

Section 14

Sync Utilities

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Favorites

Drag a column and drop it here to group by that column

Type	Lock	Menu	Record ID	Internal ID	Workflow	Subfiles	Where Used	Tree	Chatter Fa					
			2924341	3DM-CSA	0 of 1	0	0	0	0					
			2924340	TPLT-000		0	0	0	0					
			2924338	AREP-000		0	0	0	0					
			2924336	AREP-000	0 of 3	0	0	0	0					
			2924333	3DM-CSA	0 of 1	0	1	2	0					
			2924310	DWG-PR		0	0	0	0					
			2924311	AREP-000		0	0	0	0					
			2924275	AREP-000	2 of 3	0	0	0	0					
			2924273	3DM-CSA-0000003	3D CADD C/S/A Model	Released	Controlled	1.0.0.0	3D CADD C/S/A 1	0 of 1	0	1	0	0
			2924268	DWG-PROC-0000001	Block Flow Diagram				Block Flow Diagram 1	1 of 1	0	1	0	0

To Download Tina Sync application:

- Under the user profile select *Install Sync*. *AwareBase.Syncutility.Setup.msi* file will be downloaded to your computer.

Note: If you have TinaSync application for an environment that has been installed before, please uninstall it using the *Control Panel Program and Features* prior to install a new version of the application.

Note: Microsoft Word must be closed before running the installer.

Double-click *AwareBase.Syncutility.Setup.msi* file to run it.

File Explorer view showing the downloaded file:

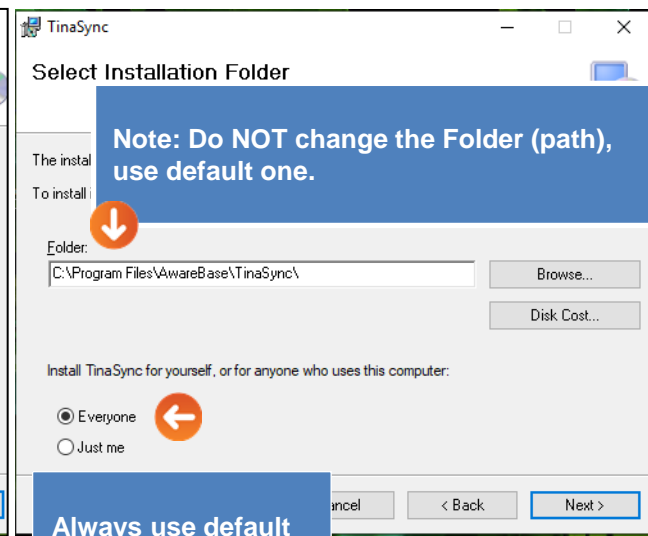
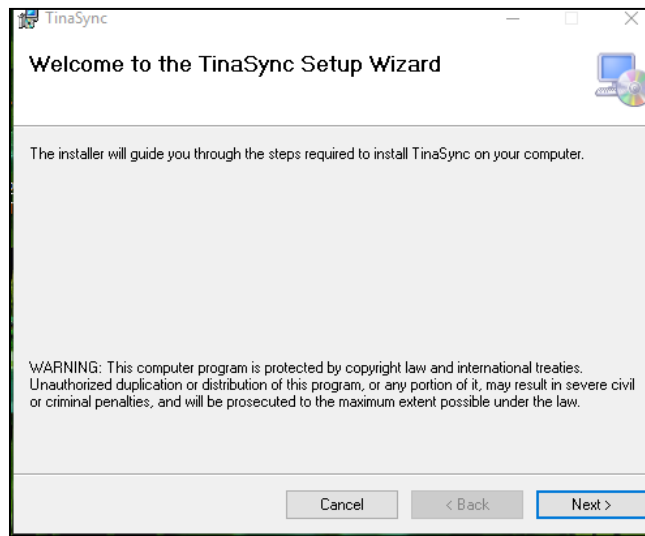
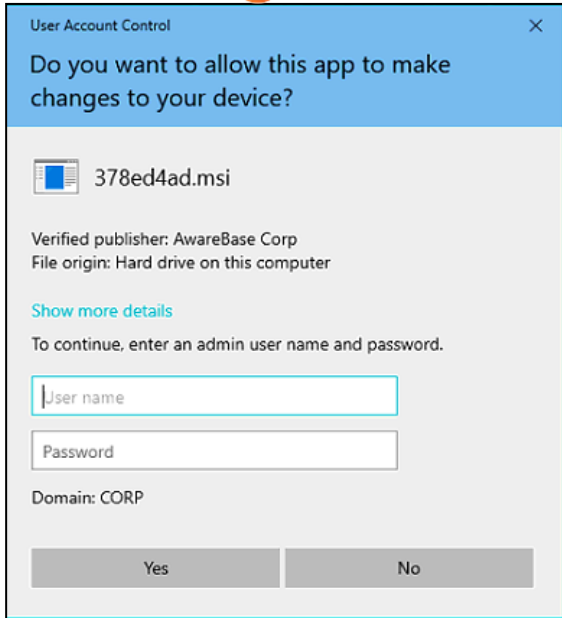
Name	Date	Type	Size	Tags
<i>AwareBase.Syncutility.Setup.msi</i>	2019-04-23 3:21 PM	Windows Installer Package	10,627 KB	Sync, Collaboration

Navigation pane on the left shows: Quick access, Desktop, Downloads, Documents.

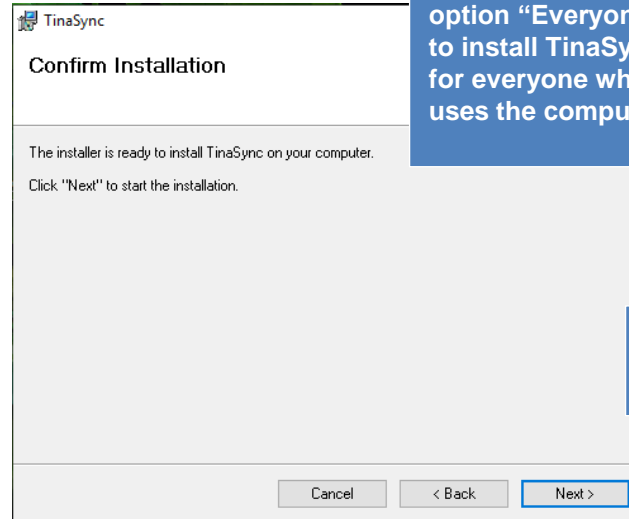
Install Sync

Administrator permissions required to install TinaSync application.

If you do not have local administrator rights on your computer, then enter administrator credentials when prompted.

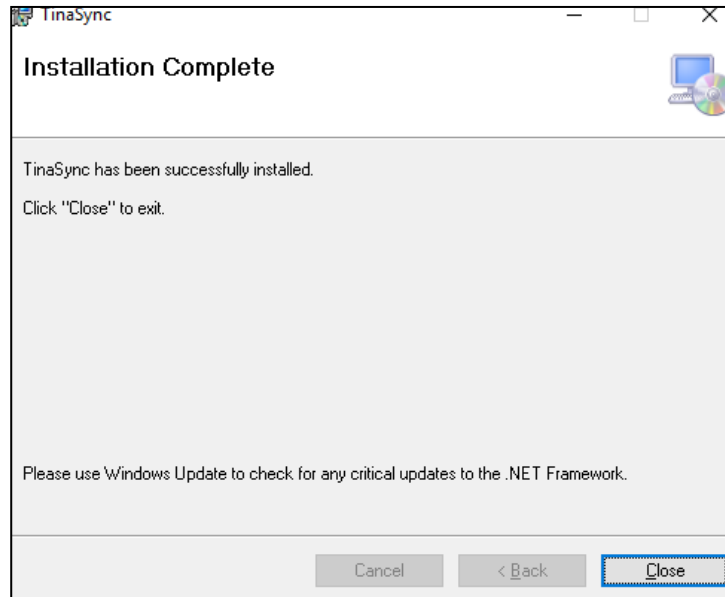
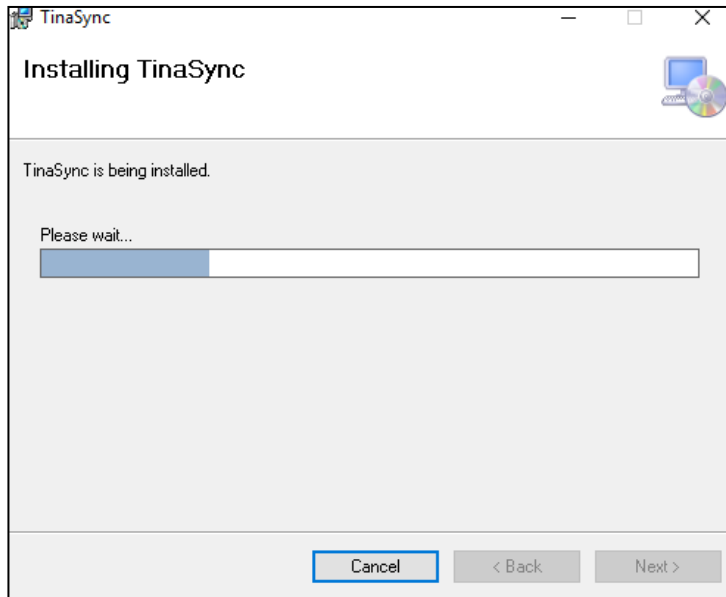


Always use default option "Everyone" to install TinaSync for everyone who uses the computer.



