



POWER OF SIMPLICITY

**Troubleshooting FAQ's  
on Data Sync.**

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Version: Troubleshooting FAQ's on Data Sync./1.3/December 2009



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## Troubleshooting FAQ's on Data Sync.

Q 1. The data synchronisation process at Shoper 9 POS (both manual and auto mode) is not creating any files. What could be the probable reason for the same?

**Ans:**

### Scenario 1

The reason for data files not being created at a POS location can be identified by examining the **ExpError.log** file, which is located in the **<Shoper 9 POS application folder>\share\log** folder.

Open the file and scroll down to the end of the file. Check if a message 'same batch with different creation date' is displayed. This message suggests that data restoration has been carried out at the POS location.

Then the data at Shoper 9 HO pertaining to this POS location has to be unloaded (rolled back) for the previous day, i.e., if the last loaded data for this POS location is for 20th of a Month, then the data has to be unloaded from 19th, for this showroom. To unload the showroom data:

In Shoper 9 HO,

1. Go to **Housekeeping > Rollback Showroom Transactions**
2. In the **From** field, enter the date from which data has to be unloaded
3. In **Showroom Selection** area, select the showroom for which data has to be unloaded
4. Under **Reason for unloading**, select the option **DB is restored at POS** and click **Process**

Once the unloading process is completed, perform synchronisation at the **POS** location and verify whether the data file has been created.

### Scenario 2

The POS application may not create any files during auto sync when acknowledgement for last sync is not received.

### Scenario 3

Few other reasons for POS application not creating files can be ascertained by examining ExpError.Log file, such as:

- ❑ Checking for duplicate Control Number - Failed
- ❑ Checking for duplicate Docno - Failed
- ❑ Check for the continuity of Docno - Failed
- ❑ Checking for Saletrnhdr count with stktrnhdr count - failed

**Q 2. In case the default communication mode configured to transfer data between Shoper 9 POS and Shoper 9 HO is not functioning, how do I transfer data from one application to another?**

**Ans:**

When the mode of communication is not working and either Shoper 9 POS or Shoper 9 HO is unable to send or receive data, do the following:

1. To transfer data from POS to HO,

In Shoper 9 POS,

- Go to **Housekeeping > POS-HO Synchronise > Synchronise with HO** and click **Manual Sync.**
- Go to **<Shoper 9 POS application folder>\Out** and find the latest encrypted data file

For example, **HHHRCCC9000002.ZIP** (HHH is Shoper 9 HO company code, CCC is Shoper 9 POS company code and **000002** is a running serial number). Ensure that you have selected the latest file by verifying the date and time of creation.

- Copy this file to a portable storage device
- The device with the data file can be sent to Shoper 9 HO or take the device to a computer with an active internet connection and send the file through Email

In Shoper 9 HO,

- Copy the file received from the POS location into the **<Shoper 9 HO application folder>\In** folder
- Go to **Data Sync. > Imports > Showroom Transactions** and click **Load Data**

Shoper 9 HO will load the file and will generate an acknowledgement file (the naming convention for acknowledgement file is \*.ACK) in **<Shoper 9 HO application folder>\Out\Ack** folder.

- Send the acknowledgement file to Shoper 9 POS and copy the same into **<Shoper 9 HO application folder>\In** folder

2. To Transfer Data from HO to POS

In Shoper 9 HO,

- Go to **Data Sync. > Exports > Master Data to POS**
- Select the data range and the showroom to which data has to be transferred and click Export
- Go to **<Shoper 9 POS application folder>\Out** and find the latest encrypted data file

For example, **HHHCCC9000002.ZIP** (HHH is Shoper 9 HO company code, CCC is Shoper 9 POS company code and **000002** is a running serial number). Ensure that you have selected the latest file by verifying the date and time of creation.

- Copy this file to a portable storage device
- The device with the data file can be sent to Shoper 9 POS or take the device to a computer with an active internet connection and send the file through Email

In Shoper 9 POS

- Copy the file received from the HO location into the **<Shoper 9 POS application folder>\In** folder
- Go to **Housekeeping > POS-HO Synchronise > Synchronise with HO** and click **Manual Sync**.

The sync process will load the data sent from HO at POS.

Q 3. Is it possible to generate a Dashboard Report to ascertain sync. status when the mode of communication for data synchronisation is set to Online/ Email/ FTP/ Direct Copy?

**Ans:**

Dashboard Report for data synchronisation can be generated for any communication mode (i.e., HTTP, Email, FTP or Direct Copy).

Q 4. When I use the option **Synchronise with HO** in Shoper 9 POS, configured to synchronise data through FTP, a run time error message **Permission denied** is displayed. How do I avoid this error and synchronise data using FTP?

**Ans:**

The **TempFTP** folder present in the Application/ Share folder does not have read/ write permissions. This causes the run time error during synchronisation.

Remove the folder **TempFTP** from the Application/ Share folder and perform manual synchronisation. This will create the folder TempFTP afresh with all the rights and synchronisation will function without any error.

Q 5. What are the communication modes used for synchronisation in Shoper 9?

**Ans:**

HTTP, FTP, Email and Direct copy

Q 6. Is it possible to simultaneously enable all the communication modes for data synchronisation, in Shoper 9 HO?

**Ans:**

Yes. In Shoper 9 HO, it is possible to enable all the communication modes simultaneously, provided different modes are assigned to different Shoper 9 POS companies.

Q 7. How do I enable/ disable a communication mode in Shoper 9 HO?

