

CaseWare Webinars

SmartSync Top Tips

Q&A document

25th November 2021



SMARTSYNC TOP TIPS

1. Is the best practice to check the detail of all versions each time you see a conflict resolved message?

Yes, we recommend checking the details of each conflict as they occur. Checking each conflict will prevent unnecessary work correcting discrepancies later in the engagement workflow.

Visit our [KnowledgeBase article](#) for more information.

2. Can files be removed from the Cloud by deleting the hidden sync folder in all of the child copies and parent, instead of abandoning online?

While deleting the sync folder will break the link and result in a non-SmartSync file, this will not update the status in the Cloud. Therefore, the SmartSync Status will still show that the copy is in use and will require that you abandon it before deleting the file in the Cloud.

For further guidance, please refer to our [KnowledgeBase article](#).

3. Are there any circumstances where files would not fully sync between user versions?

The synchronisation of SmartSync files between users relies on reliable internet connections. Working Papers provides information on your synchronisation status so that you know you are always up to date.

Please see our [KnowledgeBase article](#) for more information.