

# 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 displays the Exalate console interface for the Orlando workspace. The main content area is titled "Errors in Orlando" and features a search bar and a "Resolve all" button. Below the search bar is a table of errors:

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

## 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 Exalate interface for an error. At the top, the Exalate logo and 'Workspaces / Orlando' are visible. The error title is 'Outgoing script error' with a 'Just now' timestamp and a green 'Resolve' button. Below the title are three tabs: 'Aida Diagnosis', 'Error Details' (which is active), and 'Replicas'. The 'Error Details' panel contains the following information:

- Impact level:** Connection (in red), with the message '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

At the bottom of the panel, there is an 'Error Message' section with a 'Copy Stack Trace' and 'Copy Error Message' button. The 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.

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

## Video tutorial

Watch how to diagnose, fix, and resolve sync errors in Exalate, covering the most common issues you may encounter when troubleshooting a connection.

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