# Bypass Outlook sync errors during backup

## Overview

Using inSync, you can allow users to backup emails from MS Outlook installed on their Windows laptop. inSync Outlook Advanced setting uses Messaging API. inSync provides you two advanced options for backup: **Outlook - 2016/13/10/07 - Optimized for performance** and **Outlook - 2016/13/10/07 - Optimized for efficiency**. To know difference between these two options, see [Include emails for backup on Windows](https://docs.druva.com/Endpoints/040_Backup_and_Restore/Troubleshoot/Bypass_Outlook_sync_errors_during_backup).

While backing up emails using **Outlook - 2016/13/10/07 - Optimized for efficiency** (MAPI-based), some issues with MS Outlook itself, for example corrupt email attachments, can hinder the backup experience. This topic describes how you can bypass issues with MS Outlook backup and ensure that inSync completes backups from user laptops successfully.

By default, inSync uses Optimized PST backup when backing up data from MS Outlook. Yet, issues with MS Outlook itself, for example corrupt email attachments, can hinder the backup experience. This topic describes how you can bypass issues with MS Outlook backup and ensure that inSync completes backups from user laptops successfully.

## Bypassing Outlook sync errors

Corrupt email data inside MS Outlook has the following effect on backups from user laptops:

- Optimized PST backups from user laptops fail.
- Backups take a long time to complete.
- Completed backups are listed under **Backed up with Errors** on the **Backup Overview** page on the inSync Management Console.

To improve backup experience for users, you can bypass Outlook sync errors during backups. If you allow the bypass, inSync will not backup the corrupt email message from MS Outlook. Backups will complete quickly and completed backups will be listed under **Backed up Successfully** on the **Backup Overview** page on the inSync Management Console.

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https://docs.druva.com/Endpoints/040_Backup_and_Restore/Troubleshoot/Bypass_Outlook_sync_errors_during_backup

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**Note:** Bypassing Outlook sync errors during Optimized PST backups improves end-user experience with backups. However, it prevents you and the end-user from knowing if there were any issues while backing up the emails. As inSync will not backup any corrupt email data, users will not be able to restore those files later.

**Procedure to bypass Outlook sync errors**

Submit a request to Support asking them to bypass Outlook sync errors for your end-users. They will enable the functionality for you.

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