

# SIMPLE DCP SYNC CLIENT TROUBLESHOOTING



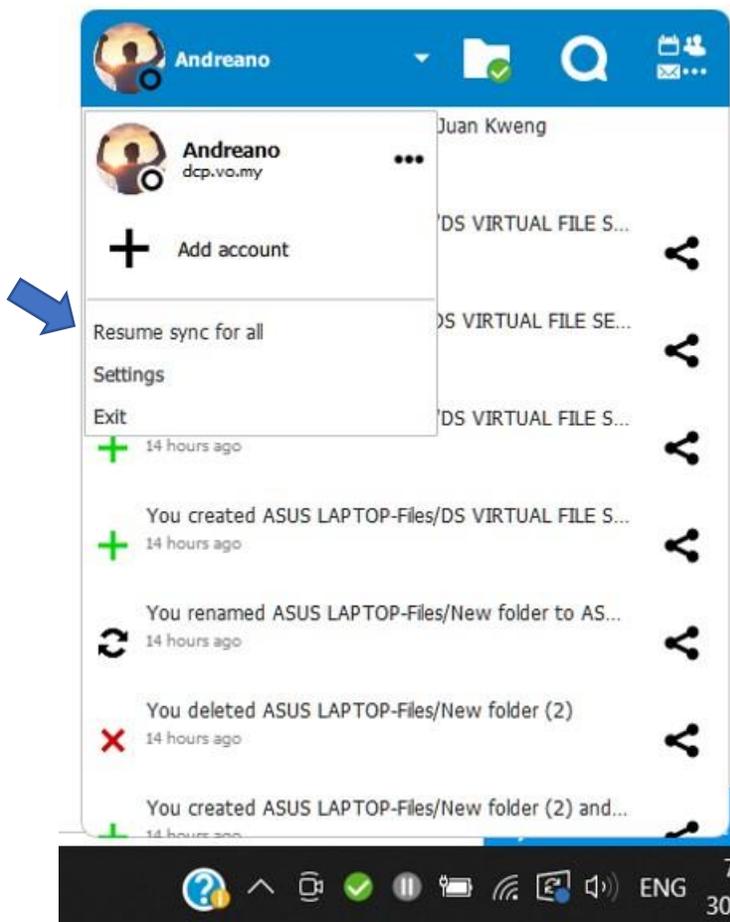
Here are some basic guides how you can troubleshoot some common issues with sync client for DCP Nexcloud client & DCP OwnCloud client.

## DCP Nextcloud Sync Client



Whenever you notice that the sync client's icon is grey with 2 vertical lines, the sync client has paused (someone purposely or accidentally pause it). Do the following:

Click you the syn client icon, a box dialog box pops-up and look for "**Resume sync for all**" Click it and the syncing shall resume and the icon turns green again. If it doesn't, contact support.

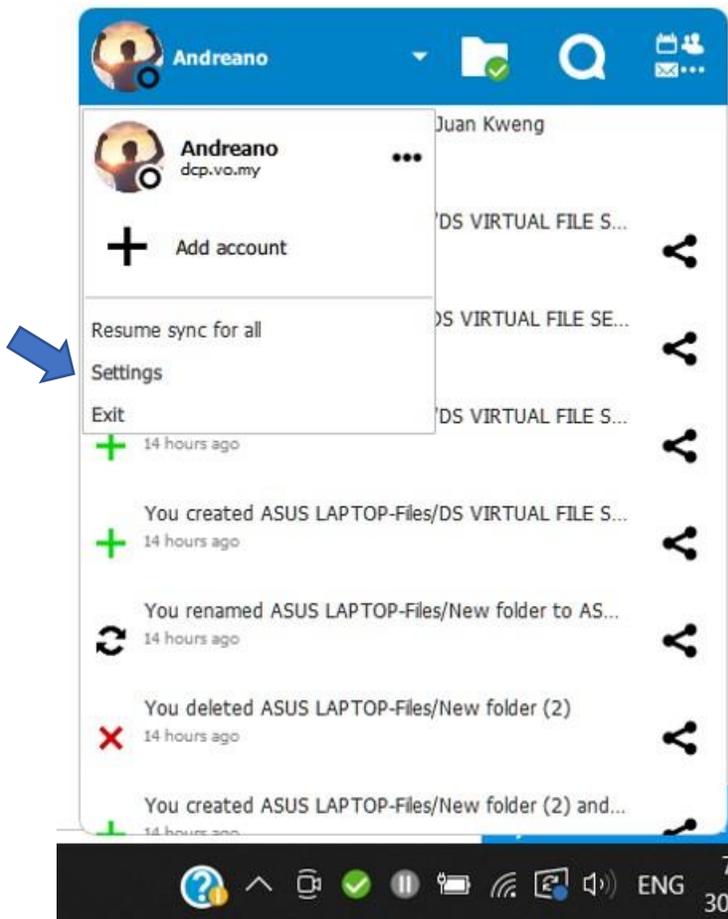


# SIMPLE DCP SYNC CLIENT TROUBLESHOOTING

Whenever the sync client's icon (with its logo) becomes grey (without the 2 vertical lines), it means, the sync client has been disconnected (but not logged out) from your DCP account. If your sync client is logged out, the sync client shall indicate that you have been logged out and all you need is to re-log in with your username and password.

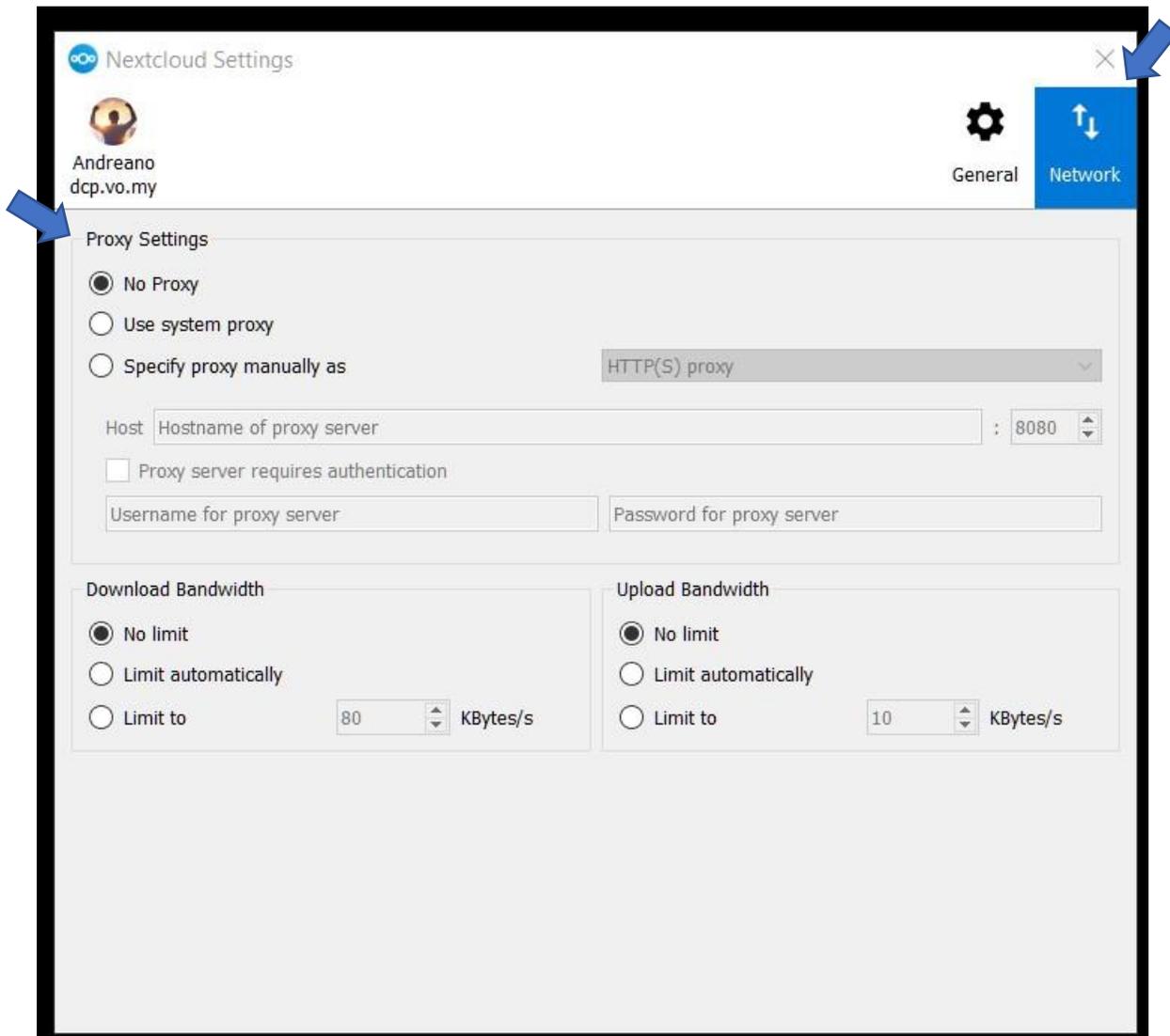
In the case of sync client has been disconnected, do the following:

Click the sync client and again, a dialog box pops-up. Look for "**Settings**" then click on it.



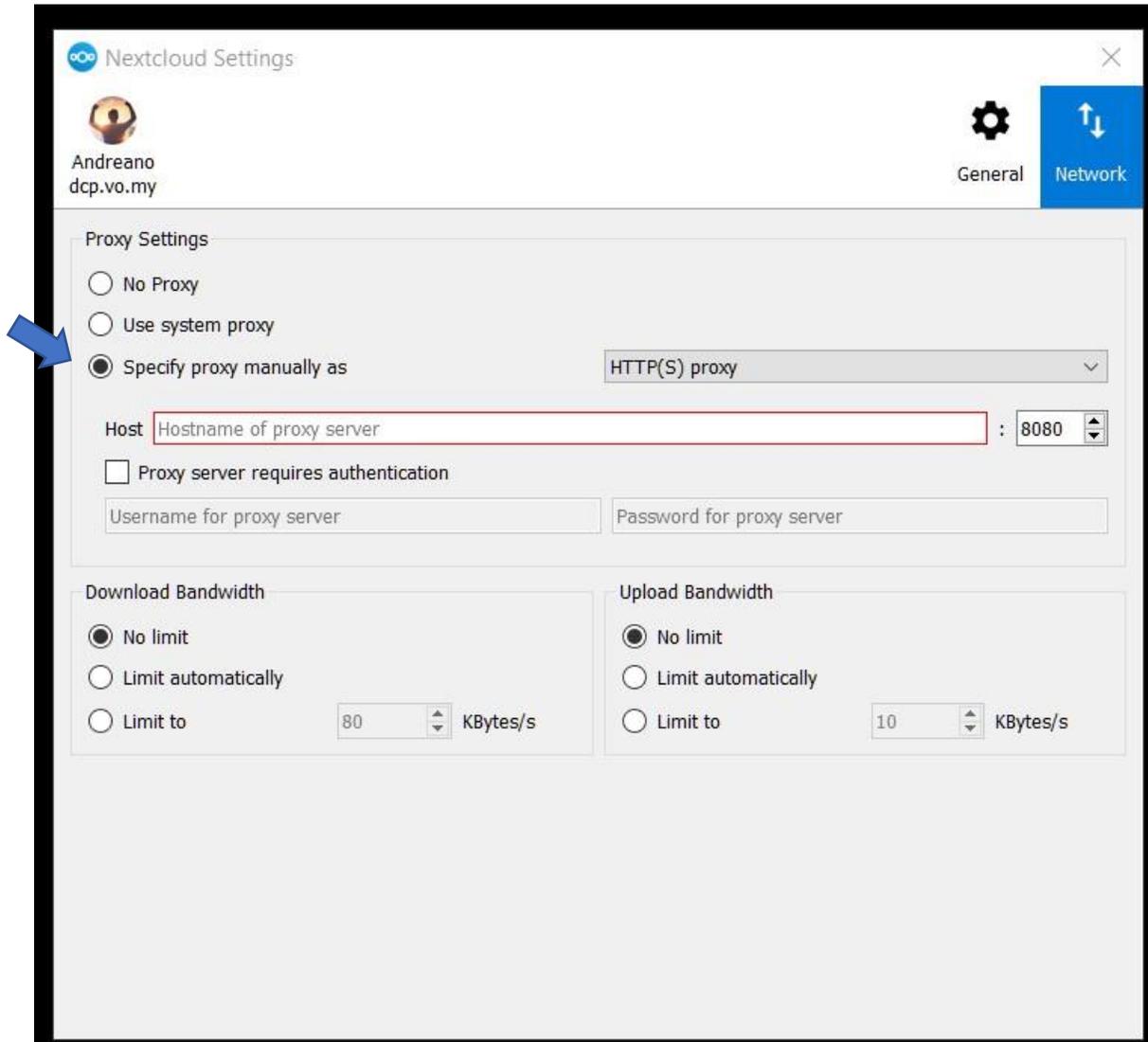
# SIMPLE DCP SYNC CLIENT TROUBLESHOOTING

Upon clicking on the settings, the settings box pops-up. Look for “**Network**”, click on it then look for “**Proxy Settings**” where you will see, “**No Proxy**” is selected.



Point your mouse to “**Specify proxy manually as**” and click on it to select it as per image below.

# SIMPLE DCP SYNC CLIENT TROUBLESHOOTING

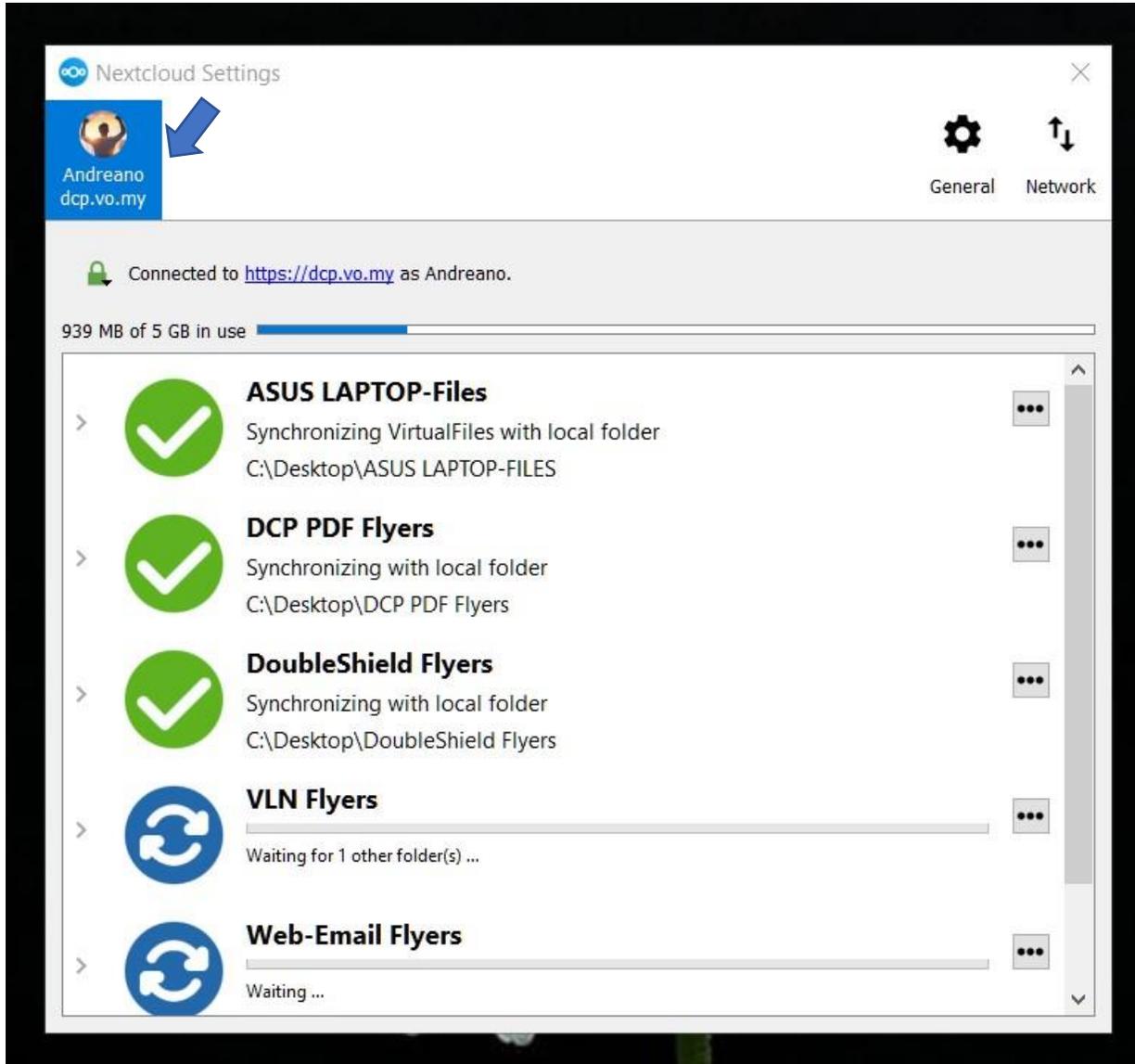


Don't do anything, leave it for a 2 seconds then point your mouse again back to "No Proxy" like the image before.

# SIMPLE DCP SYNC CLIENT TROUBLESHOOTING



After 2 seconds, click on your DCP account name, in the above example, click on “Andreano dcp.vo.my” and you will be back to the main settings page.



You will see something like the above image where the sync client is connected back with your DCP account and is syncing again. Once the syncing is done, all the synced folders would be represented with green circle icon with a tick.

# SIMPLE DCP SYNC CLIENT TROUBLESHOOTING

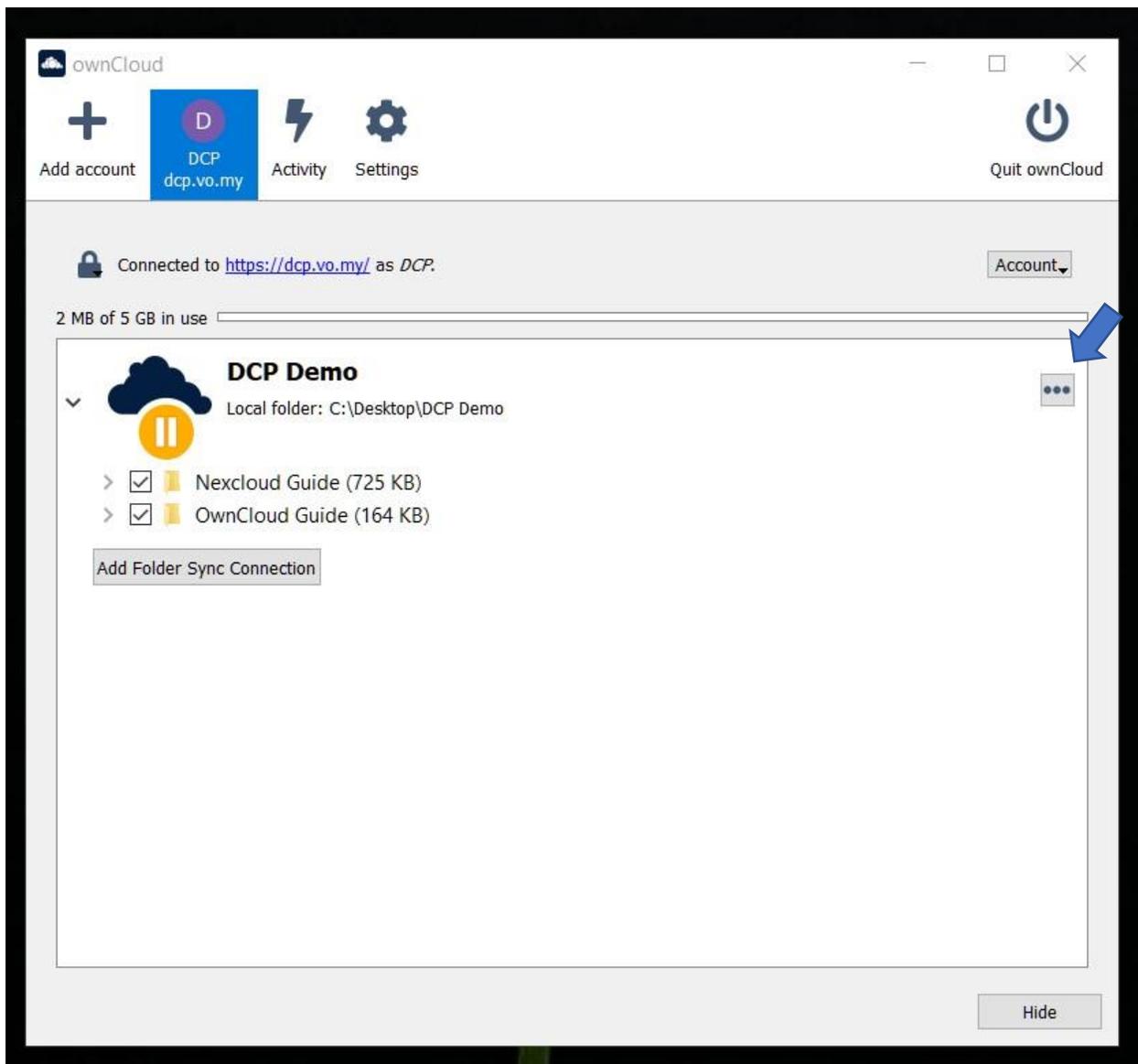


## DCP OwnCloud Sync Client



The OwnCloud client is rather straight forward. When the sync client icon is yellow or grey with 2 vertical lines, the sync has been paused.

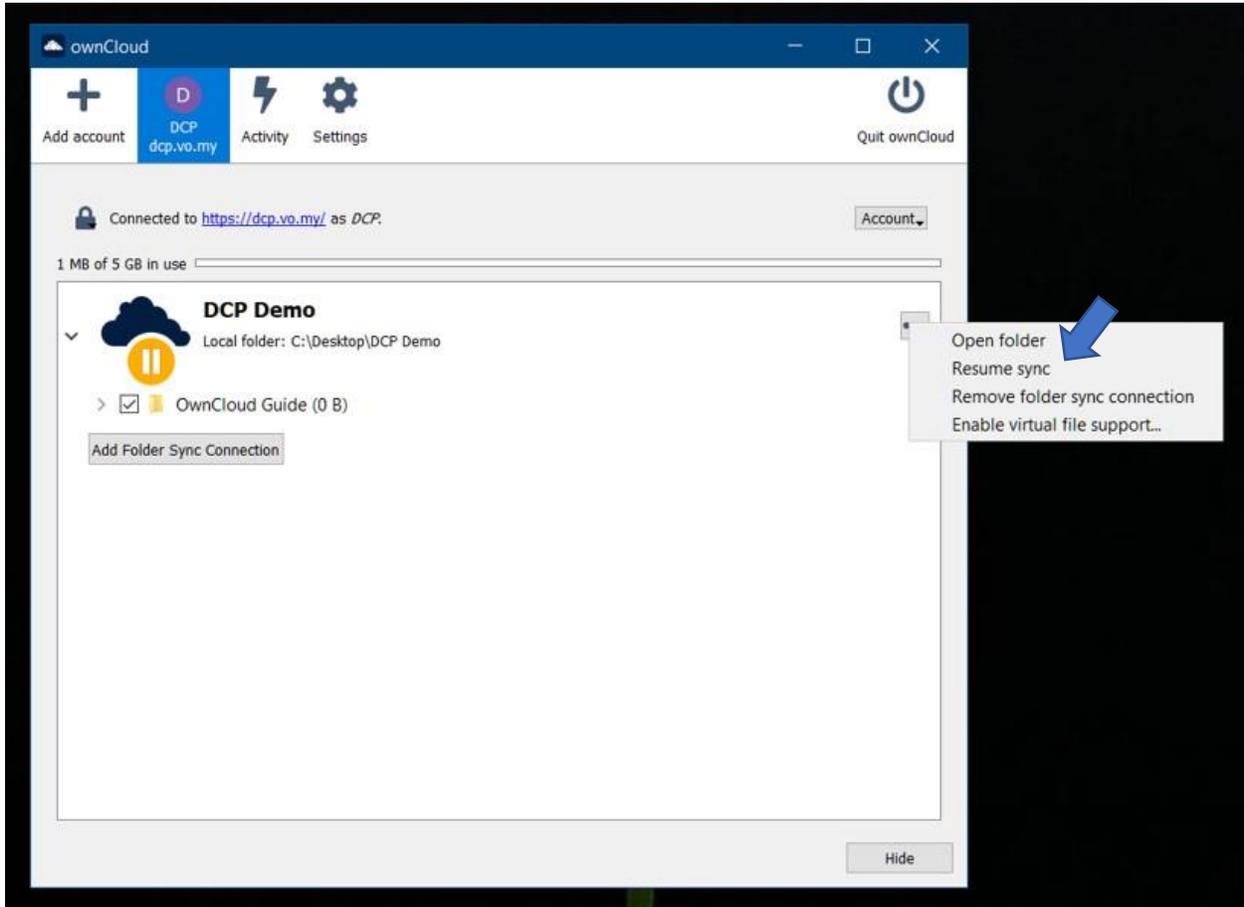
Click on the syn icon and a dialog box pops-up then click on the 3 dots ... at the right.



# SIMPLE DCP SYNC CLIENT TROUBLESHOOTING



A dialog box appears as per image below, click on “**Resume sync**” and the sync client shall resume syncing and the yellow icon shall turn to green again, which means, syncing is back to normal.



