

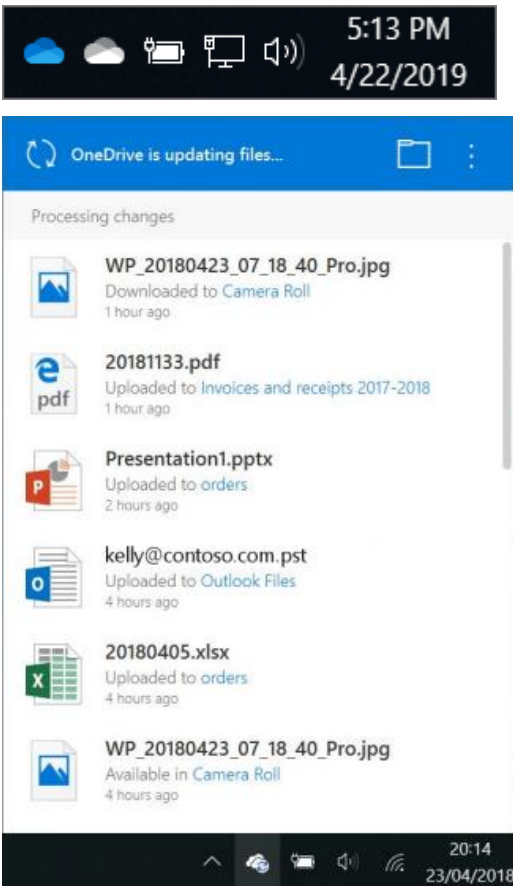


## Troubleshoot issues with OneDrive

### OneDrive is stuck on Processing changes

If OneDrive shows "Processing changes" for a long time, it could be because you have an online file open, lots of files stuck in a queue, or a very large file syncing.

Select the white or blue **OneDrive** cloud icon in the taskbar/menu bar to show the list of all files being synced or have recently synced.



Problem	Resolution
You opened an online file and are using Files On-Demand.	Mark the file as " <b>Always Keep on this device</b> ".
You're syncing a lot of files.	This can be resolved by pausing and then resuming your sync. For more information, read <a href="#">How to Pause and Resume sync in OneDrive</a> .




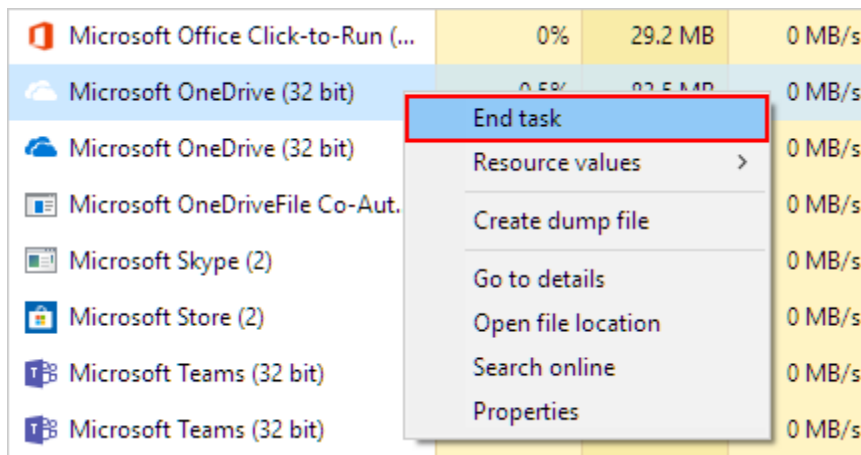
## Troubleshoot issues with OneDrive


Problem	Resolution
You're trying to sync a very large file, such as a video or your Outlook PST or OST offline files.	<p>You can move large files such as email data files out of your OneDrive storage folders, or choose not to sync folders which have large files such as videos in them.</p> <p>Any OneDrive log files titled "<b>aria-debug</b>" can be safely deleted.</p> <p>For more information, read an <a href="#">How to remove an Outlook .pst data file from OneDrive</a> and <a href="#">Choose which OneDrive folders to sync to your computer</a>.</p> <p><b>Tip:</b> You cannot remove Outlook data files/folders from sync when using Files On-Demand. Outlook needs to be able to access the files on your PC.</p>
Unknown/hidden files causing the error	<p>Temporary or hidden files may be blocking sync. Read <a href="#">OneDrive status stuck on "Sync pending"</a> for more information.</p>
Something else	<p>If "Processing changes" remains, you can <a href="#">Reset OneDrive</a> or see below for instructions and other fixes.</p>

### How to stop OneDrive sync

If "Processing changes" remains, you can stop the OneDrive sync process using the Windows Task Manager.

