

Synchronization job states

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A synchronization job state tells you where a background synchronization run is in its lifecycle.

The lifecycle uses five states: Pending, Running, Completed, Failed, and Cancelled. A job can start in Pending, move into Running, and finish in Completed or Failed. Cancelling a pending job moves it to Cancelled.

If you need to...	Go to
Prepare the project context before checking a run	Before you start
Reach the project's job history	Find a synchronization job
Interpret the information on a job row	Read the job history
Use a state-dependent control	Act on an available job state
Compare active, completed, failed, cancelled, and empty outcomes	Handle different job outcomes
Resolve a load or completion problem	When a job does not load or finish
Continue after the current state	Know what comes next
Read the wider status reference	Documentation job status reference
Follow the generation flow	Documentation generation lifecycle
Review the broader operations area	Operations overview

Before you start

The job history is the list of runs belonging to a project, so you need the project context before you inspect a run.

The page uses the project context, and the controls available for a job depend on that job's current state.

Prerequisites

- Know which project contains the synchronization job.
- Open the project job route with the project's identifier.
- For an active job, expect the progress area and a cancellation control only when cancellation is available for that job.

With the project identified, find its job history.

Find a synchronization job

Use the project's job history to reach saved runs and refresh the list before inspecting a run.

Prerequisites

- Know the project whose jobs you need to inspect.

Steps

1. Open the project's jobs page.
2. Select **Refresh**, then wait for the job list to reload.

Result: The project's **Activity & Jobs** page shows the most recent job information returned for that project.

Use this list to read the job history.

Read the job history

A job row summarizes the run's current state, timing, progress, document count, stage, and any error information so you can decide what to do next.

Prerequisites

- Open the project's job history.

Steps

1. Read the status badge to identify whether the job is **Pending**, **Running**, **Completed**, **Failed**, or **Cancelled**.
2. Read the created time, duration, document count, progress, current stage, and error information shown for the row.
3. Select a completed or failed job row to open its details.

Result: You can identify the job's lifecycle state and read the progress or outcome details available for that state.

Information	What it tells you	When it appears
Pending , Running , Completed , Failed , or Cancelled	The job's lifecycle state	On the job status badge
Created time	When the run was created	On every job row
Duration	How long the run took	When the recorded duration is greater than zero
Documents	The number of created and updated documents	When the total is greater than zero
Progress	The run's percentage and progress bar	While the job is Running or Pending
Current stage	The stage currently being processed	While the job is active
Error	The recorded error text	On a failed job when an error is present

Select a completed or failed job row to expand it. A completed job opens its completion summary.

A failed job opens **Job Failed**, followed by the error stage and error text when those values are present.

When you know the job's state, choose the control for that state.

Act on an available job state

State-dependent controls let you refresh the list, request cancellation for an active job, or remove documents associated with a finished job.

Prerequisites

- Open a project's job history.
- Use an active job when **Cancel** is available.

Steps

1. Select the action that matches the job's state:

If you need to...	Select...
Refresh the job list	Refresh
Cancel an active job	Cancel , then Are you sure?
Delete a finished job with no created documents	Delete Job , then Confirm Delete?
Delete a finished job with created documents	Delete <n> Docs , then Confirm Delete?

While cancellation is in progress, the control reads **Cancelling....**

Result: The selected state-dependent request is issued from the job row, subject to the job's lifecycle state and available action.

After the action, handle the outcome shown for the job.

Handle different job outcomes

The job outcome determines which information you can open and which action belongs next.

Prerequisites

- Have the project's job history open.

Steps

1. Use the job's status to choose one path:

If the job is...	Read or select...
Pending	Read its basic progress information while it waits to start.
Running	Read its current stage and progress while it is active.
Completed	Open the row to read its completion summary.
Failed	Open the row to read Job Failed , the error stage, and the error text.
Cancelled	Read the final cancelled status.
Empty	Select Configure & run documentation generation → to reach the configuration route.
Unavailable	Read the load message and follow the recovery direction in When a job does not load or finish .

Result: You use the information and controls that belong to the job's current outcome.

If the page shows a load, failure, empty, or stalled message, use the matching response below.

When a job does not load or finish

Use the message on screen to identify whether the page is loading, empty, unavailable, failed, or stalled.

Prerequisites

- Have the project job history open.

Steps

1. Read the message in the first column, then follow the matching instruction in the **What to do** column.

What you see	What it means	What to do
Loading runs...	The job list is loading.	Wait for the list to finish loading.
No generation runs yet	No generation runs are listed for the project.	Select Configure & run documentation generation → .
Every documentation generation run for this project lands here.	The empty state explains where	Start from the configuration route.

What you see	What it means	What to do
	future runs appear.	
Jobs failed to load. followed by the error message	The page has no job list to show because loading failed.	Refresh the page or use Refresh when it is available.
Job Failed followed by the error stage and error when present	The selected job finished with a failure.	Read the error stage and error text shown below the message.
Stalled runs are automatically reconciled to "Failed" once their progress goes quiet past the inactivity threshold, so a run can never sit "in progress" indefinitely.	A stalled run is reconciled to Failed .	Treat the run as failed and read its failure details.

Result: You have a response for the message shown on the job history page.

Once the message is resolved, continue from the job's current state.

Know what comes next

The next action depends on the state the job reaches: continue monitoring an active run, inspect a completion summary after **Completed**, or read the failure details after **Failed**.

Current state or event	Next place to continue
Pending	Continue monitoring until the job starts, completes, fails, or is cancelled.
Running	Continue monitoring its stage and progress.
Completed	Open the completion summary or review the Documentation job status reference .
Failed	Read the failure details, then follow the Documentation generation lifecycle .
Cancelled	Review the job history for the next run.
Operational aggregate needed	Open Operations overview .