

# GSD. MS Teams - Microsoft Teams status stuck on Out of Office

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General Information:

Possible symptoms/errors:

User wants to know how to Fix Issue with Microsoft Teams status stuck on Out of Office

Alternative names of the system:

N/A

IMPORTANT NOTICE:

N/A

Solution:

Microsoft Teams allows to set an Out of Office status. Once user sets an Out of Office message in Outlook, it can also sync the information in Microsoft Teams. When the Out of Office message is removed from Outlook, it should also be removed from Microsoft Teams. This article shows a guide on how to troubleshoot if your Microsoft Teams' status is stuck in Out of Office.

Details:

Reset Microsoft Teams status

In Microsoft Teams, advise user to click on their profile picture then go to Available (or their current status), and to click Reset Status. Teams status is reset to Available.

If issue persists, proceed with the the next steps.

Change Status Message in Teams

To set status message in Teams, advise user to go to profile picture then select Set status message.

User must type the message that they want to be displayed to other people in the box then click Done.

User may now delete the message. They must click on the Delete button.

If issue persists, continue with the next steps.

Check Outlook invites with Out of Office status

User may have received a meeting invite which fell during your Out of Office period but also extended beyond them to dates when they are back in the office. Those invites will all be marked as Out of Office.

In Outlook, check if there is any invitation highlighted as 'Out of Office'. User can remove them or change the status to Free.

Advise user to go to Calendar.

Inform user to check if they have any invitation highlighted as Out of Office. If they find such an invitation, change the status to Free.

If issue persists, continue with the next steps.

Turn off Automatic replies in Outlook

In Outlook, advise user to click on File.

User must select Info then click Automatic Replies.

In the Automatic Replies window, inform user to select Don't send automatic replies to turn off out of office setting the click OK.

Guide user to wait for little time to sync and their Microsoft Teams status will change to Available. If the issue persists, continue with the next steps

Delete Microsoft Teams settings' file

Advise user to sign out from Microsoft Teams. User must navigate to this location:  
C:\Users\YourUserName\AppData\Roaming\Microsoft\Teams

Guide them to look for the file settings.json and copy it to a different location to back it up.

NOTE: The file mentioned above records the general configuration for current user.

Once it is copied, user must delete the file from its original location.

Advise user to sign into Teams and check if the issue persists.

If issue still persists, refer to clear Microsoft Teams cache.

Assignment Group:

3rd Party e-mail address: One365Support@freseniusmedicalcare.com

Ticket Creation:

Template: N/A Categorization:

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

Important Links:

N/A