

**FrancisHayle**

Xbox Ambassador

Created on October 13,
2015

One Drive files and account not loading. Error message: "Our server is having a problem".

I'm trying to load/access my One Drive account but, i just get spinning cycle's and nothing will load. I need to upload and get to my college work that's stored on onedrive.live.com

I've tried to sign in/load onedrive.com on Internet Explorer on Windows 10 Pro but get an error message

I've tried with Microsoft Edge on Windows 10 Pro, but i just get spinning balls/cycles.

I've also tried Google Chrome but i get an error message

When i go to access onedrive.live.com i get the following message on three browsers. I presume that this means Microsoft's One Drive servers have crashed?

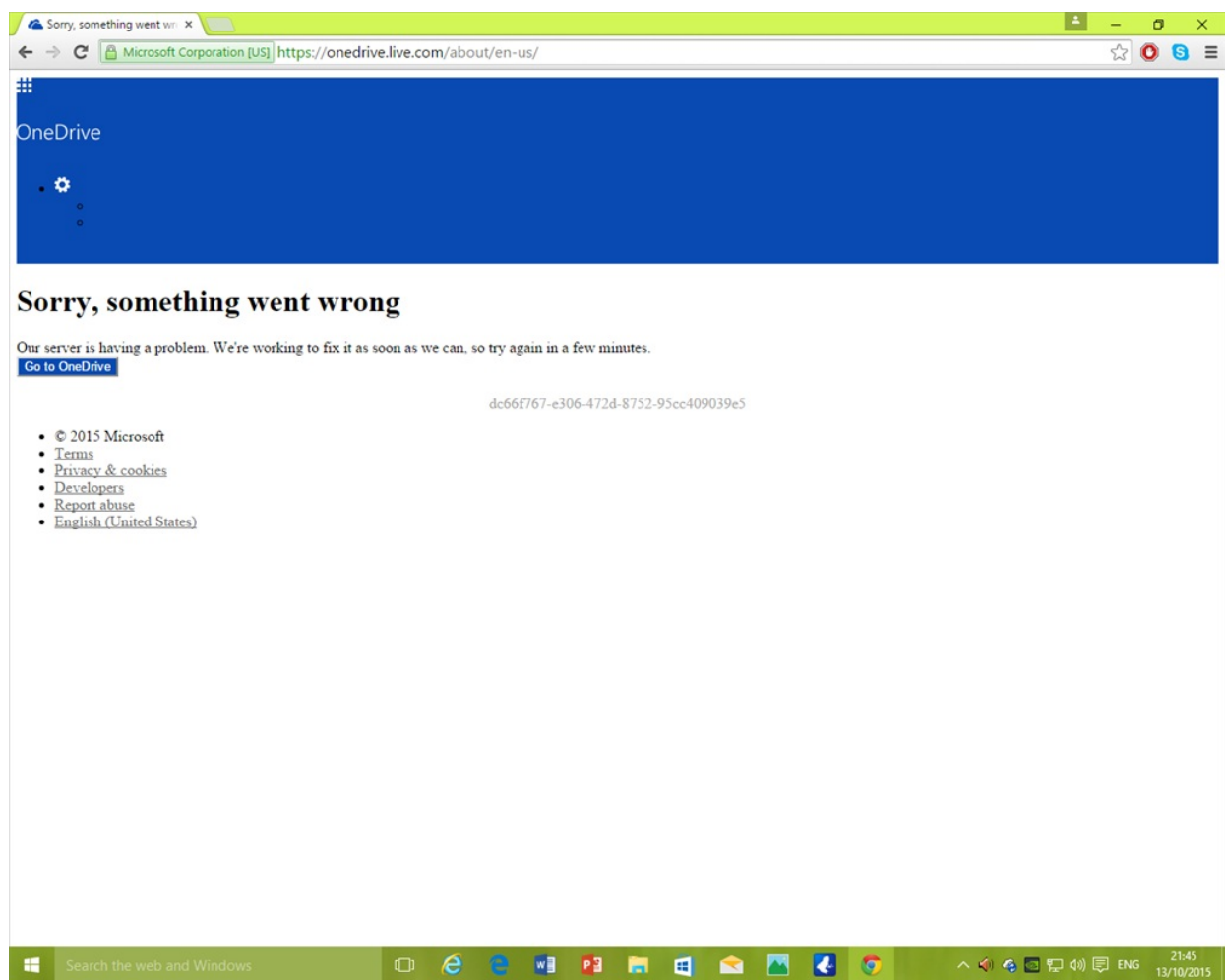
"Sorry, something went wrong".

"Our server is having a problem.

"We're working to fix it as soon as we can, so try again in a few minutes".

