

# Archive Agent Manual for V6

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## TABLE OF CONTENTS

<b>INTRODUCTION.....</b>	<b>2</b>
<b>GETTING STARTED .....</b>	<b>4</b>
SYSTEM RECOMMENDATIONS .....	4
INSTALLATION INSTRUCTIONS .....	5
SUPPORT OPTIONS .....	7
<b>GENERAL INFORMATION .....</b>	<b>8</b>
USER MENU.....	8
ARCHIVE MENU.....	10
RESTORE MENU .....	13
DELETE MENU .....	16
VIEW MENU.....	18
MERGE MENU.....	20
E-MAIL MENU .....	23
<b>FREQUENTLY ASKED QUESTIONS .....</b>	<b>27</b>
IN USE.....	27
RESTORE MESSAGE.....	29
V6 POLLING .....	30
2 HOUR PROMPT .....	31
CONNECTION CLOSED ERROR.....	32
FILE TOO LARGE ERROR.....	33
E-MAIL OPTIONS SETUP.....	34
AUTO RUN SETTINGS .....	36
TASK SCHEDULER .....	38
CORPORATE POLLING .....	39
TMPARCHIVE FILE PATH.....	40

# V6 Archive Agent Help Files/Manual

## Introduction

Version 6 Archive Agent is a complete file management tool. This software allows users to archive, restore, delete and e-mail files from all four Version 6 Polling packages (V6 CRS, V6 Samsung, V6 Sharp, and V6 TEC), PC/Capture software, Version 6 Inventory and the QuickBooks Interface V2. V6 Archive Agent also allows users to view previously created archives and merge V6 report data into their current V6 Polling software.

The Archive option will create, compress, and name files from the selected Log, Setup, Report, All Program, All Files, PLU/UPC Files, Inventory, PC/Capture and the QuickBooks Interface V2.

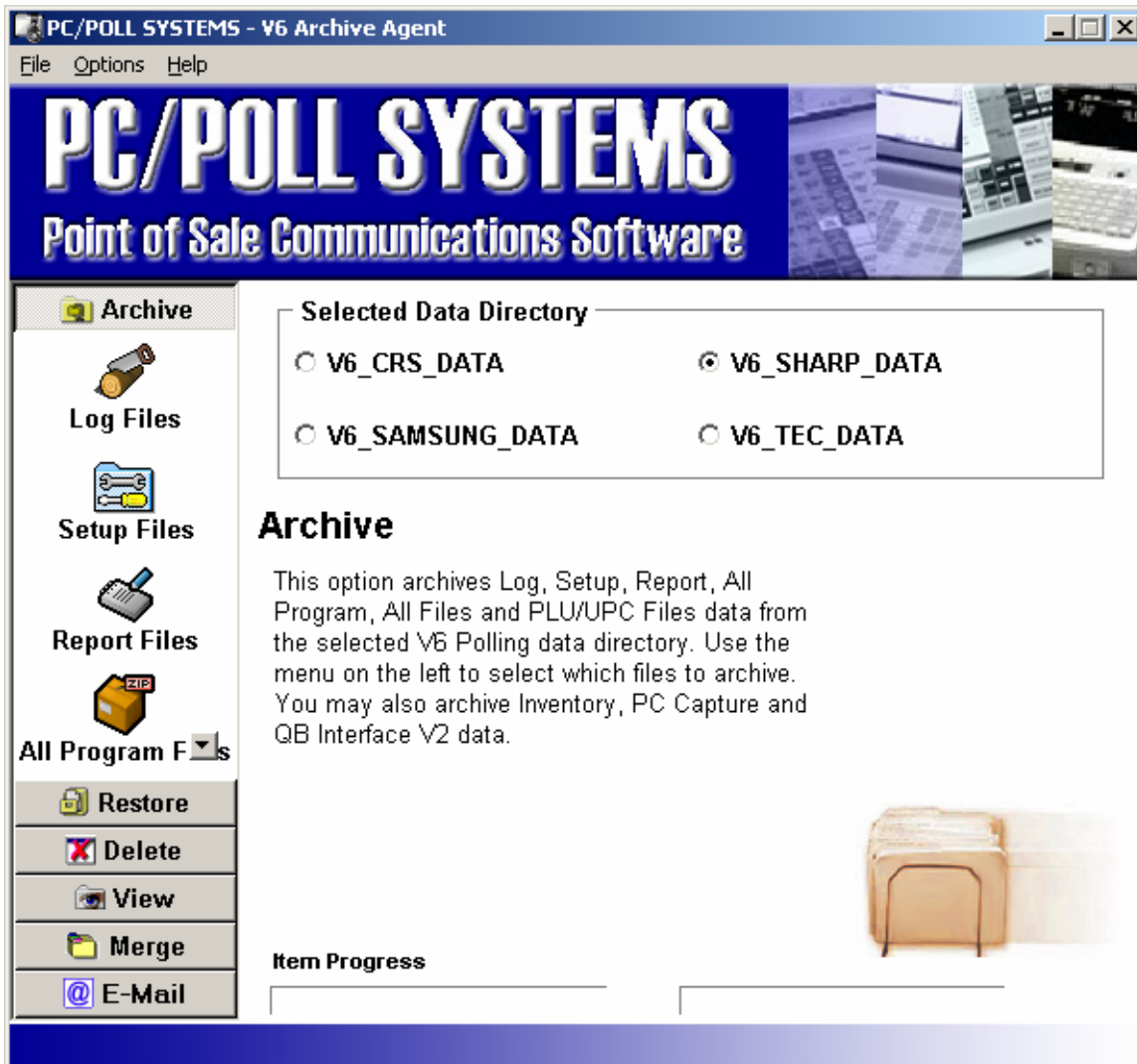
The Restore option will allow users to replace their current software files with ones from previously created archives. This option works with Setup, Report, All Program, All Files, Selected Program Files, PLU/UPC Files, Inventory, PC/Capture, and the QuickBooks Interface V2 archives.

