

Topic: How to resolve the issue that Access Manager Suite failed to sync. the updated data to the registered devices?

Terminal Details		Pending Sync Requests	
ID	00111DA10E33	Sync Type	Time
Group	Access Manager	GENERAL_SETTING	9/3/2013 12:25:03 PM
Serial Number	00111DA10E33	USER_UPDATE	9/3/2013 12:49:40 PM
Type	Access Client	USER_UPDATE	9/3/2013 1:11:50 PM
Name	Accedo8	USER_SYNC	9/5/2013 9:41:33 AM
URL Link	10.10.48.27	USER_UPDATE	9/18/2013 10:02:11 AM
Model	ACTA3-3K-P-SMa	USER_UPDATE	9/18/2013 11:08:17 AM
Firmware Version	actatek_3_06.1197	USER_SYNC	9/18/2013 11:51:10 AM
FAM Version		USER_SYNC	9/18/2013 12:03:40 PM
Description	Accedo8	USER_SYNC	9/18/2013 12:05:06 PM
Registered User	325	USER_SYNC	9/18/2013 1:09:18 PM
Max User	3000	USER_SYNC	9/18/2013 1:48:24 PM
Automatch User	0	USER_SYNC	9/18/2013 2:42:19 PM
Max Automatch User	0	USER_SYNC	9/18/2013 2:48:39 PM
Current Status	online	USER_SYNC	9/18/2013 2:52:22 PM
Reg. Status	reg_ok	USER_SYNC	9/18/2013 2:59:55 PM
Last Update	9/11/2013 3:54:23 PM	USER_SYNC	9/18/2013 3:03:36 PM
Last Log	1/1/2000 12:00:00 AM	USER_SYNC	9/18/2013 3:23:05 PM
		USER_SYNC	9/18/2013 3:35:02 PM
		USER_SYNC	9/18/2013 3:50:50 PM
		USER_SYNC	9/18/2013 3:56:04 PM

Resync Users Refresh Close

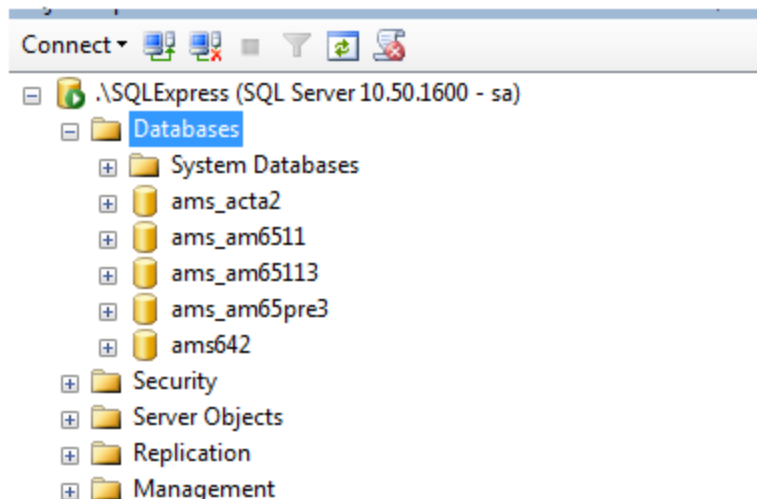
General settings pending sync, you will have to clear this entry in the SQL database to process all the other syncs.

Sync Type	Time
GENERAL_SETTING	9/3/2013 12:25:03 PM

Run Microsoft SQL Server Manage Studio.

Login to your SA account or via Windows Authentication.

Expand "Databases"



Expand the database currently used or connect with AMS.

Find dbo.access_sync table and right click on it and select "Edit Top 200 Rows"

ACTA-PC\SQLEXP... dbo.access_sync

ID	TerminalID	syncType	tm
15	00111DA0410E	35	2013-04-19 23:....
16	00111DA04B19	35	2013-04-19 23:....
NULL	NULL	NULL	NULL

GENERAL_SETTING = syncType 35,

Remove entry syncType 35 in table: access_sync

Now all the syncs will show up including stuck and pending syncs to all terminals. Search for the entry with **syncType = 35 and Terminal ID = 00111DA10E33**. Right click on the grey tab on the left of the entry and select "Delete" and that will remove the stuck sync.

Note: Please change Terminal ID of the device which was reported to have this issue.

After you've done the task as explained above, the list of pending syncs will now begin to process to the Actatek3 terminal. If the syncs does not go through after the deletion of the General Settings sync, power cycle the affected device and the syncs will now go through after booting back up.