BrisbaneSDE guide to: OneNote



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### Introduction

Welcome to OneNote Troubleshooting.

This guide is designed to give you the basics to troubleshooting your OneNote issues. It should be mentioned that if you do not feel comfortable doing any of these procedures you should get in contact with your local technical support team (this might be your parents or family) to help assist you with this guide.

### Before you start Checklist

Are you using WiFi to connect to the internet?
 If yes, then you should check to confirm your Wi-Fi is turned on and you are connected. You can see what this should look like below:



2. Are you using Ethernet (Blue Cable) to connect to the network? If yes, then you should check to confirm you have a connection by locating the icon shown below:



3. Which version of OneNote are you using?

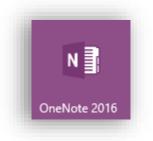
It is recommended that you use the full desktop application version 16 (2016). You can download and install the office suite for free if you are a student or staff member of Education Queensland. Select the following link if you want to do this now: <u>Microsoft Office 2016 Installation Link</u>

**Note:** This guide was written for users running Windows 10 and running Microsoft OneNote 2016 application.

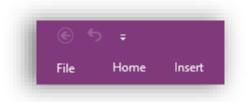
### Step 1 - Configuring OneNote – Turn Local Backups off

The first step is to turn off local backups. These backups can cause disruptions to your OneNote/s synchronising correctly which can lead to corrupted data in the OneNote files.

1. Open OneNote 2016



**2.** Click on the File



3. Click on Options



Note: It can take a minute for the options window to open. Be patient here.

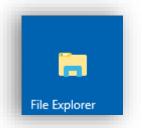
OneNote Options		?	>
General Display	Customize how OneNote saves and backs up your notes.		
Proofing	Save		
Save & Backup Send to OneNote	Quick Notes Section         C:\Users\oc-pgri0\Documents\OneNote Notebooks\Quick Notes.one           Backup Folder         C:\Users\oc-pgri0\AppData\Local\Microsoft\OneNote		
Audio & Video	Default Notebook Location     C:\Users\oc-pgri0\Documents\OneNote Notebooks       Modify		
Language	Backup		
Advanced Customize Ribbon	Automatically back up my notebook at the following time interval: 1 Week		
Quick Access Toolbar	✓ Back up notebooks stored on SharePoint       Number of backup copies to keep:       2		
Add-ins	Back Up <u>C</u> hanged Files Now		
Trust Center	Back Up <u>A</u> ll Notebooks Now		
	Optimizing files		
	Percentage of unused space to allow in files without optimizing: 15% ↓ ✓ Optimize files after OneNote has been inactive for the following number of minutes: 20 ↓ Optimize All <u>Fi</u> les Now		
	Cache file location		
	Modifying the OneNote cache file location is not recommended. Any unsynced changes will be lost. It shou modified if you need to move it to a disk with more space. It should always be on a non-removable hard dis secure location that is not accessed by other programs or users.		be
	Path: C:\Users\oc-pgri0\AppData\Local\Microsoft\OneNote	<u>M</u> odify	
I [	ОК	Cano	el

- 4. Remove the two ticks in the boxes circled in the above image.
- a) Remove tick: Automatically back up my notebook at the following time interval:
- b) Remove tick: Back up notebooks stored on SharePoint
- 5. Click ok (if you do not want to continue to the next step of removing the cache.)

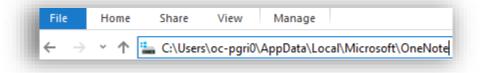
## Step 2 - Manually removing OneNote's Local Cache

This step commonly fixes permission based errors within OneNote.

