

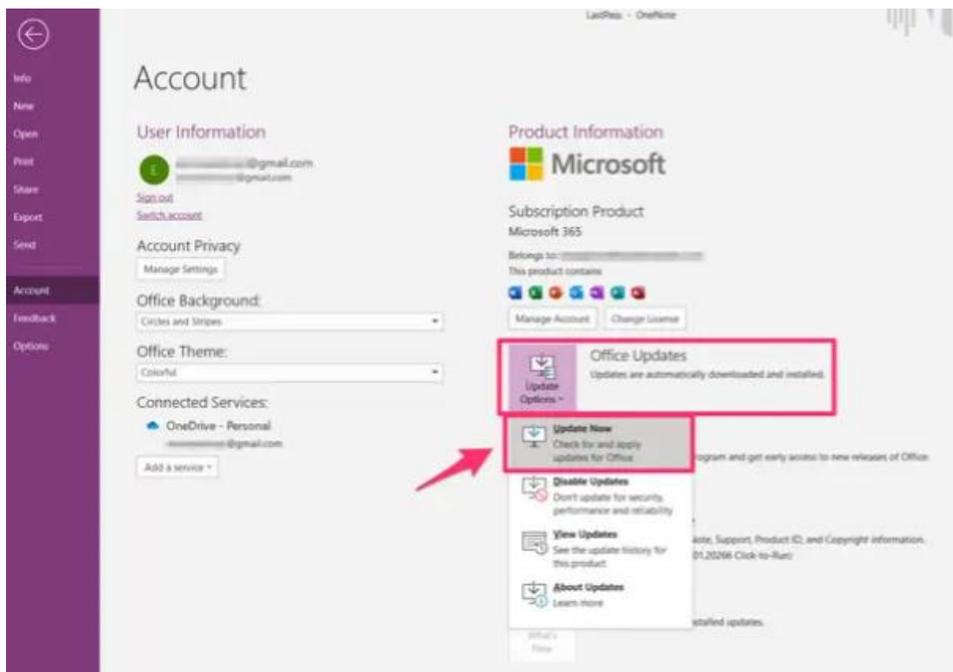


# TROUBLESHOOTING MICROSOFT ONENOTE SYNC

Desktop users may frequently face problems when trying to sync data to and from the cloud. This is quite a common problem with the desktop version of OneNote.

In this guide, we look into some of the most common sync-errors (notebook/particular section won't sync, sync conflicts arise, storage issues show up etc.) and how they can be resolved.

## 1. Install the latest updates



Firstly, it is worth noting that whatever problem you may be facing could be a result of an issue with the OneNote application itself. This is why you need to make sure that you have the latest updates installed. Updates will often contain fixes for bugs that may be causing your problems.

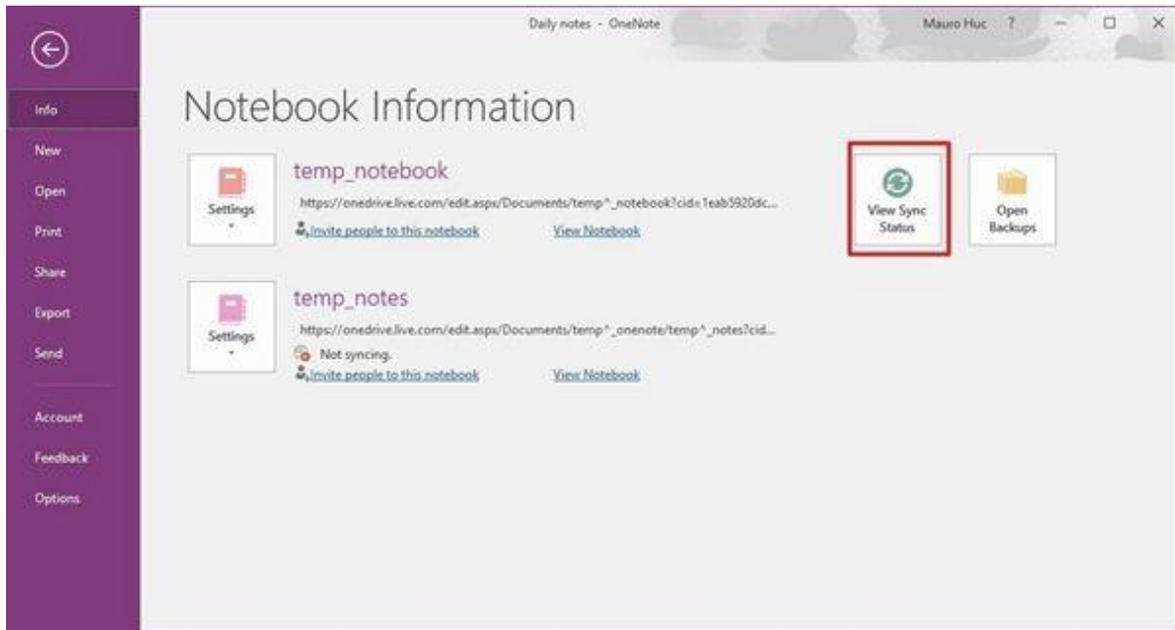
To check for updates, go to **File > Account**. Click on **Office Options** then click on **Update Now**.

