CHOC

Secure, Protect, and Restore Files in OneDrive

Back up your Documents, Pictures, and Desktop folders with OneDrive

Manage or stop PC folder backup

To stop or start backing up your folders in OneDrive, update your folder selections in OneDrive Settings.

1. Open OneDrive settings (select the white or blue cloud icon in your notification area, and then select ⚙ **Help & Settings** > **Settings**.)
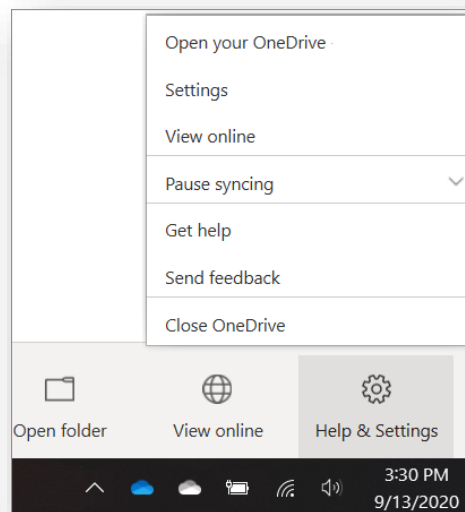

2. In **Settings**, select **Backup** > **Manage backup**.
3. To start backing up a folder, select any folder that doesn't say **Files backed up**, and then select **Start backup**.
4. To stop backing up a folder, select **Stop backup**, and confirm your request. See important notes below.
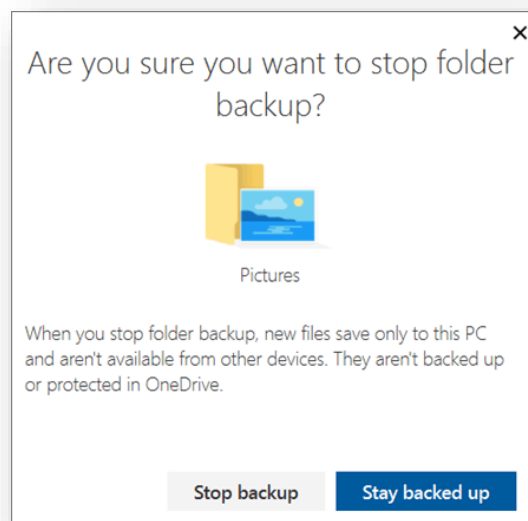
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- When you stop backing up a folder, the files that were already backed up by OneDrive stay in the OneDrive folder, and will no longer appear in your device folder.
- In the folder that you stopped backing up, you'll see an icon titled **Where are my files** that's a shortcut to your folders in OneDrive. To access your files, select the icon to open the folder in OneDrive.
- If you want those files back in your device folder and not in OneDrive, move them manually from the OneDrive folder back to your device folder. Note that any new files you add to that folder on your device won't be backed up by OneDrive after you stop the backup.
- To move the files. select **Where are my files** to open the folder in OneDrive, then select the files that you want to move to your device folder, and drag them to that location.
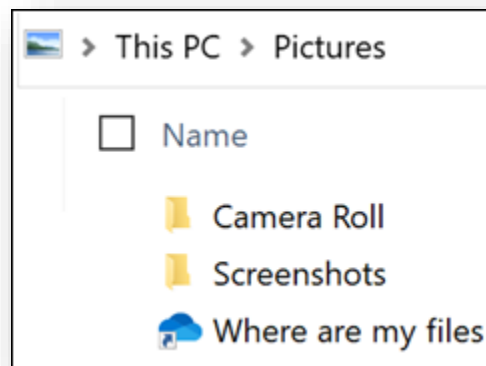
Fix problems with PC folder backup

Here are a list of errors you might see when you set up PC folder backup and how to resolve them:

- **The following *file type can't be protected***: Outlook database files (.pst).

- ***Folder protection is unavailable***: A common reason for this error is that important folders on PCs that are connected to a domain can't be protected in a personal OneDrive account (when you're signed in with a Microsoft account). For info about data protection solutions, contact your IT administrator. You shouldn't have this issue with a work or school account.

- ***File exceeds the maximum path length***: Make sure the entire file path, including the file name, contains fewer than 260 characters. An example of a file path is:
  C:\Users\<UserName>\Pictures\Saved\2017\December\Holiday\NewYears\Family…
  To resolve this, shorten the name of your file or the name of subfolders in OneDrive, or select a sub-folder that's closer to the top-level folder.

- ***File exceeds the maximum file size***: OneDrive can't sync files over 250GB. Remove these files from the folder you want to protect and then try again.

