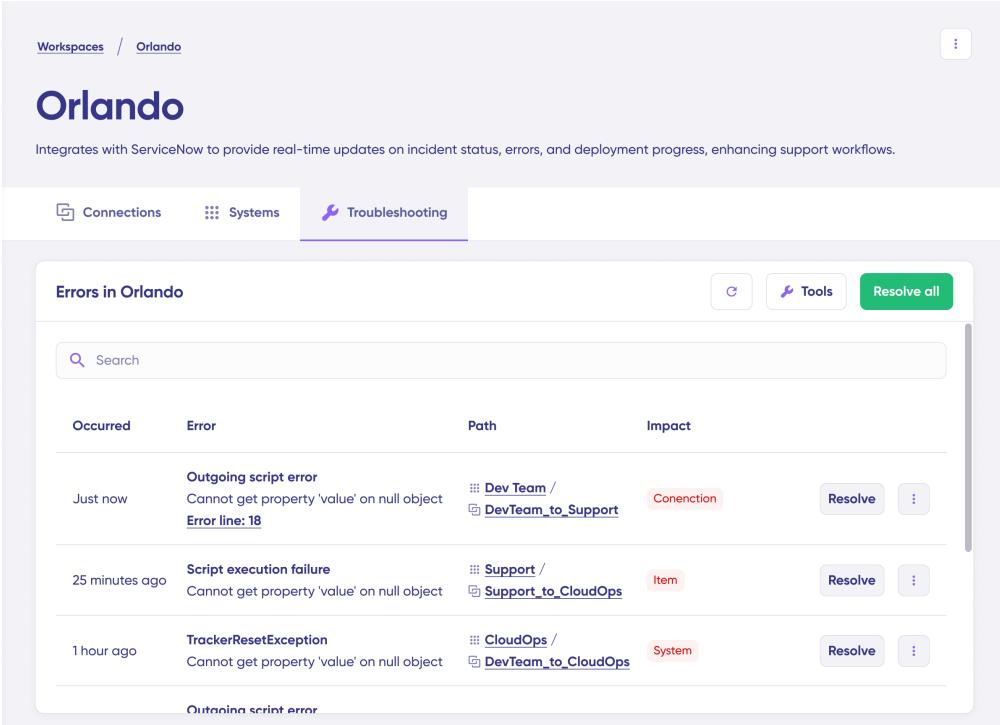


Troubleshooting Overview

Last Modified on 01/15/2026 9:31 am EST

Formerly SyncRoom - now part of the Exalate Console Early Access.

The **Troubleshooting tab** in new Exalate console allows you to monitor and resolve sync issues across your workspace. Whether it's a problem on the issue, connection, or system level. All errors are listed in a flat view to help you identify and act on them quickly.



The screenshot shows the Exalate console interface. On the left is a sidebar with the Exalate logo, navigation links for Workspaces, Users, Settings, and Resources, and a user profile for John Doe (System Admin). The main area is titled 'Orlando' and describes its integration with ServiceNow. Below this, the 'Troubleshooting' tab is selected. The 'Errors in Orlando' table lists four errors:

Occurred	Error	Path	Impact	Actions
Just now	Outgoing script error Cannot get property 'value' on null object Error line: 18	Dev Team / DevTeam_to_Support	Connection	Resolve More
25 minutes ago	Script execution failure Cannot get property 'value' on null object	Support / Support_to_CloudOps	Item	Resolve More
1 hour ago	TrackerResetException Cannot get property 'value' on null object	CloudOps / DevTeam_to_CloudOps	System	Resolve More
	Outgoing script error			

Key capabilities:

- View all current sync errors in one place.
- Open detailed views to investigate each error.
- Use dedicated actions to resolve issues.
- Search for specific errors using the search bar.
- Get **guided troubleshooting with AIDA**, an AI-powered assistant that suggests next steps and helps resolve errors faster.

Accessing and Searching Errors

To view errors, navigate to any **Workspace** and open the **Troubleshooting** tab.

