

## Troubleshooting

When set up correctly, synchronization is a very stable process. However, problems still arise occasionally.

### *Evil Twins*

No, its not a new twist to a soap opera plot, the “Evil Twin” phenomenon is a very real problem that can occur if remote databases are not set up properly. You know you have an evil twin when you display your user list in the **File/Administration/Define Users...** dialog box and you see something like this...



Not only do you have a duplicate (or nearly so) of the username, you will also find an additional “My Record” for Alvin Syncpartner.

### *Mini-Exercise: Observing Evil Twins*

Step	What to do	How to do it/Comments
1.	Open the database named <b>EvilTwin.dbf</b>	
2.	Display the user list	<b>File, Administration, Define Users...</b>
3.	Observer the two Alvin Syncpartner usernames.	Alvin Syncpartner and Alvin Syncpartner2 are both displayed in the list.
4.	Cancel the <b>Define Users</b> dialog box.	Click <b>Cancel</b>
5.	Lookup contacts with the last name of <b>SyncPartner</b> .	<b>Lookup, Last Name</b> , type “Sync”, click <b>OK</b>
6.	Observe the differences between the two records.	On one record, the contact is <b>Alvin Syncpartner</b> ; on the other, the name is <b>Alvin G. Syncpartner</b> . Other than that, the records are the same.
7.	Try deleting <b>Alvin G. Syncpartner</b> . What happens?	Display the contact, choose <b>Contact, Delete Contact...</b> click <b>Delete Contact</b> , click <b>Yes</b> . You are told you cannot delete a “My Record”.
8.	Still not convinced? Try deleting <b>Alvin Syncpartner</b> (without the “G”)	The same thing happens.