



REPORTS & TRANSACTION BACKUPS





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Verifone, Inc.
Integrated Systems
300 South Park Place Blvd., Suite 100
Clearwater, FL 33759
Office: (727) 953-4000
Fax: (408) 232-7244

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Document Revision History

Revision Version	Revision Date	Author	Description
1.0	12/10/2018	Emily_R1	Original documentation
1.1	02/22/2019	CrystalP2	Minor update
1.2	12/13/2019	CrystalP2	Update support info
Date of Last Review/Revision: DECEMBER 13, 2019			

REPORTS & TRANSACTION BACKUPS

The purpose of this document is to provide details on backing up or saving reports and transaction logs to your computer. Reports and Transactions are stored on the Commander series of site controllers for a minimum of 30 days. If you wish to keep transactions or reports for longer periods, please review the following information.

Reports

Anytime a report is opened or viewed through the Report Navigator program, it is automatically cached to the computer its viewed on.

Note: Reports that are not viewed or opened on the computer are NOT saved. Only the reports that are opened/processed in the program are stored on the local computer.

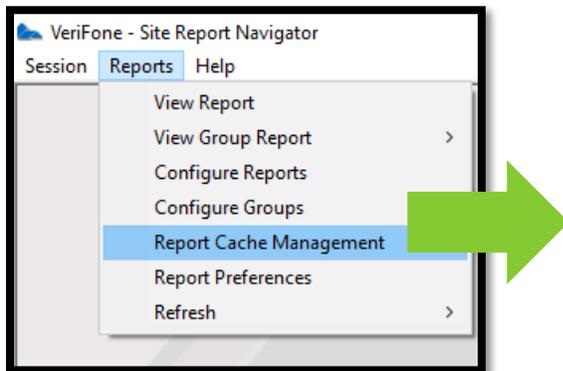
The report cache is stored in:

C:\Users\(*YourUserName*)\Documents\VeriFone\SRNTemp

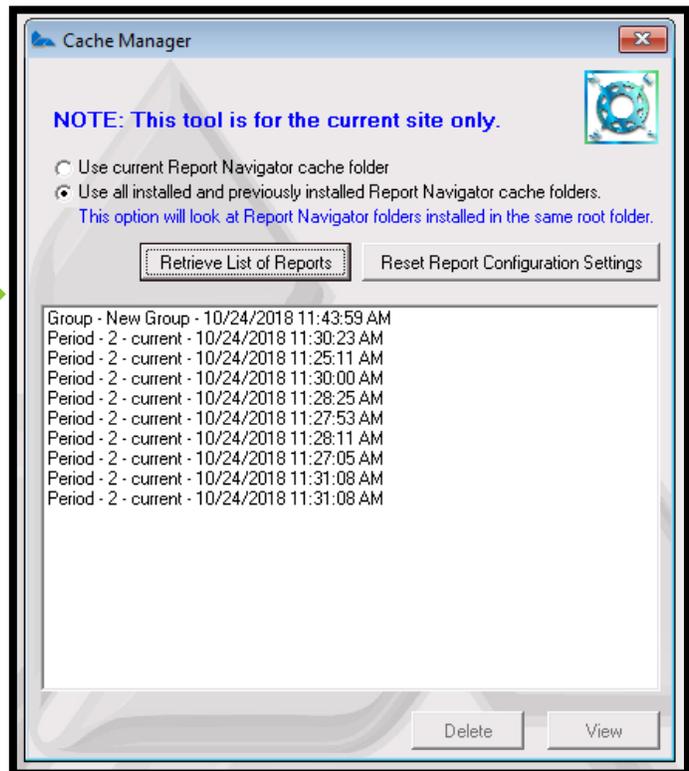
The user's name that is logged in will be utilized for (*YourUserName*).

These files can be backed up and stored to an external drive or another location. If you've had previous versions of the Site Management Suite (SMS) installed on your computer, then these files may also be found here.

To view these reports within the Report Navigator program, simply log in with your credentials, go to **Tools > Report Cache Management**, and select an option to retrieve.



Note: These reports are in HTML format and require a web browser (Internet Explorer, Firefox, or Chrome) to be viewed. If your computer prompts you to select a program, be sure to select an



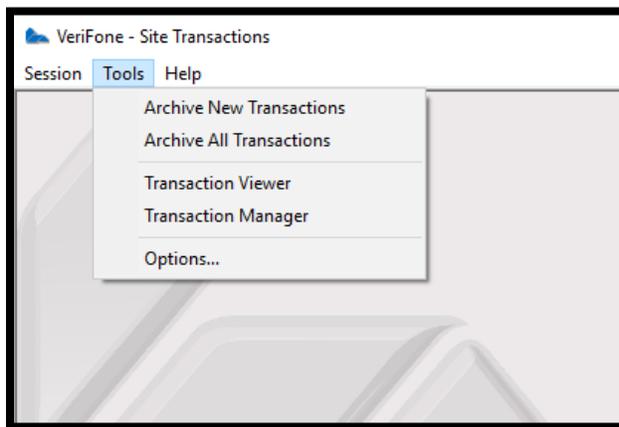
available web browser that is installed on your computer.