1. Press **CTRL, ALT** and **DEL** or right-click the Windows taskbar and select **Task Manager**.
2. Click  **More details** and open the list of **Apps** or **Background processes**
3. Right-click all instances of **Microsoft OneDrive** and select **End Task**:



4. After you have made changes to files or folders being synced, press , search for **OneDrive** and then open the **OneDrive desktop app** to restart syncing again.




## Troubleshoot issues with OneDrive

5. When OneDrive restarts, it will update OneDrive.com with any changes you made on your PC. Any files you moved out of OneDrive sync folders will remain in your [OneDrive.com Recycle bin](#) for 30 days. Read how to [Restore deleted files or folders in OneDrive](#) for more information.

### Reset OneDrive

Resetting OneDrive can sometimes resolve sync issues, and resets all OneDrive settings. OneDrive will perform a full sync after the reset.


To reset the OneDrive desktop sync app in Windows

1. Open a Run dialog by pressing **Windows** key  and **R**.
2. Copy this and paste it into the dialog window then press OK

**%localappdata%\Microsoft\OneDrive\onedrive.exe /reset**

If you see a "Windows cannot find..." message, copy and paste this instead, then press OK.

**C:\Program Files (x86)\Microsoft OneDrive\onedrive.exe /reset**


3. Manually restart OneDrive by going to **Start** , type **OneDrive** in the search box, and then click on the **OneDrive** desktop app.

#### Notes:

- Resetting OneDrive disconnects all your existing sync connections (including personal OneDrive and OneDrive for work or school if set up). You won't lose files or data by resetting OneDrive on your computer.
- If you had chosen to sync only some folders before the reset, you will need to do that again once sync has completed. Read [Choose which OneDrive folders to sync to your computer](#) for more information.
- You will need to complete this for your personal OneDrive and OneDrive for work or school.

To reset the OneDrive store app in Windows

**Tip:** If you're not sure which OneDrive app you have, read [Which OneDrive app do I have?](#)

1. Press **Start**  and enter **apps:onedrive**
2. Select **App settings**
3. Scroll down the list and select **Reset**.

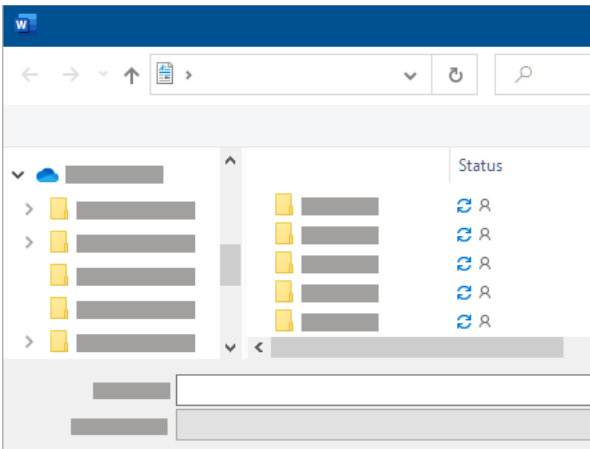


## Troubleshoot issues with OneDrive

### OneDrive is stuck on "Sync pending"

#### All files show sync pending

We are aware that some customers see their synced files with a status of **Sync Pending**  when viewed in an **Open** or **Save** window. This status applies to all files and folders.



This does not stop any other files from syncing and your OneDrive taskbar/menu bar icons should be normal.

