

x20.1 Troubleshoot DocIQ in Sync



DocIQ is very straightforward to install, configure, and use.

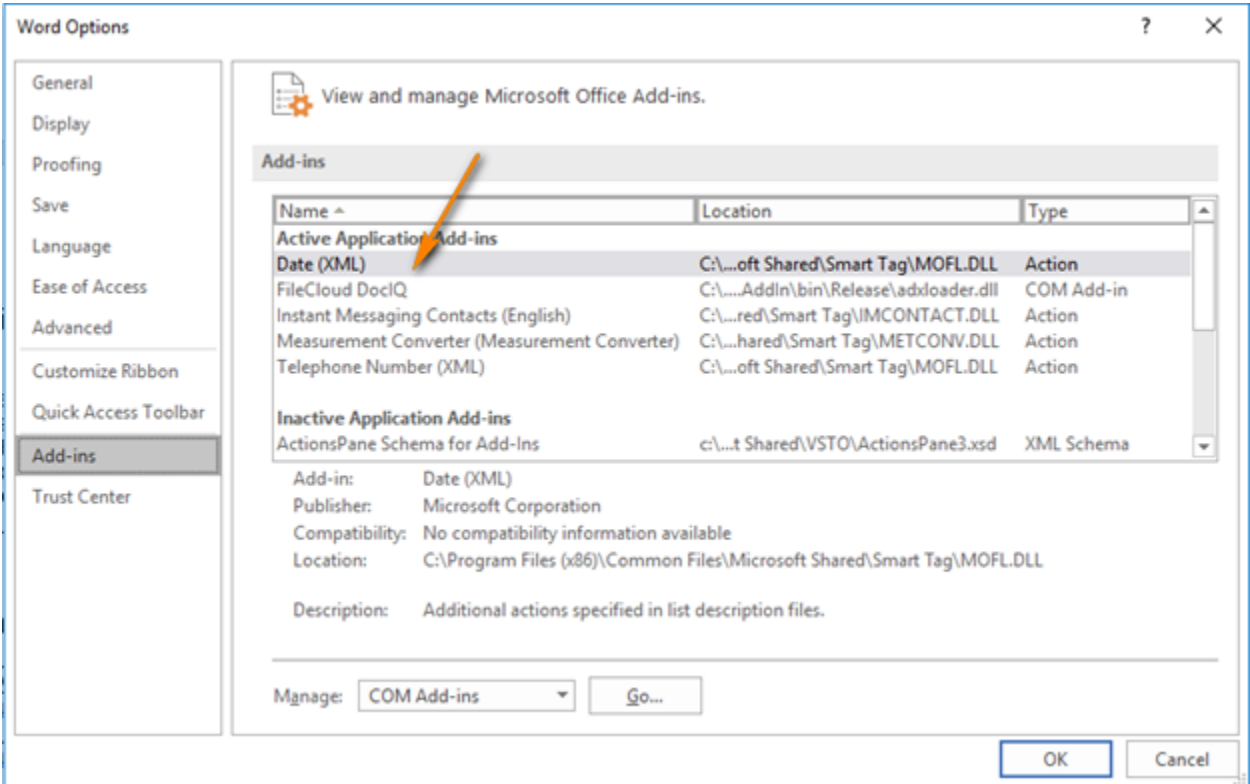
If you encounter issues, try using these troubleshooting tips.

Review the DocIQ Log files

DocIQ logs are found in %appdata%/DocIQ/data/DocIQaddin.log

Check if DocIQ office integration is enabled in Sync/Drive Path:

- 1. Check if the file you opened is in a Sync or Drive folder
- 2. Reconnect to Drive or Sync
 - a. From the System Tray, right-click the FileCloud icon, select Advanced, and then Reconnect.
- 3. In an Office application, such as Word, open File Options
 - a. From the menu, select File, then Options.
 - a. In Add-ins, under Active Application Add-ins verify that FileCloud DocIQ is listed.



Check if file is available in FileCloud by logging into the FileCloud User Portal.

➔ [Logging in to the User Portal](#)

To temporarily disable DocIQ to troubleshoot other computer issues, you can

➔ [x20.1 Configure DocIQ for Sync](#)

If you need to, you can uninstall DocIQ in the following ways:

1. Next to the Start button () , in the search box, type *Control Panel*.
2. From the results, select *Control Panel*.
3. Select *Programs and Features*, and then select *DocIQ*.
4. At the top of the list, next to Organize, click *Uninstall*.

DocIQ will be uninstalled when Sync application is uninstalled.

1. Next to the Start button () , in the search box, type *Control Panel*.
2. From the results, select *Control Panel*.
3. Select *Programs and Features*, and then select *FileCloudSync*.
4. At the top of the list, next to Organize, click *Uninstall*.

DocIQ will be uninstalled when Drive application is uninstalled.

1. Next to the Start button () , in the search box, type *Control Panel*.
2. From the results, select *Control Panel*.
3. Select *Programs and Features*, and then select *FileCloudDrive*.
4. At the top of the list, next to Organize, click *Uninstall*.