Here you'll see:

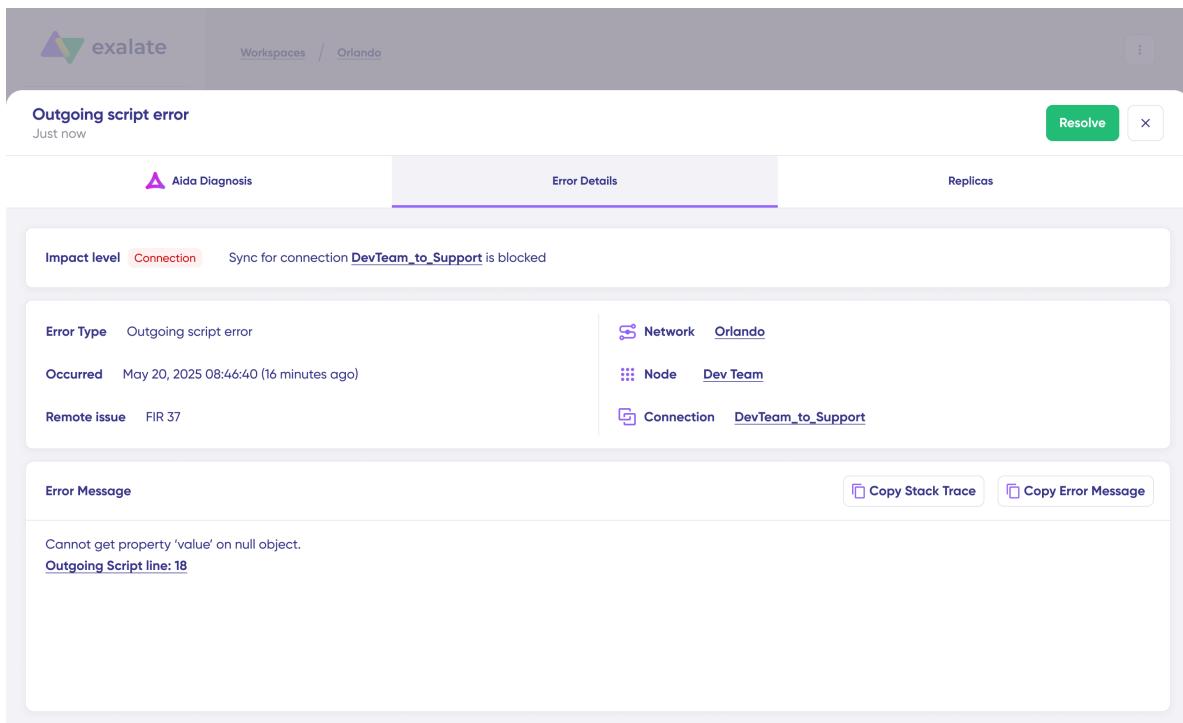
- A list of all current errors across the connections in your workspace.
- Each error line includes key info like impact level and error type.
- A **search bar** lets you quickly locate a specific error by issue key or message.

Viewing Error Details

Click on an error row to open the **Error Details** view. This includes:

- **AIDA Diagnosis:** Get AI-powered recommendations for resolving the issue, including possible fixes and next steps.
- **Error Details:** See a clear explanation of what went wrong, along with technical context such as error type and timestamp. Copy full stack trace (if available) via the **Copy** button in the Error Details panel.

Replicas: Inspect and copy the local and remote issue payloads to help with debugging.



The screenshot shows the exalate interface with the following details:

- Header:** exalate, Workspaces / Orlando, Resolve button, Close button.
- Error Summary:** Outgoing script error, Just now, Impact level: Connection, Sync for connection **DevTeam_to_Support** is blocked.
- Panel Headers:** Aida Diagnosis, Error Details (selected), Replicas.
- Impact level:** Connection, Sync for connection **DevTeam_to_Support** is blocked.
- Occurred:** May 20, 2025 08:46:40 (16 minutes ago).
- Remote issue:** FIR 37.
- Network:** Orlando.
- Node:** Dev Team.
- Connection:** DevTeam_to_Support.
- Error Message:** Cannot get property 'value' on null object. **Outgoing Script line: 18**.
- Buttons:** Copy Stack Trace, Copy Error Message.

Resolving Sync Errors

Most Errors you'll encounter will require some action, either on the script or on the ticket itself, once you have identified and corrected the root cause of the error there are two ways to resolve them:

- **Individually:** Use the **Resolve** button next to each error.
- **In bulk:** Use the **Resolve All** button at the top of the Troubleshooting tab to resolve all listed errors.

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- **Selective**: Select errors that you want to resolve in bulk and resolve all selected.

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