

How to Fix the error; "Sorry, this site hasn't been shared with you" on SharePoint Quick Previewer.

Question

Why do users see the message "Sorry, this site hasn't been shared with you", when they click on the thumbnails on SharePoint Quick Previewer?

Answer

To be able to fix this issue, you will need to follow the steps below:

1. Go to Site Collection root site, to "KWizCom CacheUtility List". The url should be: [https://\[SITE COLLECTION ROOT WEB URL\]/ksqpCache/Forms/AllItems.aspx](https://[SITE COLLECTION ROOT WEB URL]/ksqpCache/Forms/AllItems.aspx)
2. Go to "Library Settings -> Permissions for this document library".
3. Click "Delete unique permissions" or grant permissions to all users who should see the documents.

KWizCom Support Center

<https://support.kwizcom.com/KnowledgebaseArticle51297.aspx>