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## OneNote help &amp; learning

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# Fix issues when you can't sync OneNote

► *Applies To*

Was this information helpful?

Yes

No



Sorry that you're having trouble syncing your OneNote, follow the troubleshooting steps below.

**Windows****Mac****iOS****Android****Web**

First check for and install any available [Office updates](#) for your computer.


## Notebook not syncing for Microsoft 365

OneNote automatically synchronizes shared notebooks. If you're having sync issues, here are some fixes:

Set notebooks to sync automatically:

1. Select the **File** menu and choose **Options**.
2. Select the **Sync** tab and check the box next to **Sync notebooks automatically**.

Manually sync notebooks:

1. Select the **File** menu and on the **Info** tab, select  **View Sync Status**.
2. In the **Shared Notebook Synchronization** dialog box that appears, do one of the following:
  - Select **Sync All** to sync all of your shared notebooks.
  - Select **Sync Now** next to a specific notebook to sync only that notebook.

If you still have sync issues and your notebook is stored on OneDrive or on newer versions of SharePoint, try opening the notebook at [www.onenote.com](https://www.onenote.com) to help determine if the problem is caused by the server or by OneNote.

## Notes won't sync

If you're having trouble seeing recent changes when using OneNote on multiple devices, or if your notebook is showing a sync error, try the following:

**Was this information helpful?**



- Verify that your computer or device has good internet connectivity. A reliable connection ensures that notes can sync quickly and successfully across devices.
- If your notebook is stored on OneDrive, check our [Service Health](#) status page for any outages. If OneDrive is currently having issues, OneNote may be affected as well.
- If your notebook is stored on SharePoint, you'll need to contact your administrator to report, confirm, and troubleshoot any issues.

**Warning:** While troubleshooting sync issues, signing in or out of OneNote (or removing and reinstalling the app) is not recommended, as this could result in data loss.

If your notebook that's experiencing a sync issue is stored on OneDrive or on newer versions of SharePoint, can try opening the notebook in your browser at [www.onenote.com](http://www.onenote.com). This can help to determine whether it's an issue with a specific PC or device, or if something else is happening behind the scenes.

Do the following:

1. In the OneNote desktop app, select **File**.
2. On the **Info** tab, right-click the URL shown immediately below the name of the affected notebook, and then click **Copy**.
3. In your web browser, select the address box, and then press Ctrl + V on your keyboard to paste the copied URL.
4. Press Enter to open the notebook in OneNote for the web.

**Note:** Depending on the size of the notebook and the type of Internet connection you're using, it may take a while to load and sync all the notebook content.

If you're able to open and view the notebook in your web browser, check its contents for your most recent changes. If you're still seeing an older version of your notes, verify that the PC or device that the latest notebook changes were made on was able to completely finish syncing your notes.

Do the following:

**Was this information helpful?**



1. Open the OneNote desktop app on the PC or device where you last edited the most recent version of your notebook.
2. Select **File > Info > View Sync Status**.
3. In the **Shared Notebook Synchronization** dialog box that opens, check for any error code and message displayed for your notebook, and then check the list of error codes elsewhere in this article for a matching result and recommended steps.

**Note:** Some error codes may display a "Get Help" button next to the error. Select the button to open a troubleshooting article specific to that error, and then follow its recommended steps.

In some situations, closing and reopening the affected notebook can help reset the sync connection between the OneNote app and the OneNote service.

**Warning:** Before closing and reopening notebooks that aren't fully synced across all your devices, make sure you copy and back up any unsynced recent notes on the originating PC or device.

To close and reopen a notebook, do the following:

1. In the OneNote desktop app, select **File**.
2. On the **Info** tab, right-click the URL shown below the name of the affected notebook, and then select **Copy**.
3. Next to the name of the affected notebook, select the **Settings** button, and then select **Close**.
4. In your web browser, select the address box, and then press Ctrl + V to paste the copied URL.
5. When the notebook opens in OneNote for the web, select **Open in Desktop App** on the ribbon to re-open the notebook in the OneNote desktop app.

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Sections or pages won't sync



Was this information helpful?



There may be times when your shared notebook is syncing normally, except for one of its sections or pages. You can verify this by doing the following:

1. In the OneNote desktop app, select **File > Info > View Sync Status**.
2. In the **Shared Notebook Synchronization** dialog box that opens, select any notebook icon with a yellow triangle warning icon over it to see the name of any section that's causing sync problems.
3. Select the **Sync Now** button next to the notebook containing the section.

