Section 14

Sync Utilities

Download Tina Sync Application
Install Sync
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Sign and Upload a PDF File
Tina Right Click Menu
Lock/Unlock Record From Tina Sync
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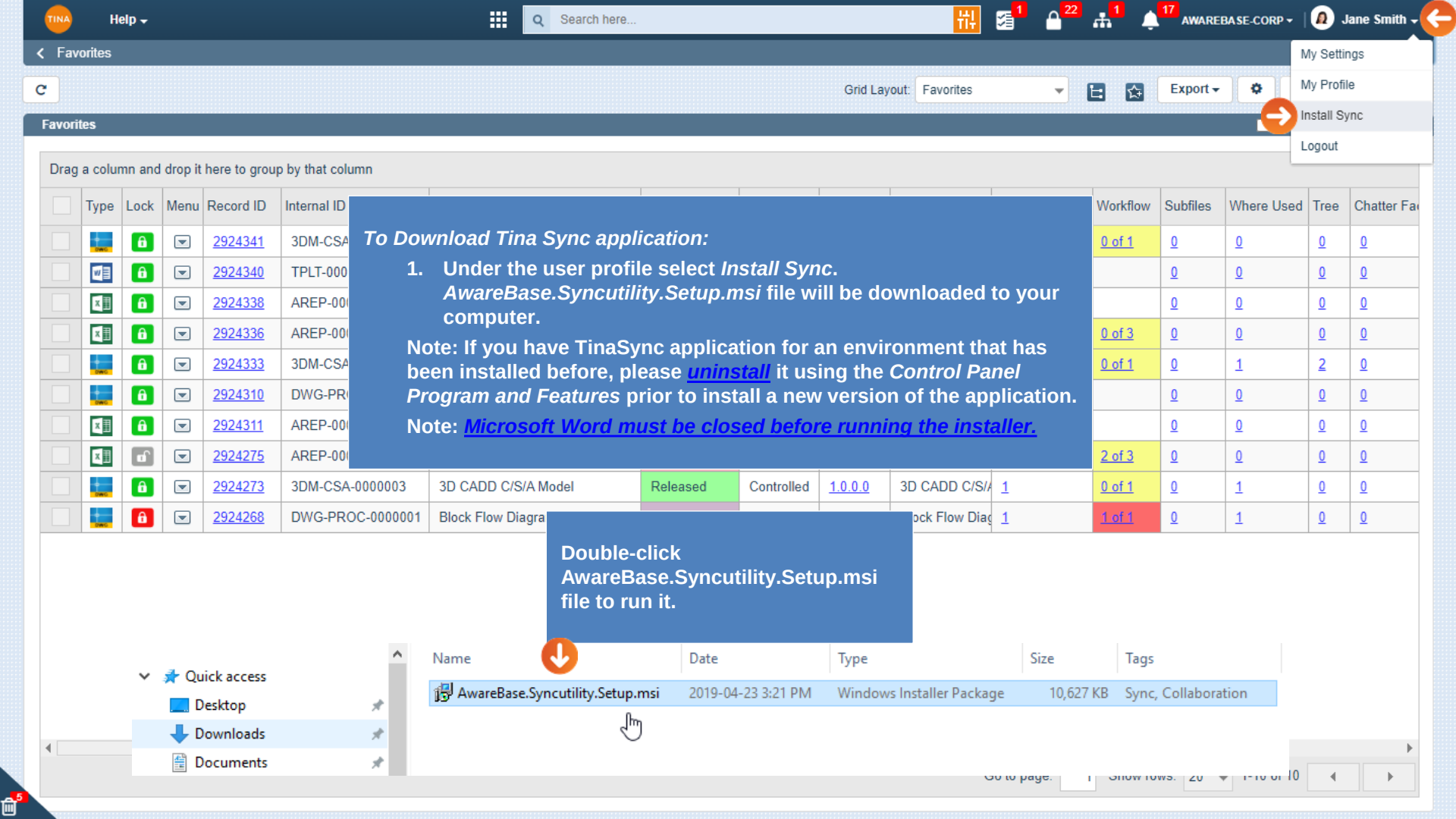
Uninstall Sync


Help
Search here...
AWAREBASE-CORP
Jane Smith
My Settings
My Profile
Install Sync
Logout
Favorites
Grid Layout: Favorites
Export
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
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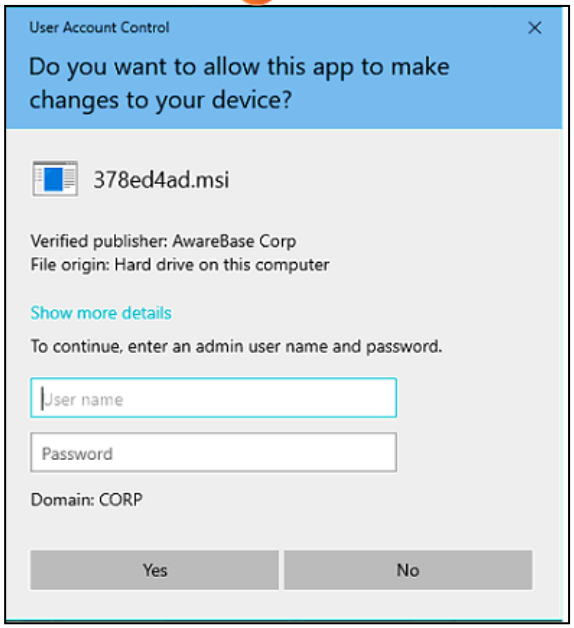
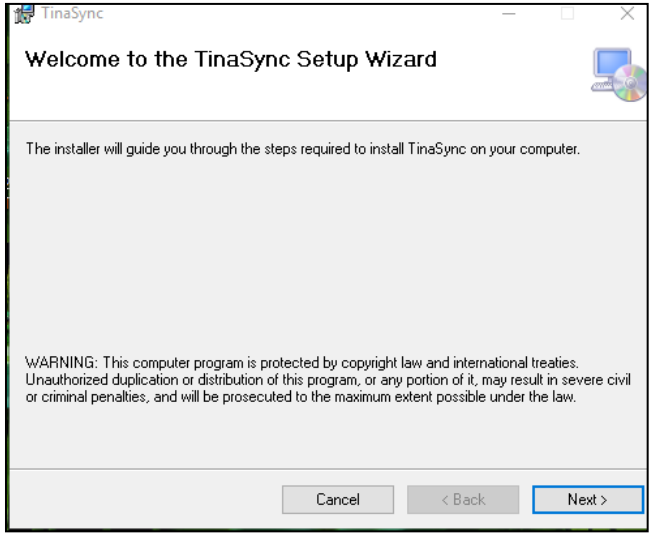
2924273
3DM-CSA-0000003
3D CADD C/S/A Model
Released
Controlled
1.0.0.0
2924268
DWG-PROC-0000001
To Download Tina Sync application:
1. Under the user profile select Install Sync. AwareBase.Syncutility.Setup.msi file will be downloaded to your computer.
Note: If you have TinaSync application for an environment 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.
Quick access
Desktop
Downloads
Documents
Name
Date
Type
Size
Tags
AwareBase.Syncutility.Setup.msi
2019-04-23 3:21 PM
Windows Installer Package
10,627 KB
Sync, Collaboration

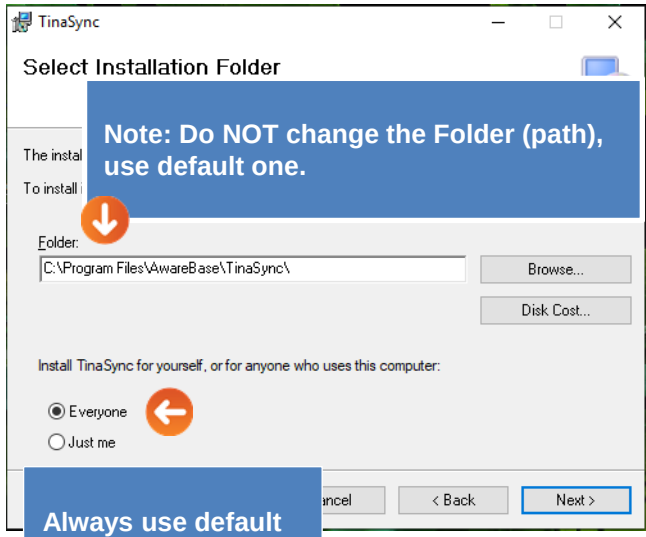
Install Sync

Administrator permissions required to install TinaSync application.

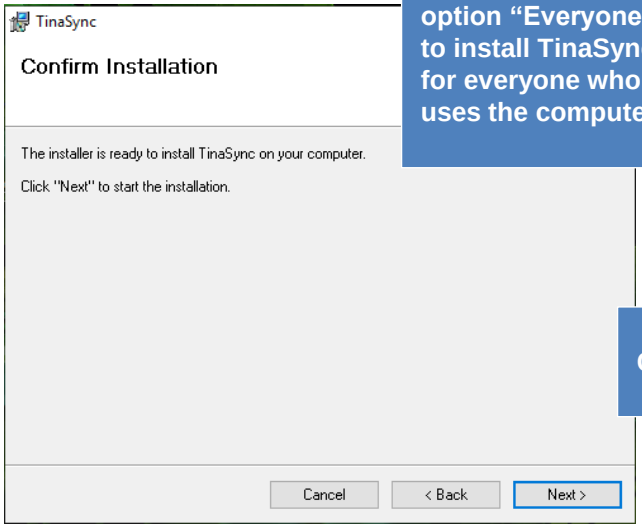
If you do not have local administrator rights on your computer, then enter administrator credentials when prompted.





