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# Canvas and Webex Integration: Webex Deauthorization error

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If you receive an error that Webex has been deauthorized in your course and needs to be reauthorized, please follow the steps below:
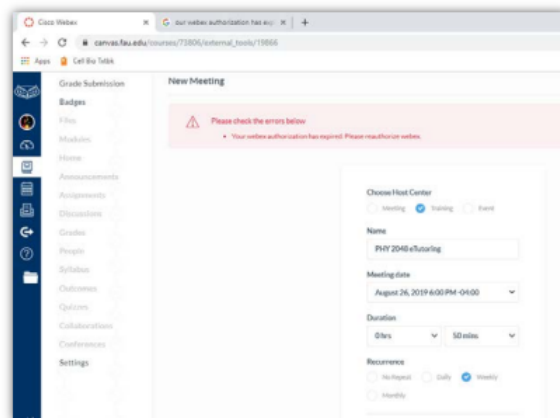
ERROR: WEBEX LTI DE-AUTHORIZATION

Every now and then users experience a Webex authorization error that can be solved in 5 easy steps. The error shows up in the **Cisco Webex** tool in Canvas when trying to schedule a session. After entering meeting details and trying to schedule, an error occurs which prevents the user from setting up a meeting. Sometimes the issue is explained in red text at the top of the page, but it may also just quietly malfunction.

TO FIX THE ERROR...

1. Go to **Cisco Webex** in your course.
2. After the tool loads, click the ⟶ button in the upper-right corner.
3. Click the **Sign in to Webex Meetings** button.
4. A pop-up will appear asking you to allow certain permissions to the Cisco Webex Connector. Click the **Accept** button in the pop-up window.
5. Back in the Canvas window, reload (or refresh) the Cisco Webex tool. You can do this by clicking the **Cisco Webex** link from your course's navigation menu.

At this point, you should be able to continue scheduling Webex session in your Canvas course. If this issue persists, please let us know by filling out the **Help Desk request linked here**.

De-authorization Error Example