**Update 7 May 2020:** A fix is now rolling out to consumers and enterprise customers.

1. Open [Windows Update](#)
2. Look in the **Optional updates** for "2020-04 Cumulative Update for Windows 10 ... (KB4550945)".

**Tip:** If it is not listed, read [KB4550945](#) for more info. Note that your organization's admin may limit or restrict some Windows updates.

3. Select **Download and install**.

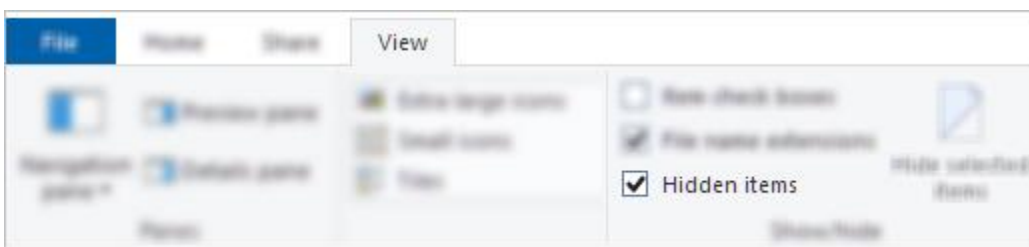
#### OneDrive toolbar icon stuck on "Sync pending"

If the OneDrive taskbar/menu bar icon shows Sync pending, you may need to [Delete your Office Document Cache](#).

Folder shows Sync pending but no file is visible

If you cannot see any file causing the Pending status, it could be that the file causing the sync error is a **Hidden file**.

**Tip:** To view Hidden files in File Explorer, go to **View** and check the **Hidden items** box on the ribbon:





## Troubleshoot issues with OneDrive

If there are no Hidden files in the folder, follow these steps:

1. Create a new folder. Note that empty folders may show **Sync pending** until you put a file into it.
2. Copy all the files from the Sync pending folder to the new one.
3. Delete the Sync pending folder.

### TMP files show "Sync pending"

To resolve the sync pending status on TMP files, you can do one of the following:

- Upload it manually to [onedrive.com](https://onedrive.com).
- Rename it and give it a new extension (e.g. "**Temp**"). If you cannot rename it, the file is still in use. Restart your computer and try again.
- Move the file to a folder not within your OneDrive.
- Delete it.

#### Caution:

- A temporary **.TMP** file is a file that is created to temporarily store information in order to free memory for other purposes, or to act as a safety net to prevent data loss when a program performs certain functions.
- If you move, rename or delete a file it may not work with its original program.
- We recommend that you do not delete any TMP files unless you know for sure it is no longer in use. You may inadvertently lose work not saved properly by the program that created it.



## Troubleshoot issues with OneDrive

### How to cancel or stop sync in OneDrive

If uploads or downloads with the OneDrive website are taking too long, or you selected the wrong files, they can be cancelled. If you are using the [OneDrive sync app](#) and want to stop a file from syncing or backing up, you can pause the upload or download. You can also cancel uploads and downloads on mobile devices.

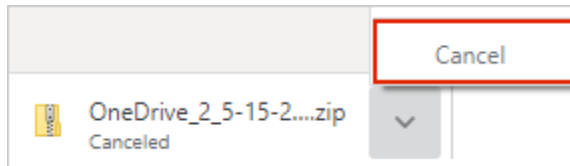
#### To cancel an upload to the OneDrive website

1. On the top toolbar, select  **Uploading** to show the Progress of each file.
2. To cancel the entire upload, select  at the top of the list.

**Tip:** You can also cancel individual files from the upload.

#### To stop a download from the OneDrive website

1. Go to the download area of your browser (at the bottom of the browser window).
2. Select the downloading file options and choose **Cancel**.



#### To stop files syncing in the OneDrive sync app

If the sync is just at a bad time for you, you can schedule the sync to resume later.

Select the OneDrive icon on the taskbar and select **... More > Pause syncing > 2 hours**.

**Tip:** The sync will resume automatically, but you can keep rescheduling so that the sync runs overnight.

#### To stop syncing a folder in OneDrive

If you don't want to sync all of your folders in OneDrive to your computer, you can specify which folders you'd like to sync.

