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

- Device type restriction

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



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 restricitions", and you can see the "Device type restriction"

Microsoft Endpoint Manager a	dmin center			
≪ ♠ Home M Dashboard	Home > Devices Top Devices Enrollmer	nt restrictions		
All services FAVORITES Devices Apps Endpoint security Reports	Search (Ctrl+/) « Mail devices Monitor By platform Windows GivenedOS	+ Create restriction ~ A device must comply with the higher deleted. Learn more. Device type restrictions Define which platforms, versions, and	st priority enrollment restrictions assigned to its user. You can drag a device restricti I management types can enroll.	ion ti
L Users	macOS	Priority	Name	
🍰 Groups	Android	1	test12021	
 Tenant administration Troubleshooting + support 	Device enrollment	2 3 Default	test for case test for case2 All Users	
	Policy	Device limit restrictions		
	 Compliance policies Conditional access 	Define how many devices each user	an enroll.	
	Configuration profiles	Priority	Name	
	🔚 Scripts	1	testplan for teams	
	Group Policy analytics (previ	2	test for testivmy	
	Windows 10 update rings	Default	All Users	
	Windows 10 feature updates Update policies for iOS/iPad Dif Enrollment restrictions E cSIM cellular profiles (Preview) Policy sets			

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

 Kome Dashboard All services FAVORITES Devices Apps Report 	Home > Devices > test for case test for case Proper Search (Cot+/) « Overview Manage Properties	Prties Basics Edit Name Description Platform settings Edit	test for case				
Lusers		Туре	Platform	Min	Max	Personally owned	Blocked manufacturers
A Groups		Android Enterprise (work profile)	Allow			Allow	
Tenant administration		iOS/iPadOS	Allow			Allow	N/A
X Troubleshooting + support		macOS	Allow	N/A	N/A	Allow	N/A
		Windows (MDM)	Allow			Allow	N/A

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

Home > Devices > test for case	2					
test for case P	roperties					
Search (Ctrl+/)	40					
 Overview 	Basics Edit					
Manage	Name	test for case				
Properties	Description					
	Platform settings Edit					
	Туре	Platform	Min	Max	Personally owned	Blocked manufacturers
	Android Enterprise (work profile)	Allow			Allow	
	iOS/iPadOS	Allow			Allow	N/A
	macOS	Allow	N/A	N/A	Allow	N/A
	Windows (MDM)	Allow			Allow	N/A
	Scope tags Edit					
	Default					
	Assignments Edit					
	Included groups	mingyu				

not, you can click "Edit"

5. 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				×
Platform settings 2 Review + save				
Specify the platform configuration restrictions that must personally-owned by default. Additional action is require	be met for a device to enroll. Use compliance policies to d to classify devices as corporate-owned. Learn more.	restrict devices after enrollment. Define versions as major.	minor.build. Version restrictions only apply to devices enr	olled with the Company Portal. Intune classifies devices as
Туре	Platform	versions	Personally owned	Device manufacturer
Android Enterprise (work profile)	Allow Block	Allow min/max range: Min Max	Allow Block	Manufacturer name here
Android device administrator	Allow Block	Allow min/max range: Min Max	Allow Block	Manufacturer name here
iOS/iPadOS	Allow Block	Allow min/max range: Min Max	Alkow Block	Restriction not supported
macOS	Allow Block	Restriction not supported	Allow Block	Restriction not supported
Windows (MDM) ③	Allow Block	Allow min/max range: Min Max	Allow Block	Restriction not supported

