

Fixes the issue where details from Copilot are not working.

It's not uncommon for details from Copilot to suddenly stop working, or for Copilot to fail to load correctly when trying to generate details. Here's how to fix Copilot details not working.

Microsoft Copilot is effective at analyzing data and providing insights, but it doesn't always work as expected. It's not uncommon for insights from Copilot to suddenly stop working, or for Copilot to fail to load correctly when trying to generate insights. Below is a guide to troubleshooting Copilot insights not working.

Method 1. Check the computer connection.

Copilot will not work if there is any interruption in the internet connection on the computer.

Method 2. Restart your computer.

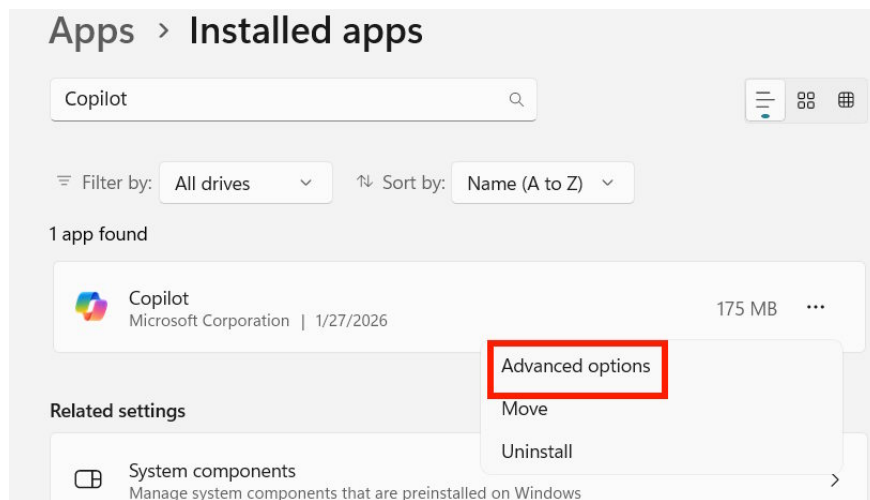
Another quick fix for issues with Copilot is to restart your application or your entire computer. This refreshes the connection between your device and the Copilot server, which may resolve any related issues or minor errors you encounter.

Method 3. Use a different device or account.

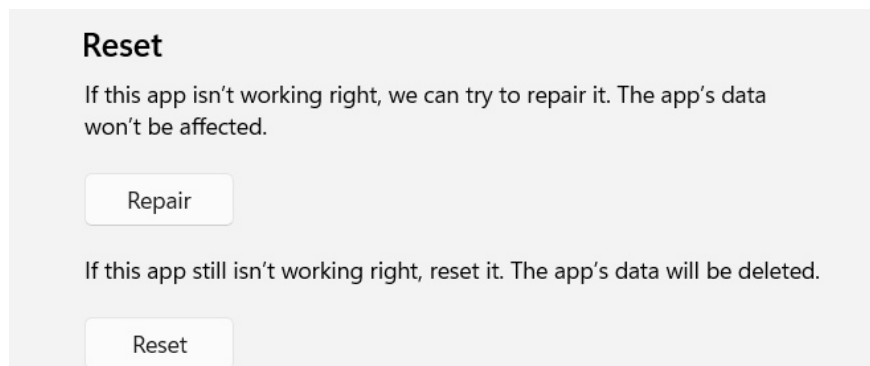
Some Copilot features may not work on specific accounts or devices due to corrupted files or compatibility issues. However, the app may still work fine on a different device or with a different logged-in account. So please try it with a different device or account to test.

Method 4. Repair or reset the Copilot application.

Go to **Settings** , select **Apps** , and then choose **Installed apps** . Next, tap on the Copilot app, then **tap the three dots and select Advanced options** .



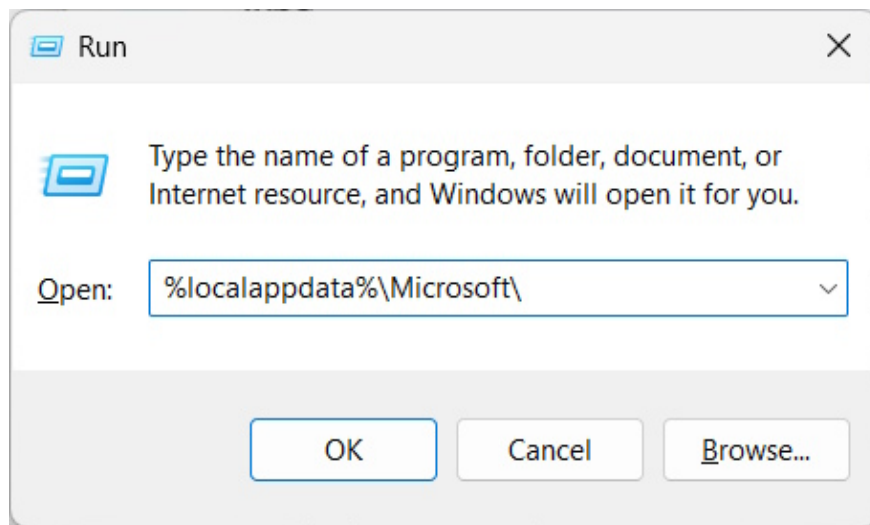
In the new setup interface, **select Repair** to run the repair tool and automatically fix any issues with the application. If it still doesn't work, go back to the menu and **select Reset**. Note that this will delete all application data.



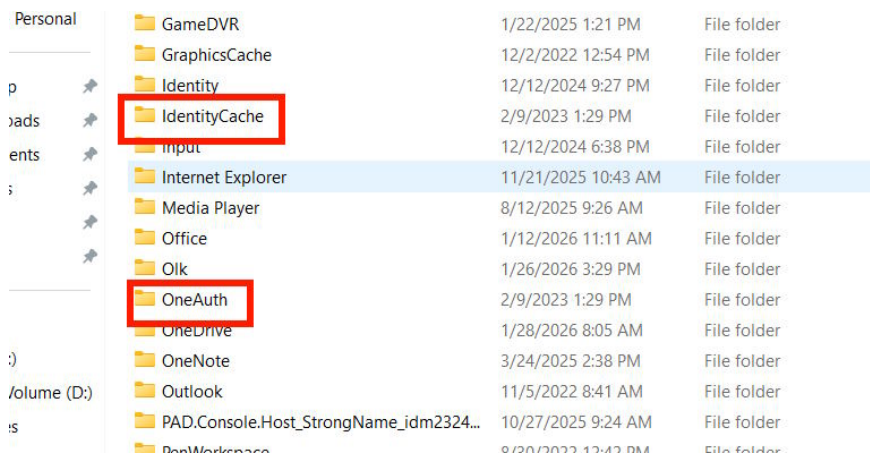
Method 5. Delete local data.

A final and more advanced solution you can try is to clear local app data on your device, as this data may be corrupted and cause Copilot to malfunction.

Open the **Run dialog box** and type **%localappdata%Microsoft** into the interface.



Find and **delete the folders named Identity Cache and OneAuth** , then restart your computer.



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