

GSD. - OneDrive - Reset OneDrive for Business

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General Information:

Possible symptoms/errors:

User wants to know How to Reset OneDrive for Business

Alternative names of the system:

OneDrive for Business

IMPORTANT NOTICE:

NOTE: Resetting OneDrive disconnects all user's existing sync connections. User won't lose files or data by resetting OneDrive on their computer.

Solution:

Resetting OneDrive can sometimes resolve sync issues and resets all OneDrive settings. OneDrive will perform a full sync after the reset.

Details:

1. Advise the user to open a Run dialog by pressing Windows key + R.
2. User must type %localappdata%\Microsoft\OneDrive\onedrive.exe /reset and click OK.
3. Inform user to manually restart the OneDrive.

User must click the Windows Start, type OneDrive in the search box (the search box automatically opens as they type), and then click on the OneDrive desktop app.

4. This should start the OneDrive again.

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