

OneDrive for Business

Re-syncing the OneDrive for Business app



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Re-syncing the OneDrive for Business App

User Instructions

If your University Email Alias was recently changed you may receive a message that OneDrive is not syncing anymore. To sync the library again take following steps.

Domain Computer -

1. The OneDrive for Business icon will display a yield sign and a warning that it needs your credentials to sync some libraries.



2. Right click the OneDrive icon and select Stop syncing a folder...

<u>Open your OneDrive for Business folder</u> Sync a new library
Sync <u>n</u> ow
Pause syncing
View sync problems
S <u>t</u> op syncing a folder
<u>M</u> anage storage
R <u>e</u> pair
Help
E <u>x</u> it
- 🌇 🔀 🖙 📶 🎙 4/23/2014



3. The *Stop syncing a folder* window will appear. Select "OneDrive @University of Miami" and then click **Stop syncing**.

Microsoft OneDrive for Business	×
Stop syncing a folder Pick the folder you want to stop syncing	
Name	
OneDrive @ University of Miami	
Stop syncing Cancel	

4. A confirmation window will appear. Click **Yes** to stop syncing.



Microsoft	OneDrive for Business
<u> </u>	This will permanently stop syncing "OneDrive @ University of Miami". Continue?
	Yes No



5. The OneDrive icon will return to normal as two blue clouds.



6. Right click the OneDrive icon and select **Sync a new library**.



- 7. A sync window will appear. It will automatically select your existing OneDrive library.
- 8. If you wish to change where the contents of your OneDrive are saved on your computer click **Change** and select the new location.
- 9. Click **Sync Now** to resync your library.



C Microsoft OneDrive for Business	- • •
Ready to sync your OneDrive @ University of Miami docu https://miamiedu-my.sharepoint.com/personal/s_ibis2_miami_edu/Documents	uments?
You'll find your documents under Favorites in Windows Explorer.	
We'll save the library here: C:\Users\s.ibis2 Change	
Sync a different library instead	
Sync Now	Cancel



10. You'll receive a notification that things are getting ready to sync.

Microsoft OneDrive for Business	- • -
We're getting things ready to sync	
This shouldn't take long.	

11. Next, a window will appear stating that your files are syncing.





12. You can click **Show my files...** to view your files as they sync. You can also close the window and a sync status notification will appear.



Non-Domain Computer -

1. The OneDrive for Business icon will display a yield sign and a warning that it needs your credentials to sync some libraries.



- 2. Click the warning message and it will expand to a larger message that reads "We need your credentials to sync some libraries. Enter credentials
- 3. Click Enter credentials.





4. A Microsoft verification window will appear. Enter in your new University email alias (e.g. <u>s.ibis@miami.edu</u>) and click **Next**.





5. A sign in window will appear with your email address already entered in the User ID field. Enter in the password you use to access your mail and then click **Sign in**.

	×
Sign In	
User ID:	
s.ibis@miami.edu	
Password:	
1	
✓ Keep me signed in	
<u>S</u> ign in	
Can't access your account?	
© 2012 Microsoft Corporation Privacy Legal	



- 6. Microsoft with confirm your information.
- 7. If the information is incorrect you may be prompted to enter your account password again.
- 8. If you entered in your old email alias and password you will receive an error message that you must access your OneDrive using the web. To correct this, close the sign in window and go back to step 1.
- 9. Once confirmed OneDrive will sync again and the yield sign will be removed from the OneDrive icon.





If your University email alias was recently changed you may receive a message that OneDrive is not syncing anymore. To sync the library again take following steps. Please note that **you will lose all settings** when these steps are taken.

- 1. Open up Task Manager.
 - a. You can access Task Manager by right clicking on the time in the status bar and then selecting **Start Task Manager.**

2. In Task manager, click the Processes tab at the top and close all Office processes (i.e. groove.exe, msouc.exe, msoync.exe, office library sync, etc.)

