

Troubleshooting Emails not Sending (SedonaSync)

12/28/2023 3:40 pm EST

Information provided directly from Vineyardsoft Support

- Stop the KnowledgeSync Windows Service. (Note these paths may vary due to Sedona branding)
- Run REGEDIT
 - (32 Bit Server) HKEY_Local_Machine\Software\Vineyardsoft Corporation\KnowledgeSync 2000\General\Diagnostics
 - (64 Bit Server) HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Vineyardsoft Corporation\KnowledgeSync 2000\General\Diagnostics
 - Change "Diagnostics" to: "4" - (4 is Email Server in Diagnostic Mode.)
- Go to: *:\Data.
 - See if KS_Diagnostics.txt exists. If it does exist, DELETE it.
 - See if KS_Diagnostics_Authentication.txt exists. If it does exist, DELETE it.
- Start the KnowledgeSync Windows Service.
- Test your Email
- Go to: *:\Data.
 - Verify creation of:
 - KS_Diagnostics_Authentication.txt and
 - KS_Diagnostics.txt file
- Stop the KnowledgeSync Windows Service.
- Go to: *:\Data.
 - Rename KS_Diagnostics.txt to KS_Diagnostics_SERV.txt AND
 - Rename KS_Diagnostics_Authentication.txt to KS_Diagnostics_Authentication_SERV.txt

Send us the KS_Diagnostics_SERV.txt and the KS_Diagnostics_Authentication_SERV.txt files.

IMPORTANT:

Stop the KnowledgeSync Windows Service.

Reset the Diagnostics

- Note these paths may vary due to Sedona branding
- Run REGEDIT
 - (32 Bit Server) HKEY_Local_Machine\Software\Vineyardsoft Corporation\KnowledgeSync 2000\General\Diagnostics
 - (64 Bit Server) HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Vineyardsoft

Corporation\KnowledgeSync 2000\General\Diagnostics

- Change "Diagnostics" to: "0" - (0 is No Servers in Diagnostic Mode.)

Start the KnowledgeSync Windows Service.