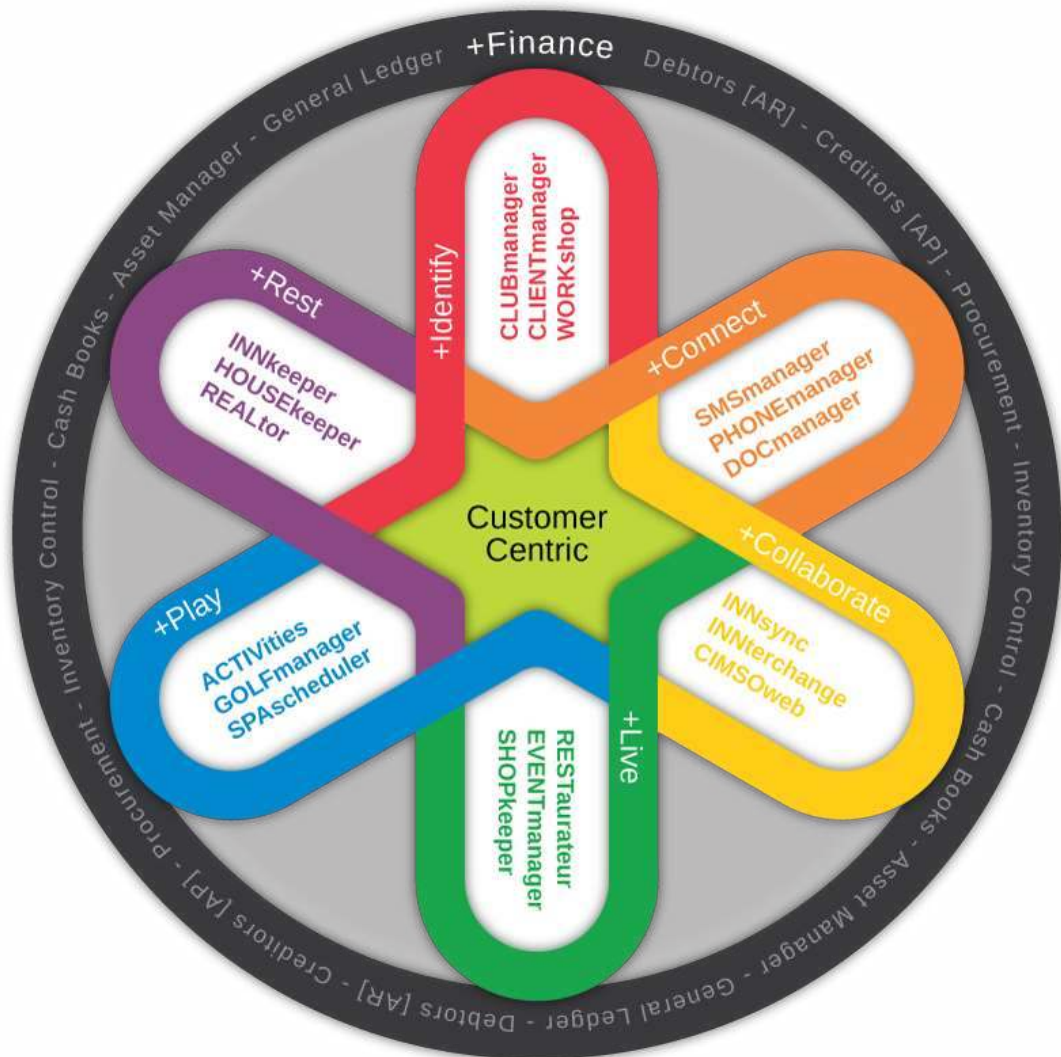


# The Resync: Request Lost Records Manual



## CUSTOMER CENTRIC DESIGN

- **Identify** – CDP – customer data platform with extensive CRM
- **Connect** - Single or bulk blast e-mail, SMS, fax and snail-mail
- **Collaborate** - Local server to Web and mobile device data interchange
- **Live** - Food, Beverage and Retail points of sale with stock control and procurement
- **Play** - Schedule and manage Golf, SPA and Leisure activities
- **Rest** - Reservations, Lodging PMS, Leasing and Timeshare
- **Finance** - GAAP, IAS and IFRS financial control to balance sheet