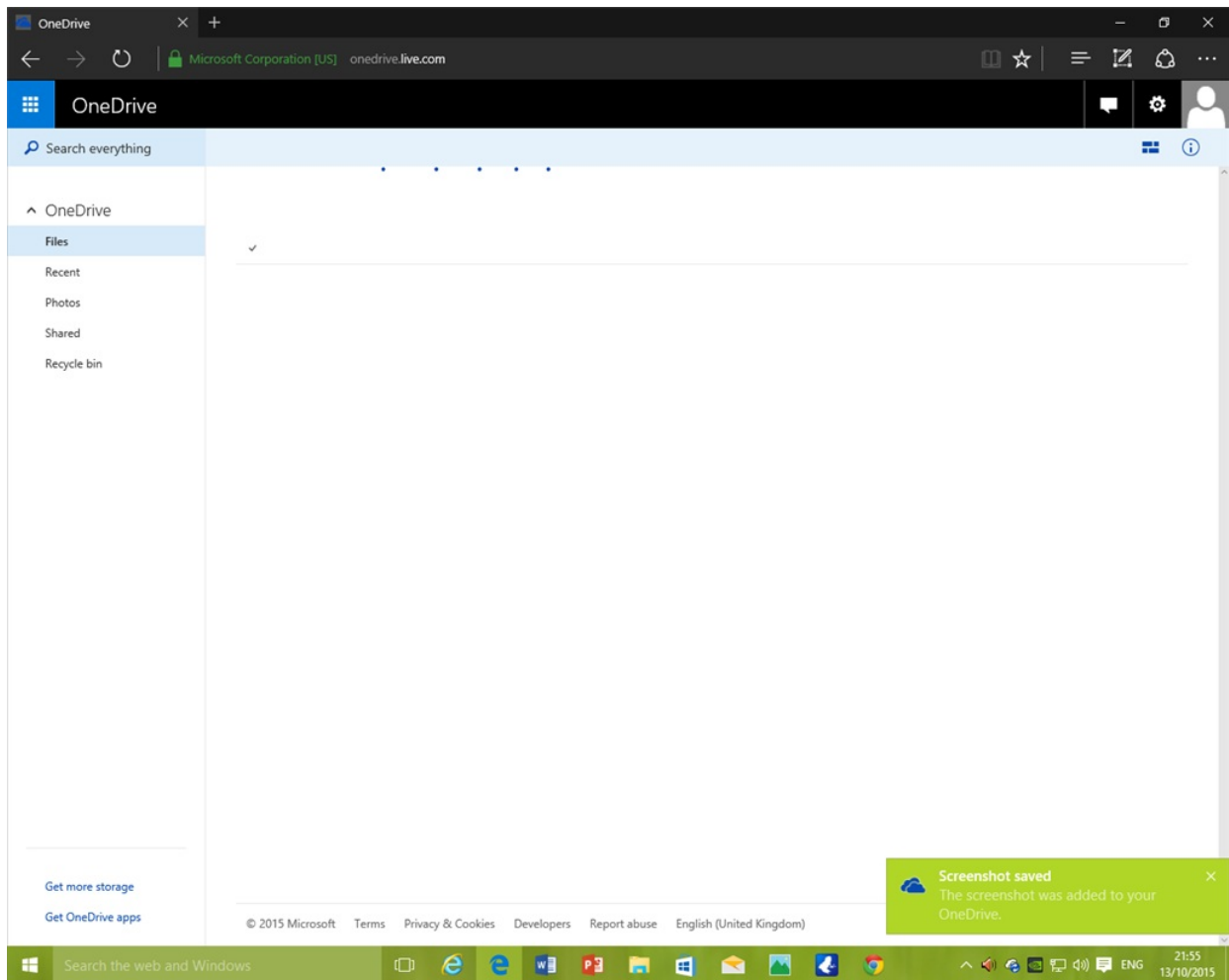
Error: dc66f767-e306-472d-8752-95cc409039e5

Google Chrome:

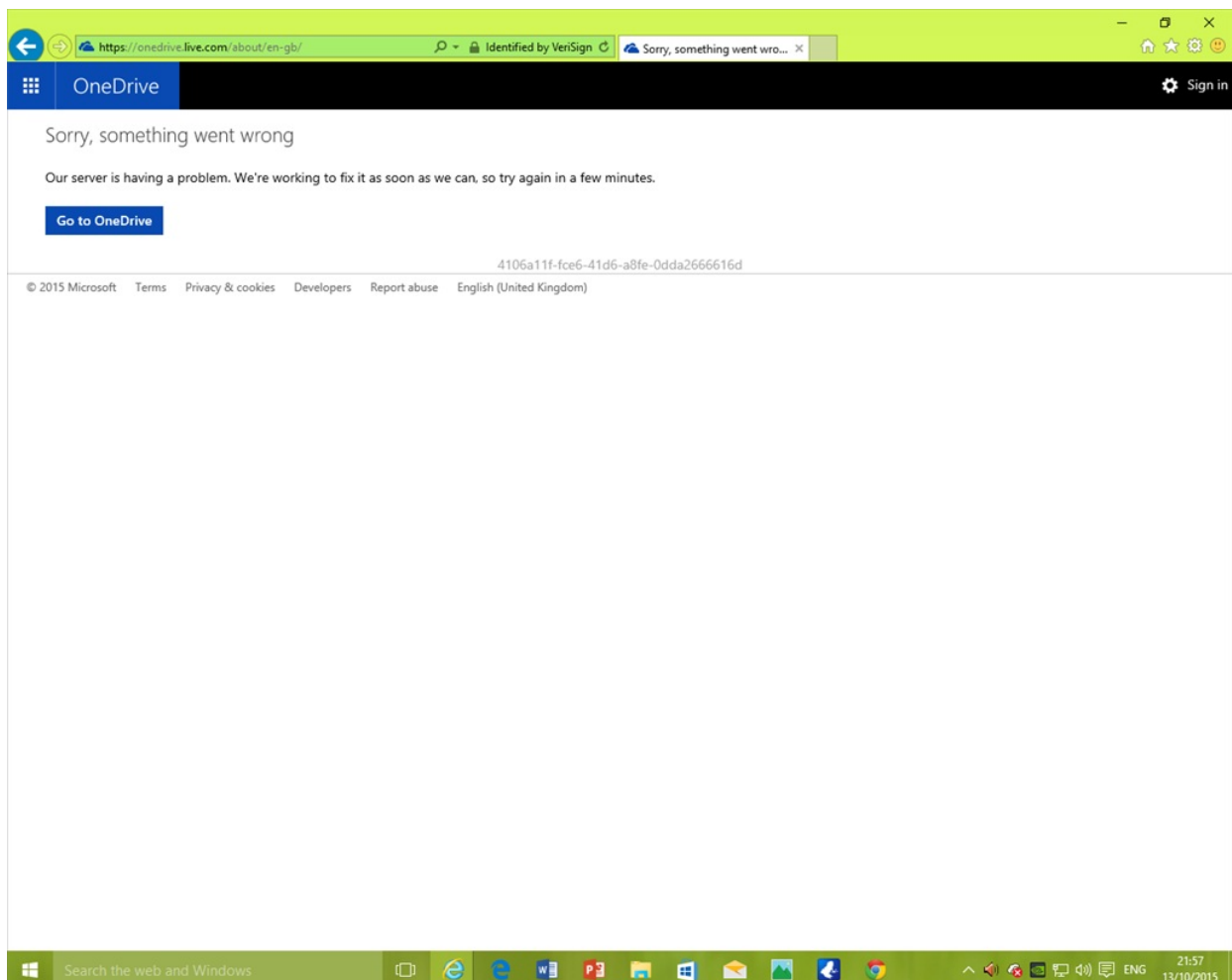


Microsoft Edge

On Microsoft edge i get spinning balls. If you look at the account picture there is none and none of my files that I'm trying to access is loading.



Internet Explorer:



🔒 This thread is locked. You can follow the question or vote as helpful, but you cannot reply to this thread.

[I have the same question \(1\)](#) [Subscribe](#)

Replies (7)



PranavMishra5582

Replied on October 14,
2015

Hi Francis,

You could face this issue due to temporary outage. I suggest you to check the issue on a different device and get back to us so that we can assist you further.

Did this solve your
problem?

[Yes](#) [No](#)



ilan_it

Replied on November 12,
2015

↳ [In reply to PranavMishra5582's post on October 14, 2015](#)

Hi Francis, I am having the same problem. Have you been able to solve it ? Thx.

Did this solve your
problem?

[Yes](#) [No](#)



FrancisHayle

Xbox Ambassador

Replied on November 13,
2015

↳ [In reply to ilan_it's post on November 12, 2015](#)

Hi [ilan_it](#),

It seemed that I was facing that issue because there was a server outage preventing me from getting my files.

Try accessing onedrive.com on a different device.

If that doesn't help create a new thread and someone will reply.

Many thanks,

Francis.

Did this solve your
problem?

Yes No

IL

ilan_it

Replied on November 13,
2015

↳ In reply to FrancisHayle's post on November 13, 2015

Thanks !

Did this solve your
problem?

Yes No

A. User

Replied on November 15,
2015

↳ In reply to ilan_it's post on November 13, 2015

Hi,

We would like to know if the server issue is fixed or are you still facing the issue. Please let us know with the issue status so that we can assist you further.

Thank you.

Did this solve your
problem?

Yes No

IL

ilan_it

Replied on November 15,
2015

↳ In reply to A. User's post on November 15, 2015

Hi, as of yesterday this issue disappeared. The issue persisted for 2 weeks and I don't know what was the reason for it and how it was resolved. Perhaps a server outage. Thanks.

Did this solve your
problem?

Yes No

A. User

Replied on November 15,
2015

2015

↳ [In reply to ilan_it's post on November 15, 2015](#)

Hi,

Thank you for the update. This could have been a temporary server Outage which took 2 weeks for you. We apologize for the inconvenience and appreciate your Feedback on this.

Please reply for further queries in OneDrive.

Did this solve your
problem?

[Yes](#)

[No](#)

Question Info

Last updated April 30, 2018

Views 114

Applies to:



[Options and settings](#) / [Web settings](#) / [OneDrive Web \(OneDrive.live.com\)](#)

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