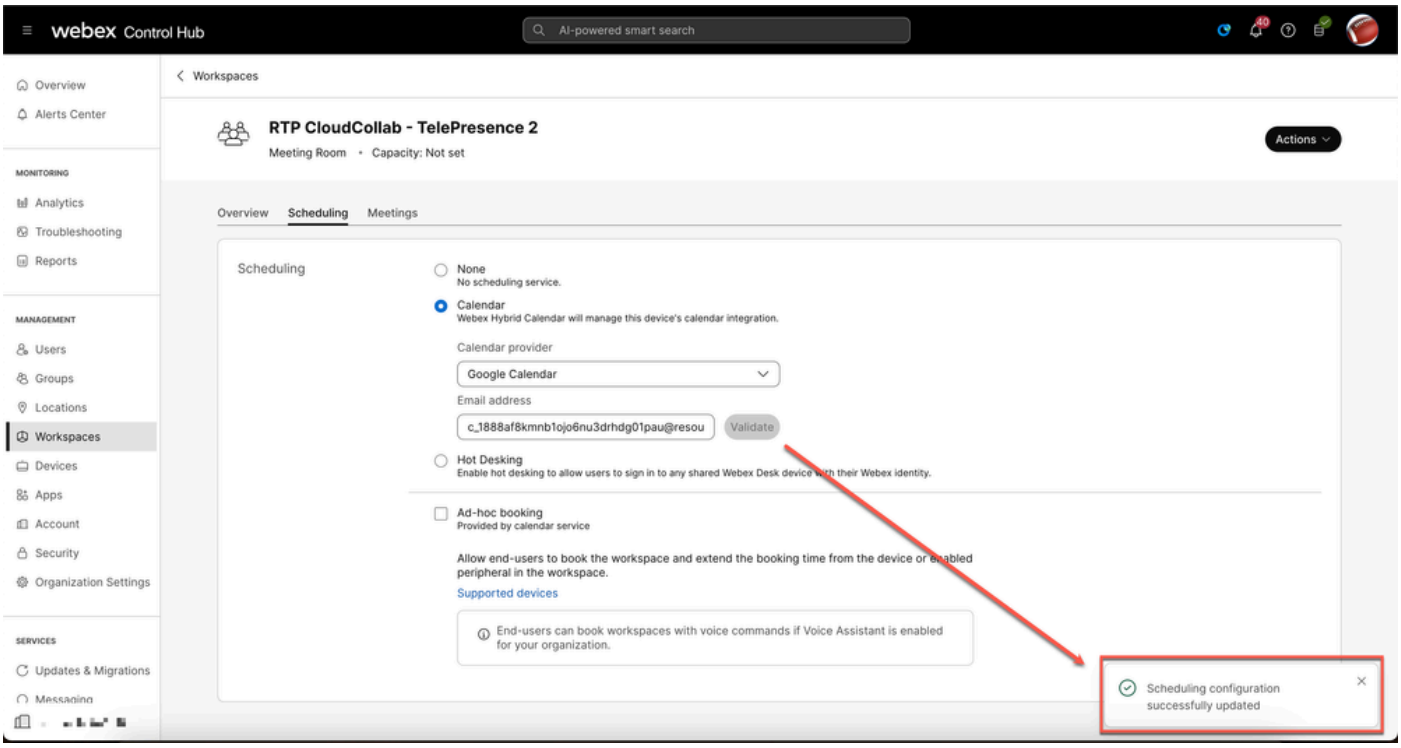
`@resource.calendar.google.com`

Add Resource email into Scheduling > Email address and click **Validate**. A 200 API response confirms the change, then click **Save**.

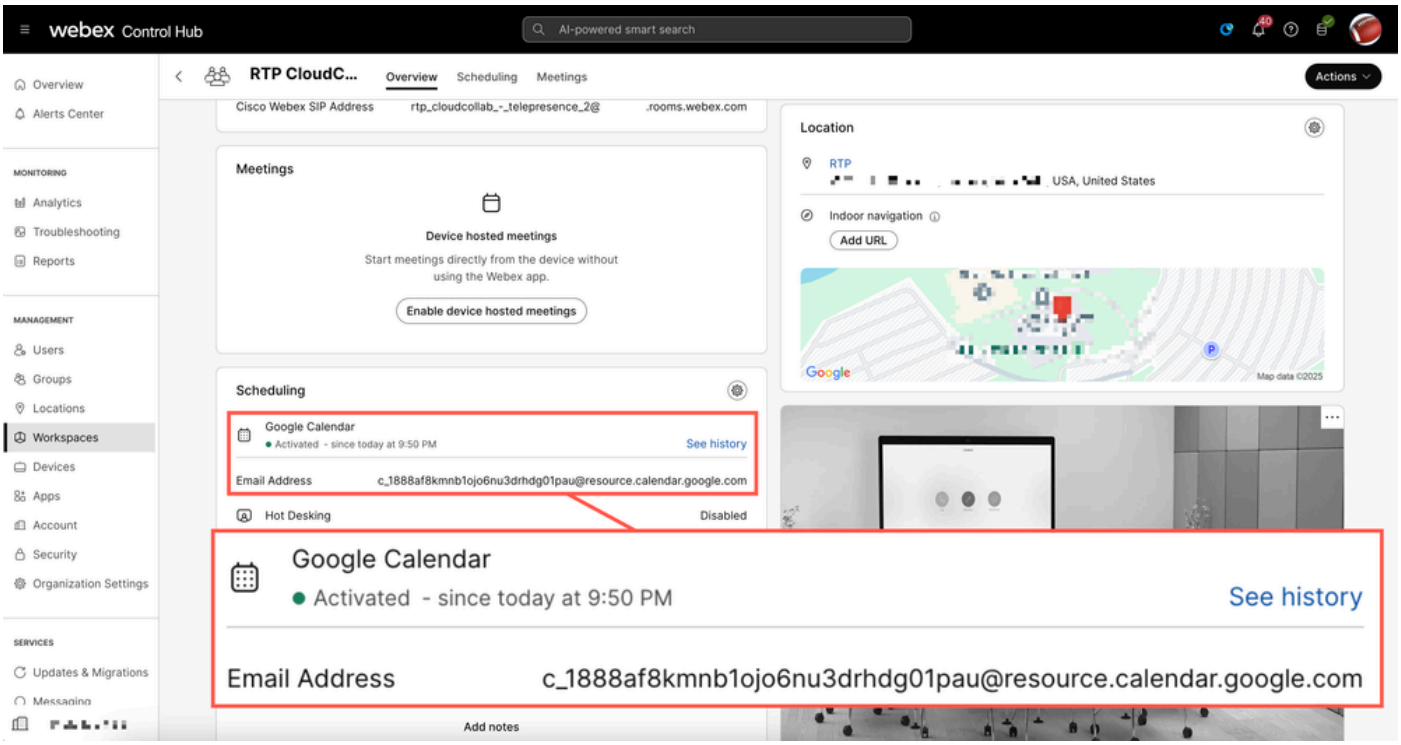


200 OK

Workspace successfully activated for Hybrid Calendar with Google.



Configuration applied



Calendar Activated

Error codes

400 Bad Request	Invalid email format for resource
403 Forbidden	Contains invalid data

Related Information

- Requirements for Hybrid Calendar with Google Calendar
- Add Hybrid Calendar to workspaces with Board, Desk, and Room series

- Chrome DevTools

- Firefox DevTools
- Find your customer ID
- Managing resources with the resourceID field