**cimso** Menu

- Administration
- Golfer
- ActivityScheduler
- SpaScheduler
- Restaurateur
- ShopKeeper
- AssetManager
- WebRes
- InnSync
- Fax Server
- Phoneman
- TimeKeeper
- Configuration
- EXEUP
- Close Menu
- Exit Menu


INNSync V4.1.3b35112: RR/128 Imperial Palace

Local Transmit State: Recovery Mode (No transmission allowed)

Direction	Remote Server	Connection State	Uptime	Traffic (Bytes)
*****				
Type	Date and Time	Remote Server	Log Entry	
	3 Mar 2020 09:26:50		INNSync V4.1.3b35112 started on computer DESKTOP-BJK2IGA. Local server is RR/128 Imperial Palace, database "CIMSODemo_\"	
	3 Mar 2020 09:26:50		The event log verbosity is set to "Normal Logging", the transmit cycle time is 10 minutes and the synchronisation delay warning is	
	3 Mar 2020 09:26:50		INNSync started up in "recovery" mode: Records may be received but not transmitted. (The database was either restored recentl	














INNSync V4.1.7b12984: NA/96 NWR Namutoni Resort

Local Transmit State: Waiting for the transmit cycle to end (4 minutes, 5 seconds) 1 

Direction	Remote Server	Connection State	Uptime	Traffic (Bytes)
Out	CR/128 NWR Namibia Wildlife Resorts Ltd (SUPPORT2-NEW)	Synchronising (Receive: Receiving records; Transmit: Nothir	16m 58s	49.7K In / 54.6K Out

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Type	Date and Time	Remote Server	Log Entry
	3 Mar 2020 07:55:20		INNSync V4.1.7b12984 (#794c5f6) started on computer DESKTOP-G1FR1JJ. Local server is NA/96 NWR Namutoni Resort, datab
	3 Mar 2020 07:55:20		The event log verbosity is set to "Normal Logging", the transmit cycle time is 10 minutes and the synchronisation delay warning is
	3 Mar 2020 07:55:22		The last local batch number (1610628193) in table trxcscsh is greater than the last batch number according to the synchronisation
	3 Mar 2020 07:55:22		The last local batch number (1610632768) in table trxcset is greater than the last batch number according to the synchronisation
	3 Mar 2020 07:55:22		There are discrepancies in the local server synchronisation state. INNSync has been switched to "recovery" mode.
	3 Mar 2020 07:55:25	CR/128	Computer SUPPORT2-NEW (192.168.2.117) identified as server CR/128 NWR Namibia Wildlife Resorts Ltd. Configuration and tab
	3 Mar 2020 07:55:32		Replicator mode manually set to "Normal Mode".
	3 Mar 2020 08:03:46	CR/128	Done processing records packet 7 from server CR: 1 x spserver Modifies, 1 x spservcon Modifies.
	3 Mar 2020 08:03:46	CR/128	Done processing records packet 8 from server CR: 5 x stlogins Inserts.
	3 Mar 2020 08:03:46	CR/128	Done processing records packet 9 from server CR: 1 x stsec Modifies.
	3 Mar 2020 08:03:46	CR/128	Done processing records packet 10 from server CR.

The Resync: Request Lost Records

1 Select the **Settings** (cogs glyph)

**1** Advanced Settings

Event Logging Verbosity: Normal Logging

Specify the amount of information that should be logged to the INNSync event log.

Minimum Transmit Cycle Time: 10 Minutes

Specify the minimum duration for a transmit cycle. If a transmit cycle completes in less time, INNSync will wait until at least this amount of time has elapsed before starting the next cycle. This setting determines how long it will take for a change to propagate between two servers. This should be set to a value slightly less than the maximum acceptable propagation delay, in order not to place unnecessary load on the database server.

Synchronisation Delay Warning Interval: [Disabled]

Every time a transmit or receive cycle with a remote server completes the current time is logged. If the next cycle does not complete before the timeout selected above an email will be sent to the recipients on the right. The INNSync log should be consulted in order to determine the cause of the delay if and when it occurs.

