GSD. MS Teams - How to Clear Microsoft Teams Cache

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General Information:

Possible symptoms/errors:

User has some issues with MS TeamsUser asks how to clear Cache in MS Teams

Alternative names of the system:

MS TeamsMicrosoft Teams

IMPORTANT NOTICE:

N/A

Solution:

Advise user that they can try clearing the Microsoft Teams cache on their device if they are having issues with the application.

To clear Microsoft Teams, advise user that they need to manually delete files from within the Teams app data folder.

1. Inform user to close Microsoft Teams. To completely quit Teams app, they should close it from the Task Manager.

Ask user to right-click on the taskbar then to select Task Manager.Let the user select Microsoft Teams and then click End Task.

2. User should browse the following location into File Explorer: %appdata%\Microsoft\Teams3. Once in the directory, user will need to delete all the files within the following folders:

Application CacheBlob_storageCacheDatabasesGPUCacheIndexedDBLocal Storagetmp

4. Ask user to restart Microsoft Teams

If this article did not resolve the issue, send an e-mail from ServiceNow ticket to One365Support@freseniusmedicalcare.com.

Assignment Group:

3rd Party e-mail address: One365Support@freseniusmedicalcare.com

Ticket Creation:

Template: N/ACategorization:

Configuration Item: N/ACategory: N/ASubcategory: N/A

Important Links:

N/A