

# KONTINEO File Sync System (FSS)

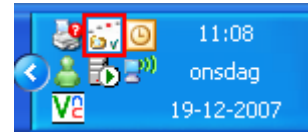


## User Manual

## Using FSS – Remote Travel User

### Invisible in daily use

In daily use, the Travel user will see only a small icon in the system Tray when SuperOffice is running.



When the User is connected to the central network (usually directly or through VPN) FSS will work in the background and have SuperOffice periodically read replication files from the server and write files to the server, as well as it will automatically copy new or changed documents to and from the server.

### Replication Warnings

File Sync System 2007 works with three 'Replication Warning levels':

#### High Warning Level:

When it is more than 24 hours since two-way replication was confirmed successful. When the warning level is High, the small tick in your icon is **red**.

#### Low Warning Level:

When it is more than 6 hours but less than 24 hours since two-way replication was confirmed successful. When the warning level is Low, the small tick in your icon is **yellow**.

#### OK level:

When it is less than 6 hours since two-way replication was confirmed successful. When the level is Ok, the small tick in your icon is **green**.


User settings allow the user to receive Status Popup messages at each level.

### What to do when a Replication Warning occur

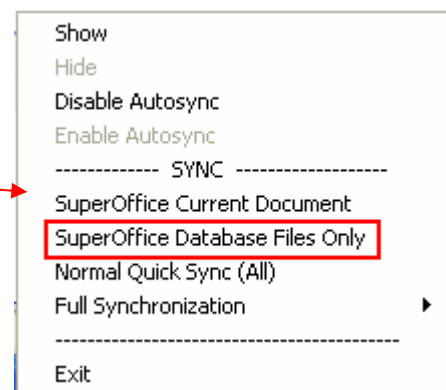
A replication warning will occur either at low or high warning level, letting the user aware that he/she has not been connected to the network for a while. If the user regularly connects to the network for other purposes, e.g. for retrieving emails, FSS will just work in the background.

If it is because the user hasn't been connected to the central network for a while, he/she should connect using VPN – then File Sync System will start the replication process automatically.

The user can at all time see the replication status by right-clicking the File Sync System 2007 icon in the task bar and select *Show*.

To fix  possible replication problems, the user should run a 'SuperOffice Database Files Only'

Please note: If a Travel Gateway is not running at the server, no files will be written, nor read by the server. The most often seen reason for replication to come to a halt is related to the Travel Gateway.

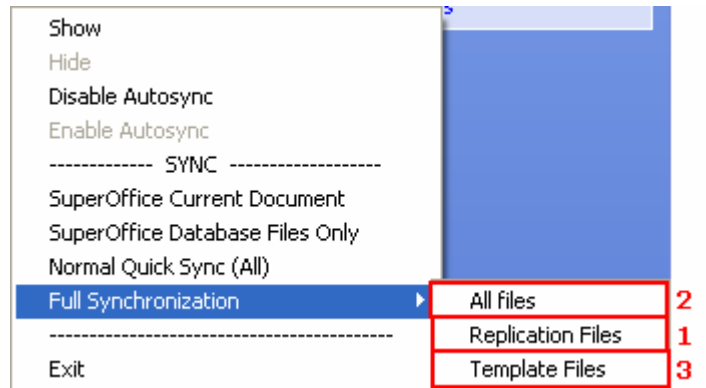


**Full Synchronization**

Full Synchronization overrides the File Listening log, and will go through all files at server and client side in accordance with the sync settings and the selected option.

1. As described above, you can correct a Sync error by running ‘SuperOffice Database Files Only’ to correct the error. If you run Full Synchronization → Replication Files, it will also correct the Sync error.

2. If the ‘SuperOffice Database Files Only’ did not correct the error, you have the possibility to run the ‘Normal Quick Sync (All)’. This job runs through all the files on the server including documents, and updates your local SuperOffice on your pc. If you choose to run Full Synchronization → All Files it will perform the same job, in the normal SuperOffice way.



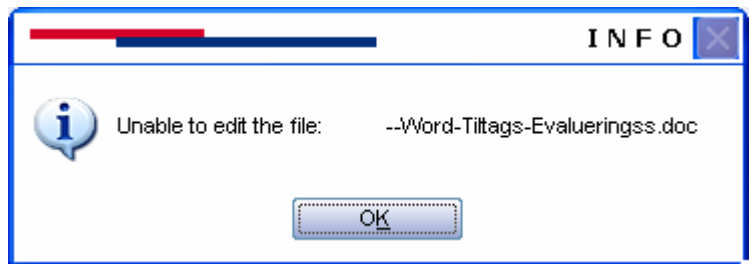
3. If you are missing a template in your local SuperOffice, you have the possibility to update this by using Full Synchronization → Template Files.

**Quick Sync – SuperOffice Current Document**

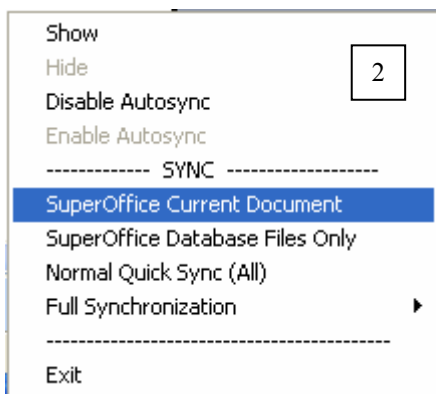
The 'SuperOffice Current Document' allows the user to quickly synchronize a distinct document.

1. If you receive the following error, when you try to open a document you can run a ‘SuperOffice Current Document’ to update the document.

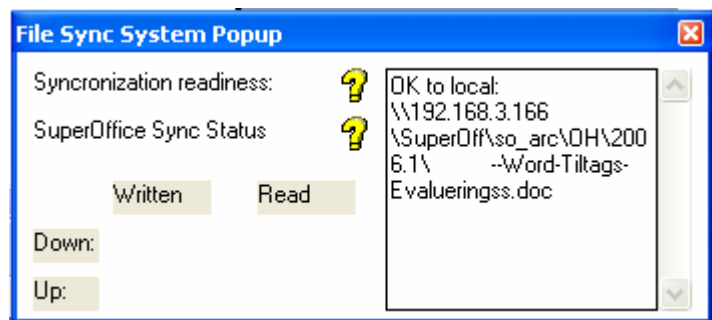
1



2. Right click on the FSS icon, and choose ‘SuperOffice Current Document’



3



3. When using this option, the user will be presented with a confirmation, that the document is copied to/from the server, or that the document is the same version at the server as the local copy.