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

Azure Active Directory admin center 1 Yealink | Overview 📶 Dashboard × All services 1 * FAVORITES + Add \vee (@) Manage tenants 🗇 What's new 📔 😨 Preview features 📗 🔗 Got feedback? \vee Overview Azure Active Directory Preview features My feed 🚨 Users × Diagnose and solve problems Enterprise applications TLS 1.0, 1.1 and 3DES deprecation
Upcoming TLS 1.0, 1.1 and 3DES deprecation for
Azure AD. Please enable support for TLS 1.2 on
clients(applications/platform) to avoid any service
impact. Peter Parker 15960697-8e3b-47bf-a17e-004da6b1ffc5 🗈 Secure Score for Identity 13.32% Manage Global administrator 🚨 Users Secure score updates can take up to 48 hours. 🎒 Groups External Identities Azure AD Connect Enabled Roles and administrators Administrative units Last sync was less than 1 hour ago Enterprise applications Devices Feature highlights App registrations Identity Governance Azure AD Domain Services Lift-and-shift legacy applications running on premises into Azure. Authentication methods Configure your users in the authentication methods policy to enable passwordless authentication. Access reviews Make sure only the right people have continued Application proxy (کی) 🔓 Licenses 🚸 Azure AD Connect 🐖 Custom domain names Tenant restrictions Specify the list of tenants that their users are permitted to access. Ø Mobility (MDM and MAM) Password reset Company branding User settings Properties Quick actions 2 🔍 Security <u>م</u> 毘 ₽₽ ጵ Monitoring

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		G Q	© ? R ;	est06@yealink7.onmicr	5
≪ ■ Dashboard ■ All services	Dashboard > Yealink > Security > € Conditional Access Azure Active Directory	Policies			×	
FAVORITES Azure Active Directory ZUsers Enterprise applications	 Replicies Insights and reporting Diagnose and solve problems 	+ New policy	State ↑↓	Creation Date ↑↓	11 out of 11 policies found Modified Date ↑↓	d
	Manage Named locations Custom controls (Preview) Custom controls (Preview)	MFA-yealink-SF8 test 1030 YEALINK-TEAMS MFA-mike.chen	Off Off On On	10/14/2020, 3:25:34 PM	8/13/2020, 4:50:12 PM ···· 3/11/2021, 11:22:58 AM ····	
	Ierms or use VPN connectivity Authentication context (Preview) Classic policies	mingyu uploadblock ada test	Off Off On	1/4/2021, 10:47:01 AM 2/20/2021, 10:39:24 AM	2/19/2021, 1:34:56 PM ···· 2/19/2021, 1:34:27 PM ···· 3/9/2021, 5:05:56 PM ····	
	Troubleshooting + Support Yirtual assistant (Preview) New support request	test for signin test for gao lwnydemo Jackson_test	On On On On	3/16/2021, 8:37:04 PM 4/1/2021, 8:47:56 PM 4/21/2021, 4:22:54 PM 5/17/2021, 9:44:28 AM	3/16/2021, 8:54:51 PM ···· 4/8/2021, 8:53:25 AM ···· 4/21/2021, 4:28:15 PM ····	

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:

\$90	<134>Aug 18	08:51:23	GUI	[1231:2178]:	ANDR<6+info	> 918	918 I chatty : uid=1017(keystore) /system/bin/keystore identical 1 line
191	<134>Aug 18	08:51:23	GUI	[1231:2170]:	ANDR<6+1nfo	> 910	918 I keystore: 1 0
192	<134>Aug 18	08:51:23	GUI	[1231:2178]:	ANDR<6+info	> 1240	1273 I AccountHanagerService: the accounts changed, sending broadcast of android.accounts.LOGIN_ACCOUNTS_CHANGED
193	<134>Aug 18	08:51:26	GUI	[1231:2178]:	ANDR<6+info	> 30722	30722 I IpPhoneCompanyPortalReceiver: ProcessId: 30722, Thread: main, Received Action: com.microsoft.skype.teams.ipphone.NOTIFY_STATUS , CompanyPortalReasonCode 4, Compa
394	<134>Aug 18	08:51:26	GUI	[1231:2178]:	ANDR<6+info	> 30722	30722 I AuthorizationUtilities: ProcessId: 30722, Thread: main, isReAuthScenario : user is null
395	<134>Aug 18	08:51:26	GUI	[1231:2178]:	ANDR<6+info	> 30722	30722 D IpPhoneCompanyPortalReceiver: ProcessId: 30722, Thread: main, is UserObjectId empty: false is userPrincipalName empty: false is tenantId empty: false
196	<134>Aug 18	08:51:26	GUI	[1231:2170]:	ANDR<6+info	> 30722	30722 I IpPhoneCompanyPortalReceiver: ProcessId: 30722, Thread: main, Created Authenticated User
397	<134>Aug 18	08:51:26	GUI	[1231:2178]:	ANDR<6+info	> 1240	2458 I ActivityManager: START u0 (flg=0x10808000 cmp=com.microsoft.windowsintune.companyportal/.views.DismissAppActivity) from uid 10032
398	<134>Aug 18	08:51:26	GUI	[1231:2178]:	ANDR<6+info	> 1240	2458 I am_finish_activity: [0,226123277,25,com.microsoft.windowsintume.companyportal/.views.CompanyAccessNavigatorActivity,clear-task-all]
199	<134>Aug 18	08:51:26	GUI	[1231:2178]:	ANDR<6+info	> 1240	2458 I am_destroy_activity: [0,226123277,25,com.microsoft.windowsintume.companyportal/.views.CompanyAccessNavigatorActivity,finish-immifinishActivityLocked]
100	<134>Aug 18	08:51:26	GUI	[1231:2178]:	ANDR<6+1nfo	> 1240	2450 I am_finish_activity: [0,76446245,25,com.microsoft.windowsintume.companyportal/.views.EnrollmentActivity, clear-task-all]
tor.	<134>Aug 18	08:51:26	GUI	[1231:2178]:	ANDR<6+info	> 1240	2458 I am_focused_stack: [0,0,20,finishActivity adjustFocus]
102	<134>Aug 18	08:51:26	GUI	[1231:2178]:	ANDR<6+info	> 1240	2450 I Wm_taak_moved: [16,0,2147403647]
103	<134>Aug 18	08:51:26	GUI	[1231:2178]:	ANDR<6+1nfo	> 1240	2458 I am_pause_activity: [0,76446245,com.microsoft.windowsintune.companyportal/.views.EnrollmentActivity.userLeaving=false]
104	<134>Aug 18	08:51:26	GUI	[1231:2170]:	ANDR<6+info	> 2040	2336 D ApplicationObserver: onResumeUpdate: com.microsoft.skype.teams.ipphone
105	<134>Aug 18	05151126	GUI	[1231:2178]:	ANDR<6+1nfo	> 2040	2056 D GotoffoneHelper: onResumeUpdate com.microsoft.skype.teams.ipphone
106	<134>Aug 18	08:51:26	GUI	[1231:2178]:	ANDR<6+info	> 1240	2458 I am_focused_stack: [0,20,0,reuseOrNewTask]
107	<134>Aug 18	08:51:26	GUI	[1231:2178]:	ANDR<6+info	> 1240	2459 I am_create_task: [0,25]
100	<134>Aug 18	08:51:26	GUI	[1231:2178]:	ANDR<6+1nfo	> 1240	2455 1 am create activity: [0,62745255,25,com.microsoft.windowsintume.companyportal/.views.DismissAppActivity,NULL,NULL,27655633]
109	<134>Aug 18	08:51:26	GOI	[1231:2178]:	ANDR<0+1nfo	> 1240	2450 I wm_task_moved: [25,0,2147403647]
\$10	<131>Aug 18	08:51:26	GUI	[1231:2178]:	ANDR<3+error	> 1240	2458 E ActivityManager: [Yealink] still resume when lock
111	<131>Aug 18	08151126	001	[1231:2178]:	ANDR<3+error	> 1240	2458 E ActivityManager: getFackageFerformandeHodeComponentInfo(com.microsoft.windowsintune.companyportal/com.microsoft.windowsintune.companyportal.views.DismissAppActi
112	<134>Aug 18	08:51:26	GUI	[1231:2178]:	ANDR<6+1nfo	> 1240	1310 I sysui count: [window time 0.9]
11.2	<134>Aug 18	08151126	GOI	[1231:2178]:	ANDR<6+1010	> 1240	1310 I sysua multi_action: [757,803,799,window_time_0,802,9]
114	<134>Aug 18	08:51:26	GOI	[1231:2178]:	ANDR<6+1010	> 1240	1310 I sysui count: [window time 0.0]
1100	<134>Aug 18	08151126	GUI	[123112178]1	ANDR<6+1010	> 1240	1310 1 Systi multi Action: [75/;803,759,Nindow time 0,802,0]
1.1.11	CISISANG 10	00101126	001	[1531151/0]4	ANDRESTOI	> 30722	SUCIL E EnfoilmentProcessor: Processia: SUCIL, Intean Bain, Falureseason: 1031 Falure after enfoilment, un-enfoiling
