


"Sync Failed: Unsupported Name"



Jennifer Thi on February 14, 2020

File	Issue	
 test:test.docx	Sync Failed: Unsupported Name Remove the character(s) :	More...

Error Message:

"Sync Failed: Unsupported Name"

Environment:

- Windows

Reason(s):

- Box Sync is having trouble syncing this file because it has an unsupported character in its name.

Resolution:


1. You will need to remove the unsupported character from the name of your file or folder. Windows does not support the following characters.
 - < > : ? / \ | ? * or trailing spaces

2. If you are having trouble locating the affected file, search for it in your UCSF Box [1] account.

Required Service Information

UCSF Box [2]

Images

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GET IT HELP. Contact the Service Desk online, or phone 415.514.4100

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Source URL: <https://it.ucsf.edu/services/ucsf-box/additional/sync-failed-unsupported-name>

Links

[1] <https://ucsf.app.box.com/files>

[2] <https://it.ucsf.edu/services/ucsf-box>