

GSD. MS Teams – Issue with accessing a Microsoft Stream video in Microsoft Teams

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General Information:

Possible symptoms/errors:

Issue with accessing a Microsoft Stream video in Microsoft Teams.

Alternative names of the system:

N/A

IMPORTANT NOTICE:

N/A

Solution:

There are instances when user tries to access a shared Microsoft Stream video posted in Teams, such as a Teams meeting recording, and they receive an error message like the one below:

The error indicates that user has a valid O365 account and has necessary license to access Microsoft Stream but does not have required permissions to access the Stream video/channel. This article shows how to troubleshoot this issue.

Details:

1. Problem is with Microsoft Stream video permissions.

Advise the user to make sure that they have access to the video which they are trying to access. Advise the user to request the owner of the video to grant them access.

Note: Microsoft Stream videos cannot be extended to external users at this point.

Assignment Group:

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

Ticket Creation:

Template: N/A Categorization:

Configuration Item: N/A Category: N/A Subcategory: N/A

Important Links:

N/A