## 2. Checking sync status

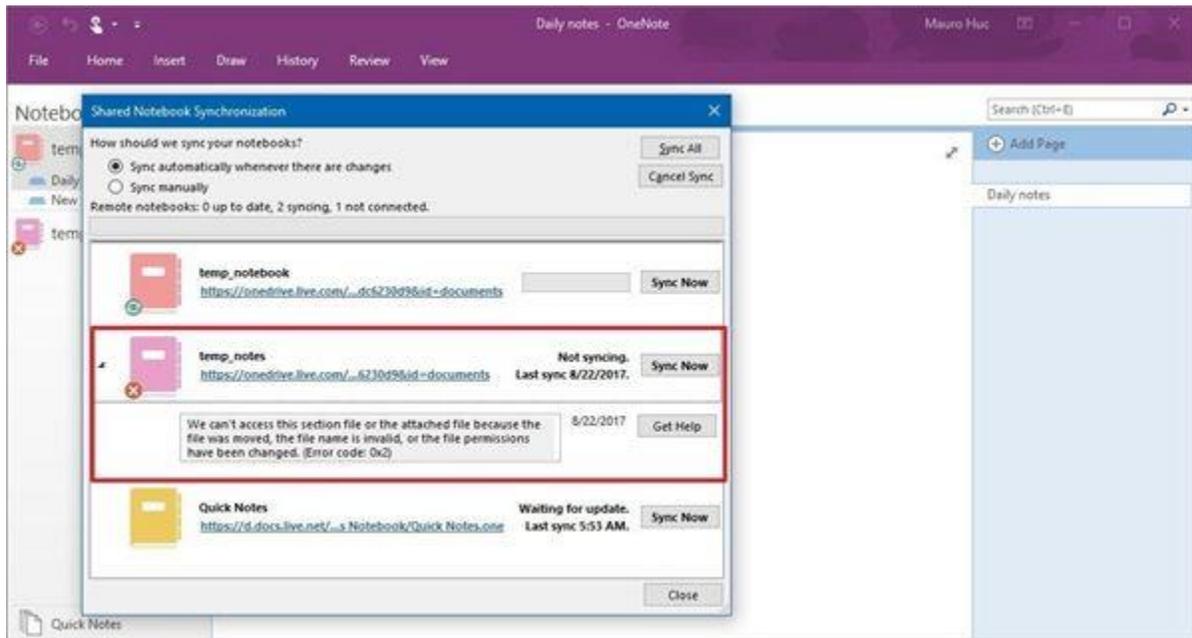
To answer why is OneNote not syncing, you have to go for checking the sync status. This status will reveal whether or not OneNote sync is working properly. If you open a notebook via the web, you won't see any change. But in the application, check the status to fix the OneNote sync error.

**Step 1:** Launch OneNote and in the main ribbon, click the option of the file followed by selecting info.

**Step 2:** In the window of Info, click the option of view sync status.



**Step 3:** In case of any issue, go for troubleshooting and click get help to continue.

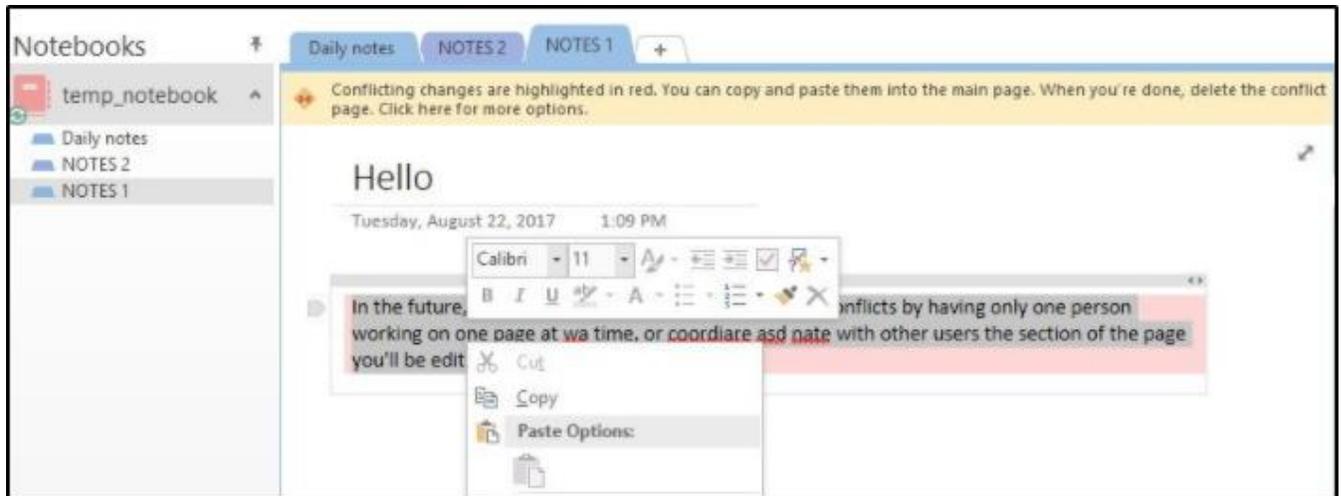


Here you will get to know about the error working in the background and you can use the Windows central forum to get technical help for resolving the error.

**If something is not working in Microsoft Teams, many troubles can be fixed by signing out of Teams then signing in again. Please do not restart your computer; sign out of Teams then sign in again.**



### 3. Fix content sync conflict on OneNote



When two or more people try and edit the same piece of text simultaneously, this will result in synchronization conflicts. These conflicts are automatically detected by OneNote which then proceeds on to creating multiple copies of the same page. This will be indicated via a yellow message that appears on the top of the page.

To prevent this issue from showing up in the future, make sure only one user is editing a page at a time. Or you could co-ordinate who edits which section.

To resolve this issue, you will need to copy the edited content to the main page and then proceed to delete the other page. To do this, click on the yellow message, copy the content from the temporary page, and paste it on to the primary page.

<https://support.microsoft.com/en-us/office/fix-issues-when-you-can-t-sync-onenote-299495ef-66d1-448f-90c1-b785a6968d45>

Visit the above link for more sync issues.