

# GSD. OneDrive – How to handle tickets related to OneDrive access issue

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**Author:** {'link':

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**Category:** {'link':

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General Information:

Possible symptoms/errors:

OneDrive access issueOneDrive is redirecting to Delve: 0x8004deef“There was a problem connecting to OneDrive. You don't have access to this service. For help, contact your IT department. (Error Code: 0x8004deef)”

Alternative names of the system:

N/A

**IMPORTANT NOTICE:**

If the issue is related with the transfer of the files or helping with migration in OneDrive – this still needs to go on SLS level

Solution:

If user reports that he/she is unable to login OneDrive application since they receive the below error:

Following needs to be checked by GSD:

Check if the user requested one of below items (depends on department where he/she is) - Office 365 Subscription Management

If not, then user needs to request one of the above – if yes, please check if the request has been approved

If the request was approved and its longer in state “In Progress” than 3 hours then assign the incident to Ext\_WW\_SharePoint-Operations\_TLS\_CapgeminiIf the request was not approved then request the user to check with the Approver in order to approve the request

Assignment Group:

Ext\_WW\_SharePoint-Operations\_TLS\_Capgemini

Ticket Creation:

Template: N/ACategorization:

Configuration Item: N/ACategory: N/Subcategory: N/A

Important Links:

N/A