Troubleshooting
OneDrive Synchronization

Our Snapshot product downloads metadata from your Salesforce org to your personal computer. We store all that information in a special folder called “Metazoa” on your local machine. When you take a Snapshot, the Salesforce Metadata API will normally return thousands and thousands of metadata files. Our Snapshot product can do wonderful things with all that metadata. You can remove technical debt, create detailed reports, deploy metadata between orgs, and more.

But unfortunately, there can be an issue when cloud backup systems like Microsoft OneDrive are involved. When the metadata files are downloaded, OneDrive starts aggressively trying to move them to the cloud, and this can prevent Snapshot from opening them or reading the information inside.

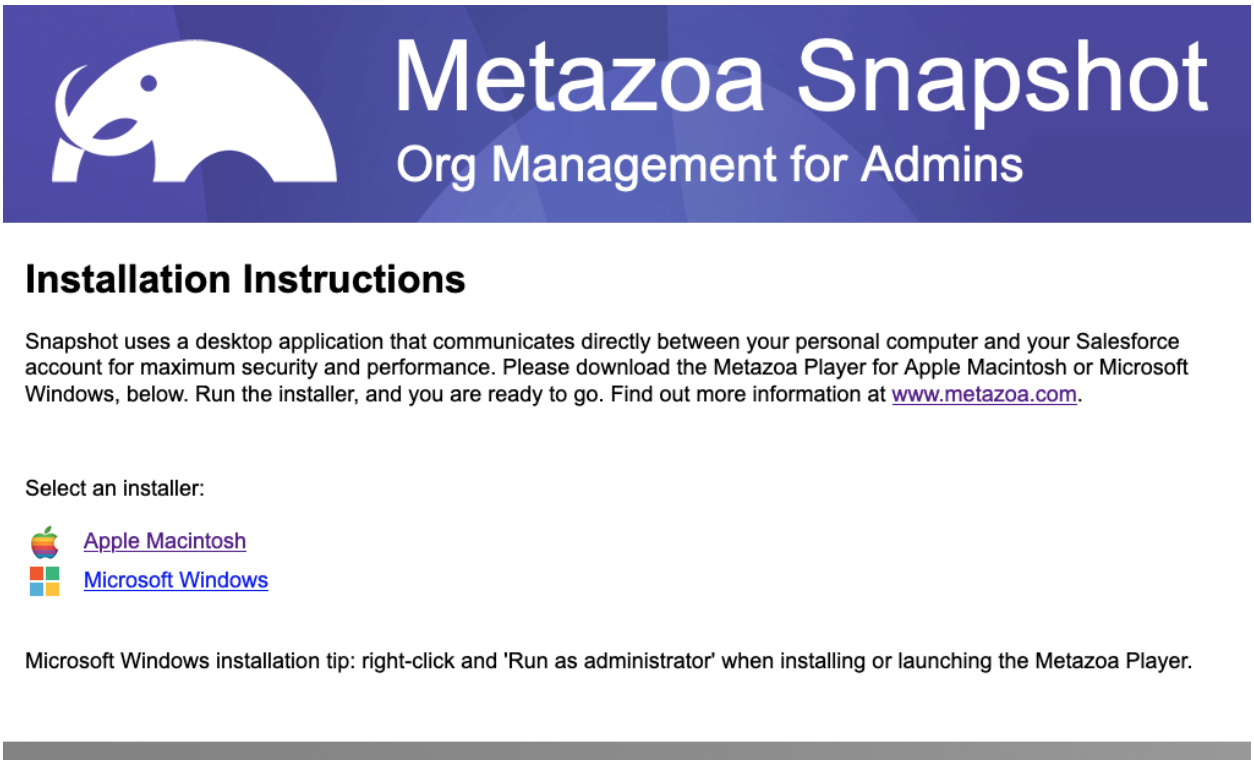
A related issue is Ransomware Protection and Controlled Folder Access. This feature will automatically lock folders to prevent them from being deleted and will notify you when many files are deleted at once. Unfortunately, both of these behaviors can prevent Snapshot from managing the files in the Metazoa folder correctly.

These problems can show up as error messages when working with Snapshot. The error message might say that a file or folder cannot be created or deleted. Lots of OneDrive syncing activity can also hamper the performance of your network and slow down your computer. This technical note explains how to troubleshoot OneDrive synchronization problems.