100	<134>Aug 18	00151126	GUI	[1231:2170]:	ANDK<6+1NE0	> 3039	3039 I am_on_destroy_called: [0,000.macrosoft.windowsintume.companyportal.views.companyAccessNavigatofActivity,performDestroy]
110	CT2T2400 10	00151126	001	[1231:21/0]:	ANDR. Sterror	> 1240	2455 E WCLIPICYMMAGYET: [Tealing Still Tealme when JUCK
	<1345Aug 10	00101126	CUL	[123112170]1	ANDRCOVINIO	> 1240	2450 I Activitymanager: Siaki up (Ig=0x1000000 cmp=cm.microsort.skype.teams.ippnome/com.microsort.skype.teams.devices.sctivities.iodin.uevices.colivities.coli
191	<1347Aug 10	00101126	OUT	(120112170)	ANDROGAINED	> 1240	2100 I BE_COURDE_SEAR(10,0,20,1000000000000000000000000000000
100	<134>hug 10	00.51.04	OTT	[1231.2170].	ANDROCTAINTO	> 1240	200 1 m Inter-State - Contract, (), 2107212, 47, 000 matched a spectra support command a contract of the state - Contract
10.0	<1245hug 10	00.51.76	GUT	[1221.2170]	ANDR-CEATER	> 2020	ator a second sile of the second sile of the second s
12.4	clady hum 10	08.51.24	001	(1331,31781,	1HDB-CEALBER	> 1240	Sold i an ensite (c) (sold and construction company preservice and an ensite of preservice of the sold
	<1345Aug 18	08-51-24	GUT	(1231-2176)	ANDROCETINEO	> 1240	ator a sejartet total (v.s.) 2468 I am creara activity: (0.225632882 16 com microsoft shuma tasma innhoms/com microsoft shuma tasma devices activities login DevicesIoninhotivity NULL NULL NULL NULL 2256
17.6	c12452ug 10	00151125	OTT	[10014017014	1NDD CE+10fo	> 1240	and a memory of the construction of the second seco
122	(131) Aug 10	08:51:76	GITT	[1231+21701+	ANDR AMATTON	> 1240	250 f Articitikanari (Vastiski lavohar atili vasusa oban look
128	<131>Aug 18	08:51:26	GUT	(1231:21781:	ANDR<3+error	> 1240	2450 E ActivityEnanger: deFackageFerformanceIde/ComponentInfo/com.microsoft.skyne.teams.inchone/com.microsoft.skyne.teams.devices.activities.login.DevicesIoginActivit
100	<1315Aug 18	08-51-26	GUT	[1231+21781+	ANDRC3+error	> 1240	2455 P Articivitanary (Valink Linehar still range ohn lock
130	<131>Aug 18	08:51:26	GUI	(1231:21781:	ANDR<3+error	> 1240	1273 E Activit/Manager: [Yealink] launcher still resume when lock
121-	<131>Aug 18	08151126	GUT	(1231:21781)	ANDR: Sterror	> 1240	1273 F Activit/Manager: getFackageFerformanceNodeComponentInfo(com microsoft skyne teams inphone/com microsoft skyne teams devices activities login DevicesIoginActivit
112	<134>Aug 18	08:51:24	GUI	(1231:21781:	ANDR<6+info	> 1240	1310 I svau count: [window time 0.0]
133	<134>Aug 18	08151126	GUT	[1231:2178]:	ANDR<6+info	> 1240	1310 I aveui multi actioni [757.803.799.window time 0.802.0]
134	<131>Aug 18	08:51:26	GUI	[1231:21781:	ANDR<3+error	> 1240	1273 E ActivityManager: [Yealink] launcher still resume when lock
135	<131>Aug 18	08:51:26	GUI	[1231:2170]:	ANDR<3+error	> 1240	3632 E ActivityManager: [Yeslink] launcher still resume when lock
136	<131>Aug 18	08151126	GUI	(1231:21781:	ANDR<3+error	> 1240	3632 E ActivityManager: getFackageFerformanceHodeComponentInfo(com.microsoft.skype.teams.jpphone/com.microsoft.skype.teams.devices.activities.login.DevicesLoginActivit
137	<134>Aug 18	08:51:26	GUI	(1231:21781:	ANDR<6+info	> 1240	3632 I chatty : uid=1000(system) Binder:1240 A identical 1 line
132	<131>Aug 18	08:51:26	GUI	[1231:2178]:	ANDR<3+error	> 1240	3632 E ActivityManager: [Yealink] launcher still resume when lock
135	<134>Aug 10	08:51:26	GUI	[1231:2178]:	ANDR<6+info	> 1240	3632 V ActivityManager: Make visible? ActivityRecord(d451bb2 u0 com.microsoft.skype.teams.ipphone/com.microsoft.skype.teams.devices.activities.login.DevicesLoginActivity
140	<134>Aug 18	08:51:26	GUI	[1231:2178]:	ANDR<6+info	> 1240	3632 I am restart activity: [0,222632882,16,com.microsoft.skype.teams.ipphone/com.microsoft.skype.teams.devices.activities.login.DevicesLoginActivity]
141	<134>Aug 18	08:51:26	GUI	[1231:2178]:	ANDR<6+info	> 1240	3632 I am set resumed activity: [0, com.microsoft.skype.teams.ipphone/com.microsoft.skype.teams.devices.activities.login.DevicesLoginActivity,minimalResumeActivityLocked]
100	110 ft 1 1 1 1 1	00.01.00		FIGST - STRAT	BURD - Code de de	1 1240	ANA II have a sheet of the state of the stat

