Sync icon overlays are missing from OneDrive for Business synced items

Support Team - 2016-05-05 - Comments (0) - Office 365

Sync icon overlays are missing from OneDrive for Business synced items

PROBLEM

This article contains information that applies when you use the OneDrive for Business sync client (groove.exe).

Note To determine which OneDrive sync client you're using, see the following Microsoft website:

> Which OneDrive sync client am I using?

OneDrive for Business may not display sync icon overlays on files and folders. This includes the status for items that are syncing, items that synced, or items that did not sync.

Note A successful sync icon overlay contains a green circle with check mark, as shown in the following screen shot:



WORKAROUND

To have us fix this problem for you, go to the "Here's an easy fix" section. If you prefer to fix this problem manually, go to the "Let me fix it myself" section.

Here's an easy fix

To fix this problem automatically, click the Download button. In the File Download dialog box, click Run or Open, and then follow the steps in the easy fix wizard.

- This wizard may be in English only. However, the automatic fix also works for other language versions of Windows.
- If you’re not on the computer that has the problem, save the easy fix solution to a flash drive or a CD, and then run it on the computer that has the problem.

Download

Let me fix it myself

Easy fix 20152
Important Follow the steps in this section carefully. Serious problems might occur if you modify the registry incorrectly. Before you modify it, back up the registry for restoration in case problems occur.

Warning Serious problems might occur if you modify the registry incorrectly by using Registry Editor or by using another method. These problems might require you to reinstall the operating system. Microsoft cannot guarantee that these problems can be resolved. Modify the registry at your own risk.

If you want to have OneDrive icon overlays take priority over other applications, consider the following workarounds.

Workaround 1: Update the registry

Update the registry to give priority to OneDrive for Business. Priority is based on the alphabetical order of the entries. Use this workaround if you want to enable OneDrive for Business to show its icon overlays. This workaround will suppress other icon overlays from other programs, and some programs in future updates may re-suppress OneDrive for Business icon overlays.

To update the registry, follow these steps:

1. Open registry editor.
    - Windows 10: In the search box on your task bar, type regedit.exe, and then press Enter. If you're prompted for an administrator password or confirmation, type the password, or provide confirmation.
    - Windows 8 and 8.1: Swipe in from the right side of the screen, and

then tap Search. Or, point to the upper-right corner of the screen, and then click Search. In the search box, type regedit.exe, and then press Enter. If you're prompted for an administrator password or confirmation, type the password, or provide confirmation.

- Windows 7: Click Start, type regedit.exe in the search box, and then press Enter. If you're prompted for an administrator password or confirmation, type the password, or provide confirmation.

2. Move to the following folder, and then expand it:

   HKEY_LOCAL_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Explorer\ShellIconOverlayIdentifiers

3. Rename the following registry keys. To do this, right-click the folder, select Rename, and then rename the folder. When you rename the folder, add two spaces at the beginning of the name.

   Note You may have to add more than one space to the beginning of the folder name depending whether other icon overlay providers have added leading spaces to their icon overlay names.

Old folder name	New folder name
SkyDrivePro1 (ErrorConflict)	<space><space>SkyDrivePro1 (ErrorConflict)
SkyDrivePro2 (SyncInProgress)	<space><space>SkyDrivePro2 (SyncInProgress)
SkyDrivePro3 (InSync)	<space><space>SkyDrivePro3 (InSync)

   Note In this example, <space><space> represents two spaces in the renamed folder name.

4. On the View menu, click Refresh to verify that the renamed keys now appear at the top of the list.
5. Exit Registry Editor, and then restart your computer.

Workaround 2: Uninstall unused applications

Consider uninstalling applications that heavily use icon overlays that you aren’t using. This workaround will unregister the icon overlays that are used by those applications and could enable OneDrive for Business to display icon overlays again. You may have to restart your computer after you uninstall the applications for the icon overlays to reappear.

MORE INFORMATION

Windows supports a finite number of icon overlays. If you have other applications installed that heavily use icon overlays on files and folders, such as Dropbox and Box, those applications take priority in displaying their icon overlays and suppress the icon overlays for OneDrive for Business.

Third-party information disclaimer

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Applies to
OneDrive for Business

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- ODfB
- Office 365
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- Sync Icon