

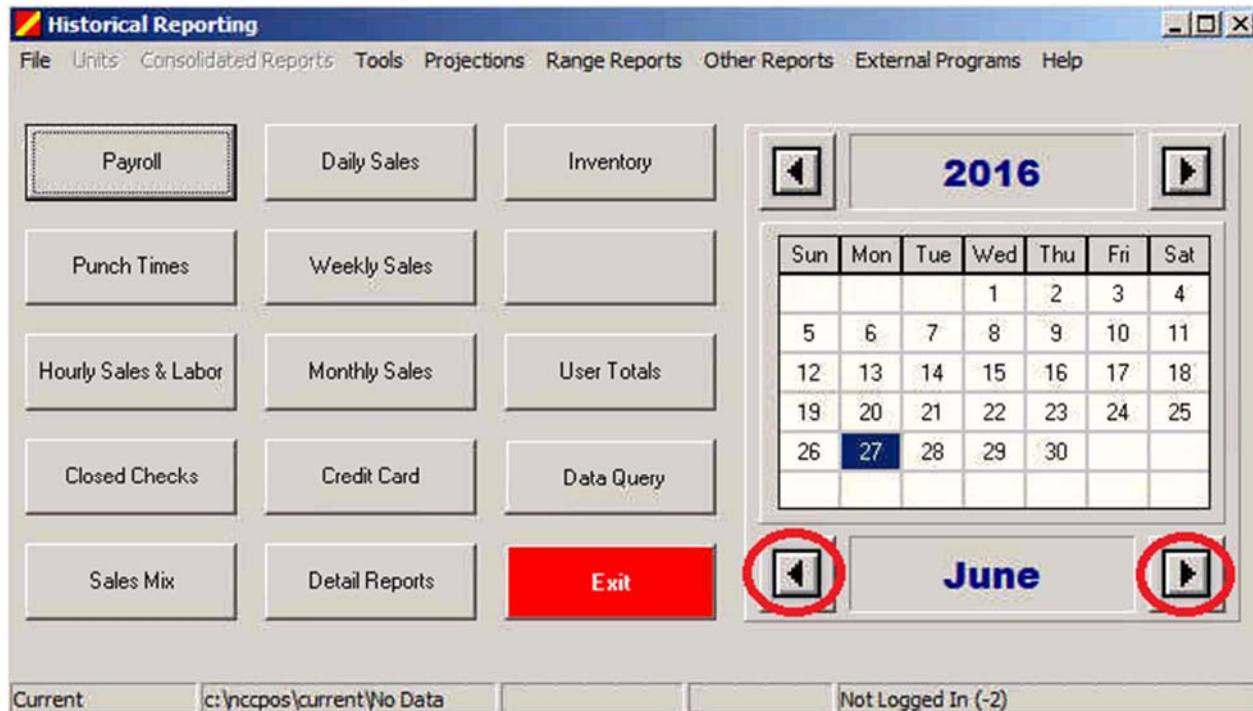
MISSING SALES FIX

This step-by-step tutorial will guide you through fixing missing sales.

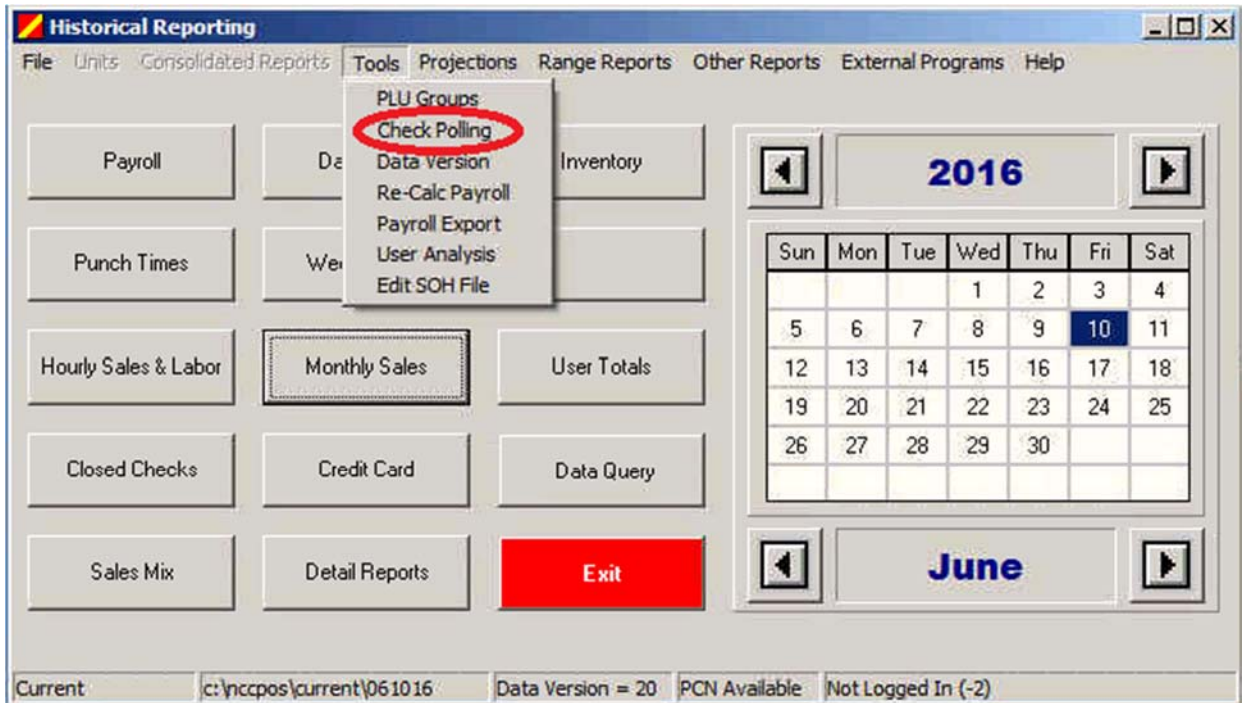
1. Open Historical Reporting by clicking on the icon on the Xplorer bar



