

Troubleshooting

This section gives some information about common problems that might occur with SyncML synchronization. In addition, especially for more specific problems like compatibility with certain environments etc., please always consult our special iPhone page at <http://www.synthesis.ch/iphone.php> and our Frequently Asked Questions Page on our Web site: <http://www.synthesis.ch/faq.php> first.

Basically, if your connection to the internet is stable, synchronization should be no problem. Just start a synchronization whenever you want to update your data. Still, there are a few possible problems, mostly caused by interrupted sync sessions.

- **Strange behavior in general:** If it seems to you that your data is not synchronized as it should, it is a good thing to make a fresh start. SyncML is an incremental method - which means that the things that happened in the past synchronizations influence what will happen in future synchronizations. This is a good thing (saves a lot of time) under normal circumstances, but sometimes this dependency on the past is replicating old problems. To make a new starting point, make sure you have all recent data stored on the server and then set the sync mode to "reload device". This will cut all dependency on past synchronization problems.
- **Sync always takes a long time:** Most probably, the previous synchronization did not complete successfully, so a slow sync occurs. If this happens all the time, this indicates either a very poor quality of the internet connection or a compatibility problem with the server used.

! If you need to report the problem to the SyncML service provider, please include date and exact time of the failing sync attempt(s), username, and also the error message displayed at the end of the synchronization in your report. Without this information, it is difficult for the service provider to track down the problem.

- **Duplicates:** In some cases you might notice that some of your data gets duplicated. If this happens only for a few contacts, this is perfectly normal, it shows that a record has been modified on your device and on the server in parallel. In order not to lose either modification, the server has kept both versions of the record so you can decide which version is the "right" one. Just delete the version that is obsolete on the device or on the server.
If you encounter a lot of duplicates without having modified anything, this indicates a compatibility problem with the server used. Please note that if you cannot successfully complete a synchronization, the probability of getting duplicates is slightly higher as there might have been problems in the previous synchronization.

- **Missing fields:** If you think that you don't get all data stored on the server or vice versa, not all server fields get update with data you

have on your mobile device - please consider that this might be perfectly normal. Why? Unlike proprietary synchronization technologies like iTunes and MobileMe, SyncML is an open standard which allows synchronizing any compliant device with any compliant server. However, not all servers and not all devices support the same set of data fields. A simple mobile phone is likely to support only telephone numbers, but no street address. Or some devices are restricted to one address per contact, while others support separate work and private addresses. This might be confusing on the first sight, but a properly set-up server will be smart enough to preserve your data even if there is no exact 1:1 mapping possible.

Error messages and error codes

Configuration missing or no datastore enabled

This message is shown when trying to start a sync session while missing configuration information.

The reason for this message could be missing server URL, missing server paths of the individual data stores, no database selected for sync at all, or database to sync with is not available on the device (for example, corrupted Contacts or calendar database on the device)

License or demo period expired

This means that the free trial or preview period of the software is over. Please check on the App Store if there is an update for the software.

License not valid here

This message means that your license, although basically valid, cannot be used with this server at this time.

This can be the case for licenses that are restricted to a certain type of server or to a certain server URL (those licenses have a double colon followed by some server specification in the license text like “::u=*my.domain.com/sync” or “::t=servertime”).

Another reason for this message can be if the license is already in use by more devices than allowed (e.g. a 5 user license being used on 7 devices).

Network error - please check internet connection

This means that the client cannot establish a connection to the server. If this error occurs right after starting the synchronization, either the URL entered for the server is wrong (no such server exists) or there is a basic networking problem.

If this error occurs in the middle of a synchronization, this is most likely an intermittent problem.

Invalid data from server (wrong URL?)

This is usually caused by an incorrect SyncML Server URL entered in the settings. It means that the SyncML client can connect the server, but does not get a SyncML response as it should, but something different,

like a error message web page.

Access denied

This message is shown when the client cannot login with the server. Usually, the reason is an invalid user name and/or password; Please check the settings and eventually re-enter the password (note that depending on the server it usually is case sensitive).

Aborted by user

The synchronization was manually aborted by the user.

! If the server supports SyncML Version 1.2, aborted synchronizations can be resumed simply by starting sync again. See Chapter "Suspend & Resume" for details.

Server database not found

A database (contacts, events, tasks...) was not found on the server. Usually, this means that the database does not exist on the server side or has a different name than what was entered as "server path" in the settings (see "Data Type Settings" paragraph in the "Configuration" chapter).

Local Database error

Some problem occurred accessing the device's databases. This also indicates some internal database problem, usually caused by corrupted data on the device.

Server Database Error

The server reported a problem accessing its data. This usually indicates a server problem - please check with your SyncML service provider if you repeatedly get this message.

Server busy - try later

The SyncML server is not ready for processing a synchronization right now. Just wait a few minutes and try again.

Error Code=<number>

Some rarely occurring error codes do not have a text message, but are shown like this.