

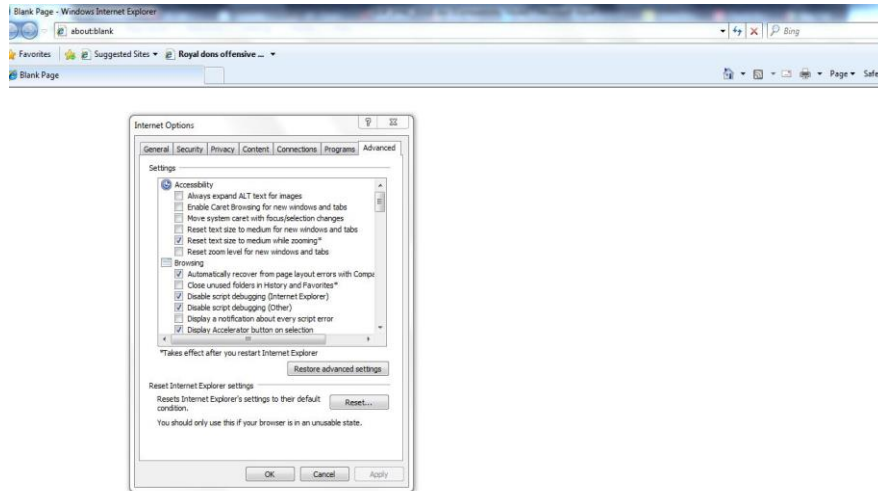
SOP for Troubleshoot the Core-Stocky SYNC ISSUE

Step: 1

1. Check the antivirus installation status for all the system, and it should be must for every system. If not Antivirus installed/updated, do not take the system for troubleshooting and inform to distributor to install the antivirus/update the antivirus
2. Do the scanning for Anti-Virus/malware with the reputed/installed Software's
3. For Malware scans- Download the malware exe from this link and install and do the scan.
<https://www.malwarebytes.com>
 - Another tool called Combo fix(search from google and download)
4. For Virus Scan's - Like Kaspersky / Norton / McAfee/ TrendMicro/Symantec/Sophos
5. After successful/100% scanning if any threat(virus) found, then delete all the threats and also remove it from quarantined folder
6. **A. If unable to complete the malware byte scanning and deletion process (sometime the system will go into not responding stage)**
 - → format the entire system after taking the required/important backup, due to the system affected virus/malware severely
6. **B. If successfully completed the scanning and deletion process,**
 - →RESTART the system once deleted from Quarantined folder (Compulsory).
7. If **step 1.6.B** completed, Once again do the Malware scan and confirm there are no threats available on the system.
8. Check the Event viewer log on Hard disk status of if log found in **"bad sector error"**. **Request the distributor to check with local IT-person to replace HDD**

Step: 2

1. **Reset** the Internet explorer settings under **Tools>>Internet Option>>Advanced>>Reset**
2. And then restore it to **Advanced Settings** .Image below,



Step: 3

1. Check the Sync URL is opening on browser (Internet Explorer).
2. If the URL is not opening check the below
 - a. Check the correct URL address
 - b. Check if any server issue at that moment
3. If URL is opening then continue to next step
4. Check the Sync application status

If not solved, follow the below steps.

Step: 4

1. White list the application in the Antivirus.
2. If still not working, try to disable the antivirus and check the sync application.
3. Re-install the antivirus, if application is working on antivirus disable state
4. If still not working, check if any issues in Database (like wrong URL configured or any data issue).

Step: 5

- If still not resolved as per the step 4.4, check with another Data card/ISP. Due to Public IP address got blocked on globally due to malwares/spam files category

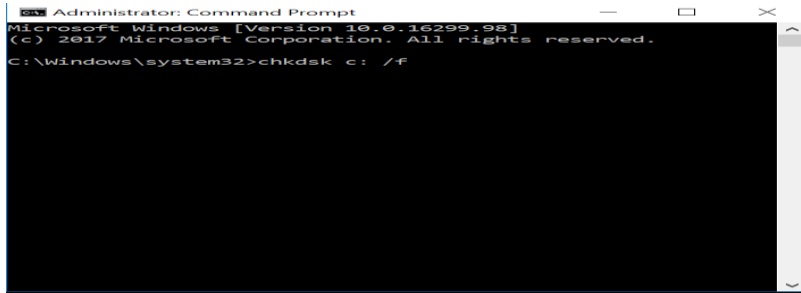
Step: 6

- ### 1. Un-install and re-install the core-stocky application (with proper setup.exe file)

