



Troubleshooting Customer Period-End Failure

Situation

During month-end and year-end, the Execute Customer Period End function in the (MK) Period End Functions screen updates the data in the text-based (AH) screen and graphical Customer History Total Sales Tab. It moves Customer History data from the current month-to-date column to the -1 previous month column, and updates the -2 and -3 previous month columns.

Under certain conditions, the Customer Period-End process can fail before it finishes processing the Customer History files. You will see a "Processing....." message that does not change to "*** Done **." This type of problem is usually the result of a duplicate customer record in a file.

Solution

To eliminate any duplicate customer records that may be causing the month-end function to fail, you must:

- Restore Customer Files from Backup
- Rename the Restored Files in the (ZF7) Utility
- Make a No-Duplicates Copy of Each Customer File using the (ZC2) Utility
- Delete the Renamed Files in the (ZF4) screen

Note: The reason you must rename and delete instead of just running the no-dupes copy is because you cannot copy to the same file on the same unit.

Restore Customer Files from Backup

1. First, to find the volume serial where the Customer files reside, go to the (LØ) Global Master Parameters screen. (In Ensite Pro™, double-click the Keyop Menu icon, double-click the Parameters icon, and select [Ø] Global Master Parameters. In the bottom right corner of the screen, note the volume serial designated for Customer files, and then press ESC twice to exit the parameters.
2. Since the next steps must be done in a dedicated environment, be sure that no one is using the system and that all other terminals are in the Master Menu screen before you continue. Perform a level M shutdown from the server to put the system into maintenance mode using the (Z-E6) System Shutdown utility. For detailed instructions, see "Taking DDMS Into and Out of Maintenance Mode" (www.ddms.com/resources/support/faq/utilities/maintmode.pdf).
3. Restore the C-AUX, C-MANIFEST, C-QUALITY, C-SALES, and C-MSALES files from the backup that was run prior to month-end procedures. To learn how to restore files from backup, see "File #92: Restoring From Backups under Windows 2000" (www.ddms.com/Resources/Support/faq/windows/restore-win2k.pdf) or "File #38: Restoring Files on UNIX Systems" (www.ddms.com/Resources/Support/faq/unix/unixfile.pdf).

Note: For each customer data file listed above, it is important to restore all three associated files with the following filename extensions: .key, .cdx, and .dbf. For example, for C-AUX, you must restore the following three files: C-AUX.key, C-AUX.cdx, and C-AUX.dbf.



Troubleshooting Customer Period-End Failure

Rename the Restored Files in the (ZF7) Utility

4. Double-click the Keyop Menu icon, and then double-click System Utilities. The (Z) Master Utilities screen opens. In the Enter Utility Type field, type F. In the Enter Subset Number field, type 7.
5. At Enter Filename, type the original file name (for example, C-AUX, C-MANIFEST, C-QUALITY, C-SALES, and C-MSALES).

Note: For each customer data file (C-AUX, C-MANIFEST, C-QUALITY, C-SALES, and C-MSALES files), you do not need to enter any filename extension into this utility, because the DDMS system will automatically process associated files based on the filename you enter. For example, the system will automatically process C-AUX.key, C-AUX.cdx, and C-AUX.dbf when you simply specify C-AUX.

6. If the cursor does not automatically move to the Enter Unit # field, press TAB.
7. At Enter Unit#, type the unit number that corresponds to the volume serial for the file you are renaming.
8. If the cursor does not automatically move to the Enter New Name field, press ENTER.
9. At Enter New Name, type the new name (for example, XCAUX, XCMANIFEST, XCQUALITY, XCSALES, or XCMSALES).
10. If the new name has fewer than ten characters, press ENTER.
11. Repeat Steps 5-10 for the other files.
12. At the File Successfully Renamed prompt, press ESC to exit the utility.
13. To return to the Master Menu, press ESC.

Make a No-Duplicates Copy of Each Customer File in the (ZC2) Utility

14. Double-click the Keyop Menu icon, then double-click System Utilities. The (Z) Master Utilities screen opens. In the Enter Utility Type field, type C. In the Enter Subset Number field, type 2.
15. The Enter the File to Copy From prompt appears. Enter the renamed filename (for example, XCAUX, XCMANIFEST, XCQUALITY, XCSALES, or XCMSALES).

Note: Again, you do not need to enter any filename extension into this utility, because the DDMS system will automatically process associated .key, .cdx, and .dbf files based on the filename you enter.

16. If the cursor does not automatically move to the Unit # field, press TAB.
17. In the Unit # field, enter the unit where the file resides.
18. In the Volume field, press Tab to accept the default volume serial.
19. The Enter the File To Copy To prompt appears. Enter the name of the original customer data file (for example, C-AUX, C-MANIFEST, C-QUALITY, C-SALES, and C-MSALES).



Troubleshooting Customer Period-End Failure

20. If the cursor does not automatically move to the Unit # field, press TAB.
21. In the Unit # field, re-enter the unit where the file resides, or press Tab to accept the default.
22. In the Volume field, enter the unit's volume serial and press Tab. The volume serials are displayed at the top of the screen.
23. The "N=Normal copy R=Recover deleted records, I=No duplicate keys" prompt appears. To eliminate duplicate records when copying the file, type I
24. The system copies the files and repeats the prompt Enter the File To Copy From.
25. Repeat steps 15-24 for each renamed Customer file you restored from backup (for example, XCAUX to C-AUX, XCMANIFEST to C-MANIFEST, XCQUALITY TO C-QUALITY, XCSALES TO C-SALES, or XCMSALES TO C-MSALES).

Delete the Renamed Files in the (ZF4) screen

26. Double-click the Keyop Menu icon, then double-click System Utilities. The (Z) Master Utilities screen opens. In the Enter Utility Type field, type F. In the Enter Subset Number field, type 4.
27. The Enter the File to Delete prompt appears. Enter the renamed filename (for example, XCAUX, XCMANIFEST, XCQUALITY, XCSALES, or XCMSALES).

Note: Again, you do not need to enter any filename extension into this utility, because the DDMS system will automatically process associated .key, .cdx, and .dbf files based on the filename you enter.

28. If the cursor does not automatically move to the Unit # field, press TAB.
29. In the Unit # field, enter the unit where the file resides.
30. In the Volume field, press Tab to accept the default volume serial.
31. Repeat steps 27-30 for each renamed Customer file you restored from backup (for example, XCAUX, XCMANIFEST, XCQUALITY, XCSALES, or XCMSALES).

Perform Customer Month-End Again

32. Re-start the Customer month-end function. For detailed instructions, see the latest Year-End Key Ops newsletter at www.ddms.com/support/pubs/keyops.htm.
33. Perform a level R shutdown from the server to take your system out of maintenance mode. For detailed instructions, see "Taking DDMS Into and Out of Maintenance Mode" (www.ddms.com/resources/support/faq/utilities/maintmode.pdf).

If month-end procedures still fail to complete, contact ECI² Technical Support.