

20.1 View Sync Error Details




There are two main ways to view sync errors.

From Settings




To view more details about an error from the Settings page:

1. From Start menu, select *FileCloudSync*.
2. From the system tray, right-click the FileCloud icon  and then select *Settings*.
3. On the Home page, next to Recent Errors, click *View*.

From the Log File



To view error details from the log file:

1. From *Start* menu, select *FileCloudSync*.
2. From the system tray, right-click the FileCloud icon  and then select *Settings*.
3. On the *Home* page, select the *Help* screen option.
4. To save a log file with the most current data, under *Troubleshooting*, click *Save Log File*, note the folder location, and click *OK*.
5. To open the log for searching, open *Windows Explorer*, and navigate to the directory where you saved the file. The file name will use a format similar to *Exported_synclient_2018-12-28-11-17-14*.
6. Open the file and search for errors in the log.