ELO Sync

FAQ

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FAQ

It is not possible to log on to ELO Sync

If you are unable to log on to ELO Sync, one or more of the following solutions may help you.

Possible solutions

Check whether the EULA has been accepted

If you are logged on as a normal user without administrator rights, you may not be able to log on if the EULA was not previously accepted by an administrator. Try to log on as an administrator and accept the EULA, or ask your administrator for help.

Check whether the current user is assigned to ELO Sync

If you try to log on as a user without administrator rights, the user must first be assigned in order to use ELO Sync. Log on as an administrator and assign this default user, or ask your administrator for help.

Check whether the correct URL is being used

This point is particularly important if ELO Sync is accessed via a proxy. Make that the URL used to access ELO Sync is also set as the *PublicUrl* defined in the *appsettings.json* file. The same URL must also be used for the redirect URI in the Azure app registration.

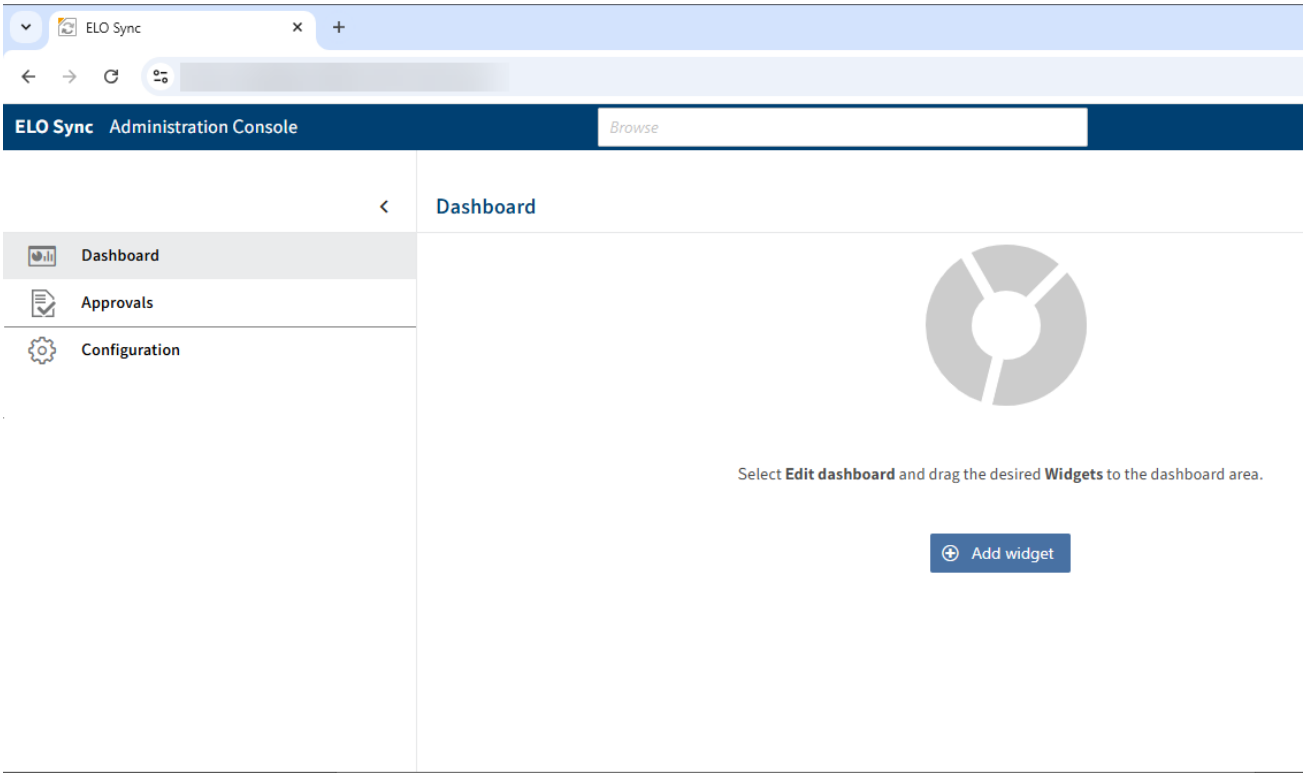
Make sure that the proxy entry is defined in the ELO proxy configuration

Check whether the de.elo.ix.plugin.auth.json file in the repository folder of the ELO installation directory contains the entry `elo\_sync\_oauth`.

If the following value was changed in the *appsettings.json* file, make sure that the proxy configuration contains the correct OAuth key:

```
{
  "OAuth": {
    "ConfigId": "modified_oauth_key"
  },
}
```

Not all menu items are displayed



Menu items for SharePoint and OneDrive may be missing if the license is not activated or is invalid.

Solution

Ensure that a valid license is activated and installed on the correct ELO Indexserver.

