Resolve Webex Video Integration for Microsoft Teams PowerShell Status Discrepancy after Global Enablement

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Issue

After enabling Webex Video Integration for Microsoft Teams (VIMT) for all users globally in a Microsoft Teams tenant, PowerShell queries showed individual users as "not enabled" even after more than six days. When VIMT was enabled on a per-user basis, it displayed as enabled immediately in PowerShell queries. The concern was whether global VIMT enablement was functioning correctly and being reflected properly for users in the Microsoft Teams environment.

Environment

- Technology: Cloud and Hybrid Products
- Subtechnology: Webex Video Integration for Microsoft Teams (CVI)
- Microsoft Teams tenant with VIMT configured globally
- PowerShell environment for Microsoft Teams administration

Resolution

The issue was resolved through validation testing that confirmed VIMT functionality was working correctly despite the PowerShell status display discrepancy.

Validation Steps Performed

Step 1: Lab Environment Validation

The case owner reproduced the behavior in a controlled lab tenant and confirmed that when VIMT is enabled globally, individual users cannot show as enabled when queried via PowerShell, but they can still successfully schedule Teams meetings that include the Webex CVI/VIMT join details.

Step 2: Customer Functional Testing

An affected user who showed as "not enabled" in PowerShell was asked to create a test Microsoft Teams meeting to verify whether the Webex CVI/VIMT join information would appear in the meeting invite.

Step 3: Confirmation of Working Functionality

The customer confirmed that the test meeting successfully included the Webex CVI/VIMT join information in the meeting invite, demonstrating that the global enablement was functioning correctly despite the PowerShell display issue.

Key Finding

Microsoft Teams cannot display individual users as enabled in PowerShell queries when VIMT is configured globally at the tenant level, but the functionality remains active and operational for all users. The PowerShell status query does not accurately reflect the actual functional state when global policies are applied.

Cause

This is expected behavior when VIMT is enabled globally in Microsoft Teams. The PowerShell query commands cannot accurately reflect individual user enablement status when a global tenant-wide policy is applied, even though the functionality is active and working correctly for all users. This represents a display inconsistency between the PowerShell administrative interface and the actual functional state of the service.

Related Content

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- Get-CsTeams Video Interop Service Policy
- Cisco Technical Support & Downloads