


# Why is an item not syncing?

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## Exalate Troubleshooting Section

New Exalate includes a dedicated [Troubleshooting section](#) that displays errors preventing synchronization. The unified console shows recent errors with timestamps, error types, affected connections, and specific failure messages like "Outgoing script error: Cannot get property value on null object, Error line 18". This centralized error view makes it significantly easier to identify sync problems compared to checking separate consoles in Exalate Classic.



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Integrates with ServiceNow to provide real-time updates on incident status, errors, and deployment progress, enhancing support workflows.

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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	<div>Resolve</div> <div></div>
25 minutes ago	Script execution failure Cannot get property 'value' on null object	Support / Support_to_CloudOps	Item	<div>Resolve</div> <div></div>
1 hour ago	TrackerResetException Cannot get property 'value' on null object	CloudOps / DevTeam_to_CloudOps	System	<div>Resolve</div> <div></div>
Outgoing script error				

## Aida AI Diagnosis for Errors

Aida AI provides intelligent diagnosis when errors occur, explaining issues in easy-to-digest language with context-aware suggestions for resolution. When you encounter a script-related error, Aida analyzes it and explains it. You can view the full analysis and receive guidance on fixing the problem directly within the troubleshooting interface.



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Occurred	Error			
Just now	<b>Outgoing script error</b> Cannot get property 'value' on null object <b>Error line: 18</b>	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
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Outgoing script error				


Aida Diagnosis

The error message you're seeing indicates a script-related issue: Cannot get property 'value' on null object. This means there's likely an attempt in your script to access a property on an object that doesn't exist or hasn't been initialized....

View Full Analysis

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X

Aida Diagnosis

Error Details

Replicas

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The error "Cannot get property 'value' on null object" in your outgoing sync script means that the script is trying to access a property (like .value) on an object that doesn't exist (it's null). This typically happens when a custom field or property you're referencing isn't present on the issue being synced.

Here's how to fix it:

1. Check your outgoing sync script, especially around line 18 (as mentioned in the stack trace: Script13.groovy:18).
2. Look for any line trying to access .value on a field, such as `issue.customFields."SomeField".value`.
3. The field "SomeField" may not exist on the issue, meaning `issue.customFields."SomeField"` is null.

To prevent this error, use Groovy's null-safe operator (`?.`) like this:

```
def fieldValue = issue.customFields."SomeField"?.value
```

This ensures that if the field doesn't exist, it won't throw an error.

After updating your script, retry the synchronization. If you want to debug further, you can add a line like:

```
debug.error("Field value is: " + issue.customFields."SomeField")
```

This will help you see what value (if any) is being passed.

Let me know if you need help finding the exact line or want to share your script for a quick review!

## Common Reasons for Sync Failures

Common reasons for sync failures include:

- script execution errors
- trigger configuration issues
- or missing field mappings

The **error list** categorizes problems by type such as "Outgoing script error," "Script execution failure," "Network," and "TrackerResetException," helping you quickly identify whether the issue stems from your configuration or system connectivity. Each error entry shows which connection and **specific** nodes are affected, making it easy to pinpoint where to focus your troubleshooting efforts.

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