Individual notebook sections can occasionally stop syncing properly. If you have a single section whose pages aren't syncing with the rest of an otherwise up-to-date notebook, you can try the following workaround:

1. In the OneNote desktop app, create a new section within the same notebook.
2. Copy (but don't move) all of the pages from the old section into the new one that you just created. You can do this by right clicking each page, and then selecting **Move or Copy**.
3. When all of the pages have been copied to the new section, press Shift + F9 to manually sync the notebook. If a progress bar appears, wait for it to finish.

If following these steps successfully syncs the pages in the new section that you created, you can safely delete the old section and then continue working in the new. After the old section is deleted, you can rename the new section to the same name as the deleted section.

If these steps don't work, section sync errors or problems can also be caused by a corrupted section located in the **Notebook Recycle Bin**. If you no longer want that section, you can delete it from the Recycle Bin to stop the error:

1. In the OneNote notebook, select the **History** tab, and then select the **Notebook Recycle Bin**.
2. Right-click the section (or page) and choose **Move or copy**.
3. You can also **Copy** and **Paste** the pages or content in the section to another page or section. Once that's done, you can delete the original section or page.

Was this information helpful?



Version conflict messages typically appear if you and another user attempt to edit the same part of a page, such as changing the same paragraph of notes, at the same time. When this happens, OneNote creates multiple copies of the page to avoid data loss and an error message appears on the yellow Information bar. You will see an icon on a page that has the conflict.

To fix merge conflicts, do the following:

1. Select the yellow Information bar at the top of your page to view a page that lists the conflicting changes (highlighted in red).
2. Copy information from the page with the merge conflicts error and paste the changes into the main page, if necessary.
3. When you finish incorporating any changes, delete the conflicts page by right-clicking its page tab and then selecting **Delete** on the shortcut menu.

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## "Server is busy" sync errors

Server is busy errors are typically seen when notebooks are stored in SharePoint, SharePoint Online, or OneDrive (work or school). Even though they may seem to be sync errors, most are actually authentication errors that can be fixed by following one of these methods:

- Sign out and sign in to OneNote.
- [Close and then re-open](#) the notebook.
- Check to make sure you have access to the notebook via OneNote for the web (at [www.onenote.com](http://www.onenote.com)), SharePoint, or SharePoint Online.

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## "Not enough space" sync errors

Some errors, such as 0xE00015E0, indicate there's not enough space on the device or notebook to sync a section. This may be caused by large backup files. To solve these sync issues, you can optimize, or delete existing notebook backups.

### Optimize OneNote notebook

1. In OneNote, select **File > Options**.

Was this information helpful?



3. Select **Optimize All Files Now**. It may take a while to optimize the files.

You can also adjust the Number of backup copies to keep option in the same Save & Backup location to a lower number to save space.

### Delete existing backups

1. Open File Explorer.
2. In the navigation bar near the top of the window, type %localappdata%, and press Enter.
3. Open the **Microsoft** folder and then open the **OneNote** folder.
4. Open the **16.0** folder, then open the **Backup** folder.
5. Delete the files or folders you no longer wish to save in the **Backup** folder.

If you get one of these errors, you should follow the steps in the related article:

- [Resolve the 0xE0000025 \(File Too Large\) error in OneNote](#)
- [Resolve the 0xE0000796 \(Quota Exceeded\) error in OneNote](#)

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### "Service not available" errors

Here are some of the more common "service not available" errors you may experience, along with links to troubleshooting articles for those errors:

- 0xE0000784: [Resolve the 0xE0000784 \(Web DAV is Disabled\) error in OneNote](#)
- 0xE000078B: [Resolve the 0xE000078B \(Server Timeout\) error in OneNote](#)
- 0xE4020040: [Resolve 0xE4020040 \(Store Busy Retry Later\) error in OneNote](#)

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### Misplaced sections in OneNote

Misplaced sections appear in a notebook when OneNote tries to sync changes to a notebook

Was this information helpful?



