

OneDrive Sync Error Troubleshooting

OneDrive syncing issues can cause major disruptions in work if ignored --particularly with shared folders/files found within iSchool Documents. Please attempt to resolve any syncing issues you encounter immediately and contact iSchool's Technology Services group if errors persist.

- [Windows:](#)
- [MacOS:](#)
- [Other Resources:](#)

OneDrive Syncing errors happen for a variety of reasons, the easiest way to identify syncing issues is to notice that the OneDrive icon is no longer just blue clouds.

The following links will help troubleshoot/resolve the associated icon types.

Windows:



[OneDrive sync error](#)



[OneDrive sync error](#)



or [OneDrive Paused](#)

MacOS:



[OneDrive for Mac sync error](#)

If issues with OneDrive persist please submit a ticket via email at ischoolit@ot.syr.edu.

Other Resources:

- [Ways to Access iSchool Documents](#)
- [How to create and save iSchool Document to Teams folder via SharePoint](#)
- [Deleting iSchool Documents Shortcut in OneDrive](#)
- [Linking to iSchool Documents](#)
- [How to view files and folders "Shared with Me"](#)
- [Get alerts on item changes in iSchool Documents](#)
- [Additional File Sharing Options](#)
- [OneDrive Sync Error Troubleshooting](#)