Visual Streamline FAQ

How to Manually enter data that cannot be restored due to failed backups.

These are general guidelines to establish what needs to be re-entered and in what order to do it in.

BEFORE ENTERING ANYTHING, YOU MUST SET THE STREAMLINE SERVER DATE TO THE OLDEST DATE LOST, IN THE SYSTEM AND ENTER ALL LOST DATA FOR THAT DATE, AND THEN CHANGE TO NEXT DATE LOST AND ENTER ALL OF IT, UNTIL YOU ARE CAUGHT UP. Once you have caught up to what was entered previously and lost, you need to catch up by entering data you have been manually keeping track of while down, so the date needs to be changed to the first date to catch up on. Remember to change the date to the next day when ready to continue. IT IS VERY IMPORTANT TO MAKE SURE YOU HAVE THE SYSTEM DATE CHANGED TO THE CURRENT DATE WHEN YOU ARE READY TO MOVE ON TO PROCESSING ESPECAILLY IF IT CROSSES OVER A MONTH!!

1. Find all registers and printed copies of anything you can for the lost days. Put the registers in order of date and time.

Have all staff try to remember what they entered on these dates that may not have been updated on a register.

2. Once you have access to the system, you should check in Company Setup > Last Number – Control File and note the last control numbers of each document you use, e.g., sales orders, invoices/credit notes, purchase orders, quotes, RA's, Inventory Transactions, AP cheques.. etc. This will give the starting point for each of these as this records the last number for each generated.

You then need to find the last number for all the documents that you would have entered on the days lost; this will give the ending point.

3. Then try to find a document for every number in between and put in number order to be entered back into the system. If you email vendors and customer documents you may be able to have users, check their outboxes for these dates to find an emailed copies, as long as email was not lost.

4. Need to also figure out if any PO Receipts, AR Cash Receipts that were entered, AP cheques, AP invoices, and any GL entries that may have been entered. If these were updated then hopefully you will have a register printed, if not updated you still need to try and establish what they were and reenter, so they are not missed. Find any documents that may have been used to record these.

5. The order in which you enter can affect the outcome of some documents, for example you want to have all Sales Orders that were flushed on the PO Receipt run, entered before doing those receipts. So, establishing the order to reenter can be important depending on what processes you use.

6. If there were Sales Orders entered into the system that could have been shipped but not invoiced yet you need to find some hard copy of a document to establish what these were. If you have orders entered into the system that were totally backordered, we need to establish what these were for and for what customers, so they can be reentered. If you keep hard copies or manual notes when taking orders this could help.

7. Once all data lost is re-entered you will have to catch up on processing for the last couple of days since the systems have been down. I take you have you been keeping track manually of all receipts and shipments, etc. You will have to enter these once you are caught up reentering all data that was entered but lost.

This may not be all inclusive as the data you need to reenter will depend on the Streamline Modules you are running.