## Resolve misplaced sections in OneNote

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### Sync errors in notebooks on SharePoint

If you have OneNote notebooks on SharePoint, you'll notice that they're typically stored in Document Libraries. If the SharePoint Library you're using has certain properties enabled, it could cause sync errors. For more information, read the following articles:

- [Resolve document library errors when using OneNote with SharePoint](#)
- [Resolve document library errors when using OneNote 2016 for Windows with SharePoint](#)

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### Collaboration Space sync problems

Sync problems in the collaboration space may occur if a number of students try to edit the same page location at the same time or if a large file attachment is added on the edited page. There are some best practices you can follow to avoid these sync issues:

- Separate students into small groups of up to 6 students.
- Create a separate "section tab" for each group of students. For example, if there are 4 groups of 6 students, create 4 tabs.
- Have each student create their own page or have each of them edit in different places on the page.
- Avoid adding big file attachments.

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## OneNote Diagnostics Tool

You can also use the [OneNote Diagnostics Tool](#) to collect diagnostic information for your installed version of OneNote and then send the information securely to Microsoft for troubleshooting.

**Note:** The OneNote Diagnostics Tool is currently only available in English. We'll update this

Was this information helpful?







# Notebooks not syncing

If you are unable to open and view a notebook in OneNote for the web, it's likely a server issue. If your notebook is stored on [OneDrive](#), check the Service Status page for any known interruptions or outages. If your notebook is stored on SharePoint, contact your administrator to report and troubleshoot the problem.

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Resolve the 0xE0000007 error ("We ran into a problem syncing your notebook") in OneNote 

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Error message when you use OneNote: "We can't sync this section because you don't have write permissions" 

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Resolve account authentication errors in OneNote 

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## Other sync errors

Here are some of the other sync errors you may experience, along with links to troubleshooting articles for those errors:

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0xE000002E: Resolve the 0xE000002E (Out of Sync with Store) error in OneNote 

If you're seeing the 0xE000002E error code, OneNote needs to refresh but can't do so automatically. This is typically a temporary issue and should resolve itself the next time a full sync occurs. If you don't want to wait for the next automatic sync, you can force a full sync by pressing Shift+F9 while OneNote is running.

### More help

If you're still seeing this error message after performing a manual sync, please report this issue in the [OneNote forums on Microsoft Answers](#) so we can investigate the cause and find a solution.

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0xE4010641: Resolve the 0xE4010641 (Network Disconnected) error in OneNote 

If you are seeing the 0xE4010641 error code, OneNote can't sync one or more notebooks because you're disconnected from the network or the network location where your notebooks are stored isn't available

Was this information helpful?



Your notebook is most likely stored on [OneDrive](#), SharePoint or a local network location. When OneNote can't access these locations, it could be because of any of the following reasons:

- You may be experiencing intermittent, temporary network or server connectivity issues. Wait a few minutes and try syncing your notebooks manually. You can do this by pressing SHIFT+F9 or clicking the **Sync Now** button in the **Notebook Sync Status** dialog box.
- The server where your notebooks are stored has gone offline temporarily. If you're syncing to a SharePoint site or a local network share in your organization, someone may have turned the machine off or taken it down for maintenance. Check to see if you can access the root address of the server to verify the outage or talk to your SharePoint or IT administrator to confirm or report the issue.
- Your notebook no longer exists at the network location. This could happen if you (or someone else with permissions to your notebook) deleted the notebook file from the server. If your notebook is stored on OneDrive, go to the [OneDrive home page](#), log in (if prompted), and then check to see if your notebook still exists. If you're unsure about where your notebook is stored, go to **File > Info** in OneNote to find the address of your notebook.

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## 0xE40105F9: Resolve the 0xE40105F9 (Unsupported Client Build) error in OneNote



If you're seeing the 0xE40105F9 error code, OneNote can't sync one or more notebooks because you're using an older version of OneNote that's no longer supported by the server.

To continue syncing your notes, download the latest updates for OneNote, and then try again.

### OneNote 2013 desktop version

Do the following:

1. Exit OneNote 2013.
2. Go to **Control Panel > System & Security > Windows Update**.
3. Click **Check for Updates**.
4. Select and install all available updates that appear under **Microsoft Office**.
5. If necessary, restart your computer after all of the updates have been installed.

Was this information helpful?



