

使用者無法開啟 TEAMS 檔案處理

此狀況會發生在回鍋人員，因帳號停用或是刪除帳號後重件相同名稱帳號的情況下發生，使用者會無法開啟 TEAMS 上任何檔案，需要去清除快取後可以恢復正常。

您無法使用此連結。

很抱歉，您目前的登入身分是「」，但該帳戶不可以在安全連至此連結的人員清單中，請登出並嘗試使用不同的電子郵件登入，然後再次開啟連結。

技術詳細資料

返回網站

很抱歉，您沒有存取權。



1.與使用者確認有過傳送檔案給他的人員，進入 M365 管理介面，找到該人員後，切換到 onedrive 介面，點擊建立檔案連結後，進入產生出來的連結網頁。

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OneDrive
已使用的儲存空間
0.03% (314.5728 MB of 1024 GB)

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https://sgames-my.sharepoint.com/personal/nicky_tseng_xg_com_tw

2. 變更連結網址，改用這串“[_layouts/15/people.aspx?MembershipGroupId=0](#)”取代部分網址內容，進入快取介面。

The screenshots illustrate the steps to change the SharePoint URL and access the fast cache interface.

- Screenshot 1:** Shows the SharePoint navigation bar with the URL https://xsgames-my.sharepoint.com/personal/nicky_tseng_xsg_com_tw/_layouts/15/onedrive.aspx. The page displays a list of files in the OneDrive folder.
- Screenshot 2:** Shows the SharePoint navigation bar with the URL https://xsgames-my.sharepoint.com/personal/nicky_tseng_xsg_com_tw/_layouts/15/people.aspx?MembershipGroupId=0. The page displays a list of files in the OneDrive folder.
- Screenshot 3:** Shows the SharePoint navigation bar with the URL https://xsgames-my.sharepoint.com/personal/nicky_tseng_xsg_com_tw/_layouts/15/people.aspx?MembershipGroupId=0. The page displays the "人員與群組" (People and Groups) section titled "所有人員" (All Members).

3. 點選開啟異常人員的快取做刪除，後續傳輸給對方的檔案就可以正常開啟了



第二種解決方案

Onedrive 批量執行刪除舊使用者帳號緩存 Powershell 如下

```
Install-Module -Name Microsoft.Online.SharePoint.PowerShell
```

```
$AdminSiteURL="https://tenant-admin.sharepoint.com"
```

```
$SiteCollAdmin="管理員的帳號"
```

```
$AccRemove="刪除的目標帳號"
```

```
Connect-SPOSERVICE -Url $AdminSiteURL
```

```
$OneDriveSites = Get-SPOSITE -Limit ALL -includepersonalsite $True -Filter "Url -like 'sharepoint.com/personal/'"
```

```
Write-Host -f Yellow "Total Number of OneDrive Sites Found: "$OneDriveSites.count
```

```
=====添加管理員=====
```

```
=====
```

```
Foreach($Site in $OneDriveSites)
```

```
{
```

```
    Write-Host -f Yellow "Added Site Collection Admin to: "$Site.URL
```

```
    Set-SPOUser -Site $Site.Url -LoginName $SiteCollAdmin -IsSiteCollectionAdmin $True
```

```
}
```

```
Write-Host "Site Collection Added to All OneDrive Sites Successfully!" -f Green
```

```
=====刪除目標=====
=====
====
```

```
Foreach($Site in $OneDriveSites)
{
    Write-Host -f Yellow "Delete Site Collection Admin to: "$Site.URL
    Remove-SPOUser -Site $Site.Url -LoginName $AccRemove
}
Write-Host "Delete specific user in All OneDrive Sites Successfully!" -f Green
```

```
=====移除管理員=====
=====
====
```

```
Foreach($Site in $OneDriveSites)
{
    Write-Host -f Yellow "Delete Site Collection Admin to: "$Site.URL
    Set-SPOUser -Site $Site.Url -LoginName $SiteCollAdmin -IsSiteCollectionAdmin $False
}
Write-Host "Site Collection Admin deleted to All OneDrive Sites Successfully!" -
f Green
```

第三種解決辦法：

如果遇到 onedrive url 非正規狀況下(結尾多一個 1 之類的)

https://xsgames-my.sharepoint.com/personal/jill_hsieh_xsg_com/tw1

[修正 SharePoint 或 OneDrive 中的網站用戶標識碼不符 - SharePoint | Microsoft Learn](#)