

The troubleshooting guide

Overview:

If the account is displayed on the client side and the login interface is popped up after the account is logged in, perform the following operations:

1. Export the log and record the time point
2. According to the different error reports in the log, it can be divided into the following two situations. The detailed troubleshooting plan is shown below

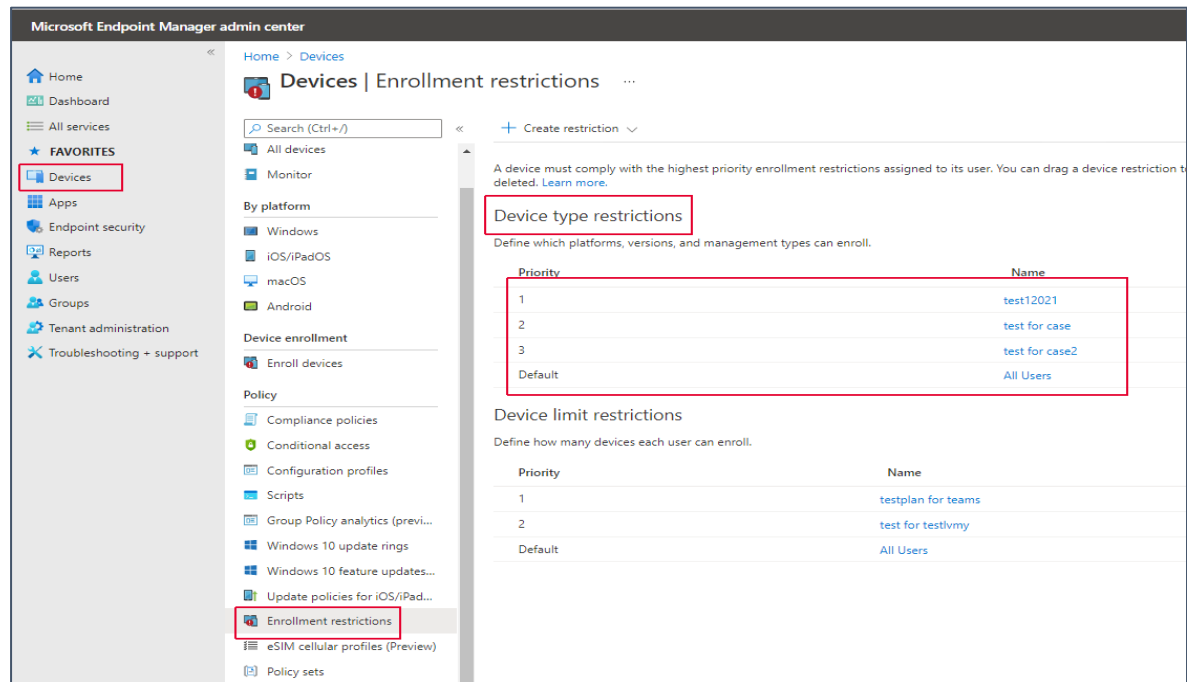
一、Device type restriction

1. Export the log and search for the keyword "failurereason" near the time when the record appears. If the word "FailureReason[100]" appears, it is judged that there is a device type restriction, as shown in the following figure:

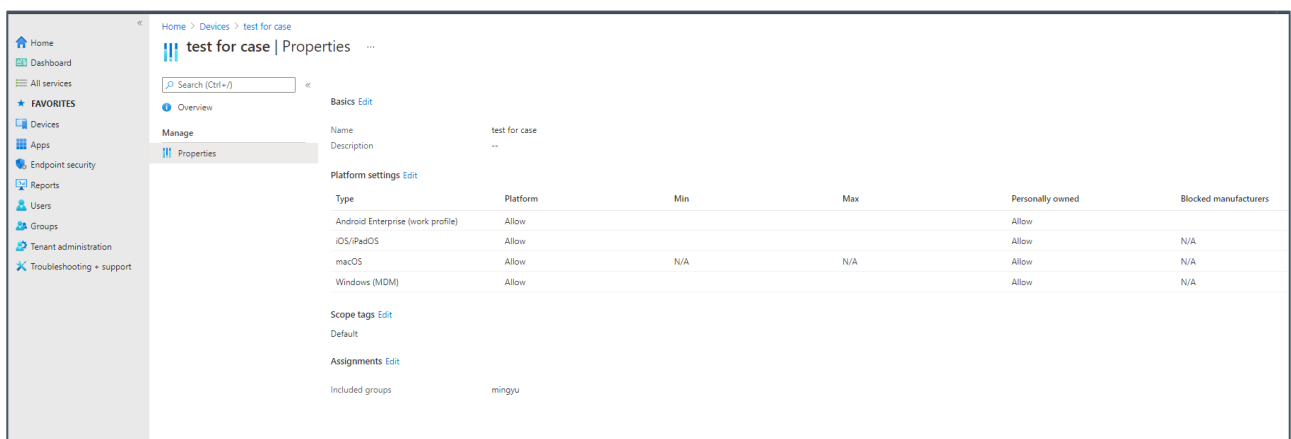
```
<134>Aug 18 09:06:31 GUI [1231:12178]: ANDR<6+info > 30722 30722 I IPPhoneBroadcast: ProcessId: 30722, Thread: main, Action: com.microsoft.skype.teams.ipphone.AFP_USER_STATE intentDatas: [Pair(SIGNED_IN 1), Pair(IS_CAP
<134>Aug 18 09:06:31 GUI [1231:12178]: ANDR<6+info > 2040 2040 D TeamsStateHelper: setIsHotDeskingUser: false
<134>Aug 18 09:06:31 GUI [1231:12178]: ANDR<6+info > 2040 2040 I HotDeskingManager: saveLastUserRole:1
<134>Aug 18 09:06:31 GUI [1231:12178]: ANDR<6+info > 2040 2040 D TeamsBroadcastListener: It has signed in already and no need to update it again
<134>Aug 18 09:06:31 GUI [1231:12178]: ANDR<6+info > 2040 2040 D TeamsStateHelper: mIsInCall:false mIsIncoming:false mIsMuted:false mHasMissedCall:false mIsSignIn:true isDialTonePlaying:false
<134>Aug 18 09:06:31 GUI [1231:12178]: ANDR<6+info > 2040 2040 I IPPhoneBroadcast: ProcessId: 30722, Thread: main, Sent broadcast intent to admin agent. action: com.microsoft.teams.ipphone.admin.agent.CURRENT_LOGIN_USH
<134>Aug 18 09:06:31 GUI [1231:12178]: ANDR<6+info > 30722 30722 I ProximityJoinBeaconService: ProcessId: 30722, Thread: main, onReceive action: com.microsoft.skype.teams.ipphone.AFP_USER_STATE
<134>Aug 18 09:06:31 GUI [1231:12178]: ANDR<6+info > 3107 3107 I LogonUserWatcher: received com.microsoft.teams.ipphone.admin.agent.CURRENT_LOGIN_USH
<134>Aug 18 09:06:31 GUI [1231:12178]: ANDR<6+info > 3107 3107 I LogonUserWatcher: userInfo : {"authenticateUsers":[{"accountType":"ENTERPRISE","cloudType":"PUBLIC_CLOUD","loginMode":"REGULAR","usageMode":"personalUser
<134>Aug 18 09:06:31 GUI [1231:12178]: ANDR<6+info > 3107 3107 I LogonUserWatcher: ("usageMode":"personalUser","userId":"e24b6c5f-64aa-422b-b93e-359bcd81bd8d") is the same as current ("usageMode":"personalUser","userId
<134>Aug 18 09:06:31 GUI [1231:12178]: ANDR<6+info > 3107 3107 I LogonUserWatcher: e24b6c5f-64aa-422b-b93e-359bcd81bd8d is the same as current e24b6c5f-64aa-422b-b93e-359bcd81bd8d
<134>Aug 18 09:06:31 GUI [1231:12178]: ANDR<6+info > 30722 30722 I IPPhoneCompanyPortalReceiver: ProcessId: 30722, Thread: main, Received Action: com.microsoft.skype.teams.ipphone.NOTIFY_STATUS , CompanyPortalReasonCode
<134>Aug 18 09:06:31 GUI [1231:12178]: ANDR<6+info > 30722 30722 I AuthorizationUtilities: ProcessId: 30722, Thread: main, isReAuthScenario : userObjectId[e24b6c5f-64aa-422b-b93e-359bcd81bd8d], isPrimaryResourceTokenInV
<134>Aug 18 09:06:31 GUI [1231:12178]: ANDR<6+info > 30722 30722 D IPPhoneCompanyPortalReceiver: ProcessId: 30722, Thread: main, isUserObjectId empty: false is userPrincipalName empty: false is tenantId empty: false
<131>Aug 18 09:06:31 GUI [1231:12178]: ANDR<3+error > 30722 30722 E EnrollmentProcessor: ProcessId: 30722, Thread: main, FailureReason[100]: Failure after enrollment, un-enrolling
<134>Aug 18 09:06:31 GUI [1231:12178]: ANDR<6+info > 1240 4971 I ActivityManager: START u0 (flag=0x10080000 cmp=com.microsoft.windowsintune.companyportal/.views.DismissAppActivity) from uid 10032
<134>Aug 18 09:06:31 GUI [1231:12178]: ANDR<6+info > 1240 4971 I am_finish_activity: [0,62748289,25,com.microsoft.windowsintune.companyportal/.views.DismissAppActivity,clear-task-all]
<134>Aug 18 09:06:31 GUI [1231:12178]: ANDR<6+info > 1240 4971 I am_destroy_activity: [0,62748289,25,com.microsoft.windowsintune.companyportal/.views.DismissAppActivity,finish-immifinishActivityLocked]
<134>Aug 18 09:06:31 GUI [1231:12178]: ANDR<6+info > 1240 4971 I am_finish_activity: [0,140205052,25,com.microsoft.windowsintune.companyportal/.views.CompanyAccessNavigatorActivity,clear-task-all]
<134>Aug 18 09:06:31 GUI [1231:12178]: ANDR<6+info > 1240 4971 I am_destroy_activity: [0,140205052,25,com.microsoft.windowsintune.companyportal/.views.CompanyAccessNavigatorActivity,finish-immifinishActivityLocked]
<134>Aug 18 09:06:31 GUI [1231:12178]: ANDR<6+info > 1240 4971 I am_finish_activity: [0,210592531,25,com.microsoft.windowsintune.companyportal/.views.EnrollmentActivity,clear-task-all]
<134>Aug 18 09:06:31 GUI [1231:12178]: ANDR<6+info > 3039 3039 I am_on_destroy_called: [0,com.microsoft.windowsintune.companyportal.views.CompanyAccessNavigatorActivity,performDestroy]
<134>Aug 18 09:06:31 GUI [1231:12178]: ANDR<6+info > 1240 4971 I am_focused_stack: [0,0,20,finishActivity adjustFocus]
<134>Aug 18 09:06:31 GUI [1231:12178]: ANDR<6+info > 1240 4971 I am_task_moved: [16,0,2147483647]
<134>Aug 18 09:06:31 GUI [1231:12178]: ANDR<6+info > 2040 2056 D ApplicationObserver: onResumeUpdate: com.microsoft.skype.teams.ipphone
<134>Aug 18 09:06:31 GUI [1231:12178]: ANDR<6+info > 2040 2336 GotoHomeHelper: onResumeUpdate com.microsoft.skype.teams.ipphone
<134>Aug 18 09:06:31 GUI [1231:12178]: ANDR<6+info > 1240 4971 I am_pause_activity: [0,210592531,com.microsoft.windowsintune.companyportal/.views.EnrollmentActivity,userLeaving=false]
<134>Aug 18 09:06:31 GUI [1231:12178]: ANDR<6+info > 1240 4971 I am_focused_stack: [0,20,0,reuseOrCreateNewTask]
<134>Aug 18 09:06:31 GUI [1231:12178]: ANDR<6+info > 1240 4971 I am_create_task: [0,25]
<134>Aug 18 09:06:31 GUI [1231:12178]: ANDR<6+info > 1240 4971 I am_create_activity: [0,67839105,25,com.microsoft.windowsintune.companyportal/.views.DismissAppActivity,NULL,NULL,NULL,276856832]
<134>Aug 18 09:06:31 GUI [1231:12178]: ANDR<6+info > 1240 4971 I am_task_moved: [25,0,2147483647]
<134>Aug 18 09:06:31 GUI [1231:12178]: ANDR<6+info > 3039 3039 I am_on_paused_called: [0,com.microsoft.windowsintune.companyportal.views.EnrollmentActivity,performPause]
<131>Aug 18 09:06:31 GUI [1231:12178]: ANDR<3+error > 1240 4971 E ActivityManager: [Yealink] still resume when lock
<131>Aug 18 09:06:31 GUI [1231:12178]: ANDR<3+error > 1240 4971 E ActivityManager: getPackagePerformanceMode-ComponentInfo[com.microsoft.windowsintune.companyportal/com.microsoft.windowsintune.companyportal.views.Dismi
<131>Aug 18 09:06:31 GUI [1231:12178]: ANDR<3+error > 1240 4971 E ActivityManager: [Yealink] still resume when lock
<134>Aug 18 09:06:31 GUI [1231:12178]: ANDR<6+info > 1240 5650 Y ActivityManager: START u0 (flag=0x10080000 cmp=com.microsoft.skype.teams.ipphone/com.microsoft.skype.teams.admin.agent.CURRENT_LOGIN_USH intentDatas: [Pair(SIGNED_IN 1), Pair(IS_CAP
```