No logs are written

If the path to the log files is missing or refers to the wrong location, no log files will be created at the expected location. If the *minimum level* is also set too high, log entries on a lower level are not logged in this log file.

Solution

If no log files are written, make sure that the log path in the *appsettings.json* file is set correctly in the *Serilog* section.

You may want to change the *minimum level* to define the threshold value for the log entries to be written to the file. Supported log levels in Serilog:

- Verbose
- Debug
- Information
- Warning
- Error
- Fatal

Below you will find an example configuration for the log settings area:

```
{
  "Serilog": {
    "Using": [
      "Serilog.Sinks.File"
    ],
    "MinimumLevel": "Information",
    "WriteTo": [
      {
        "Name": "File",
        "Args": {
          "path": "C:\\ELO\\logsLogs\\ELO-Sync\\ELO-Sync.txt",
          "rollingInterval": "Day"
        }
      }
    ],
    "Enrich": [
      "FromLogContext",
      "WithMachineName",
      "WithThreadId"
    ],
    "Properties": {
      "Application": "Sample"
    }
```

```
  }
}
```

Important

The log level must also be set in the 'Logging' section, not only in the 'Serilog' section.

These logging settings define the actual log level that is used for the individual components.

```
{
  "Logging": {
    "LogLevel": {
      "Default": "Information",
      "Microsoft": "Warning",
      "Elo": "Trace"
    }
  }
}
```

The following values are supported for `"LogLevel"`:

- Trace
- Debug
- Information
- Warning
- Error
- Critical
- None

ELO Sync crashes on start with Kestrel exceptions

If ELO Sync crashes on start with Kestrel exceptions, this typically indicates that either the certificate configuration is invalid, e.g. the password is wrong, the path does not exist or is wrong, or the certificate itself is invalid for multiple reasons, e.g. it is expired or the CA is not trusted.

Solution

Make sure that the *Kestrel* section in the *appsettings.json* file is fully completed:

```
{
    "Kestrel": {
        "Endpoints": {
            "HttpsInlineCertFile": {
                "Url": "https://elosyncurl:9093",
                "Certificate": {
                    "Path": "C:\\Absolute\\Path\\To\\certificate.pfx",
                    "Password": "password"
                }
            }
        }
    },
}
```

Requirements for registering ELO Sync in Azure

ELO Sync does not require active app registration in Azure to run. You will find more information on the Azure app registration process under ELO Sync in Azure.

If there are any issues during Azure registration, check the following.

Solution

Is the correct redirectUri set?

Make sure that you set the same redirect URI in the Azure app registration and in the app settings, in the section *AzureAd-CallbackPath* and *PublicUrl*.

If a proxy is used to access ELO Sync, the *PublicUrl* must also be registered as the redirect URI in Azure, as in the following example:

Assuming the following values are defined in the *appsettings.json* file for *CallbackPath* and *PublicUrl*:

```
{
  "AzureAd":{
    "CallbackPath": "/signin-oidc-custom"
  },
  "PublicUrl": "https://eloserver:9093/ix-Repository1/plugin/de.elo.ix.plugin.proxy/sync",
}
```

Then the redirect URI in Azure must be a combination of the *PublicUrl* and the *CallbackPath*:

`https://eloserver:9093/ix-Repository1/plugin/de.elo.ix.plugin.proxy/sync/signin-oidc-custom`

Is the type set to 'Web application' in Azure?

If not, change the application type in the *web application*.

Have all rights been defined?

Check whether all rights are set according to ELO Sync permissions.

Proxy/use via the ELO Administration Console

When using ELO Sync via a proxy, for example, by accessing the UI from the ELO Administration Console, it is important that a *PublicUrl* is defined in the *appsettings.json* file.

