

Backup hanging on indexes... then hit enter and it finishes the process quickly!

A customer may come in to work and not be able to log on to POS. That person may receive a message that the EOD process is still running. If so, the key administrator person/ and or the person who is responsible contacts ABCS and says the following statement...

Comment.....

Typically when this happens, I simply hit the Esc and or Enter key and the EOD continues for 2 or 3 seconds till it reads ...successful EOD.

Reality...

In most cases the EOD has successfully ran... however you need to check the backup (sysut>tape>determine date and type of Backup), and or you need to ask if the EOD reports have ran. If they have not, and someone is having trouble with Logging into POS. Then a reset of the EOD procedures needs to occur in short order. Then I would recommend that you have the customer perform a Daily Data Backup (sysut>Tape>Perform Daily Data Backup). This process can be done while the business is up and open.

Cause...

According to Ed Baldrige/Tina Chowning the reason that this occurs is the following....

- a. The "no files" in Scoadmin -h has to be set to 500, instead of the default factory setting of 110.
(The question that I asked them was why do we have that problem on this particular machine and)
(no others. The response was that this customer is performing processes unique to their location)
- b. The ONLY other reason they stated