Use the arrow keys next to the month to quickly jump back to the month of sales needing corrected.



2. Once the month and day are selected, click "Tools" at the top and in the dropdown box, select "Check Polling".



Once the Check Data box is open, you will be able to see what days (if any) the daily sales were not polled and its availability to be recovered.

Calendar Date	Data Date	Backup File	Recovery Option	Folder	Pushed
May 31, 2016	5/31/2016	BACKUP05312016222027.ZIP	Available	053116	No
May 30, 2016	No Data	BACKUP05302016223330.ZIP	Available	053016	No
May 29, 2016	5/29/2016	BACKUP05292016220913.ZIP	Available	052916	No
May 28, 2016	5/28/2016	BACKUP05282016231138.ZIP	Available	052816	No
May 27, 2016	5/27/2016	BACKUP05272016230600.ZIP	Available	052716	No
May 26, 2016	5/26/2016	BACKUP05262016224613.ZIP	Available	052616	No
May 25, 2016	5/25/2016	BACKUP05252016224049.ZIP	Available	052516	No
May 24, 2016	5/24/2016	BACKUP05242016224337.ZIP	Available	052416	No
May 23, 2016	5/23/2016	BACKUP05232016223228.ZIP	Available	052316	No
May 22, 2016	5/22/2016	BACKUP05222016222151.ZIP	Available	052216	No
May 21, 2016	5/21/2016	BACKUP05212016231912.ZIP	Available	052116	No
May 20, 2016	5/20/2016	BACKUP05202016230947.ZIP	Available	052016	No
May 19, 2016	5/19/2016	BACKUP05192016220345.ZIP	Available	051916	No
May 18, 2016	5/18/2016	BACKUP05182016222356.ZIP	Available	051816	No
May 17, 2016	5/17/2016	BACKUP05172016222036.ZIP	Available	051716	No

- On the day of the missing sales **double click** “Available” so it reads “Ready” then click “Recover”

Calendar Date	Data Date	Backup File	Recovery Option	Folder	Pushed
May 31, 2016	5/31/2016	BACKUP05312016222027.ZIP	Available	053116	No
May 30, 2016	No Data	BACKUP05302016223330.ZIP	Ready	053016	No
May 29, 2016	5/29/2016	BACKUP05292016220913.ZIP	Available	052916	No
May 28, 2016	5/28/2016	BACKUP05282016231138.ZIP	Available	052816	No
May 27, 2016	5/27/2016	BACKUP05272016230600.ZIP	Available	052716	No
May 26, 2016	5/26/2016	BACKUP05262016224613.ZIP	Available	052616	No
May 25, 2016	5/25/2016	BACKUP05252016224049.ZIP	Available	052516	No
May 24, 2016	5/24/2016	BACKUP05242016224337.ZIP	Available	052416	No
May 23, 2016	5/23/2016	BACKUP05232016223228.ZIP	Available	052316	No
May 22, 2016	5/22/2016	BACKUP05222016222151.ZIP	Available	052216	No
May 21, 2016	5/21/2016	BACKUP05212016231912.ZIP	Available	052116	No
May 20, 2016	5/20/2016	BACKUP05202016230947.ZIP	Available	052016	No
May 19, 2016	5/19/2016	BACKUP05192016220345.ZIP	Available	051916	No
May 18, 2016	5/18/2016	BACKUP05182016222356.ZIP	Available	051816	No
May 17, 2016	5/17/2016	BACKUP05172016222036.ZIP	Available	051716	No

Buttons: Remove, Recover, Close

After clicking “Recover” do **NOT** click in, or close out the script boxes. The boxes will close after the recovery script has ran.

The screenshot shows a remote session with several windows open:

- Command Prompt:** Displays error messages for missing processes (POSIMR.EXE, PIPELINE.EXE, HostManager.exe, MAILPOLLR.EXE, FOPCREATOR.EXE) and a 'Starting Poll Process' message.
- Verify Data Window:** Shows 'VerifyData Version 1.00.003 September 8, 2010' and reports that files were copied successfully.
- Recovery Window:** Displays a progress bar and the text 'Processing Data... Please Wait.' Below it is a table of backup files with their status.
- Lucas Dashboard:** Shows key metrics: Last Z (6/26/2016 10:39:33 PM), Net Sales (\$2558.57), Transactions (453), Labor % (Daily) (14.78%), and Employees On Clock (2).

4. After the script finishes, the missing sales will be recovered and the window can be closed.

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Remove Recover Close