The problem appears to be that BestSync occasionally and intermittently does not recognize that some files and folders already exist in Folder #2. FYI, in my test cases, I have disabled the BestSync feature “Process multiple files simultaneously”.

Here are more details.

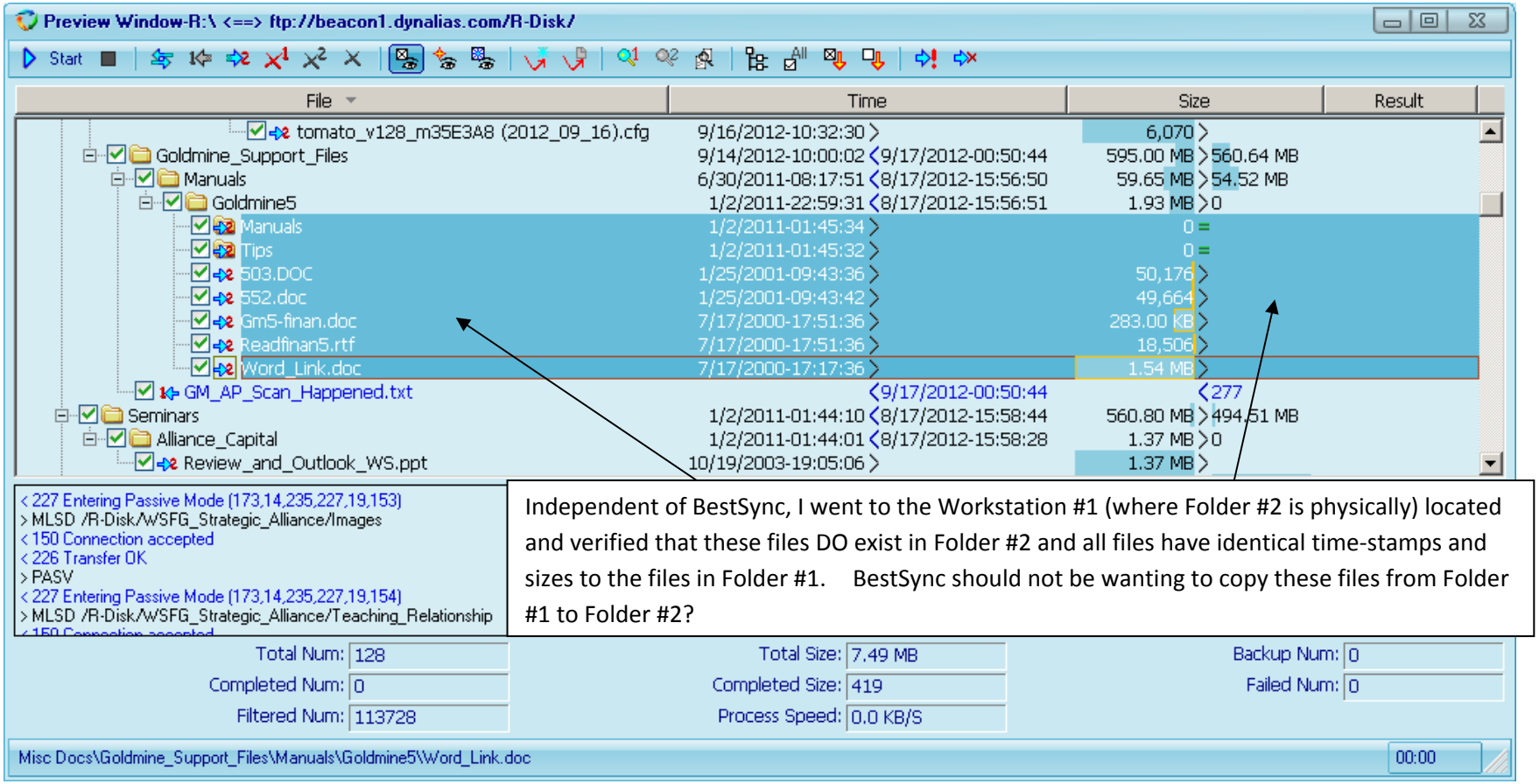
The setup / configuration:

- My overall objective is to sync a folder on Workstation #1 with a folder on Workstation #2 where Workstation #2 is outside our office.
- Workstation 1: BestSync Folder #1 (local) syncs to Folder #2 (local).
- Workstation 2: BestSync Folder #1 (local) syncs to Folder #2 (FTP).
- The Folders #1 on Workstation #1 and Workstation #2 are already substantially similar from synchronizations done in the past with unrelated synchronization software.
- Folder 2 is the same physical folder.
- The BestSync tasks on both workstations are configured to NOT “Process multiple files simulateously”.

