

Appointments Synchronize only one way

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In some situations it could be that appointments only synchronize one way.

The reason is that at this point the Synchronizer is not able to update one or more of the files in the ICS folder.

ICS files (Incremental Change Synchronization) hold information on synchronized appointments for each user.

How to solve this:

- Stop the Synchronizer
- Open the Windows Explorer
- Browse to the Exchange Synchronizer\ICS folder
- Sort all the files by Date
- Delete all files which are not from the present date and time
- Restart the Synchronizer

At this point the Synchronizer will create new ics files and depending on the amount of appointments there are, it might take some time to completely update all files.

InfoBridge Knowledge Base

<http://kb.infobridge.com/KnowledgebaseArticle10195.aspx>