**Ans:**

In Shoper 9 HO,

1. Go to **Housekeeping > Reconfiguring System Parameters**
2. Select the required communication mode (i.e., Online/ FTP/ Email/ Direct Copy) under **Categories** and then configure the same

**Q 8. Is it possible to enable all the communication modes in Shoper 9 POS?**

**Ans:**

No. In Shoper 9 POS, only one mode of communication can be enabled for one Shoper 9 HO location. If multiple Shoper 9 HO's exist, then for each Shoper 9 HO location a different communication mode can be used.

**Q 9. How do I enable communication mode for a store location?**

**Ans:**

In Shoper 9 POS,

- Go to **Housekeeping > POS-HO Synchronisation > Configure Synchronisation**

You can select the required communication mode (i.e., Online/ FTP/ Email/ Direct Copy) and give the necessary inputs to enable the required communication mode.

**Q 10. Is it possible to change the mode of communication for Shoper 9 POS? If yes, how?**

**Ans:**

Yes. The change in communication mode for Shoper 9 POS shall be handled by Shoper 9 HO. The desired mode of communication has to be configured in sysparam (In **Shoper 9 HO, Housekeeping > Reconfiguring System Parameters**).

In the next sync the exported data is sent to the communication mode configured at POS based on the configuration available in replication database. POS will download this data and new mode is updated at POS location. Otherwise the exported file has to be copied to IN folder and loaded.

**Q 11. How do I set the synchronisation schedules in Shoper 9 HO for showroom locations?**

**Ans:**

Default Scheduler Catalogue is commonly used to define schedules for all locations in the chain store business. This can be defined in Shoper 9 HO and will be applicable to all locations as relevant. To define, go to **Masters > Schedule > Default**.

The Showroom Scheduler allows defining separate schedules for specified showrooms. This becomes handy in case you need to define different schedules for a few showrooms while others would follow the default schedule. To define, go to **Masters > Schedule > Showroom-wise**.

The schedules that you define in these catalogues for Shoper 9 POS will be sent automatically to the respective locations in the chain when the next data synchronisation takes place.

**Q 12. What is the significance of Scheduler Catalogue for Shoper 9 HO and Shoper 9 POS?**

**Ans:**

It help the user to Sync. the data with HO with out any manual intervention at predefined Interval.

Q 13. How do I check the active schedules in Shoper 9 POS?

**Ans:**

In Shoper 9 POS,

- Go to **Catalogue > Listing > Schedule Details**

Q 14. What is the effect of restoration of backup on synchronisation?

**Ans:**

When data is restored at a POS location, the next file generated will fail to load at HO. The acknowledgement sent from HO to POS has the tag 'same batch with different creation date is already loaded' meaning that it has suspected a DB restore at POS location. Once POS receives this acknowledgement, the extraction process in POS fails to extract data until a resync request is received from HO. In this case it is recommended to unload the data in Shoper 9 HO from the date of restoration and send the re-sync request file to Shoper 9 POS.

Q 15. Which LOG files need to be checked in Shoper 9 HO and Shoper 9 POS when data Synchronisation stops?

**Ans:**

In Shoper 9 HO, you need to check **DataloadingDDMM.LOG**, **DataExportDDMMYYYY.log**, **OfflineLoadingMMDD.log**

In Shoper 9 POS, **Experror.Log**, **CCCUpload.LOG** and **CCCDownload.LOG** (CCC is Shoper 9 POS Company Code).

Q 16. The CCCUpload.LOG file at POS location using online sync. displays a message 'loading is not successful, because of db error'. How do I overcome this error?

**Ans:**

Data has been extracted at the showroom but loading at Shoper 9 HO fails. This may be due to one of the following reasons:

- corrupted AST database at Shoper 9 HO
- primary key assigned to a few tables at Shoper 9 POS but not present in AST database
- few tables (BAK or main) may be missing in AST database

To ascertain the exact reason, open the **DataLoadingMMDD.LOG** file available in <Shoper 9 HO application folder>\Share\Log folder. Browse through the entries to find the reason for failed loading. After ascertaining the reason, make the corrections accordingly.

Q 17. An error message 'required file not found in application path' is displayed in Shoper 9 POS. How do I overcome the error and complete synchronisation?

**Ans:**

Sync. process internally calls many exe's and when the required exe is not present or is corrupted, Shoper 9 POS displays this error message.

To overcome this problem, take a data backup and re-update the patch.

Q 18. First time synchronisation after complete AST import at POS location is taking a long time to complete. What could be the reason? How do I overcome this issue?

**Ans:**

After a complete AST import, Shoper 9 POS sends the entire data from POS location to Shoper 9 HO. This is the reason for the delay.

Complete the data sync., even if it takes time. Upgrade to Release 1.1 or latest version of Shoper 9 POS. Once the data sync happens after upgrading this problem will not occur.

Q 19. During synchronisation Shoper 9 HO is not able to upload the data after extraction. How do I overcome the problem?

**Ans:**

The exact reason for failure to upload data can be ascertained by examining the file **DataExport.LOG** available in <Shoper 9 HO application folder>\Share\Log folder. The possible reasons may be an antivirus blocking access to upload folder, insufficient access rights to the folder, etc.

Take appropriate measures depending upon the reason given in the log file.

Q 20. During synchronisation Shoper 9 POS is not able to upload the data after extraction. How do I overcome the problem?

**Ans:**

The exact reason for failure to upload data can be ascertained by examining the file **CCCUpload.LOG** available in <Shoper 9 POS application folder>\Share\Log folder. The possible reasons may be an antivirus blocking access to upload folder, insufficient access rights to the folder, insufficient IUSR permissions to polling folder incase of Online mode of communication, etc.

Take appropriate measures depending upon the reason given in the log file.