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KB5220392 - Latest Version

Actions



English (Original) • Revised by Kamalakannan Chandrasekaran

•



3mo ago • 92 Views • ★★★★★

How to - The Intune troubleshooting guide for users of Autopilot at GSK

Audience

Support User

Prerequisites

AZC-Corp-WindowsClientMgmt-Prod-RGContributor

GSK Intune MDM Windows Support

Instructions

Introduction:

The troubleshooting portal lets help desk operators and Intune administrators view user information to address user help requests. The Help desk operator to a group of users using. The help desk operator role can use the Troubleshoot pane.

The Troubleshoot pane also shows user enrollment issues. Details about the issue and suggested remediation steps can help administrators and help desk operators troubleshoot problems. Certain enrollment issues aren't captured, and some errors might not have remediation suggestions.

When a user contacts GSK support with a technical issue with Intune, the help desk operator enters the user's name. Intune shows useful data that can help resolve many tier-1 issues, including:

- User status
- Assignments
- Compliance issues
- Device not responding
- Device not getting VPN or Wi-Fi settings
- App installation failure

To review troubleshooting details

In the troubleshooting pane, choose **Select user** to view user information. User information can help us to understand the current state of users and their devices.

1. Sign in to **Intune**.
2. On the **Intune** pane, choose **Troubleshoot**.
3. Click **Select** to select a user to troubleshoot.
4. Select a user by typing the name or email address. Click **Select**. The troubleshooting information for the user shows in the Troubleshooting pane. The following table explains the information.

We can also access the **troubleshooting** pane by pointing your browser to: <https://aka.ms/intunetroubleshooting>.

Areas of troubleshooting dashboard

We can use the **Troubleshoot** pane to review user information.

Home > Troubleshooting + support

Troubleshooting + support | Troubleshoot

Search

Guided scenarios (preview)

Troubleshoot

Help and support

Display name: **Kamalakaran Chandrasekaran** (1)

Intune license: 2 (2)

Principal name: kamalakannan.x.chandrasekaran@gsk.com

Group memberships (42): [Show all](#)

Email: kamalakannan.x.chandrasekaran@gsk.com

Refresh user data

Assignments (3)

Compliance policies

Assignment	Name	OS	Policy type	Last modified
Included	GSK iOS Main	iOS/iPadOS	iOS compliance policy	9/27/2022 6:34:28 PM
Included	GSK Windows Main	Windows 10 and later	Windows 10/11 compliance policy	1/18/2023 8:09:14 PM
Included	GSK Android Enterprise-DeviceOwner Main	Android Enterprise	Fully managed, dedicated, and cor...	9/10/2020 7:51:56 PM
Included	GSK Android Enterprise-WorkProfile Main	Android Enterprise	Personally-owned work profile	11/2/2021 9:45:23 PM

Showing 4 of 4

Devices (4)

Device name	Managed by	Azure AD join ty...	Ownership	Intune compliant	Azure AD compl...	App install lifecy...	OS
COMPF337EJ2	Intune	AzureAD	Corporate	Yes	Yes	success	Windows
COM613013536975	Intune	AzureAD	Corporate	No	No	pending	Windows
MUMWDMXL1414TVY	Co-managed	ServerAD	Corporate	Yes	Yes	success	Windows
IBMWL21H04387	Co-managed	ServerAD	Corporate	Yes	Yes	success	Windows
US6WVDNPMW-16	ConfigMgr	Not registered	Corporate	No	NA	success	Microsoft V

Showing 5 of 5

Area	Name	Description
1	Account status	Shows the status of the current Intune tenant as Active or Inactive .
2.	User selection	The name of the currently selected user. Click Change user to choose a new user.
3.	User status	Displays the status of the user's Intune license, number of devices, each device compliance, number of apps, and app compliance.
4.	User information	<p>Use the list to select the details to review in the pane. we can select:</p> <ul style="list-style-type: none"> Client apps Compliance policies Configuration policies App protection policies Enrollment restrictions
5.	Group membership	Shows the current groups the selected user is a member of.

Enrollment failure reference

The Enrollment Failures table lists enrollment attempts that failed. A device listed in the below table may have subsequently enrolled successfully during another attempt. Some failed attempts may not be listed. Mitigation information isn't available for all failures.

Table column	Description
Enrollment start	The start time when the user first began enrolling.
OS	The device's operating system.
OS version	The device's operating system version.
Failure	The reason for the failure.

Failure details

When we choose a failure row, more details are provided.

Section	Description
Failure details	A more detailed explanation of the failure.
Potential remediations	Suggested steps to resolve the error. Some failures may not have remediations.
Resources (Optional)	Links for further reading or areas in the portal to take action.

Feedback

Enrollment errors

Error	Details
iOS/iPadOS Timeout or Failure	A timeout between the device and Intune due to the user taking too long to complete enrollment.
User not found or licensed	The user is missing a license or has been removed from the service.

Error	Details
Device already enrolled	Someone attempted to enroll a device by using the Company Portal on a device that is still enrolled by another user.
Not onboarded into Intune	An enrollment was attempted when the Intune mobile device management (MDM) authority wasn't configured.
Enrollment authorization failed	An enrollment was attempted using an old version of company portal.
Device not supported	The device doesn't meet the minimum requirements for Intune enrollment.
Enrollment restrictions not met	This enrollment was blocked due to an admin configured enrollment restriction.
Device version too low	The admin has configured an enrollment restriction requiring a higher device version.
Device version too high	The admin has configured an enrollment restriction requiring a lower device version.
Device cannot be enrolled as personal	The admin has configured an enrollment restriction to block personal enrollments and the failed device wasn't predefined as corporate.
Device platform blocked	The admin has configured an enrollment restriction that blocks this device's platform.
Bulk token expired	The bulk token in the provisioning package has expired.
Autopilot device or details not found	The Autopilot device wasn't found when attempting to enroll.
Autopilot profile not found or not assigned	The device doesn't have an active Autopilot profile.
Autopilot enrollment method unexpected	The device attempted to enroll by using a non-allowed method.
Autopilot device removed	The device attempting to enroll has been removed from Autopilot for this account.
Device cap reached	This enrollment was blocked due to an admin configured device limit restriction.

Error	Details
Device not preregistered	The device wasn't pre-registered as corporate and all personal enrollments were blocked by an admin.
Feature not supported	The user was likely attempting to enroll via a method not compatible with your Intune configuration.

Access

Access Role	Organization	Description	Functional Rights
GSK Intune MDM Windows Support	Global Tech	Administrative access to all available Microsoft Azure services.	Full administrative access to Azure cloud services console, including Intune.

Reporting:

BI for Intune:

bi_for_intune - Power BI

Microsoft Intune aims to provide Unified Endpoint Management of both corporate and BYOD devices in a way that protects corporate data. However, Intune lacks in native robust reporting capabilities yet (at the time of writing).

Power Stacks is the GSK Chosen partner who have developed **BI for Intune** to fill this reporting gap. their business intelligence products run in the Microsoft Power BI service making them easy to, install, share, and access.

BI for Intune is the fully customizable reporting solution for Intune that connects to the live data in Intune.

Helpdesk Routing Information

Business Service: Modern Workspace

Configuration item: Windows 11 OS

Assignment Group: PC-Build-L2

Feedback

Attachments

 [Intune - HelpdesktroubleshooterGuide.docx](#)

Helpful?

Yes

No

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