- 1. Select and copy the "Path" as highlighted in the previous image. Your path will have a different username where it shows \oc-pgri0\
- 2. Open File Explorer (Hold the Windows Key and Press E once)



Paste the Path into the Address Bar.
 Your path will have a different username where it shows \oc-pgri0\



4. Press Enter.

→ 0	C-Paul GRICE > A	AppData > Local >	Microsoft > OneNote
	Name	^	Date modified
S	16.0		8/03/2021 12:56 PM

5. Double click on the folder '16.0'.

Name	Date modified	Туре
Backup	19/05/2021 10:15	File folde
cache	21/05/2021 10:52	File folder
ServerListings	24/05/2021 10:04	File folder

b. Double click on the folder 'cache'.Inside the cache folder are a really large number of files.

7. Select them all. (You can do this quickly by selecting one file and pressing the CTRL key + A)

#### WARNING!

Please check to confirm that you are in the right folder before proceeding with the next step.

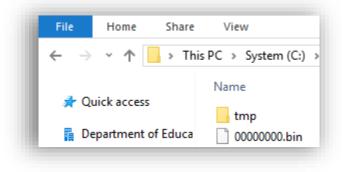
#### 8. Press the delete key.

Name	Date modified	Туре	Size		
000000H9.bin	24/05/2021 10:18	BIN File	12 KB		
000000HA.bin	24/05/2021 10:18	BIN File	8 KB		
000000HB.bin	24/05/2021 10:18	BIN File	8 KB		
000000HC.bin	24/05/2021 10:18	BIN File	1 KB		
000000HD.bin	24/05/2021 10:18	BIN File	14 KB		
000000HE.bin	24/05/2021 10:18	BIN File	12 KB		
000000HF.bin	24/05/2021 10:18	BIN File	3 K	- 220/	
000000HG.bin	24/05/2021 10:18	BIN File	8 K	🛤 32% complete	- □ >
000000HH.bin	24/05/2021 10:18	BIN File	6,525 K	Recycling 700 items from cache	
000000HK.bin	24/05/2021 10:18	BIN File	492 K	32% complete	II X
000000HL.bin	24/05/2021 10:18	BIN File	8 K		
000000HM.bin	24/05/2021 10:18	BIN File	1,596 K		
000000HO.bin	24/05/2021 10:18	BIN File	72 K		Speed: 178 items/s
000000HP.bin	24/05/2021 10:18	BIN File	10 K		
000000HQ.bin	24/05/2021 10:18	BIN File	632 K		
000000HR.bin	24/05/2021 10:18	BIN File	583 K	Name: 00000011.bin	
000000HS.bin	24/05/2021 10:18	BIN File	108 K	Time remaining: Calculating Items remaining: 467 (42.8 MB)	
000000HT.bin	24/05/2021 10:18	BIN File	92 K		
000000HU.bin	24/05/2021 10:18	BIN File	49 K	Fewer details	
000000HV.bin	24/05/2021 10:18	BIN File	65 K		

### Step 3 - Manually removing OneNote's Local Backup's

Microsoft OneNote automatically synchronises your OneNote files locally to your device. This is really not necessary if you are using OneNote for schoolwork in Education Queensland. Your Education Queensland OneNotes are already being backed up and stored online.

1. If you are still in the same folder as in the previous step, you can click on the back arrow as shown below.



For everyone not already in the correct location:
 a) Open File Browser (Windows Key + E) and type in the address bar this location, exactly as shown in the image below:

File	Home	Share	View
$\leftarrow \rightarrow$	· 1	C:\Users\	oc-pgri0\AppData\Local\Microsoft\OneNote\16.0\Backup

C:\Users\YOUR\_USER\_NAME\AppData\Local\Microsoft\OneNote\16.0\Backup

3. Select all the of Backup Folders (CTRL key + A)

#### WARNING!

Please check to confirm that you are in the right folder before proceeding with the next step.

- 4. Press the Delete key. In some cases it may ask you if you want to do this. You want to agree or click ok to proceed.
- 5. Close File Explorer and now you are fine to open OneNote again.

### Feedback

We welcome and indeed invite feedback. If you found something to be confusing, or if you feel we left something out. You can contact us at: <u>Technician@brisbanesde.eq.edu.au</u>