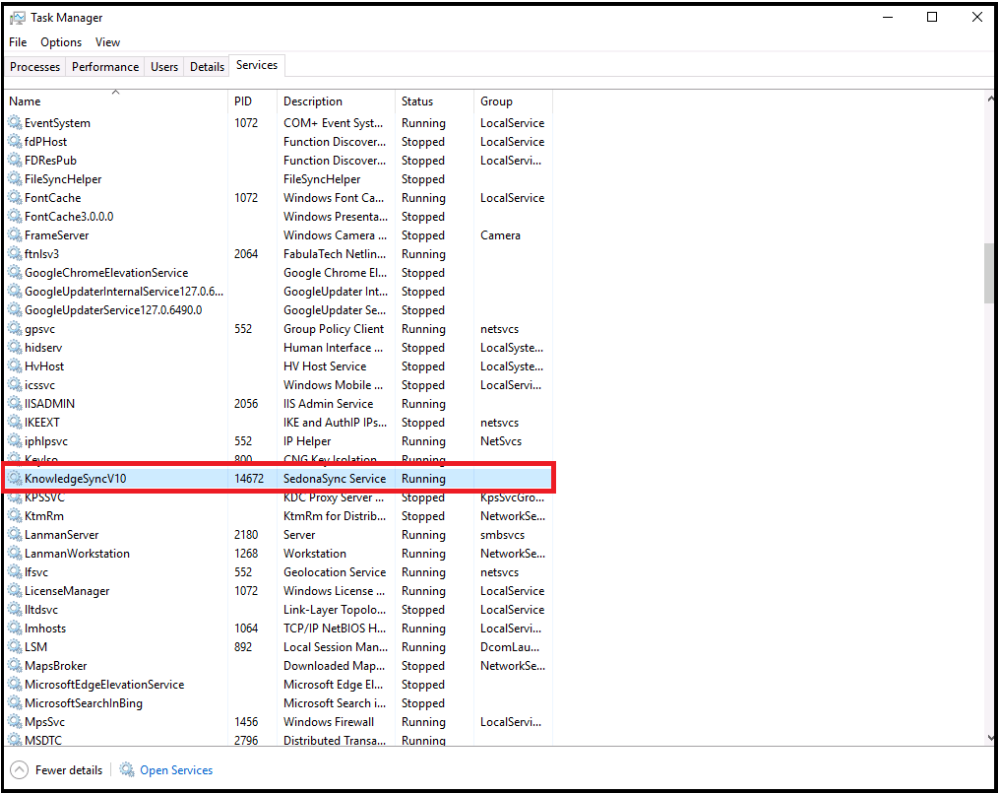


Sedona Sync/Knowledge Sync Service Name

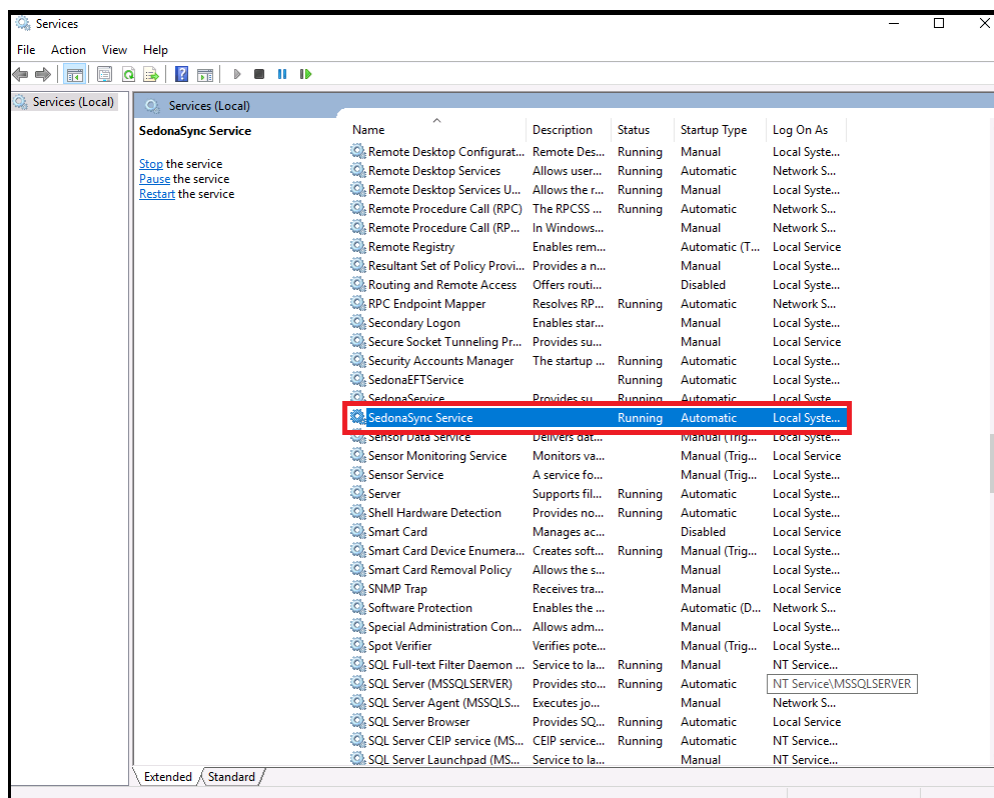
09/16/2024 5:39 pm EDT

Occasionally, a case will present where the user’s Sync Events have stopped running. The first thing to do in these instances is to ensure the Sync service is running on the server. However, the service has different names based on the screen.

On the Task Manager screen, the service is named ‘KnowledgeSync’.



On the Services screen, the service is named ‘SedonaSync Service’.



These are the same service, so either way is correct.