

SharePoint - Troubleshoot synchronization/sign-in errors

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Schlüsselwörter

SharePoint OneNote Word Excel PowerPoint Office Documents

Lösung (öffentlich)

If you're experiencing issues with synchronizing notebooks (SharePoint → local OneNote) or editing Office documents from SharePoint in local Office applications, please follow these steps:

- Close SharePoint and all Office applications.
- Open the Start menu and search for "Windows Credentials" or "Windows-Anmeldeinformationen" (can be typed in and opened directly.)
- Locate all entries related to SharePoint, "MSX" or Office.
- Open each of these entries, check the account information, and remove any logins used for SharePoint or OneNote. (You can type the name directly and open the entry.)
- Close the window.

Afterwards:

- Open SharePoint again and sign in using user\zih-login or your email address.
- Open an Office document or notebook and sign in there using the same credentials.

After completing these steps, synchronization and editing should work as expected again.