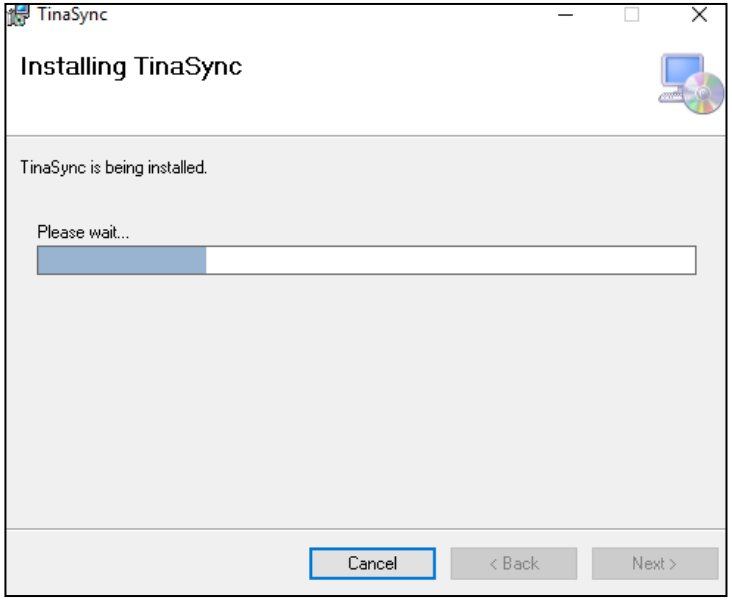


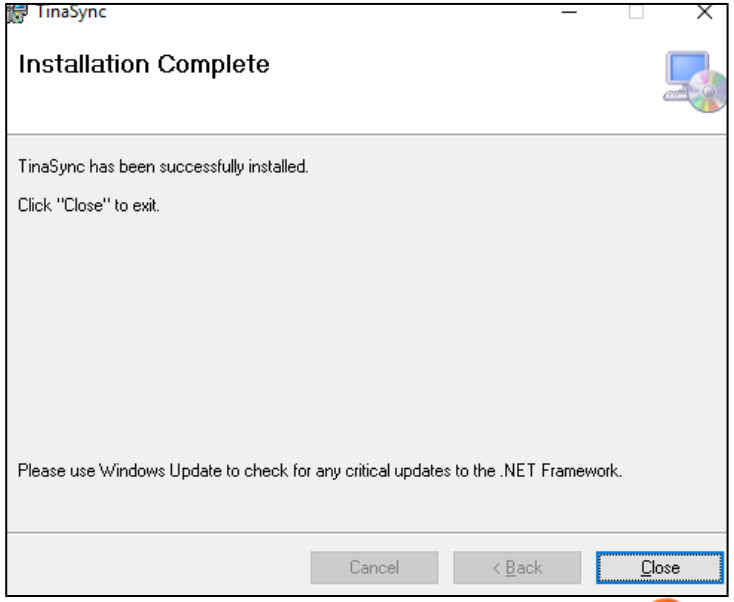
Always use default option “Everyone” to install TinaSync for everyone who uses the computer.



Click *Next* to proceed.

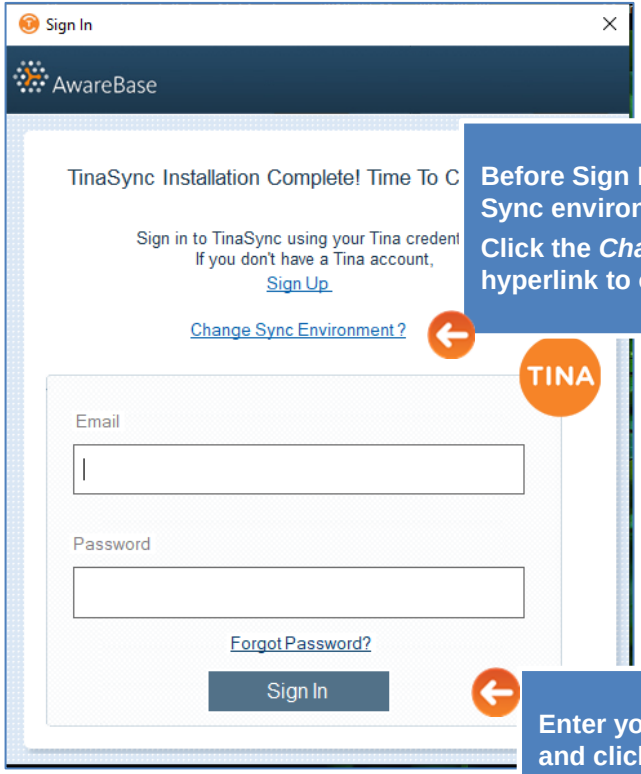
“Tina Sync has been successfully installed” message displayed.





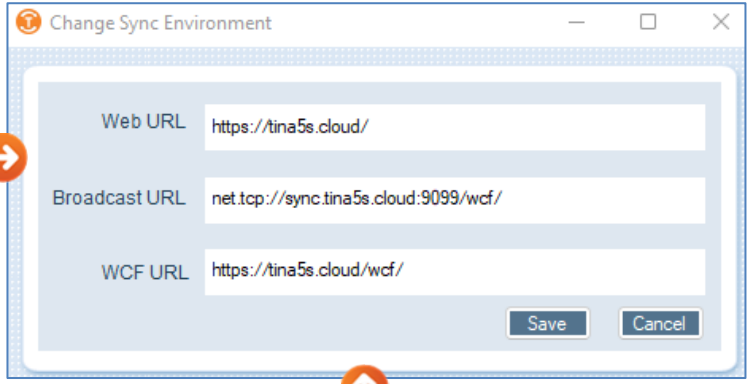
Click *Close* to exit.

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



Before Sign In, you will be able to configure Sync environment:

Click the *Change Sync Environment?* hyperlink to open the corresponding window.

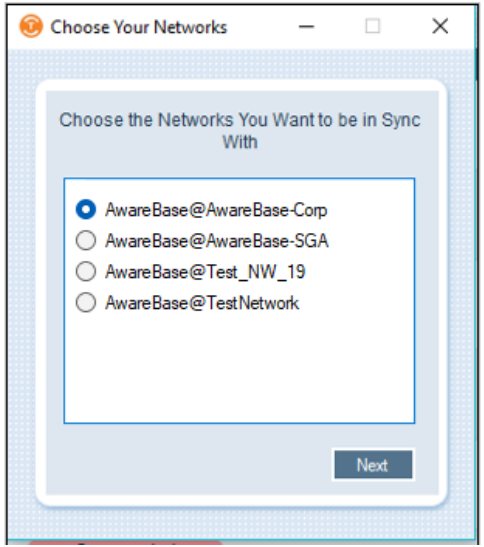


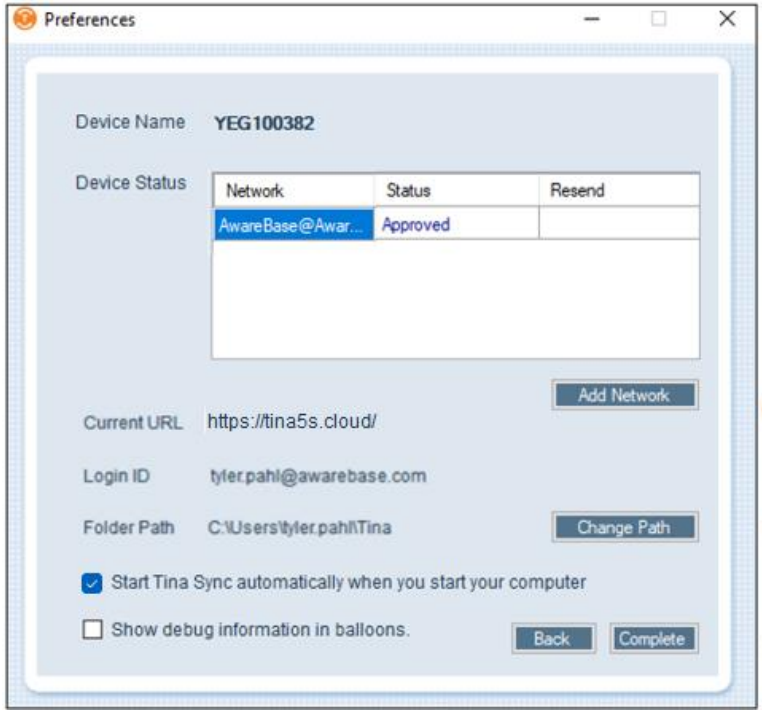
Update Web, Broadcast and WCF URLs as required

Note: The sync default environment will point to Production.

Enter your Tina2 credentials and click *Sign In*.

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.

