

OneDrive for Business is the component of the Microsoft 365 Cloud that allows you to store and edit documents and files easily, with collaboration possibilities for Office documents and many more. On OneDrive for Business, you can securely store your personal files so you have easy access to them no matter where you are, even if you are on the move. You can also share files and folders easily with your co-workers, students or people not affiliated with the university and can even work together in the same document at the same time. You have access to your work through the Office desktop software, Windows Explorer using the sync client software, or through the Office apps on your tablet or smartphone (available in the app store).

Mac users have only one sync client available through the app store. Windows users however have up to three different clients to “choose from”. An overview:

## 1. OneDrive personal sync client

This is the old OneDrive client for consumers (“personal”). This client synchronizes only with the free version of OneDrive and thus cannot be used to synchronize OneDrive for Business or SharePoint (Online) files and folders.

## 2. OneDrive for Business sync client

With Microsoft Office 2016 (and 2013) comes a standard OneDrive for Business sync client. This older version of sync client (“groove.exe”) is suited to synchronize local SharePoint libraries or sites as well as OneDrive for Business files and folders. You cannot synchronize SharePoint Online or OneDrive (personal) libraries with this client.

## 3. Next Generation OneDrive sync client

This client comes with a separate installer, and does not require an Office installation. With the Next Generation OneDrive sync client (“onedrive.exe”), you can synchronize both your personal OneDrive and OneDrive for Business data, as well as SharePoint Online libraries (even those with protected content that is available to you). This client will also be updated automatically through Windows Update, so you do not have to install any new version manually.

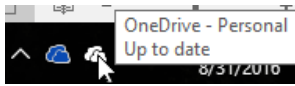
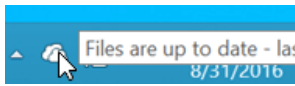
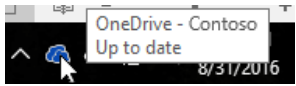
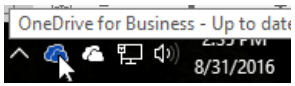
## Which client do I need?

The Next Generation OneDrive sync client is the preferred client at the University of Antwerp. Therefore, we advise you to install this client, which can [be downloaded here](#).


## Which version am I using now?

If you take a look at the task tray at the bottom right of your screen, you might notice an icon of two clouds, which is the OneDrive client icon (if you don't see it, you might need to click the arrow icon to show all task tray icons:

^ or ^ )

| If you are seeing this:   |   |  |   |
|---|---|--|---|
| A white icon with hover text "OneDrive – Personal" or just "OneDrive"             | A white icon with hover text "Files are up to date"                               | A blue icon with hover text "OneDrive – uantwerpen"                                | A blue icon with hover text "OneDrive for Business"                                 |
|  |  |  |  |
| Then you are using:   |   |  |   |
| Next Generation OneDrive sync client  | OneDrive personal sync client   | Next Generation OneDrive sync client   | OneDrive for Business sync client   |

If you don't see any of these icons, then there is probably no client installed or started. Click **Start** and type **OneDrive**. Click the **OneDrive** or **OneDrive for Business** link that shows up to start the client software. If nothing shows up, then OneDrive was not installed on your computer.

If all you see is a grey cloud icon (  ) then your client is not yet signed in to OneDrive for Business. Click the icon to actually sign in.



## Download and version overview

You can download the latest version of the Next Generation OneDrive sync client for Windows or Mac here at [this Microsoft page](#). Here you will also get an overview of what has changed in each version, how to find your current version number, along with a few links to more information about OneDrive.

## Troubleshooting & frequently asked questions

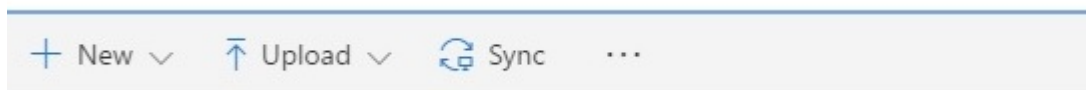
### The OneDrive sync client does not start or closes immediately

It is possible your computer has a blocking mechanism to prevent OneDrive for Business from being used (until shortly, this was not yet available for staff members). To check this, follow these steps (but please be careful when editing your computer's registry! Do not change anything except what is written below; you might damage your computer's functionality beyond repair!)