Click Next to proceed.

“Tina Sync has been successfully installed” message displayed.



Click *Close* to exit.

When TinaSync installation is completed, double click TinaSync icon on your Desktop to open the *Sign In* window.



Sign In

AwareBase

TinaSync Installation Complete! Time To C

Sign in to TinaSync using your Tina credential
If you don't have a Tina account,
[Sign Up](#)

[Change Sync Environment?](#)

Email

Password

[Forgot Password?](#)

Sign In

Before Sign In, you will be able to configure Sync environment:
Click the *Change Sync Environment?* hyperlink to open the corresponding window.



Enter your Tina2 credentials and click *Sign In*.



Change Sync Environment

Web URL

Broadcast URL

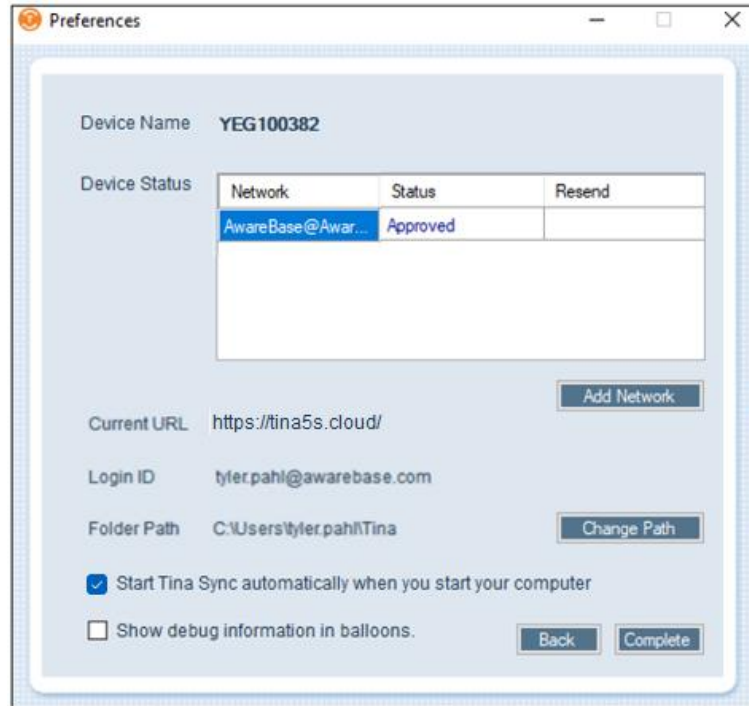
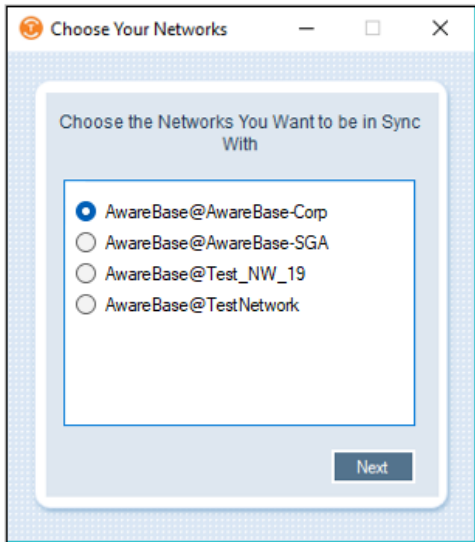
WCF URL

Save Cancel



Update Web, Broadcast and WCF URLs as required
Note: The sync default environment will point to Production.

Choose Your Networks
and click Next.



Note:

Your Device should be Approved by the AwareBase Admin team first – then only Sync will fire. Once approved, you will get the e-mail.

Note: Currently, all the information about approved devices will be copied from one DB to another. Your Sync will be automatically updated and approved.

Note: Current URL will tell you what environment it's connected to.

Note: Tina folder will be automatically created on setup. Also, if changing the path, the Tina folder will be automatically added at the end.

Click Complete.

Sync Installation will check if Microsoft Word is running and prompt the user to close Word before continuing with the install.

Case 1 – Microsoft Word is not running.

1. Download and install the sync.
Expected:

- In the Sync log entry the following event will be generated:
"TinaSync Word Add-in was successfully copied to the Word Startup folder: wordStartupPath".

2. Open word startup folder path mentioned in the trace log and check for "TinaSyncPropertiesUpdate.dotm" file.

Expected:

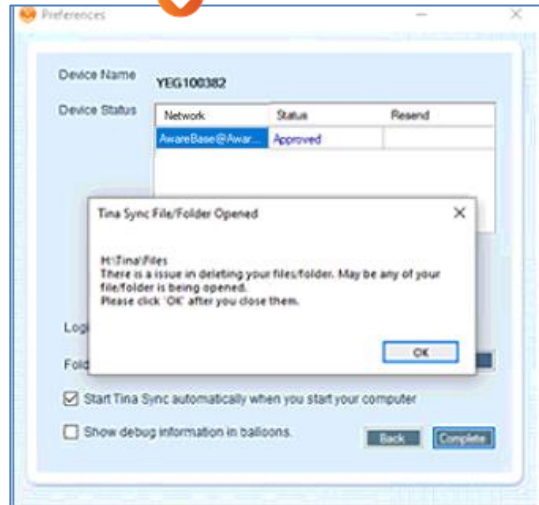
- .dotm file is in Startup folder.
- .dotm file is read-only.

Case 2 – Microsoft Word is running > synced file left open.

1. Sync and open a .docx file (don't close it).
2. Uninstall and install sync again

Expected: during the installation, you will receive the following message:

"There is an issue in deleting your file/folder. Maybe any of your file/folder is being opened. Please click OK after you closed them."



3. Close file and click OK now

Expected:

- Installation/login completed.**PASS
- In the Sync log entry, the following event will be generated:

"TinaSync Word Add-in was successfully copied to the Word Startup folder: wordStartupPath".

Case 3 – Microsoft Word is running > NOT sync related .docx file is open.


1. Uninstall sync.
2. Open any word file (not sync related).
3. Install sync and login.

Expected:

- The following Sync message will display:

"The TinaSync Word Add-in failed to copy to the Word Startup folder. Please close Microsoft Word and click 'Install Word Add -in' from the TinaSync right-click menu to retry."



 The TinaSync Word Add-in failed to copy to the Word Startup folder. Please close Microsoft Word and click 'Install Word Add -in' from the TinaSync right-click menu to retry.

- in the sync log: CopyMSWordDotmFile exception appears:

```
<Message>CopyMSWordDotmFile - buttonClick : False : The process cannot access the file 'c:\users\.....appdata\roaming\microsoft\word\startup\TinaSyncPropertiesUpdate.dotm' because it is being used by another process.
</Message>
```


4. Close the file > from the Sync Access menu select *Install Word Add-in*.

Expected:

- The following Sync message will display:

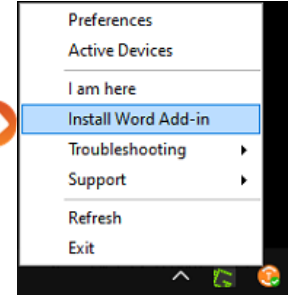
"TinaSync Word Properties Update template copied to the Word Startup Folder successfully."



 TinaSync Word Properties Update template copied to the Word Startup Folder successfully.







- in the sync log: CopyMSWordDotmFile exception appears:

```
<Message>TinaSync Word Add-in was successfully copied to the Word Startup folder:
c:\users\.....\appdata\roaming\microsoft\word\startup
</Message>
```

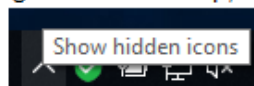




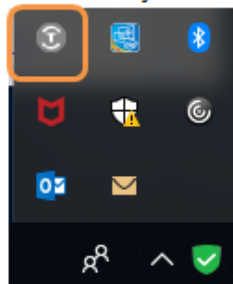
Favorites

☐		Title: ECR Folder Count: 2 RID: 2552828	File Count: 5 Size: 3.6 G	
☐		ECR-0001164 Title: 2013-021- UMM Recurring - A RID: 2553271	2.1 Size: 681.4	
☐		A-LM-184-001/JS-... Title: SPECIAL INSTRUCTIONS, F RID: 2553272	4.1 Size: 2.75	
☐		MODS PLAN Title: Modifications Development S RID: 464033	19. Size: 26.18	
☐		A-LM-184-001/JS-... Title: SPECIAL INSTRUCTIONS, F RID: 2552813	4.0 Size: 989.	
☐		ECR-0001164 Title: 2013-021- UMM Recurring - A RID: 1920549	1.0 Size: 173.	

