FAQ – Offline Working and File Sync Limit

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This guide explains why the File Sync Limit must remain at 400 (Optimised) or higher for reliable offline working, and what to do if offline files are not being prepared, what the setting actually controls, and what to do if offline files are not being prepared.

Summary

Offline working relies on data being prepared and stored locally on the mobile phone device.

The minimum supported File Sync Limit is 400 (Optimised).

Any setting below 400 (Optimised) is not recommended and can cause offline access issues, errors, or missing content.

Adjusting the File Sync Limit does not change how many files are downloaded—it affects whether offline files can be prepared when demand exceeds the limit.

File Sync Limit range

Customers can set the File Sync Limit anywhere from 50 to Unlimited.

Even though the setting allows values as low as 50, the minimum supported setting for reliable offline working is 400 (Optimised).

Settings below 400 (Optimised) may result in offline files not being prepared if the number of files required exceeds the configured limit.

Why setting the limit below 400 causes offline issues

We understand reducing the sync limit may seem helpful for storage or speed. However, lowering it below the supported minimum can lead to:

- Offline files not being prepared
- Increased errors when offline
  Re-sync loops / repeated syncing
- Slower performance overall due to repeated attempts to prepare offline content
- If the device needs more offline files than the limit allows, the system cannot complete offline preparation, and offline working becomes unreliable.

For offline working to function correctly:

- Minimum supported File Sync Limit: 400 (Optimised)
- Any value below this means the system is not operating within its supported configuration, and offline issues may not be fully supportable until the setting is corrected.

What the File Sync Limit actually controls

Raising or lowering the File Sync Limit does not affect how many files are downloaded.

It only controls this:

  - If the number of offline files required exceeds the limit, then offline files are not prepared.

What increases the number of offline files required?

The number of offline files required is influenced by configuration and access, including:

- The number of service users the staff member has access to
- The number of monitoring areas active on the system
- The number of monitoring areas per service user
- The number of Care Review domains per service user

- Offline file settings such as: Number of hours of care notes or Care Review content included offline

Recommended steps for clients experiencing offline issues

1. Set File Sync Limit to 400 (Optimised) or higher
2. Save changes
3. Allow time for a full re-sync (important)
4. Restart the application if prompted

Be aware: the first sync after increasing the limit may take longer, especially on slower connections

If offline issues continue after the re-sync completes, we can investigate further, please fill in customer contact form.

Provide an example staff member, and we can demonstrate:

- How many offline files are required for that user
- Why the current configuration exceeds the limit
- Which settings or access factors are driving the demand

Was it helpful ?

- Happy
- Normal
- Sad

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