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

Visit <u>https://aad.portal.azure.com/</u> through a browser, browse to "Azure Active Diretory-->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:

Azure Active Directory admin	center	
Azure Active Directory admin « Main Dashboard All services FAVORITES Azure Active Directory Users Enterprise applications	Center Dashboard > Yealink > Devices Devices Device sett Yealink - Azure Active Directory All devices Device settings Device settings Enterprise State Roaming DitLocker keys (Preview) Solognose and solve problems	tings … Save X Discard ♥ Got feedback? Users may join devices to Azure AD ① All Selected None Selected No member selected
	Activity Act	Users may register their devices with Azure AD () All None Call
		Maximum number of devices per user

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

3.1 Visit <u>https://endpoint.microsoft.com/</u> 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 a	ıdmin center			
 Home Dashboard Dashboard 	Home > Devices Devices Enrollment	restrictions		
All Services FAVORITES Devices Apps pop point security	Search (Ctrl+/)	Create restriction Device type restriction the highest priority enrollment restrictions assigned Device limit restriction Device type restrictions Define which platforms, versions, and management types can enroll.	to its user. You can drag a device restriction to change its priority. Default restrict	ions are lowest prie
Reports Users Groups Tenant administration Troubleshooting + support	 Windows IOS/iPadOS macOS Android Device enrollment 	Priority 1 Default Device limit restrictions Define how many devices each user can enroll.	Name test12021 All Users	
	Enroll devices Policy Compliance policies	Priority 1 2	Name testplan for teams test for testivmy	Device limit 1 10
[Control access Control access Control access Configuration profiles Configuration profiles Configuration profiles Configuration profiles Configuration profiles Configuration profiles Conter	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 * 🛈	Test	~
Description ①	This is a test	~

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 Scope tags	3 Scope tags	(4) Assignments	⑤ Review + create	
Default + Select scope tags				

