

OneDrive error cannot connect and solutions to fix it on the computer

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'Onedrive isn't connected' or **OneDrive error cannot connect** is a common situation many users encounter with the OneDrive application on computers. When you encounter this problem, your work will be interrupted with many accompanying inconveniences. So that you don't have to be 'tired' of this problem anymore, **TipsMake** has researched and provided useful remedies below.



Instructions on how to fix OneDrive not connecting error on computer effectively

The main cause of not being able to log in and connect to the OneDrive application on the computer is: unstable network connection on the device, no internet. Or the OneDrive application has not been updated, there is an error in the connection between Microsoft and the operating system. To fix this situation, here are the tricks you need to do:

Method 1: Review the internet connection on the computer

No need for other complicated solutions, the first thing you need to do is check the network connection on your laptop/PC. You can test the network with online software and restart the router. Or if possible, try connecting to another wifi network to check.

Method 2: Turn off security features running on the computer

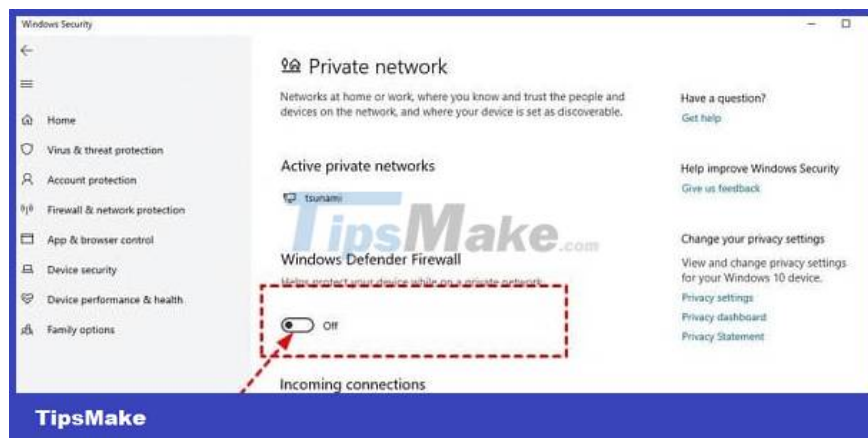
Maybe the firewall or anti-virus programs running on the device are the 'culprit' preventing you from logging into OneDrive. Therefore, users should temporarily disable these features to check if this is the cause or not.

1. **Turn off anti-virus software:** Click on the magnifying glass icon on the taskbar > Type the keyword **Windows Security** and click **Open** to open (or press Enter) > In the next interface, click **Virus & threat protection** > Click on **Manage settings** > Turn off the switch to switch to **OFF** state (as shown). Note, if you install other anti-virus software, temporarily turn off those programs.





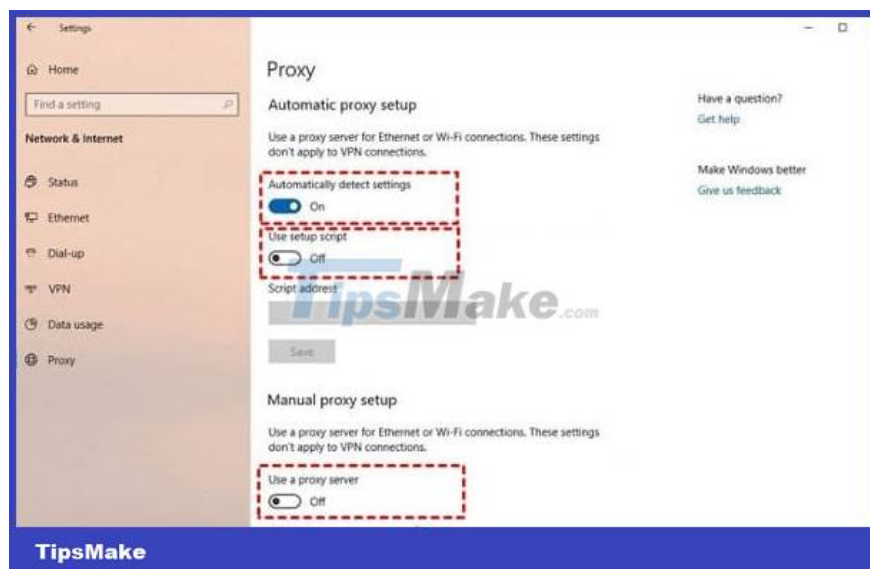
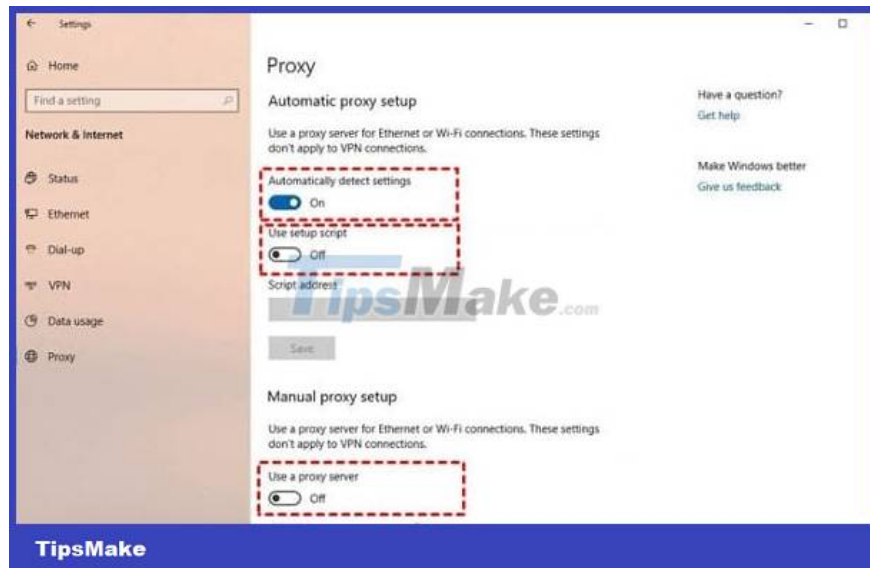
1. **Turn off the firewall:** Also at the main interface of **Windows Security (Home section)** > Click **Firewall & network protection** > Select **Private network (active)** > Click the switch to turn off **Windows Defender Firewall**.