1	Nindows Task Manager				
File	Options View Help				
An	plications Processes Services Performance Networki	na Users			
	Image Name	User Name	CPU	Memory (Description
	dsNcService.exe *32	SYSTEM	00	780 K	Network Connect Service
	dwm.exe	d.rubin3	00	15,372 K	Desktop Window Manager
	EpePcMonitor.exe *32	d.rubin3	00	260 K	McAfee Endpoint Encryption Monitor
	epm.exe	SYSTEM	00	1,540 K	End Point Meter
	epm.exe	SYSTEM	00	1,732 K	End Point Meter
	EracentEPAService.exe	SYSTEM	00	3,532 K	End Point Analyzer
	EracentEPMService.exe	SYSTEM	00	1,060 K	End Point Meter Service
	EracentEUAService.exe *32	SYSTEM	00	1,124 K	Electronic Update Agent
	explorer.exe	d.rubin3	00	9,800 K	Windows Explorer
	FrameworkService.exe *32	SYSTEM	00	3,460 K	Framework Service
	googledrivesync.exe *32	d.rubin3	00	192 K	Google Drive
	googledrivesync.exe *32	d.rubin3	00	12, 112 K	Google Drive
	GROOVE.EXE	d.rubin3	00	16,368 K	Microsoft OneDrive for Business
	iexplore.exe	d.rubin3	00	10,828 K	Internet Explorer
	iexplore.exe *32	d.rubin3	00	65,680 K	Internet Explorer
	iexplore.exe *32	d.rubin3	00	56,856 K	Internet Explorer
	iexplore.exe *32	d.rubin3	00	41,652 K	Internet Explorer
	iPodService.exe	SYSTEM	00	1,284 K	iPodService Module (64-bit)
	iTunes.exe *32	d.rubin3	01	45, 124 K	iTunes
	iTunesHelper.exe *32	d.rubin3	00	1,124 K	iTunesHelper
	jusched.exe *32	d.rubin3	00	204 K	Java(TM) Update Scheduler
	sass.exe	SYSTEM	00	5,328 K	Local Security Authority Process
	lsm.exe	SYSTEM	00	1,520 K	Local Session Manager Service
	lync.exe	d.rubin3	00	64,776 K	Microsoft Lync
	lynchtmlconv.exe	d.rubin3	00	5,096 K	Microsoft Lync
	mcshield.exe	SYSTEM	00	56,224 K	McAfee On-Access Scanner service
	McTray.exe *32	d.rubin3	00	1,120 K	McTray Application
	mDNSResponder.exe	SYSTEM	00	1, 104 K	Bonjour Service
	mfeann.exe *32	SYSTEM	00	2,116 K	VSCore Announcer
	MfeEpeHost.exe *32	SYSTEM	00	8,972 K	McAfee Endpoint Encryption Agent Host Service
	mfevtps.exe	SYSTEM	00	2,332 K	McAfee Process Validation Service
	MSOIDSVC.EXE	SYSTEM	00	1,876 K	Microsoft® Microsoft Online Services ID Service
	Show processes from all users				End Process
Proc	esses: 131 CPU Usage: 16% Physical Men	nory: 84%			

- 3. Once all Office processes are closed, open Windows Explorer and navigate to "C:\Users\%username%\AppData\Local\Microsoft\Office\Spw".
- 4. Once you've located the folder, delete all the content with it.
 - a. If you receive an error that something cannot be deleted, skip it and allow the other files to be deleted. Once all other files are deleted you should be able to delete the remaining files individually.