Here is the sequence of events:

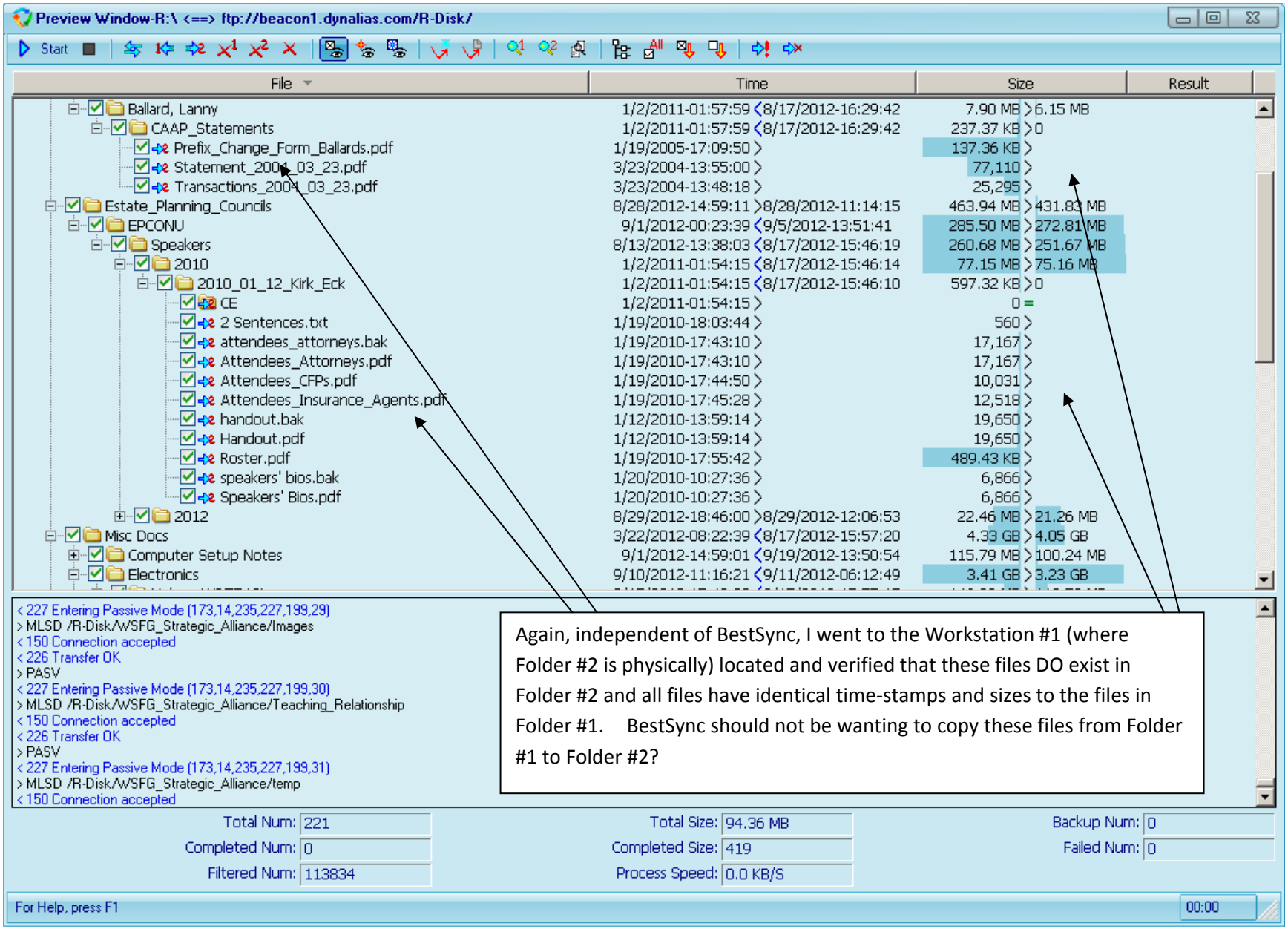
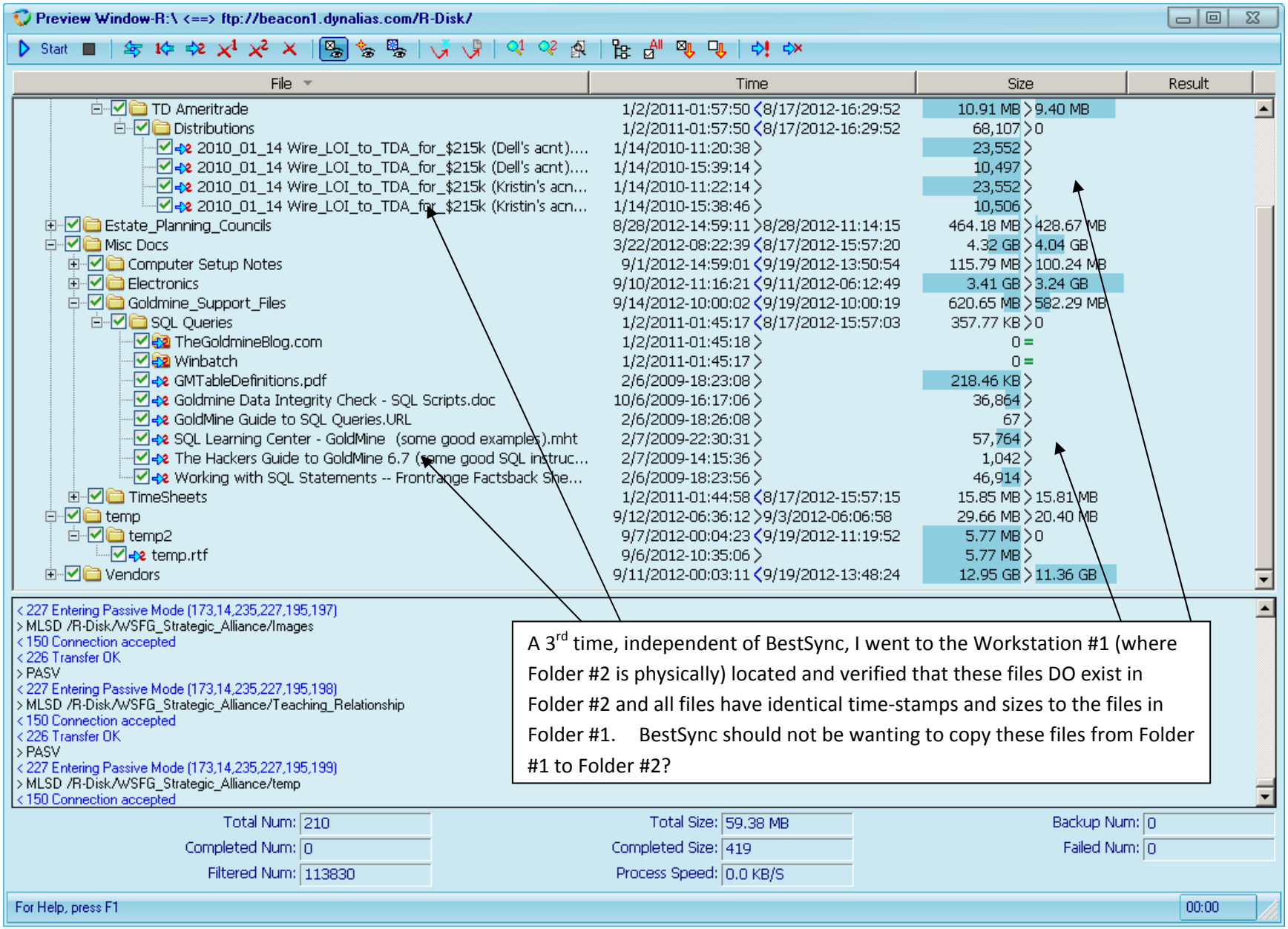
1) Ran the first initial sync on Workstation #1. Everything seemed to work fine – BestSync did not report any problems.
2) Ran the first initial “Preview Task” on Workstation #2. BestSync did not report any problems. However, when I examined the preview screen, I noticed some problems.
3) The problem is that BestSync on Workstation #2 is not “seeing” some of the files that already exist in Folder #2 and BestSync (on Workstation #2) wants to copy files to Folder #2 that actually already exist on Folder #2.
4) Independent of BestSync, I have verified that these files DO exist in Folder #2 and that they all have the identical time-stamp and size to the files in Folder #1.
5) Furthermore, if I rerun BestSync on Workstation #2, the files that BestSync doesn’t see in Folder #2 change. These missed files are different for each time I run the “Preview Task” function (see screen captures below for more details).
6) FYI, each time I ran the “Preview Task”, I chose to dismiss the preview without actually synchronizing. Therefore, I’ve not completed a sync yet with this particular folder.
7) Although I haven’t tried this yet, I suspect that if I did actually execute the synchronize back and forth a few times between Workstation #1 and Workstation #2, BestSync would eventually create an accurate synchronization after 2 or 3 syncs back and forth.
8) FYI, in my particular case, this is a very large folder that I want to sync (106,112 Files, 7,754 folder, and 32.9 GB). Each time I run the BestSync Preview, BestSync is missing 2-4 folders and perhaps up to a couple of dozen files in those folders.
9) Please see the screen captures of BestSync below for more information.

Test #1: Screen Capture of BestSync Task Preview on Workstation #2



Independent of BestSync, I went to the Workstation #1 (where Folder #2 is physically) located and verified that these files DO exist in Folder #2 and all files have identical time-stamps and sizes to the files in Folder #1. BestSync should not be wanting to copy these files from Folder #1 to Folder #2?

Test #2: Screen Capture of BestSync Task Preview on Workstation #2
This time, BestSync apparently did not error on the same files as in Test #1 above, but seemed to error on different files:



Test #3: Screen Capture of BestSync Task Preview on Workstation #2
Again, BestSync apparently did not error on the same files as in Test #2 above, but seemed to error on different files: