

Best Practices for Syncing Family Tree Maker Trees to your Ancestry.com account

1. COMPACT YOUR TREE

Before you sync, you should always compact your tree (Tools>Compact). Compacting removes spaces in the database that can lead to errors.

- You can and should compact multiple times until the result shows “reduced by 0.00%”.
- Always check the Extended Analysis checkbox in the Compacting window. This looks for errors and fixes them.

2. DO A MANUAL BACKUP

Before you sync, always do a full manual backup (File>Backup). Backing up ensures that you will be able to immediately restore your tree if something goes wrong.

- Always check the box for including Media.
- Always check the box to "Allow restored file to resume syncing". This will help you get relinked if the connection with your Ancestry tree is ever unintentionally broken.
- **Important note on Auto-Backups:** Auto-Backups do not contain media and do not have the information needed to relink your tree if it becomes unlinked.

3. SYNC EARLY

Try to avoid syncing your trees during peak hours when Ancestry servers are at their busiest. Many users report that early morning hours are best for trouble-free syncing. Others find that late night is best, doing a final sync before signing off for the day.

4. SYNC OFTEN: Sync your tree frequently — don't wait until you've made dozens of changes.

5. SYNC MANUALLY

Use Manual Sync instead of Automatic Sync. It tends to be more reliable, and includes media and information needed to relink a sync. This can be set when syncing a tree for the first time, or by clicking on the sync indicator in the upper-right corner of the program and going into Sync Options.

6. GET WELL-CONNECTED

For smooth, swift transfer of your data, use a wired Internet connection with an adequate speed (1 Mbps or faster). You can check your speed using the speedtest.net website.

7. MAKE CHANGES IN ONE PLACE

Between syncs, to the degree possible, work on your tree only in one place — either on your offline tree in Family Tree Maker or on your online tree on Ancestry.com. One-way syncing tends to be faster and more trouble-free than two-way.

8. DON'T CHANGE TREE FILES

Do not replace (overwrite), rename, or move the file containing your linked tree as this might break the link with your online tree. If you need to change the location of a tree, make a manual Backup (with the "Media items" and "Allow to resume syncing" options selected), save it in the new location, and then restore it there.

Updated Jan 10, 2017 from SoftWare MacKiev support site

Useful Links:

Genealogy Software:

- Family Tree Maker: <http://www.mackiev.com/ftm/>
- RootsMagic: <http://rootsmagic.com/>
- Reunion: <http://www.leisterpro.com/>
- Legacy Family Tree: <https://legacyfamilytree.com/>
- Family Tree Builder: <https://www.myheritage.com/family-tree-builder>
- Ancestral Quest: <http://www.ancquest.com/index.htm>
- PAF (unsupported): <http://parowansoftware.com/>

Genealogy Software Comparison and Reviews:

- Wikipedia: https://en.wikipedia.org/wiki/Comparison_of_genealogy_software
- GenSoft Reviews: <http://www.gensoftreviews.com/>

Software Support Resources:

Family Tree Maker

- Training Videos: <https://www.ancestry.com/academy/course/family-tree-maker>
- FTM Support Center: <https://support.mackiev.com/>
- Live Chat Service: <https://support.mackiev.com/597357-Live-Chat-Service>
- Facebook FTM Users: <https://www.facebook.com/groups/FamilyTreeMakerUsers/>
- Feb 2018 update: <https://support.mackiev.com/611348-Whats-New-in-the-FTM-2017-Update>
- Cousin Russ Blog <https://ftmuser.blogspot.com/>

PC resources:

- Online backup services: https://en.wikipedia.org/wiki/Comparison_of_online_backup_services
- External Hard Drives: <https://www.lifewire.com/best-external-hard-drives-4050413>
- Glary Utilities: <https://www.glarysoft.com/>
- Malwarebytes free ver.: <https://www.malwarebytes.com/mwb-download/>