Resolving OneDrive Sync Issues

When moving files from a personal network drive to OneDrive, the files are automatically synced to the user's C: drive. In the Windows Explorer, the files should appear with a green checkmark. However, if a red X appears instead, this indicates that there is a sync issue. The following is an example showing both scenarios:
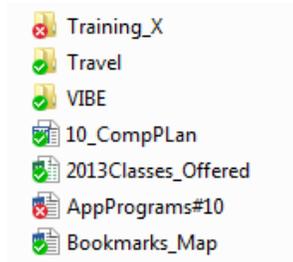
- The green checkmark means the file/folder has successfully moved and is now synched with the folder location on the C: drive.
- The red X means that a file (or a file within a folder) wasn't successfully moved.

There are 2 primary reasons why a file will appear with a red X.

1. The file name contains one of the following characters:
   " # % * : < > ? / |
2. The file type is restricted in OneDrive.

To view sync errors:

- Right-click on any file with a red X.
- Select **OneDrive for Business**.
- Select **View Sync Problems.** Any file with a problem will be listed along with the error and resolution:
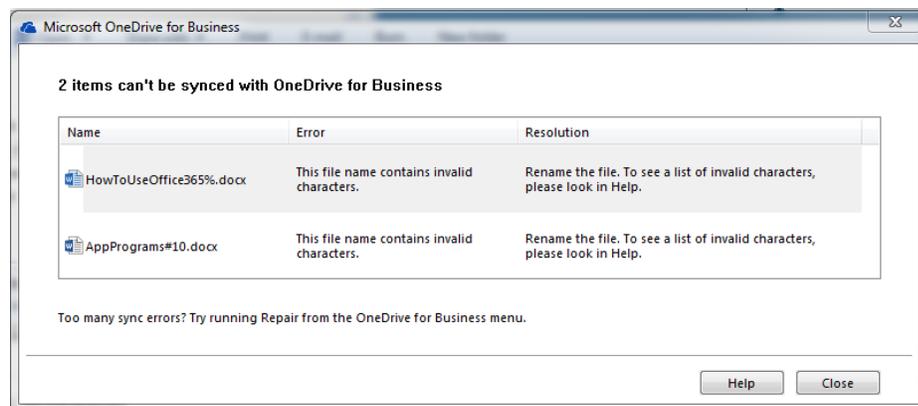
- o If you hover your mouse over the file name, it will display the file path to assist you in locating the file.
- o To find additional information on the issue, click the **Help** button.
- o To fix the issue (i.e. change the file name), click **Close** to return to the Windows Explorer to make the changes.