

; file: EvenMoreTests.txt
; FEW 7/4/22 10:21a
;

related files also 'cloud stored' up at:

<http://www.fredewahl.com/TeamsRepair>

Dantes,

after I closed the ABE Teams Chat window then its tray icon disappeared.

I decided to re-install "TeamsSetup_c_w_.exe" on my new Laptop.

Once re-installed as "admin" the ABE Chat window did open and I was able to Chat a msg to you from the new laptop (8:47a).

If I just '_' instead of 'X' it it remained available in my tray.

I still need you as ABE MS 365 'admin' to cause my new Laptop 'Fred's' to have permanent full permissions to run ABE MS Teams Chat.

See page in this PDF from MS Support chat with Kriza Jane

showing what you need to do. Here is the link to url she recommends in that chat:

<https://docs.microsoft.com/en-us/office365/admin/contact-support-for-business-products?redirectSourcePath=%252fen-us%252farticle%252fContact-support-for-business-products-Admin-Help-32a17ca7-6fa0-4870-8a8d-e25ba4ccfd4b&view=o365-worldwide&tabs=phone>

I have included in this PDF two versions of my home Laptops 'ipconfig /all' listings, one for wifi connected case and one for hard wired ethernet connected case.

Fred E Wahl 9:48a 7/4 Mon

; file: MoreTests.txt
; FEW 7/3/22
;

followup to MS Support case 1041098458 with Kriza Jane anf Fred Wahl

2:02p 7/3 .. after closing the chat with Kriza Jane I did change connection to wired ethernet and

Re-downloaded the school/work version of Teams install "TeamsSetup_c_w_" and did

Rerun it as "administrator".

This time it did install without error.

A second Teams icon appeared in my tray which did run the account fwahl@abov..

Its icon did have a yellow warning icon in it.

When I closed that open window with 'X' that new icon disappeared from my tray

and reopening Teams (the previous icon) the work account fwahl@abo was gone.

Fred E Wahl 2:22p 7/3 Sun

Thank you for letting me know.

Kriza Jane

July 3, 2022, 1:00 pm

do we have to uninstall the old teams before trying to install the new one ?

Customer

July 3, 2022, 1:01 pm

Here's what we are going to do instead.

Kriza Jane

July 3, 2022, 1:03 pm

Since we are unable to download the right version of Teams app to access your Work account, all you need is to reach out your Admin to request permission or allowed your sign in preferences on your Windows 11 device.

Kriza Jane

July 3, 2022, 1:04 pm

If incase the issue still persist and this needs an escalation, your Work Admin must need to contact our Teams for Business support through this link:

Kriza Jane

July 3, 2022, 1:06 pm

<https://docs.microsoft.com/en-us/office365/admin/contact-support-for-business-products?redirectSourcePath=%252fen-us%252farticle%252fContact-support-for-business-products-Admin-Help-32a17ca7-6fa0-4870-8a8d-e25ba4ccfd4b&view=o365-worldwide&tabs=phone>

Kriza Jane

July 3, 2022, 1:06 pm

I was hoping to get this solved today. My work Admin is often non available.

Customer

July 3, 2022, 1:07 pm

<https://support.microsoft.com/contactus>

By the way, please take note of the case number that I have created for you: 1041098458 for this chat.

Kriza Jane

July 3, 2022, 1:07 pm

case number
MS Support

thanks. I need to keep a copy of this full chat.

Customer

July 3, 2022, 1:08 pm

Microsoft Windows [Version 10.0.22000.739]
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C:\windows\system32>ipconfig /all

Windows IP Configuration

Host Name : Freds
Primary Dns Suffix :
Node Type : Hybrid
IP Routing Enabled. : No
WINS Proxy Enabled. : No
DNS Suffix Search List. : hsd1.ca.comcast.net

Ethernet adapter Ethernet 2:

Media State : Media disconnected
Connection-specific DNS Suffix . :
Description : ExpressVPN TAP Adapter
Physical Address. : 00-FF-49-27-B6-E2
DHCP Enabled. : Yes
Autoconfiguration Enabled : Yes

Unknown adapter Local Area Connection:

Media State : Media disconnected
Connection-specific DNS Suffix . :
Description : ExpressVPN Wintun Driver
Physical Address. :
DHCP Enabled. : No
Autoconfiguration Enabled : Yes

Wireless LAN adapter Local Area Connection* 1:

Media State : Media disconnected
Connection-specific DNS Suffix . :
Description : Microsoft Wi-Fi Direct Virtual Adapter
Physical Address. : 7C-21-4A-3D-27-65
DHCP Enabled. : Yes
Autoconfiguration Enabled : Yes

Wireless LAN adapter Local Area Connection* 2:

Media State : Media disconnected
Connection-specific DNS Suffix . :
Description : Microsoft Wi-Fi Direct Virtual Adapter #2
Physical Address. : 7E-21-4A-3D-27-64
DHCP Enabled. : No
Autoconfiguration Enabled : Yes

Wireless LAN adapter Wi-Fi:

Connection-specific DNS Suffix . : hsd1.ca.comcast.net

Description : Intel(R) Wi-Fi 6 AX201 160MHz
Physical Address. : 7C-21-4A-3D-27-64
DHCP Enabled. : Yes
Autoconfiguration Enabled : Yes
IPv6 Address. : 2601:647:4100:2f60::a582(Preferred)
Lease Obtained. : Sunday, July 3, 2022 2:49:51 PM
Lease Expires : Wednesday, July 6, 2022 1:29:00 PM
IPv6 Address. : 2601:647:4100:2f60:cce8:3b78:c01c:1fc3(Preferred)
Temporary IPv6 Address. : 2601:647:4100:2f60:90de:7e8e:c19f:1041(Preferred)
Link-local IPv6 Address : fe80::cce8:3b78:c01c:1fc3%19(Preferred)
IPv4 Address. : 10.0.0.104(Preferred)
Subnet Mask : 255.255.255.0
Lease Obtained. : Sunday, July 3, 2022 2:49:51 PM
Lease Expires : Tuesday, July 5, 2022 2:49:52 PM
Default Gateway : fe80::aa70:5dff:fe67:fd2a%19
 10.0.0.1
DHCP Server : 10.0.0.1
DHCPv6 IAID : 192684362
DHCPv6 Client DUID. : 00-01-00-01-29-C4-B2-2D-0C-37-96-66-6D-BD
DNS Servers : 2001:558:feed::1
 2001:558:feed::2
 75.75.75.75
 75.75.76.76
NetBIOS over Tcpip. : Enabled

Ethernet adapter Bluetooth Network Connection:

Media State : Media disconnected
Connection-specific DNS Suffix . :
Description : Bluetooth Device (Personal Area Network)
Physical Address. : 7C-21-4A-3D-27-68
DHCP Enabled. : Yes
Autoconfiguration Enabled : Yes

C:\windows\system32>

Microsoft Windows [Version 10.0.22000.739]
(c) Microsoft Corporation. All rights reserved.

C:\windows\system32>ipconfig /all

Windows IP Configuration

Host Name : Freds
Primary Dns Suffix :
Node Type : Hybrid
IP Routing Enabled. : No
WINS Proxy Enabled. : No
DNS Suffix Search List. : hsd1.ca.comcast.net

Ethernet adapter Ethernet 2:

Media State : Media disconnected
Connection-specific DNS Suffix . :
Description : ExpressVPN TAP Adapter
Physical Address. : 00-FF-49-27-B6-E2
DHCP Enabled. : Yes
Autoconfiguration Enabled : Yes

Unknown adapter Local Area Connection:

Media State : Media disconnected
Connection-specific DNS Suffix . :
Description : ExpressVPN Wintun Driver
Physical Address. :
DHCP Enabled. : No
Autoconfiguration Enabled : Yes

Ethernet adapter Ethernet 3:

Connection-specific DNS Suffix . : hsd1.ca.comcast.net
Description : ASIX AX88179 USB 3.0 to Gigabit Ethernet Adapter
Physical Address. : 7C-C2-C6-35-38-7C
DHCP Enabled. : Yes
Autoconfiguration Enabled : Yes
IPv6 Address. : 2601:647:4100:2f60::cf79(Preferred)
Lease Obtained. : Monday, July 4, 2022 8:57:35 AM
Lease Expires : Thursday, July 7, 2022 1:44:53 PM
IPv6 Address. : 2601:647:4100:2f60:945c:675:be9b:ad92(Preferred)
Temporary IPv6 Address. : 2601:647:4100:2f60:cdc0:ec6d:ec4b:2ba4(Preferred)
Link-local IPv6 Address : fe80::945c:675:be9b:ad92%22(Preferred)
IPv4 Address. : 10.0.0.55(Preferred)
Subnet Mask : 255.255.255.0
Lease Obtained. : Monday, July 4, 2022 8:57:33 AM
Lease Expires : Wednesday, July 6, 2022 8:57:33 AM
Default Gateway : fe80::aa70:5dff:fe67:fd2a%22
10.0.0.1
DHCP Server : 10.0.0.1
DHCPv6 IAID : 729596614

DHCPv6 Client DUID. : 00-01-00-01-29-C4-B2-2D-0C-37-96-66-6D-BD
DNS Servers : 2001:558:feed::1
 2001:558:feed::2
 75.75.75.75
 75.75.76.76
NetBIOS over Tcpi. : Enabled

Wireless LAN adapter Local Area Connection* 1:

Media State : Media disconnected
Connection-specific DNS Suffix . :
Description : Microsoft Wi-Fi Direct Virtual Adapter
Physical Address. : 7C-21-4A-3D-27-65
DHCP Enabled. : Yes
Autoconfiguration Enabled : Yes

Wireless LAN adapter Local Area Connection* 2:

Media State : Media disconnected
Connection-specific DNS Suffix . :
Description : Microsoft Wi-Fi Direct Virtual Adapter #2
Physical Address. : 7E-21-4A-3D-27-64
DHCP Enabled. : No
Autoconfiguration Enabled : Yes

Wireless LAN adapter Wi-Fi:

Media State : Media disconnected
Connection-specific DNS Suffix . : hsd1.ca.comcast.net
Description : Intel(R) Wi-Fi 6 AX201 160MHz
Physical Address. : 7C-21-4A-3D-27-64
DHCP Enabled. : Yes
Autoconfiguration Enabled : Yes

Ethernet adapter Bluetooth Network Connection:

Media State : Media disconnected
Connection-specific DNS Suffix . :
Description : Bluetooth Device (Personal Area Network)
Physical Address. : 7C-21-4A-3D-27-68
DHCP Enabled. : Yes
Autoconfiguration Enabled : Yes

C:\windows\system32>