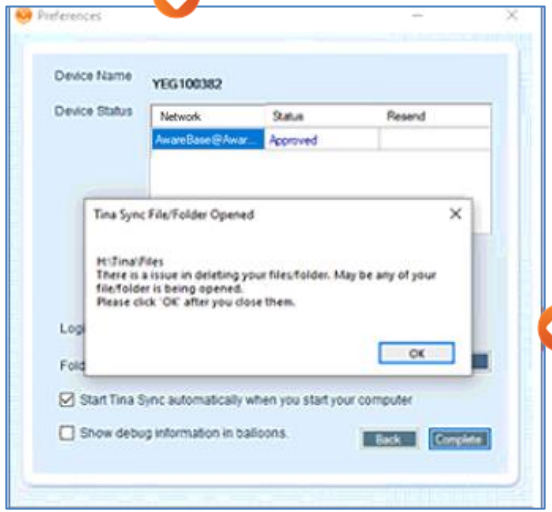
Expected:
- .dotm file is in Startup folder.
- .dotm file is read-only.

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:

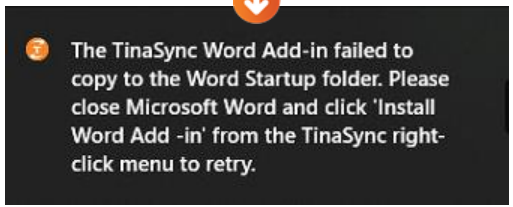
"TinaSync Word Add-in was successfully copied to the Word Startup folder: wordStartupPath".

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:

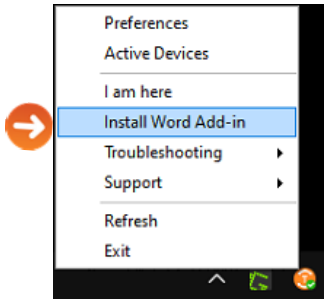
"The TinaSync Word Add-in failed to copy to the Word Startup folder. Please close Microsoft Word and click 'Install Word Add -in' from the TinaSync right-click menu to retry."



- in the sync log: CopyMSWordDotmFile exception appears:

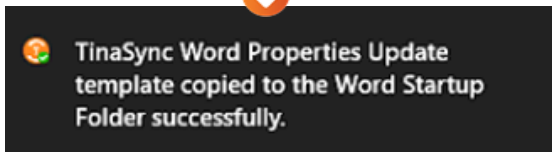
<Message>CopyMSWordDotmFile - buttonClick : False : The process cannot access the file 'c:\users\.....appdata\roaming\microsoft\word\startup\TinaSyncPropertiesUpdate.dotm' because it is being used by another process.)</Message>

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



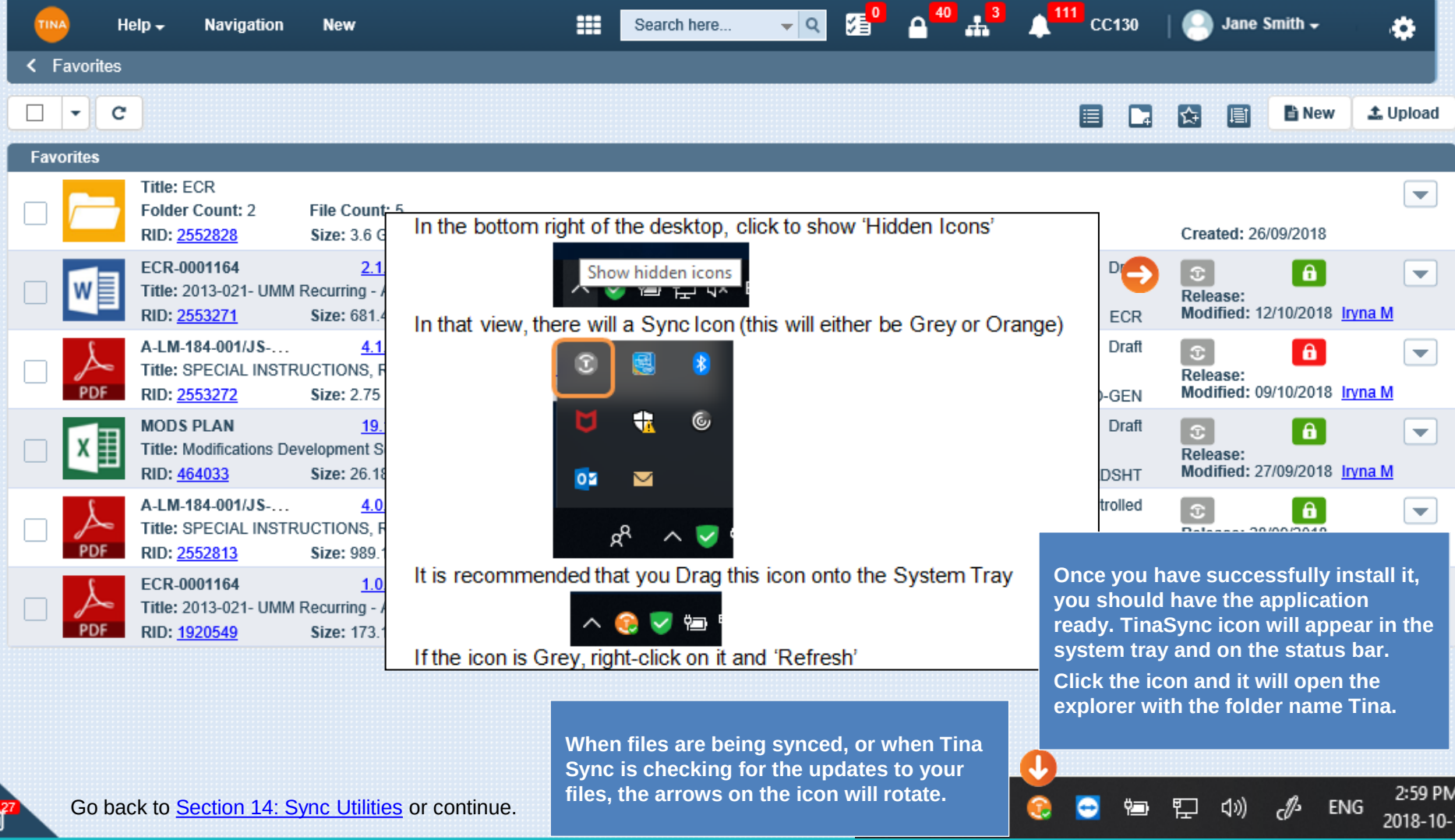
Expected:
- The following Sync message will display:

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



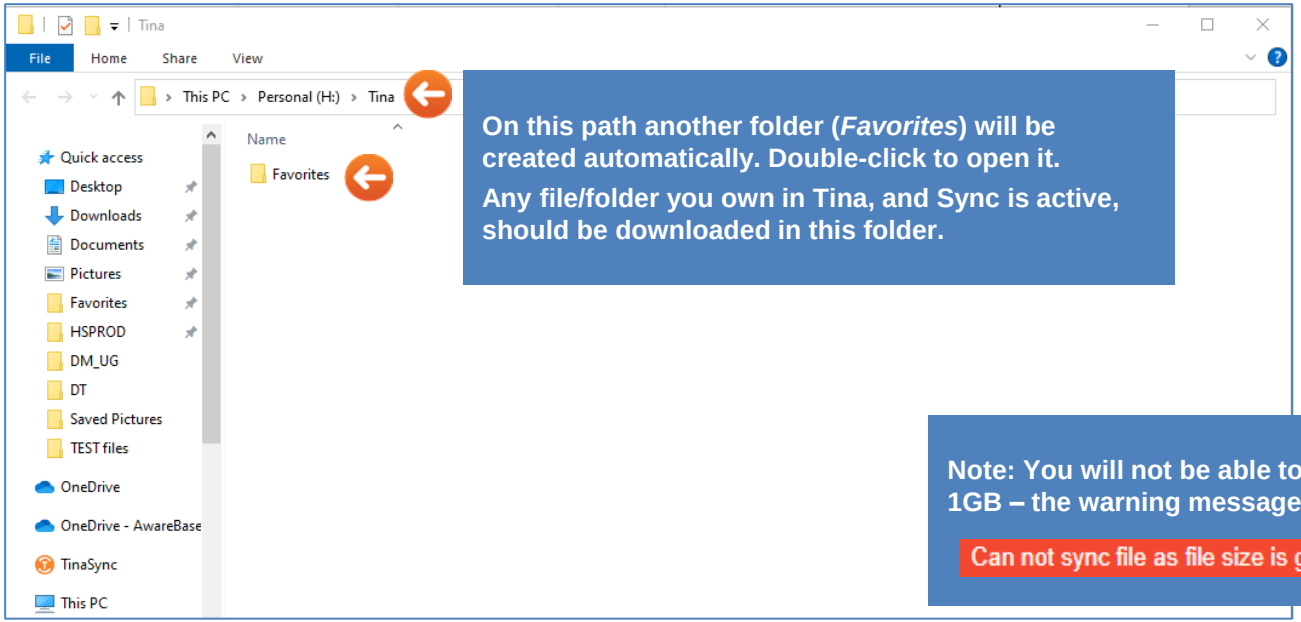
- in the sync log: CopyMSWordDotmFile exception appears:

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



Go back to Section 14: Sync Utilities or continue.

