

FAQ DÜ

- [Device is not Released / Server cannot be Reached](#)
- [Why does it sometimes take so long before I can use the client?](#)
- [Why does the client sometimes not update the data?](#)
- [Datasync](#)

Device is not Released / Server cannot be Reached

New Device / Reinstallation of Old Device

You have set up a new device. Please contact your IT department so that the device can be Released in the backend.

Incorrect Time

If the device was not newly set up and the above Error message appears, please check whether the Time of the device matches the Time in the Data Transfer. If this is not the case, the Time of the device must be synchronised with your Company's time server. Afterwards, the Data Transfer will work again.

Further Error Messages

If you find an arrow to the Right of the Error message, you can click on it and receive a detailed Error message. You can send this to support@dedenet.de and an Employee will contact you.

Why does it sometimes take so long before I can use the client?

Clean Up

A clean up is automatically performed every 28 days at startup.

Orphaned data (e.g. Product pictures) that are no longer used on the client are deleted.

This process can take some time and cannot be cancelled.

Why does the client sometimes not update the data?

Background Processing vs. Minimising

You can continue working in other programmes during the Data Transfer.

Caution when Minimising



Please note that minimising the client causes the Data Transfer to be Interrupted and will only be reactivated when you activate the client again.



Data Transfer in the Background

If you want the Data Transfer to continue in the background, then leave the client Open and bring another programme to the Foreground.

Datsync

There are several places that do not require no data provision from the backend:

- DataSync
 - Document
 - Leads
 - FacingSummary
 - Activity
 - Settings
- DeDeQuery
- Appointments

With DataSync, the clients always transfer the amendments to and from the server. This also applies if Employee A creates and sends something, then Employee B automatically receives it with the next transfer.

However, DataSync has an internal cache, so it cannot be queried every second. So if a transfer was made 30 seconds ago and then someone else sends something, you do not immediately get the new data because of the cache.