

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

The screenshot shows a BestSync task preview window. The main area displays a file list with columns for File, Time, Size, and Result. The file list is as follows:

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	595.00 MB	> 560.64 MB
Manuals	6/30/2011-08:17:51	59.65 MB	> 54.52 MB
Goldmine5	1/2/2011-22:59:31	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	560.80 MB	> 494.51 MB
Alliance_Capital	1/2/2011-01:44:01	1.37 MB	> 0
Review_and_Outlook_WS.ppt	10/19/2003-19:05:06	1.37 MB	>

Below the file list is a status panel with the following information:

- 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

A callout box contains the following text:

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 a BestSync task preview window for the path `ftp://beacon1.dynalias.com/R-Disk/`. The window displays a file list with columns for File, Time, Size, and Result. The file list is as follows:

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

A callout box contains the following text:

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?

At the bottom of the window, the following statistics are displayed:

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

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:

The screenshot shows a BestSync task preview window for the path `ftp://beacon1.dynalias.com/R-Disk/`. The window displays a file list with columns for File, Time, Size, and Result. The file list includes folders like `TD Ameritrade`, `Distributions`, `Estate_Planning_Councils`, `Misc Docs`, `Computer Setup Notes`, `Electronics`, `Goldmine_Support_Files`, `SQL Queries`, `TimeSheets`, `temp`, `temp2`, and `Vendors`. The `temp` folder contains `temp.rtf`. The `temp2` folder contains `temp.rtf`. The `Vendors` folder contains `temp.rtf`. The `temp` folder contains `temp.rtf`. The `temp2` folder contains `temp.rtf`. The `Vendors` folder contains `temp.rtf`.

The log at the bottom shows the following entries:

```

< 227 Entering Passive Mode (173,14,235,227,195,197)
> MLSD /R-Disk/W/SFG_Strategic_Alliance/Images
< 150 Connection accepted
< 226 Transfer OK
> PASV
< 227 Entering Passive Mode (173,14,235,227,195,198)
> MLSD /R-Disk/W/SFG_Strategic_Alliance/Teaching_Relationship
< 150 Connection accepted
< 226 Transfer OK
> PASV
< 227 Entering Passive Mode (173,14,235,227,195,199)
> MLSD /R-Disk/W/SFG_Strategic_Alliance/temp
< 150 Connection accepted
    
```

At the bottom of the window, the following statistics are displayed:

Total Num:	210	Total Size:	59.38 MB	Backup Num:	0
Completed Num:	0	Completed Size:	419	Failed Num:	0
Filtered Num:	113830	Process Speed:	0.0 KB/S		

A text box in the center of the screenshot contains the following text:

A 3rd 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?

