

Troubleshooting Overview

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Formerly SyncRoom - now part of the Exalate Console Early Access.

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

The screenshot shows the Exalate console interface. On the left is a sidebar with navigation links: Workspaces, Users, Settings, and Resources. The main content area is titled 'Orlando' and includes a description: 'Integrates with ServiceNow to provide real-time updates on incident status, errors, and deployment progress, enhancing support workflows.' Below this are three tabs: Connections, Systems, and Troubleshooting (which is active). The Troubleshooting tab displays a table of 'Errors in Orlando'. The table has columns for Occurred, Error, Path, and Impact. It lists three errors: 'Outgoing script error' (Just now), 'Script execution failure' (25 minutes ago), and 'TrackerResetException' (1 hour ago). Each error entry includes a 'Resolve' button and a menu icon. At the bottom of the table, there is a partial entry for 'Outgoing script error'. Above the table is a search bar and buttons for 'Tools' and 'Resolve all'.

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

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.
- Get [guided troubleshooting with AIDA](#), an AI-powered assistant that suggests next steps and helps resolve errors faster.

Accessing and Searching Errors

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

Here you'll see:

- A list of all current errors across the connections in your workspace.
- 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:

- **AIDA Diagnosis:** Get AI-powered recommendations for resolving the issue, including possible fixes and next steps.
- **Error Details:** See a clear explanation of what went wrong, along with technical context such as error type and timestamp. Copy full stack trace (if available) via the **Copy** button in the Error Details panel.

Replicas: Inspect and copy the local and remote issue payloads to help with debugging.

The screenshot shows the 'Outgoing script error' details in the Exalate interface. At the top, the header includes the Exalate logo, 'Workspaces / Orlando', and a user profile icon. Below the header, the error title 'Outgoing script error' is displayed with a 'Just now' timestamp and a green 'Resolve' button. The main content area has three tabs: 'Aida Diagnosis', 'Error Details' (which is active), and 'Replicas'. The 'Error Details' tab shows the following information:

- Impact level:** Connection (in a red box). Sync for connection [DevTeam_to_Support](#) is blocked.
- Error Type:** Outgoing script error.
- Occurred:** May 20, 2025 08:46:40 (16 minutes ago).
- Remote issue:** FIR 37.
- Network:** Orlando.
- Node:** Dev Team.
- Connection:** [DevTeam_to_Support](#).

Below this information, there is an 'Error Message' section with a 'Copy Stack Trace' and 'Copy Error Message' button. The error message text reads: 'Cannot get property 'value' on null object. [Outgoing Script line: 18](#)'.

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.

[Glossary](#)

- **Selective** Select errors that you want to resolve in bulk and resolve all selected.

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