#### If you accidentally marked a file or folder as "Always keep on this device"

1. Close OneDrive by right-clicking the OneDrive taskbar or menu bar icon.
2. Restart OneDrive from the Windows Start menu or Mac Finder.
3. Mark the file or folder as **Free up space**.
4. If you made a mistake adding or uploading the file to OneDrive, you can delete it or move it out of your OneDrive folders.



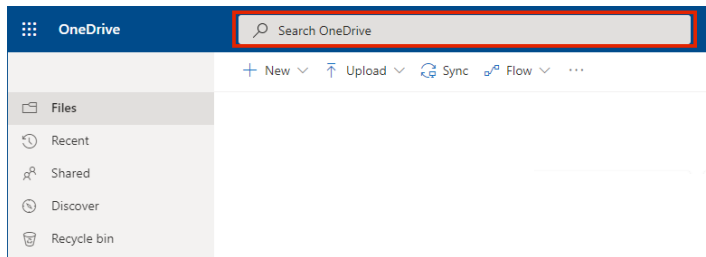
## Troubleshoot issues with OneDrive

### Find lost or missing files

#### Search for your files on OneDrive online

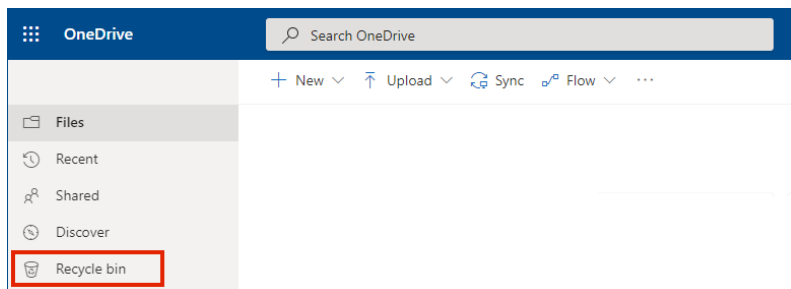
If you need to search all files and folders, but you have Files On Demand enabled, or you're only syncing certain folders, you can do your search online.

1. Sign in to **OneDrive** with your work or school account.
2. Use **Search OneDrive** to look for your files.

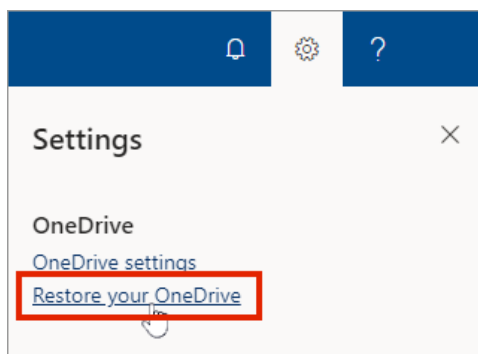


Look in the Recycle bin

1. On the left side of the page, select **Recycle bin**.



2. If you find the item you're looking for, select it and choose **Restore** at the top of the page. If you can't find the item in a long list, you may choose to **Restore all items** at the top of the page.
3. OneDrive for work or school users can restore their entire OneDrive to a previous time. Go to your OneDrive online **Settings** to undo all the actions that occurred on both files and folders within the last 30 days.





## Troubleshoot issues with OneDrive

### Find your SharePoint files in OneDrive

Search for your files on another Microsoft account

If you can't find files you deleted, check whether you're logged in to the correct Microsoft account—your files might be safely on another OneDrive, such as your personal OneDrive account. To check, sign out of your OneDrive and [sign in again](#) using the other account.

### If you still can't find your files

Your file might not have synced yet. Files saved with Office 2016 upload to OneDrive first, and then they sync with your local PC. If you're having trouble syncing Office files, the Office Upload cache system may be interfering with OneDrive sync. Try turning off the [related setting in OneDrive settings](#).

### Next steps

If files aren't found in a search or in the OneDrive Recycle bin, they usually can't be retrieved. To have your IT administrator or someone from support investigate, please provide the following information.

