

# Planon AppSuite - Synchronization issues

Planon Software Suite

Version: L105



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## About this Document

#### **Intended Audience**

This document is intended for Planon Software Suite users.

### **Contacting us**

If you have any comments or questions regarding this document, please send them to: <a href="mailto:support@planonsoftware.com">support@planonsoftware.com</a>.

#### **Document Conventions**

#### **Bold**

Names of menus, options, tabs, fields and buttons are displayed in bold type.

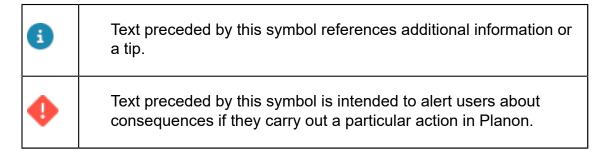
Italic text

Application names are displayed in italics.

#### **CAPITALS**

Names of keys are displayed in upper case.

## Special symbols



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# Monitoring and processing AppSuite synchronization issues

Any issues that may occur during the synchronization between the AppSuite app (field engineers) and Planon ProCenter Web client (the back-office) can be monitored and processed via the **Background actions** TSI.

Synchronization between Planon AppSuite and Planon ProCenter takes place as a background action. All transactions on the app that need to be sent to the back-office are channeled via the app's **outbox** on the mobile device to the **AppSuite inbox** in **Background actions**. If synchronization fails for some of these actions, they will be listed as *completed with errors* and they can be queued for a retry.

Examples of synchronization problems are:

- Authorization issues: field engineers may not have the correct access rights.
- Validation issues: mandatory fields that are not populated.
- Configuration issues: status transitions were incorrectly configured.
- For more information on working with background actions, see the Supporting data > Background actions user documentation.
- The Background actions > AppSuite inbox replaces the Planon Error gadget and the AppSuite logs TSI.

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