

Update Your Microsoft Teams Integration Bot App Password

How to update your MS TEAMS bot password to keep the integration working.

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[PDF VERSION](#)

Tags | [Integrations](#) | [MS Teams](#) |

Applies to: Free Basic Business Enterprise

ADMIN PRIVILEGES REQUIRED

This documentation is for **Stack Overflow for Teams Enterprise**. Free, Basic, and Business users can access their documentation [here](#). [Find your plan](#).

Overview

If you're using the Stack Overflow for Teams Enterprise (SOE) Microsoft Teams integration, you'll eventually need to update the MS Teams bot app password for the integration to continue working. Setting the bot password is part of the initial [MS Teams integration installation](#).

NOTE: There's no direct way to tell when your bot password will expire at <https://dev.teams.microsoft.com>. Your IT admins set password policy at the Microsoft enterprise level, so you may want to reach out to them for details on your company's password policy.

Confirm an expired bot password

If you've made no changes to your MS Teams integration and it stops working, your app bot password has likely expired. Here's what to look for:

1. You've stopped receiving webhook notifications and/or replies from the chatbot within your MS Teams integration.
2. You see `System.NullReferenceException: Object reference not set to an instance of an object` exceptions on the `/admin/errors` page. These exceptions may be thrown from `/integrations/microsoft-teams/messages` or another MS Teams integration-related route.
3. You see an alert stating that the integration is broken when navigating to your site's Microsoft Teams setup page at **Admin settings -> Microsoft Teams**.

Microsoft Teams

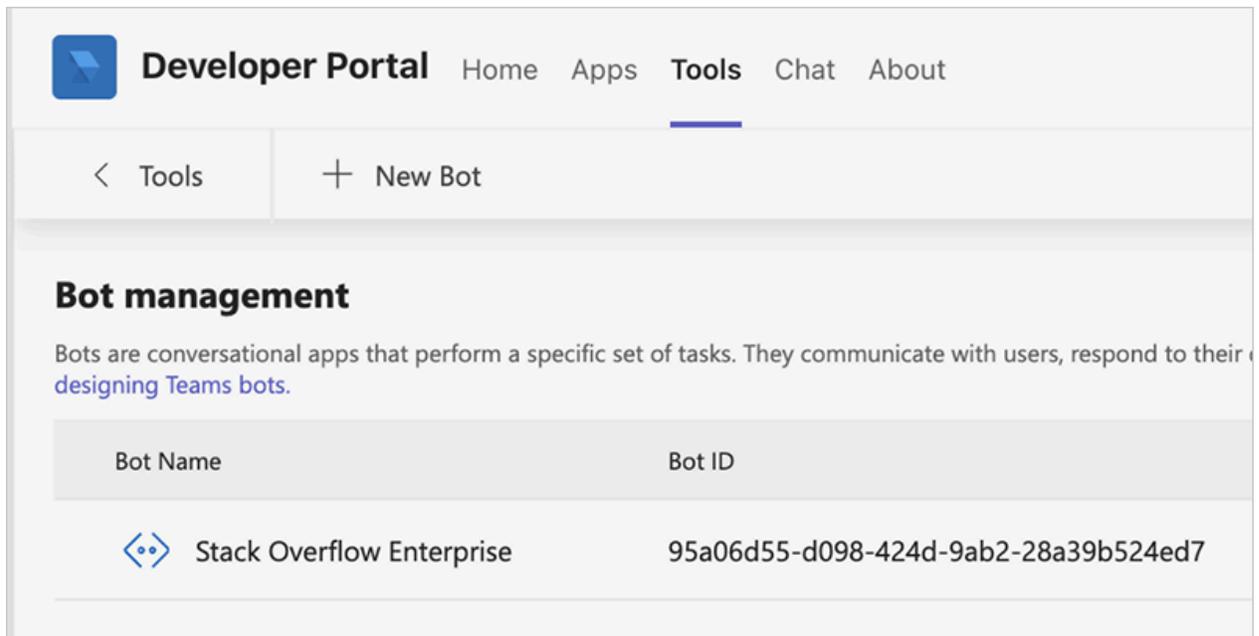
Manage your Microsoft Teams integration.

⚠ The integration with Microsoft Teams is broken, as the bot credentials are not working. You can see more details on [this page](#) and update your bot credentials on this page.

The following process will help you get your MS Teams integration working again.

Generate a new secret on MS Teams

1. Navigate to <https://dev.teams.microsoft.com/bots> to access the Bot Management tool in your Microsoft Teams Developer Portal.



The screenshot shows the Microsoft Teams Developer Portal interface. At the top, there is a navigation bar with the 'Developer Portal' logo and links for 'Home', 'Apps', 'Tools', 'Chat', and 'About'. Below this is a sub-navigation bar with a back arrow, 'Tools', a plus sign, and 'New Bot'. The main content area is titled 'Bot management' and includes a brief description: 'Bots are conversational apps that perform a specific set of tasks. They communicate with users, respond to their requests, and can be used to automate tasks. For more information, see [designing Teams bots](#).' Below the text is a table with two columns: 'Bot Name' and 'Bot ID'. The table contains one entry: 'Stack Overflow Enterprise' with the Bot ID '95a06d55-d098-424d-9ab2-28a39b524ed7'.

Bot Name	Bot ID
 Stack Overflow Enterprise	95a06d55-d098-424d-9ab2-28a39b524ed7

2. Locate and click on your bot.
3. Click **Client Secrets** to generate a new Client Secret.
4. Click **+ Add a secret**.

**Stack Overflow Enterprise**

Configure

Channels

Client secrets

Client secrets

Create and manage client secrets (also known as application passwords) for your bot here or in [Azure](#)

Client secrets	Created	
H3mxxxxxxxxxxxxxxxxxxxxxx	01 January 1970	...

[+ Add a secret](#)

5. Copy the new secret to your clipboard.

New client secret generated

Store this secret securely. This is the only time the secret displays.

hZy8Q~_yxlomtPldFeWEclbV19FszdBm6-eib1K 

[OK](#)

NOTE: Microsoft's **Copy to clipboard** button (clipboard and paper icon) can be unreliable. We recommend manually selecting and copying the secret.

Update the password on SOE

1. Go to your SOE site's Microsoft Teams setup page by clicking **Admin settings** in the left-hand menu, then **Microsoft Teams**.
2. Follow the instructions in the "Update your bot credentials" section.

Update your bot credentials

If you need to update the bot password or its certificates [click here](#).

3. Paste the new secret you copied earlier into the designated field and click **Update password**.

Bot app password

[Update password](#)