Get the Latest Metazoa Player

First off, be sure you have the latest version of the Metazoa Player desktop application. Any Metazoa Player with version 8.87 or higher will have some special enhancements to deal with OneDrive synchronization. Be sure to right-click and 'Run as administrator' when installing or launching the Metazoa Player. You can get the latest Metazoa Player at the link below. If the latest Metazoa Player doesn't make the problem magically go away, then keep reading.

https://www.metazoa.net/install/snapshot.html

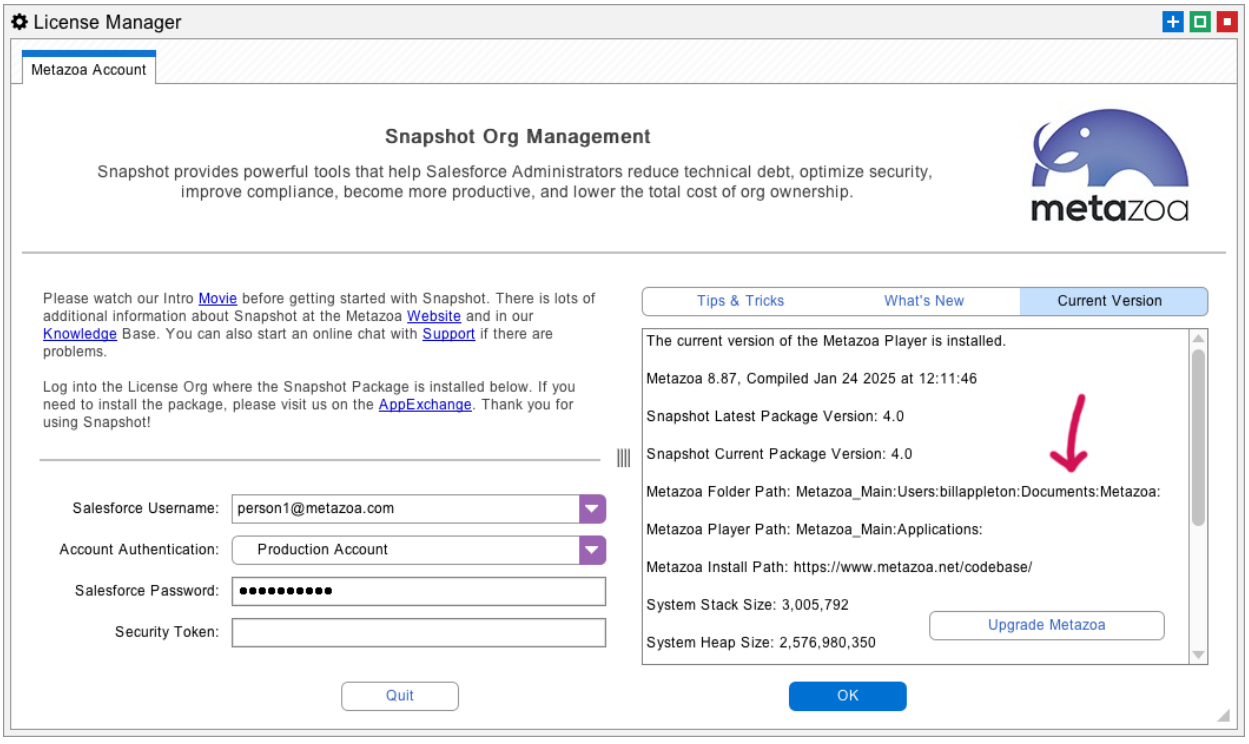


Don’t Sync the Metazoa Folder

Older versions of Snapshot created the Metazoa folder in the Documents folder. This worked great until OneDrive came along. The latest version of the Metazoa Player now creates the Metazoa folder in the AppData folder. This is a hidden folder at the same level as the Documents folder. On Windows 11 the Documents folder is always scanned by OneDrive but the AppData folder is not scanned by default. Because of this, using the AppData folder will solve the synchronization issues.

