

# Common Microsoft 365 Troubleshooting Issues and Resolutions

## Issue

## Symptoms

## Causes

## Fix

### Outlook Not Syncing / Emails Missing

- . Emails not updating
- . “Trying to connect...” status
- . Mail works in web but not desktop

- . Outlook profile corruption
- . Cached mode sync issue
- . Network / connectivity problem

- . Restart Outlook and check connection
- . Rebuild Outlook profile
- . Disable / re-enable Cached Mode
- . Test via Outlook Web App

### OneDrive Not Syncing

- . Sync paused or stuck
- . Files not appearing across devices
- . OneDrive icon shows error

- . Sign-in or token issue
- . Conflicting file versions
- . Local storage or permission problem

- . Restart OneDrive client
- . Sign out and sign back in
- . Reset OneDrive
- . Check file path and permissions

### Teams Won't Launch / Keeps Crashing

- . Teams stuck loading
- . App closes immediately
- . Can't join meetings

- . Corrupt cache files
- . Outdated Teams client
- . Profile authentication issue

- . Clear Teams cache
- . Reinstall Teams
- . Check Windows updates
- . Sign out/in of Microsoft account

### User Can't Access SharePoint / Files Missing

- . Access denied errors
- . Shared files not visible
- . Sync errors with SharePoint

- . Incorrect permissions
- . Group membership not applied
- . Sync client problem

- . Verify user permissions
- . Check group membership
- . Wait for directory sync
- . Resync OneDrive / SharePoint