Ask the customer to do the following:

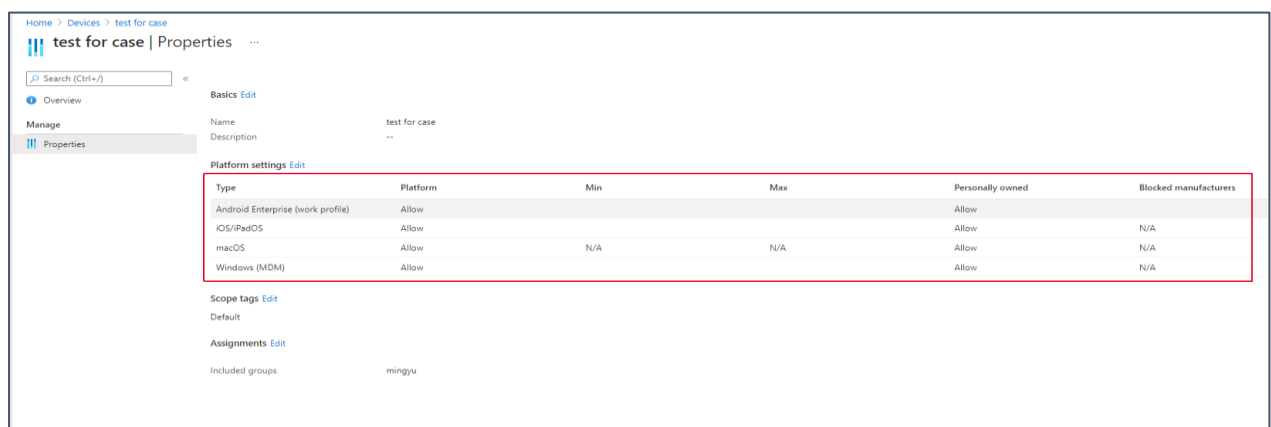
1. Visit Microsoft Endpoint Manager admin center:
<https://endpoint.microsoft.com/?ref=AdminCenter#home>
2. Choose "Device-->Enrollment restrictions", and you can see the "Device type restriction"



3. Check the restriction status of each strategy, take "test for case" as an example, click on the strategy to enter the details interface, and switch to the "Properties" page



4. From "Properties", Check platform setting contains "Android device administrator", If



not, you can click “Edit”

- From “Platform settings”, adjust “Android device administrator” “Platform” and “Personally owned” to “Allow”, save the setting

Home > Devices > test for case >

Edit restriction

Device type restriction

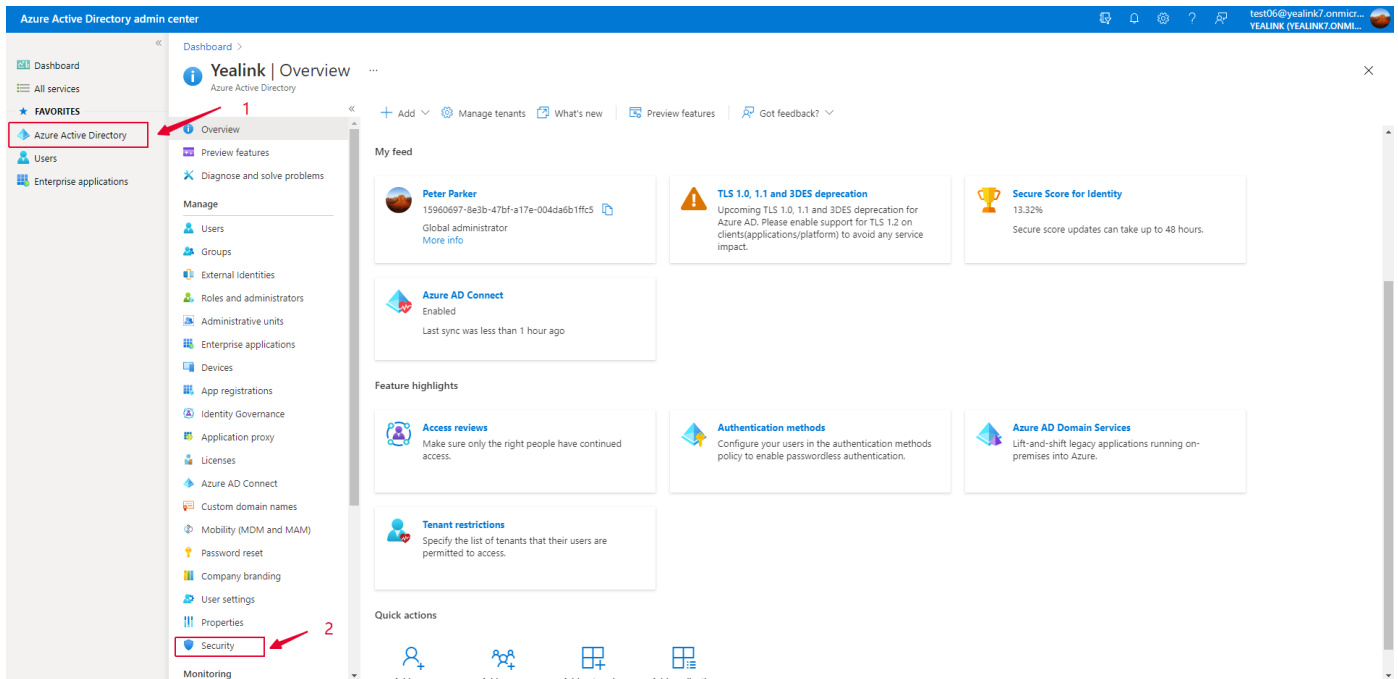
1 Platform settings 2 Review + save

Specify the platform configuration restrictions that must be met for a device to enroll. Use compliance policies to restrict devices after enrollment. Define versions as major.minor.build. Version restrictions only apply to devices enrolled with the Company Portal. Intune classifies devices as personally-owned by default. Additional action is required to classify devices as corporate-owned. [Learn more.](#)

