The application keeps asking me to sync each time I try to add titles

Notice:

This issue affected My Movies for Mac OS X version 1.22 and earlier. It have been resolved for version 1.30 and later. Please update the application in the Mac App Store.

Issue:

My Movies for Mac OS X keeps repeating the message "Changes have been been made, Do you want to synchronise?" each time I try to add new titles to the collection.

Cause:

Before adding titles, be sure that your collection is synchronized by clicking the "Synchronize" button in the upper left corner of the application.

If you have done this, and you continue to always receive the message "Changes have been been made, Do you want to synchronise?" when trying to add titles, then chance is that your internal database have become inconsistent.

Solution:

Since we have not yet found the cause of the inconsistencies that can occur, we would like for you send us your database for inspection.

Open “Finder”. Select menu option “Go” and “Go to folder…”. Type in “~/Library/Containers”, and select “Go”.

Users of My Movies for Mac OS X Pro must open the folder "dk.mymovies.mymoviesformacosxpro", while users of My Movies for Mac OS X Free must open the folder "dk.mymovies.mymoviesformacosxfree". From this folder, we would like for you to send us the "mymovies.db" file. You may Zip the file to avoid sending the large file.

Having sent us your database, you can force a full synchronize of your collection by logging out from the "Collection" menu, and log back in. Warning! When logging out all offline titles will be cleared from your collection, and any local changes outside of the personal data that have not been contributed to the online service will also be lost.

We are sorry for the trouble this is causing.

My Movies Knowledge Base

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https://kb.mymovies.dk/KnowledgebaseArticle50079.aspx