

One Drive Sync Error

How to rectify “red cross” sync errors in onedrive

File Name	Status	Date/Time	Type
Backup Nighthawk	✓	2/20/2018 2:07 PM	File folder
Backup Registry CC	✓	5/27/2018 6:57 AM	File folder
Backup_Firefox Passwords	✓	5/9/2016 4:50 AM	File folder
Backup_Firefox_FEBE	✓	2/20/2018 2:18 PM	File folder
Backup_FirefoxPasswords	✓	5/5/2016 2:33 PM	File folder
Backup_greenbergCM Website	✓	6/27/2018 8:29 AM	File folder
Battery Reports Laptops	✓	2/20/2018 2:07 PM	File folder
Connie Desktop	✓	6/27/2018 6:12 AM	File folder
Connie Documents	✗	5/29/2018 7:44 PM	File folder
CrapCleaner Registry Backup	✓	5/5/2016 2:33 PM	File folder
Desktop	✓	6/27/2018 11:01 A	File folder
Documents	✓	2/20/2016 2:07 PM	File folder
Downloads	✓	6/27/2018 8:30 AM	File folder
DRIVERS	✓	2/20/2018 2:07 PM	File folder
Editor_Brackets Documents	✓	2/21/2018 6:03 AM	File folder
Editor_Note++ Documents	✓	2/20/2018 2:07 PM	File folder
Epson Scan	✓	2/21/2018 6:31 PM	File folder

1. Check your file name, file size and file type.

OneDrive for Business doesn't support spaces at the beginning/end or certain characters in a file name. Avoid these characters \, /, :, *, ?, ", <, >, |, #, % to prevent sync problems.

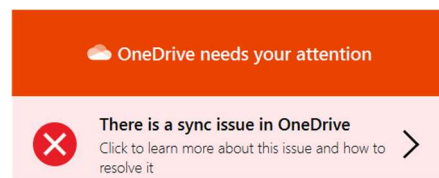
File size limit for syncing is up to 2 gigabytes.

You cannot upload files that have the following extensions: *.tmp or *.ds_store

2. If changing file name, size and file type doesn't work, get started by right-clicking the OneDrive menu icon in the taskbar notification area,



- and then clicking **View sync problems**.



3. An error dialog box opens that describes any current sync problems and suggests actions you can take to fix them.

4. There are many reasons why sync might fail. If this method doesn't fix the problem please do not hesitate to email support@jpitsolutions.co.uk