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

Add groups No groups selected	Home > Devices > Create restriction Device limit restriction					
Create restriction Avvice limit restriction Basics \checkmark Device limit \checkmark Scope tags \checkmark Assignments (§) Review + create Included groups Add groups Groups No groups selected	Create restriction Device limit restriction Basics Device limit Scope tags Assignments Included groups Add groups No groups selected	Home > Devices >				
 ✓ Basics ✓ Device limit ✓ Scope tags ✓ Assignments (5) Review + create Included groups Add groups Groups No groups selected 	Basics Device limit Scope tags Assignments Scope tags Assignments Scope tags Assignments Scope tags Review + create Included groups Add groups Groups No groups selected	Create restriction Device limit restriction				
Included groups R Add groups Groups No groups selected	Included groups Add groups Groups No groups selected	✓ Basics ✓ Device limit	✓ Scope tags	✓ Assignments	5 Review + create	
Add groups Groups No groups selected	Add groups Groups No groups selected	Included groups				
Groups No groups selected	Groups No groups selected	🞗 Add groups				
No groups selected	No groups selected	Groups				
		No groups selected	•			

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:

Select groups to include Azure AD Groups	×
, P mingyu	×
mingyu mingyu1@yealink7.onmicrosoft.com Selected	
Selected items	
mingyu 1@yealink7.onmicrosoft.com	move

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

Home > Devices >		
Create restriction		
✓ Basics ✓ Device limit	✓ Scope tags ✓ Assignments	3 Review + create
Summary		
Basics		
Name	Test	
Description	This is a test	
Device limit		
Device limit	15	
Scope tags Default		
Assignments		
Included groups	mingyu	

4. Lift the registration limit (delete the old registered device)

4.1 View user registration: Visit <u>https://endpoint.microsoft.com/</u> through a browser, browse to "Home-->Resource alerts", click the "Device enrollment" button, as shown in the figure:

Microsoft Endpoint Manager ad	min center	
« Anne	Yealink (yealink7.onmicrosoft.com)	
Dashboard All services	Home Microsoft Managed Desktop	
* FAVORITES	Status and alerts	
Devices	Tenant status	Resource alerts
 Apps Endpoint security Reports 	Account status Active Connector status	Device compliance Device enrollment devices not in compliance Device enrollment failures Device configuration Client apps
Users Broups	Healthy	No configuration failures No installation failures
 Tenant administration Troubleshooting + support 	Guided scenarios	
	Deploy Edge for mobile	Deploy Windows 10 in cloud configuration
	Configure Edge for use at work and deploy it to the iOS and Android devices managed by your organization.	Optimize your Windows 10 devices for the cloud with a simple, secure, standardized configuration fit for your needs.
	Start	Start
	News and support	
	Intune Customer Success blog	What's happening in Intune
	The latest in Group Policy settings parity in Mobile Device Management	What's new in Microsoft Intune
	Using BitLocker recovery keys with Microsoft Endpoint Manager - Microsoft Intune	Features in development
	Work/personal visual improvements in Outlook mobile	UI updates for intune end-user apps
	See all >	

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

Home >					~	Select user	×
Enroll Device error	ment failures						
T Filter	🔿 Refresh 🞍 Export					,₽ mingyu	×
For a graph	ical view of enrollment failures see here.					Li Mingyue Imy@yealink7.onmicrosoft.com	
Sele	All users					Mingyu Ev Mingyu@yealink7.onmicrosoft.com Selected	
Filters appl	ied: Tim, period, Failure					mingyu V Vmy@yealinksfb.com	
Date	\mathbf{N}	Failure	OS	OS version	User name		
Select a u	ser or all users.						
						Selected items	
						Mingyu Lv Mingyu Byealink7.onmicrosoft.com	Remove