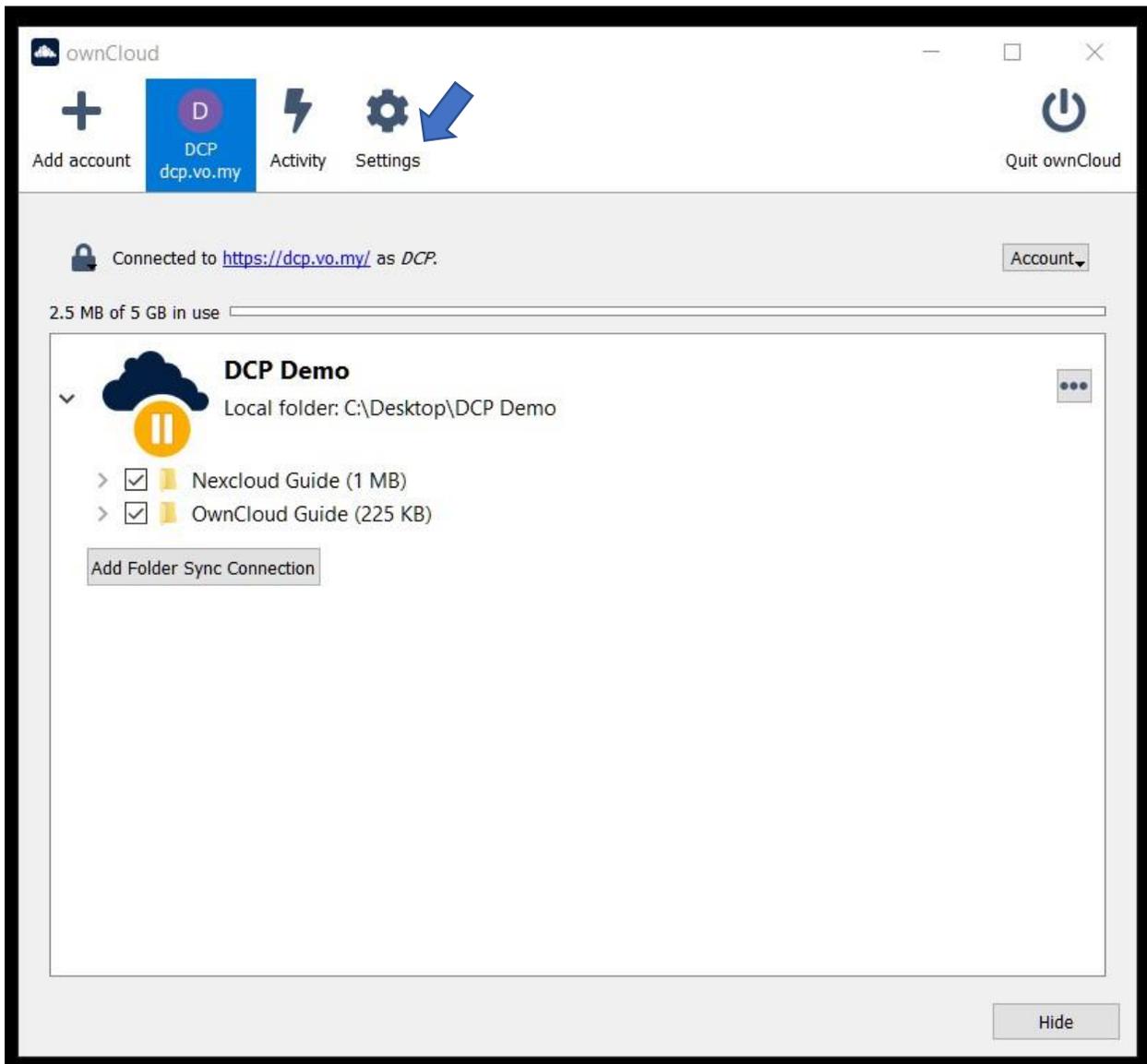
Icon indicates that syncing is in order and back to normal.

# SIMPLE DCP SYNC CLIENT TROUBLESHOOTING



If the sync client is grey, it has been disconnected from your DCP account (but not logged out), here is how to troubleshoot the issue:

