

Common Issues and Troubleshooting for OneDrive Sync



Common OneDrive Sync issues and solutions.



If changes involve file deletions or software resets, please contact our help desk beforehand.

Account Issues

1

Problem: Your OneDrive account is not logged in, or you're using multiple accounts.

Solution: Ensure you're logged into the correct OneDrive account. If you're using multiple accounts, ensure you save your files to the account you expect.

Internet Connection Problems

2

Problem: A poor or unstable internet connection can prevent OneDrive from syncing.

Solution: Check your internet connection. Try resetting your modem or router if you're experiencing connectivity issues.

Insufficient Storage Space

3

Problem: There is not enough space on your OneDrive or local device.

Solution: Delete unnecessary files from OneDrive or your device, or purchase additional storage space.

File Size and Type Limitations

4 **Problem:** Files exceeding the size limit or unsupported file types.

Solution: Ensure files are within the size limit (250GB per file) and are not in a restricted format. Convert files to a supported format if necessary.

OneDrive App Issues

5 **Problem:** The OneDrive app is outdated, not running, or has encountered an error.

Solution: Make sure the OneDrive app is up to date. Restart the app or your device. Reinstall OneDrive if the problem persists.

File and Folder Conflicts

6 **Problem:** Filename conflicts, such as using unsupported characters or having files with the same name.

Solution: Rename files to avoid using special characters like * : ? < > | and ensure no two files or folders share the same name

Sync Settings

7

Problem: Files aren't syncing because they're not in the OneDrive folder or selective sync excludes them.

Solution: Move files to the OneDrive folder. Check selective sync settings to ensure the folders you want to sync are not excluded.

1. **Open OneDrive settings** (select the OneDrive cloud icon in your notification area, then select the **OneDrive Help and Settings icon** (*it looks like a gear*), then **Settings**.)

2. Go to the **Account** tab.

3. Select **Choose folders**.

4. In the **Choose Folders** dialog box, uncheck any folders you don't want to sync to your computer and select **OK**.

File Path Length Limit

8

Problem: The total file path length exceeds the limit allowed by OneDrive or the operating system.

Solution: Shorten the file or folder names leading to it or move the file to a location with a shorter path. The entire decoded file path, including the file name, should not exceed 400 characters, and each segment of the path, such as the file name or folder name, can't exceed 255 characters.



If issues persist after trying these solutions, contact support; we are here to help!

Firewall or Antivirus Interference

9

Contact our help desk for assistance.

Reset OneDrive

10 Contact our help desk for assistance.



If you have any questions or issues, please email Next Level Support at support@nextleveltech.com or call our support number: 614-859-9613.