Tina Sync Folder

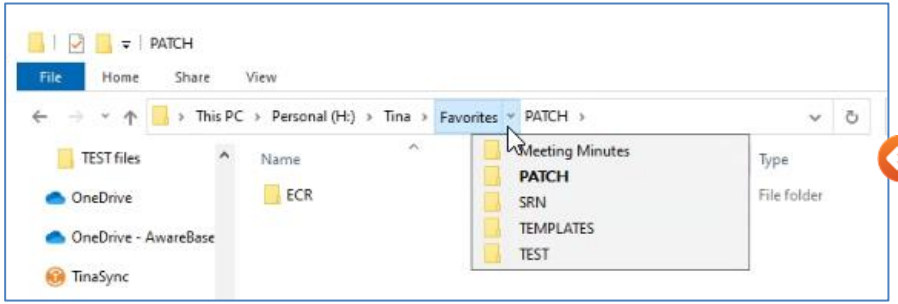


On this path another folder (*Favorites*) will be created automatically. Double-click to open it.

Any file/folder you own in Tina, and Sync is active, should be downloaded in this folder.

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

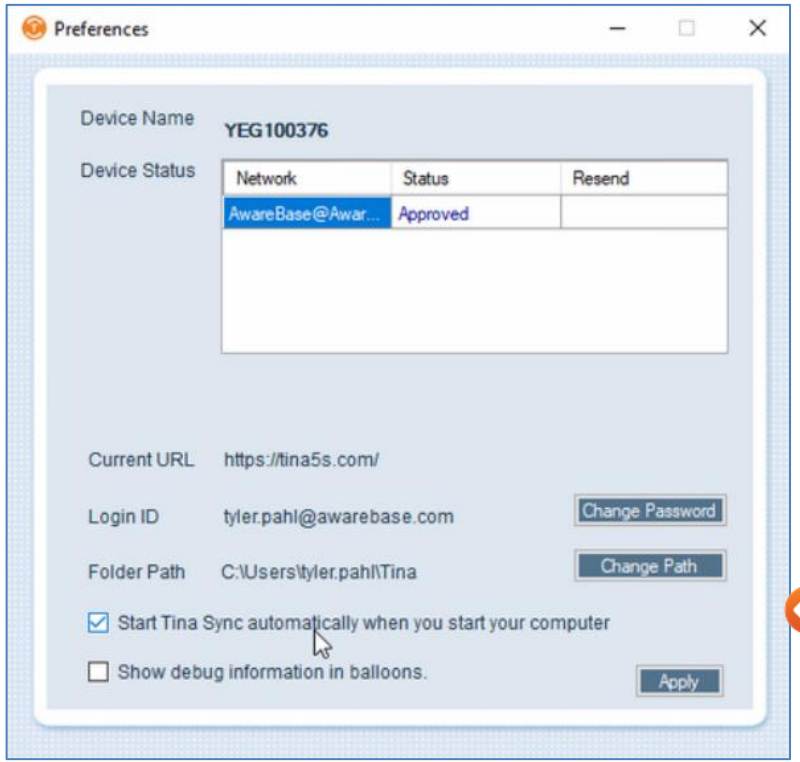
Can not sync file as file size is greater than 1 gigabytes. ×



To improve Favorites Navigation a drop-down list (single-level) is added beside the last breadcrumb. A drop-down list will display the sub-folders below the currently selected folder.

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" :

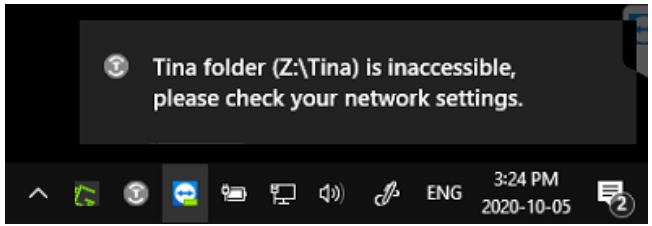
- uncheck “Start Tina Sync automatically when you start your computer" option and manual start Sync after you connected to your VPN.

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.

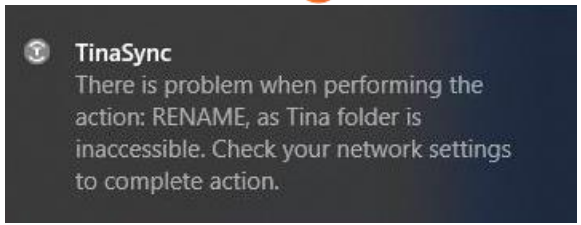
If there is a case when the Sync folder became not reachable (due to VPN/Internet/Drive disconnection), then the sync will show a warning message:

"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."

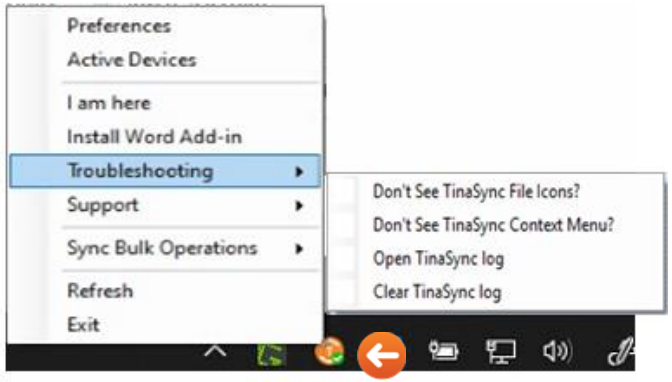


In both cases, the sync will become disabled.

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

Go back to Section 14: Sync Utilities or continue.

Tina Sync Access Menu



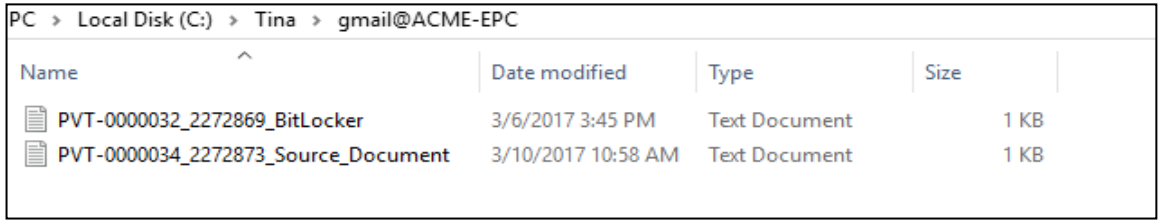
- Sync Bulk Operations:
  - Buch Upload
  - Bulk Metadata Update
  - Refresh Batch Prerequisite Data
- *Refresh* - By clicking Refresh, synchronization process will start.
- *Exit* - This will stop the utility functioning and icon will be removed from the status bar and system tray. The confirmation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

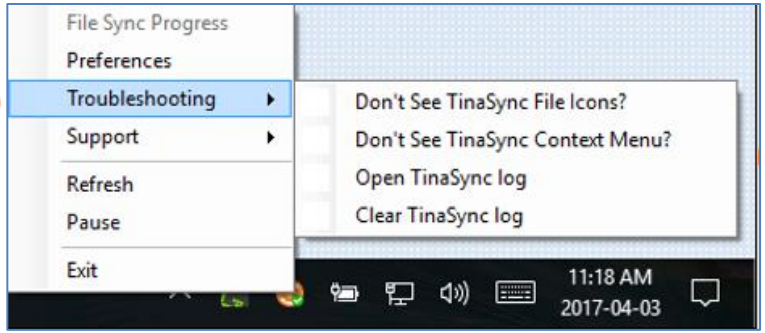


Access menu – Troubleshooting

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

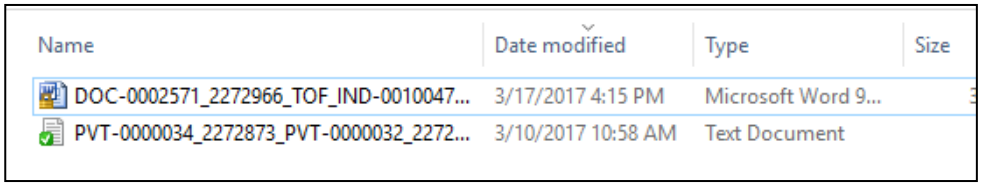
To recover the icons, the registry can be automatically updated by using the Troubleshooting option "Don't see Tina sync File icons?“ from the Tina Sync context menu.

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.



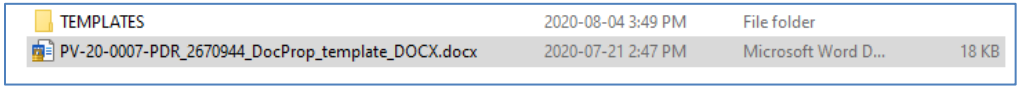
Yellow lock icon indicates that File is locked by you and automatically synced.

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



Go back to Section 14: Sync Utilities or continue.

Open File

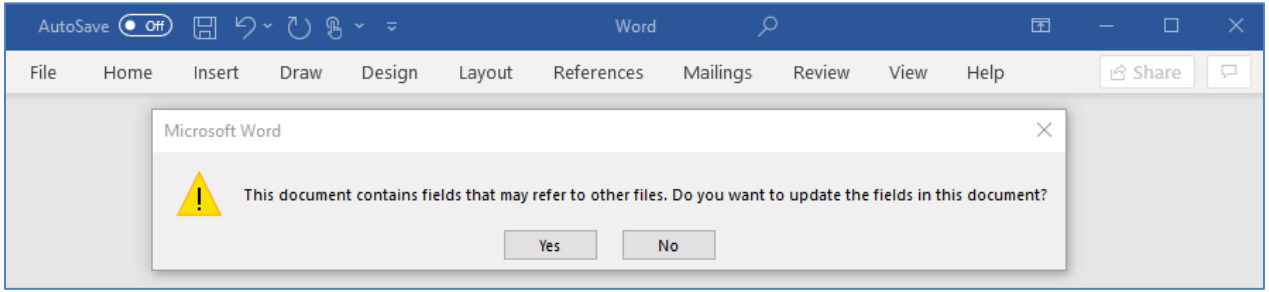


Double-click to open any file to update it.

