

## Troubleshooting Guide: Missing Files in Microsoft Teams/SharePoint

### Scenario:


A team reports that files shared in their Microsoft Teams channel are not appearing in the corresponding SharePoint folder.

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### Step-by-Step Troubleshooting

#### 1. Confirm the Channel Type


- **Standard channel:** Files should appear in Documents > [Channel Name].
- **Private channel:** Files are stored in a **separate SharePoint site**.

 **Action:** Ask which channel the file was shared in and check if it's private.

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#### 2. Open SharePoint via Teams


- In the affected Teams channel, click the **“Files” tab**.
- Click **“Open in SharePoint”** to navigate directly to the linked document library.

 **Action:** Compare this location to where users expect the file to be.

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#### 3. Check Folder Structure

- Confirm the **exact folder path** the file was uploaded to.
- Ask: Was it uploaded to the general folder, a subfolder, or a different channel?

 **Action:** Manually browse or search the document library in SharePoint.

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#### 4. Review Upload Method


- If a file was shared via chat or pasted in a conversation, it may not be stored in the SharePoint folder.

 **Action:** Ask how the file was uploaded (drag/drop, uploaded to Files, shared via post/chat).

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#### 5. Sync Status or Delay

- Check for **OneDrive sync delays** or browser caching issues.
- Refresh the page or try accessing from a private/incognito browser.

 **Action:** Ask the user to clear cache or check from a different device.

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## 6. Permissions Issue

- Confirm the user has **at least “Read” access** to the folder or document library.

✅ *Action:* Go to **Library Settings > Permissions** and verify access.

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## 7. Audit & Version History (Advanced)

- Use the **audit log** or **version history** in SharePoint to verify if:
  - The file was deleted.
  - A user uploaded a file under a different name or location.

✅ *Action:* Check **Recycle Bin** and restore if needed.

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## Preventative Measures

### ✅ Naming Conventions

– Establish clear channel names and file structures.

### ✅ Training

– Include file upload best practices in onboarding and quarterly refreshers.

### ✅ Automation & Alerts

– Use Power Automate to send alerts when files are uploaded to key folders.

### ✅ Permissions Review

– Conduct periodic audits of SharePoint/Teams access rights.

### ✅ Pinned Resources

– Pin the “Open in SharePoint” link in each Team to reduce confusion.