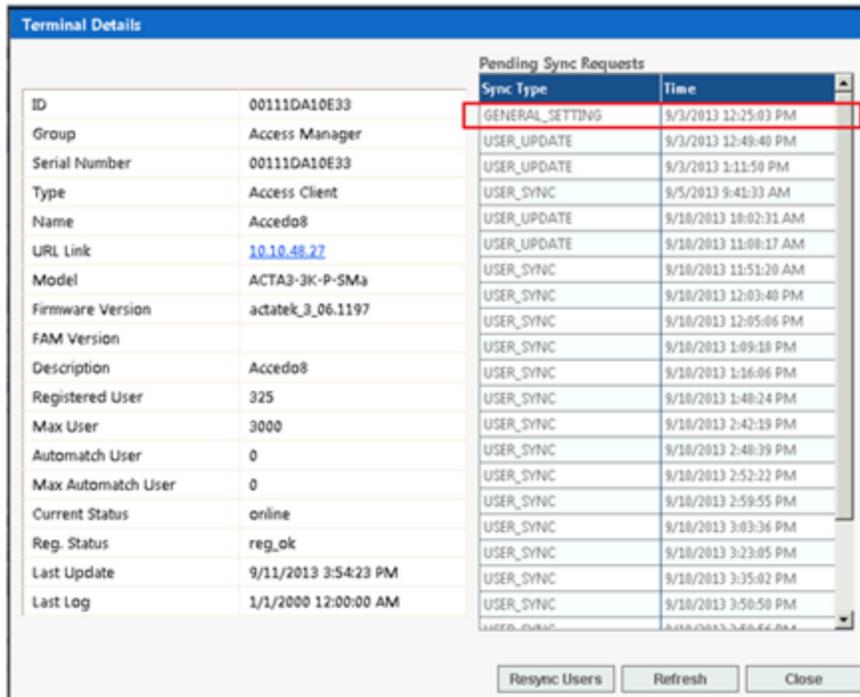


Topic: How to resolve the issue that Access Manager Suite failed to sync. the updated data to the registered devices?



The screenshot shows a 'Terminal Details' window with two main sections. The left section contains device metadata, and the right section contains a list of pending sync requests.

Terminal Details	
ID	00111DA10E33
Group	Access Manager
Serial Number	00111DA10E33
Type	Access Client
Name	Accedo8
URL Link	10.10.48.27
Model	ACTA3-3K-P-SMa
Firmware Version	actatek_3_06.1197
FAM Version	
Description	Accedo8
Registered User	325
Max User	3000
Automatch User	0
Max Automatch User	0
Current Status	online
Reg. Status	reg_ok
Last Update	9/11/2013 3:54:23 PM
Last Log	1/1/2000 12:00:00 AM

Pending Sync Requests	
Sync Type	Time
GENERAL_SETTING	9/3/2013 12:25:03 PM
USER_UPDATE	9/3/2013 12:49:40 PM
USER_UPDATE	9/3/2013 1:11:50 PM
USER_SYNC	9/5/2013 9:41:33 AM
USER_UPDATE	9/10/2013 10:02:31 AM
USER_UPDATE	9/10/2013 11:00:17 AM
USER_SYNC	9/10/2013 11:51:20 AM
USER_SYNC	9/10/2013 12:03:40 PM
USER_SYNC	9/10/2013 12:05:06 PM
USER_SYNC	9/10/2013 1:09:18 PM
USER_SYNC	9/10/2013 1:16:06 PM
USER_SYNC	9/10/2013 1:40:24 PM
USER_SYNC	9/10/2013 2:42:19 PM
USER_SYNC	9/10/2013 2:48:39 PM
USER_SYNC	9/10/2013 2:52:22 PM
USER_SYNC	9/10/2013 2:59:55 PM
USER_SYNC	9/10/2013 3:03:36 PM
USER_SYNC	9/10/2013 3:23:05 PM
USER_SYNC	9/10/2013 3:35:02 PM
USER_SYNC	9/10/2013 3:50:50 PM
USER_SYNC	9/10/2013 3:56:04 PM

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

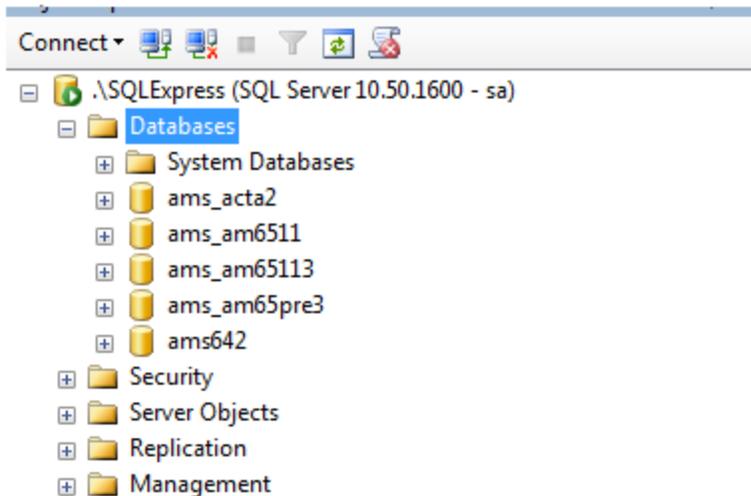


Sync Type	Time
GENERAL_SETTING	9/3/2013 12:25:03 PM

Run Microsoft SQL Server Manage Studio.

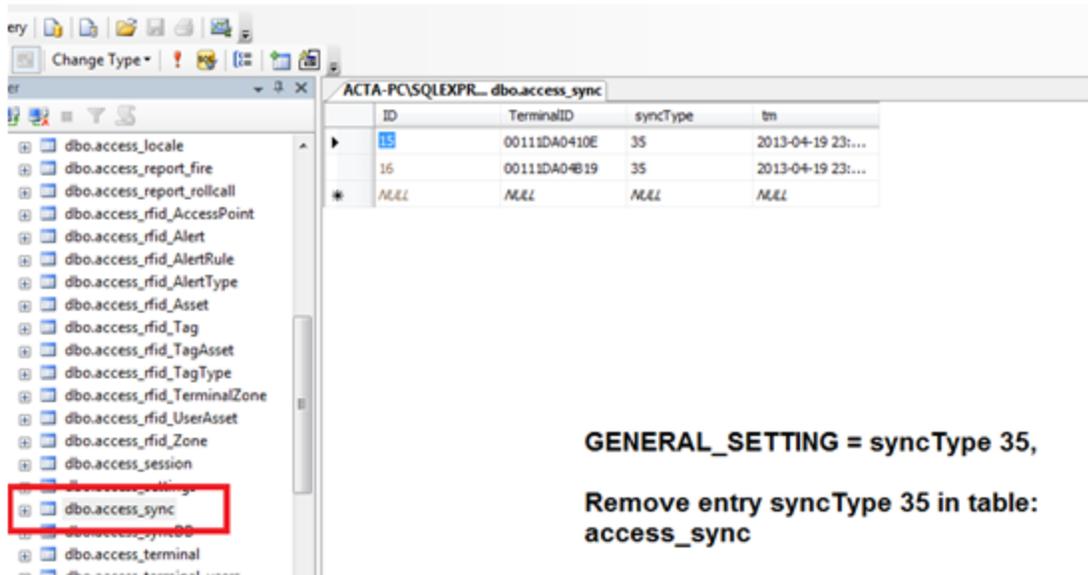
Login to your SA account or via Windows Authentication.

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"



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.