

Retail STAR Newsletter

December, 2007



That Sync'ing Feeling

Keeping your data synchronized across all of your stores is an important part of maintaining a healthy Retail STAR system. The polling process automates the task of sending and receiving data to and from your remote stores and is designed to maintain synchronization between all locations, but as with any software system, there are certain good practices that can be followed in order to manually check that all locations are successfully synchronized.

Perhaps the most important of these is to check the EI value across all locations. Because this number is an important part of tracking your inventory, it's vital that value remains consistent across your chain of stores. You can check this by opening Report STAR from the Reports menu and running report #24 (BI to EI Comparison). You should run it at the main for a remote store for a given date range (up to and including the date of the last round of communications), then run the same report at the remote store for the same date range. If the database is correctly synchronized, the report totals will match.

Another method for checking that data is synchronized is to use the Database Explorer tool. This allows you to view the content of your database directly. Use the 'Run' command on your Start menu to open 'dbexplore.exe', and use your regular Retail STAR username and password to log in. You will see a list of database tables on the left hand side, and by selecting a table, Database Explorer will tell you how many records are in that table in the bottom left corner of the window. Compare the same tables between the main and remote stores, and a synchronized database will indicate the same number of records.

One synchronization check you can make is to ensure your On Hand values are synchronized with your EI values. Given that OH should always be in exact synchronization with EI, it's important to check it from time to time since the two numbers are treated differently and behave differently. The best way to check this is by simply running Report #24 for the current day for your local store. Accurate synchronization between the two is reflected in OH and EI quantities being exactly the same.

If you have any synchronization problems, our team of Support Technicians are available to assist. To reach them, call 1-800-949-1470, and select option 6 from the menu.

Before You Upgrade...

Synchronizing Locations During An Upgrade

If you are a multi store user of Retail STAR, we recommend that your databases are 're-synchronized' whenever you perform a software upgrade. This enables you to perform the upgrade at your main location and then 'drop' that database at your remote locations, ensuring complete synchronization.

You will need the assistance of a Support Technician to do this; just call 1-800-949-1470, select option 6 from the menu, and someone from our team will be able to assist.

Retail STAR 7.5.126

Our current 'General Release' version of Retail STAR is 7.5.126 Service Pack 2 with Gupta SQLBase 8.5. If you are on an older version of Retail STAR and would like to upgrade, please contact Technical Support on 1-800-949-1470, selection option 6 from the menu, and a Technician will be able to assist.

STAR Word Search

O	G	R	E	R	O	L	P	X	E
M	L	B	R	E	L	U	E	S	Z
R	A	E	I	P	A	E	A	I	I
H	C	I	G	O	H	B	E	M	N
N	P	T	N	R	A	D	O	M	O
P	N	I	P	T	A	A	Y	T	R
H	E	I	A	R	A	N	R	G	H
E	G	D	G	T	S	I	L	H	C
R	H	P	O	L	L	I	N	G	N
P	U	O	O	N	E	P	I	E	Y
O	L	H	A	X	N	G	I	H	S

**DATABASE EXPLORER
MAINTAIN UPGRADE
SYNCHRONIZE REPORT
EI OH POLLING**