

20.1 Managing Sync Conflicts

If two people change the same file at the same time, FileCloud Sync app won't try to merge the changes.

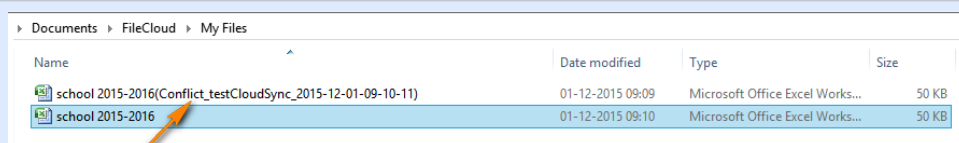
- Instead, Sync will save the original file
- Sync also saves a second version which has the same name but is appended with the information about the conflict



Conflict files are named as follows, where **filename** is the name of the file with the conflict, and the date is the date and time of the conflict:

- For a file in a shared folder, where **other** is the name of the other user who modified the file: **filename(Conflict_other** (Web browser) **_2020-03-25-22-50-36).txt**
- For a file in a team folder, where **teamname** is the team folder account name: **filename(Conflict_teamname** (Web browser) **_2020-03-25-23-01-42).txt**
- For a read-only file in a local sync folder,: **filename(Conflict_Read-Only_2020-04-27-21-35-33).doc**

You will see a conflict file in your browser's file listing



Documents > FileCloud > My Files			
Name	Date modified	Type	Size
 school 2015-2016(Conflict_testCloudSync_2015-12-01-09-10-11)	01-12-2015 09:09	Microsoft Office Excel Works...	50 KB
 school 2015-2016	01-12-2015 09:10	Microsoft Office Excel Works...	50 KB

By creating a second file, FileCloud Sync ensures that all changes are preserved and one person's changes will not overwrite another person's work.

Conflict can arise under the following conditions:

- When two persons save the same file at approximately the same time. In this case the first person's changes are saved to the server and when the second person's sync app tries to save the file, it realizes there is a new version and will prevent the second person's changes from uploading and overwriting the first person's changes. In this case the first person's file is downloaded instead and saved locally adjacent to the original file with the "Conflict_" appended to it.
- While one person was editing a file offline, the file was modified by another user. When the person who was offline comes back online and the sync app tries to upload the edited version to the server, it will detect that there is a new version available and instead of overwriting the changes on the server, it will download the server file locally and mark it as a "Conflict" file.

To view all the conflicting files:

Open Sync Folder

Open Website

Sync Now

Start Manual Tasks Now

File Browser

Search the Cloud

Realtime: 15 KB, 3 files

Offline: 0 B, 0 files

Backup: 1.64 MB, 10 files

Settings

Show Syncing Status

☒ Run at Windows Startup

Exit

Settings

Home

Activity

Settings

Help

Activity Log

Filter

All

All

Errors

Skipped

When	What	Details
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Recent Errors				
When	What	Who	Details	Path
2016-08-10 15:49:37	Conflict	joe (Cloud Sync)	My Files\ACL Test Cases.docx (13 KB)	My Files\ACL Test Cases.docx
Path: My Files\ACL Test Cases.docx Message: My Files\ACL Test Cases.docx (13 KB)				

Home
 Activity
 Settings
 Help

Activity Log
Filter Errors Search
[Clear](#) [Export](#)

When	What	Details	Path
Aug 08, 2019 07:51	Conflict	File Conflict found 19.1 tickets (1).xlsx (60 KB) double-	\\?\C:\Users\soumya\Documents\FileCloud\h

Resolve Sync Conflict

Resolve the file synchronization conflict detected using one of the options below:

☒ Use Local modified File: 19.1 tickets (1).xlsx (60 KB) [Open Local](#)
☐ Use Remote Server File: 19.1 tickets (1)(Conflict_soumya_2019-08-08-19-51-57).xlsx (60 KB) [Open Remote](#)

Resolve

Open Location

Cancel

Path: \\?\C:\Users\soumya\Documents\FileCloud\hdhd\19.1 tickets (1).xlsx
 Message: File Conflict found 19.1 tickets (1).xlsx (60 KB) double-click to resolve conflict

