

Checking Automatic Processes

Exchange Connector uses automatic processes to keep synchronization active and manage recurring events.

Their status is available under **Settings > Exchange Connector**.

Main processes

- **ExchangeControlCron**: handles normal Exchange synchronization and checks;
- **InfiniteRecurrencesCron**: extends recurring events without an end date.

Information

After a new installation, automatic processes may initially be disabled and should only be activated after connector configuration is complete.

What to check

For each process, verify that it is **Active**, that **Last Run** is updating, that the process does not remain stuck and that the attempt counter does not continue increasing.

If a process is disabled

After verifying that the connector is configured correctly, use **Activate**.

If the issue has been fixed but the process does not restart

After correcting the cause, use **Reset Status**, **Reset Attempts** and finally **Run Now** for an immediate check.

When to use Kill

Use Kill only for a genuinely stuck process

Do not use **Kill** as a normal restart method and do not click it repeatedly.

If all users stop synchronizing

Check these processes before disconnecting or reconfiguring users. If the main process is not running, the issue is global and does not necessarily depend on individual user accounts.

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