



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: support@planonsoftware.com.

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

	Text preceded by this symbol references additional information or a tip.
	Text preceded by this symbol is intended to alert users about consequences if they carry out a particular action in Planon.

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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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