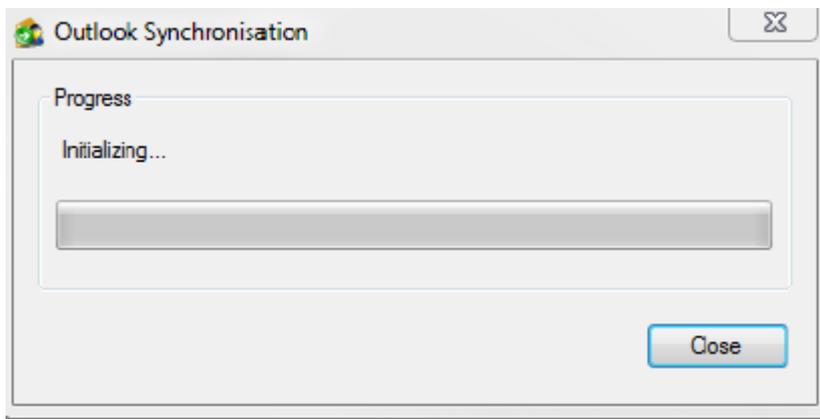Rockend
The leader in property software

Outlook Synchronisation Not Working – Initializing

Problem

When trying to run an Outlook Synchronisation, you may come across the outlook synchronisation screen just sitting on 'Initializing'.

This will not proceed and perform the synchronisation to outlook.

Solution

1. Log out of REST on that PC
2. Go to Start Menu
3. Click on Control Panel
4. Click on Programmes and Features or Add or Remove Programmes
5. Find in the list of programmes the program called SyncUI
6. Right click on this file and click on Uninstall

7. A message will prompt you to now Remove the Application, click on OK
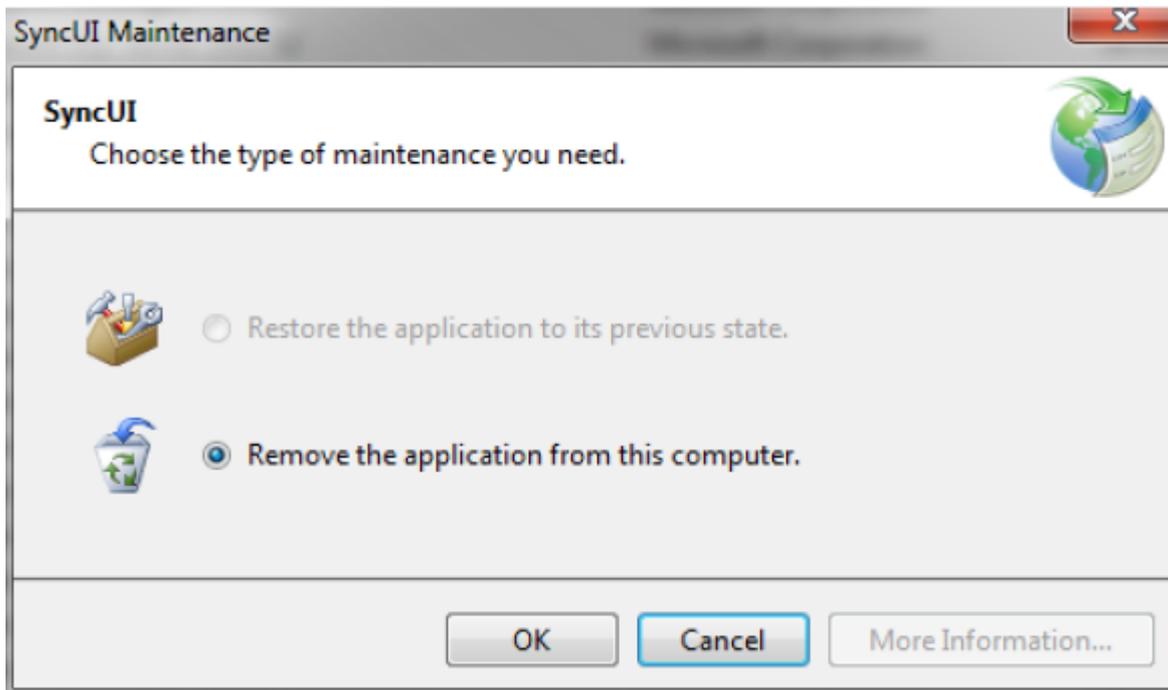
8. Log back into REST again and run the Sync again by going to Other > Outlook Synchronisation and click on Sync

02/02/2016 10:49 am AEDT