If you don't have Windows Update configured to include updates for Microsoft Office, you can manually check for OneNote updates by doing the following:

1. Start OneNote 2013.
2. Go to **File > Account**.
3. Click **Check for Updates**.

## OneNote Mobile

Do the following:

1. Exit OneNote Mobile.
2. Check the app store or marketplace for your phone or device to see if any OneNote Mobile updates are available.
3. Download and install all any available OneNote updates.
4. Restart OneNote Mobile and try syncing your notebooks again.

## More help

If you're still seeing this error message after troubleshooting it, please report this issue in the [OneNote forums on Microsoft Answers](#) so we can investigate the cause and find a solution.

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### 0xE4020045: Resolve the 0xE4020045 (Unsupported Client) error in OneNote



You may see the 0xE4020045 error code in OneNote 2016 or 2013 after clicking a yellow Info Bar that appears when a locally stored notebook was dragged (or otherwise added) to OneDrive for the purpose of backing it up, syncing it, or sharing it. While this may give the appearance that the notebook is now a cloud-based notebook, OneNote will continue to treat it as a locally stored notebook unless the notebook is properly moved to OneDrive.

You can try to resolve this issue by doing the following:

1. Exit OneNote, if it is still running.

Was this information helpful?



**Tip:** Typically, the default location for locally stored OneNote for Windows notebook folders is **C:\Users\ <username>\Documents\OneNote Notebooks**.

3. Copy the folder with the same name as the affected notebook to the root folder of your main hard drive.

Doing this effectively removes the copy of the notebook out of OneDrive's sync scope.

4. In Windows File Explorer, click **This PC**, double-click to open the hard drive root location to which you just copied the notebook in the previous step, and then double-click the folder with the name of the copied notebook.
5. In the copied notebook folder, double-click the **Open Notebook.onetoc2** file.  
If this file is not present, double-click any other available **\*.onetoc2** file in this folder.
6. When OneNote 2016 for Windows opens, the notes from the copied notebook folder should now be displayed properly.

To prevent this issue from happening again, we strongly recommend that you follow the required procedure for properly moving the original affected notebook to your OneDrive account, which will convert it from a locally stored notebook to a true cloud-based notebook. Your cloud-based notes will still be private, but you'll enjoy more reliable syncing and you'll be able to access your notes from any mobile device or any Web browser that you use.

For more information, see [Move a OneNote for Windows notebook to OneDrive](#). The instructions in this article also apply if you're using older versions of OneNote for Windows, such as OneNote 2013 or 2010.

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## 0xE000005E: Resolve the 0xE000005E (ReferencedRevisionNotFound) error in OneNote

If you're seeing the 0xE000005E error code, OneNote can't sync a section in one of your notebooks. This error is usually temporary. You can try to resolve it by pressing Shift+F9 to manually sync the notebook.

If you keep getting this error, even after trying to sync several times, do the following:

1. Right-click the name of your notebook, and then click **Notebook Sync Status**.

**Was this information helpful?**



2. To the left of the notebook experiencing the error, click the small arrow next to the notebook icon.
3. Make note of the notebook section that's causing the issue. Its name is displayed immediately above the box containing the error message.
4. Click **Close** to dismiss the **Shared Notebook Synchronization** dialog box.
5. Create a new section in the same notebook as the section containing the error.
6. Copy or move all of the pages from the old section that's not syncing to the new section you just created.
7. Delete the old section and then re-sync your notebook by pressing Shift+F9.

This issue has been fixed as part of a recent product update. Make sure to run Windows Update on your computer to download and install all available updates for Microsoft Office.

### More help

If you're still seeing this error message after troubleshooting it, please report this issue in the [OneNote forums on Microsoft Answers](#) so we can investigate the cause and find a solution.

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## 0xE0190193: Resolve the 0xE0190193 (403: Forbidden) error in OneNote



If you're seeing the 0xE0190193 error code, you're trying to access a shared notebook or section that is no longer available to you. This can happen when the owner of the notebook (or the server administrator) intentionally or accidentally changes your permissions.

To resolve this issue, contact the owner of the shared notebook you're trying to use and ask them to check your permissions to view and edit the notebook.

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## Need more help?

### [Best practices for syncing notes in OneNote](#)

Help us improve on this experience and send diagnostic information by reporting the issue via **Help > Feedback**. **Note:** We are not able to respond through this channel.

Was this information helpful?