😋 🌑 🗸 📙 🕨 Computer 🕨 Local	Disk	(C:) ▶ Users ▶ d.rubin3 ▶ AppData ▶	Local Microsoft Office	▶ Spw ▶	▼ 4, Se	arch Spw		Q
File Edit View Tools Help							_	
Organize 🔻 Include in library 🔻	5	hare with 🔻 New folder						?
 J Music □ Pictures □ Videos □ Rubin, Dianne C □ Jimp-2.8 □ thumbnails 	*	Name CellStore Groovebinaryfilestore.xss Telespaces XSSTempxss	Date modified 3/6/2014 1:50 PM 3/26/2014 11:25 AM 3/6/2014 11:25 AM 4/21/2014 9:02 AM	Type File folder File folder File folder XSS File	5ize 64 KB			
 AppData Contacts Desktop Documents Downloads Dropbox Favorites Google Drive Links My Music My Pictures 		O.xss O.xssiog O.xssor O.xssr D.xssr ErsureSingleInstance.tmp groove.xss groove.xsslog groovebinaryfilestore.xss groovebinaryfilestore.xss groovemisc.xss groovemisc.xsslog resources15.xss Resources15.xss	4/21/2014 11:58 AM 3/6/2014 1:51 PM 4/21/2014 11:58 AM 4/21/2014 9:01 AM 4/21/2014 9:02 AM 3/6/2014 1:50 PM 4/18/2014 6:05 PM 4/18/2014 6:05 PM 4/21/2014 11:51 PM 4/21/2014 11:56 AM 3/6/2014 1:50 PM	XSS File XSSLOG File XSSR File TMP File XSS File XSSLOG File XSS File XSSLOG File XSS File XSSLOG File	5,100 KB 4,096 KB 5,100 KB 0 KB 100 KB 128 KB 168 KB 168 KB 156 KB 256 KB 256 KB 128 KB			
 My Videos OneDrive @ University of Mia Saved Games Searches Computer Local Disk (C:) Removable Disk (D:) 	m	schemas15.xss	4/21/2014 9:02 AM	XSS File	256 KB			
17 items	M.							

- 5. Next, navigate to
 - "C:\Users\%username%\AppData\ Local\Microsoft\Office\15.0\OfficeFileCache"
- 6. Delete all content from this folder. This is where the caching is stored.

le calt view roois Help								
ganize 👻 Include in library 💌	S	hare with 🔻 New folder				1	, 🗖	(
🁌 Music	*	Name	Date modified	Туре	Size			
Pictures		LocalCacheFileEditManager	4/8/2014 7:55 PM	File folder				
H Videos		CentralTable	4/21/2014 9:02 AM	Microsoft Access	16.772 KB			
Rubin, Dianne C		CentralTable	3/6/2014 1:50 PM	Configuration sett	1 KB			
.gimp-2.8		CentralTable	4/21/2014 11:24 AM	Microsoft Access	1 KB			
.thumbnails		FSD-{0A9451C5-52B7-4923-ADEE-136A3	4/8/2014 5:31 PM	FSD File	768 KB			
🎍 AppData		FSD-{0B24F4D0-9F7C-4CB1-94D5-D543C	4/8/2014 5:31 PM	FSD File	128 KB			
Dia Contacts		FSD-{0D18A55D-0D12-40B9-91D9-89F3B	4/8/2014 5:32 PM	FSD File	128 KB			
📙 Desktop		FSD-{0E05A875-8FBB-416C-8070-E457F2E	4/8/2014 5:31 PM	FSD File	896 KB			
Documents		FSD-{0EC5C0F2-C87E-404E-A70D-CC2DB	4/8/2014 5:31 PM	FSD File	128 KB			
Downloads		FSD-{0F3C067A-3FBD-4525-BA43-6DFA4	4/8/2014 5:31 PM	FSD File	512 KB			
S Dropbox		FSD-{0F64ECD5-2CCD-422B-8917-E75342	4/8/2014 5:32 PM	FSD File	128 KB			
Pavorites	=	FSD-{001A30FC-E6B4-480E-8C11-F98B14	4/8/2014 5:31 PM	FSD File	768 KB			
Google Drive		FSD-{1AB442C6-1664-4F52-9256-ED98A0	4/8/2014 5:34 PM	FSD File	128 KB			
Links		FSD-{1B9FD12B-2500-408A-9554-DF03C9	4/8/2014 5:32 PM	FSD File	128 KB			
My Music		FSD-{1CDBF7CB-D8E3-4FE1-8163-35060B	4/8/2014 5:31 PM	FSD File	384 KB			
My Pictures		FSD-{1CF63C1A-FD79-494B-88D3-F88138	4/8/2014 5:31 PM	FSD File	1,728 KB			
My Videos		FSD-{2B3EA58C-6952-448C-A46A-060151	4/8/2014 5:31 PM	FSD File	256 KB			
OneDrive @ University of Milam		FSD-{2B93F26F-E2E8-417D-A4E2-4FD9E2	4/8/2014 5:32 PM	FSD File	1,280 KB			
Saved Games		FSD-{2B3624B4-131D-42A6-AAAE-416F56	4/8/2014 5:34 PM	FSD File	128 KB			
Searches		FSD-{2B6202AF-205B-47FF-AC7E-566812	4/8/2014 5:34 PM	FSD File	2,560 KB			
Computer		FSD-{2CCB39CE-697E-4AEE-A6D6-A50D	4/8/2014 5:31 PM	FSD File	128 KB			
Bomovable Dick (Dr)		FSD-{2D8D4E82-55A7-48D0-91D8-7CE296	4/8/2014 5:31 PM	FSD File	896 KB			
Removable Disk (D:)		FSD-{2DBA986F-FC96-40E4-9F5D-85FD95	4/8/2014 5:31 PM	FSD File	1,024 KB			

