

5 ways to fix can't open files on OneDrive

Sometimes OneDrive doesn't work properly and prevents you from accessing your stored files. If OneDrive malfunction slows down your work, the following article may be helpful.

OneDrive is a great tool for keeping your data safe in the cloud and sharing files across multiple devices. It comes pre-installed on Windows and comes with 5GB of free storage, so there's no reason why you shouldn't make the most of it.

However, sometimes OneDrive doesn't work properly and prevents you from accessing your stored files. If OneDrive malfunction slows down your work, the following article may be helpful.

1. Check OneDrive file permissions

Before you move on to other OneDrive fixes, make sure you still have access to the files. It's possible that the file creator has revoked permissions for your account, but the file or folder is still visible in OneDrive. This is a common problem. The original file owner locked you out without notifying you.

Open the OneDrive folder and right-click the file or folder that you can't open. Go to **OneDrive > Manage access** . This will open the **Manage Access** menu . If your name is no longer in the list, you cannot access the file.

Picture 1 of 5 ways to fix can't open files on OneDrive

Contact the file owner and ask them to restore access to your OneDrive files.

2. Reset OneDrive

Remember that when you reset OneDrive, all your sync connections will be disconnected.

This includes OneDrive for personal use and OneDrive for school or work if you have one set up. Resetting OneDrive doesn't delete shared files, so you don't need to worry. Here's how you can reset the OneDrive desktop sync app:

1. Press **Win + R** to open the Run dialog box.
2. Copy **%localappdata%\Microsoft\OneDrive\onedrive.exe /reset** and paste it in the dialog window, then press **Enter**.
3. If Windows displays the message **Windows could find.** , copy and paste **C:\Program Files (x86)\Microsoft\OneDrive\onedrive.exe /reset** into the Run dialog box and then press **Enter**.

4. Open the OneDrive desktop app again.

3. Check if the file is "On-Demand"

OneDrive's Files On-Demand feature lets you save storage space on your device, for both desktop and mobile.

OneDrive shows files you have access to on your computer or mobile device, but doesn't download files until you open them. The problem with **Files On-Demand** is that you need an active Internet connection to open the file.

These are the icons that Microsoft uses to determine the status of a file:

Picture 2 of 5 ways to fix can't open files on OneDrive

To make a file or folder available offline, right-click the file or folder, and then select **Always keep on this device** . Download time depends on your Internet connection and file size, but with a little planning, you'll always have your most important files or folders on hand.

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Note : If you need to free up some storage space on your device, right click on one of the unimportant files or folders and select **Free up space** .

4. Check Storage Sense settings

Storage Sense is a Windows feature, but its purpose is the same on OneDrive, helping to save storage space on your device. If you enable Storage Sense, OneDrive will set an online-only view for any files you haven't accessed in the last 30 days. This will prevent you from accessing certain files without an Internet connection.

If you have files that have not been opened for a long time but still want to access them at any time, it is better to turn off Storage Sense. Here's how you can do it:

1. Press **Windows key + I** to launch Windows Settings.
2. Go to **System > Storage** .
3. From **Storage management** , toggle the switch to disable (or enable) Storage Sense.

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If you don't want to disable it but want to configure its settings, click **Storage sense** . You can choose how often to run Storage sense, how long your files will be kept in the Recycle bin, or how long your system will keep files in the **Downloads** folder if you don't open them.

5. Check OneDrive Settings

When your laptop is in power saving mode, OneDrive sync may be paused. To unpause OneDrive sync, you need to change Windows power settings or fix OneDrive sync pause in battery saver mode. Here's how you can do it:

1. Open **OneDrive** , then go to **Help & Settings > Settings** .
2. Select **the Sync and backup** tab .
3. Turn off **Automatically pause sync when this device is in battery save mode** .

6. Disable Controlled Folder Access

Windows Controlled Folder Access is designed to protect your files by preventing modification. However, this security feature sometimes backfires and prevents users from opening OneDrive files. In this case, you should turn it off:

1. Right click on the **Start** button and select **Settings** .
2. Go to **Privacy & security > Windows Security** .
3. Open **Virus & threat protection** .
4. Click **Manage ransomware protection** .
5. Disable the toggle under **Controlled folder access** .

If you don't want to disable this security feature for all your folders, you can remove OneDrive from the list of protected folders. Click **Protected folders** , select the string value folder path and click **Remove** .

7. Turn off VPN connection

It's possible that OneDrive is preventing you from accessing any files as a security measure if it detects network changes. If you've already established a VPN connection, try disabling it and restarting the OneDrive app.

If you can access the files now, then the VPN is the cause of the problem for you. If you don't want to disable the VPN connection, you can add OneDrive to the list of applications excluded from the VPN tunnel.

The same goes for the Windows firewall or third-party antivirus software. To fix it, you should allow OneDrive through Windows Firewall or add it to your antivirus software's exception list.

8. Reinstall OneDrive

If you're still having trouble opening OneDrive files, you should reinstall the app. That way, you'll fix any problems with OneDrive, including not being able to open your files.

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Launch Windows Settings and go to **Apps > Installed apps** . Click the three-dot icon next to Microsoft OneDrive and select **Uninstall** . Once the process is complete, you can download OneDrive through the Microsoft Store or by following the link below.

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