

GSD. - OneDrive - View or Restore Previous Versions of a File in OneDrive

Article ID: KB0039680

Created: 2024-12-19 14:03:26

Updated: 2024-12-19 14:03:26

Author: {'link':

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General Information:

Possible symptoms/errors:

User wants to know How to View or Restore Previous Versions of a File in OneDrive

Alternative names of the system:

Backup

IMPORTANT NOTICE:

N/A

Solution:

Version history feature in OneDrive allows user to see and restore older versions of their files stored in OneDrive. This article guides how to view and restore previous versions of user's file in OneDrive.

Details:

1. Advise user to open OneDrive. User must go to Office Portal Online then select OneDrive icon.
2. Inform user to select the file which they want to view previous versions. User must right-click on it or click Show actions button then select Version history.

In classic OneDrive view, user must select the document, then at the top, select More > Version History.

3. The Version History pane shows the date and time of the previous revisions, who it was modified by, and the size of the previous revision.

NOTE: The current version of the file is at the top of the version history list.

4. Advise the user to click on the button and then select one of the following:

a. Open File - To view or download the selected version of the file.

Restore - To restore the selected version of the file as the current version. The document version user selected becomes the current version. The previous current version becomes the previous version in the list. Delete version - To delete the selected file version.

Assignment Group:

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

Ticket Creation:

Template: N/ACategorization:

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

Important Links:

N/A