7. After you deleted everything, you should be able to start SkyDrive Pro again (using "C:\Program Files\Microsoft Office\Office15\GROOVE.EXE") and re-sync the library.

							- 0	8
😋 🍚 🚽 🕨 Computer 🕨	Local Disk (C:) Program Files Microsoft Office Of	fice15 🕨		▼ ⁴ 7	Search Office15		P
File Edit View Tools He	elp							
Organize 🔻 💼 Open	New folder							2
.gimp-2.8	*	Name Skyword.dii	Date modified	Туре Аррисацон елеень	Size			*
AppData		GRAPH	1/23/2014 3:04 PM	Application	5,989 KB			
Contacts		Graph.exe.manifest	10/1/2012 9:35 PM	MANIFEST File	1 KB			
De		🛍 GRAPH	9/29/2012 3:11 PM	Icon	1 KB			
De		GROOVE	1/23/2014 3:05 PM	Application	12,969 KB			
Downloads		GROOVE.VisualElementsManifest	1/22/2014 3:07 AM	XML Document	1 KB			
Dropbox		GROOVEEX.DLL	1/23/2014 3:05 PM	Application extens	2,279 KB			
Favorites		MVAC.DLL	1/23/2014 3:05 PM	Application extens	532 KB			
Google Drive		IEAWSDC.DLL	10/1/2012 7:56 PM	Application extens	235 KB			
Links		IEContentService	1/23/2014 3:05 PM	Application	651 KB			
My Music		🚳 IGX.DLL	1/23/2014 3:05 PM	Application extens	10,120 KB			
My Pictures	-	🚺 INFOPATH	1/23/2014 3:05 PM	Application	2,502 KB			-
GROOVE Date mo Application	odified: 1/2: Size: 12.6	3/2014 3:05 PM Date created: 1/23/2014 3 MB	:05 PM					

OneDrive for Business iPhone App

If your University email alias was recently changed and you use the OneDrive for Business app you may receive a message that OneDrive is not syncing anymore once you open the app. To sync the library again take following steps.

1. Open the OneDrive app and a box will appear asking you to enter your account password. Click **Cancel**.

2. In the OneDrive window click on the Account icon

3. Click Settings in the Menu

4. On the Settings page select the Account giving you issues.

5. Tap Sign Out

- 6. You will be taken back to the sign in page.
- 7. Enter in your new University email alias and existing account password.
- 8. Click Sign In.

9. Your account will sync again.

