

# [V8] ISSUE: Your changes conflict with those made concurrently by another user. If you want your changes to be applied ... 409 Conflict (Office 365 restore)

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Product Version:  
AhsayCBS / AhsayOBM / AhsayACB: 8.1.0.0 to 8.x  
OS: All platforms

## Problem Description

When performing an Office 365 restore of items to OneDrive or SharePoint, the following error message is received in the restore report:

No.	Type	Timestamp	Log
*	...	...	...
*	erro	YYYY/MM/DD hh:mm:ss	Fail to restore "Office 365/Site Collections/sharepoint.hostname%2fpersonal%2fshortcut_path/directory/file", Reason = "Save Conflict. Your changes conflict with those made concurrently by another user. If you want your changes to be applied, click Back in your Web browser, refresh the page, and resubmit your changes. 409 Conflict"
*	...	...	...

## Cause

This error message is returned by Office 365, indicating that the affected OneDrive / SharePoint item are currently being edited online.

## Resolution

1. Contact the Office 365 user to stop editing the affected item(s) online.
- or
2. Perform the restore at a later time when the user are not editing the affected item(s) online.

## Keywords

office 365, OneDrive, SharePoint, save conflict, 409 conflict

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