

GSD. MS Teams – Microsoft Teams 'Status Unknown' issue

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General Information:

Possible symptoms/errors:

Microsoft Teams 'Status Unknown' issue.

Alternative names of the system:

N/A

IMPORTANT NOTICE:

N/A

Solution:

There are reported issues with Teams where it shows other user's presence status as "Status Unknown" even when the user is currently logged in and online. It is a general Microsoft Teams issue which happens to random users. This article shows a guide on how to troubleshoot this issue.

Details:

1. Check if issue is the same in Teams online.

Advise the user to go to Office Portal Online then click the Teams icon.

Ask the user to check if issue is the happening in Teams online.

If issue is the same in Teams online, escalate the ticket to

Ext_WW_Collaboration_SLS_Capgemini with complete information about the issue. Use the escalation template meant for SLS.If issue does not happen in Teams online, proceed with the next steps.

2. Advise the user to clear Microsoft Teams cache

If issue persists after clearing the Teams cache, proceed with the next step.

3. Uninstall and reinstall Microsoft Teams.

To uninstall Teams, user needs to click on Windows Start menu then type in Control Panel. Search bar automatically appears as user types.

In the Control Panel window, ask the user to select Programs and Features.

Note: If the Control Panel window is in Category view, user needs to select Uninstall a program under Programs.

In the Programs and Features, advise the user to look for Microsoft Teams. Ask them to right-click on it and click Uninstall.

Once done uninstalling Teams, user needs to download the Teams App. <https://teams.microsoft.com/download>

Note: Administrator rights are not needed on the PC to download the Teams App on the device.

Once downloaded, tell the user to run the file and install Teams.

4. If user is unable to uninstall or reinstall Teams, do the following steps:

Collect all information like hostname, affected user, etc. and use the escalation template meant for SLS. Escalate the ticket to Ext_WW_Collaboration_SLS_Capgemini.

Assignment Group:

Ext_WW_Collaboration_SLS_Capgemini

Ticket Creation:

Template: N/A Categorization:

Configuration Item: N/A Category: N/A Subcategory: N/A

Important Links:

Download MS Teams: <https://teams.microsoft.com/download>