

## Update Required for ALL X-Charge Merchants!!!

The original deadline has now passed. We have been granted a brief extension to those merchants who have not yet upgraded.

**You must complete this MANDATORY upgrade before September 21, 2009, or you WILL experience interruption to your credit and debit card processing. Upgrading TODAY will prevent any service interruptions.**

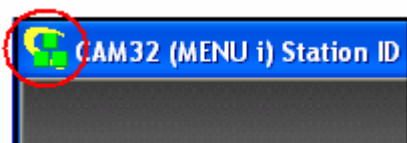
## Daily Checklist for CAM32

What are the most important items to check in order to ensure your CAM32 system is running properly?

At the start of your day, as a daily practice, you should verify that backups have run successfully (There are 2 backups that occur which are equally critical), and ensure a successful End of Day completed (Including Communications if multi-store). Here's list on how to check those items:

### 1. Activity Log

Check the Break & Activity log in the CAM32 System Menu. The System menu is accessed by clicking on the CAM32 Icon in the top-left corner of the Main Menu:



Select **Break & Activity Log** then select the **Activity** tab. Look to make sure it has a current date and says **FINISHED SCHEDULED SYSTEM BACKUP**.

### 2. Backup Log

A shortcut to the Backup Log should be on the Windows desktop of your Server:



Although there is a lot of information that may not make a whole lot of sense to you, you will want to spot check a few things. Firstly, look at the date. This is usually at the very top of the log. Typically the system will backup early in the morning (5:00am for example) so it should show "today's" date. If the log is blank or shows a date other than the current date, contact us for assistance. Secondly, scroll down the log and look for summary information. This will show how long it took to backup the files and whether the backup was successful or terminated.

### 3. Display/Print Journal

In CAM32, go to **Point Of Sale Control > Display / Print Journal**. Look at the log for your store. (The main store of a multi-store system can view the log for all stores.) There are 4 main parts of End of Day. First, you will see the number of POS Stations that were closed. Second, any update files are built. Third, transaction files are posted. Fourth, old files and reports are purged. If you are part of a multi-store chain, the log will also show that communications occurred. If you see any errors, or items that say "Started" but not "Completed", call us immediately. Do not try to re-run End of Day until the problem is determined and resolved.

## Helpful Contacts

### Supplies

- Email: [supplies@camcommerce.com](mailto:supplies@camcommerce.com)
- Phone: 800-CAM-DATA
- Fax: 714-241-0145

### Training

- Phone: 866-442-1887

### Installation

- Phone: 800-949-1460