In the bottom right of the desktop, click to show 'Hidden Icons'



In that view, there will a Sync Icon (this will either be Grey or Orange)



It is recommended that you Drag this icon onto the System Tray



If the icon is Grey, right-click on it and 'Refresh'

Created: 26/09/2018



Draft

ECR

Release:

Modified: 12/10/2018 [Iryna M](#)

Draft



-GEN

Release:

Modified: 09/10/2018 [Iryna M](#)

Draft



DSHT

Release:

Modified: 27/09/2018 [Iryna M](#)

Controlled



Release:

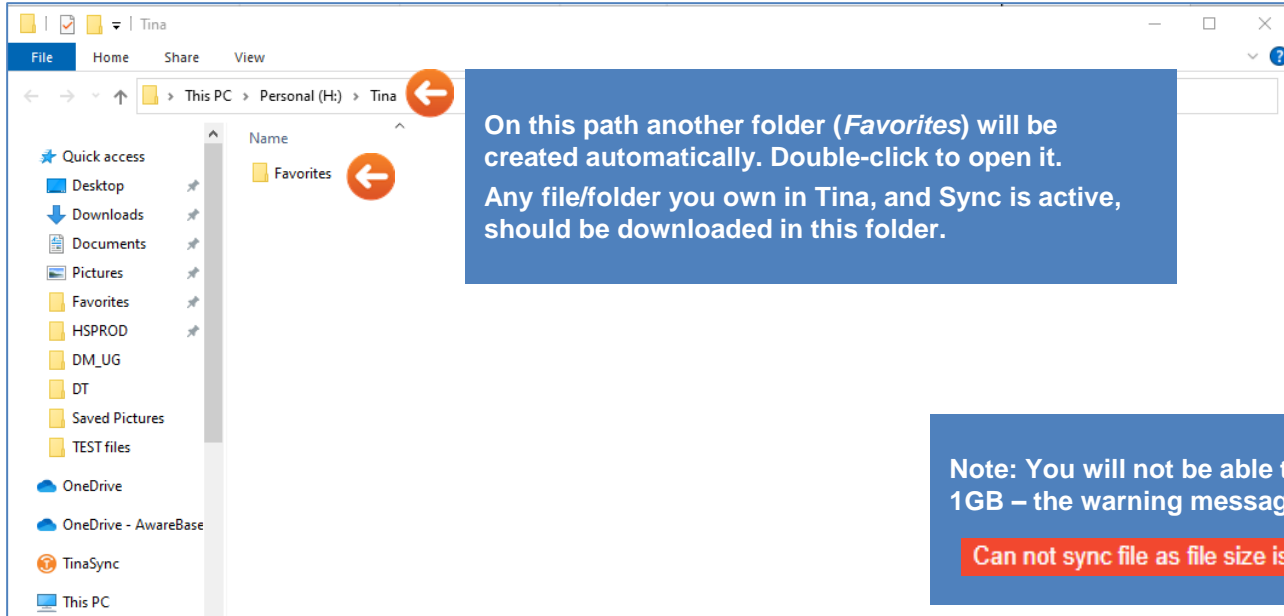
Modified: 26/09/2018

Once you have successfully install it, you should have the application ready. TinaSync icon will appear in the system tray and on the status bar. Click the icon and it will open the explorer with the folder name Tina.

When files are being synced, or when Tina Sync is checking for the updates to your files, the arrows on the icon will rotate.

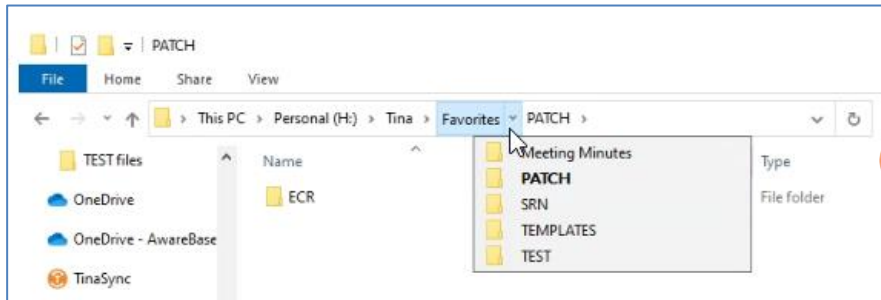


Tina Sync Folder



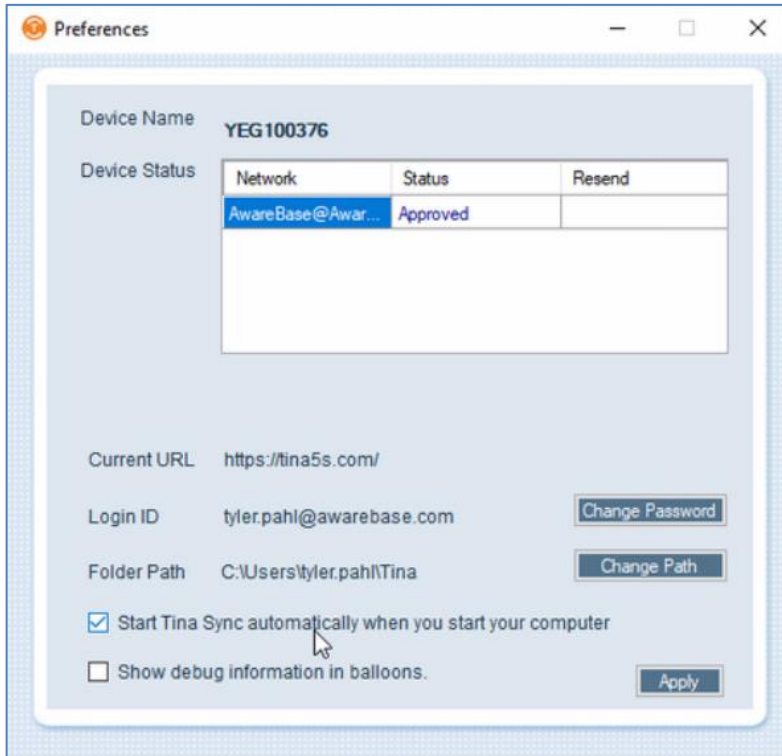
Note: You will not be able to sync a file greater than 1GB – the warning message will display:

Can not sync file as file size is greater than 1 gigabytes. ✘



Go back to [Section 14: Sync Utilities](#) or continue.

Working Remotely



If you typically access Sync through your corporate network, when you are working remotely, you will need to ensure you are connected to your corporate network using a VPN for Sync to work correctly. This is especially important if you have Sync configured to save your Sync files to a network drive.

The preferred option is to have your VPN configured to connect before the Windows login process, which will automatically connect your network drives before Sync is automatically started during the login process:

- use a 'sign-in option' to start the VPN before login.

If you cannot configure with your VPN client to connect before Windows login, then in your Sync "Preferences" :

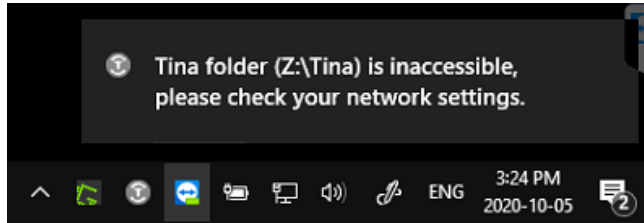
- uncheck "Start Tina Sync automatically when you start your computer" option and manual start Sync after you connected to your VPN.

Also, if your Sync files are located on a network drive, before launching Sync:

- please ensure to manually click on the network drive letter that contains your Sync files.

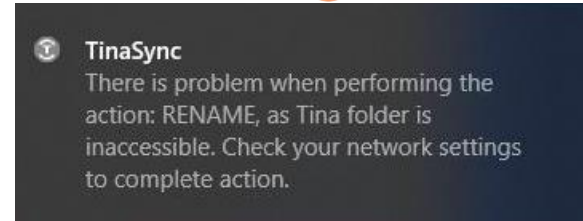
If there is a case when the Sync folder became not reachable (due to VPN/Internet/Drive disconnection), then the sync will show a warning message:

"Tina folder [path] is inaccessible. Please check your network settings".