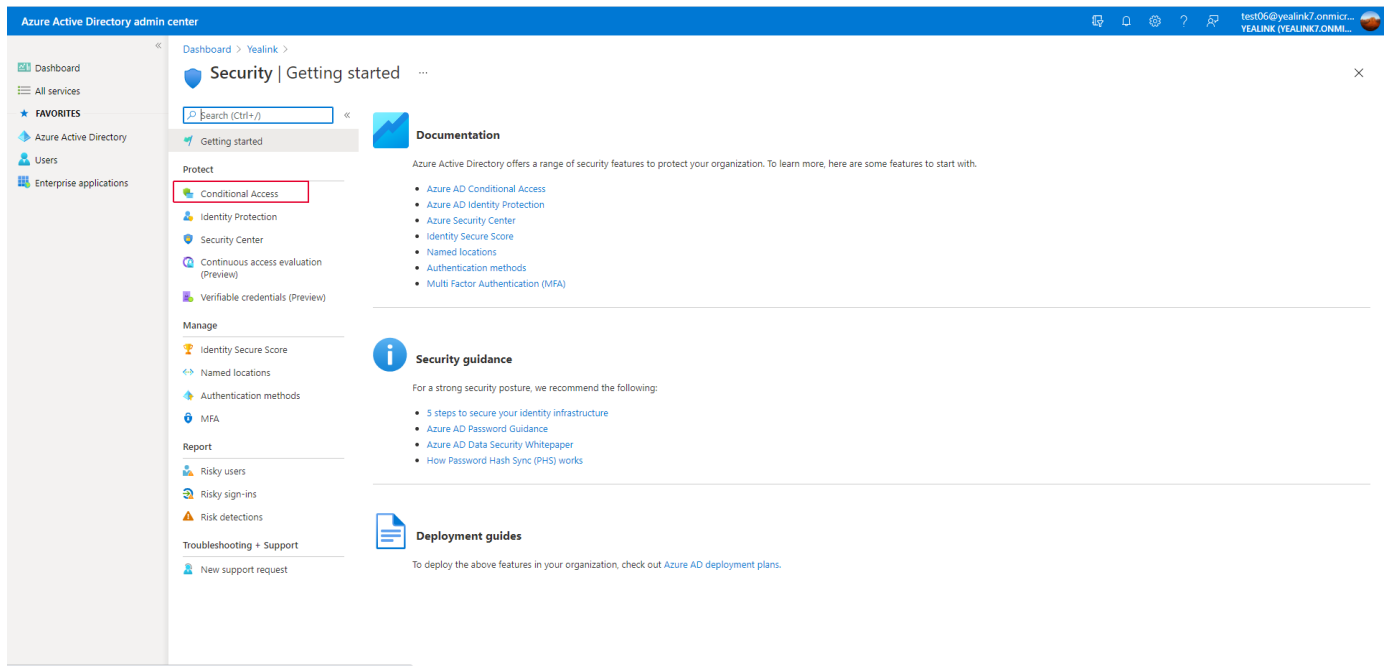
Type	Platform	versions	Personally owned	Device manufacturer
Android Enterprise (work profile)	<input type="button" value="Allow"/> <input type="button" value="Block"/>	Allow min/max range: <input type="text"/> Min <input type="text"/> Max	<input type="button" value="Allow"/> <input type="button" value="Block"/>	<input type="text" value="Manufacturer name here"/>
Android device administrator	<input type="button" value="Allow"/> <input type="button" value="Block"/>	Allow min/max range: <input type="text"/> Min <input type="text"/> Max	<input type="button" value="Allow"/> <input type="button" value="Block"/>	<input type="text" value="Manufacturer name here"/>
iOS/iPadOS	<input type="button" value="Allow"/> <input type="button" value="Block"/>	Allow min/max range: <input type="text"/> Min <input type="text"/> Max	<input type="button" value="Allow"/> <input type="button" value="Block"/>	Restriction not supported
macOS	<input type="button" value="Allow"/> <input type="button" value="Block"/>	Restriction not supported	<input type="button" value="Allow"/> <input type="button" value="Block"/>	Restriction not supported
Windows (MDM) ⓘ	<input type="button" value="Allow"/> <input type="button" value="Block"/>	Allow min/max range: <input type="text"/> Min <input type="text"/> Max	<input type="button" value="Allow"/> <input type="button" value="Block"/>	Restriction not supported

6. If the above restrictions are not set, please visit: <https://aad.portal.azure.com> and log in with an administrator account:

Select Azure Active Directory -> Security



7. Select Conditional Access



8. Check whether there is currently a policy that restricts the login of the phone

Azure Active Directory admin center

test06@yealink7.onmicr...
YEALINK (YEALINK7.ONML...

Dashboard > Yealink > Security >

Conditional Access | Policies

+ New policy | What if | Refresh | Got feedback?

Search policies | Add filters

11 out of 11 policies found

Policy Name ↑↓	State ↑↓	Creation Date ↑↓	Modified Date ↑↓
MFA-yealink-SFB	Off		8/13/2020, 4:50:12 PM ...
test 1030	Off		...
YEALINK-TEAMS	On		3/11/2021, 11:22:58 AM ...
MFA-mike.chen	On	10/14/2020, 3:25:34 PM	...
mingyu	Off		2/19/2021, 1:34:56 PM ...
uploadblock	Off	1/4/2021, 10:47:01 AM	2/19/2021, 1:34:27 PM ...
ada test	On	2/20/2021, 10:39:24 AM	3/9/2021, 5:05:56 PM ...
test for signin	On	3/16/2021, 8:37:04 PM	3/16/2021, 8:54:51 PM ...
test for gao	On	4/1/2021, 8:47:56 PM	4/8/2021, 8:53:25 AM ...
lvmydemo	On	4/21/2021, 4:22:54 PM	4/21/2021, 4:28:15 PM ...
Jackson_test	On	5/17/2021, 9:44:28 AM	...