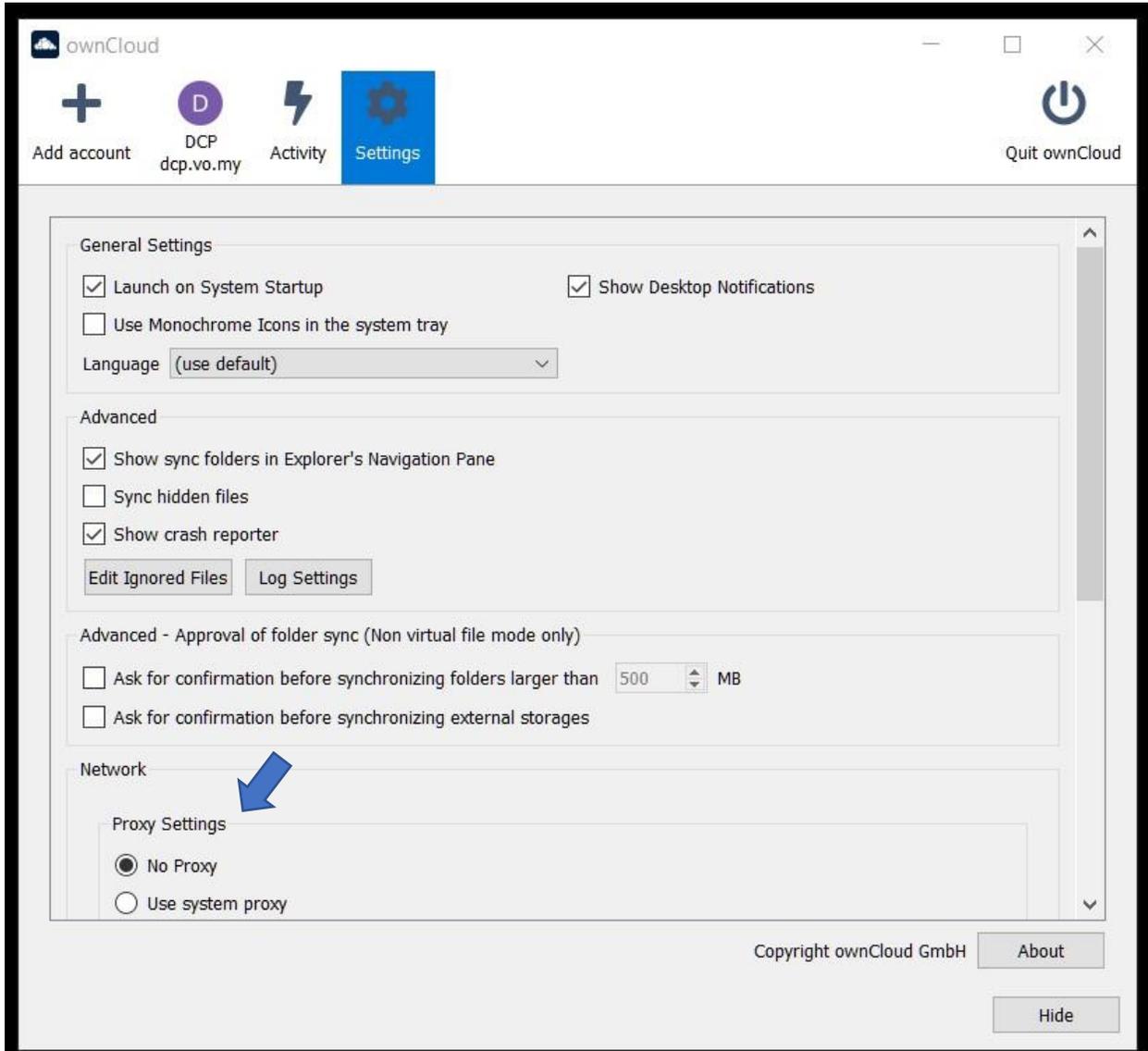
Click the sync icon and a dialog box pops-up as per below then click on **“Settings”**