If the Sync folder is not reachable and there is an update to a synced file, then the sync will show this message:

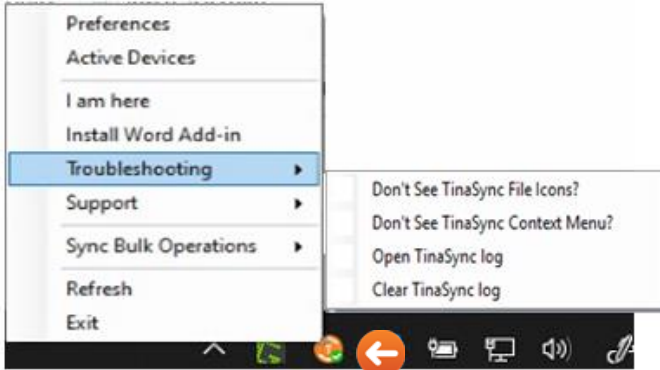
"There is a problem when performing the action: [Action], as Tina folder is inaccessible. Check your network settings to complete the action."



In both cases, the sync will become disabled.

In case the Sync folder is reconnected, but sync did not automatically restart, then the user needs to do a manual refresh.

Tina Sync Access Menu



- **Sync Bulk Operations:**
 - Buch Upload
 - Bulk Metadata Update
 - Refresh Batch Prerequisite Data
- **Refresh** - By clicking Refresh, synchronization process will start.
- **Exit** - This will stop the utility functioning and icon will be removed from the status bar and system tray. The confirmation message will be sent.



Access menu

- **Preferences** -The purpose of preferences option is to set up your account settings (change path, change username, password, add and remove account etc.)
- **Active Device** – Will show active Device Name and Device ID.
- **I am here** - If you have Sync installed on two or more devices (same user), then the last Sync installed device will be considered as an Active device. You have always to do “I am here” from Sync to activate your current device where you want to open a synced file from.
- **Install Word Add-in** - During sync installation, after Device has been registered successfully, will copy *TinaSyncPropertiesUpdate.dotm* file from the installer location to the Startup folder (%appdata%\microsoft\word\startup\TinaSyncPropertiesUpdate.dotm). 'Install Word Add-in' is also useful if the user updates the Word Startup folder or install MS office after sync.

Note: either 64-bit or 32-bit Microsoft office will work from 2010 and Up but that 64-bit is recommended.

- **Troubleshooting:**
 - **Don't see Tina sync File icons?**
 - **Open TinaSync Logs** - will display all the logs for a particular user. All the logs will be saved as XML file. Each XML file will contain logs for the same day.
 - **Clear TinaSync Logs** - will permanently delete all the saved logs. The confirmation message will be sent.
- **Support** – contains *Contact Us* and *About TinaSync* links.

PC > Local Disk (C:) > Tina > gmail@ACME-EPC

Name	Date modified	Type	Size
 PVT-0000032_2272869_BitLocker	3/6/2017 3:45 PM	Text Document	1 KB
 PVT-0000034_2272873_Source_Document	3/10/2017 10:58 AM	Text Document	1 KB

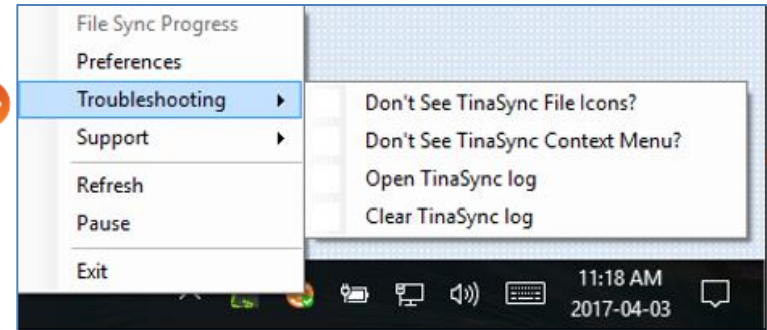


Access menu – Troubleshooting

After installing new software some users lose the Lock icons in their local Tina Sync folder when their registry is changed.

To recover the icons, the registry can be automatically updated by using the Troubleshooting option "Don't see Tina sync File icons?" from the Tina Sync context menu.

Note: Only users with Administrative permissions on their local machine will be able to update the registry. Sometimes, Troubleshooting is not updated icons from the first time. Repeat this till you see the icons.





Yellow lock icon indicates that File is locked by you and automatically synced.



Green check icon indicates that File is unlocked or locked by someone else and automatically Synced.



Name	Date modified	Type	Size
 DOC-0002571_2272966_TOF_IND-0010047...	3/17/2017 4:15 PM	Microsoft Word 9...	
 PVT-0000034_2272873_PVT-0000032_2272...	3/10/2017 10:58 AM	Text Document	

Open File

TEMPLATES	2020-08-04 3:49 PM	File folder	
PV-20-0007-PDR_2670944_DocProp_template_DOCX.docx	2020-07-21 2:47 PM	Microsoft Word D...	18 KB

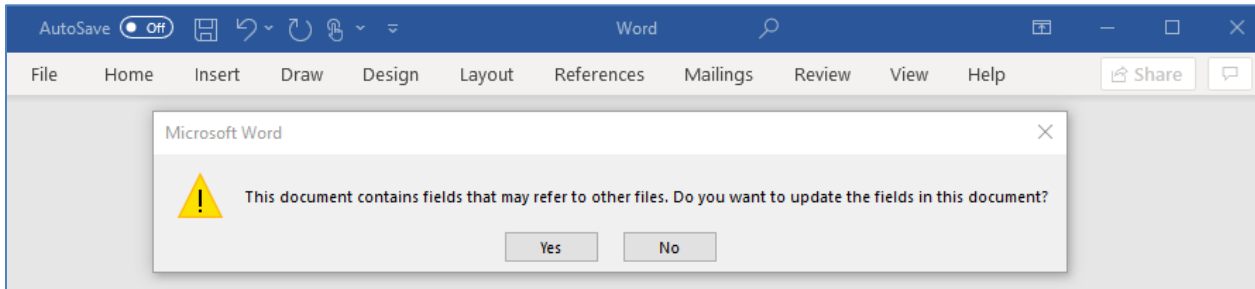


Double-click to open any file to update it. Once you save the record, sync should update the file in the web.

Currently, with the new Property Loader implemented, when opening a .docx file, all document properties will be automatically updated.

Some old documents (.docx files), when opening, could display the following message:

" This document contains fields that may refer to other files. Do you want to update the fields in this document?".

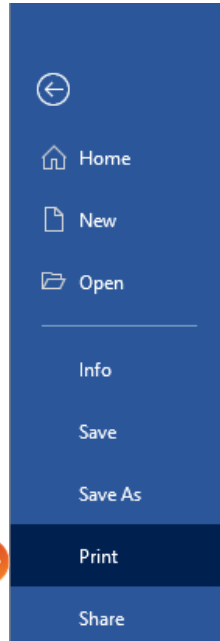


By choosing Yes, all document properties will be updated.

Note: You must run such a document once through the Property Loader to turn this message off (upload/save the file, or update document Properties on the web). Next time you open an updated document, this message will not show anymore, and all fields will be automatically updated.

Note:

To verify this, open the File tab > Print. Your file will display in the print preview with all fields updated.

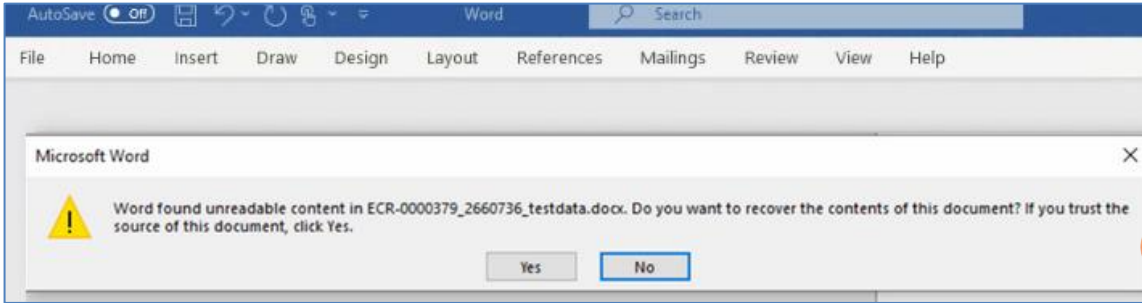


Recover Corrupted File

TEMPLATES	2020-08-04 3:49 PM	File folder	
PV-20-0007-PDR_2670944_DocProp_template_DOCX.docx	2020-07-21 2:47 PM	Microsoft Word D...	18 KB



Double-click to open Word file.



If a file has been corrupted, the following message will display:

"Word found unreadable content in... Do you want to recover the content of this document? If you trust the source of this document, click Yes."