The Delete option removes Log, All Report, and Select Reports from the selected Polling data directory for total file control.

The View option allows users to restore previously created Polling All Files archives to a temporary directory for viewing using V6 Polling. This area also includes a Delete Viewing Files option to remove the restored files from the system and a Restore Path option to reset V6 Polling to its original data directory path.

Two new areas that have been added to V.2 Archive Agent are Merge and E-Mail. The Merge area allows users to merge report data into their current V6 Polling database files. This option will merge report data from either All Files or Report Files archives. The software will read the files, check the date stamps on the reports and only merge in reports that are not currently contained within the data set. The Merge option may also be used as a corporate polling solution. Individual sites can email in their report files and corporate can merge the data into their software for a complete view of all their stores' sales.

The E-mail option allows users to e-mail Log, Setup, Report, All Program, All Files, PLU/UPC Files, Inventory, PC/Capture and the QuickBooks Interface V2 files to another location. The software can be configured to email the files directly to support@pcpoll.com for support issues or to another destination for backup purposes or corporate polling.



# Getting Started

## System Recommendations

### System Requirements

- A PC capable of running a Window's Operating system
- Minimum 256 colors
- Minimum 800 x 600 resolution
- 128 MB of RAM
- 233 MHz processor speed
- V6 Polling Package

### System Recommendations

- Pentium 3/500 MHz or equivalent processor
- 20 GB hard drive
- 16 million colors video display
- Backup medium (ex: zip drive, CD-ROM drive, 3.5 inch floppy drive)

### Backup System

For safety's sake, a system must be used to backup critical business data. V6 Archive Agent can be used to create compressed data backup files. It is highly recommended that users either manually or through the software, transfer these archives to an external location such as a network drive, zip drive or another computer location.

# Getting Started

## Installation Instructions

If the archive\_agent.exe file has been downloaded from the Internet, please search for the file name to locate it on your hard drive. If the install is from a CD, just click on the Version 6 Archive Agent Install link.

The first screen that appears during the installation will read "PC/POLL SYSTEMS PRESENTS: V6 Archive Agent." Click **Next**.

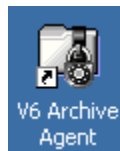
The "Welcome" screen is then displayed recommending that all other running applications be closed before continuing with the Setup.