Method 3: Disable proxy settings

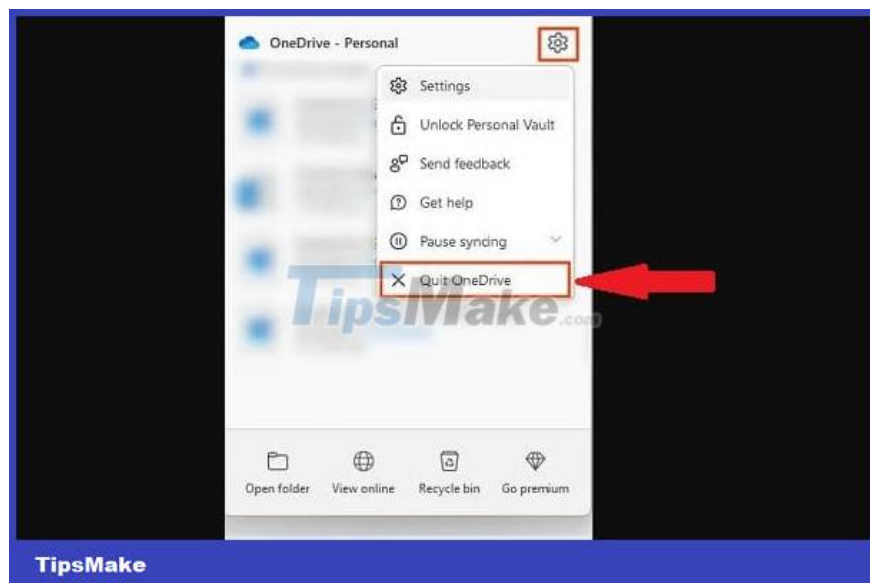
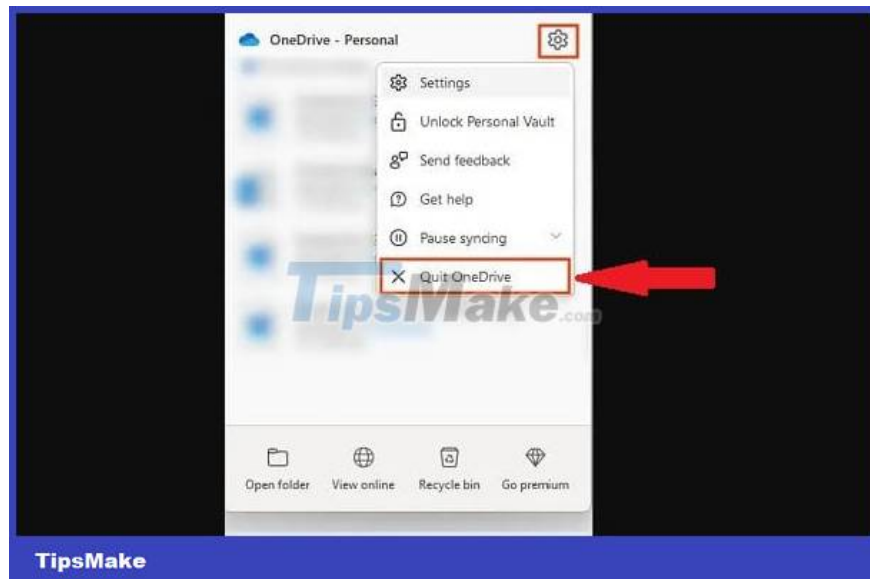
Users should note that OneDrive does not support proxy authentication, so turning on the proxy may cause the error OneDrive cannot connect. Therefore, you need to turn off the proxy to resolve the error:

1. **Step 1 :** Press the key combination **Windows + I** > Select **Network & Internet** > Click **Proxy** in the list on the left.
2. **Step 2 :** In the **Automatically proxy setup** section :
 1. For the line **Automatically detect settings** > **On** .
 2. For the line **Use setup script** > **Disable** .
3. **Step 3 :** In the **Manual proxy setup** section , **turn OFF** the **Use a proxy server** switch .



Method 4: Force restart the OneDrive application

It's not always the computer's fault, there could be some minor problems with OneDrive that cause it to not connect. Therefore, you just need to force restart the application to quickly resolve the error. First, just open the OneDrive application as usual. Then, click the app's little cloud icon under the taskbar > Click the gear icon > Select **Quit OneDrive** .

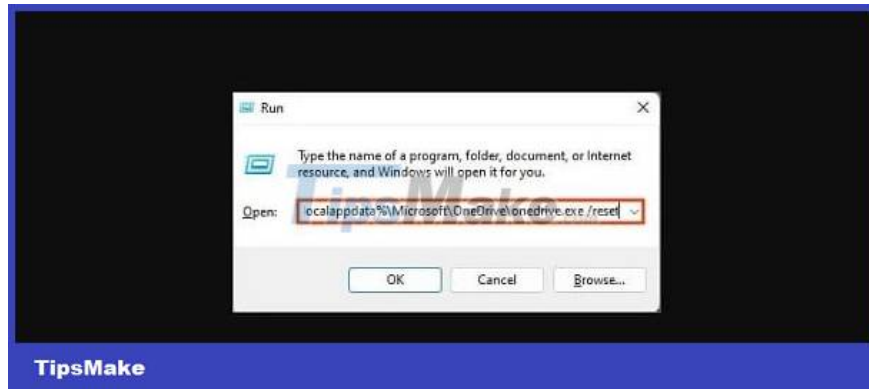
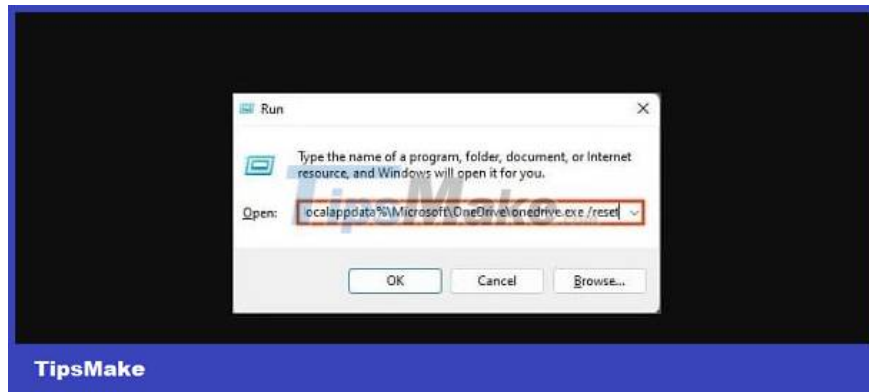


When completing the above process, the user clicks **Windows + R** > Type **taskkill /f /im OneDrive.exe** and then click **OK** > Reopen the OneDrive application and see if the problem has been fixed or not.

Method 5: Reset OneDrive

Resetting OneDrive is also a way to restore the application's settings to their original defaults, resolving existing OneDrive problems. Therefore, please follow these steps:

1. **Step 1** : Press the key combination **Windows + R** > Paste the command below and click **Ok** .
 1. **%localappdata%\MicrosoftOneDriveonedrive.exe /reset**
2. **Step 2** : In case you receive an error message, enter the following commands:
 1. **C:\Program Files\Microsoft OneDrive\onedrive.exe /reset**
 2. **C:\Program Files (x86)\Microsoft OneDrive\onedrive.exe /reset**
3. **Step 3** : Rerun OneDrive and see if you can log in. You need to re-add the folders you want to sync to OneDrive after resetting.



TipsMake has shared 5 ways to fix OneDrive not connecting error. Wishing you success in overcoming it! If it still doesn't work, try checking and updating OneDrive if available or uninstall and reinstall this application for your computer.

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