Case 1: How to fix .docx file via sync

If you did not change the file extension, then you are able to upload recovered file via sync.

1. Open the file

Actual: message "Word found unreadable content...Do you want to recover...?" displays.

2. Click Yes

Expected: file has been recovered.

3. Make changes on the file > Save

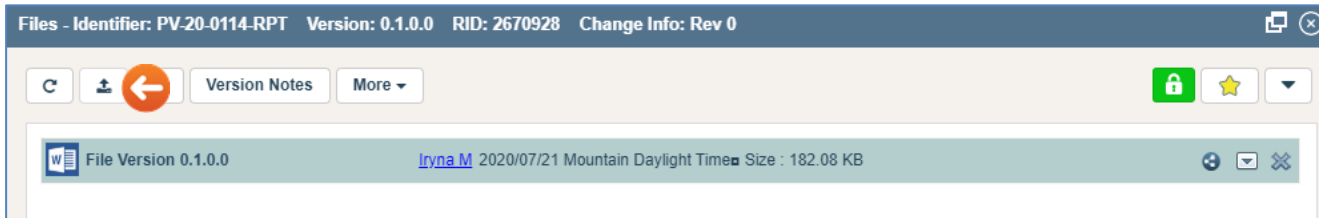
Expected: it creates a new document and Save As will provide a dialog box to select where you want to save the file. Select existing file in the sync folder and "Replace existing file" option.

4. Make changes on the recovered file > Save > wait till sync completed > close.

5. Reopen the file.

Expected: the file opens successfully, it's not corrupted.

6. Close > Sync OFF.



Case 2: *How to fix .docx file via the web*

1. .docx files can be recovered
 - a. open a file, is it corrupted? yes
 - b. upload via the web > download/open.

Expected: message "do you want to recover...?" displays.

- c. click Yes

Actual: the file has been recovered.

2. Upload recovered file > Download/Open

Actual: the file opens successfully.





3. Make changes, Save, Upload/Download

- a. is file corrupted? no

4. On the web, change Properties (Title) > Save.

5. Download file

Expected: Updated title displayed; the file is not corrupted.

 PV-18-0051-TRPT_1.0.0.0_2552864_Test create template TRPT (1)(1).docx	2020-06-01 8:40 AM	Microsoft Word D...	239 KB
 PV-18-0051-TRPT_0.1.25.0_2530289_TLIR Preventive Maintenance Inspection Requirements and Deviations	2020-06-01 8:40 AM	File	198 KB
 PV-18-0051-TRPT_0.1.25(1).0_2530289_TLIR Preventive Maintenance Inspection Requirements and Devia...	2020-06-01 8:41 AM	File	198 KB
 PR-0003380_0.1.2.0_2616892_ERF 341030-E-10 WC 341030-N-144 JOB- 301715 RH ADS....docx	2020-06-01 8:36 AM	Microsoft Word D...	142 KB

Double-click
to open a file.

Case 3: How to fix another corrupted file

If you ever change the file extension, then you do have to manually upload a file via the web.

1. Corrupted file type=File can be recovered
 - a. open file, is it corrupted? yes
 - b. upload via the web (no file type icon) > Sync ON

Actual: message "Finished Downloading".

2. Open the file > Open with > select Word

Actual: message "do you want to recover...?" displays.

- c. click Yes

Actual: file has been recovered.

3. Make changes on the file > Save

Expected:

- it creates a new document and Save As will provide a dialog box to select where you want to save the file.
- existing file type=File in sync folder will not display, you cannot Replace existing.
- Save it in other location.

4. Sync OFF.

5. Upload saved file via the web.

6. Sync ON > open the file

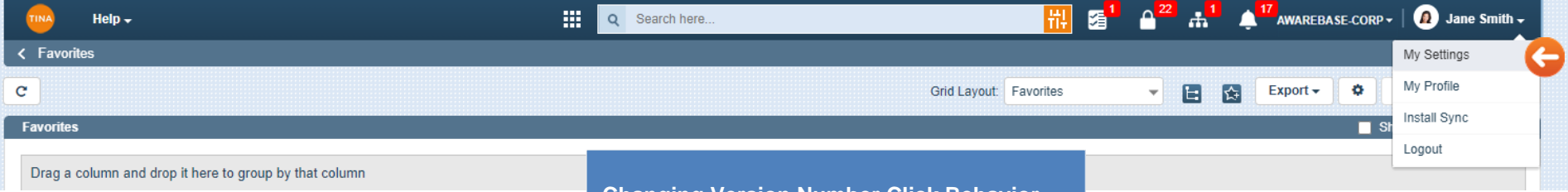
- a. is file corrupted? no

7. Make changes on the recovered file > Save > wait till sync completed > close.

8. Reopen the file

- a. is file corrupted? no

Actual: the file opens successfully.



Version Number Click Behavior

Download

the

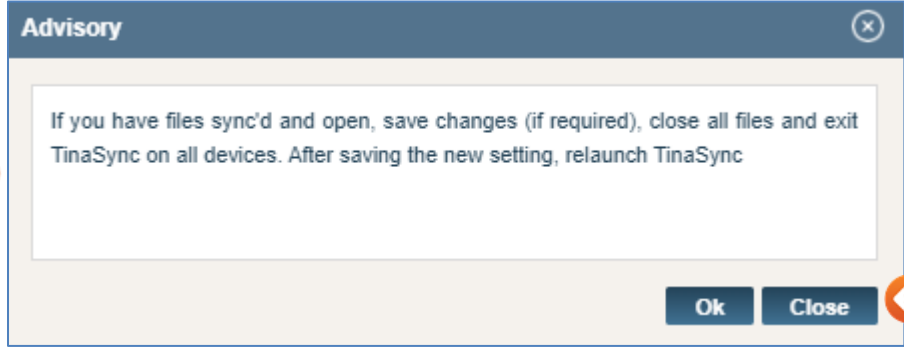
File Version That Is 'Set as Viewable'



If you change this setting (Master or Viewable file version) under *My Settings* but have a file synced and open, a warning message will display.

Note: Additional information for the default settings can be found in *Section 1 - Getting Started, My Default Settings*.

You will have to save your file changes (if required), close it, and exit TinaSync on all devices. After saving the new setting, relaunch TinaSync.



OK – will proceed with saving the setting changes.
Close – will revert the setting changes.

Sign and Upload a PDF File

TEMPLES 2020-08-04 3:49 PM File folder

MA-20-0057-RDA_2660330_CC130333 - ERF 333031-E-9 - LH, C... 2020-07-08 8:59 AM Adobe Acrobat D... 92 KB

MA-20-0057-RDA_2660330_CC130333 - ERF 333031-E-9 - LH, CTR Wing Lower Sur....pdf - Adobe Acrobat Reader DC

File Edit View Window Help

Home Tools MA-20-0057-RDA... x

File & Sign

Save As

This PC > Personal (H:) > Tina > Files

Name	Date modified	Type	Size
PATCH	2020-08-04 3:49 PM	File folder	
SRN	2020-08-06 2:13 PM	File folder	
Steve	2020-08-04 3:49 PM	File folder	
TEMPLATES	2020-08-04 3:49 PM	File folder	
MA-20-0057-RDA_2660330 - E...	2020-07-08 8:59 AM	Adobe Acrobat D...	92 KB

Confirm Save As

MA-20-0057-RDA_2660330_CC130333 - ERF 333031-E-9 - LH, CTR Wing Lower Sur....pdf already exists. Do you want to replace it?

Yes No

File name: MA-20-0057-RDA_2660330_CC130333 - ERF 333031-E-9 - LH, CTR Wing Lower Sur....pdf

Save as type: Adobe PDF Files (*.pdf)

Save Cancel

Double-click to open PDF file.

You can add an electronic Signature, or Highlights and Save your changes.

