

TeamsBoss

Operationalizing Microsoft Teams
Management & Support



Customer Challenges

- ▶ "I'm not a Teams expert, I don't understand how policies work"
- ▶ "A command changed; what I did before doesn't work anymore"
- ▶ "The one person who knew Teams is gone"
- ▶ "We can't find enough people with the right PowerShell or Teams expertise"
- ▶ "If anything ever happens to the Excel file with all our phone numbers in it..."
- ▶ "It takes so long to modify each user one at a time"
- ▶ "I don't know PowerShell"





PowerShell was awesome, until it was not.

- All Teams tenant admins

```
PS C:\Users\mlamo> Grant-CsTeamsIPPhonePolicy -Identity handset01 -policyname CAP
Grant-CsTeamsIPPhonePolicy : Invalid input parameters forest
At line:1 char:1
+ Grant-CsTeamsIPPhonePolicy -Identity handset01 -policyname CAP
+ ~~~~~
+ CategoryInfo          : InvalidOperation: ({{ Identity = ha...ntUserRequest }}:<>f__AnonymousType63`3) [Grant-CsTe
amsIPPhonePolicy], Exception
+ FullyQualifiedErrorId : ClientError,Microsoft.Teams.ConfigApi.Cmdlets.GrantCsTeamsIPPhonePolicy
```

```
PS C:\Windows\system32> update-module microsoftteams
PackageManagement\Install-Package : Unable to find repository 'https://www.powershellgallery.com/api/v2'. Use
Get-PSRepository to see all available repositories.
At C:\Program Files\WindowsPowerShell\Modules\PowerShellGet\2.2.5\PSModule.psm1:13069 char:20
+ ... $sid = PackageManagement\Install-Package @PSBoundParameters
+ ~~~~~
+ CategoryInfo          : ObjectNotFound: (Microsoft.Power...InstallPackage:InstallPackage) [Install-Package], Ex
ception
+ FullyQualifiedErrorId : SourceNotFound,Microsoft.PowerShell.PackageManagement.Cmdlets.InstallPackage
```

```
PS C:\Windows\system32> Set-CsPhoneNumberAssignment -identity user@firsraidroom.com -PhoneNumberType DirectRouting -PhoneNumber +12504196244
Microsoft.Teams.ConfigAPI.Cmdlets.internal\Set-CsPhoneNumberAssignment : The server responded with a Request Error, Status: NotFound
At C:\Program Files\WindowsPowerShell\Modules\MicrosoftTeams\4.0.0\net472\custom\PsExt\Merged_custom_PsExt.ps1:5767 char:9
+ Microsoft.Teams.ConfigAPI.Cmdlets.internal\Set-CsPhoneNumberA ...
+ ~~~~~
+ CategoryInfo          : InvalidOperation: ({{ Identity = us...iceEnabled = }}:<>f__AnonymousType88`5) [Set-CsPhoneNumberAssignment_Set]
, UndeclaredResponseException
+ FullyQualifiedErrorId : NotFound,Microsoft.Teams.ConfigAPI.Cmdlets.Generated.Cmdlets.SetCsPhoneNumberAssignment_Set
```

Retirement of (Azure AD) Graph and license assignment operations and updates to license management APIs and PowerShell

MC283145 - Published Aug 26, 2021
Archive Share Copy link Mark as unread

Action required by Jun 30, 2022

Updates to Get-CsOnlineUser and Get-CsOnlineVoiceUser in Teams PowerShell Module

MC340774 - Published Mar 8, 2022
Archive Share Copy link Mark as unread

Action required by Mar 31, 2022

Changes coming to phone number assignment using Teams PowerShell Module cmdlets

MC316139 - Published Jan 19, 2022

Admins are unable to run some cmdlets in Microsoft Teams PowerShell Module version 3.0 and above

Title: Admins are unable to run some cmdlets in Microsoft Teams PowerShell Module version 3.0 and above

User impact: Admins are unable to run some cmdlets in Microsoft Teams PowerShell Module version 3.0 and above.

More info: Impact is limited to versions 3.0 of the Microsoft Teams PowerShell Module and newer. Admins are recommended to use the previous Teams PowerShell Module 2.6.0 version to continue using the affected cmdlets until functionality is restored.

Current status: Our investigation has determined that recently introduced portions of infrastructure aren't compatible with a subset of cmdlets, leading to impact. We're working on a new build of the Microsoft Teams Management PowerShell intended to address this incompatibility and restore functionality. The build is currently undergoing development and validation, and is expected to be deployed on April 15, 2022, at which time we'll test to ensure impact is remediated. During this time, we ask that admins revert to using PowerShell module version 2.6.0 as a temporary means.

Scope of impact: Any admin attempting to run a subset of affected cmdlets in Microsoft Teams PowerShell Module version 3.0 and above is impacted.

Estimated time to resolve: The fix is expected to complete deployment and restore cmdlet functionality by Friday, April 22, 2022.

Root cause: Recently introduced portions of infrastructure isn't compatible with a subset of cmdlets that your organization is attempting to use.

Next update by: Monday, March 28, 2022: 3:30 PM (9:30 PM UTC)

Teams PowerShell Module - versions older than 4.x.x to be retired

MC350371 - Published Mar 31, 2022
Archive Share Copy link Mark as unread

Action required by Jun 15, 2022

Features

- ▶ Easy Graphical Interface (no PowerShell required)
- ▶ Web based (no install or server required)
- ▶ Secure SSO through Azure AD
- ▶ Single Pane of Glass Dashboard
- ▶ Direct Routing, Operator Connect and Calling Plan support
- ▶ Complete number inventory management
- ▶ Individual and Bulk User Management
- ▶ Instant Search
- ▶ Delegate operation to non-experts
- ▶ Reduce operational costs



For Operator Connect and Calling Plan

- ▶ Profiles ensure the right policies are assigned to each user
- ▶ Bulk upload allows batches or all users to be configured together without the need for PowerShell scripting
- ▶ Friendly update validation messages walk admins thru problems before they happen
- ▶ Manage numbers across addresses and locations

