

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 simultaneously”.

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 folders, 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

Preview Window-R:\ <==> ftp://beacon1.dynalias.com/R-Disk/

File	Time	Size	Result
tomato_v128_m35E3A8 (2012_09_16).cfg	9/16/2012-10:32:30 >	6,070 >	
Goldmine_Support_Files	9/14/2012-10:00:02 <9/17/2012-00:50:44	595.00 MB >560.64 MB	
Manuals	6/30/2011-08:17:51 <8/17/2012-15:56:50	59.65 MB >54.52 MB	
Goldmine5	1/2/2011-22:59:31 <8/17/2012-15:56:51	1.93 MB >0	
Manuals	1/2/2011-01:45:34 >	0 =	
Tips	1/2/2011-01:45:32 >	0 =	
503.DOC	1/25/2001-09:43:36 >	50,176 >	
552.doc	1/25/2001-09:43:42 >	49,664 >	
Gm5-finan.doc	7/17/2000-17:51:36 >	283.00 KB >	
Readfinan5.rtf	7/17/2000-17:51:36 >	18,506 >	
Word_Link.doc	7/17/2000-17:17:36 >	1.54 MB >	
GM_AP_Scan_Happened.txt	<9/17/2012-00:50:44	<277	
Seminars	1/2/2011-01:44:10 <8/17/2012-15:58:44	560.80 MB >494.51 MB	
Alliance_Capital	1/2/2011-01:44:01 <8/17/2012-15:58:28	1.37 MB >0	
Review_and_Outlook_WS.ppt	10/19/2003-19:05:06 >	1.37 MB >	

< 227 Entering Passive Mode (173.14.235.227,19,153)  
> MLSD /R-Disk/WSFG\_Strategic\_Alliance/Images  
< 150 Connection accepted  
< 226 Transfer OK  
> PASV  
< 227 Entering Passive Mode (173.14.235.227,19,154)  
> MLSD /R-Disk/WSFG\_Strategic\_Alliance/Teaching\_Relationship  
< 150 Connection accepted

Total Num: 128  
Completed Num: 0  
Filtered Num: 113728

Total Size: 7.49 MB  
Completed Size: 419  
Process Speed: 0.0 KB/S

Backup Num: 0  
Failed Num: 0

Misc Docs\Goldmine\_Support\_Files\Manuals\Goldmine5\Word\_Link.doc 00:00

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:

The screenshot shows the BestSync application window titled "Preview Window-R:\ <=> ftp://beacon1.dynalias.com/R-Disk/". The main area displays a comparison of files between two locations. The file tree on the left shows folders like "Ballard, Lanny", "CAAP\_Statements", "Estate\_Planning\_Councils", "EPCONU", "Speakers", "2010", "2012", and "Misc Docs".

File	Time	Size	Result
Ballard, Lanny	1/2/2011-01:57:59 < 8/17/2012-16:29:42	7.90 MB > 6.15 MB	
CAAP_Statements	1/2/2011-01:57:59 < 8/17/2012-16:29:42	237.37 KB > 0	
Prefix_Change_Form_Ballards.pdf	1/19/2005-17:09:50 >	137.36 KB >	
Statement_2004_03_23.pdf	3/23/2004-13:55:00 >	77,110 >	
Transactions_2004_03_23.pdf	3/23/2004-13:48:18 >	25,295 >	
Estate_Planning_Councils	8/28/2012-14:59:11 > 8/28/2012-11:14:15	463.94 MB > 431.83 MB	
EPCONU	9/1/2012-00:23:39 < 9/5/2012-13:51:41	285.50 MB > 272.81 MB	
Speakers	8/13/2012-13:38:03 < 8/17/2012-15:46:19	260.68 MB > 251.67 MB	
2010	1/2/2011-01:54:15 < 8/17/2012-15:46:14	77.15 MB > 75.16 MB	
2010_01_12_Kirk_Eck	1/2/2011-01:54:15 < 8/17/2012-15:46:10	597.32 KB > 0	
CE	1/2/2011-01:54:15 >	0 =	
2 Sentences.txt	1/19/2010-18:03:44 >	560 >	
attendees_attorneys.bak	1/19/2010-17:43:10 >	17,167 >	
Attendees_Attorneys.pdf	1/19/2010-17:43:10 >	17,167 >	
Attendees_CFPs.pdf	1/19/2010-17:44:50 >	10,031 >	
Attendees_Insurance_Agents.pdf	1/19/2010-17:45:28 >	12,518 >	
handout.bak	1/12/2010-13:59:14 >	19,650 >	
Handout.pdf	1/12/2010-13:59:14 >	19,650 >	
Roster.pdf	1/19/2010-17:55:42 >	489.43 KB >	
speakers' bios.bak	1/20/2010-10:27:36 >	6,866 >	
Speakers' Bios.pdf	1/20/2010-10:27:36 >	6,866 >	
2012	8/29/2012-18:46:00 > 8/29/2012-12:06:53	22.46 MB > 21.26 MB	
Misc Docs	3/22/2012-08:22:39 < 8/17/2012-15:57:20	4.33 GB > 4.05 GB	
Computer Setup Notes	9/1/2012-14:59:01 < 9/19/2012-13:50:54	115.79 MB > 100.24 MB	
Electronics	9/10/2012-11:16:21 < 9/11/2012-06:12:49	3.41 GB > 3.23 GB	