# SIMPLE DCP SYNC CLIENT TROUBLESHOOTING

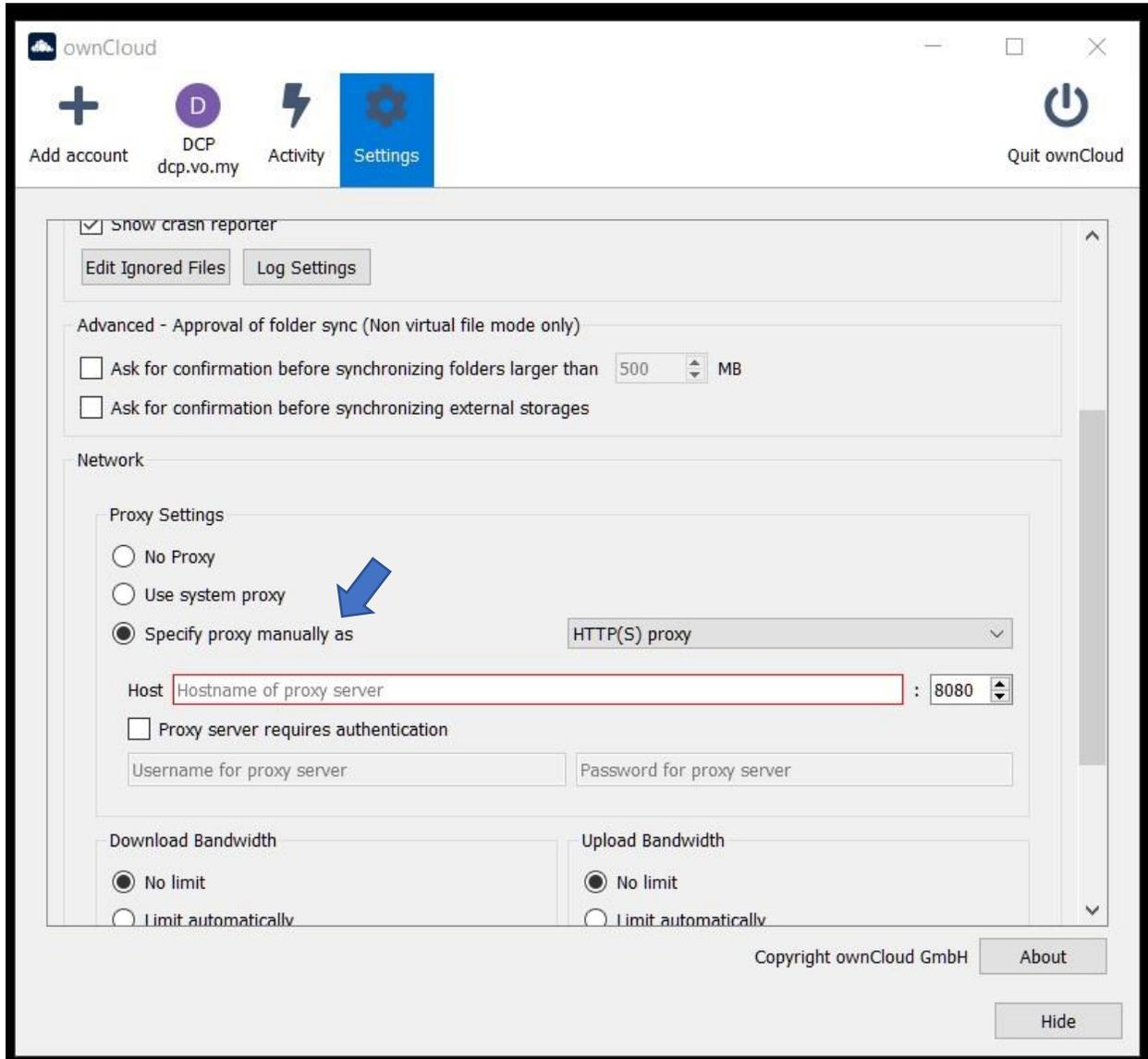


Upon clicking on “Settings”, the settings box opens. Scroll down for “**Proxy Settings**” and as can be seen, the current setting is at “**No Proxy**”



Point your mouse to “**Specify proxy manually as**” and click on it to select it as per image below.

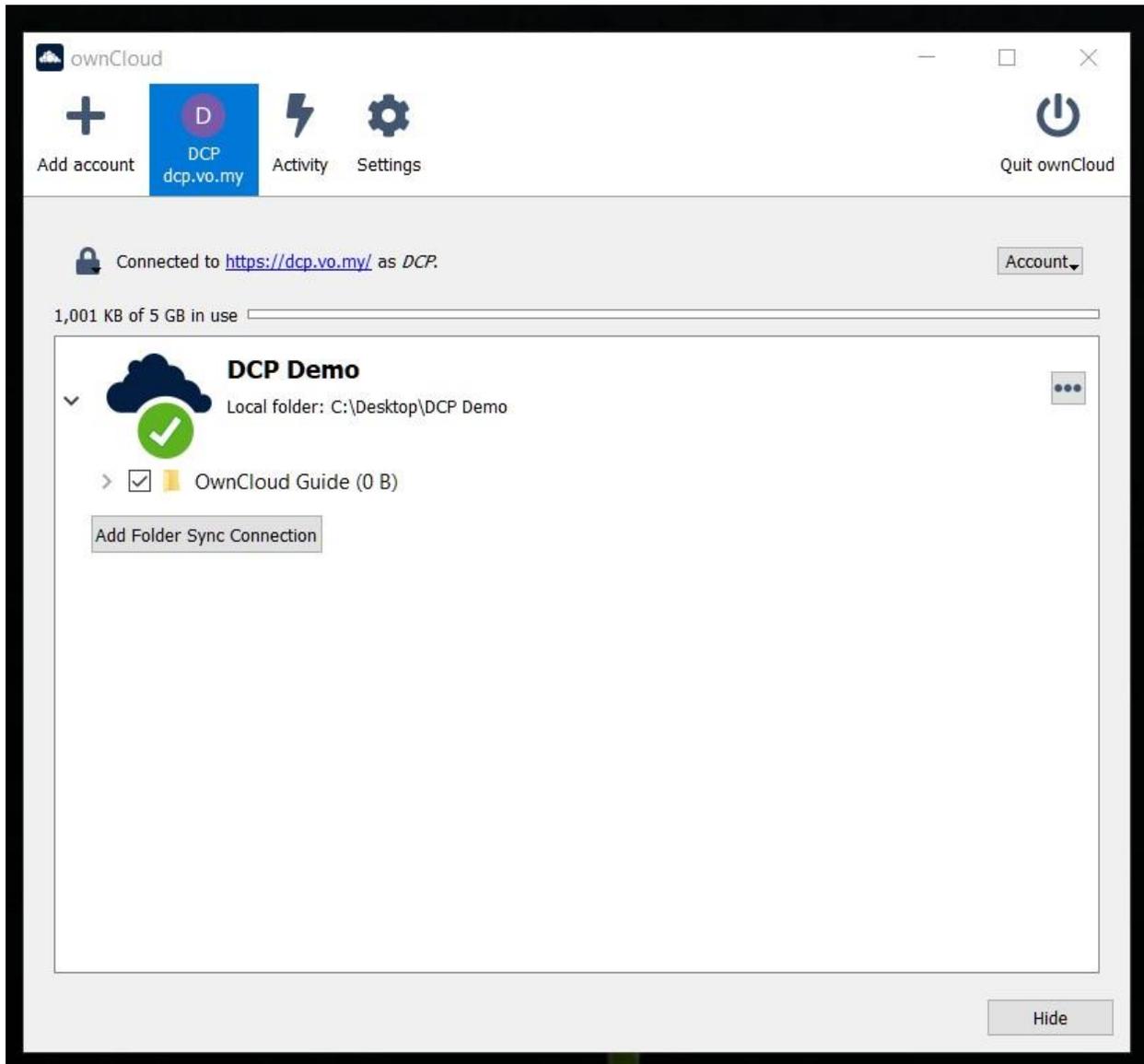
# SIMPLE DCP SYNC CLIENT TROUBLESHOOTING



Don't do anything, leave it for a 2 seconds then point your mouse again back to **"No Proxy"** like the image before.

After 2 seconds, click on your DCP account name, in the above example, click on "DCP dcp.vo.my" and you will be back to the main dialog page as per image below.

# SIMPLE DCP SYNC CLIENT TROUBLESHOOTING



As seen above, the sync client has turned from grey to green again. This means, the sync connection has been re-established.

The end.