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?".

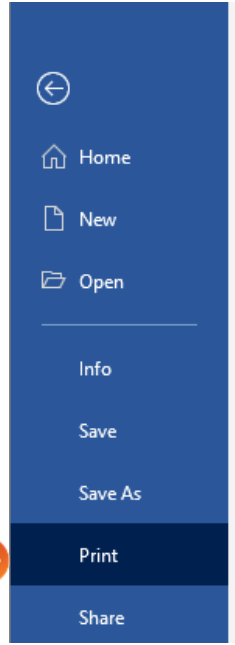


By choosing Yes, all document properties will be updated.

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.

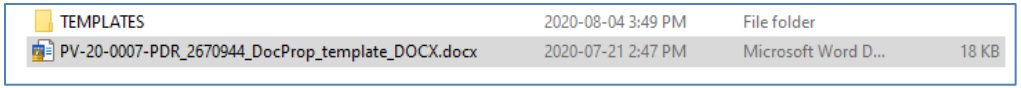
Note:

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

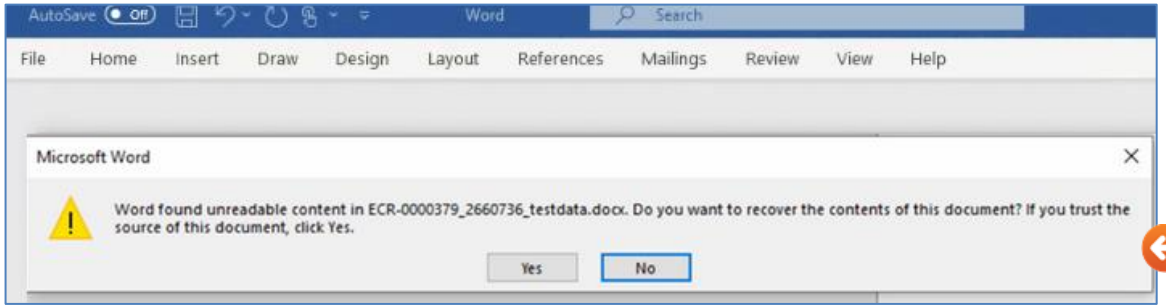


Go back to Section 14: Sync Utilities or continue.

Recover Corrupted File



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.

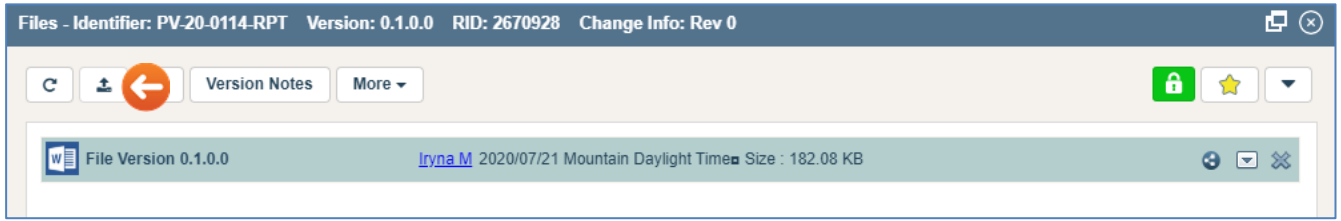
3. Make changes on the file > Save

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

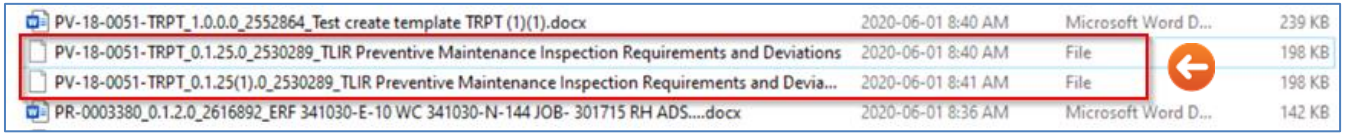
Actual: the file has been recovered.

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.



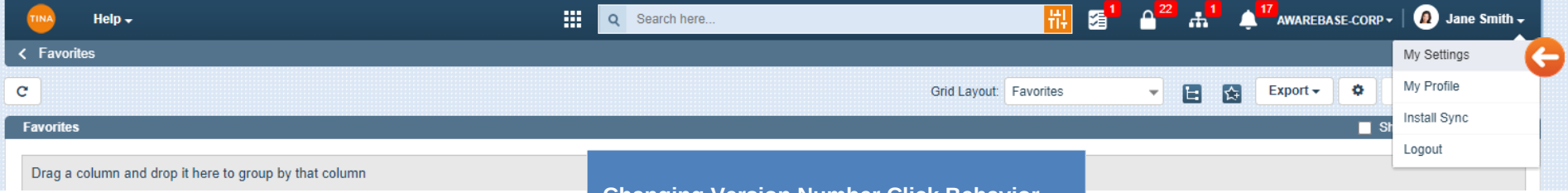
Double-click to open a file.

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.

Go back to Section 14: Sync Utilities or continue.



Changing Version Number Click Behavior

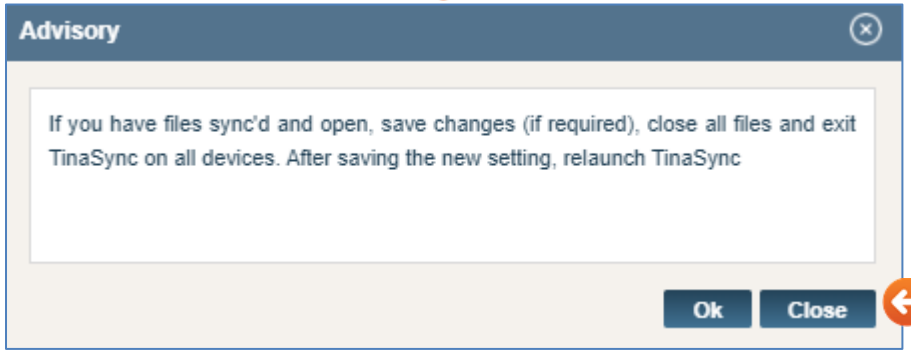
Version Number Click Behavior | Download | the | File Version That Is 'Set as Viewable'

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.

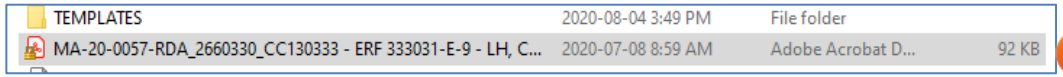


***OK* – will proceed with saving the setting changes.**

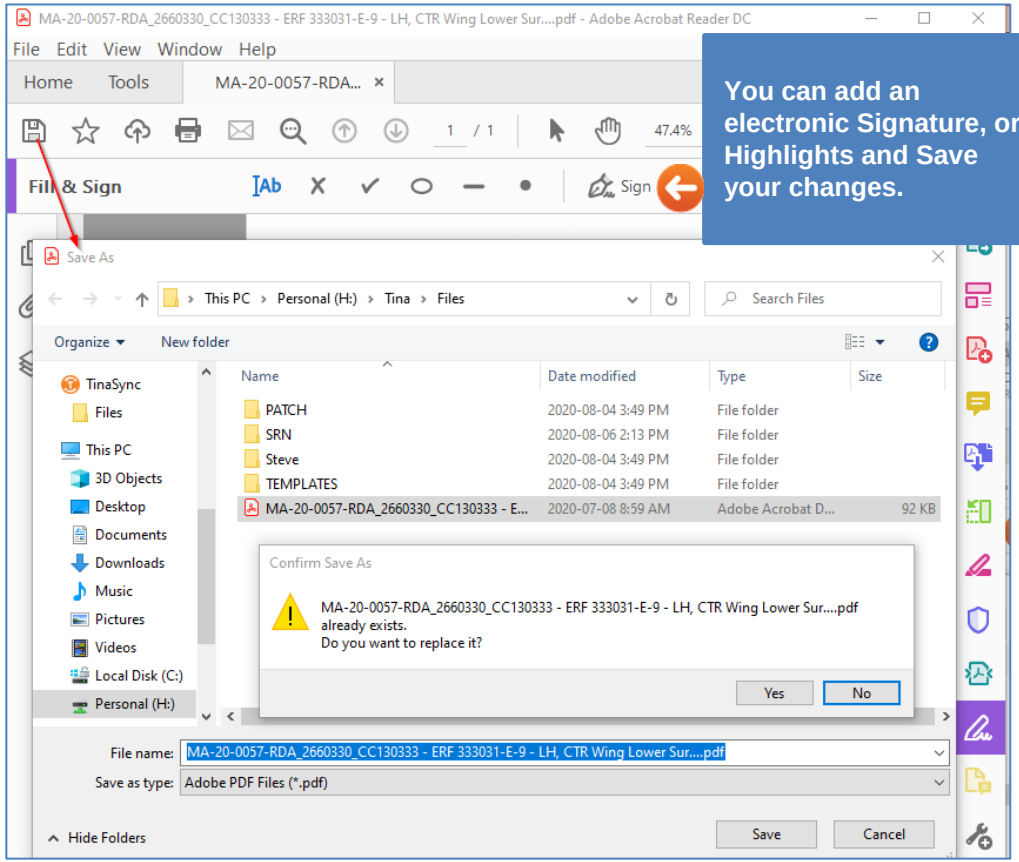
***Close* – will revert the setting changes.**

Go back to Section 14: Sync Utilities or continue.

