



# Bookstore Manager

## Technical Information Document

### Emergency Logging in case of Server Loss

#### Document Information:

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#### Document Summary

Instructions on how the Emergency Logging features work, and how to access the emergency data if the server goes down.

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**\*\*\*NOTE 1\*\*\* All POS transactions (including credit card data), Special Orders, and Mailing List Additions are written to emergency logs.**

**\*\*\*NOTE 2\*\*\* The emergency data is kept for the last 7 days.**

**\*\*\*NOTE 3\*\*\* A printer must be installed on every station that you wish to print logs on.**

#### How Emergency Logging Works

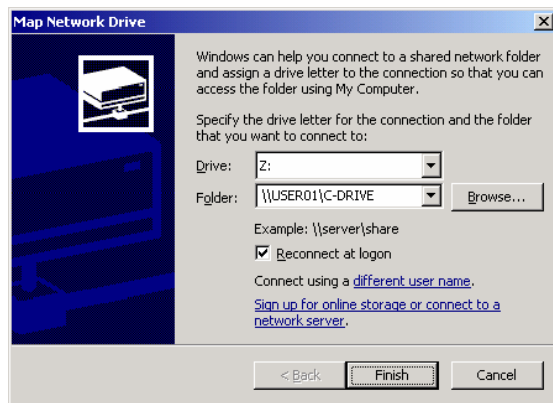
- The POS program creates emergency backup files on the Emergency Log Drive. This is in case your server dies in the middle of the day. Anytime you do a sale, transaction details are written to a file called sltapeXX.txt. The 1<sup>st</sup> X stands for the REG\_NUM you are using. The 2<sup>nd</sup> X stands for the day of the week. For example, for the file sltape13.txt, '1' is the REG\_NUM and '3' is the day of the week (Wednesday).
- Anytime you add a mailing list customer or create a special order, that information is written to a file called bsmlogXX.txt. The 1<sup>st</sup> X stands for the REG\_NUM or USER\_NUM you are using. The 2<sup>nd</sup> X stands for the day of the week. For example, if the file was called bsmlog26.txt, '2' is the REG\_NUM/USER\_NUM and '6' is the day of the week (Saturday).

- Here is a list of the days of the week with their corresponding code.
  - 1 = Monday
  - 2 = Tuesday
  - 3 = Wednesday
  - 4 = Thursday
  - 5 = Friday
  - 6 = Saturday
  - 7 = Sunday

### **Special Instructions for RMS Server/POS**

Follow these extra steps on the Server  
 If your RMS file server is a POS station, then you may want to record the logs to another computer. To do this, you will need to map a network driver to one of your POS stations so that you can log your transactions to their hard drive. To do this, do the following:

- Right click My Network Places
- Click Map Network Drive...
- For Drive, select Z:
- For Folder, type: \\USER01\C-DRIVE
- Make sure Reconnect at logon is checked.
- Click Finish
- Once it brings up the Z: window, just close it.
- Open BSMGR
- Go into SYS at Enter Program Name.
- Go into Environment, and then go into User's Station Environment.
- Enter your USER #, it should default to your USER #. Click <OK>
- Click the Misc. Tab
- Enter a **Z** for the Emergency Log Drive. Emergency Log Drive = Z
- Click <Save=F5>.
- If the server were to go down in the middle of the day, you would need to go to the \\USER01 computer and print the logs for that POS 1 and the server's REG\_NUM for whatever day of the week it is. Most likely, POS 1 will be using a REG\_NUM of 1, and the server (POS2) will be using a REG\_NUM of 2. This means, you would be running LOGS twice, once for the POS1 (REG\_NUM = 1) and once for the server (REG\_NUM = 2).



