

OneDrive Sync Issues

If problem is rooted in dual sync accounts

- If logged into wrong OneDrive, download all files
- Log out
 - Log out of OneDrive
 - Log out of TEAMS
 - Log out of all other Microsoft Office Suite
 - Remove all Microsoft references from Windows Credential Manager
- Uninstall/Reinstall OneDrive
 - [OneDriveInstaller](#)
- Reset OneDrive
 - %localappdata%\Microsoft\OneDrive\onedrive.exe /reset
- DO NOT LOG INTO ONEDRIVE FIRST
- Log into a web browser to the SharePoint site needed. This will allow you to specify the credentials required better than using OneDrive
- Click SYNC from the SharePoint webpage
 - That will force the signed in credentials to be transferred to OneDrive to setup the sync and that will log into OneDrive with the desired credentials
- VERIFY. Open OneDrive -> Settings -> Account and verify client and account
- Log into all the applications
- VERIFY everything again.

[Yesterday 4:32 PM] Everett Whiteman

Tech Tribe -

A lot of onedrive/sharepoint related sync issues have been coming up. Here is a helpful command that 'resets' onedrive as a service and clears it all out to be a clean slate that has been incredibly helpful for me over the years. You dont neve need to run it as admin.

```
" %localappdata%\Microsoft\OneDrive\onedrive.exe /reset "
```

Run this, reboot the computer, you'll be prompted for sign-on credentials once login process has been completed.

This will most definitely break a few things on Azure joined PCs as they rely on OneDrive for so much. Just sign-in if prompted post reboot and it will all restore.

(3 liked)

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<https://teams.microsoft.com/l/message/19:9e5338205405476fbc65b1f13fc97255@thread.skype/1655929975392?tenantId=b3505bee-dd8d-4d90-b885-6d94317f097c&groupId=5ded7d5e-2cba-4f62-a605-f2186d21fe47&parentMessageId=1655929975392&teamName=TechTribe&channelName=General&createdTime=1655929975392>>

[8:02 AM] Keith Johnson

At the end of the day yesterday Everett and I was working on Byron's computer. He had prior setup his email address with the old WCXG 365 tenant and each time we logged out and tried to log back in it would default to the old tenant.

We logged out of all of his old tenant accounts (TEAMS/OneDrive). Then we went to the perfval.com SharePoint site and logged in through the web browser. That allowed us to select the new account. Once we hit sync it transferred that account information into OneDrive and everything appeared to sync up properly.

The best way to tell is to go into OneDrive settings and check the Account:

If it is the new OneDrive you will see "perfval". The old one pointed to a "wcxg" tenant.

One thing we missed initially and please don't make the same mistake:

Byron had his known personal folders synced with his old account. When we broke the sync, all the desktop, document and pictures that were synced, but not downloaded were no longer accessible. Make sure you force download of all files first.

Couple this information with the reset command from Everett's post and we should be able to resolve these issues.

Desktop

Everett Whiteman

John Worthman

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<https://teams.microsoft.com/l/message/19:e6b1696d66514f00a0450c947160f29d@thread.skype/1655985734874?tenantId=b3505bee-dd8d-4d90-b885-6d94317f097c&groupId=5ded7d5e-2cba-4f62-a605-f2186d21fe47&parentMessageId=1655911062783&teamName=TechTribe&channelName=PerfVal&createdTime=1655985734874>>

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