Understanding Conflict Resolution in the Outlook Plug-In

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Overview

Sugar's Plug-In for Outlook allows you the option to have Sugar's version or Outlook's version prevail when there is a conflict in the data you are synchronizing. This option can be set in Outlook under Sugar Options which is available either in Tools > Sugar Options or in File > Sugar > Sugar Options depending on your version of Outlook.

It may sometimes appear that the chosen version is not prevailing if a contact has been updated on one or the other side.

Explanation

A conflict is defined as when the same field is changed both in Sugar and in Outlook since the previous sync. When this definition is misunderstood, it can seem as if the specified "side" is not prevailing.

For clarification, consider the following scenarios. Prior to each example, the record has been synced and has matching information in both Outlook and Sugar:

- A field of record is changed only in Outlook. The data is now different between the two sides, but this is not a conflict. The change will be pushed to Sugar on the next sync.

- A field of a record is changed only in Sugar. The data is now different between the two sides, but this is not a conflict. The change will be pushed to Outlook on the next sync.

- A field of a record is changed both in Outlook and in Sugar. Since both sides have changed since the last sync, this is considered a conflict. The conflict resolution rule you have set in Sugar Options will determine which side will be pushed to the other in the next sync.

Article By
Lori A