Ribbon Connect
Direct Routing as a Service

Teams Troubleshooting Guide

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Teams User Setup Guide

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Table of Contents

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## 1 Customer Activation Email and Login Issues

Problem	Solution
The invitation email did not arrive	Check spam. Service activation emails from a noreply address via sendgrid.me. If no sign of email, In the customer portal Account tab, delete the user invitation and re-invite them (try a different email address).
The customer used the incorrect Active Directory account when sending the invitation (they may have several)	In the customer portal Account tab, delete the user invitation and re-invite them
They get this error: We've hit an unexpected error We can't find any accounts for user@domainname.com. Please contact your administrator to receive an invitation to the service	The user is logged to Microsoft with a different account than that registered with the service and is trying to access the portal. Log out and log back in with the registered account.

2 User Does Not Appear in List After Sync

The sync will identify users with Phone System license or E5 license and add them to the user list. If users are missing from the list, then check in Office 365 to ensure one of the required licenses is assigned.

3 Sync Issues

Sync information is available by viewing the dropdown arrow on the Sync button (on the Users tab) and selecting 'View Sync History'.
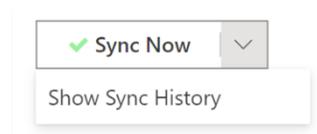
The Sync history logs show the various synchronization steps that have been applied to the Customer Office 365 tenant and the responses received back from the Office 365 system. It will also show error information if any errors have occurred.

The most common reason for Sync errors is trying to operate a Sync function when logged in as a user without the correct permissions, or as a user logged in to a different Office 365 account when attempting to run the Sync function. This is most likely to occur when the service is being configured on behalf of a customer by an IT services operator, where the operator is not logged in with customer Admin user credentials.

The changes made to the Office 365 platform by the Sync function can take several minutes to take effect especially in busy periods. This can mean that subsequent actions in a Sync job can fail as Office 365 is processing earlier steps. In these situations, the system is configured to safely allow a retry of the Sync function. **The recommended action is to wait for at least 2 minutes and re-try the Sync function.**

3.1 Logging Service Calls for Persistent Sync Now Failures

Advanced diagnostics on Sync Now is required when logging Sync Now problem escalations. Have the customer or someone with the correct admin rights perform the Sync Now in diagnostic mode.

A diagnostic log is created by holding Alt-Shift when clicking the Sync Now button

A debug (bug) symbol will show to confirm a debug sync is taking place
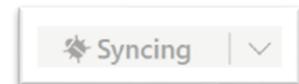
When making the support request, provide the customer name to identify the debug logs. The advanced debug logs can be found in the Sync History, available in the Sync Now button drop-down menu.

Advanced debug provides information of license types and user license assignments on the customer Office 365 tenant.

4   No Calls Tab or Dial Pad in Teams

The Calls icon appears in the Microsoft Teams client when a user has the correct 'phone system' license and the configuration is completed for the user to make calls.

There are several reasons that can cause the calls icon to be absent:

a) The user does not have a phone number applied in the Office 365 admin center
b) The Sync Now action has not been performed since the user was added to the portal.
c) The user does not have a phone system license
d) Insufficient time has elapsed since the user set-up was performed
e) Microsoft Office 365 has an internal error

4.1   No Phone Number Applied

The Sync Now feature should apply phone numbers to users in Office 365. If this has not been successful, there is a manual check to ensure the phone number is correctly applied to the user and that this number matches the number assigned in the portal.

4.2   Sync Now Not Performed

Even though the service assigns a phone number to a Teams user, it's necessary to use the Legacy Skype for Business portal to check this has taken place. It is anticipated that Microsoft will migrate this functionality into the new Teams portal in due course.
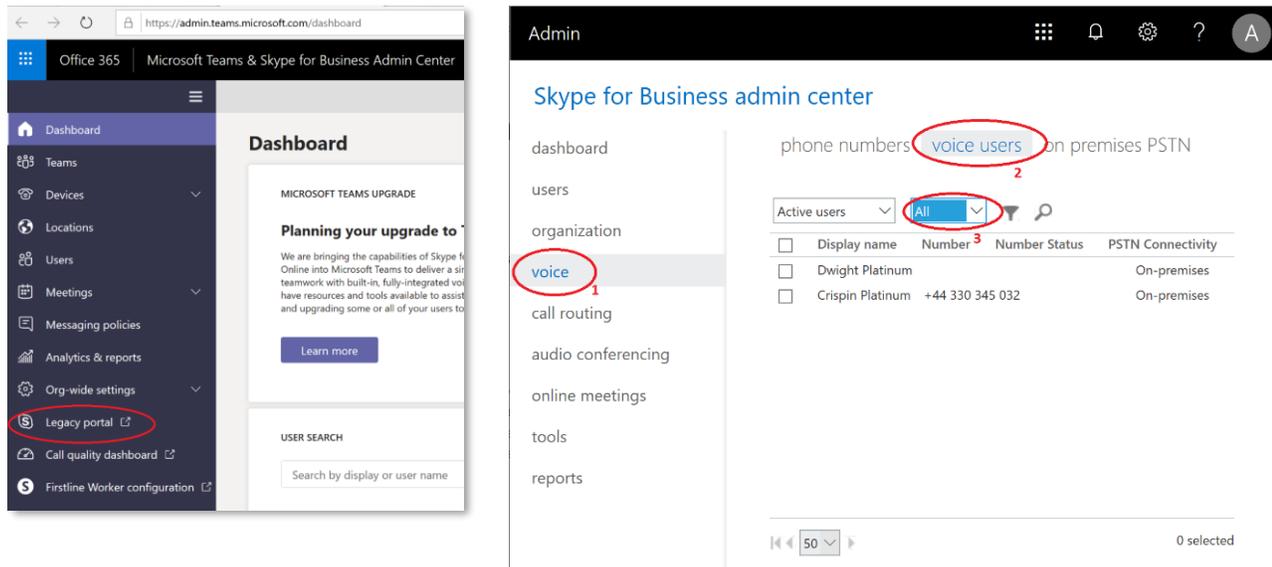
First open the **Office 365 admin portal**, expand the **Admin centers** menu and click on **Teams**.
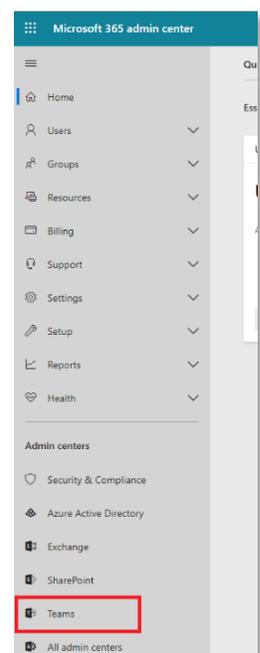
This will open a new window to the T**eams Admin Center**. Click **Legacy portal** to open the old **Skype for Business admin center**.

