

Using Aida AI for Troubleshooting Sync Errors

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Aida AI helps you troubleshoot errors faster. It offers clear, context-aware suggestions for resolving sync issues — directly where you see them.

Access the Aida Suggestion

1. Go to the **Troubleshooting** tab of your **workspace**.
2. Hover over the error you want to investigate.
3. Click the **Aida** icon that appears next to the error.
4. Review the AI-generated suggestion in the modal window.

The screenshot shows the Exalate Orlando workspace interface. On the left is a sidebar with navigation links: Workspaces, Users, Settings, and Resources. The main area has tabs for Connections, Systems, and Troubleshooting. The Troubleshooting tab is active, displaying a table titled 'Errors in Orlando'. The table has columns for 'Occurred', 'Error', and 'Tools'. It lists three errors: 'Outgoing script error' (Just now), 'Script execution failure' (25 minutes ago), and 'TrackerResetException' (1 hour ago). All three errors have the message 'Cannot get property 'value' on null object'. An Aida AI diagnosis modal is open over the first error, showing a message: 'The error message you're seeing indicates a script-related issue: Cannot get property 'value' on null object. This means there's likely an attempt in your script to access a property on an object that doesn't exist or hasn't been initialized...'. The modal also includes a 'View Full Analysis' link. At the bottom left, the user 'John Doe' is logged in as 'System Admin'.


Occurred	Error	Tools
Just now	Outgoing script error Cannot get property 'value' on null object <u>Error line: 18</u>	Dev Team / DevTeam_to_Support Conenction Aida Resolve
25 minutes ago	Script execution failure Cannot get property 'value' on null object	Support / Support_to_CloudOps Item Resolve
1 hour ago	TrackerResetException Cannot get property 'value' on null object	CloudOps / DevTeam_to_CloudOps System Resolve

The suggestion includes a short explanation of the error and a proposed solution.

View the Full Aida Analysis

To get more details:

1. In the Aida modal, click **View Full Analysis**.
2. This opens the full **Error Details** view with the **Aida Diagnosis** tab selected.


Workspaces / Orlando
?

Outgoing script error
 Just now
 Resolve
×

Aida Diagnosis
Error Details
Replicas

Copy

The error "Cannot get property 'value' on null object" in your outgoing sync script means that the script is trying to access a property (like `.value`) on an object that doesn't exist (it's null). This typically happens when a custom field or property you're referencing isn't present on the issue being synced.

Here's how to fix it:

1. Check your outgoing sync script, especially around line 18 (as mentioned in the stack trace: `Script13.groovy:18`).
2. Look for any line trying to access `.value` on a field, such as `issue.customFields."SomeField".value`.
3. The field "SomeField" may not exist on the issue, meaning `issue.customFields."SomeField"` is null.

To prevent this error, use Groovy's null-safe operator (`?.`) like this:

```
def fieldValue = issue.customFields."SomeField"?.value
```

This ensures that if the field doesn't exist, it won't throw an error.

After updating your script, retry the synchronization. If you want to debug further, you can add a line like:

```
debug.error("Field value is: " + issue.customFields."SomeField")
```

This will help you see what value (if any) is being passed.

Let me know if you need help finding the exact line or want to share your script for a quick review!

3. Review:

- A more detailed interpretation of the error
- Recommended steps to fix it

You can also access the full analysis directly:

1. Click the **three-dot menu** next to the error.
2. Select **View Details**.
3. Check the **Aida Diagnosis** tab.

Other Tabs in the Error Details View

- **Error Details** – Includes the possibility to copy the full stack trace and other technical details.
- **Replicas** – Shows the payload and sync data for the error.

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- Identifies common causes of sync issues
- Provides clear next steps
- Speeds up troubleshooting, especially for less familiar errors

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