## x20.1 Troubleshoot DoclQ in Sync



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

If you encounter issues, try using these troubleshooting tips.

Review the DoclQ 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.

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play	View and manage Microsoft Office Add-ir	15.		
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ve	Name ^	Location	Туре	
nguage	Active Application Add-ins			
e of Access	Date (XML) FileCloud DoclQ	C:\Oft Shared\Smart Tag\MOFL.DLL C:\AddIn\bin\Release\adxloader.dll	Action COM Add-in	
anced	Instant Messaging Contacts (English)	C:\red\Smart Tag\IMCONTACT.DLL	Action	
anceu	Measurement Converter (Measurement Converter)	C:\hared\Smart Tag\METCONV.DLL	Action	
tomize Ribbon	Telephone Number (XML)	C:\oft Shared\Smart Tag\MOFL.DLL	Action	
ck Access Toolbar	Inactive Application Add-ins			
d-ins	ActionsPane Schema for Add-Ins	c:\t Shared\VSTO\ActionsPane3.xsd	XML Schema	
	Add-in: Date (XML)			
rust Center	Publisher: Microsoft Corporation			
	Compatibility: No compatibility information ava	ilable		
	Location: C:\Program Files (x86)\Common Files\Microsoft Shared\Smart Tag\MOFL.DLL			
	Description: Additional actions specified in list	description files.		
	Manage: COM Add-ins 🔻 Go	]		
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Check if file is available in FileCloud by logging into the FileCloud 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 DoclQ in the following ways:

- Next to the Start button (
  , in the search box, type Control Panel.
  From the results, select Control Panel.
- 3. Select Programs and Features, and then select Doc/Q.
- 4. At the top of the list, next to Organize, click Uninstall.

DocIQ will be uninstalled when Sync application is uninstalled.

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

DocIQ will be uninstalled when Drive application is uninstalled.

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