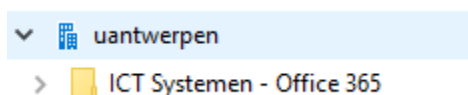
- Click **Start**, type **regedit.exe** and press **Enter**.
- Browse in this new window to:
  - HKEY\_LOCAL\_MACHINE\Software\Policies\Microsoft\Windows\OneDrive
  - Check if the following value is available on the right: **DisableFileSyncNGSC**, type **DWORD**, Data = **1**
  - If it is, right-click it and select **Modify**. Change the value from **1** to **0** or simply remove the entry by selecting **Delete** instead of modify.
  - Start the OneDrive sync client by clicking **Start** and typing **OneDrive**.

### Synchronizing SharePoint Online libraries

With the Next Generation OneDrive sync client you can synchronize SharePoint Online libraries locally, to your desk- or laptop, without a problem. To do so, you open the SharePoint URL for the library and click **Sync**:



Depending on the browser you are using, you will be asked to start the OneDrive application. Confirm this action, after which Windows Explorer will launch and show a new component called “uantwerpen”:

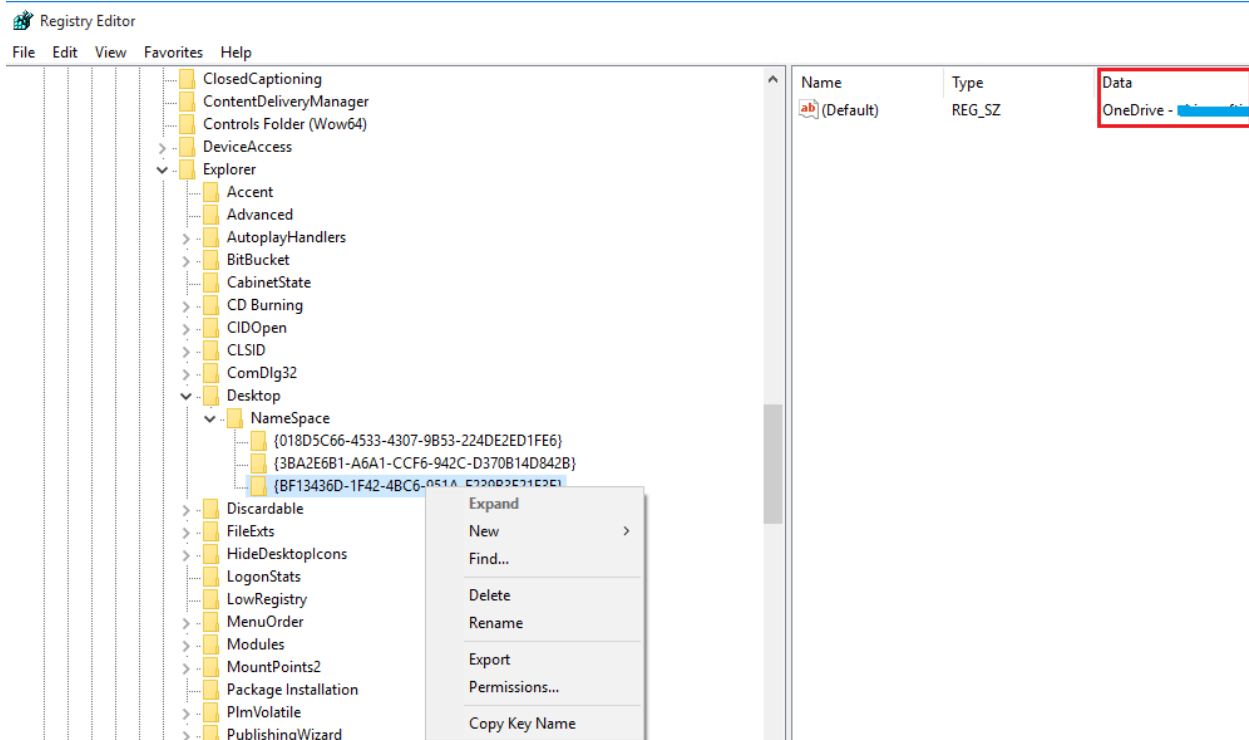


This contains all folders you synchronize this way. Folder shared by others can be synchronized in the exact same way and will be shown here as well, carrying the original sharer's name in front of the folder name.

## Double links to the same sync folder in Windows Explorer

It can happen (especially with a reinstallation of the Next Generation OneDrive sync client) that Windows Explorer shows more than one link to your OneDrive sync folder. To clean this up, you follow these steps (but please be careful when editing your computer's registry! Do not change anything except what is written below; you might damage your computer's functionality beyond repair!)

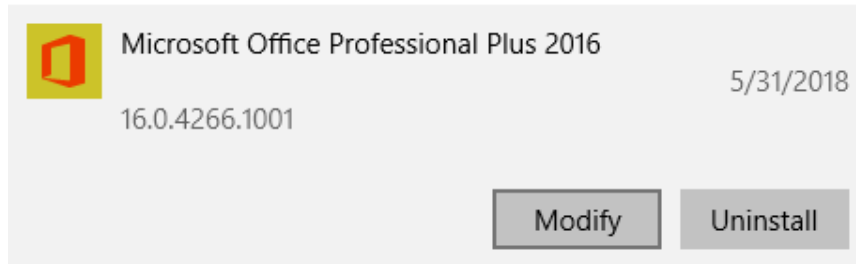
- Click **Start**, type **regedit** and press **Enter**
- Browse in this new window to:
  - HKEY\_CURRENT\_USER\Software\Microsoft\Windows\Currentversion\Explorer\Desktop\NameSpace
  - Check every underlying folder. One of these folders contains the name of the link which you would want to remove from Windows Explorer. You can see this name in the **Data** column on the right.
  - Right-click the folder containing the name you want to remove and select **Delete**.
  - Close this window and open Windows Explorer to see the effect of this change.



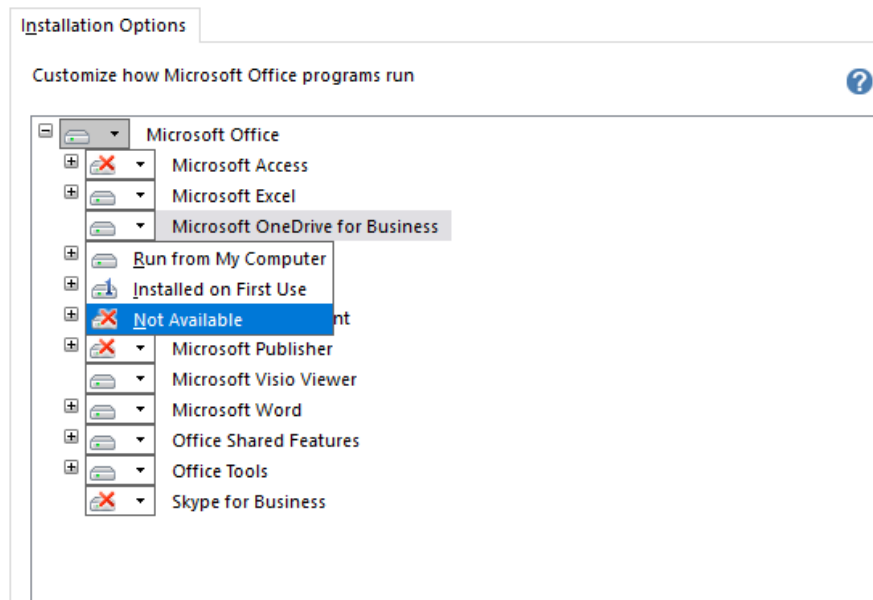
### Removing the OneDrive sync client

Should you want to remove the older OneDrive for Business sync client from your computer and only use the Next Generation OneDrive for Business sync client, then follow these few steps:

- Click **Start** and type **Add or remove programs** and press **Enter**.
- Search the list of programs for **Microsoft Office Professional Plus 2016** or a similar Microsoft Office installation and click **Modify**.



- Leave **Add or remove Features** checked and click **Continue**.
- Click the button in front of **Microsoft OneDrive for Business** and select **Available**.



- Click **Continue** to remove the OneDrive for Business sync client from your computer.