

LAUNCHING

Because Tasktop Sync is designed to be a background process, the GUI is designed to be hidden most of the time.



When Tasktop Sync is deployed in Server mode, you can bring up the GUI by:

- Select the Tasktop Sync Service Manager from the Start Menu to bring up the Tasktop Sync Properties dialog.
- Stop the service. Select the **Log On** tab.
- Check the box marked **Allow the service to interact with desktop**. Restart the service.

When Tasktop Sync is deployed in Distributed mode, you can bring up the GUI by opening the system tray, right-clicking on the Tasktop Sync icon, and selecting **Open Tasktop Sync**.

CHANGING THE RUN STATE

To start, stop, or pause Tasktop Sync, use the buttons in the toolbar.



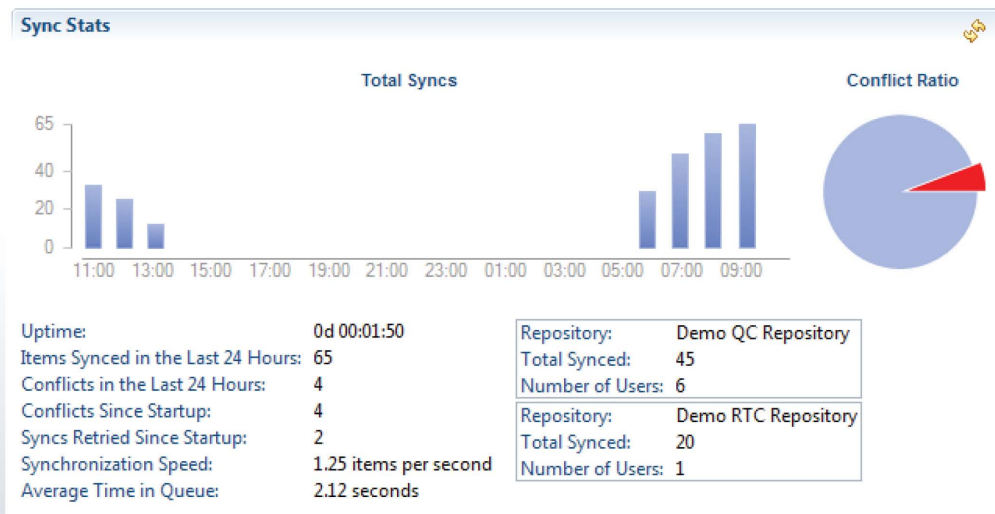
Note that whether Tasktop Sync starts automatically on launch or not is controlled by the **pause-on-start** setting in the configuration file (*synchronizer.xml*). You can open the configuration file by pressing the "gears" icon in the Sync Mapping panel.

RUNNING THE SCOPING QUERY

If one repository has gone down for longer than the time period specified in the polling query, the polling query will not return some of the tasks which have changed. In this case, you should run the scoping query again, by pressing the Force Synchronization button in the upper right of the dashboard.

MONITORING DASHBOARD

The monitoring console is visible at the top of the Sync window.



EMAIL NOTIFICATIONS

If your SMTP configuration allows it, there are two different email address which you can configure to send you information about the system status. If the notification for error email is configured, then Tasktop Sync will send email to that address as soon as an error occurs. To enable statistics email, set the email address in *repository.xml* as follows:

```
<notification type="error">
    <email address="stats email address"/>
</notification>
```

If the notification setting for statistics email is configured, then Tasktop Sync will push statistics -- similar to those shown on the dashboard -- to that address once per week. To enable statistics email, set the email address in *repository.xml* as follows:

```
<notification type="stats">
    <email address="error email address"/>
</notification>
```

You can force email to be sent right away by pressing the Email button in the Sync Mappings view.

LOG FILES

The Tasktop Sync log files are located in the log subdirectory of the Tasktop Sync working directory. To get to the Tasktop Sync working directory quickly, select the Open Working Directory option from the dropdown menu at the far right of the Sync Mappings View toolbar. Logs are automatically rolled over every day, and can get quite large; you might want to compress or remove old logs after some period of time to save disk space.

You can control how much information is logged with the log-level settings in *synchronizer.html*.

Legal values, in order from less logging to more, are "OFF", "SEVERE", "WARNING", "INFO", "CONFIG", "FINE", "FINER", "FINEST". Information from the log files is also printed in real-time on the Console view.

RESOURCES

There are a number of resources to help you understand how to administer Tasktop Sync:

- The Web Portal for Tasktop Sync documentation is at <http://tasktop.com/sync>
- http://tasktop.com/pdfs/sync/Tasktop_Sync_User_Guide.pdf has the online version of the User's manual. You can reach this content as well by clicking on the <=> button in the toolbar, then selecting *Help Contents*.
- <http://youtube.com/Tasktop> has a number of informational videos.
- Use support@tasktop.com for help and inquiries

NEED HELP ?

+1 (778) 588-6896
support@tasktop.com