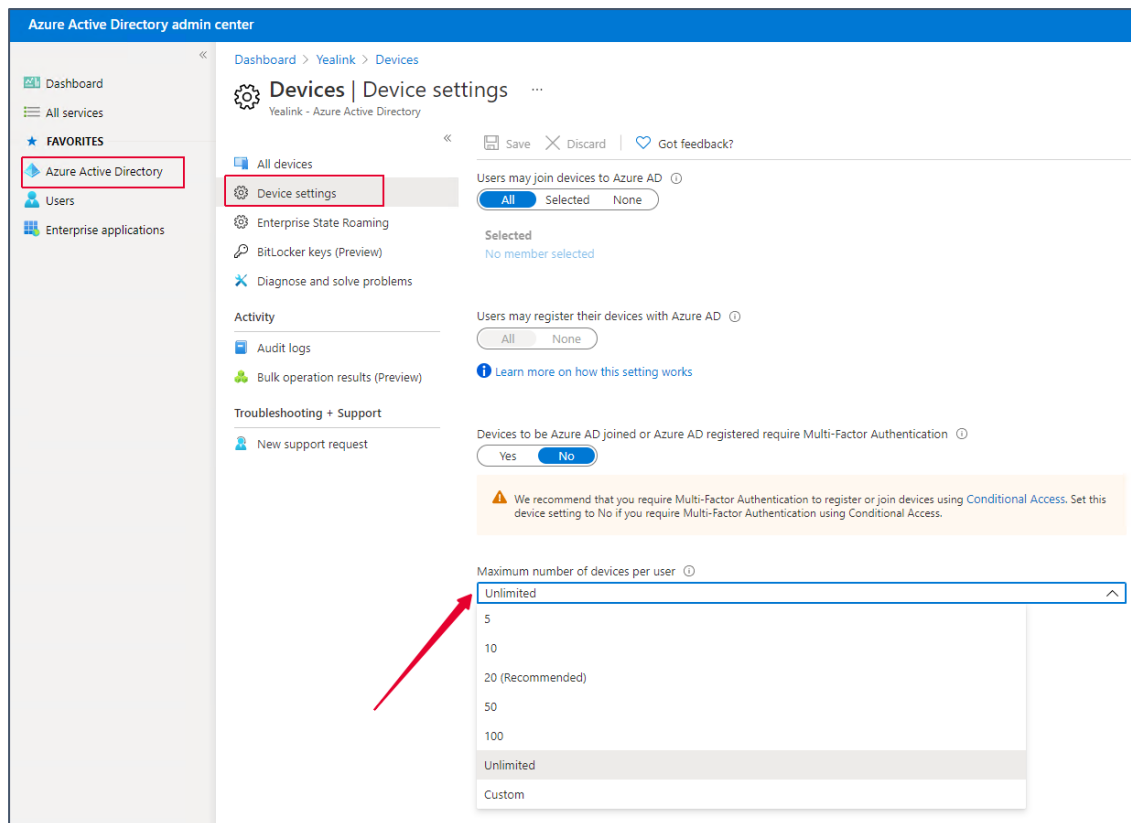
二、Device number limit

1. Export the log and search for the keyword "failurereason". If the word "FailureReason[102]" appears, it is judged that there is a limit on the number of devices, as shown in the figure below:

```
907 <194-Aug-18 08:51:23 OUT [1231:1278]: ANDR-64info > 918 918 I chatty : uid=1017(keystore) /system/bin/keystore identical 1 line
908 <194-Aug-18 08:51:23 OUT [1231:1278]: ANDR-64info > 918 918 I keystore: 0
909 <194-Aug-18 08:51:23 OUT [1231:1278]: ANDR-64info > 1240 1273 I AccountManagerService: the accounts changed, sending broadcast of android.accounts.LOGIN_ACCOUNTS_CHANGED
910 <194-Aug-18 08:51:24 OUT [1231:1278]: ANDR-64info > 30722 30722 I IPhoneCompanyPortalReceiver: ProcessId: 30722, Thread: main, Received Action: com.microsoft.skye.teams.iphone.NOTIFY_STATUS , CompanyPortalReasonCode 4, Compa
911 <194-Aug-18 08:51:24 OUT [1231:1278]: ANDR-64info > 30722 30722 I AuthenticationUtilities: ProcessId: 30722, Thread: main, isAuthSuccess: user is null
912 <194-Aug-18 08:51:24 OUT [1231:1278]: ANDR-64info > 30722 30722 I IPhoneCompanyPortalReceiver: ProcessId: 30722, Thread: main, isUserPrincipalName empty: false is tenantId empty: false
913 <194-Aug-18 08:51:24 OUT [1231:1278]: ANDR-64info > 30722 30722 I IPhoneCompanyPortalReceiver: ProcessId: 30722, Thread: main, Created Authenticated User
914 <194-Aug-18 08:51:24 OUT [1231:1278]: ANDR-64info > 1240 2455 I ActivityManager: START u0 (file:///data/app/org-com-microsoft-windowsintune-companyportal-views-DismissAppActivity: from uid 10092
915 <194-Aug-18 08:51:24 OUT [1231:1278]: ANDR-64info > 1240 2455 I am_finish_activity: [0,226123277,25,com.microsoft.windowsintune.companyportal.views.CompanyAccessNavigatorActivity,clear-task=all]
916 <194-Aug-18 08:51:24 OUT [1231:1278]: ANDR-64info > 1240 2455 I am_destroy_activity: [0,226123277,25,com.microsoft.windowsintune.companyportal.views.CompanyAccessNavigatorActivity,finish=imm,finishActivityLocked]
917 <194-Aug-18 08:51:24 OUT [1231:1278]: ANDR-64info > 1240 2455 I am_finish_activity: [0,7646246,25,com.microsoft.windowsintune.companyportal.views.EnrollmentActivity,clear-task=all]
918 <194-Aug-18 08:51:24 OUT [1231:1278]: ANDR-64info > 1240 2455 I am_focused_stack: [0,0,20,finishActivity adjustFocus]
919 <194-Aug-18 08:51:24 OUT [1231:1278]: ANDR-64info > 1240 2455 I vm_task_moved: [16,0,2147483647]
920 <194-Aug-18 08:51:24 OUT [1231:1278]: ANDR-64info > 1240 2455 I am_pause_activity: [0,7646246,com.microsoft.windowsintune.companyportal.views.EnrollmentActivity,userLeaving=false]
921 <194-Aug-18 08:51:24 OUT [1231:1278]: ANDR-64info > 2040 2334 I ApplicationObserver: onResumeUpdate: com.microsoft.skye.teams.iphone
922 <194-Aug-18 08:51:24 OUT [1231:1278]: ANDR-64info > 2040 2334 I SplashScreenHelper: onResumeUpdate: com.microsoft.skye.teams.iphone
923 <194-Aug-18 08:51:24 OUT [1231:1278]: ANDR-64info > 1240 2455 I am_focused_stack: [0,20,0,reuseOldNewTask]
924 <194-Aug-18 08:51:24 OUT [1231:1278]: ANDR-64info > 1240 2455 I am_create_task: [0,25]
925 <194-Aug-18 08:51:24 OUT [1231:1278]: ANDR-64info > 1240 2455 I am_create_activity: [0,627482289,25,com.microsoft.windowsintune.companyportal.views.DismissAppActivity,WULL,WULL,WULL,274656932]
926 <194-Aug-18 08:51:24 OUT [1231:1278]: ANDR-64info > 1240 2455 I vm_task_moved: [25,0,2147483647]
927 <194-Aug-18 08:51:24 OUT [1231:1278]: ANDR-64info > 1240 2455 I ActivityManager: [Twaliak] still resume when lock
928 <194-Aug-18 08:51:24 OUT [1231:1278]: ANDR-64info > 1240 2455 I ActivityManager: [Twaliak] still resume when lock
929 <194-Aug-18 08:51:24 OUT [1231:1278]: ANDR-64info > 1240 2455 I ActivityManager: [Twaliak] still resume when lock
930 <194-Aug-18 08:51:24 OUT [1231:1278]: ANDR-64info > 1240 1310 I sylvia_multi_action: [757,503,799,window_time_0,802,9]
931 <194-Aug-18 08:51:24 OUT [1231:1278]: ANDR-64info > 1240 1310 I sylvia_count: [window_time_0,9]
932 <194-Aug-18 08:51:24 OUT [1231:1278]: ANDR-64info > 1240 1310 I sylvia_multi_action: [757,503,799,window_time_0,802,9]
933 <194-Aug-18 08:51:24 OUT [1231:1278]: ANDR-64info > 30722 30722 I EnrollmentProcessor: ProcessId: 30722, Thread: main, FailureReason[102]: Failure after enrollment, un-enrolling
934 <194-Aug-18 08:51:24 OUT [1231:1278]: ANDR-64info > 3039 3039 I am_on_destroy_called: [0,com.microsoft.windowsintune.companyportal.views.EnrollmentActivity,performDeepest]
935 <194-Aug-18 08:51:24 OUT [1231:1278]: ANDR-64info > 1240 2455 I ActivityManager: [Twaliak] still resume when lock
936 <194-Aug-18 08:51:24 OUT [1231:1278]: ANDR-64info > 1240 2455 I ActivityManager: START u0 (file:///data/app/org-com-microsoft-skye.teams.iphone/com.microsoft.skye.teams.devices.activities.login.DevicesLoginActivity,has extra
937 <194-Aug-18 08:51:24 OUT [1231:1278]: ANDR-64info > 1240 2455 I am_focused_stack: [0,0,20,autoActivityFound]
938 <194-Aug-18 08:51:24 OUT [1231:1278]: ANDR-64info > 1240 2455 I am_finish_activity: [0,217854242,16,com.microsoft.skye.teams.iphone/com.microsoft.skye.teams.devices.activities.login.DevicesLoginActivity,clear-task=all]
939 <194-Aug-18 08:51:24 OUT [1231:1278]: ANDR-64info > 1240 2455 I am_destroy_activity: [0,217854242,16,com.microsoft.skye.teams.iphone/com.microsoft.skye.teams.devices.activities.login.DevicesLoginActivity,finish=imm,finishAc
940 <194-Aug-18 08:51:24 OUT [1231:1278]: ANDR-64info > 3039 3039 I am_on_paused_called: [0,com.microsoft.windowsintune.companyportal.views.EnrollmentActivity,performDeepest]
941 <194-Aug-18 08:51:24 OUT [1231:1278]: ANDR-64info > 1240 2455 I am_create_task: [0,14]
942 <194-Aug-18 08:51:24 OUT [1231:1278]: ANDR-64info > 1240 2455 I am_create_activity: [0,222632882,16,com.microsoft.skye.teams.iphone/com.microsoft.skye.teams.devices.activities.login.DevicesLoginActivity,WULL,WULL,WULL,27246
943 <194-Aug-18 08:51:24 OUT [1231:1278]: ANDR-64info > 1240 2455 I vm_task_moved: [16,0,2147483647]
944 <194-Aug-18 08:51:24 OUT [1231:1278]: ANDR-64info > 1240 2455 I ActivityManager: [Twaliak] launcher still resume when lock
945 <194-Aug-18 08:51:24 OUT [1231:1278]: ANDR-64info > 1240 2455 I ActivityManager: [Twaliak] launcher still resume when lock
946 <194-Aug-18 08:51:24 OUT [1231:1278]: ANDR-64info > 1240 2455 I ActivityManager: [Twaliak] launcher still resume when lock
947 <194-Aug-18 08:51:24 OUT [1231:1278]: ANDR-64info > 1240 1273 I ActivityManager: [Twaliak] launcher still resume when lock
948 <194-Aug-18 08:51:24 OUT [1231:1278]: ANDR-64info > 1240 1273 I ActivityManager: [Twaliak] launcher still resume when lock
949 <194-Aug-18 08:51:24 OUT [1231:1278]: ANDR-64info > 1240 1310 I sylvia_multi_action: [757,503,799,window_time_0,802,9]
950 <194-Aug-18 08:51:24 OUT [1231:1278]: ANDR-64info > 1240 1310 I sylvia_count: [window_time_0,9]
951 <194-Aug-18 08:51:24 OUT [1231:1278]: ANDR-64info > 1240 1273 I ActivityManager: [Twaliak] launcher still resume when lock
952 <194-Aug-18 08:51:24 OUT [1231:1278]: ANDR-64info > 1240 3632 I ActivityManager: [Twaliak] launcher still resume when lock
953 <194-Aug-18 08:51:24 OUT [1231:1278]: ANDR-64info > 1240 3632 I ActivityManager: [Twaliak] launcher still resume when lock
954 <194-Aug-18 08:51:24 OUT [1231:1278]: ANDR-64info > 1240 3632 I ActivityManager: [Twaliak] launcher still resume when lock
955 <194-Aug-18 08:51:24 OUT [1231:1278]: ANDR-64info > 1240 3632 I ActivityManager: [Twaliak] launcher still resume when lock
956 <194-Aug-18 08:51:24 OUT [1231:1278]: ANDR-64info > 1240 3632 I ActivityManager: [Twaliak] launcher still resume when lock
957 <194-Aug-18 08:51:24 OUT [1231:1278]: ANDR-64info > 1240 3632 I ActivityManager: [Twaliak] launcher still resume when lock
958 <194-Aug-18 08:51:24 OUT [1231:1278]: ANDR-64info > 1240 3632 I ActivityManager: [Twaliak] launcher still resume when lock
959 <194-Aug-18 08:51:24 OUT [1231:1278]: ANDR-64info > 1240 3632 I ActivityManager: [Twaliak] launcher still resume when lock
960 <194-Aug-18 08:51:24 OUT [1231:1278]: ANDR-64info > 1240 3632 I ActivityManager: [Twaliak] launcher still resume when lock
961 <194-Aug-18 08:51:24 OUT [1231:1278]: ANDR-64info > 1240 3632 I ActivityManager: [Twaliak] launcher still resume when lock
962 <194-Aug-18 08:51:24 OUT [1231:1278]: ANDR-64info > 1240 3632 I ActivityManager: [Twaliak] launcher still resume when lock
963 <194-Aug-18 08:51:24 OUT [1231:1278]: ANDR-64info > 1240 3632 I ActivityManager: [Twaliak] launcher still resume when lock
964 <194-Aug-18 08:51:24 OUT [1231:1278]: ANDR-64info > 1240 3632 I ActivityManager: [Twaliak] launcher still resume when lock
965 <194-Aug-18 08:51:24 OUT [1231:1278]: ANDR-64info > 1240 3632 I ActivityManager: [Twaliak] launcher still resume when lock
966 <194-Aug-18 08:51:24 OUT [1231:1278]: ANDR-64info > 1240 3632 I ActivityManager: [Twaliak] launcher still resume when lock
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969 <194-Aug-18 08:51:24 OUT [1231:1278]: ANDR-64info > 1240 3632 I ActivityManager: [Twaliak] launcher still resume when lock
970 <194-Aug-18 08:51:24 OUT [1231:1278]: ANDR-64info > 1240 3632 I ActivityManager: [Twaliak] launcher still resume when lock
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972 <194-Aug-18 08:51:24 OUT [1231:1278]: ANDR-64info > 1240 3632 I ActivityManager: [Twaliak] launcher still resume when lock
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974 <194-Aug-18 08:51:24 OUT [1231:1278]: ANDR-64info > 1240 3632 I ActivityManager: [Twaliak] launcher still resume when lock
975 <194-Aug-18 08:51:24 OUT [1231:1278]: ANDR-64info > 1240 3632 I ActivityManager: [Twaliak] launcher still resume when lock
976 <194-Aug-18 08:51:24 OUT [1231:1278]: ANDR-64info > 1240 3632 I ActivityManager: [Twaliak] launcher still resume when lock
977 <194-Aug-18 08:51:24 OUT [1231:1278]: ANDR-64info > 1240 3632 I ActivityManager: [Twaliak] launcher still resume when lock
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998 <194-Aug-18 08:51:24 OUT [1231:1278]: ANDR-64info > 1240 3632 I ActivityManager: [Twaliak] launcher still resume when lock
999 <194-Aug-18 08:51:24 OUT [1231:1278]: ANDR-64info > 1240 3632 I ActivityManager: [Twaliak] launcher still resume when lock
```

2. Azure registration restriction configuration (registration restriction for account)

Visit <https://aad.portal.azure.com/> through a browser, browse to "Azure Active Directory->Devices->Device settings", in the "Maximum number of devices per user" parameter, you can customize each The maximum number of devices that a user can register, here is unlimited, as shown in the figure:



3. Intune registration restriction configuration (for device registration management)

3.1 Visit <https://endpoint.microsoft.com/> through the browser, browse to "Devices->Enrollment restrictions", click the "Create restriction" button, and select "Device limit restriction", as shown in the figure:

Microsoft Endpoint Manager admin center

Home

Dashboard

All services

FAVORITES

Devices

Apps

Endpoint security

Reports

Users

Groups

Tenant administration

Troubleshooting + support

Home > Devices

Devices | Enrollment restrictions

Search [Ctrl+J]

+ Create restriction

Device type restriction

Device limit restriction

Overview

All devices

Monitor

By platform

Windows

iOS/iPadOS

macOS

Android

Device enrollment

Enroll devices

Policy

Compliance policies

Conditional access

Configuration profiles

Scripts

Group Policy analytics (preview)

Windows 10 update rings

Windows 10 feature updates (Pre...

Update policies for iOS/iPadOS

Enrollment restrictions

eSIM cellular profiles (Preview)

Policy sets

Other

Device clean-up rules

Device categories

Help and support

Help and support

th the highest priority enrollment restrictions assigned to its user. You can drag a device restriction to change its priority. Default restrictions are lowest pri

Device type restrictions

Define which platforms, versions, and management types can enroll.

Priority	Name
1	test12021
Default	All Users

Device limit restrictions

Define how many devices each user can enroll.

Priority	Name	Device limit
1	testplan for teams	1
2	test for testlmy	10
Default	All Users	15

3.2 On the "Basic" page, provide a name and optional description for the restriction, and select "Next", as shown in the figure:

Home > Devices >

Create restriction

Device limit restriction

1 Basics 2 Device limit 3 Scope tags 4 Assignments 5 Review + create

Name * ①

Description ①

3.3 In the "Device limit" page, select the maximum number of devices that the user can register as 15, as shown in the figure:

Home > Devices >

Create restriction

Device limit restriction

✓ Basics **2 Device limit** ③ Scope tags ④ Assignments ⑤ Review + create

Specify the maximum number of devices a user can enroll.

Device limit

15

1

2

3

4

5

6

7

8

9

10

11

12

13

14

15

3.4 In the "Scope tags" page, fill in according to the tenant's own situation, and choose not to fill in here, as shown in the figure:

Home > Devices >

Create restriction

Device limit restriction

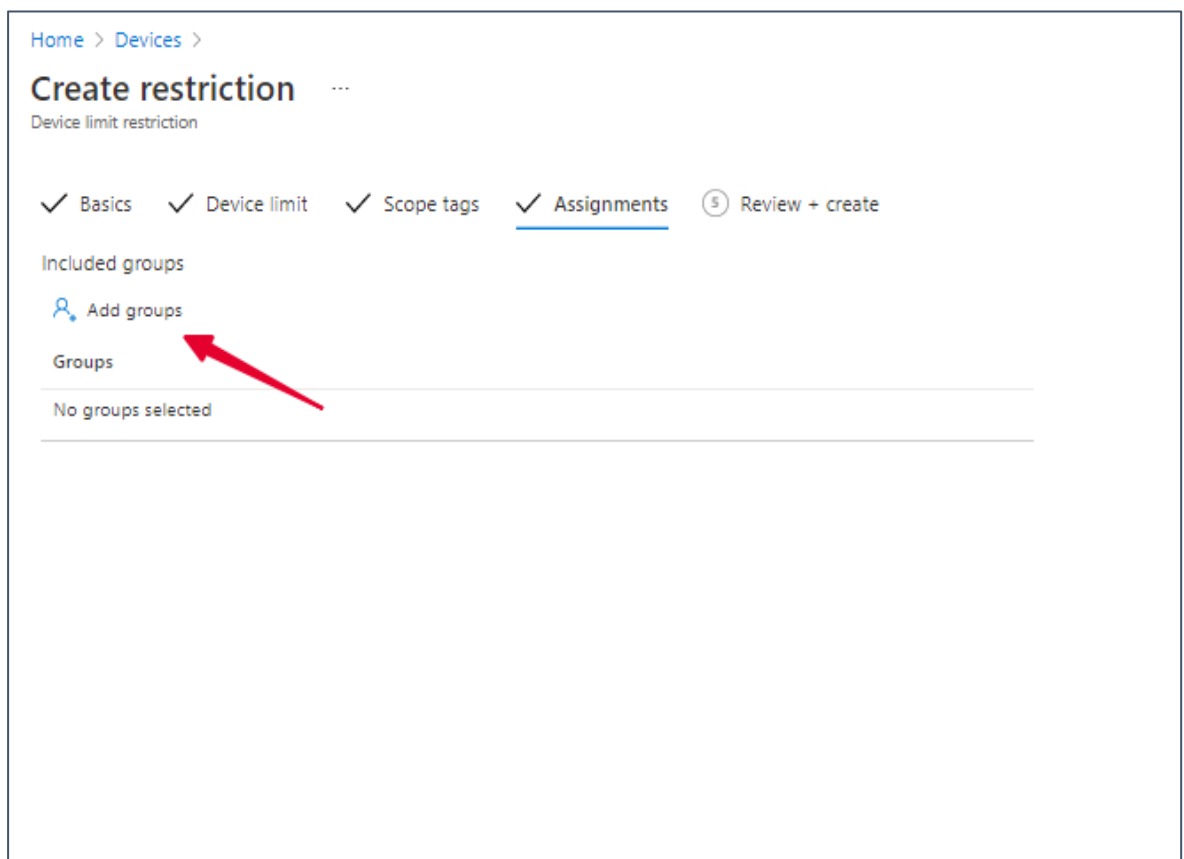
✓ Basics ✓ Device limit **③ Scope tags** ④ Assignments ⑤ Review + create

Scope tags

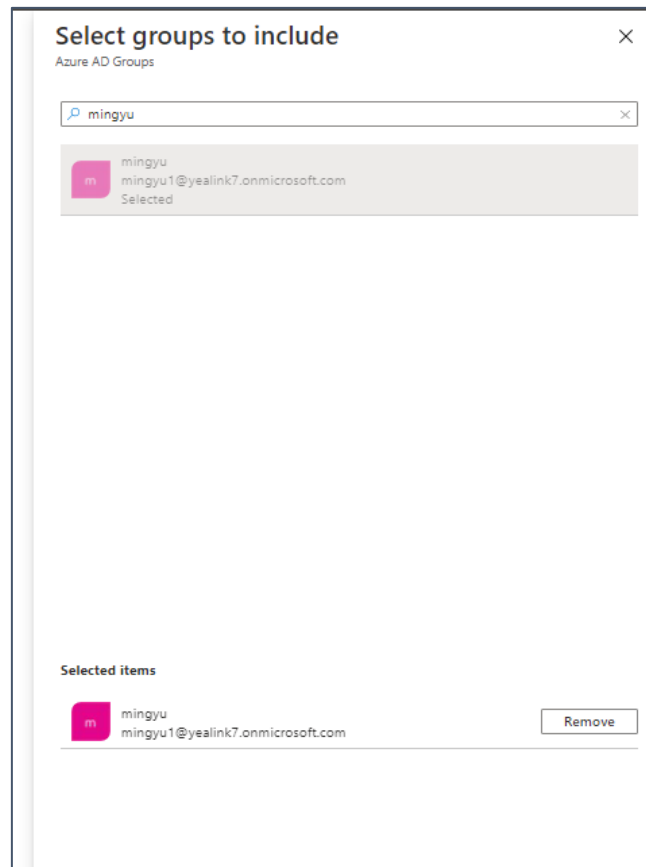
Default

+ Select scope tags

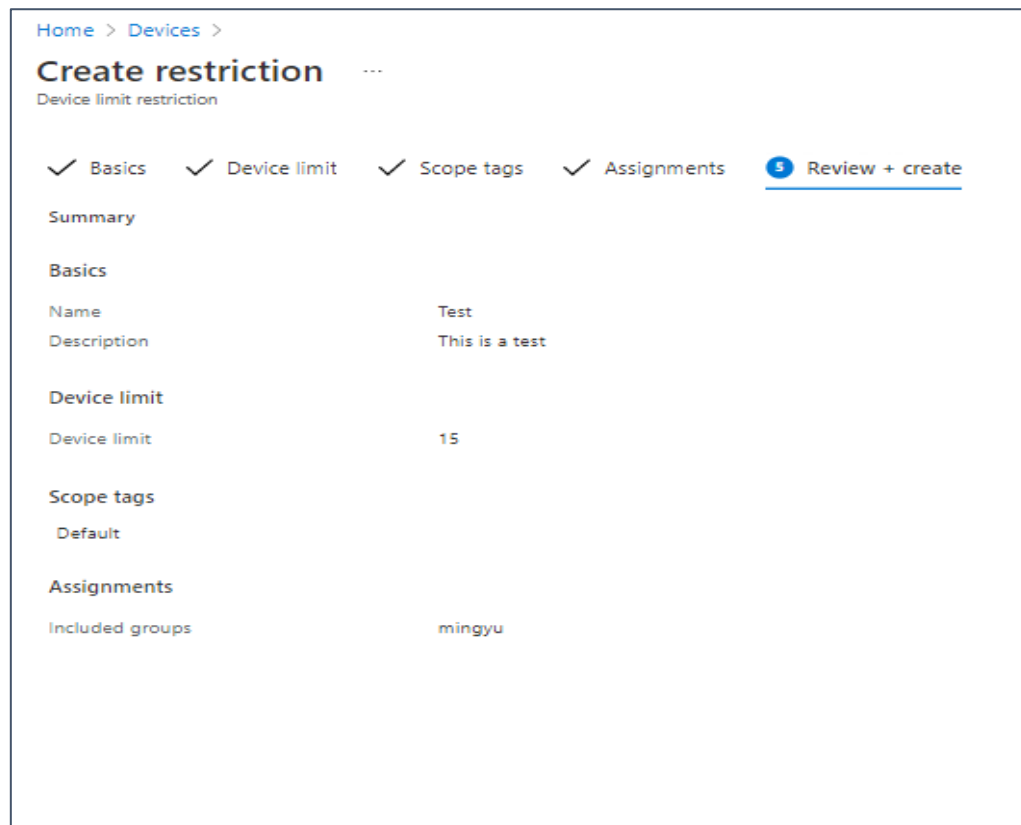
3.5 In the "Assignment" page, click the "add groups" button, as shown in the figure:



