Resolve save, lookup, and attachment failures

Trace validation, record visibility, attachment scanning, and concurrent edits.

https://docs.qintoravacloud.com/guides/troubleshoot-data/

Save and validation

Record the action, field, displayed message and time. Check the declared field type, allowed options and active conditional rules. Confirm the form's role, workflow stage and required references. If a write times out, reopen the record and inspect its activity before retrying. For a version conflict, refresh and reapply only the intended change to the current record.

Lookup returns no options

Clear dependent filters or select the required parent first. Search by a known identifier in the referenced collection. Check active status, tenant, type/class and row or field policy. A display label may be shared by several records. Use the record number or source identity to pick the intended item.

File unavailable

Open the parent record and check the attachment state, file type and size validation. A quarantined or pending file requires the applicable scan or review process. For a 403, verify the user's access to the parent record and attachment. Use sanitized metadata and the attachment ID when escalating a scanner or storage failure.

Verify recovery

Repeat the narrow action with a controlled record. Reopen the result, verify state and activity, and check related records where applicable. Capture the error and final verification time for support.