▮ #335230 OneDrive shows installed on computer but does not open or do anything

Submitted	**Received via**	**Requester**
6 May 2022 at 14:54	Web Form	Robert Humphreys <robert.humphreys@goughcat.co.nz>

CCs
Ciaran Gardiner <ciaran.gardiner@terracat.co.nz>

Status	**Type**	**Priority**	**Group**	**Assignee**
Solved	-	Normal	Service Desk	Jess Beattie

Category
Misc Help

Jess Beattie May 6, 2022 at 14:54

Doesn't show in File Explorer
Doesn't show in hidden icons
When searching for it in the start menu - click on it and it literally does not do anything
Tried uninstalling from control panel and reinstalling a few times
restarted computer
Did an online office repair but to no avail

Kind regards,
Jess Beattie

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Ciaran Gardiner May 9, 2022 at 14:07   Internal note

Fixed, see below.

https://support.microsoft.com/en-us/office/onedrive-won-t-start-0c158fa6-0cd8-4373-98c8-9179e24f10f2#:~:text=Navigate%20to%20the%20following%20registry%20key%3A%0A%0AHKEY_LOCAL_MACHINE%5CSoftware%5CPolicies%5CMicrosoft%5CWindows%5COneDrive

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Jess Beattie May 10, 2022 at 09:33   Internal note

Ciaran Gardiner thank you for this :)
I tried googling it at the time of the call but couldn't find anything then hadn't had a further look

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