- The names of the files or folders you're trying to find. If the files are photos/videos, the date you took them.
- Approximately when you last accessed the files, and on which device (e.g., PC, Android, iPhone).
- Consent that we can search your file history for you.





## Troubleshoot issues with OneDrive

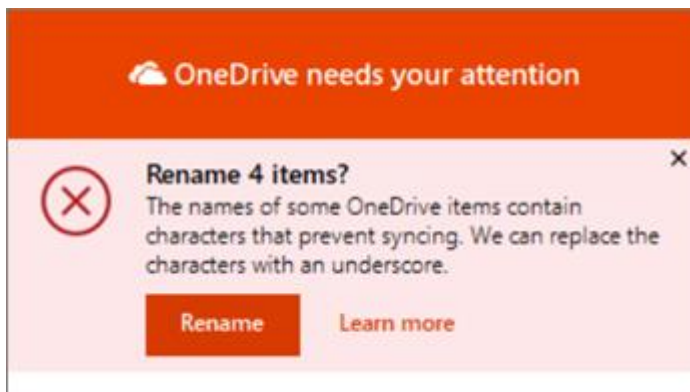
### When OneDrive Renames items

When OneDrive can't sync a file or folder because its name contains invalid characters, OneDrive can sometimes rename it for you.

If OneDrive is able to rename the file or folder, you'll see a Rename option in the notification area. If OneDrive can't rename the file or folder automatically, you'll need to manually rename it yourself.

#### To let OneDrive rename files or folders for you

Just select the **Rename** button in the notification that you receive.




During automatic renaming, OneDrive replaces each invalid character with an underscore. For example, a file named **.file for syncing** would be renamed to **\_file for syncing**.

The option to automatically rename files and folders appears only for names with the following issues:

- Names beginning or ending with a space
- Names ending with a period
- Names containing unsupported [Unicode](#) code points
- Names with [surrogate](#) pair issues

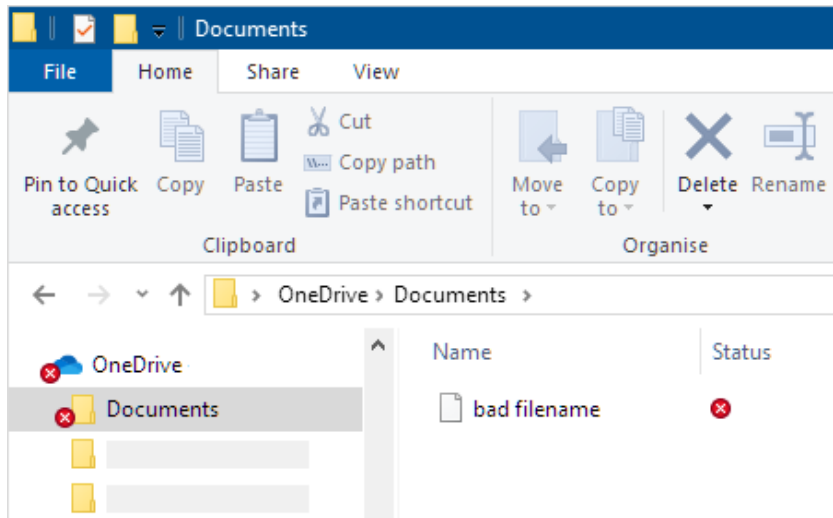
#### To rename files or folders manually

- To rename a file or folder in Windows, open File Explorer, select the file and press **F2**.
- To rename a file or folder on a Mac, open Finder, select the file and press the **Return** key.

**Tip:** To find the file or folder which needs attention, open File Explorer or Finder and navigate to the folder and file marked with the , for example:



## Troubleshoot issues with OneDrive



### Invalid characters that OneDrive can't rename for you

Besides the invalid characters that OneDrive can correct for you, other characters and combinations of characters may also prevent files and folders from syncing. These other characters have special meanings when used in file names in OneDrive, SharePoint, Windows and macOS, such as "\*" for wildcards, "\" in file name paths, and names containing .lock, CON, or \_vti\_.

