



Knowledge Tip

Microsoft Teams login issue

Document Approver: Rick Dadez

Reviewer: Sumit Kumar

Author: Amar Patil

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Table of Content

1. PROCESS FOR HOW TO SOLVE MICROSOFT TEAMS LOGIN ISSUE ERROR! BOOKMARK NOT DEFINED.

Review & Approval Record

Rev No	Date	Reason of Issue	Prepared By	Reviewed By	Approved By	Details of Amendments and revisions
1	07/11/2022	New	Amar Patil	Sumit Kumar	Rick Dadez	New Version - 1.0

Amendment Record / Control Sheet (ACS)

Rev No	Date	Reason of Issue	Prepared By	Reviewed By	Approved By	Details of Amendments and revisions

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Title or Role	Approver Name
Document Owner	Amar Patil
Document Reviewer	Sumit Kumar
Document Approver	Rick Dadez

Document Review Plans

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- As required to correct or enhance information content

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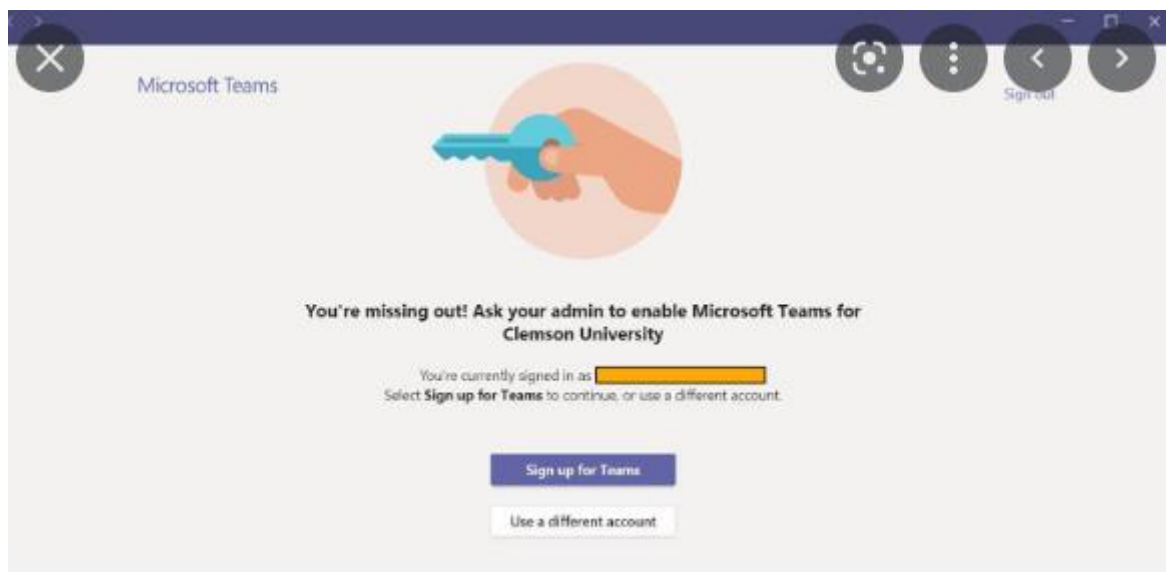
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Earlier was able to login now getting below error;

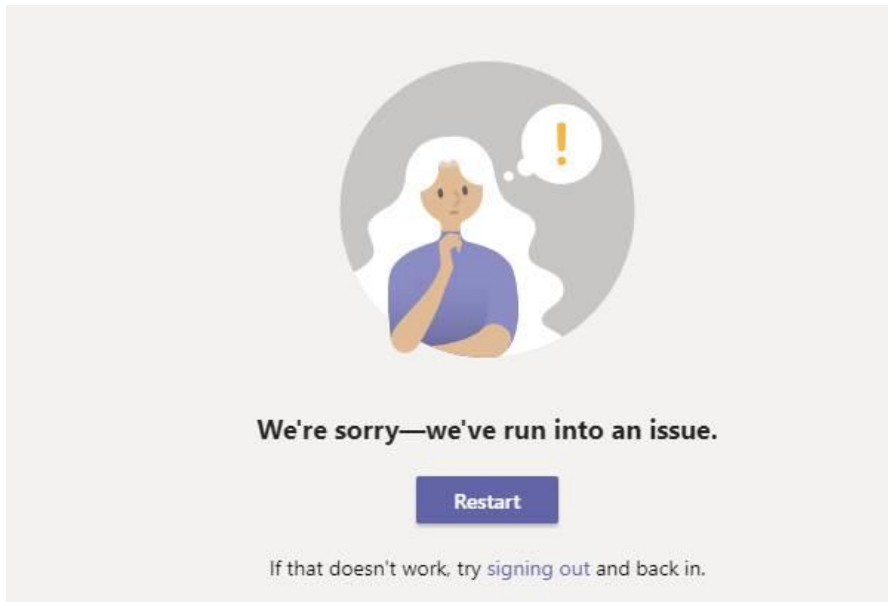
- Error type 1



Kindly follow mentioned steps

1. Clear entries from Credentials manager.
2. Delete Temp files & Clear cache from browser.
3. Reinstall the team
4. Copy meeting-add in folder manually to C:\Users\User ID\AppData\Roaming\Microsoft\Teams
5. Restart the machine

■ Error Type 2



- Kindly follow below mentioned steps:
 1. Clear entries from Credentials manager.
 2. Delete Temp files & Clear cache from browser.
 3. Reinstall the Teams
 4. Copy meeting-add in folder manually to C:\Users\User ID\AppData\Roaming\Microsoft\Teams
 5. Restart the machine



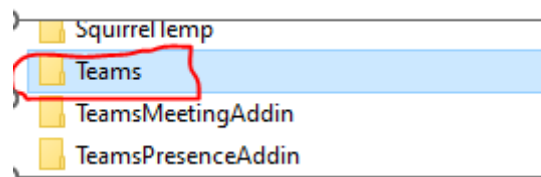
Unable to do Video calls or Record from MS Teams.

This due to issue in the Machine. All options in MS Teams are allowed for everyone whoever has access. Nothing is restricted.

Ask user to login to Teams App on our own machines and see if still the options are disabled just to verify above statements.

Troubleshoot further by below steps;

1. Go to C:\Users\{(User Lan ID)}\AppData\Local\Microsoft
2. Find folder named 'Teams'



3. Ensure all MS products/applications/Skype are closed before moving to next step.
4. Rename the above highlighted folder and save.
5. Open Teams again and check

End of Document!