

21 March 2022

**Terra Industrial New Zealand Ltd**

PO Box 16 168

16 Branston Street, Hornby

Christchurch 8441, New Zealand

03 983 2333 Tel

www.TerraCat.co.nz

**O Drive not connecting**

1. Disconnect the drive

Timeline

Description automatically generated

1. Open command prompt  
      
   Graphical user interface, text, application

   Description automatically generated with medium confidence  
      
   3. Type in **gpupdate /force**   
   4. Press enter  
      
   Text

   Description automatically generated  
      
   Text

   Description automatically generated  
      
   5. It may look like it is taking a while to "update policy" but eventually it will say the below  
      
   Text

   Description automatically generated  
      
   6. Type the letter N  
   7. Press enter  
      
   Text

   Description automatically generated  
      
   O drive should be showing now and will show up as the below  
      
   Graphical user interface, application

   Description automatically generated