Click the **voice** menu, click the **voice users** tab and change the Enabled filter to show All.

Click on the user to be checked; the user should have a number assigned.

If the user does not have an assigned number, one can be added. Adding a number in this Skype for Business Admin Centre will ensure it is synchronized into the Ribbon Connect portal when the next **Sync Now** activity is performed.

Click **Assign Number**. The number assigned does not need to be a real phone number but **must** match the number configured in the Ribbon Connect service and must also include the international dialing prefix for the country that the user is licensed for. For example, if the user's extension number is 1003 and they are in the UK then you could use +44 1003 to give a meaningful number.

It is recommended to also tick **International Calling** so that all outbound calls reach the customer's PBX and the customer's PBX policies can be used to apply restrictions.

4.3   No Phone System License

To use calling in Teams, you should assign licenses to your users for features like *Audio Conferencing* and *Phone System*. This Microsoft article explains how to add these licenses in bulk and for an individual user.

Note: the service configuration means you will be using on-premises PSTN connectivity for hybrid users, so you only need to assign a *Phone System license*. You should NOT assign a *Calling Plan*.

4.4 Insufficient Time Elapsed

Some elements of the configuration within Microsoft Office 365 can be subject to delays of several hours as information propagates between different parts of the Microsoft system. This can vary from day to day, so we recommend that you aim to carry out the configuration at least 48 hours prior to your go-live date to allow for this.

4.5 Office 365 Internal Error

If all the above steps have not fixed the issue, then you may need to remove and re-apply the user's license with the following process:

1. Remove all O365 licenses from the user, wait 15 minutes, then add them back
2. Add the phone number back on the user. If the user is not shown in the Skype for Business legacy portal, then wait another 15 minutes and try again
3. Delete the user from the service portal and activate the Sync Now process to re-add them.
4. Quit Teams (right-click in the taskbar and choose 'Quit') and start it again
5. If still no dial pad then wait a while, quit and restart again. Sometimes this works straight away and sometimes it can take up to a day.
6. In some scenarios the removal of an unused calling plan or service may have left remnants of old configuration code behind. This must be raised with Microsoft with an explanation of the removed service, commenting on the missing Calls Tab or Dial Pad and the advice that you are adding Ribbon Connect third-party service.

5 Revoke Access to the Ribbon Connect Service

Customers may have policy requirements meaning they need to revoke the access to the service that was granted during the setup process. Revoking access will not disrupt the service but will necessitate re-authentication should any changes be required using the Sync Now feature.
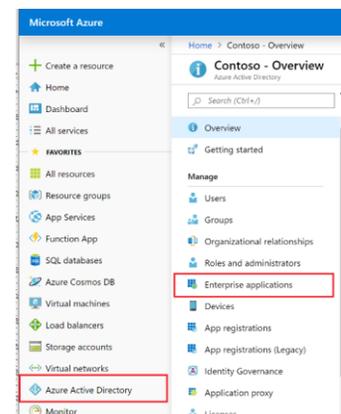
To revoke access the customer admin should log into: https://portal.azure.com

When logged in, go to Azure Active Directory and then select Enterprise Applications

Select the Ribbon Connect application and chose Delete.

Access is now revoked for the service.

6 Teams Voice Mail

Teams has voice mail. If this is enabled and the user is unavailable, then Teams will answer the call and route to voice mail. This can interfere with PBX call routing where the user is the member of any group endpoint resulting in calls being delivered to the users own Teams voicemail and preventing the call from being handled effectively by available colleagues.

It is, therefore, recommended to use the PBX voicemail (disable Teams Voice Mail)

In the user settings in the Teams client (click on user icon in top-right), the Calls section manages Call answering rules.

Set the 'if unanswered' option to Do nothing

This will disable the voice mail in Teams for this user.

Skype For Business comes with Voice Mail which can be disabled to prevent unrequired behavior when integrated with the existing PBX.

Removing voice mail for all users is achieved by running a PowerShell command with the Skype For Business PS Module loaded.

The following PowerShell should be executed by a competent Office 365 administrator and using the Microsoft Skype For Business PowerShell Module add-in

```
$session = New-CsOnlineSession
Import-PSSession $session -AllowClobber
Get-CsOnlineUser| where { $_.hostedvoicemail -eq $true } | Set-CsUser -
HostedVoiceMail $false
Remove-PSSession $session
```