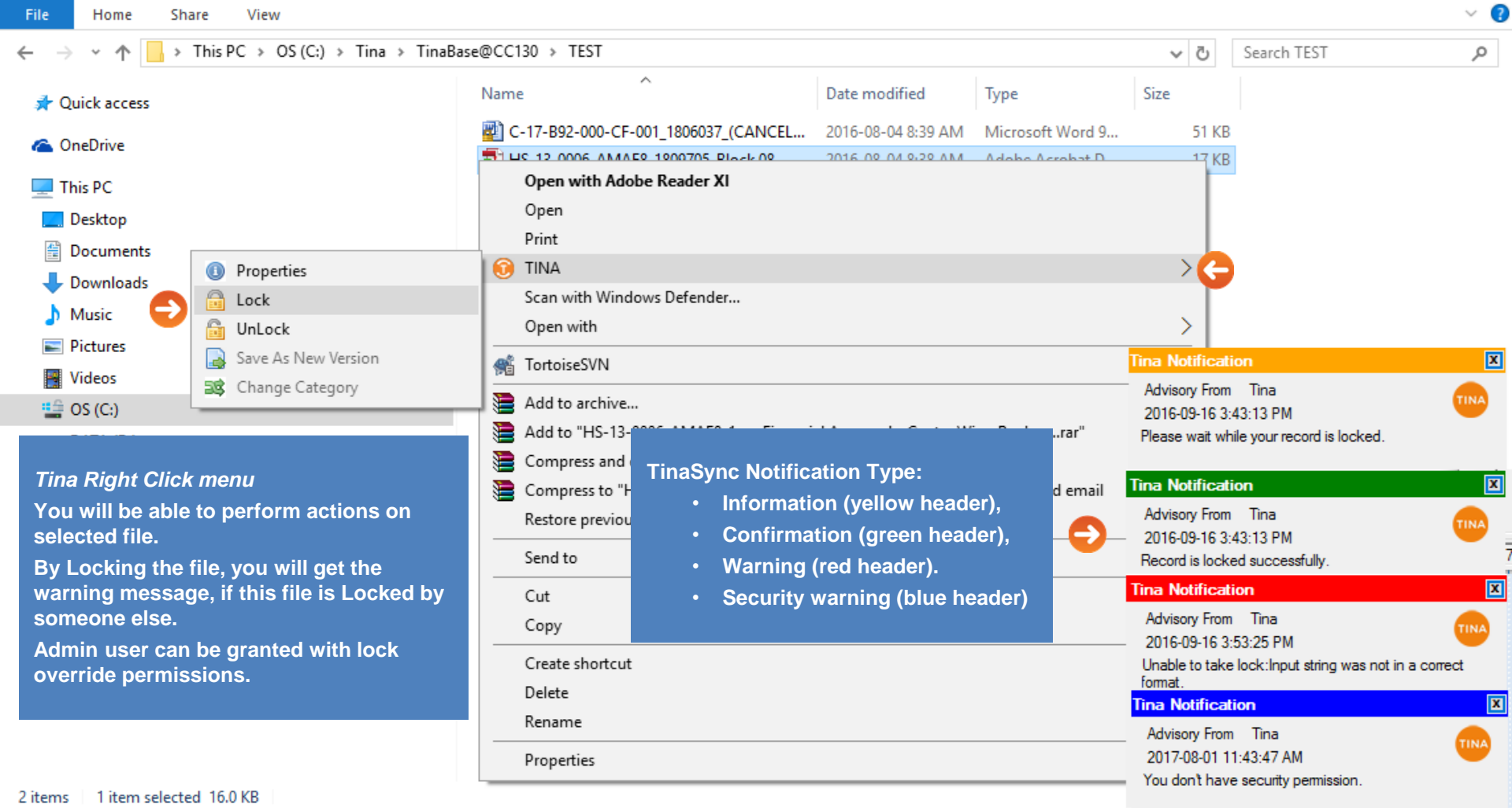
How to Sign and Upload a PDF File:

1. Lock > Sync On (.pdf)
Expected: message Finished Downloading displays.
2. Open > add Signature > Save
Expected: Save As window displays.
3. Select the existing file in the sync folder > Replace existing.
Expected: should be able to replace the existing file in the sync folder, all changes saved.

Note: If you Saving As with a different name within the sync folder:
Expected: You cannot create the object ... refresh sync message will display.
Refresh sync as suggested.

Expected:
- message: "file will move to recycle bin" and
- the file moved to the recycle bin after the sync refreshed.

Go back to [Section 14: Sync Utilities](#) or continue.



- Quick access
- OneDrive
- This PC
 - Desktop
 - Documents
 - Downloads
 - Music
 - Pictures
 - Videos
 - OS (C:)

- Properties
- Lock
- UnLock
- Save As New Version
- Change Category

Name	Date modified	Type	Size
C-17-B92-000-CF-001_1806037_(CANCEL...	2016-08-04 8:39 AM	Microsoft Word 9...	51 KB
HS-13-0006-AMAER-1900705-Block02	2016-08-04 8:28 AM	Adobe Acrobat D...	17 KB

Open with Adobe Reader XI
Open
Print
TINA
Scan with Windows Defender...
Open with

TortoiseSVN
Add to archive...
Add to "HS-13-0006-AMAER-1900705-Block02" archive
Compress and add to archive...
Compress to "H..."
Restore previous version
Send to
Cut
Copy
Create shortcut
Delete
Rename
Properties

Tina Right Click menu
You will be able to perform actions on selected file.
By Locking the file, you will get the warning message, if this file is Locked by someone else.
Admin user can be granted with lock override permissions.

TinaSync Notification Type:

- Information (yellow header),
- Confirmation (green header),
- Warning (red header).
- Security warning (blue header)

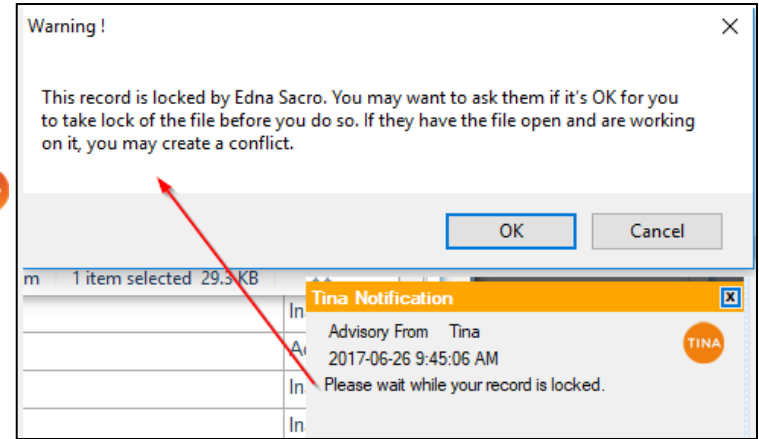
- Tina Notification**
Advisory From Tina
2016-09-16 3:43:13 PM
Please wait while your record is locked.
- Tina Notification**
Advisory From Tina
2016-09-16 3:43:13 PM
Record is locked successfully.
- Tina Notification**
Advisory From Tina
2016-09-16 3:53:25 PM
Unable to take lock: Input string was not in a correct format.
- Tina Notification**
Advisory From Tina
2017-08-01 11:43:47 AM
You don't have security permission.

Lock/Unlock Record From Tina Sync

(if record locked by someone else)

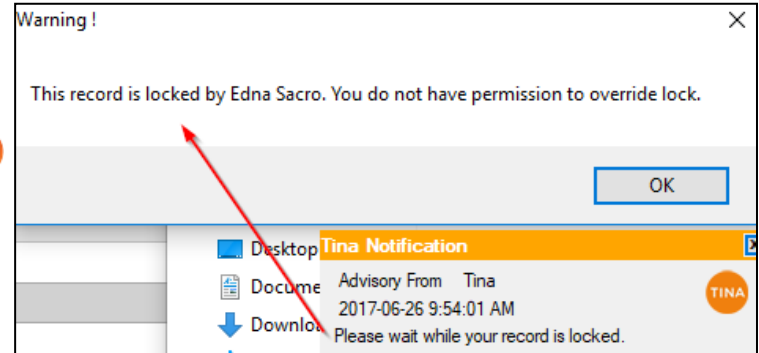
When user has Override Lock /Unlock security permission, such user can:

- Lock a record that is locked by someone else. "Take a lock" warning message will display to warn user that this record is locked by someone else and this may create a conflict.



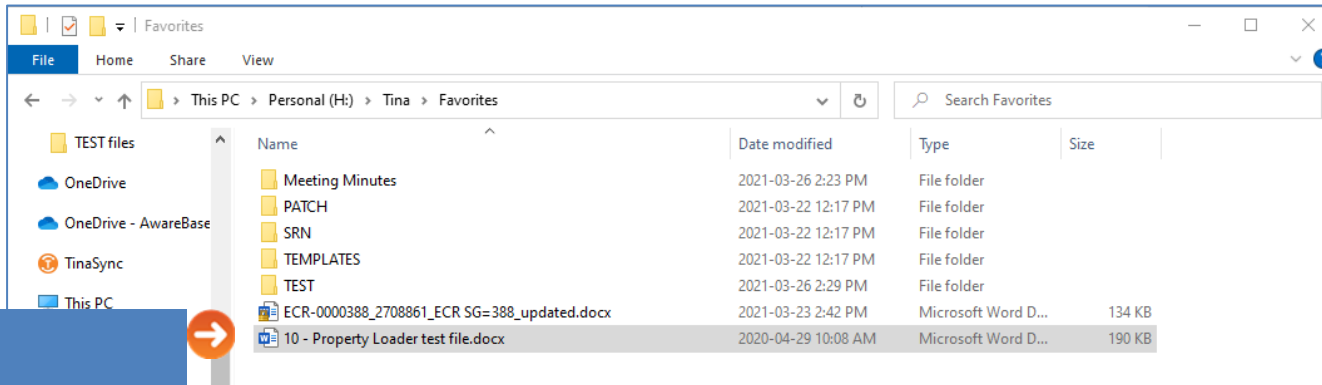
When user doesn't have Override Lock /Unlock security permission, such user cannot:

- Lock a record that is locked by someone else - security message will display.