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- **The *file name isn't allowed* in OneDrive**: File names can't start with a space or include any of these characters: \ : / * ? < > " |. Please move or rename the file to continue.

- **The *folder isn't selected for syncing***: The folder with the error is not syncing to your PC. To resolve this error, open OneDrive Settings (right-click the white or blue cloud icon in your notification area, and select **Settings**), select **Choose Folders**, and then make sure the folder you want to protect is selected. If Pictures is showing this error, make sure that Pictures, Screenshots, and Camera Roll are all selected (or don't exist). It's also possible that the OneDrive folder has a different name from the Windows important folder.

- ***Important folders aren't in the default locations***: The folder with the error contains another important folder and can't be protected until the contained folder is moved. Important folders that may be contained within the folder include: Documents, Desktop, Pictures, Screenshots, Camera Roll, or the OneDrive folder.

- ***An unknown error occurred*, with error code 0x80070005**: If you receive error code 0x80070005, the "Prohibit User from manually redirecting Profile Folders" group policy is enabled. You may find that the files from the folders you selected were moved to identically named folders in your OneDrive folder, and the original locations are empty. Move the folder contents back to the original locations and ask your administrator whether the policy can be changed.

- ***Folder contains a reparse point* (junction point or symlink)**: The folder you want to protect contains a special file type that links parts of the file system together. These items can't be protected. To protect the folder, remove the file causing the issue.

- **Post PC folder backup**: OneDrive tries to automatically re-open notebooks that were previously open. In rare cases, some notebooks may not be automatically loaded in the OneNote desktop app after PC folder backup. Workaround for this issue is to reopen the notebooks in the OneNote app using File > Open. **Caution:** Some applications may depend on these links to function properly. Remove only the links that you know are safe to modify.

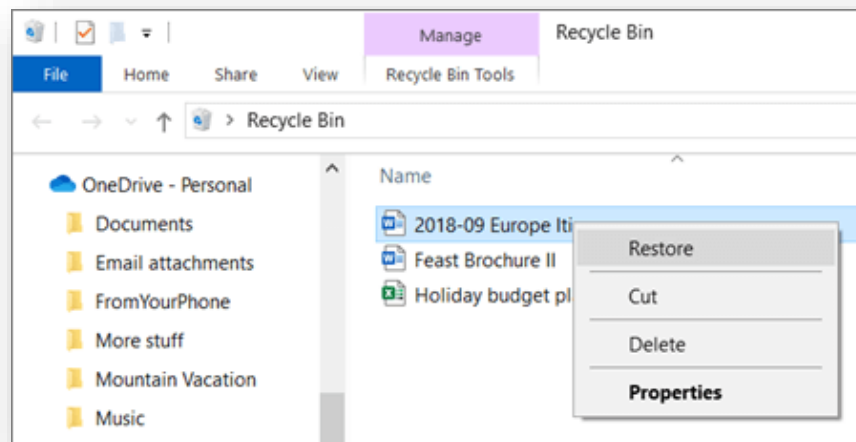## Secure, Protect, and Restore Files in OneDrive

Restore deleted files or folders in OneDrive

**Restore deleted files or folders from your computer**

If you deleted the files or folders from your OneDrive, check your Recycle Bin (Windows) or Trash (Mac) to see if your files are there.

Note: Deleted online-only (☁) files will not appear in your computer's Recycle Bin or Trash.

▪ To restore files from your Recycle Bin in Windows, open the Recycle Bin, select the files or folders you want to recover, then right-click them and select **Restore**. The file or folder will be restored to its original folder.

▪ To restore files from your Trash on a Mac, open the Trash, select the files or folders you want to recover, then right-click them and select **Put back**. The file or folder will be restored to its original folder.
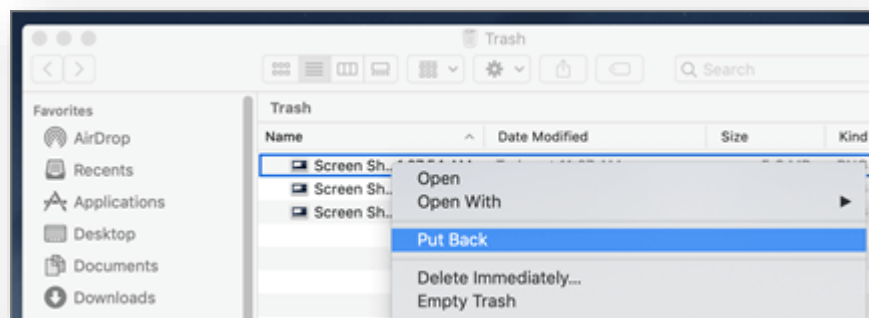
Secure, Protect, and Restore Files in OneDrive

Restore a previous version of a file stored in OneDrive

With version history, you can see and restore older versions of your files stored in OneDrive or SharePoint. Version history works with all file types, including Microsoft 365 files, PDFs, CAD files, photos, videos, and more. If you need to, you may be able to restore deleted OneDrive files or restore deleted SharePoint items from the recycle bin.