The following characters aren't allowed in file and folder names in OneDrive, OneDrive for work or school on Microsoft 365, and SharePoint in Microsoft 365:

" \* : < > ? / \ |

If you're syncing files and folders with OneDrive for work or school, Microsoft has a support tool that can rename additional unsupported file and folder names. [Read more about the Support and Recovery Assistant](#). This tool will only rename files and folders that you store in OneDrive for work or school (when you're signed in with your work or school account). It doesn't rename files or folders on your OneDrive.com when you're signed in with your Microsoft account.

#### Notes:

- Some organizations don't yet support # and % in names. If you're a global admin or SharePoint admin in Microsoft 365 Apps for business, see [Enabling # and % Support](#) on the SharePoint blog to learn how to allow these characters.
- If you're using Office 2010, you can't use "&" in file and folder names.



## Troubleshoot issues with OneDrive

### Why has my filename changed from comma to ^J

When saving files to your personal OneDrive, certain characters are automatically renamed by Office apps, including Word, Excel and PowerPoint.

From:

File, name.docx - Saving... ▾

To:

File^J name.docx - Saving... ▾

- Filenames that contain , are changed to ^J
- Filenames that contain # are changed to ^N
- Filenames that contain & are changed to ^0

### How do I prevent Office apps from renaming my files in OneDrive?

Ensure that you do not use invalid or restricted characters in filenames, such as , # " \* : < > ? / \ |

Sometimes, OneDrive can rename it for you. In those cases, just select the **Rename** button in the notification you receive.

### Why can't I share files with changed filenames?

If you shared a filename that contained invalid characters and was then renamed, the people you shared the file with are unable access it because the filename has changed. To resolve this:

1. Rename the file. Ensure that you do not use invalid or restricted characters in filenames, such as , # " \* : < > ? / \ |
2. Share the renamed file again.



## Troubleshoot issues with OneDrive

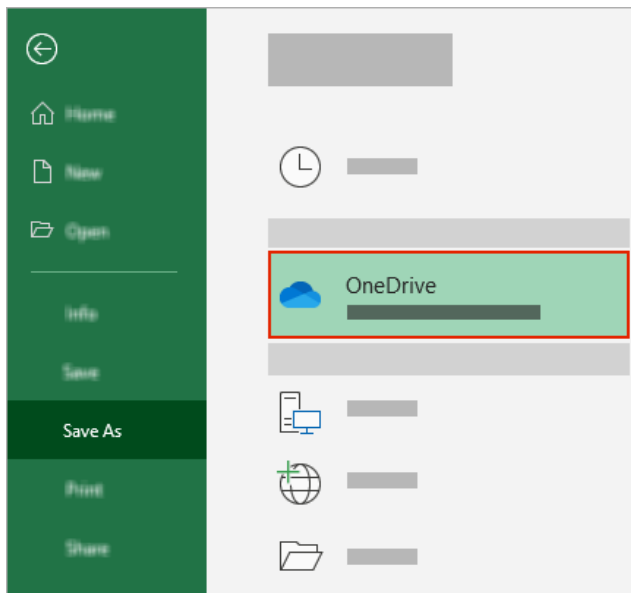
### How do I turn on AutoSave?

AutoSave is available when a file is saved to Microsoft OneDrive or SharePoint in Microsoft 365, but you need to save or open the file from within Excel, PowerPoint or Word to switch it on. You also need an active Microsoft 365 subscription.

#### Switch AutoSave on


To turn AutoSave on, save your file to your OneDrive or SharePoint folder from within your Office app.

1. Go to **File** then **Save As**.
2. Select your  **OneDrive** personal, work or school account.



3. Choose your sub-folder from the list that appears.
4. Enter a file name and select **Save**.

#### Tips:

- If you don't see your OneDrive  in the list, select **Sign in**. If you don't see your family, work or school OneDrive listed, select **Add a Place**. Learn more about [how to add OneDrive as a service](#).
- Selecting an existing file will enable AutoSave for that file.