Transactions

Transactions or T-Logs are stored on the site controller and viewed through the Transaction Manager program.

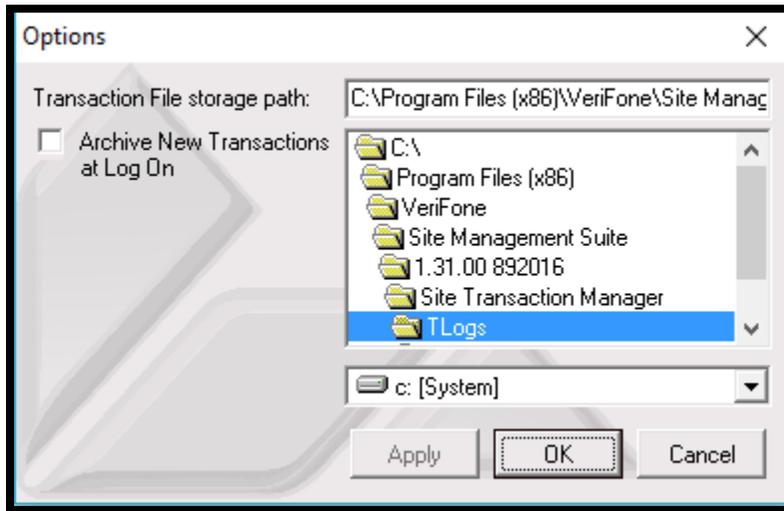
There is an “Archive” feature found within the Transaction Manager’s Tools menu. Two options to Archive: **Archive New Transactions** and **Archive All Transactions**, will archive or back up a copy of transaction logs to the computer the program is opened on.

- **Archive New Transactions** – Backs up transactions that have been stored on the site controller since the last archive. If there was no previous archival of transactions, then it will archive all transactions.
- **Archive All Transactions** – Backs up all transactions from the site controller.



Note: Technicians must not store site Archives on their installing laptop.

The location that the archives are stored may be modified under **Tools > Options**. The directory can be modified to any drive (external or internal) that is seen on the computer.

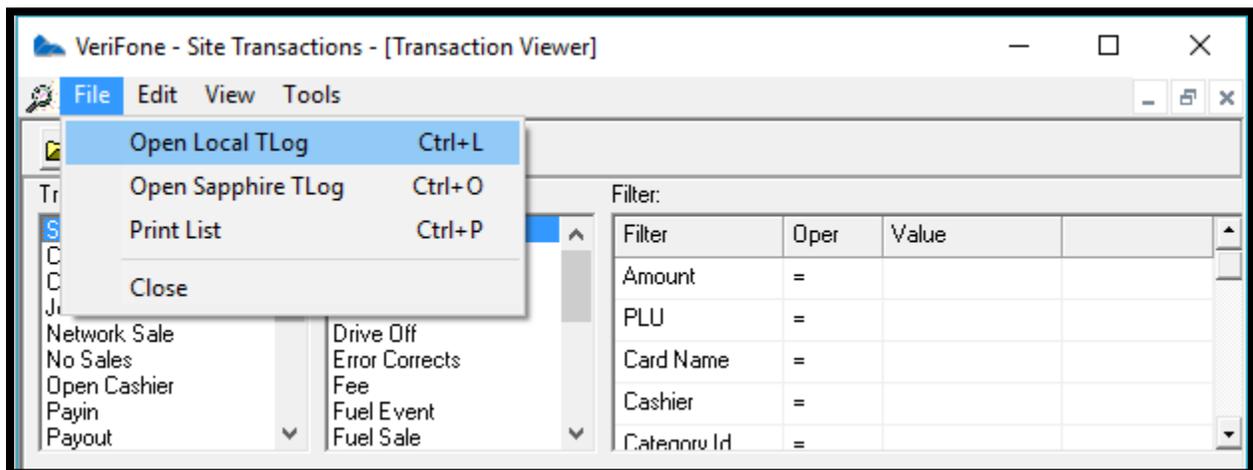


There is an additional option that can be enabled – **Archive New Transactions at Log On** will automatically archive to the location selected when a user logs into Transaction Manager.

Note: There is no automatic timed archive function available in Transaction Manager.

Note: Technicians must not enable **Archive New Transactions at Log On**, as it will archive site transactions on the installing laptop when Transaction Manager is used on-site.

To view the transaction logs that have been archived, when accessing Transaction Viewer or Transaction Manager, select **File > Open Local TLog**. It will open a windows dialogue box where you can locate the archived transactions.



Where are the Report Navigator and Transaction Manager programs?

If you do not have Report Navigator or Transaction Manager installed on your PC, they can be downloaded from the Support.Verifone.com website: **Technical Support > Support Articles > Petro & Convenience > Commander & RubyCi > SMS Installers (Commander-RubyCi)**.



Once the programs are installed, desktop icons are created for both programs. They may also be found under your windows start menu under the Verifone folder.

Need more help?

Additional training on how to utilize the Report Navigator and Transaction Manager programs can be found on Verifone's YouTube training channel (www.YouTube.com/VerifoneTraining)