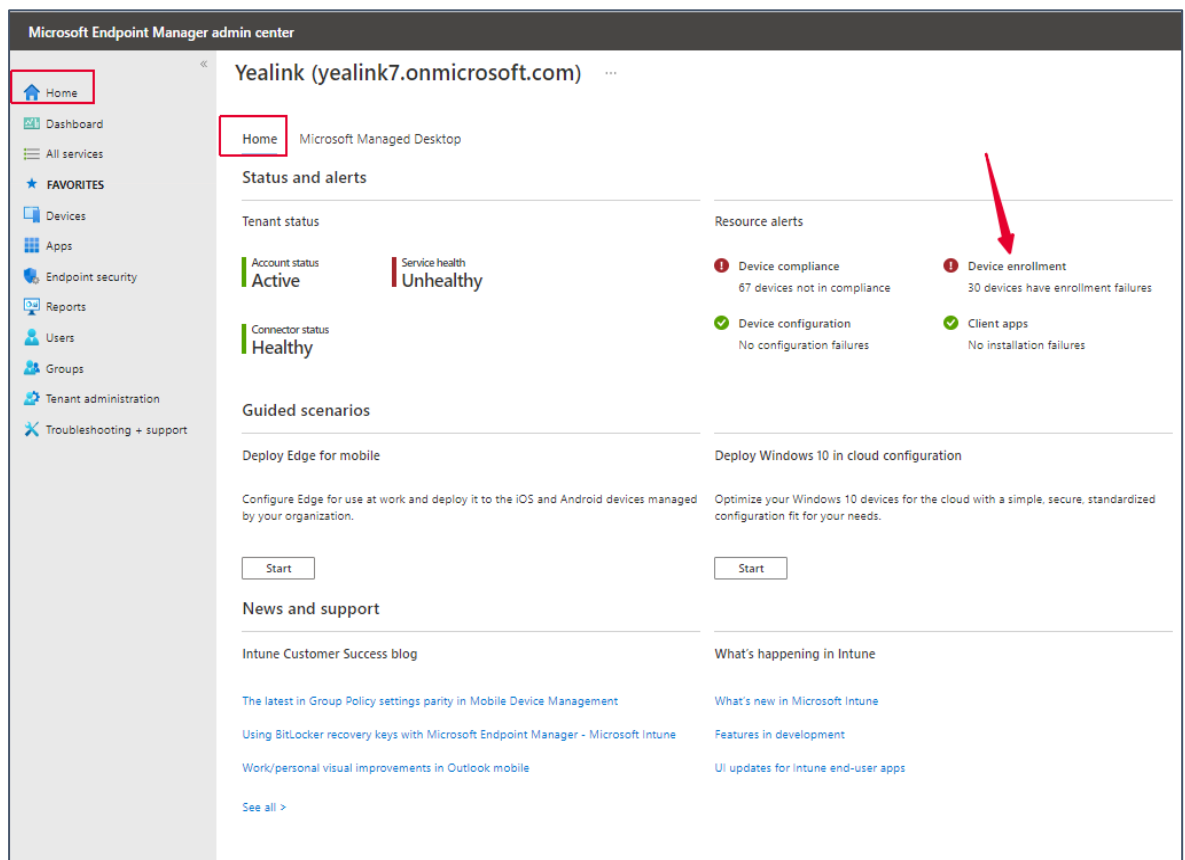
3.6 In the search box that pops up on the right, select the group that needs to apply the registration restriction policy, and click Add, as shown in the figure:



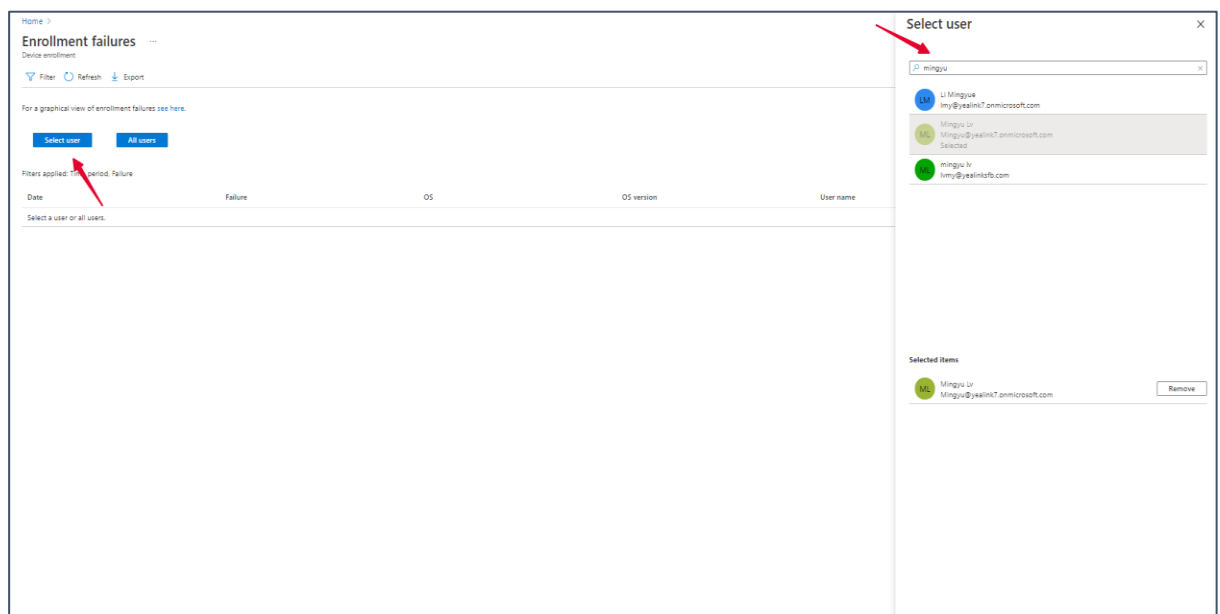
3.7 Preview the policy configuration in "Review+create", click Create after confirming that it is correct, as shown in the figure:



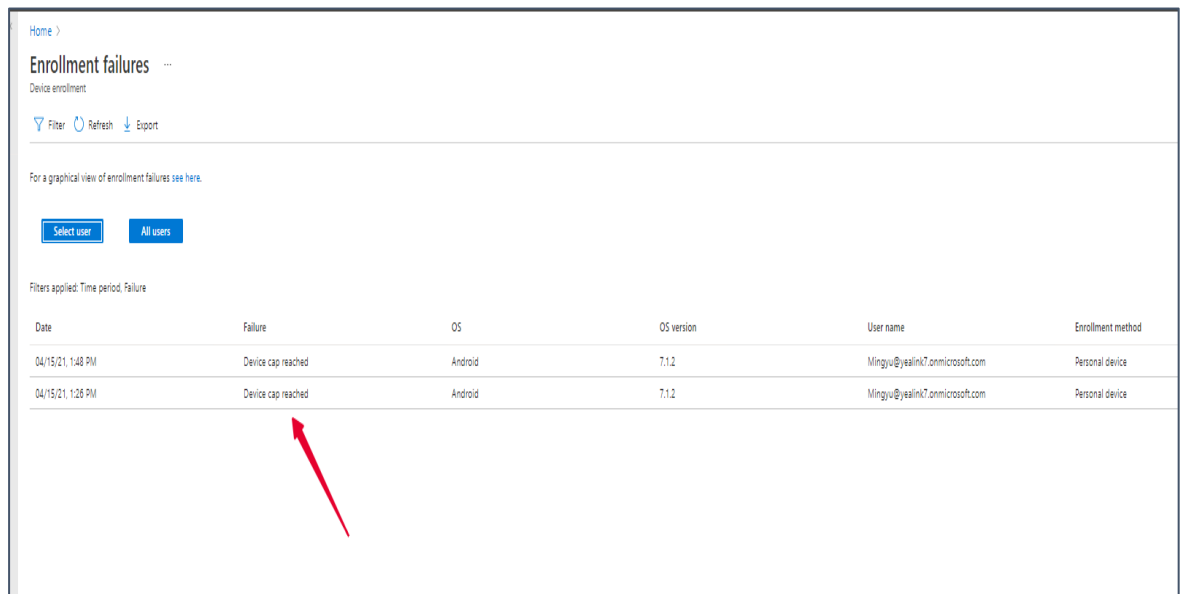
4. Lift the registration limit (delete the old registered device)
- 4.1 View user registration: Visit <https://endpoint.microsoft.com/> through a browser, browse to "Home-->Resource alerts", click the "Device enrollment" button, as shown in the figure:



- 4.2 Select "Select user" and select the user to be viewed in the pop-up search box, as shown in the figure:



4.3 It can be seen from the query result that the user has reached the upper limit of registration, and the registered device needs to be cleaned up before logging in to the new device, as shown in the figure:



Home > Enrollment failures ...

