

Tips for Fixing Horizon Workspace Client Sync Errors

When working in Horizon Workspace, on occasion you might receive an error message when performing a task on your Horizon Web client, desktop, or mobile device.

The following are possible error messages that you might see. Click a link for more information about the error.

- [Access denied](#)
- [Failed to create parent folder](#)
- [File has a prohibited extension](#)
- [File is larger than the maximum permitted size](#)
- [File is a symbolic link](#)
- [File would exceed your account quota](#)
- [Files are not syncing](#)
- [Folder name includes an invalid character/File name includes an invalid character](#)
- [Permission denied](#)
- [The target share is no longer valid](#)
- [Unable to read local file](#)

Access denied

Problem: You are trying to move or upload a file to a folder on your local desktop that has been shared with you, but the file has read-only access.

Resolution: First, verify that you have access to the folder by viewing your permissions:

1. In the browser, in My Files select the folder you are trying to upload a file to and click the arrow.
2. Click **Share Info**. A dialog displays indicating your permissions. Your share permissions are probably **View**.
3. Next, if you want your permissions changed to allow you to upload items to this folder, contact the person who shared the folder with you and ask them to change your permissions to include **edit** and/or **share** permissions.

Failed to create parent folder

Problem: You are trying to create a folder and get an error stating you failed to create a parent folder.

Resolution: If you get this error, ask your administrator for help with this issue.

File has a prohibited extension

Problem: You are trying to upload a file but are unable to do so because you receive an error stating the file type is not supported.

Resolution: As a security measure, certain file types have been blocked from being uploaded by your IT administrator. Ask your administrator for a list of file types that are restricted.

File is larger than the maximum permitted size

Problem: You are trying to upload a file but are unable to do so because you receive an error stating the file size is larger than the maximum size permitted to upload.

Resolution: Your account has a limit set for an individual file size that can be uploaded to your Horizon Account, and the file size has surpassed that limit. The maximum size of a file that can be uploaded is configured by your IT administrator. Ask your administrator about file size restrictions.

File is a symbolic link

Problem: You want to use a symbolic link to point to a directory on your computer outside of the Horizon folder, and still sync with Horizon Workspace, but the symbolic link does not work.

Resolution: Symbolic links are not supported at this time and are ignored. If you want to sync a folder, add the folder directly to your Horizon folder on your desktop.

File would exceed your account quota

Problem: Your account is almost full and you are not able to upload any more files to your account.

Resolution: To upload more files, delete files from your Horizon folder or ask your administrator to increase your account quota.

Tip: *When you share folders with others, files that they put in your shared folder count against your quota.*

- To see your account quota from your desktop, click the Horizon icon in the system tray/menu bar and select **Options**.
- To see your account quota from the Web client, click on your name and select **Settings**.
- To see your account quota from your mobile device, go to the **Settings** screen.

Files are not syncing

Problem: You have made changes to your Horizon Workspace account and discover that your files and folders are not automatically syncing between the computers and/or devices where you have Horizon Workspace installed.

Resolution: The following are suggestions to resolve the syncing issues:

- Make sure your computers or devices have Internet access and are accessing the same Horizon Workspace account.
- Restart your Horizon Workspace client.
- Unlink your Horizon Workspace desktop or mobile client and then reinstall Horizon Workspace.
- Restart your computer or device.

Folder name includes an invalid character/File name includes an invalid character

Problem: You are trying to name a file or folder but are unable to do so because you receive an error stating the file or folder name includes an invalid character.

Resolution: When naming your file or folder, be aware that there are restrictions for the characters you can use in the name. Be sure not to include characters that are not supported, as they are considered invalid characters. File and folder names cannot include any of the following:

: | / \ " < > * ? \t \r \n

Permission denied

Problem: Someone is sharing a file with you and has sent you a URL link, also known as a public link, to access the file. When you click the link, you are denied access to the file. The error states permission denied because you don't have sufficient permissions.

Resolution: The person sharing the file has either stopped sharing the file by disabling the link, or the link to the file has expired. Contact the person sharing the file to resolve the issue.

The target share is no longer valid

Problem: Someone is sharing a file with you and has sent you a URL link, also known as a public link, to access the file. When you click the link, you are denied access to the file and the error states the share is no longer valid.

Resolution: The person sharing the file has either stopped sharing the file by disabling the link, or the link to the file has expired. Contact the person sharing the file to resolve the issue.

Unable to read local file

Problem: You are trying to preview a file that is within one of your shared folders. The file will not preview and you get an error stating unable to read local file.

Resolution: The file within the shared folder is probably no longer shared with you. You may have marked this file as a favorite to access and work on the file offline, but your permissions are most likely removed. If your Horizon Workspace is synced properly, and your share permissions were revoked, the file should not display within the shared folder as it should be removed from the folder. Contact the person who shared the file with you to inquire about your permissions to the file and resync your Horizon Account.

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