

# Diagnostics and troubleshooting

## Services vs tray

When troubleshooting an issue, it is common practice to turn off services in turn to see whether a particular service is causing the problem. However, File Director services are responsible for syncing files. It is recommended that you leave the services running and exit the File Director tray by clicking the File Director icon in the system tray and clicking **Exit**. The current work queue will be processed and then syncing will continue once you restart the tray.

## Client logging

The default location for log files is %programdata%\AppSense\DataNowLogs. This location can be customized; if required, please contact [Ivanti Support](#).

For further client logging information, see [this article](#).

## Turn on client logging

To turn on logging in a client, hold down **Shift** and right-click the **File Director** icon in the system tray.

In the context menu, select **Diagnostics > Start Logging**.

For advanced logging settings, and a tracedump tool to convert ETL file to text, see [this article](#).

## In-location sync errors

If ILS fails to configure, a message displays and an error is registered in the Windows Event Log. There can be numerous causes for this, such as invalid CSIDL specification or a path outside of the profile.

## Tray notifications

File Director displays certain notifications in the system tray; typically these are unrecoverable errors such as reaching a file size limit or a failure to log on notification.



Refer to [User and Profile Options](#) for further information about configuring overlays and tray notifications.

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## Tray notification for offline files and folders

A default tray notification is displayed when an offline user attempts to interact with a file or folder present on the server but not yet downloaded or held locally. For example, this may occur if the user has logged out of File Director or lost the File Director server connection. When the user is offline under these circumstances, files and folders remain visible in Windows Explorer but they are unavailable to the user until the connection is re-established.

The wording of the tray notifications can be customized using registry keys.

Values	Description
Value Name: <b>OfflineGhostFilesMessage</b> Value Type:REG_SZ	By default this message is:  <b>The selected file(s) are currently unavailable and require downloading from your File Director server.</b>  The key is stored in: HKLM\Software\AppSense\DataNow\OfflineGhostFilesMessage.
Value Name: <b>OfflineGhostFolderMessage</b> Value Type:REG_SZ	By default this message is:  <b>The selected folder contains files that are currently unavailable and require downloading from your File Director server.</b>  The key is stored in: HKLM\Software\AppSense\DataNow\OfflineGhostFolderMessage.