2. If the sync is working, please continue.
3. If not resolved the problem, please follow the **Step: 7**

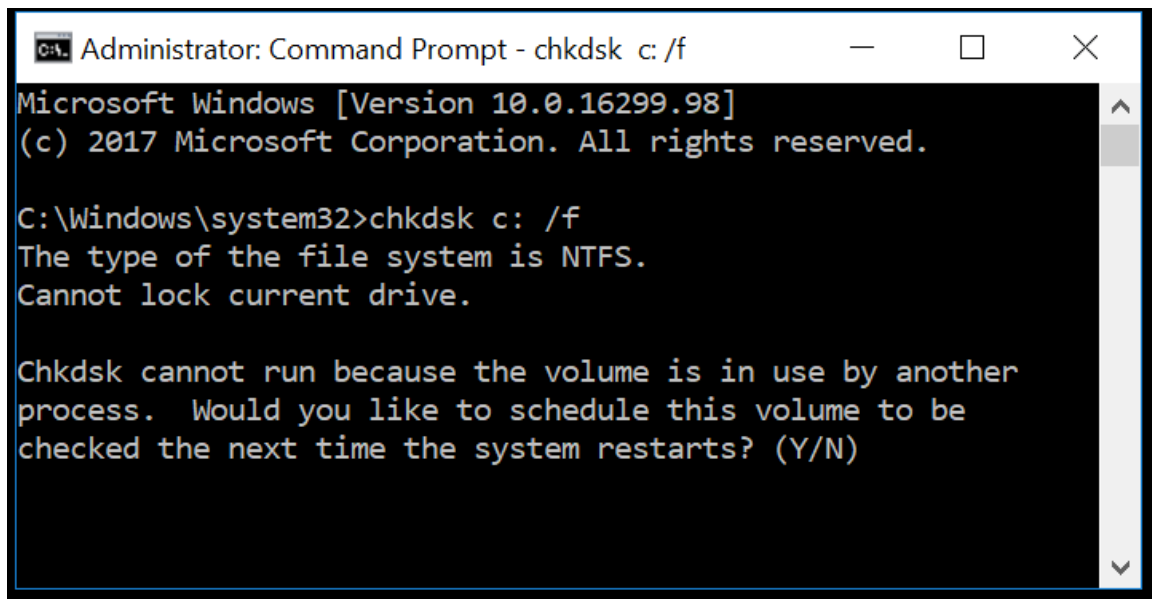
Step: 7

1. Go command prompt with administrator mode and use the command for "**chkdsk c: /f**" and give enter



```
Administrator: Command Prompt
Microsoft Windows [Version 10.0.16299.98]
(c) 2017 Microsoft Corporation. All rights reserved.
C:\Windows\system32>chkdsk c: /f
```

2. Give "Y" (Yes) and hit the enter



```
Administrator: Command Prompt - chkdsk c: /f
Microsoft Windows [Version 10.0.16299.98]
(c) 2017 Microsoft Corporation. All rights reserved.

C:\Windows\system32>chkdsk c: /f
The type of the file system is NTFS.
Cannot lock current drive.

Chkdsk cannot run because the volume is in use by another
process. Would you like to schedule this volume to be
checked the next time the system restarts? (Y/N)
```

3. Restart the system to start the check disk activity initiation
4. After scanning check the output in command prompt
5. If, completed **successfully (without error)**→ login the system and do the Sync Process
6. If output shown is with "**indexing/file system related error message**", inform the distributor to check the Hard disk status with Local IT person

Step: 8(If still not working sync, after completed the step 7.5)

1. Go command prompt with administrator mode and use below command for "**sfc /scannow**" and give enter

2. If output come with any one of below error message check one-by-one
- a) If output is **“No system file issue find”** →Continue the Sync Process
 - b) If output is **“The system a file issue found and got fixed”** →Restart the system and continue the Sync Process
 - c) If Output is **“There was a problem related to indexing file issues”** → Check with event log on hard disk status and Request the distributor to check with local IT-person to replace the HDD
 - d) If Output is **System file issue and unable to fix”** → Re-install the Operating System

*****Thank you*****