Replicator Mode: **2** Recovery Mode: Request Lost Record Retransmission

INNSync enters recovery mode automatically when it detects that the local database has been restored from a backup. While in recovery mode no locally modified records will be batched, and no records will be transmitted. Recovery mode prevents old records that were not yet transmitted when the backup was made from overwriting newer changes on remote servers. It is only safe to exit recovery mode once all remote servers have completed at least one transmit cycle with this server.

Batch All Modified Records

Click this button to collect all locally modified records into batches. It is only necessary to do this before making a backup that will be restored on a remote server that will synchronise with this server. It is very important to run this process if the local database has never synchronised and it will now be split into two replicating servers. Failure to do this in the latter case will cause INNSync to transmit the entire database, wasting both time and bandwidth.

**Email Settings**

SMTP Server:

Encryption: None SMTP Port: Default (25)

User Name:

Password:

Specify the internet address of your outgoing mail server. If the mail server does not require a username and password you should leave those fields blank.

Sender Email:

Sender Name:

Specify the email address and (optionally) the display name of the sender. This will be used as the reply address of the notification.

Recipient Email	Recipient Name

Specify the email addresses and (optionally) the display names of the recipients of the notifications.

Send a Test Email

## The Resync: Request Lost Records

- 1** Advanced Settings window
- 2** Replicator Mode: use the Drop Down to access the list of options – **Recovery Mode: Request Lost Record Retransmission**

INNSync V4.1.7b12984: NA/96 NWR Namutoni Resort

Local Transmit State: Waiting for the transmit cycle to end (1 minute, 17 seconds)

Direction	Remote Server	Retransmission Request Status	Connection State	Uptime	Traffic (Bytes)
Out	CR/128 NWR Namib	❌ Recovery not completed.	Synchronising (Receive: Idle; Transmit: Idle)	1m 1s	44.2K In / 44.2K Out

1

Type	Date and Time	Remote Server	Log Entry
🔍	3 Mar 2020 07:55:20		INNSync V4.1.7b12984 (#794c5f6) started on computer DESKTOP-G IFR1JJ. Local server is NA/96 NWR Namutoni Resort, datab
🔍	3 Mar 2020 07:55:20		The event log verbosity is set to "Normal Logging", the transmit cycle time is 10 minutes and the synchronisation delay warning is
⚠️	3 Mar 2020 07:55:22		The last local batch number (1610628193) in table trxcscsh is greater than the last batch number according to the synchronisation
⚠️	3 Mar 2020 07:55:22		The last local batch number (1610632768) in table trxcset is greater than the last batch number according to the synchronisation
⚠️	3 Mar 2020 07:55:22		There are discrepancies in the local server synchronisation state. INNSync has been switched to "recovery" mode.
🔍	3 Mar 2020 07:55:25	CR/128	Computer SUPPORT2-NEW (192.168.2.117) identified as server CR/128 NWR Namibia Wildlife Resorts Ltd. Configuration and tab
🔍	3 Mar 2020 07:55:32		Replicator mode manually set to "Normal Mode".
🔍	3 Mar 2020 08:03:46	CR/128	Done processing records packet 7 from server CR: 1 x spserver Modifies, 1 x spservcon Modifies.
🔍	3 Mar 2020 08:03:46	CR/128	Done processing records packet 8 from server CR: 5 x stlogins Inserts.
🔍	3 Mar 2020 08:03:46	CR/128	Done processing records packet 9 from server CR: 1 x stsec Modifies.
🔍	3 Mar 2020 08:03:46	CR/128	Done processing records packet 10 from server CR.
⚠️	3 Mar 2020 08:14:07	CR/128	Connection to CR/128 NWR Namibia Wildlife Resorts Ltd (192.168.2.117:5111) lost. 54.6K sent. 54.8K received. 18 minutes, 44 s
🔍	3 Mar 2020 08:14:07		Replicator mode manually set to "Recovery Mode: Request Lost Record Retransmission".
🔍	3 Mar 2020 08:14:09	CR/128	Computer SUPPORT2-NEW (192.168.2.117) identified as server CR/128 NWR Namibia Wildlife Resorts Ltd. Configuration and tab

