# Chapter 3.13: Post Transaction Errors and Recovery

Overview

During the *Post Transactions* process the Route Manager program moves data from temporary "pending" file locations to permanent "posted" file locations. This process can take anywhere from several seconds to several minutes, depending on how much information is being transferred. With the importance of this process in mind, the Route Manager program automatically backs up the data that is being modified before this process is executed. This feature will allow the user to restore the data back to its original state — prior to posting — should an unforeseen problem occur during the posting process (i.e., power outages, network issues, computer problems). Detailed below are the proper steps to take if such problems occur.

Posting Error and Recovery

When there has been an error during the posting process, the user that was posting will receive this message whenever an attempt is made to do anything within Route Manager:
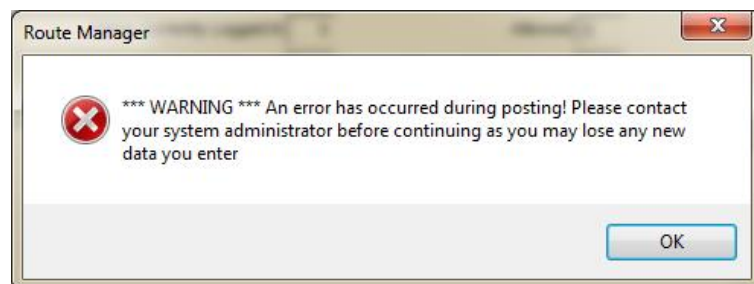

This user should notify a System Administrator of the error received and **all further work within Route Manager should be suspended immediately,** until the situation is resolved.

Posting Restore

The error message should not be ignored, and the user that was posting will be the only user in the system that receives the message. Follow the steps below to successfully restore the posted transactions:

1. The user will need to have everyone log completely out of Route Manager.

2. Make a backup of the data by going to *File > Backup and Restore > Backup Data Files*.

3. The user that originally posted the transactions, and is now receiving the warning messages, should login to the program and navigate back to *Transactions, Post Transactions*.

4. The user will then be prompted with the "Posting Restore" message (below).
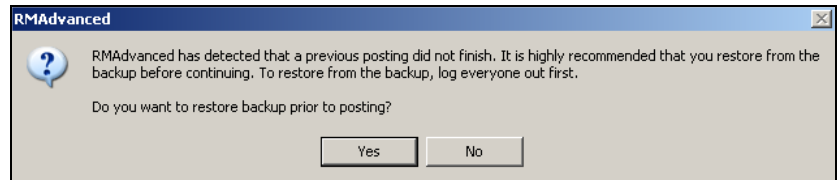
5. It is ALWAYS recommended that the user choose 'Yes' to restore the backup that was created prior to posting.

    NOTE: It is very important to suspend all normal operations within the program until a posting issue is resolved. Information entered AFTER the posting error will be lost, and will need to be re-entered.

6. After Route Manager restores the data successfully, all procedures may resume, and the user will need to post the data again.

7. If 'No' is selected on the "Posting Restore" message. The user should go through every transaction that was posted to verify that the item was posted on each account and the balances were adjusted correctly. If there is data loss, the information will need to be re-entered into Route Manager.

Summary

This short tutorial keeps the "Posting Restore" process simple. While there are not many situations that occur to cause this process to be handled any differently, feel free to contact Advantage Route Systems if you feel that you may end up with undesirable results from restoring the data.

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