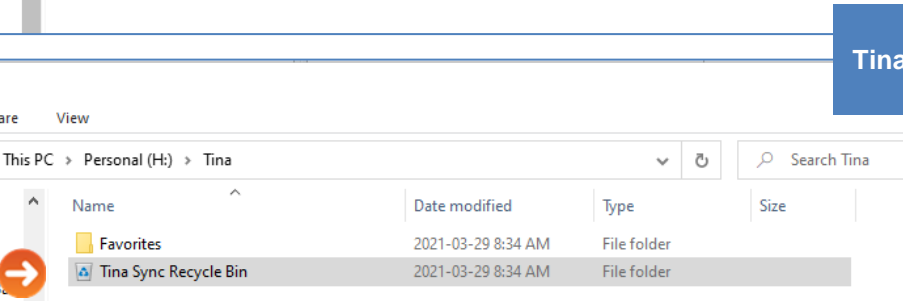
Create New Record From Tina Sync

Currently, you will not be able to create a new record by dropping a file into the local Tina folder. This feature has been disabled. You can create it from the web.



Note:
Such file will have no icon. The warning message will appear that you cannot create the objects from sync, and the file will be moved to the Sync Recycle Bin.

Tina Sync warning notification will be sent.



TinaSync
You can't create objects from sync (but you can create them from the web), file moved to recycle bin

Change Category From Tina Sync

You can change a category from the local Tina folder.

1. Select a record.
2. From the Right Click menu select TINA > Change Category.
3. Tina Notification "On your selection category of object will be updated" will be sent.

4. The *Select Category* window will open. Select any category and click OK.
5. Category of object will be updated accordingly.

The screenshot illustrates the steps to change a category for a file in a local Tina folder. The file explorer shows the 'Meeting Minutes' folder containing a file named 'NEW-0000002_2408945_Apache Lucene S...'. A right-click context menu is open, and the 'TINA > Change Category' option is selected. The 'Select Category' dialog box is open, showing a list of categories with 'ACF' selected. A 'Tina Notification' window is displayed, stating 'Advisory From Tina 2017-08-01 10:31:00 AM On your selection category of object will be updated'. The bottom of the screen shows the file's details in a 'Favorites' pane, including the title 'Apache Lucene Search Tips', size '21.54 KB', and category 'ACF'.

Sync Status Default Behaviour

The screenshot shows a 'Favorites' folder containing three objects:

Object	Title	RID	Size	Version	Status	Release	Modified
Folder	Meeting minutes	2378164	182.51 KB	0	In Work		03/04/2017
Document	SD-000015	2358154	46.43 KB	0.1.0.0	Draft	03/04/2017	lyna M
Document	ECR-0000219	2335434	146.11 KB	0.1.2.0	Draft	24/02/2017	lyna M

Sync status remains the same as before if:

- Upload a new file version to existing object.
- Add to Favorites thru Search - search for any RID and Add that object to Favorites.
- Move a record from one folder to another.

By default, *Sync status is OFF (grey colour)*, if you create a new object from:

- Upload - On My Favorites, click the Upload button, select the File and then Category.
- New - Create an object from the New button (or navigation link). Select the Category and then File.

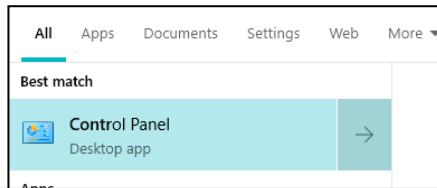
Such files will not be automatically synced to your Tina folder. You have manually to turn sync On.

By default, *Sync status is ON (green colour)*, if you create a new object from:

- New from Template - Create an object from the New button (or navigation link). Select the Category from the Template list .
- Version Up - New record will be created with Sync On whether it is OFF or ON status on previous record.

Such files will be automatically synced to your Tina folder.

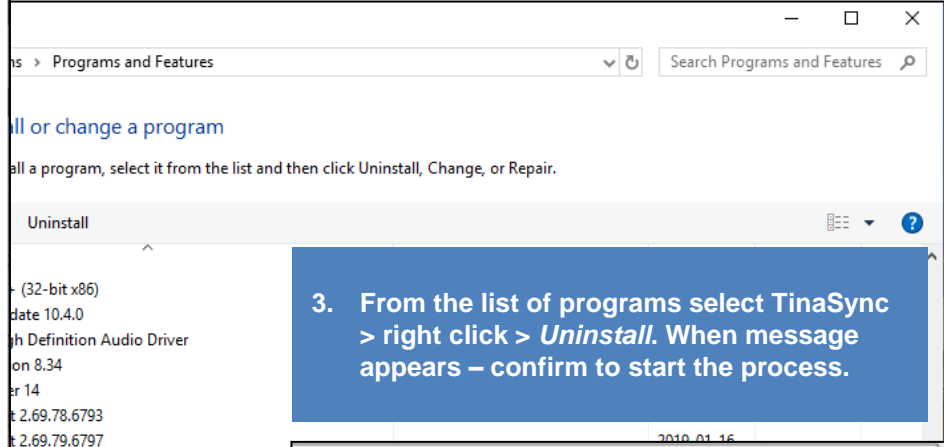
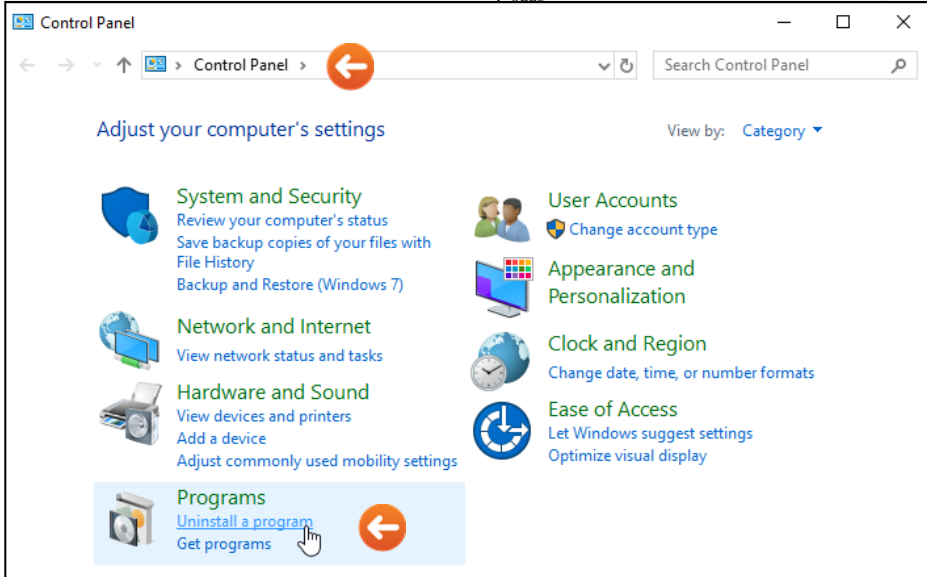
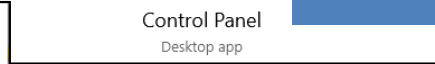
Uninstall Sync



Option 1

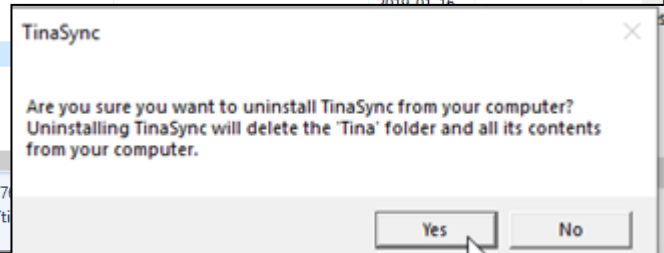
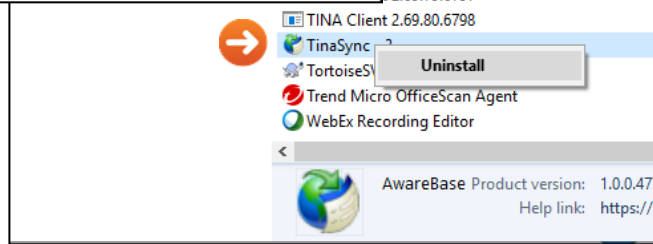
To uninstall Sync via *Control Panel*:

