

# Dropbox Files Not Syncing on Windows Desktop

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### Context

I use the Dropbox application on Windows, but some folders/files are not syncing. I do not see them on my desktop, even though I can access them online.

All my Dropbox folders on my desktop show the green tick mark. Right-clicking on the Dropbox icon on the lower right hand corner of the task bar displays *up to date*. When checking the selective sync option, all the missing folders show up and are shown to be checked as well. However, these folders/files are still missing on my Desktop.

### Answer

#### Option 1

Check for length of file path: Windows limits the entire file path from C: to the file's name to be 260 characters or fewer. Windows will not recognize files with names longer than this limit.

#### Option 2

Check for illegal characters: if a file syncs successfully on a Mac but not on a Windows computer, it is likely that the file name contains characters reserved by the Windows file system. The following characters are illegal:

Ampersand ( & )	Asterisk ( * )	Angle brackets ( < > )
Backslash ( \ )	Braces ( { } )	Colon ( : )
Forward slash ( / )	Number sign ( # )	Percent ( % )
Pipe (   )	Plus sign ( + )	Question mark ( ? )
Quotation mark ( " )	Tilde ( ~ )	Period ( . )

#### Option 3

Use Dropbox's [bad files check](#) tool to check for incompatible files and folders on Dropbox

### See also

- [Dropbox synchronization issues](#)
- [Windows reserved characters](#)