GSD. - OneDrive - OneDrive Sync Issues

General Information:

Possible symptoms/errors:

User has OneDrive Sync IssuesOneDrive does not sync any

Alternative names of the system:

OneDrive Sync

IMPORTANT NOTICE:

N/A

Solution:

This article shows several steps on how to troubleshoot and fix common OneDrive sync issues.

Details:

A. Restart OneDrive.

If OneDrive is not syncing any file or folder, advise user to reset the desktop sync client app.

1. User must right click their OneDrive icon in the system tray.

2. Inform user to click the Close OneDrive option.

3. In the window prompt, user must click on Close OneDrive.

4. Advise user to Restart OneDrive. User must click the Windows Start, type OneDrive in the search box, and then click on the OneDrive desktop app.

5. If issue persists, continue with the next steps.

B. Unlink and Link the 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 must click Unlink account.

6. OneDrive will now be unlinked from the computer and stop syncing files to user's account.

7. Advise user to restart the computer and check if the issue is still there or not.

8. User should link OneDrive again with the account and start syncing files

9. Advise user to open OneDrive. User must click the Windows Start, type OneDrive in the search box, and then click on the OneDrive desktop app.

10. Inform them to enter the email address for their Microsoft account and click on Sign in.

11. Inform user to make note of their shown OneDrive folder location and click on Next.

12. They can choose where they want their OneDrive folder to be located.

User must select Choose new location and select a new folder or drive for the location of their OneDrive folderAdvise them to select Use this location and use the current folder location. User must click Next or Later on the next Welcome to OneDrive guide windows.

Advise user to click on Open my OneDrive folder.

7. If the issue persists, continue with the next steps.

Assignment Group:

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

Ticket Creation:

Template: N/ACategorization:

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

Important Links:

N/A