



BLACKHOUND Architecture & Rendering <hgouws.renderers@gmail.com>

[5-5121000036413] Your Google Support Inquiry: Case ID

4 messages

googleone-support@google.com <googleone-support@google.com>
To: hgouws.renderers@gmail.com

Fri, Mar 8, 2024 at 1:02 PM



Hi Hannes,

Good day!

Thanks for being a Google One member. I hope this email finds you well!

Google Drive is just storage in the cloud and has no options to restore corrupted files. During the upload/Sync the file is already corrupted which means Google Drive will just store it even if it's corrupted or not.

Google Article: [Upload in Google Drive](#) / [Use Google Drive for Desktop to sync](#).

If you have additional inquiries, please feel free to reply to this email and I will be more than happy to assist you.

Thanks,

John

The Google One team

[Google One Android app](#) | [one.google.com](#) | [Google One Help Center](#)

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BLACKHOUND Architecture & Rendering <hgouws.renderers@gmail.com>
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Sat, Mar 9, 2024 at 10:01 AM

Hi John.

Thank you for your assistance.

My question is, is there no way for us to revert back to a previous version of the file before the sync loaded the corrupted files?

We tried right click and manage versions but with no success.

Thank you.

Hannes

[Quoted text hidden]

googleone-support@google.com <googleone-support@google.com>
To: hgouws.renderers@gmail.com

Sat, Mar 9, 2024 at 1:05 PM



Hi Hannes,

Thanks for your response.

Sadly we cannot, since the uploaded file was already corrupted before it gets to Google Drive.

Should you have any other questions, feel free to include it upon your response. I'm always glad to assist!

[Quoted text hidden]

no-reply@google.com <no-reply@google.com>

Mon, Mar 11, 2024 at 1:44 PM

6/3/24, 5:13 PM

Gmail - [5-5121000036413] Your Google Support Inquiry: Case ID

To: hgouws.renders@gmail.com

Hi,

Thank you for contacting Google Support.

We hope we were able to resolve your problem to your satisfaction. Please take a minute to answer a quick survey below about your experience with us so we can improve our service.

[Take Survey](#)

Thank you