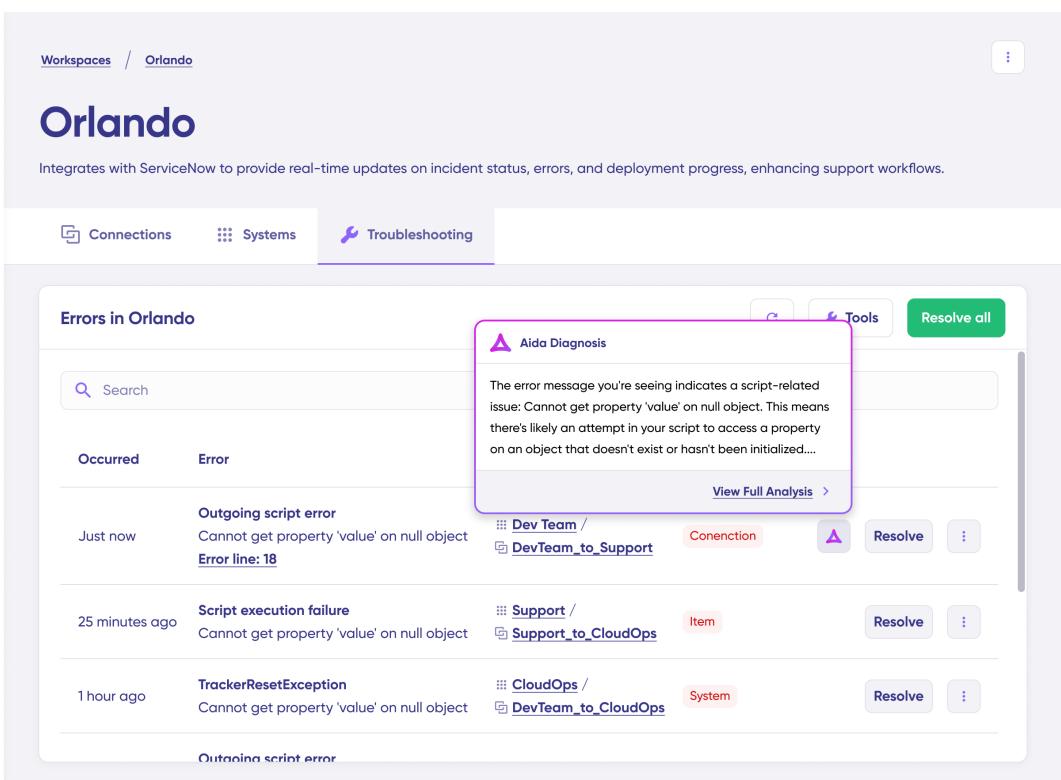# Using Aida AI for Troubleshooting Sync Errors

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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 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.

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.

What Aida Can Help With

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

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