

Troubleshooting Overview

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The **Troubleshooting** tab in SyncRoom allows you to monitor and resolve sync issues across your network. Whether it's a problem on the issue, connection, or node level. All errors are listed in a flat view to help you identify and act on them quickly.

The screenshot shows the SyncRoom interface. On the left is a sidebar with the SyncRoom logo and navigation links: Networks, Nodes overview, and Users. The main content area is titled 'Network Orlando' and includes a breadcrumb 'Networks / Bootes'. Below this is a description of the network. A tab bar at the bottom of the main area has three options: Connections, Nodes, and Troubleshooting (which is selected). The Troubleshooting tab displays a section titled 'Errors in Orlando' with a search bar and a 'Resolve all' button. A table lists three errors, each with columns for Occurred, Error, Path, and Impact. The first error is an 'Outgoing script error' occurring 'Just now', with a 'Connection' impact. The second is a 'Script execution failure' occurring '25 minutes ago', with a 'Network' impact. The third is a 'TrackerResetException' occurring '1 hour ago', with a 'Node' impact. Each error row has a 'Resolve' button and a 'View Details' dropdown menu.

Occurred	Error	Path	Impact
Just now	Outgoing script error Cannot get property 'value' on null object Error line: 18	Dev Team / DevTeam_to_Support	Connection
25 minutes ago	Script execution failure Cannot get property 'value' on null object	Support / Support_to_CloudOps	Network
1 hour ago	TrackerResetException Cannot get property 'value' on null object	CloudOps / DevTeam_to_CloudOps	Node

Key capabilities:

- View all current sync errors in one place.
- Open detailed views to investigate each error.
- Use dedicated actions to resolve issues.
- Search for specific errors using the search bar.

Accessing and Searching Errors

To view errors, navigate to any **Network** and open the **Troubleshooting** tab.

Here you'll see:

- A list of all current errors across the connections in your network.
- Each error line includes key info like impact level and error type.
- A **search bar** lets you quickly locate a specific error by issue key or message.

Viewing Error Details

Click on an error row to open the **Error Details** view. This includes:

- **Error Details:** See a clear explanation of what went wrong, along with technical context such as error type and timestamp.
- **Replicas:** Inspect and copy the local and remote issue payloads to help with debugging.
- **Stack Trace:** View the full stack trace (if available) and use the **Copy** button to copy it easily.

The screenshot shows the SyncRoom interface with the 'Error Details' tab selected. The error is titled 'Outgoing script error' and occurred 'Just now'. A 'Resolve' button is visible in the top right. The error details section shows the impact level as 'Connection' and the message: 'Sync for connection [DevTeam_to_Support](#) is blocked'. The error type is 'Outgoing script error', it occurred on 'May 20, 2025 08:46:40 (16 minutes ago)', and the remote issue is 'FIR 37'. The replicas section shows the network as 'Orlando', the node as 'Dev Team', and the connection as 'DevTeam_to_Support'. The error message section contains a detailed description of the error: 'Comment could not be created because null. comment: The entered text is too long. It exceeds the allowed limit of 32767 characters. Hipster ipsum boys cornhole jean axe of slow-carb big jean gochujang dsa pork celiac air church-key typewriter vexillologist heard umami banh roof lomo. Carb art vegan butcher keffiyeh pabst fashion kale fam drinking paleo tofu shoreditch readymade of big jianbing sriracha cardigan health gastropub heard crucifix. blog level vhs bun tumeric viral pinterest glossier fam yolo occupy farm-to-table same vinegar wayfarers pug forage sustainable activated slow-carb skateboard hoodie blue probably yr ascot cronut cray them meh bitters snackwave banh cronut iceland goth ennui literally activated boys cloud blog retro roof yolo sartorial polaroid twee selfies leggings tattooed 8-bit LaCroix bulb bruh book artisan it vegan crucifix brunch. [Check our documentation](#)'. A 'Copy Error Message' button is located in the top right of the error message section.

Resolving Sync Errors

Most Errors you'll encounter will require some action, either on the script or on the ticket itself, once you have identified and corrected the root cause of the error there are two ways to resolve them:

- **Individually:** Use the **Resolve** button next to each error.
- **In bulk:** Use the **Resolve All** button at the top of the Troubleshooting tab to resolve all listed errors at once.

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