Device enrollment

Filter Refresh Export

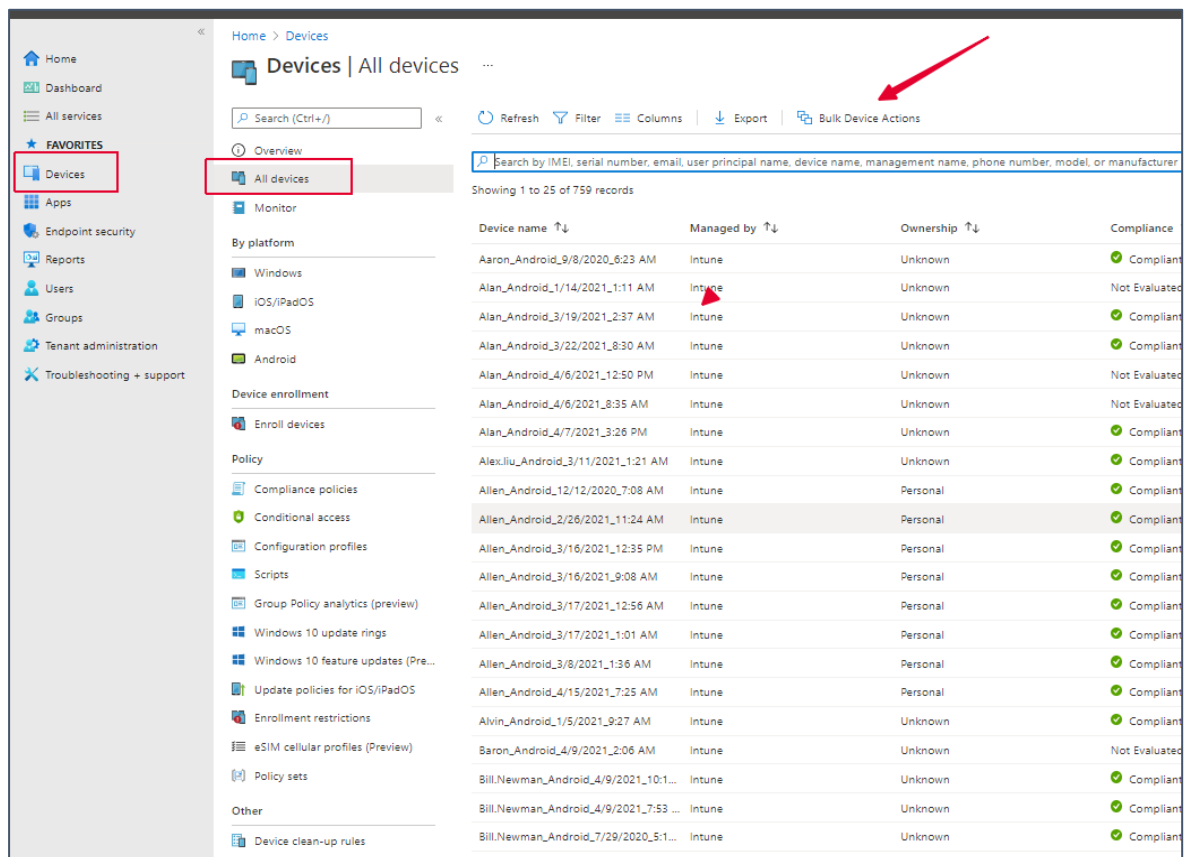
For a graphical view of enrollment failures see here.

Select user All users

Filters applied: Time period: Failure

Date	Failure	OS	OS version	User name	Enrollment method
04/15/21, 1:48 PM	Device cap reached	Android	7.1.2	Mingyu@yealink7.onmicrosoft.com	Personal device
04/15/21, 1:28 PM	Device cap reached	Android	7.1.2	Mingyu@yealink7.onmicrosoft.com	Personal device

4.4 Delete the registered device: In the Endpoint Management Center, browse the "Devices-->All Devices" page and select "Bulk Device Actions", as shown in the figure:



Home > Devices

Devices | All devices ...

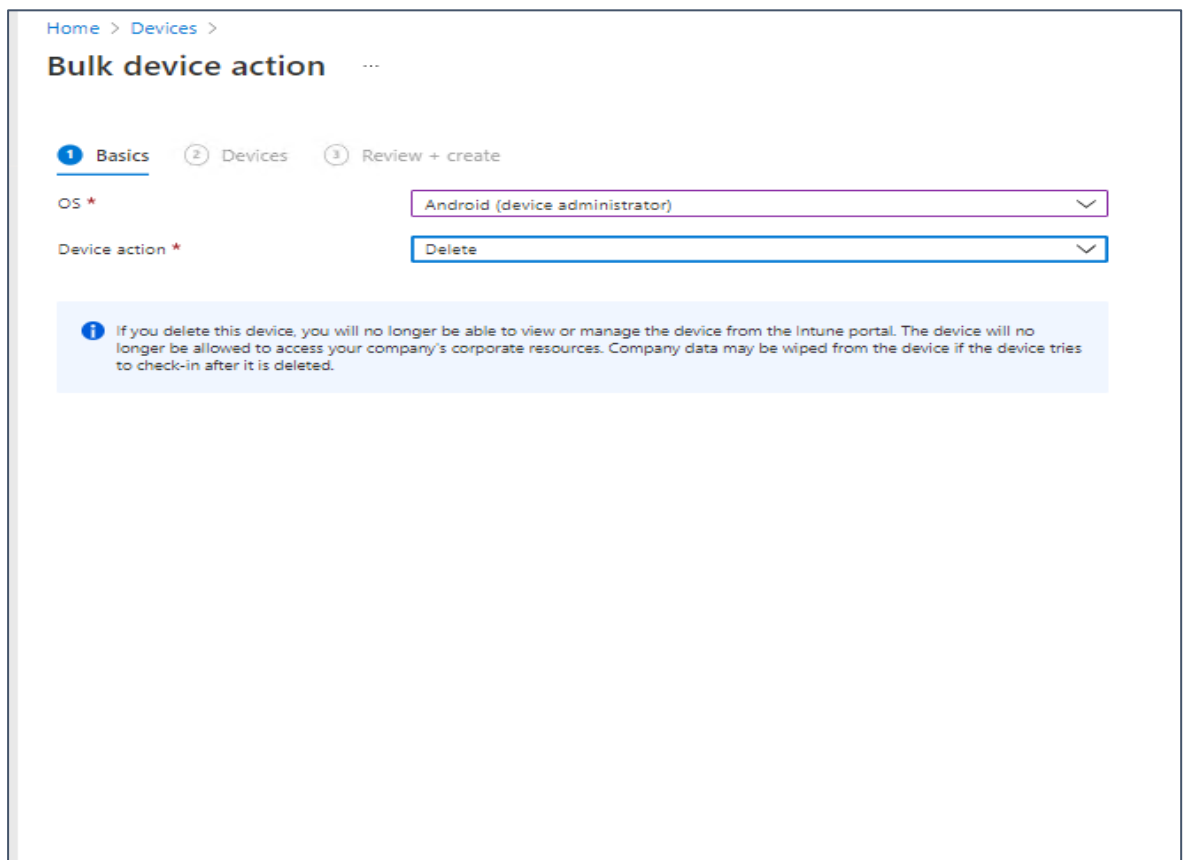
Search (Ctrl+/) Refresh Filter Columns Export Bulk Device Actions

Search by (IMEI, serial number, email, user principal name, device name, management name, phone number, model, or manufacturer)

Showing 1 to 25 of 759 records

Device name ↑↓	Managed by ↑↓	Ownership ↑↓	Compliance
Aaron_Android_9/8/2020_6:23 AM	Intune	Unknown	Compliant
Alan_Android_1/14/2021_1:11 AM	Intune	Unknown	Not Evaluated
Alan_Android_3/19/2021_2:37 AM	Intune	Unknown	Compliant
Alan_Android_3/22/2021_8:30 AM	Intune	Unknown	Compliant
Alan_Android_4/6/2021_12:50 PM	Intune	Unknown	Not Evaluated
Alan_Android_4/6/2021_8:35 AM	Intune	Unknown	Not Evaluated
Alan_Android_4/7/2021_3:26 PM	Intune	Unknown	Compliant
Alex.liu_Android_3/11/2021_1:21 AM	Intune	Unknown	Compliant
Allen_Android_12/12/2020_7:08 AM	Intune	Personal	Compliant
Allen_Android_2/26/2021_11:24 AM	Intune	Personal	Compliant
Allen_Android_3/16/2021_12:35 PM	Intune	Personal	Compliant
Allen_Android_3/16/2021_9:08 AM	Intune	Personal	Compliant
Allen_Android_3/17/2021_12:56 AM	Intune	Personal	Compliant
Allen_Android_3/17/2021_1:01 AM	Intune	Personal	Compliant
Allen_Android_3/8/2021_1:36 AM	Intune	Personal	Compliant
Allen_Android_4/15/2021_7:25 AM	Intune	Personal	Compliant
Alvin_Android_1/5/2021_9:27 AM	Intune	Unknown	Compliant
Baron_Android_4/9/2021_2:06 AM	Intune	Unknown	Not Evaluated
Bill.Newman_Android_4/9/2021_10:1...	Intune	Unknown	Compliant
Bill.Newman_Android_4/9/2021_7:53 ...	Intune	Unknown	Compliant
Bill.Newman_Android_7/29/2020_5:1...	Intune	Unknown	Compliant

4.5 In the "Basic" page, select the system to which the device belongs and the actions to be performed on the device to be deleted, as shown in the figure:



Home > Devices >

Bulk device action

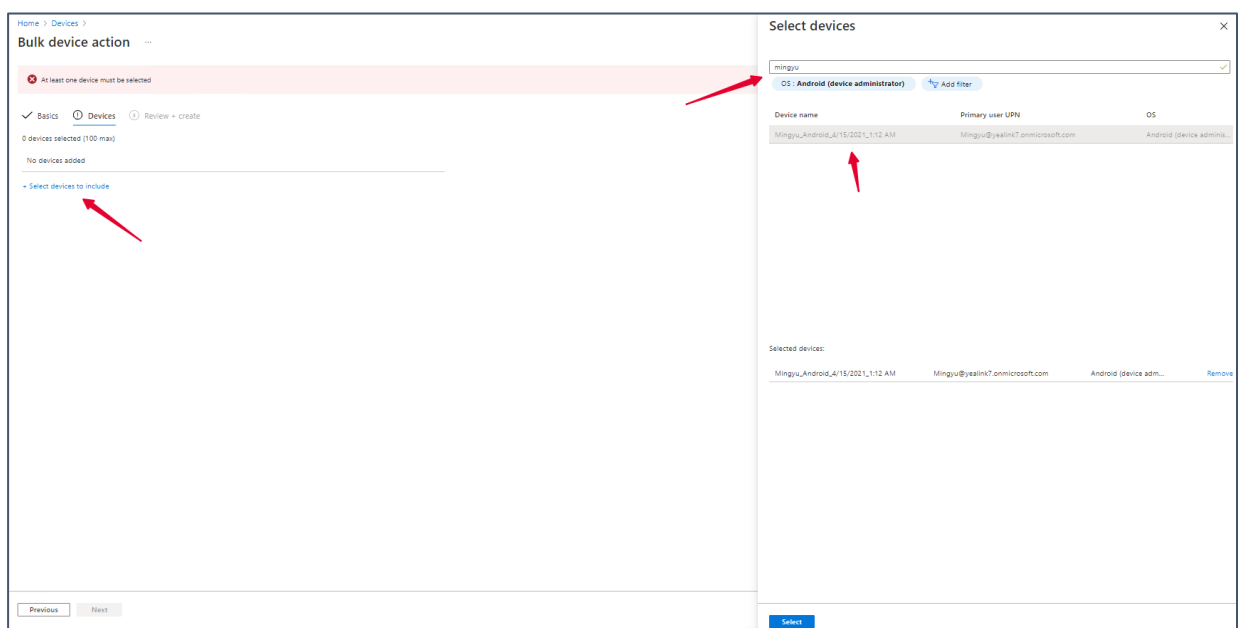
1 Basics 2 Devices 3 Review + create

OS * Android (device administrator) ▼

Device action * Delete ▼

i If you delete this device, you will no longer be able to view or manage the device from the Intune portal. The device will no longer be allowed to access your company's corporate resources. Company data may be wiped from the device if the device tries to check-in after it is deleted.

