



OneDrive Sync Troubleshooting Checklist

Phase 1: Basic Diagnostics

- ☐ Check the OneDrive icon in the system tray for errors (a red "X" or yellow triangle).
- ☐ Confirm you are signed into the correct Microsoft 365 account.
- ☐ Ensure there is enough free space on your local drive and in your OneDrive cloud storage.
- ☐ Restart your computer to resolve any temporary system glitches.

Phase 2: File and Folder Inspection

- ☐ Identify the specific files that are failing to sync (usually marked with a red X icon).
- ☐ Check file and folder names for invalid characters: *, :, <, >, ?, /, \, |.
- ☐ Verify that the entire file path (including the file name) does not exceed 400 characters.
- ☐ Check if the file size exceeds the established limits for your account.
- ☐ Make sure the files are not currently locked or in use by another application.

Phase 3: Network and Settings Check

- ☐ Verify that your internet connection is stable.
- ☐ Ensure the OneDrive client is updated to the latest version (Settings -> About).
- ☐ Temporarily disable your antivirus and firewall to check if they are blocking the connection.
- ☐ Check if a proxy server or corporate network is blocking the required Microsoft 365 URLs.

Phase 4: Advanced Actions

- ☐ **Pause and Resume Sync:** Right-click the OneDrive icon -> "Pause syncing," wait a minute, then click "Resume syncing."
- ☐ **Sign Out and Back In:** Go to OneDrive settings -> "Unlink this PC," and then sign back into your account.
- ☐ **Reset OneDrive:** Press **Win + R**, type `%localappdata%\Microsoft\OneDrive\onedrive.exe /reset`, and press Enter.
- ☐ **Reinstall OneDrive:** If nothing else works, uninstall OneDrive via "Apps & features," restart your PC, and install the latest version from Microsoft's website.