

# GSD. OneDrive - Download Files and Folders from OneDrive

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'https://fmcnadev.service-now.com/api/now/table/sys\_user/acaf843397d74958f7e3bb8fe153afe3',

'value': 'acaf843397d74958f7e3bb8fe153afe3'}

**Category:** {'link': 'https://fmcnadev.service-now.com/api/now/table/kb\_category/56019488c34a1a100acd330015013148', 'value': '56019488c34a1a100acd330015013148'}

General Information:

Possible symptoms/errors:

User wants to know how to Download Files and Folders from OneDrive

Alternative names of the system:

N/A

IMPORTANT NOTICE:

N/A

Solution:

This article shows a guide on how to download files and folders from Microsoft OneDrive to computer.

Details:

From OneDrive, advise user to select the files or folders that they want to download.

To download single or multiple files, user must select each item by clicking the check box in the circle.

To select all files in a folder, advise user to click the circle to the left of the heading or press Ctrl + A on their keyboard.

To select an entire folder, advise them to click the circle to the left to select the folder.

User must click Download from the top navigation bar.

User can also right-click the file, photo, or folder and select Download.

NOTE: Download option only appears when files or folders are selected.

The file will be downloaded.

Depending on the browser used, there are prompts that may be received, advise user to select Save or Save As and navigate to the location where they want to save the download.

If user selects a folder and then select Download, the browser will begin downloading a ZIP file that contains all of the files and folders they selected.

If user in in a folder and select Download without selecting any files or folders, the browser will start downloading all of the folder's contents.

NOTE:

User cannot download files directly from the Shared view. OneNote notebooks cannot be downloaded. When they download a folder that has a OneNote notebook in it, the ZIP file contains an error message in the form of a TXT file. Downloads are subject to the following restrictions: 250 GB maximum file size, maximum total number of files: 10,000, limit for folder size: 200 files. Files or folders that contain a number sign (#) in the file or folder name cannot be added to .zip files.

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