## The Resync: Request Lost Records

1 Retransmission Request Status column: Recovery Not Completed

INNSync V4.1.7b12984: NA/96 NWR Namutoni Resort

Local Transmit State: Recovery Mode (No transmission allowed)

Direction	Remote Server	Retransmission Request Status	Connection State	Uptime	Traffic (Bytes)
Out	CR/128 NWR Namib	✓ All lost records requested.	Synchronising (Receive: Receiving records; Transmit: Idle)	17m 5s	69.4K In / 27.1M Out

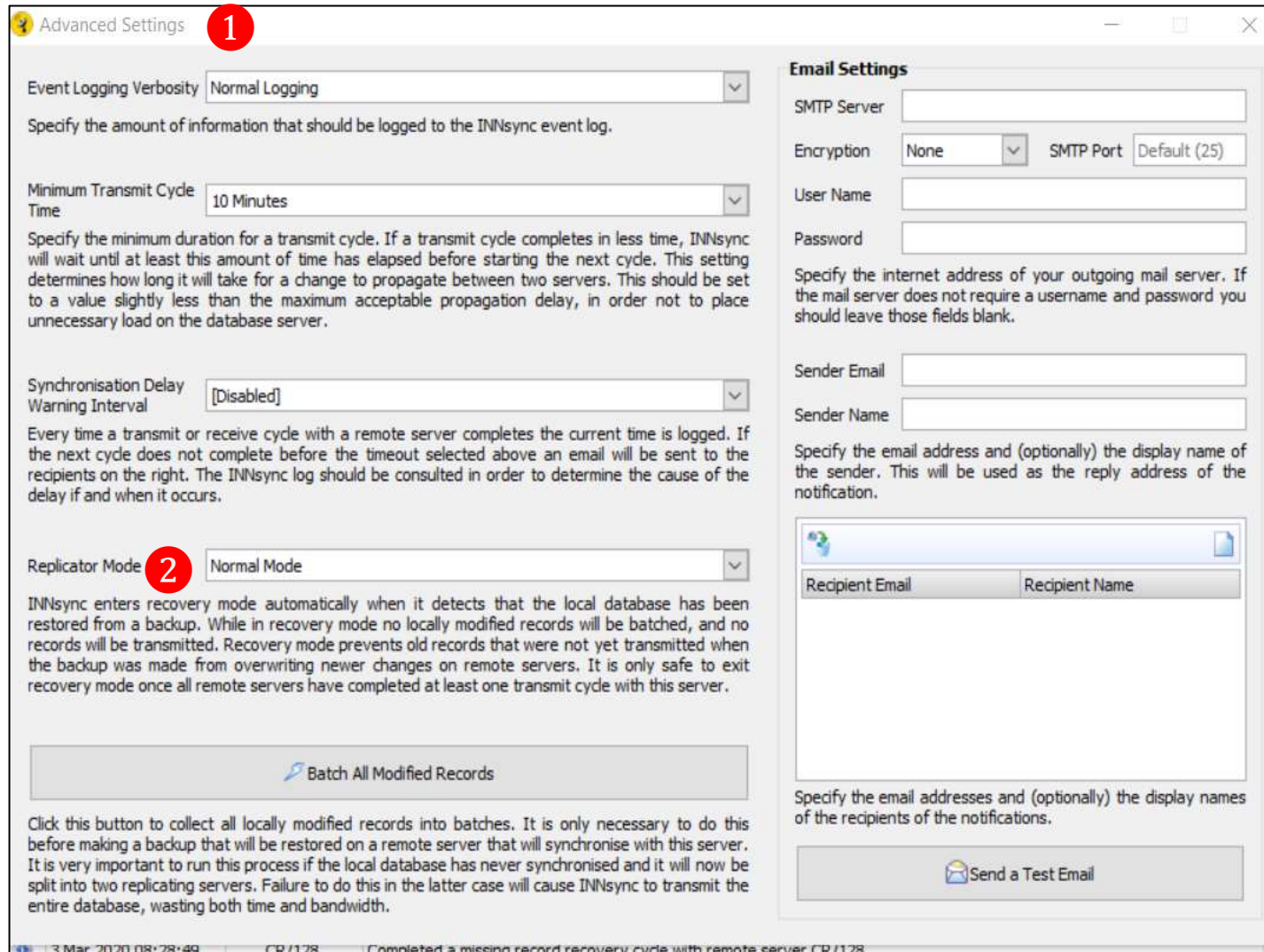
1

Type	Date and Time	Remote Server	Log Entry
🔍	3 Mar 2020 08:28:32	CR/128	Requested a missing record resync for table "tblcstatus" (0 local records, data size = 165).
🔍	3 Mar 2020 08:28:33	CR/128	Requested a missing record resync for table "tbmembership" (0 local records, data size = 167).
🔍	3 Mar 2020 08:28:34	CR/128	Requested a missing record resync for table "tbeventnote" (0 local records, data size = 212).
🔍	3 Mar 2020 08:28:35	CR/128	Requested a missing record resync for table "trxbudget" (0 local records, data size = 274).
🔍	3 Mar 2020 08:28:36	CR/128	Requested a missing record resync for table "trxexptocgrv" (0 local records, data size = 167).
🔍	3 Mar 2020 08:28:37	CR/128	Requested a missing record resync for table "ppprepayhd" (0 local records, data size = 182).
🔍	3 Mar 2020 08:28:38	CR/128	Requested a missing record resync for table "ppprepaydt" (0 local records, data size = 239).
🔍	3 Mar 2020 08:28:39	CR/128	Requested a missing record resync for table "cpghold" (0 local records, data size = 161).
🔍	3 Mar 2020 08:28:40	CR/128	Requested a missing record resync for table "spcommission" (0 local records, data size = 167).
🔍	3 Mar 2020 08:28:41	CR/128	Requested a missing record resync for table "spchglog" (0 local records, data size = 280).
🔍	3 Mar 2020 08:28:42	CR/128	Requested a missing record resync for table "grrule" (0 local records, data size = 161).
🔍	3 Mar 2020 08:28:43	CR/128	Requested a missing record resync for table "grrulecon" (0 local records, data size = 209).
🔍	3 Mar 2020 08:28:44	CR/128	Requested a missing record resync for table "spspendlimit" (0 local records, data size = 167).
🔍	3 Mar 2020 08:28:45	CR/128	Requested a missing record resync for table "sppromo" (0 local records, data size = 162).