Sign and Upload a PDF File



Double-click to open PDF file.



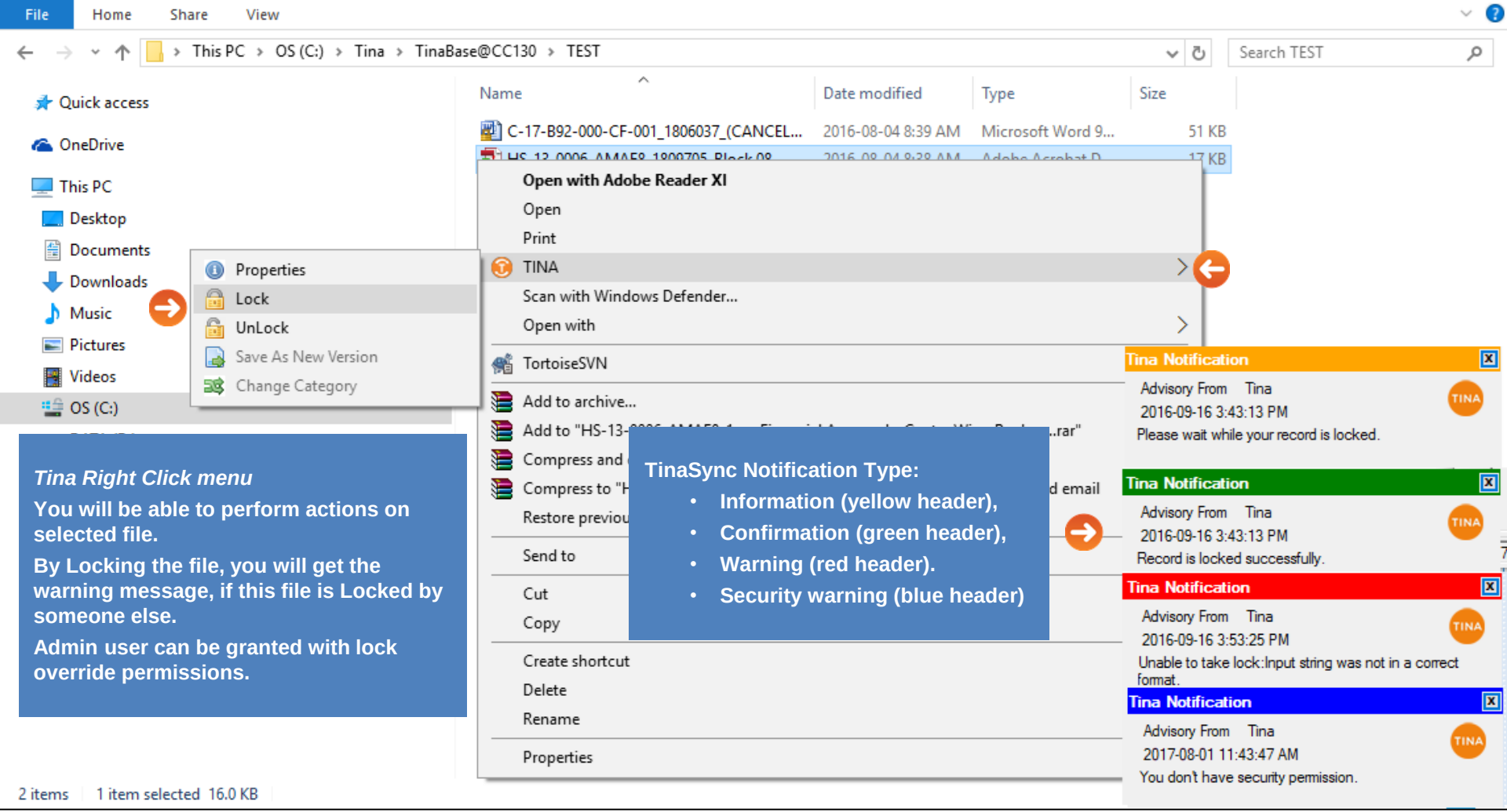
You can add an electronic Signature, or Highlights and Save your changes.

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.



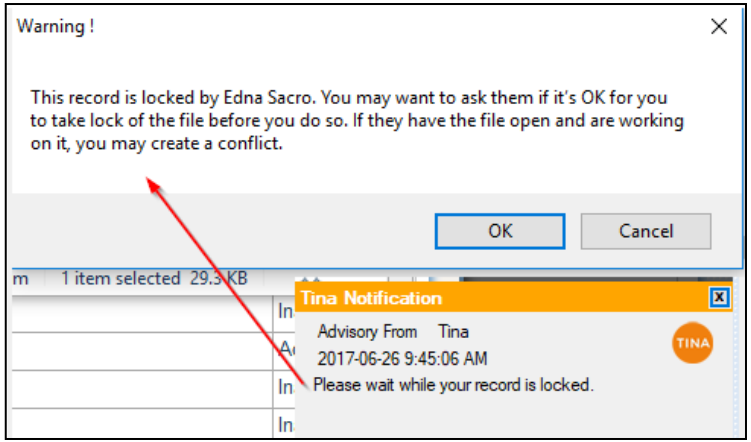
Go back to Section 14: Sync Utilities or continue.

Lock/Unlock Record From Tina Sync

(if record locked by someone else)

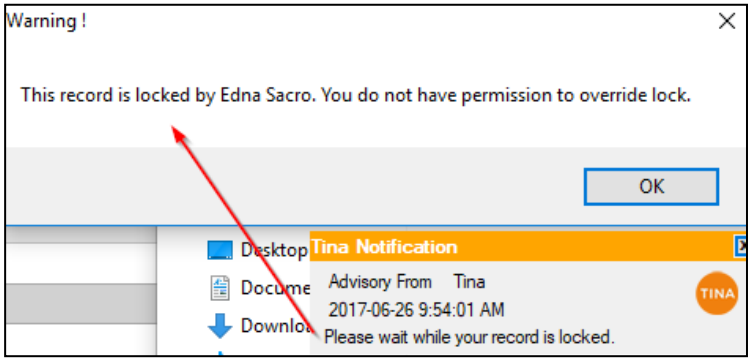
When user has Override Lock /Unlock security permission, such user can:

- 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:

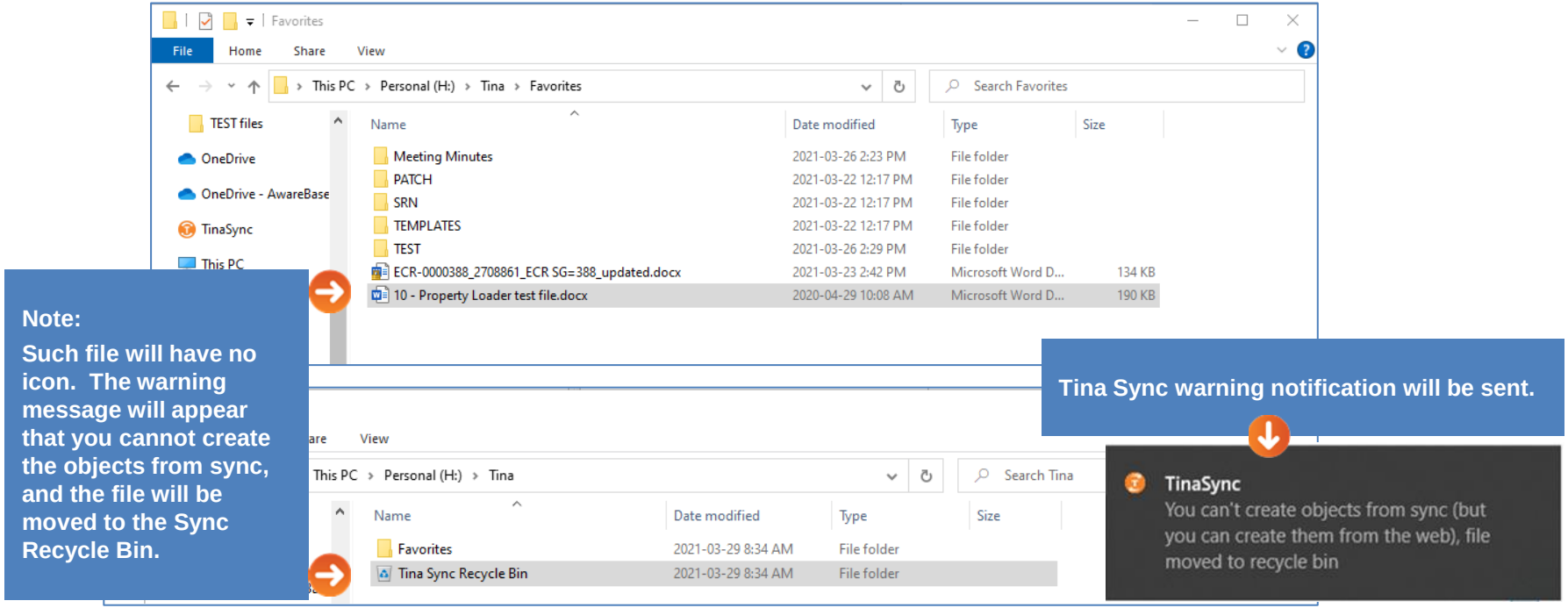
- Lock a record that is locked by someone else - security message will display.



