20.1 Sync Logs

If the FileCloud Sync client stops working, you might need to send Sync data logs to Technical support, so they can help address the issue.

To access log files, in your system tray, right-click the Sync icon and click Settings, and then click Help.

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Home Activity Settings						
FileCloud Sync						
Version: 19.3.0.2719						
Updates Check for new versions			Check Fo	or New	Version	
Troubleshooting Collect more information required for technical support	Save Log File Open Data Fold	ler Export C	Config	Import	Config	

- To get the most recent log file, click Save Log File.
 To get all the log files, click on Open Sync Data Folder. The folder where the synclient.log files are located opens. Sometimes there are multiple syncclient.log files numbered as syncclient.log.0, syncclient.log.1 etc. You can copy them all to a zip file and send it via email to support.

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← → ✓ ↑ 🔄 > This PC > Local Disk (C:) > data > FileCloudSyncData								
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• To export the most current log to an xml file, click Export Config.

• To import a log file from your file system, click Import Config.