

Outbank Helpdesk

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Error "The Secure Sync could not be activated because newer data is present on this device."

Krisztina - 2018-12-20 - in Secure Sync

"The Secure Sync could not be activated because newer data exists on this device. Please update Outbank through the App Store on all your devices and try to activate the Secure Sync again."

1. Open the App on the device with the latest data. Make sure that the app is closed on all other devices.
2. Reset the 'Secure Sync' from this device: ' Outbank Settings' > 'Reset Secure Sync' > 'Delete cloud data: Yes'
Your devices will be disconnected and the sync data deleted.
3. Activate the Secure Sync on this device again.
4. Afterwards start the app on your other devices one by one, reactivate the Secure Sync and overwrite the local data with your new sync data.

Related Pages

- [How to solve communication errors with the Secure Sync?](#)
- [How can I reset the Secure Sync?](#)
- [The Secure Sync has been disabled because a data decoding error occurred](#)