Below the table, a command log shows the following entries:

```

< 227 Entering Passive Mode (173,14,235,227,199,29)
> MLSD /R-Disk/WSFG_Strategic_Alliance/Images
< 150 Connection accepted
< 226 Transfer OK
> PASV
< 227 Entering Passive Mode (173,14,235,227,199,30)
> MLSD /R-Disk/WSFG_Strategic_Alliance/Teaching_Relationship
< 150 Connection accepted
< 226 Transfer OK
> PASV
< 227 Entering Passive Mode (173,14,235,227,199,31)
> MLSD /R-Disk/WSFG_Strategic_Alliance/temp
< 150 Connection accepted
  
```

Summary statistics at the bottom right:

Total Num:	221	Total Size:	94.36 MB	Backup Num:	0
Completed Num:	0	Completed Size:	419	Failed Num:	0
Filtered Num:	113834	Process Speed:	0.0 KB/S		

For Help, press F1

00:00

Again, 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 #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:

Preview Window-R:\ <==> ftp://beacon1.dynalias.com/R-Disk/

File	Time	Size	Result
TD Ameritrade	1/2/2011-01:57:50 < 8/17/2012-16:29:52	10.91 MB > 9.40 MB	
Distributions	1/2/2011-01:57:50 < 8/17/2012-16:29:52	68,107 > 0	
2010_01_14 Wire_LOI_to_TDA_for_\$215k (Dell's acct)....	1/14/2010-11:20:38 >	23,552 >	
2010_01_14 Wire_LOI_to_TDA_for_\$215k (Dell's acct)....	1/14/2010-15:39:14 >	10,497 >	
2010_01_14 Wire_LOI_to_TDA_for_\$215k (Kristin's acn...	1/14/2010-11:22:14 >	23,552 >	
2010_01_14 Wire_LOI_to_TDA_for_\$215k (Kristin's acn...	1/14/2010-15:38:46 >	10,506 >	
Estate_Planning_Councils	8/28/2012-14:59:11 > 8/28/2012-11:14:15	464.18 MB > 428.67 MB	
Misc Docs	3/22/2012-08:22:39 < 8/17/2012-15:57:20	4.32 GB > 4.04 GB	
Computer Setup Notes	9/1/2012-14:59:01 < 9/19/2012-13:50:54	115.79 MB > 100.24 MB	
Electronics	9/10/2012-11:16:21 < 9/11/2012-06:12:49	3.41 GB > 3.24 GB	
Goldmine_Support_Files	9/14/2012-10:00:02 < 9/19/2012-10:00:19	620.65 MB > 582.29 MB	
SQL Queries	1/2/2011-01:45:17 < 8/17/2012-15:57:03	357.77 KB > 0	
TheGoldmineBlog.com	1/2/2011-01:45:18 >	0 =	
Winbatch	1/2/2011-01:45:17 >	0 =	
GMTableDefinitions.pdf	2/6/2009-18:23:08 >	218.46 KB >	
Goldmine Data Integrity Check - SQL Scripts.doc	10/6/2009-16:17:06 >	36,864 >	
GoldMine Guide to SQL Queries.URL	2/6/2009-18:26:08 >	67 >	
SQL Learning Center - GoldMine (some good examples).mht	2/7/2009-22:30:31 >	57,764 >	
The Hackers Guide to GoldMine 6.7 (some good SQL instruc...	2/7/2009-14:15:36 >	1,042 >	
Working with SQL Statements -- Frontrange Factsback She...	2/6/2009-18:23:56 >	46,914 >	
TimeSheets	1/2/2011-01:44:58 < 8/17/2012-15:57:15	15.85 MB > 15.81 MB	
temp	9/12/2012-06:36:12 < 9/3/2012-06:06:58	29.66 MB > 20.40 MB	
temp2	9/7/2012-00:04:23 < 9/19/2012-11:19:52	5.77 MB > 0	
temp.rtf	9/6/2012-10:35:06 >	5.77 MB >	
Vendors	9/11/2012-00:03:11 < 9/19/2012-13:48:24	12.95 GB > 11.36 GB	

< 227 Entering Passive Mode (173,14,235,227,195,197)  
 > MLSD /R-Disk/WSFG\_Strategic\_Alliance/Images  
 < 150 Connection accepted  
 < 226 Transfer OK  
 > PASV  
 < 227 Entering Passive Mode (173,14,235,227,195,198)  
 > MLSD /R-Disk/WSFG\_Strategic\_Alliance/Teaching\_Relationship  
 < 150 Connection accepted  
 < 226 Transfer OK  
 > PASV  
 < 227 Entering Passive Mode (173,14,235,227,195,199)  
 > MLSD /R-Disk/WSFG\_Strategic\_Alliance/temp  
 < 150 Connection accepted

Total Num: 210  
 Completed Num: 0  
 Filtered Num: 113830

Total Size: 59.38 MB  
 Completed Size: 419  
 Process Speed: 0.0 KB/S

Backup Num: 0  
 Failed Num: 0

For Help, press F1 00:00

A 3<sup>rd</sup> time, 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?

