

GSD. OneDrive - Multiple Folders or Icons of OneDrive in Windows File Explorer issue

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General Information:

Possible symptoms/errors:

User wants to know how to Fix Multiple Folders or Icons of OneDrive in Windows File Explorer

Alternative names of the system:

Multiple FoldersMultiple Icons

IMPORTANT NOTICE:

N/A

Solution:

There are instances wherein two OneDrive icons are showing in user's File Explorer after syncing OneDrive to their computer. Both folders may have the same exact data and sync correctly or, both folders may have different data.

A. Unlink and Link the OneDrive

User won't lose files or data by unlinking OneDrive from their computer. They can always access their files by signing back in to OneDrive.

1. Advise user to right click their OneDrive icon in the system tray.
2. User must select Settings.
3. Inform user to select Account tab.
4. Advise them to click Unlink this PC.
5. User should click Unlink account.
6. OneDrive will now be unlinked from the computer and stop syncing files to the user's account.
7. Advise user to restart their computer and to check if the issue is still there or not.
8. Guide them to Link OneDrive again with the account and start syncing files.

User must open OneDrive by clicking the Windows Start, typing OneDrive in the search box, and then clicking on the OneDrive desktop app.

Advise user to enter the email address for their Microsoft account, and to click on Sign in.

User must make note of their shown OneDrive folder location and click on Next.

They can choose where they want their OneDrive folder to be located by:

Selecting Choose new location and select a new folder or drive for the location of the user's OneDrive folder

Selecting Use this location and use the current folder location.

Advise the user to click Next or Later on the next Welcome to OneDrive guide window

User must click on Open my OneDrive folder.

If the issue persists, continue with the next steps.

B. Reset OneDrive

Resetting Microsoft OneDrive can sometimes resolve sync issues and resets all OneDrive settings. OneDrive will perform a full sync after the reset.

NOTE: Resetting OneDrive disconnects all user's existing sync connections. They won't lose files or data by resetting OneDrive on their computer.

Advise the user to open a Run dialog by pressing Windows key and R.

User must type %localappdata%\Microsoft\OneDrive\onedrive.exe /reset and click OK.

Inform the user to check their system tray (bottom right corner) and they should be able to see the OneDrive icon disappear and reappear after a couple of minutes.

If it does not reappear, they can manually restart the OneDrive by:

Clicking the Windows Start, typing OneDrive in the search box (search box automatically opens as they type), and then clicking on the OneDrive desktop app.

This should start the OneDrive again. Once it is started ask the user to check if the extra instance is gone or not.

Assignment Group:

3rd Party e-mail address: One365Support@freseniusmedicalcare.com

Ticket Creation:

Template: N/A Categorization:

Configuration Item: N/A Category: N/A Subcategory: N/A

Important Links:

N/A