4.6 On the "Devices" page, click the "+Select devices to include" button, search for the device to be deleted in the pop-up box, and add it, as shown in the figure:



Home > Devices >

Bulk device action

At least one device must be selected

✓ Basics **Devices** Review + create

0 devices selected (100 max)

No devices added

+ Select devices to include

Select devices

mingyu

OS: Android (device administrator) Add filter

Device name	Primary user UPN	OS
Mingyu_Android_4/15/2021,1:12 AM	Mingyu@yealink7.onmicrosoft.com	Android (device admin...)

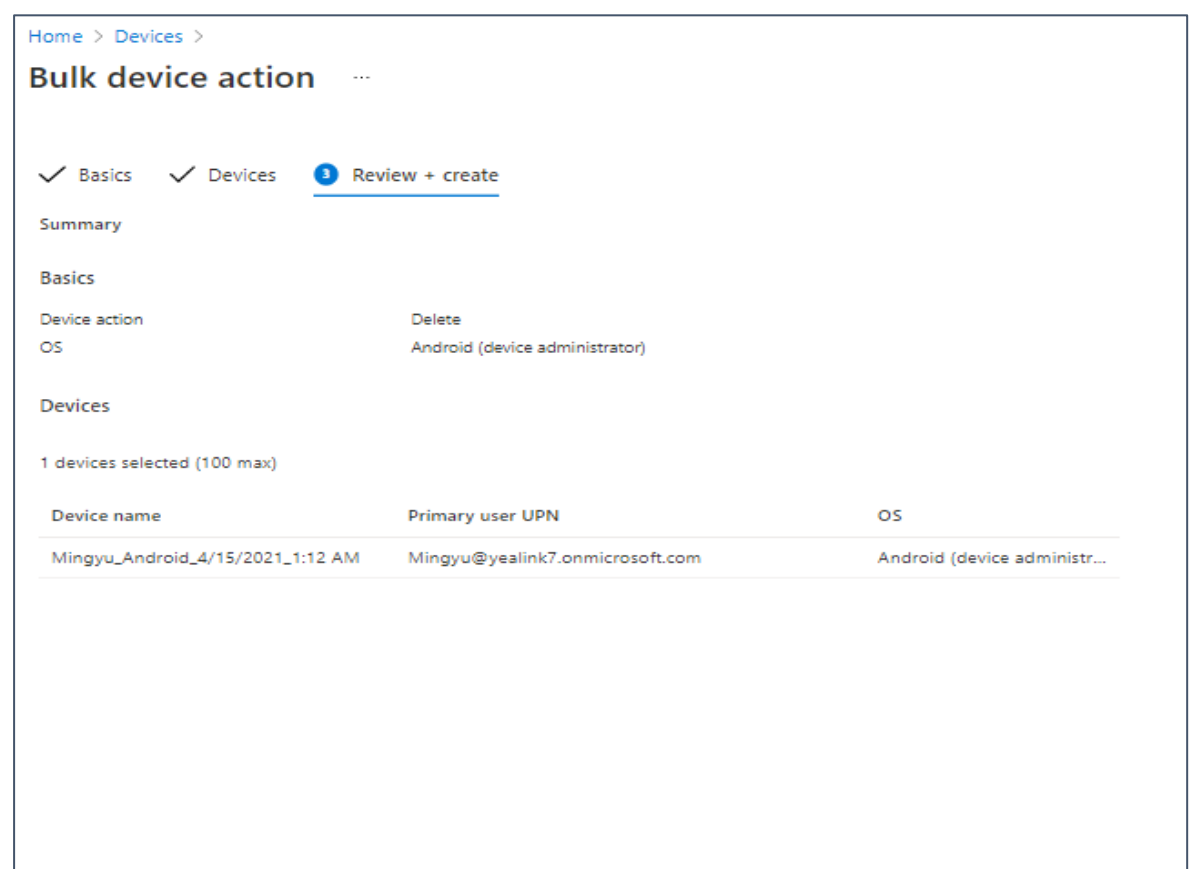
Selected devices:

Mingyu_Android_4/15/2021,1:12 AM	Mingyu@yealink7.onmicrosoft.com	Android (device adm...	Remove
----------------------------------	---------------------------------	------------------------	--------

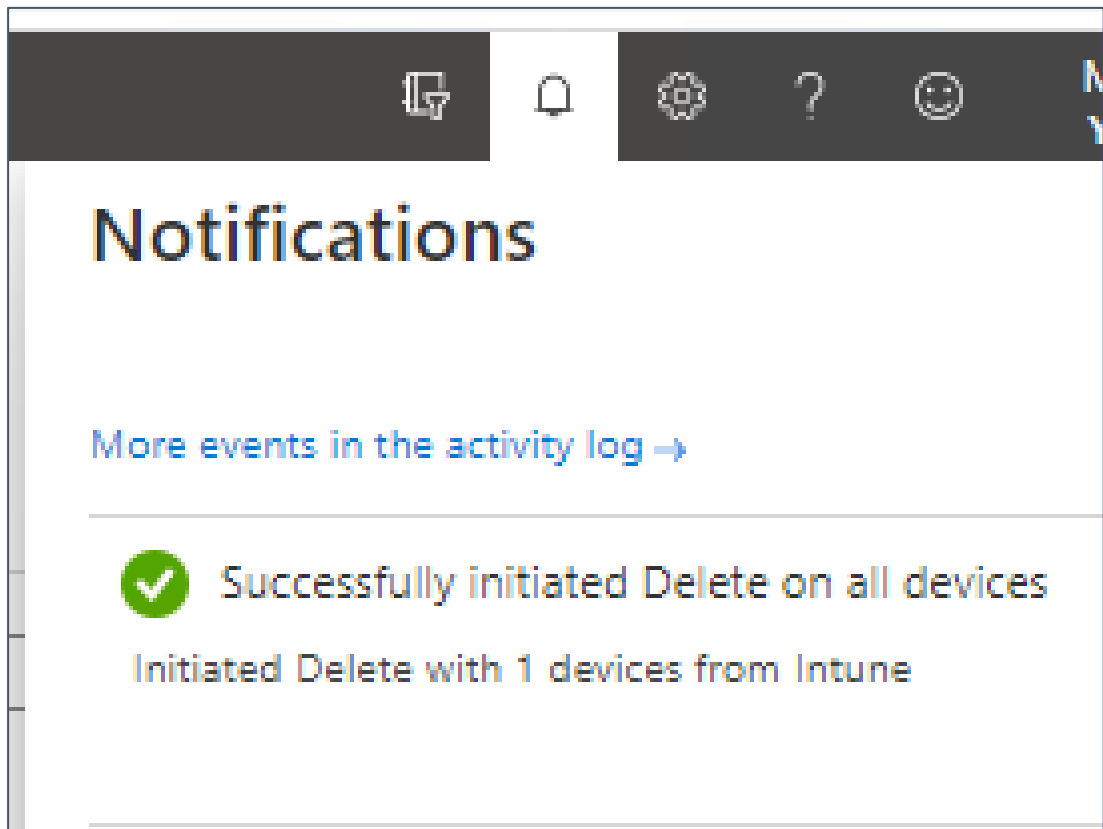
Previous Next

Select

4.7 Preview the deleted task information in "Review+create", click Create after confirming that it is correct, as shown in the figure:



4.8 In the notification bar, you can see that the delete task has been successfully issued, as shown in the figure:



Reference

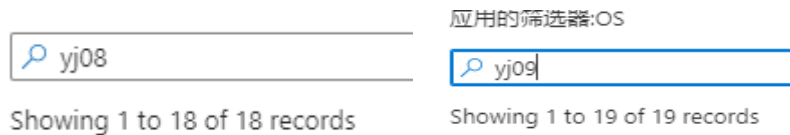
<https://docs.microsoft.com/zh-cn/mem/intune/enrollment/device-limit-intune-azure>

Other questions FAQ

1. Reasons for account login upper limit

When you log out of your account, the regulations on Intune will not disappear after you log out. The regulations on Intune will only be deleted after automatic cleaning or manual cleaning. The shortest time limit for automatic cleaning is 30 days. It has not been manually deleted before. The maximum limit of the regulations is 15, so it is easy to reach the limit.

2. I found that there are more than 15 regulations on Intune. Why is there such a situation?



answer:

The reason for more than 15 items is because the old equipment records have been deleted but the table entries have not been cleared, resulting in more than 15 regulations.

3. After logging in to a restricted account and then logging in to a normal account, you will get stuck in verify a things

Answer: It may be that the cache of the previously registered account has not been cleared in the device, and the background has shown that the login is successful, but in fact the device has been stuck on the verify a things interface. Local verification is normal on the 7.22 version, and detailed verification will be performed on Teams update #4 in the follow-up

Temporary solution:

1. Restore the device to factory settings, the cache can be cleared
2. If you still cannot log in after restoring the factory settings, export the log to the development analysis, and try to log in again after waiting a few hours

4. Why do you need to configure Azure registration restrictions and Intune registration restrictions, two

Answer: There are two kinds of restrictions. Azure restricts the total number of simultaneous account logins, Intune restricts the total number of simultaneous login devices for accounts, and the limit configured by Intune is applied to the company portal. In other words, if the device does not have company portal software (such as PC) installed, it will not be intercepted by Intune login