**Tip:** You can also View previous versions of Office files in Office apps.

1. Sign in to OneDrive with your personal Microsoft account or your work or school account.
2. Select the file that you want to restore to an earlier version (you can only restore one file at a time), right-click, then select **Version history**.

   Note: In Classic view, select the document, then at the top, select **More** > **Version History**.
3. In the **Version History** pane, do one of the following:

If you're signed in to OneDrive or SharePoint with a work or school account (such as a Microsoft 365 account), select the ellipses (**...**) next to the version of the document that you want to restore, and then click **Restore**.

In Classic view or previous versions of SharePoint Server, select the arrow next to the version of the document that you
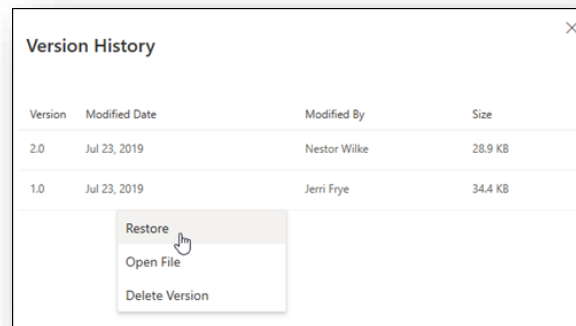
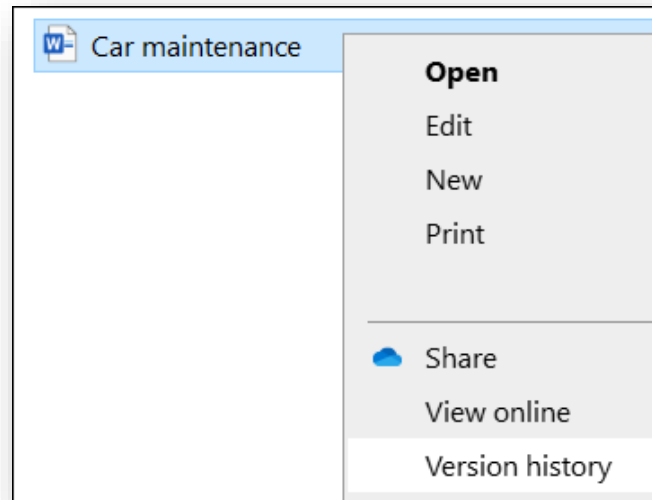want to restore, and then click **Restore**.
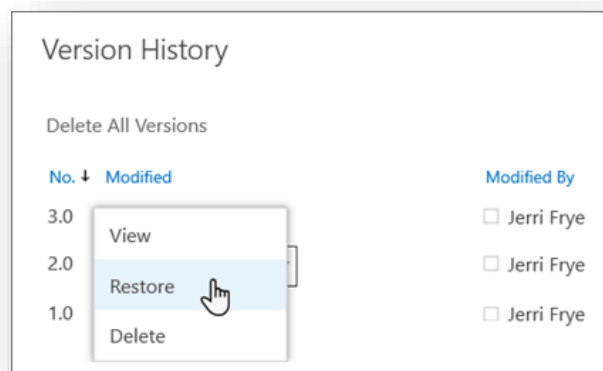
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Use Version history in File Explorer

If you have the OneDrive sync app installed on your PC, right-click the file that you want to restore to an earlier version in File Explorer and select **Version history**. Then select the ellipses (**...**) next to the version you want and click **Restore**.

The document version you selected becomes the current version. The previous current version becomes the previous version in the list.

Notes:

- If you sign in with a personal Microsoft account, you can retrieve the last 25 versions. If you sign in with a work or school account, the number of versions will depend on your library configuration.

- If you're using OneDrive as part of SharePoint Server, your administrator may have turned off document versioning. For more information about SharePoint versioning settings (which also apply to OneDrive for work or school) see Enable and configure versioning for a list or library or How does versioning work in a list or library?