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 errolment					
∇ Filter () Refresh $rac{1}{2}$ 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
Date 04/15/21, 1:48 PM	Failure Device cap reached	OS Android	OS version 7.1.2	User name Mingyu@yealink7.onmicrosoft.com	Enrollment method Personal device
Date 04/15/21, 1:48 PM 04/15/21, 1:28 PM	Failure Device cap reached Device cap reached	OS Android Android	OS version 7.1.2 7.1.2	User name Mingyu@yealink7.onmicrosoft.com Mingyu@yealink7.onmicrosoft.com	Enrollment method Personal device 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 Dashboard 	Home > Devices Devices All devices				
All services FAVORITES	Search (Ctrl+/) «	🖒 Refresh 🍸 Filter 📰 Column	s 🛛 🛓 Export 🛛 🔁 Bulk Device /	Actions	
Devices	All devices	Search by IMEI, serial number, email Showing 1 to 25 of 759 records	il, user principal name, device name, mar	nagement name, phone number, model,	or manufacturer
Endpoint security	Monitor	Device name ↑↓	Managed by ↑↓	Ownership ↑↓	Compliance
Reports	By platform	Aaron_Android_9/8/2020_6:23 AM	Intune	Unknown	Complian
Lusers	Windows	Alan_Android_1/14/2021_1:11 AM	Intyge	Unknown	Not Evaluated
Sroups	iOS/iPadOS	Alan_Android_3/19/2021_2:37 AM	Intune	Unknown	Complian
Tenant administration	wacOS	Alan_Android_3/22/2021_8:30 AM	Intune	Unknown	Complian
🗙 Troubleshooting + support	Android	Alan_Android_4/6/2021_12:50 PM	Intune	Unknown	Not Evaluate
	Device enrollment	Alan_Android_4/6/2021_8:35 AM	Intune	Unknown	Not Evaluate
	Enroll devices	Alan_Android_4/7/2021_3:26 PM	Intune	Unknown	Complian
	Policy	Alex.liu_Android_3/11/2021_1:21 AM	Intune	Unknown	Complian
	Compliance policies	Allen_Android_12/12/2020_7:08 AM	Intune	Personal	Complian
	Conditional access	Allen_Android_2/26/2021_11:24 AM	Intune	Personal	Complian
	Configuration profiles	Allen_Android_3/16/2021_12:35 PM	Intune	Personal	Complian
	Scripts	Allen_Android_3/16/2021_9:08 AM	Intune	Personal	Complian
	Group Policy analytics (preview)	Allen_Android_3/17/2021_12:56 AM	Intune	Personal	🗢 Complian
	H Windows 10 update rings	Allen_Android_3/17/2021_1:01 AM	Intune	Personal	🔮 Complian
	Windows 10 feature updates (Pre	Allen_Android_3/8/2021_1:36 AM	Intune	Personal	🔮 Complian
	Update policies for iOS/iPadOS	Allen_Android_4/15/2021_7:25 AM	Intune	Personal	Complian
	Enrollment restrictions	Alvin_Android_1/5/2021_9:27 AM	Intune	Unknown	Complian
		Baron_Android_4/9/2021_2:06 AM	Intune	Unknown	Not Evaluate
	Policy sets	Bill.Newman_Android_4/9/2021_10:1	Intune	Unknown	Complian
	Other	Bill.Newman_Android_4/9/2021_7:53	. Intune	Unknown	Complian
	Device clean-up rules	Bill.Newman_Android_7/29/2020_5:1	Intune	Unknown	🛛 Complian
	P37				

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:

ome > Devices >	
ulk device actio	on …
Basics 2 Devices	(3) Review + create
)S *	Android (device administrator)
evice action *	Delete
If you delete this device, longer be allowed to acc to check-in after it is deleted.	you will no longer be able to view or manage the device from the Intune portal. The device will no less your company's corporate resources. Company data may be wiped from the device if the device tries eted.

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 >	Select devices		×
Bulk device action …			
	mingyu		
At least one derice must be selected	OS : Android (device administrator)	⁺⊽ Add filter	
	Der/en eren	D	
V basids U bevices U keinew + create	Device name	Primary User OPN	05
0 devices selected (100 max)	Mingyu_Android_4/15/2021_1:12 AM	Mingyu@y#alink7.onmicrosoft.com	Android (device adminis
No devices added	•		
+ Select devices to include			
	Salacted 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:

Home > Devices >		
Bulk device action		
✓ Basics ✓ Devices 3 Revi	ew + create	
Summary		
Basics		
Device action	Delete	
os	Android (device administrator)	
Devices		
1 devices selected (100 max)		
Device name	Primary user UPN	OS
Mingyu_Android_4/15/2021_1:12 AM	Mingyu@yealink7.onmicrosoft.com	Android (device administr

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?

	应用的筛选器:OS
🔎 уј08	🔎 ујо9
Showing 1 to 18 of 18 records	Showing 1 to 19 of 19 records

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