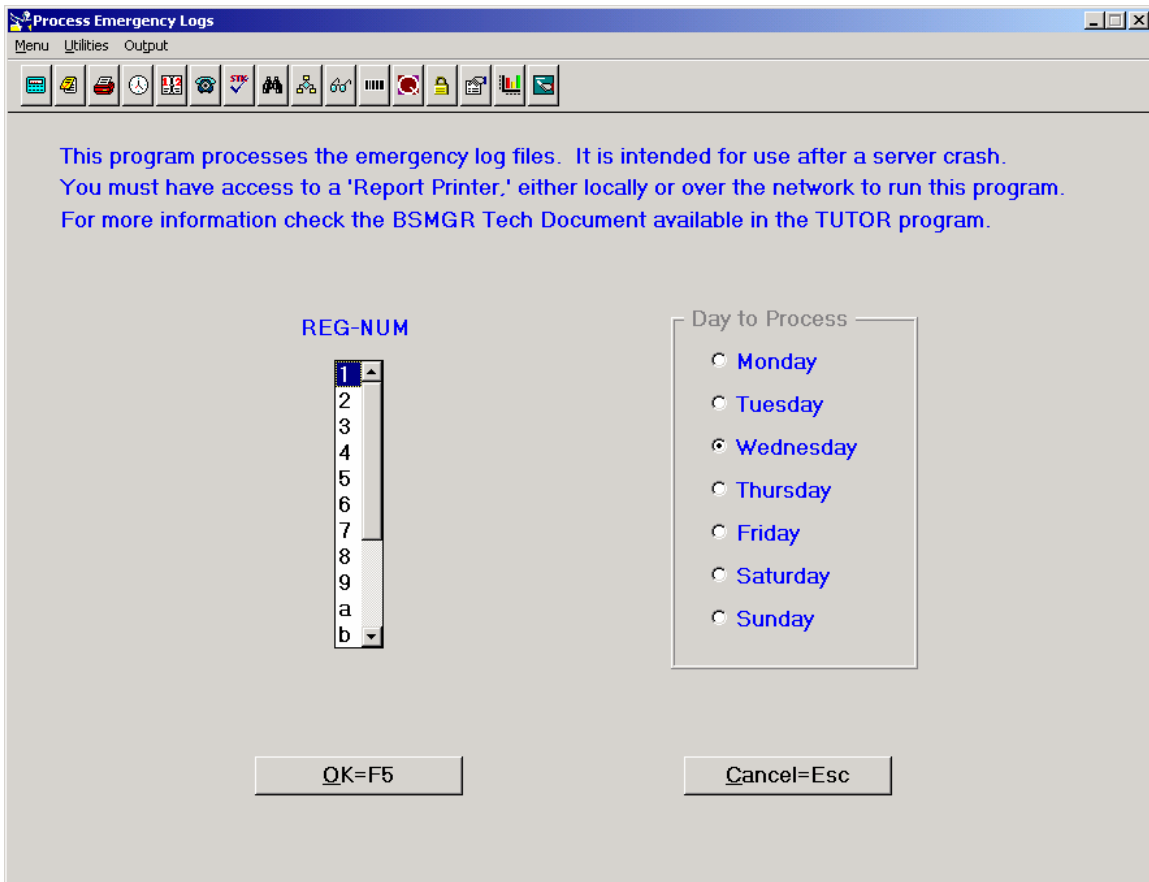
Follow these extra steps on POS1

- You will also need to setup your POS 1 to use D as its Emergency Log Drive. To do this, do the following:
- Go into SYS at Enter Program Name.
- Go into Environment, then go into User's Station Environment.
- Enter your USER #, it should default to your USER #. Click <OK>
- Click the Misc. Tab
- Enter a **D** for Emergency Log Drive. Emergency Log Drive = **D**
- Click <Save=F5>

How to access the Emergency Logs if the Server goes down

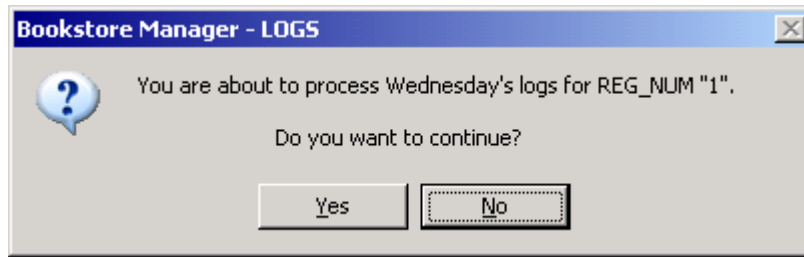
Whenever you need to recover transaction information, you will have to do the following on **EVERY POS/Workstation**

- At Enter Program Name, type LOGS <Enter>
- Enter your passcode



- By default, the program will default to today's date and the REG\_NUM/ USER\_NUM that you are using. If this is correct and you wish to print the logs for the day shown, click <OK=F5>. **(In this case the Server would**

have crashed during the day on Wednesday so you need to restore Wed.) The following window will appear.



- Click **<Yes>** to print out the logs for Wednesday.
- This will start printing to your Report Printer. The report has the following
  - POS Sales (Full Credit Card Info)
  - Special Orders
- The Mailing List Additions automatically add back into MLM when LOGS is run.
- The POS transactions and special orders should be manually re-entered into the system.

**\*\*\*NOTE\*\*\*** *If you are using the BSMGR Integrated credit card program*

- **MAPP (dial-up) – You SHOULD NOT re-process the credit cards.**
- **VITAL (Internet) – You SHOULD re-process the credit cards.**