- If you're signed in to OneDrive with a Microsoft account, items in the recycle bin are automatically deleted 30 days after they're put there. If your recycle bin is full, the oldest items will be automatically deleted after three days. If you're signed in with a work or school account, items in the recycle bin are automatically deleted after 93 days, unless the administrator has changed the setting. See more information about how long deleted items are kept for work or school accounts.
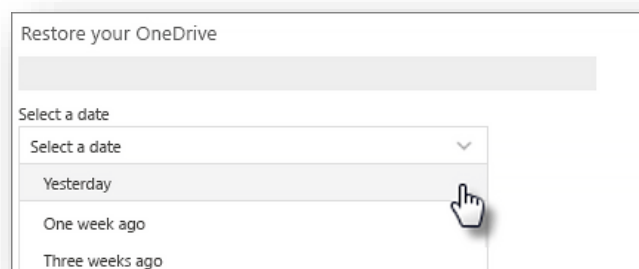
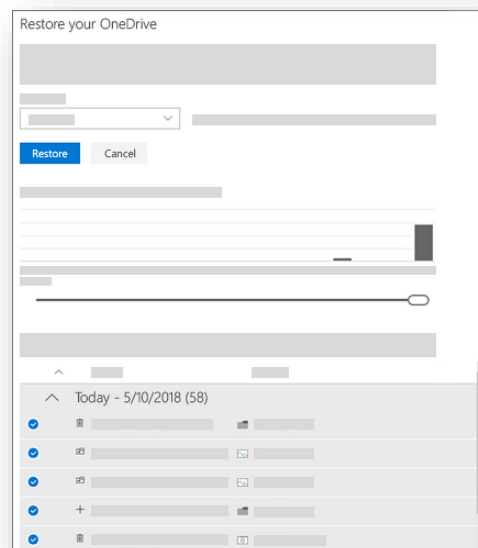# Secure, Protect, and Restore Files in OneDrive

Restore your OneDrive

Restore OneDrive to a previous time

To restore your OneDrive, you'll need to have Microsoft 365. Otherwise, you'll be redirected to this article when you try to follow the steps below.

1. Go to the [OneDrive website](#). (Make sure you're signed in with the correct account.)
2. If you're signed in with:
   - A personal account with a Microsoft 365 subscription, at the top of the page, select **Settings** ⚙ > **Options**, and then select **Restore your OneDrive** from the left navigation.
   - A work or school account, select **Settings** > **Restore your OneDrive**.
3. On the Restore page, select a date from the dropdown list—such as **Yesterday**—or select **Custom date and time**. If you're restoring your files after automatic ransomware detection, a suggested restore date will be filled in for you.

4. Use the activity chart and activity feed to review the recent activities that you want to undo.

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The daily activity chart shows the volume of file activities in each day for the last 30 days. It gives you an overview of what has happened to your OneDrive over time and it can help you identify any unusual activities. For example, if your OneDrive was infected by malware, you can look for when it happened.

The activity feed shows individual file and folder operations in reverse chronological order. You can scroll down to see previous days, or move the slider below the daily activity chart to quickly move to a specific day.

Tip: Use the expand and collapse arrow next to each day in the activity feed to show or hide activities for that day.

5. If you selected **Custom date and time**, select the earliest activity that you want to undo. When you select an activity, all other activities that occurred after that are selected automatically.

   Note: Before you select **Restore**, scroll to the top of the activity feed to review all the activities you are about to undo. When you pick a day in the activity chart, the more recent activities are hidden in the feed, but they're still selected when you select an activity.

6. When you're ready to restore your OneDrive, select **Restore**. This action will undo all the activities you selected. Your OneDrive will be restored to the state it was in before the first activity you selected.

   Note: If you change your mind about the restore you just did, you can undo the restore by running Files Restore again and selecting the restore action you just did.

Limitations and troubleshooting

- When version history is turned off, Files Restore can't restore files to a previous version. For information about versioning settings, see Enable and configure versioning for a list or library. Files Restore uses version history and the recycle bin to restore OneDrive, so it's subject to the same restrictions as those features.

- You can't restore deleted files after they've been removed from the site collection recycle bin—either by manual delete or by emptying the recycle bin. A SharePoint site collection administrator may be able to view and restore those deleted items.

- Albums are not restored.

- If you upload a file or folder that you deleted, Files Restore will skip the restore operation for that file or folder.

- If some files or folders cannot be restored, a log file will be generated at the root folder of your OneDrive to capture the errors. The name of the file will begin with "RestoreLog" followed by an ID (for example, RestoreLog-e8b977ee-e059-454d-8117-569b380eed67.log). You can share the log file with our support team to troubleshoot any issues that may occur.

Click to watch the "Restore your OneDrive" video.

For more information, please refer to the Microsoft training resource page HERE