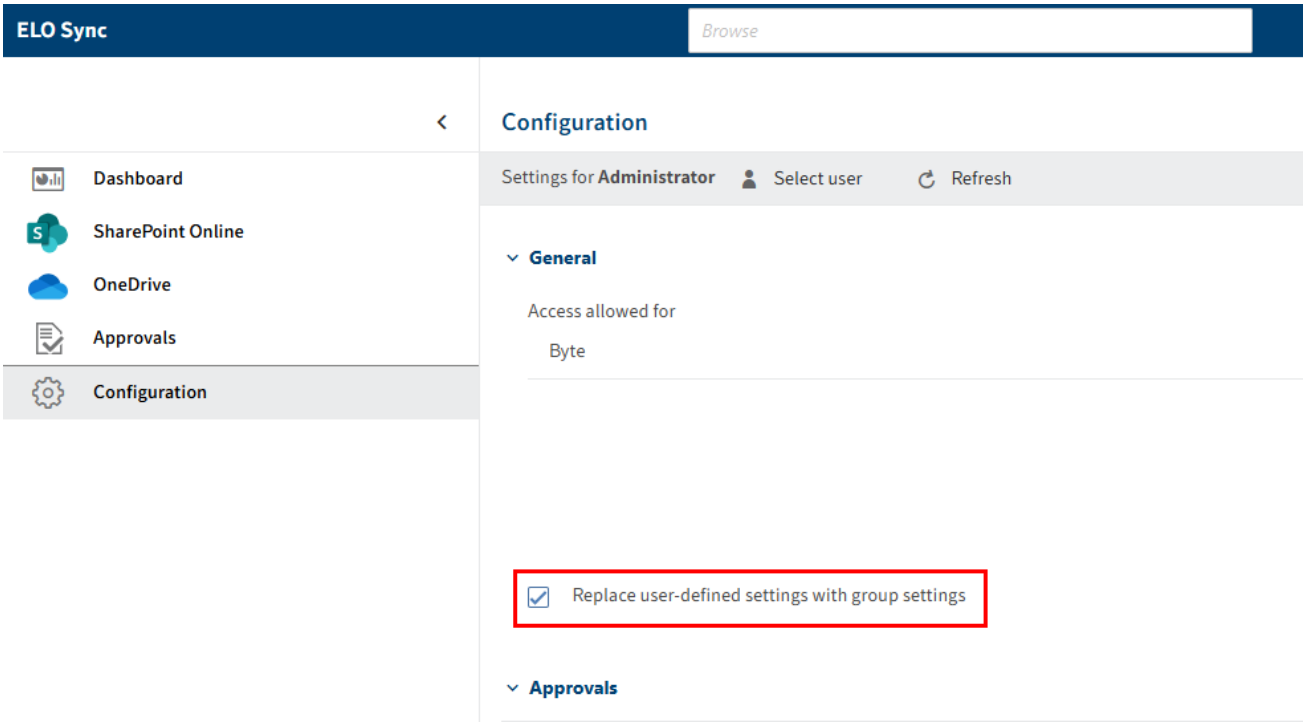
Solution

Make sure that the *PublicUrl* in *appsettings.json* is set with schema and complete proxy path, for example:

```
{
    "PublicUrl": "https://eloserver:9093/ix-Repository/plugin/de.elo.ix.plugin.proxy/sync",
}
```

Error or incorrect behavior with the setting 'Replace user-defined settings with group settings'

If the *Replace user-defined settings with group settings* setting is set, the user-defined settings are always overwritten by the settings of the option group the user is a member of. If no settings are defined, or the user does not belong to an option group, the default settings are applied. User-defined settings are then also overwritten. If the user is a member of several option groups, the first setting that is defined for the first option group is applied.



Solution

A solution to prevent settings from being overwritten with default values is to assign each ELO Sync user to an option group when using the *Replace user-defined settings with group settings* option.

Tables in MSSQL cannot be deleted

If you attempt to delete certain ELO Sync tables in Microsoft SQL Server, SQL Server returns an error:

> **Warning**
>
> Could not drop object 'dbo.elosync_synccollections' because it is referenced by a FOREIGN KEY constraint. (Microsoft SQL Server, Error: 3726)

Solution

Remove the foreign key constraint for `provider_id` in the table `elosync_synccollections`.

You should be able to delete all tables after you have removed the foreign key constraint.

Unusual characters in short name

Unusual characters are sometimes shown in the short name of a document or folder in the repository.

Examples: ␠, ␛, ␉

Reason

These characters are used in the short name, as blank spaces (or other control characters) were used in the original file name.

These special characters are either not permitted within the short name (various characters), are converted (horizontal tab), or truncated automatically when used in certain places.

To enable these files to synchronize correctly, the original characters are encoded with the corresponding control character from the Unicode standard.

If the original name already contains control characters, they are escaped with the Unicode character.

U+241B/␛ (symbol for escape).

Possible solutions

If these characters should not be shown in the short name, the original file name must be changed so that it does not contain any of these characters:

- Leading or trailing spaces; internal spaces are permitted
- Control characters from the C0 block (U+0000 to U+001F)
- DEL (U+007F)

> **Information**
>
> Please note that spaces at the end of the file are determined by excluding the file extension, as the extension is not saved in the short name.

REST API requests fail

REST API requests fail with the following error code:

```
IDX10214: Audience validation failed. Audiences: '<client_id>'. Did not match:
validationParameters.ValidAudience: 'api://<client_id>' or
validationParameters.ValidAudiences: 'null'.
```

Solution

An incorrect token version is used to generate the token if the value `"accessTokenAcceptedVersion": 2` is missing from the Azure app manifest (AAD Graph app manifest).

The entry has to be added to the manifest accordingly. Alternatively, `"requestedAccessTokenVersion": 2` can also be set in the Microsoft Graph app manifest.