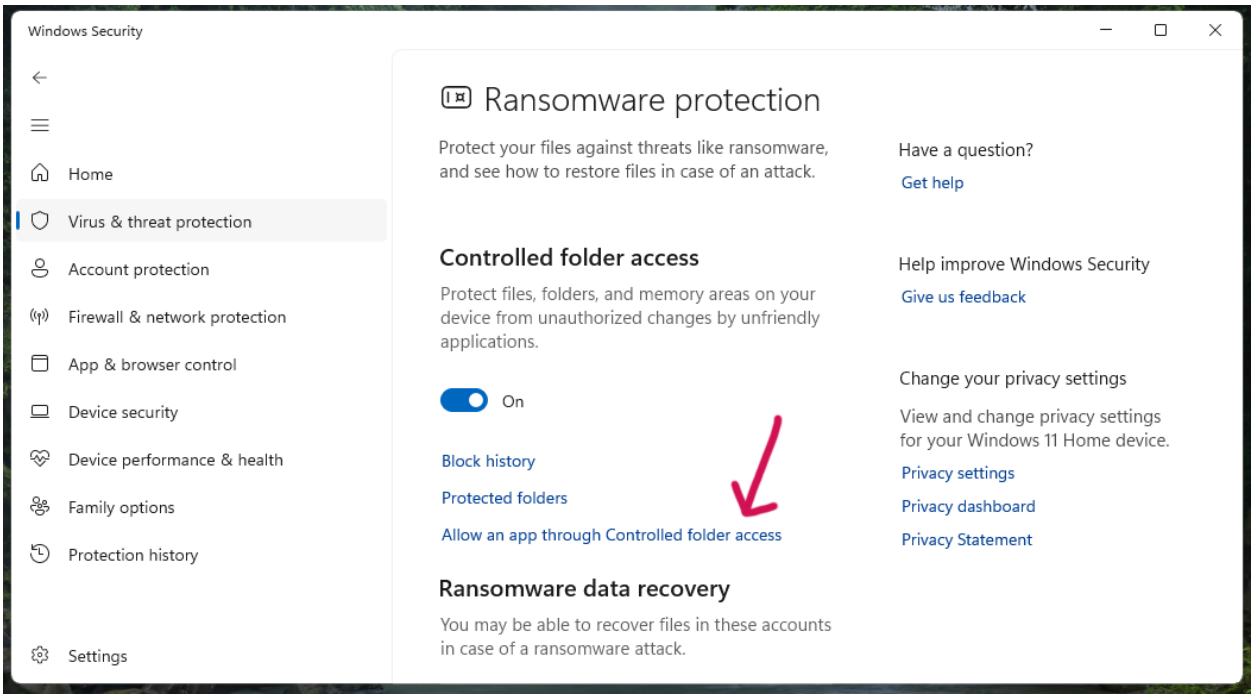
C:\Users\Bill\AppData\Metazoa

If you have an old installation of Snapshot, then your Metazoa folder might still be in the Documents folder. In that situation, please close Snapshot and move the Metazoa folder from the Documents folder to the AppData folder. You might need to turn on the "Hidden items" option in the File Explorer's View settings to see the AppData folder. Restart Snapshot and verify that the folder was moved in the License Manager. This information is on the third tab of the login screen.

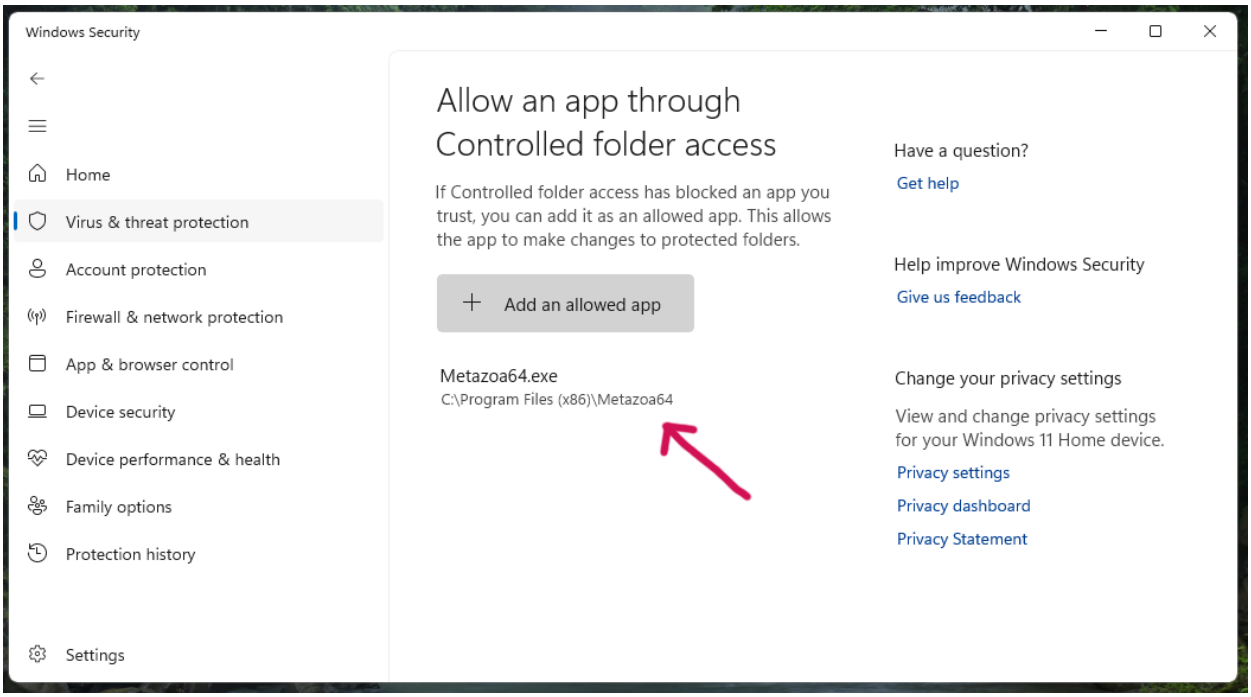


Ransomware Protection

If for some reason you want to synchronize the Metazoa folder with OneDrive, then please read the following note about turning off Controlled Folder Access for the Metazoa Player. Microsoft Ransomware Protection automatically locks folders to prevent deletion. Unfortunately, this interferes with Snapshot's ability to manage the Metazoa folder.



To fix this problem, navigate to Windows Security interface, and click on the Virus & Threat Protection section. At the bottom of that screen, you will see an option to "Allow an App Through Controlled Folder Access." Click on this option and the following screen will appear.



Click on the Add an Allowed App button and select the Metazoa Player in your Program Files. This will allow the Metazoa Player to manage the files in the Metazoa folder. OneDrive should also be able to scan the Metazoa folder without causing any problems. Here is where the Metazoa Player is normally located:

C:\Program Files (x86)\Metazoa64.exe