#### Enable AutoSave when you open a file

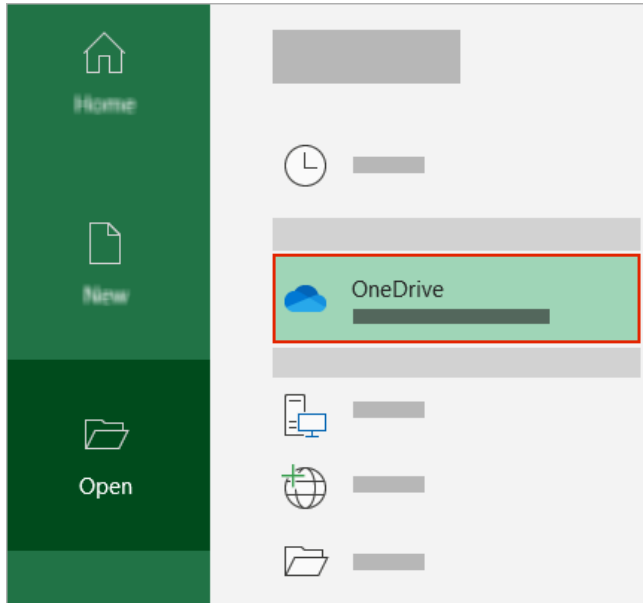
To ensure AutoSave is on as soon as you start editing, open your file by navigating to your OneDrive or SharePoint folder from within your Office app.

1. Go to **File** then **Open**.



## Troubleshoot issues with OneDrive

2. Select your **OneDrive** personal, work or school account.

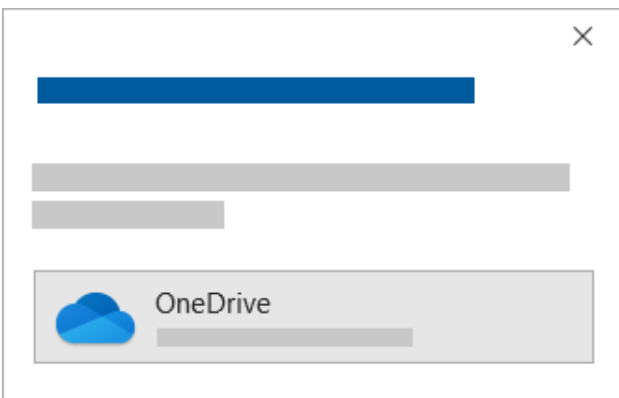


3. Choose your sub-folder location from the list that appears.
4. Select a file to open it.

**Tips:**

- If you don't see your OneDrive in the list, select **Sign in**. If you don't see your family, work or school OneDrive listed, select **Add a Place**.
- Once opened, you don't need to keep saving your file - every change is saved automatically.

**What to do if you see a "Just upload the file" prompt**



If you select the AutoSave toggle and see a prompt which says, "Just upload the file", it could be because you have Office File collaboration turned off. To turn it on, follow these steps

1. Select the OneDrive cloud icon from the taskbar or menu bar



## Troubleshoot issues with OneDrive

2. Select **More > Settings > Office**
3. Check the **Use Office applications to sync...** box
4. Select the **AutoSave** toggle again.

If it's already turned on, you have two choices:

1. To keep working on the original file, select the **X** to close the window.
2. To create a copy of your file, don't close the Save window. Select OneDrive from the list of locations and enter a name for the copy.

**Caution:** If you open the original file you will not see any later edits.

**Tip:** Select the file name at the top of the app to see its location and version history.

### If you can't turn on AutoSave

Why does AutoSave turn off?

If you open an Office file from File Explorer, Finder or your recent files list via the Taskbar, you may need to Save or Open the file as described above to enable AutoSave.

Close and re-open the file from within the Office app, not the recent file list.

AutoSave settings may be disabled for some files, especially large files, or files stored on SharePoint.

1. Go to **File > Options > Save**.
2. Check that the **AutoSave** box is ticked.

### AutoSave is still not on when you open a file with the Office app from OneDrive

AutoSave settings may be disabled for some files, especially large files, or files stored on SharePoint.

1. Go to **File > Options > Save**
2. Check that the **AutoSave** box is ticked.

For more information, please refer to the Microsoft training resource page [HERE](#)