GSD. OneDrive - How to solve a synchronization problem during a metered connection

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General Information:

Possible symptoms/errors:

User is facing synchronization issues during OneDrive metered connection

Alternative names of the system:

N/A

IMPORTANT NOTICE:

Ask the user if the synchronization problem occurs during a metered connection to the Internet. If not use this solution: KB0039785 OneDrive - OneDrive Sync Issues

Solution:

Ask the user to open OneDrive settings:Ask them to uncheck the option Pause syncing when this device is on a metered network:OneDrive will now start syncing while on a metered connection.

Assignment Group:

Ext_WW_Collaboration_SLS_Capgemini

Ticket Creation:

Template: N/ACategorization:

Configuration Item: N/ACategory: N/ASubcategory: N/A

Important Links:

OneDrive - OneDrive Sync Issues:
https://fmcna.service-now.com/sp?id=kb_article&sysparm;_article=KB0039785