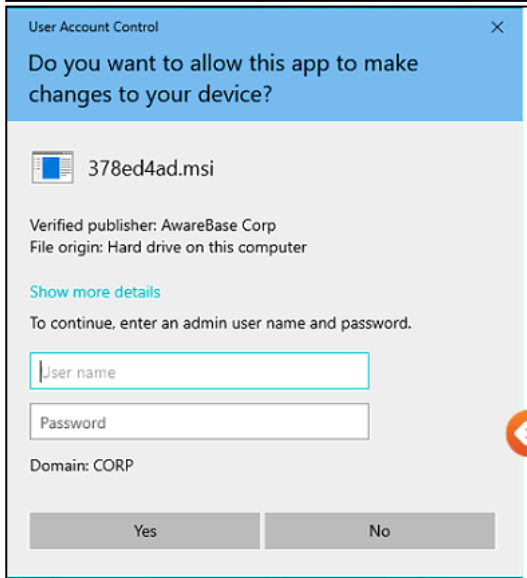
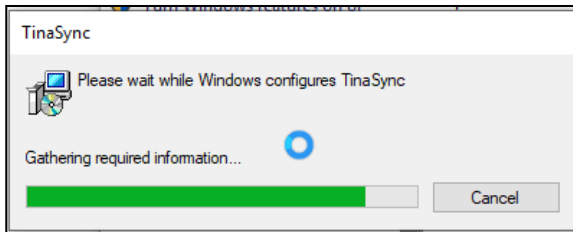
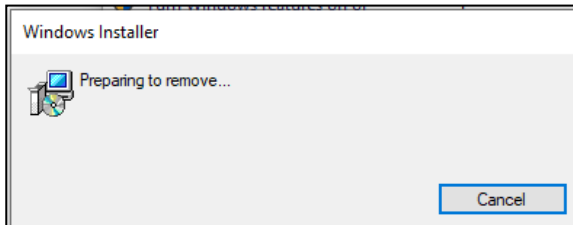
1. Open *Control Panel*.



3. From the list of programs select TinaSync > right click > *Uninstall*. When message appears – confirm to start the process.

2. From the *Programs* section select *Uninstall a program* link. List of programs will be displayed.

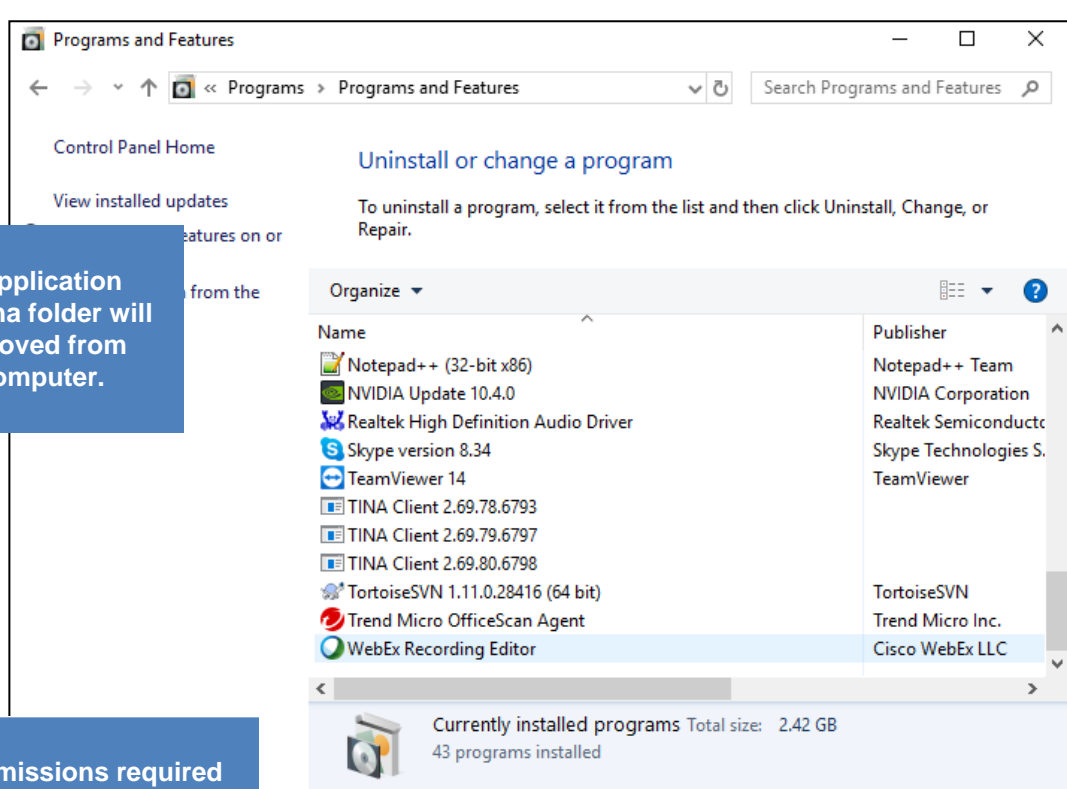




←

4. Sync application and Tina folder will be removed from your computer.

Administrator permissions required to uninstall TinaSync application. If you do not have local administrator rights on your computer, then enter administrator credentials when prompted.



↑

5. Verify that TinaSync has been removed from the Control Panel applications list.

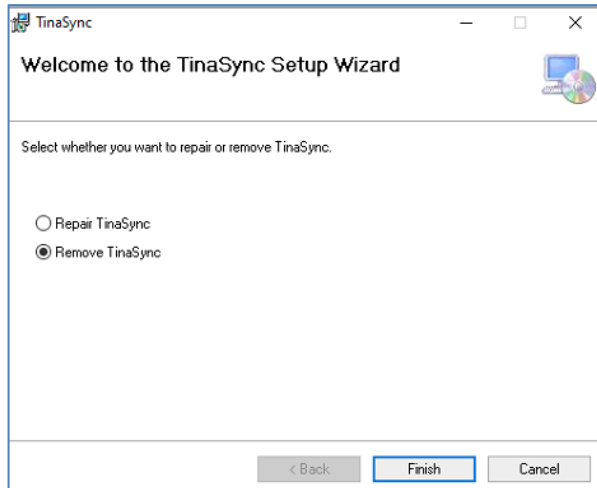
AwareBase.Syncutility.Setup.msi 2020-10-07 3:04 PM Windows Installer Package 10,946 KB



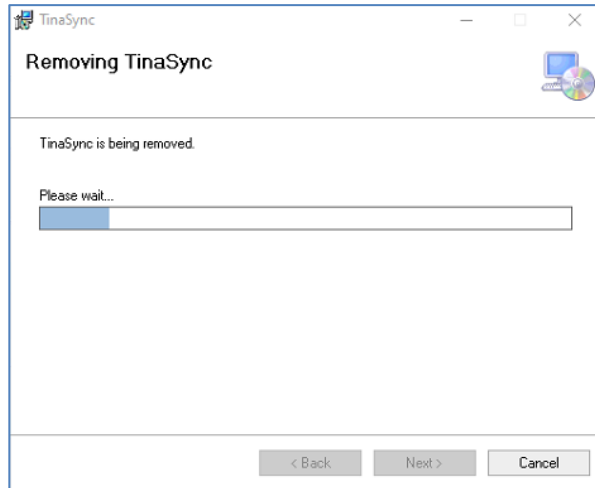
Option 2

To uninstall Sync via *.msi*:

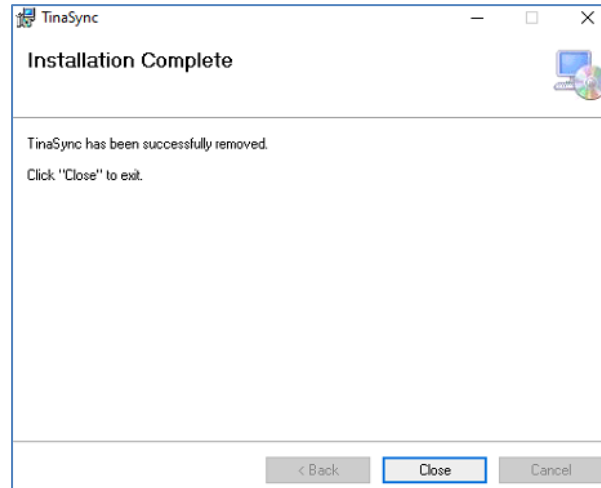
1. From the File Explorer, double-click *AwareBase.Syncutility.Setup.msi*



2. Select the *Remove TinaSync* option.
3. Click *Finish*.



4. Wait till the uninstall process completed.



5. *TinaSync* has been successfully removed. Click *Close* to exit.
6. Verify that *TinaSync* has been removed from the Control Panel applications list.

Go back to [Section 14: Sync Utilities](#).