🔍	3 Mar 2020 08:28:46	CR/128	Requested a missing record resync for table "imlink" (0 local records, data size = 368).
🔍	3 Mar 2020 08:28:47	CR/128	Requested a missing record resync for table "imslideshow" (0 local records, data size = 173).
🔍	3 Mar 2020 08:28:48	CR/128	Requested a missing record resync for table "imslide" (0 local records, data size = 222).
🔍	3 Mar 2020 08:28:49	CR/128	Completed a missing record recovery cycle with remote server CR/128.

## The Resync: Request Lost Records

1 **Retransmission Request Status** column: **All Lost Records Requested**

***Note:** Once the retransmission status changes to **All Lost Records Requested** you can set INNSync back to normal mode.*



**1** Advanced Settings

Event Logging Verbosity: Normal Logging

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Synchronisation Delay Warning Interval: [Disabled]

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Replicator Mode: **2** Normal Mode

INNSync enters recovery mode automatically when it detects that the local database has been restored from a backup. While in recovery mode no locally modified records will be batched, and no records will be transmitted. Recovery mode prevents old records that were not yet transmitted when the backup was made from overwriting newer changes on remote servers. It is only safe to exit recovery mode once all remote servers have completed at least one transmit cycle with this server.

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User Name:

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Specify the internet address of your outgoing mail server. If the mail server does not require a username and password you should leave those fields blank.

Sender Email:

Sender Name:

Specify the email address and (optionally) the display name of the sender. This will be used as the reply address of the notification.

Recipient Email	Recipient Name
<input type="text"/>	<input type="text"/>

Specify the email addresses and (optionally) the display names of the recipients of the notifications.

Send a Test Email

3 Mar 2020 08:28:49 CR 128 Completed a missing record recovery cycle with remote server CR 128

## The Resync: Request Lost Records

- 1** Advanced Settings window
- 2** Replicator Mode: use the Drop Down to access the list of options – **Normal Mode**



Thank you!