Troubleshooting and Updating OneDrive for Business

OneDrive is not syncing my files

1. Microsoft troubleshooting guide (with some questionable steps in my opinion) https://support.office.com/en-gb/article/Fix-OneDrive-sync-problems-with-Windows-10-Windows-7-or-Windows-Vista-83ab0d8a-8400-45b0-8dcf-dc8aa8a6bcf8

OneDrive was working, but now it is not syncing my files, and the icon is missing from system tray

1. Read the appropriate guides: https://support.office.com/en-gb/article/OneDrive-Help-5943c2b9-fafc-4cb4-95c0-9cc73fcabb30?ui=en-US&rs=en-GB&ad=GB
2. Try running the Microsoft Troubleshooter: http://windows.microsoft.com/en-gb/windows-10/run-the-onedrive-troubleshooter
3. Try running the reinstalling OneDrive
   a. For Windows 7 or 8 - download the client from: https://onedrive.live.com/about/en-us/download/ (note - this is worth trying on Windows 10 also)
   b. For Windows 8.1 or 10, use the cached copy on your computer. Open a Run prompt by pressing Windows + R, then paste: %localappdata%\Microsoft\OneDrive\Update. Run the installer in the folder.
      i. If there is no cached installer in your appdata, then use the link for Windows 7 above
4. Try resetting OneDrive:
   a. If OneDrive sync seems to be stuck for a long time and nothing else is working, try a reset. Be aware that resetting OneDrive re-syncs all your OneDrive files, which could take some time depending on how many files you're syncing.
   b. Press the Windows key + R.
   c. In the **Run** window, enter: %localappdata%\Microsoft\OneDrive\onedrive.exe /reset
   d. Click **OK**.
   e. Make sure the OneDrive icon in the notification area of the taskbar disappears and then re-appears after a minute or two. Here's how to check: Right-click the blue OneDrive cloud icon in the notification area, at the far right of the taskbar.

   (You might need to click the **Show hidden icons** arrow next to the notification area to see the **OneDrive** icon.)
   f. If the OneDrive icon doesn't re-appear after a few minutes, open the **Run** window again and enter: %localappdata%\Microsoft\OneDrive\onedrive.exe

If OneDrive isn't running, and when I try to start it I get an error like this, or you need to force a version update:

Unfortunately, OneDrive can sometimes... just vanish. So far the only effective repair is to reinstall the client - even if you are using Windows 10 (which is meant to include it).

The official link to download the latest fully released production version (for Windows) is https://go.microsoft.com/fwlink/p/?linkid=844652. This works on Windows 10.

Changelog for OneDrive: https://support.office.com/en-us/article/New-OneDrive-sync-client-release-notes-845dcf18-f921-435e-bf28-4e24b95e5fc0?ui=en-US&rs=en-US&ad=US

Am I running the OneDrive personal, OneDrive for Business, or OneDrive for Business Next Gen Sync Client?

From: https://support.office.com/en-gb/article/Which-OneDrive-sync-client-am-I-using-19246eae-8a51-490a-8d97-a645c151f2ba

Confusingly, there are three different versions of the OneDrive sync client. The simplest way to tell which OneDrive sync clients you have is to open your Windows File Explorer and look in the folder navigation pane on the left. You might see up to three OneDrive sync clients in the folder list.
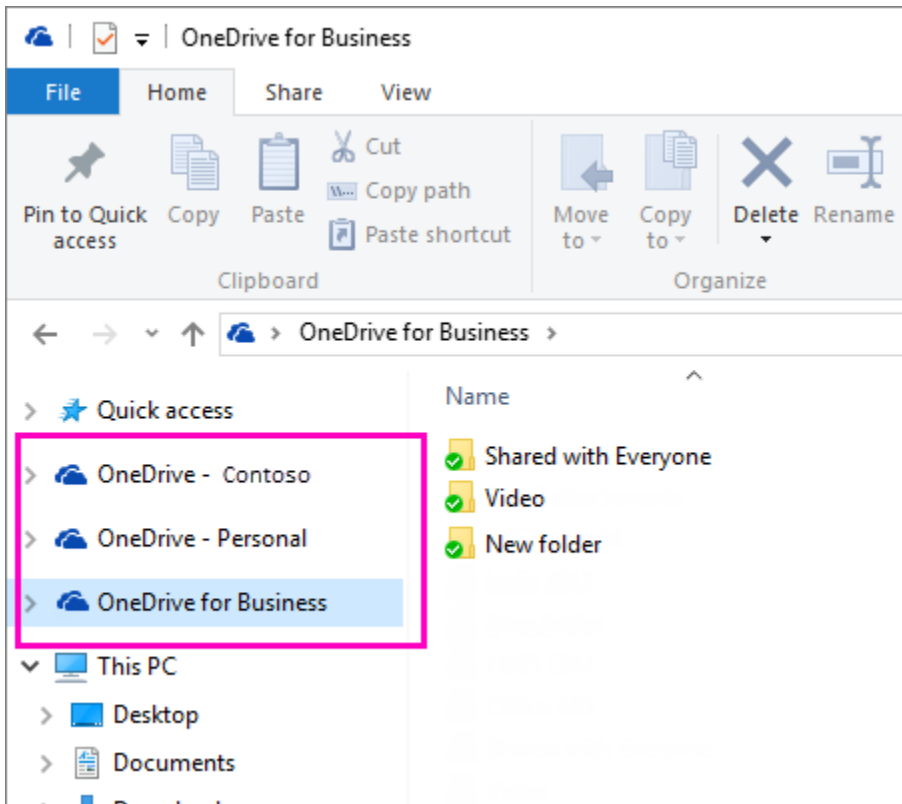
- If you see **OneDrive - Personal** - you have the sync client for your personal OneDrive service (based on onedrive.exe).
- If you see **OneDrive - <yourcompany>** - you have the OneDrive for Business Next Generation Sync Client (based on onedrive.exe).
- If you see **OneDrive for Business** - you have the existing OneDrive for Business sync client (based on groove.exe).