Go back to Section 14: Sync Utilities or continue.

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.

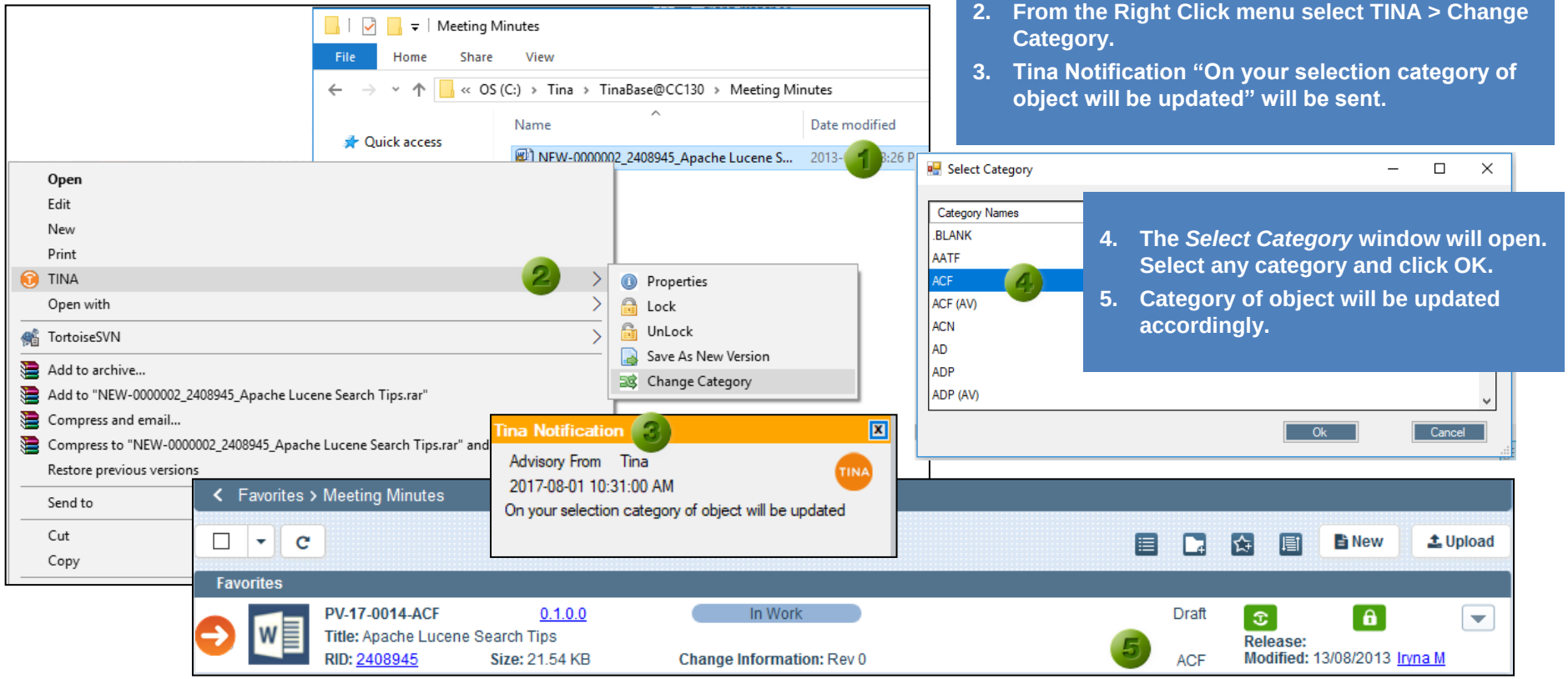


Go back to Section 14: Sync Utilities or continue.

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.

Go back to Section 14: Sync Utilities or continue.

Sync Status Default Behaviour

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.

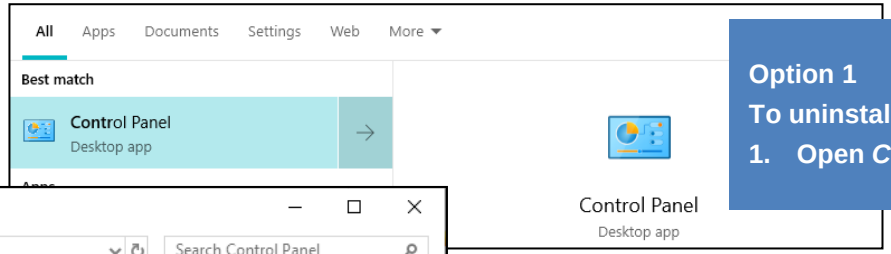
Such files will be automatically synced to your Tina folder.

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.

Go back to Section 14: Sync Utilities.

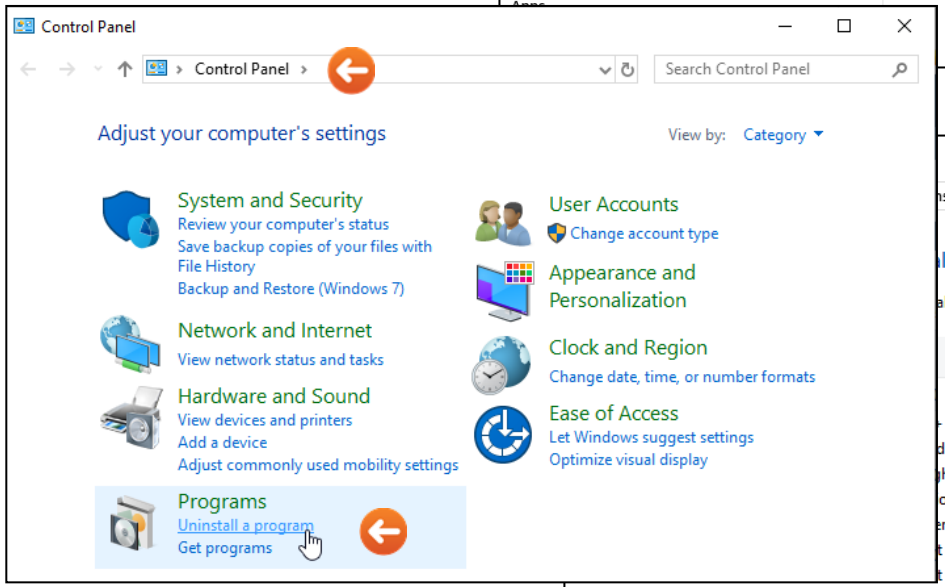
Uninstall Sync



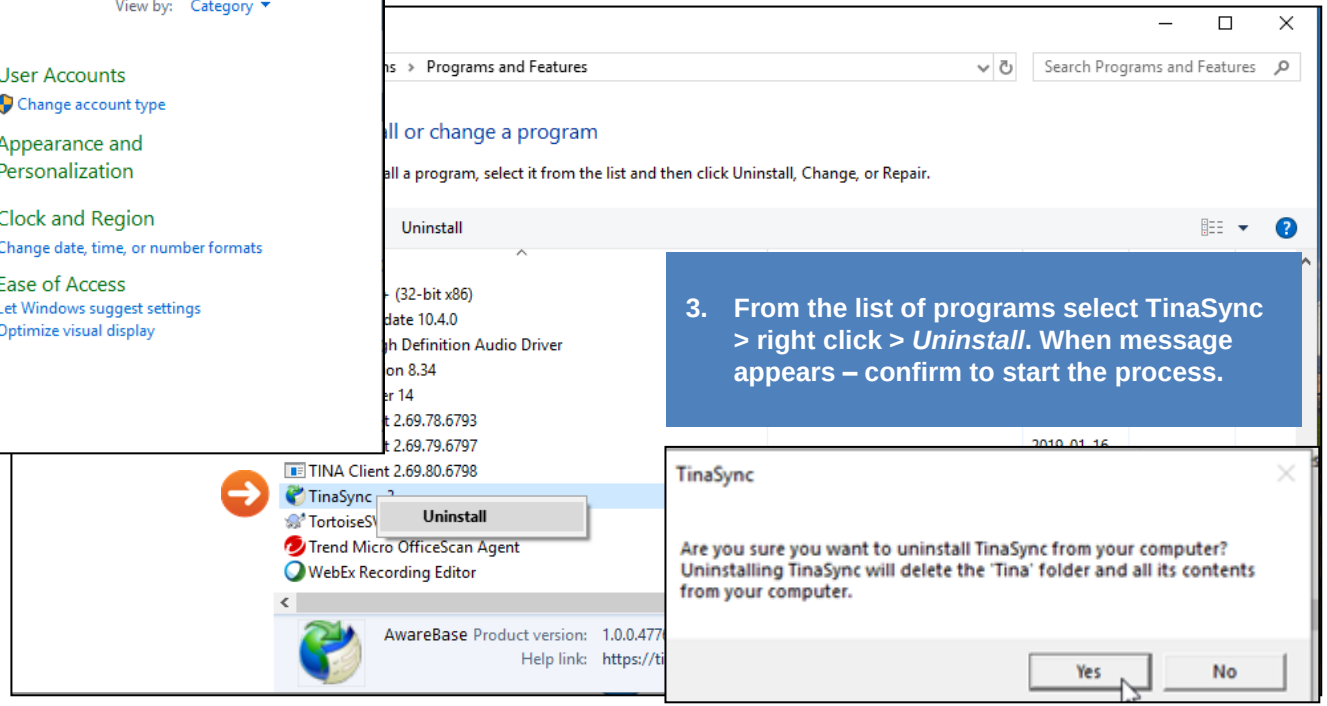
Option 1

To uninstall Sync via *Control Panel*:

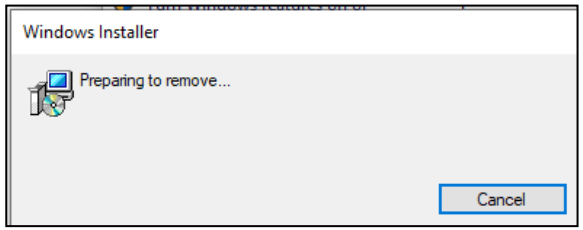
1. **Open *Control Panel*.**

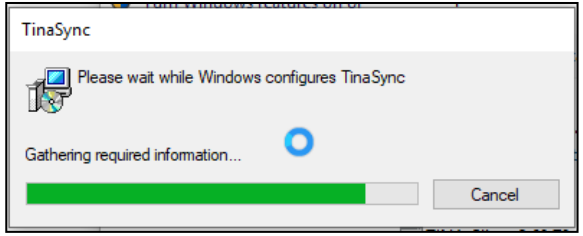


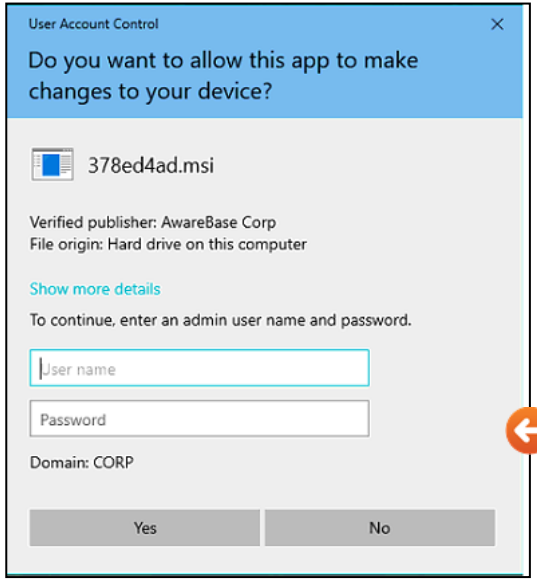
2. **From the *Programs* section select *Uninstall a program* link. List of programs will be displayed.**



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



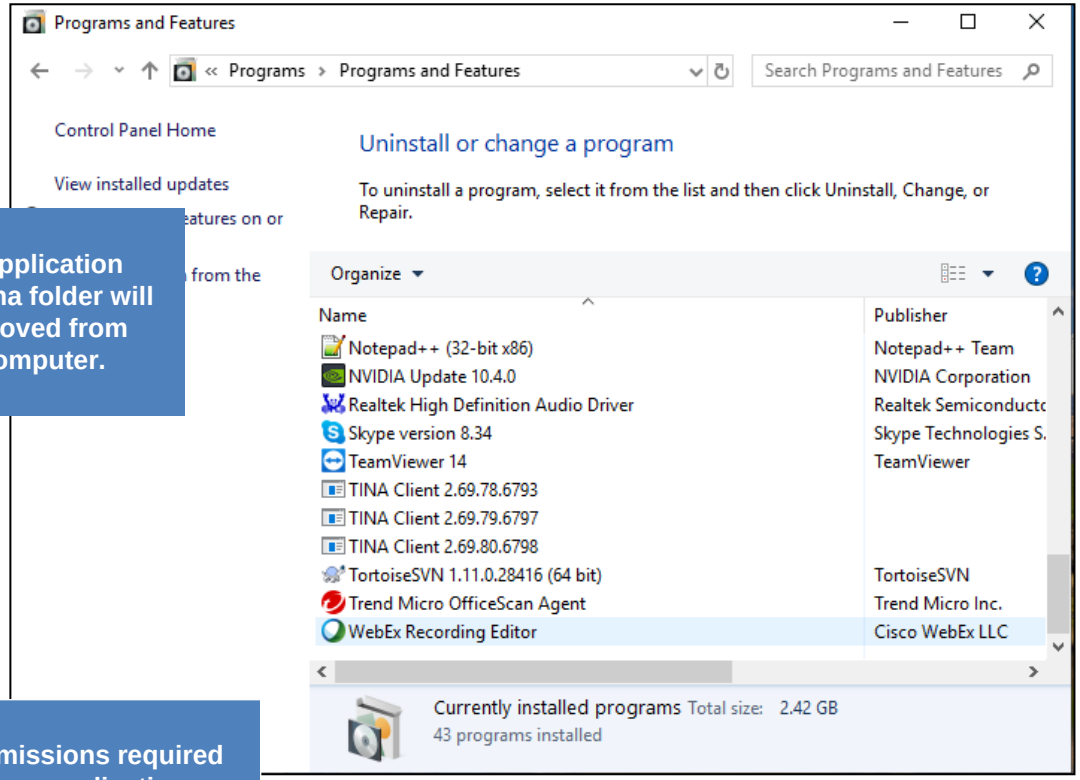




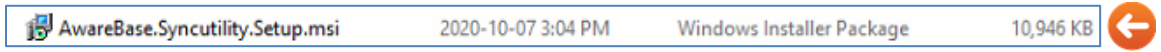
4. **Sync application and Tina folder will be removed from your computer.**

Administrator permissions required to uninstall TinaSync application.

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



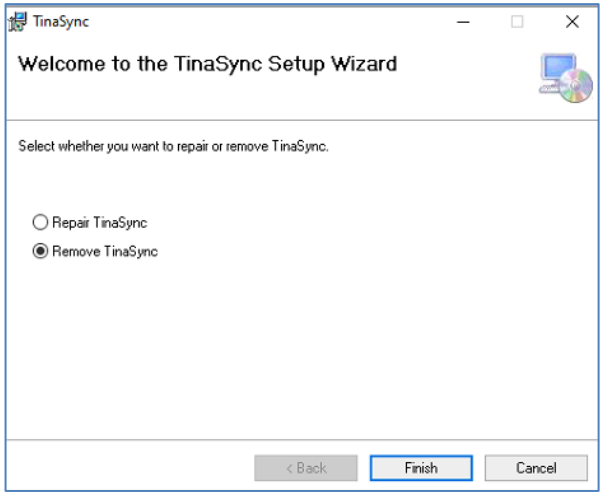
5. **Verify that TinaSync has been removed from the Control Panel applications list.**



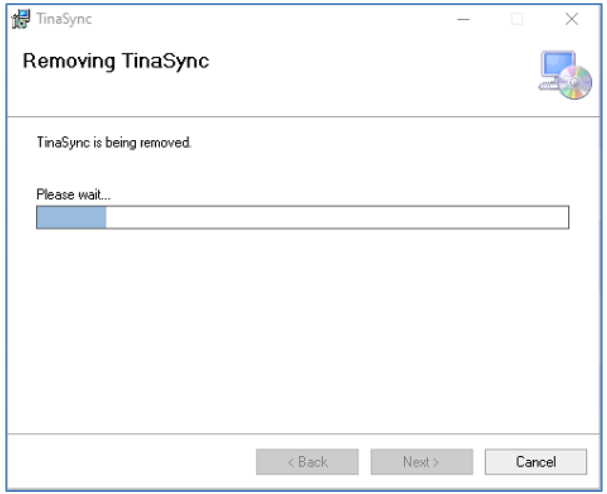
Option 2

To uninstall Sync via *.msi*:

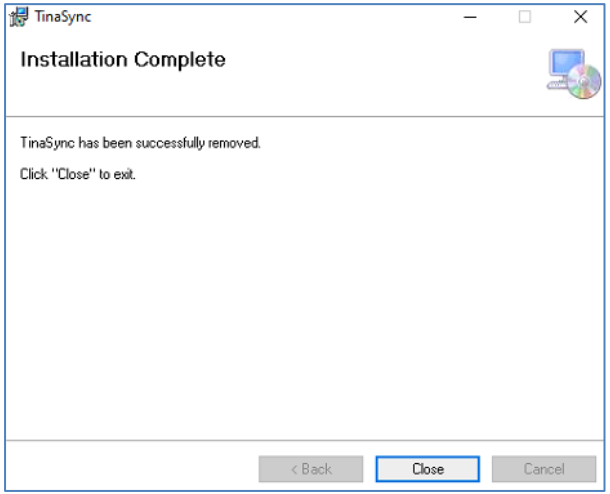
1. **From the File Explorer, double-click *AwareBase.Syncutility.Setup.msi***



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.