

# Common Errors with MS Teams Integration

This is a list of the errors commonly experienced by MSPbots clients when connecting MS Teams.

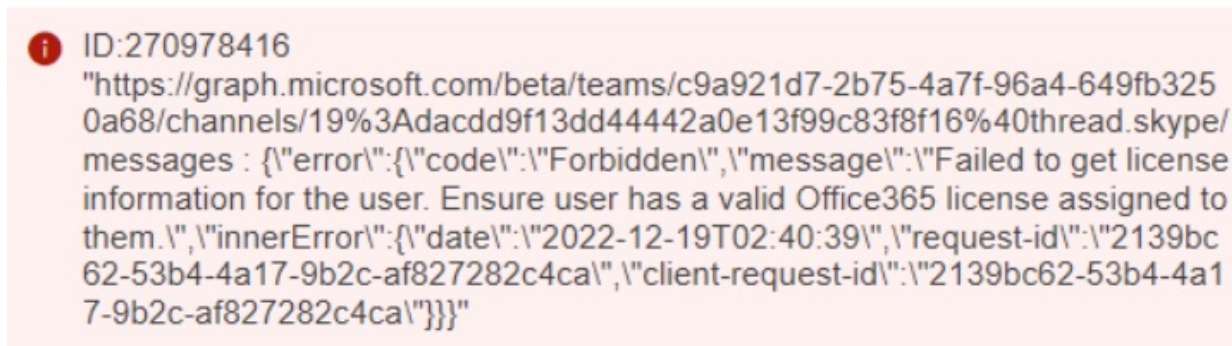
- A. Error message: "The app may not exist, or your organization may have disallowed you from using it"
- B. Error "c9a921d7-2b75-4a7f-96a4-649fb3250a68" on Teams integration logs
- C. Error "c10e6250-9996-447b-96a5-96f195e9b022" on Teams integration logs

## A. Error message: "The app may not exist, or your organization may have disallowed you from using it"

To resolve this, please refer to Microsoft's guide on [Managing app permission policies in Microsoft Teams](#).

## B. Error "c9a921d7-2b75-4a7f-96a4-649fb3250a68" on Teams integration logs

The client experiences sync error for some APIs like the following:



### Root Cause:

The error appears because the permissions given to MSPbots are not enough. You have to authorize **Managed.Tenants.Read.all** on the Permissions List.

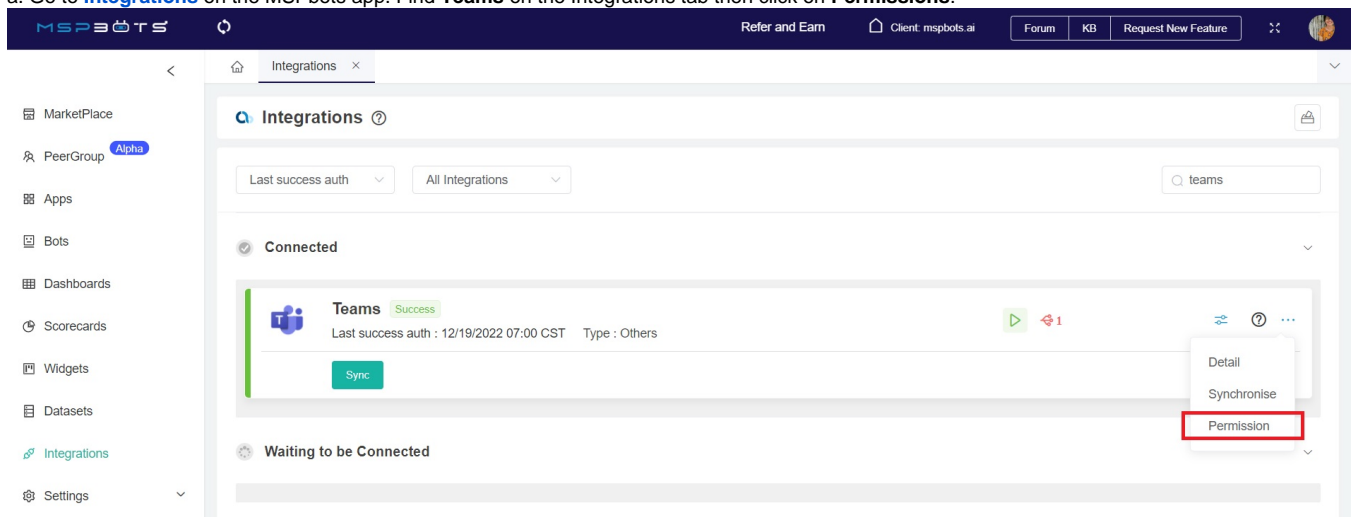
The MSPbots logic configuration supports multiple clients. We create datasets for each client according to their requirements and the permissions they have granted MSPbots. These datasets are accessible to all clients using MS Teams. However, because datasets vary for each client and require different permissions, clients may not be able to access some datasets until they provide the same permissions given by the client who requested the datasets.

### Resolution:

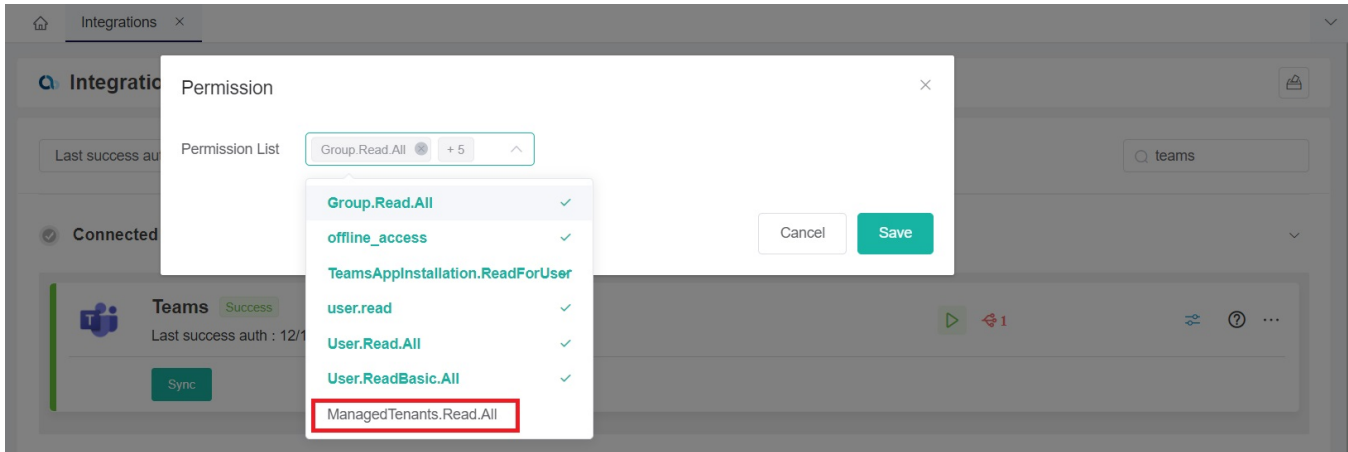
We have upgraded our configuration logic. Now, data from APIs with the correct client permissions sync automatically. On the other hand, those with insufficient permissions are marked with a Pending status until clients grant the permissions required by the datasets they want to access.

### How to grant permissions and fix the error:

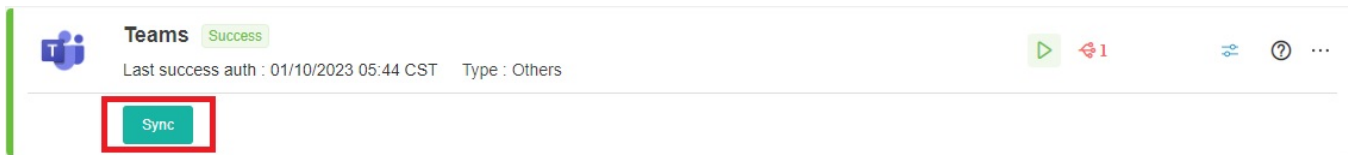
a. Go to [Integrations](#) on the MSPbots app. Find **Teams** on the Integrations tab then click on **Permissions**.



b. Click **Permissions List** on the pop-up and select **ManagedTenants.Read.All** (or the required permissions) and save.



c. Provide Teams administrator authorization by clicking the **Sync** button.



## C. Error "c10e6250-9996-447b-96a5-96f195e9b022" on Teams integration logs

The following error appears:



The error affects data sync and appears because XLS has no permission to access Teams data. Resolve by authorizing XLS to access Teams data.

For information on the permissions required to call the Teams API, please read Microsoft's page for [Getting chat Message in a channel or a chat](#).