Evernote Database Issue

Yesterday I had a very strange issue with the evernote database on my main production computer (iMac). It just would not sync and always produced the error

sync error: unexpected transfer error

On my windows machines and my iPhone, there were no issues I could sync them all with no problem.

I did raise a support call with Evernote, and got a reply immediately explaining they would get to me as soon as they can, after they had finished support calls from the paid subscribers first (I can fully understand this), so I thought I would try and resolve the issue myself.

I decided to remove the database from the machine, and I was hoping then that when I started the application it would download the database from the server and I would have all my notes again. This worked like a dream, I moved the old database to my desktop, restarted evernote and then all my notes started to download. After about 5 minutes I was back to where I was and everything was happily syncing.

Evernote Support did get back to within 24 hours, which I thought was quite good considering I am on the free service, a little tip for you all and could save you some time, in the future if you raise a support call with Evernote, get the last 20 lines from your console log (if you are on a mac, I presume there may be a separate log on windows, possibly the event log) from when you started evernote

and attach this to your initial support call as this is what they ask for.

Below I have listed the database locations, so if any of you run into this again you will hopefully be able to resolve this issue yourself.

So in three basic steps

1. Stop Evernote
2. Copy the old evernote folder containing your database to your desktop (don't delete yet just in case this does not solve your issue)
3. Restart Evernote

Database Locations

Mac - /user home/Library/Application Support - Under there drag the evernote directory to your desktop

Windows - c:\Documents and Settings\Your Username\Local Settings\Application Data\Evernote\ - Under there drag the evernote directory to your desktop : NOTE Windows users you may have to enable the option to view hidden files and folders.

Hope this helps any further questions or comments feel free to email me here (feedback@geekcomputers.co.uk)