Click **Next** to view the License Agreement screen. If you agree to the conditions listed, click **Next**.

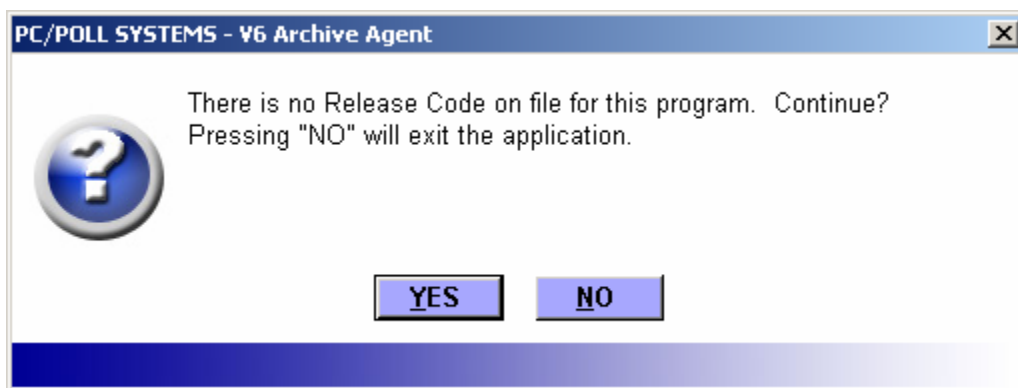
The following screen is the Readme Information. Please read over the text carefully before clicking **Next**.

Then, select a destination for the software. It is recommended that the suggested location not be altered unless absolutely necessary. Click **Next** to begin installing the software.


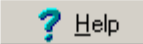

After the Setup is finished, click **Finish** on the final screen to complete the install. A V6 Archive Agent icon will be placed on your desktop.



Now the program can be opened by double-clicking on the new icon. You will be prompted to either enter a release code or close the program.



Clicking "Yes" will display the release code entry screen.

QuickBooks Interface V3 Release Code	
To obtain a release code you must contact your dealer or PC/POLL SYSTEMS. You may call 563-556-2323 or 410-268-0733 or EMAIL SALES2007@PCPOLL.COM or fax us at 563-556-0405. You need to provide the Machine Identification displayed below. If you are Emailing or faxing be sure and provide complete contact information.	
<b>Machine Identification</b>	05B9117C
<b>Code Version Date</b>	Jan 1, 2005
<b>Date Range</b>	5/10/2005 - 5/9/2010
<b>Serial Number</b>	DEMO
<b>Release Code</b>	B481169D0872D221
<div style="text-align: center;">    </div>	
<p>Before using this software please view our on-line tutorials at <a href="http://www.pcpoll.com/demo/v7_demo.htm">http://www.pcpoll.com/demo/v7_demo.htm</a></p> <p>Thank You!</p> <p>If you have any questions please feel free to email SUPPORT@PCPOLL.COM.</p>	

Please email your **Machine Identification** number to PC/POLL SYSTEMS at sales2006@pcpoll.com for the most efficient way of obtaining the **Date Release Code**. If email is not available, call 563-556-2323.

Someone from PC/POLL SYSTEMS will then generate a **Date Release Code** and email that code back to you. Enter the code and then hit the **Update Date Code** button. After the code has been entered and accepted by the program, hit the **Close** button to enter the software.

The **Machine Identification** is an automatically generated number that is unique to your PC. The PC/POLL SYSTEMS' staff must have that number in order to generate a release code.

The **Date Release Code** determines the **Serial Number** and **Date Range** within which the software can be used. The **Date Release Code** automatically updates this information; it cannot be edited. (Note: The Computer's Date must be accurate in order for the release code to be accepted by the software.)

End-Users should always contact their dealers first with PC/POLL questions. If the dealer is unable to answer the question, support options are available.

# Getting Started

## Support Options

- All PC/POLL SYSTEMS End-Users receive FREE UNLIMITED mail, fax, and email support.
- Software support does not include cash register, installation, or basic computer usage support.
- All phone support needs to be prepaid.

Phone support prices are for 1 End-User at 1 PC/POLL SYSTEMS location.  
Extra charges apply for additional users and locations:

### Level 1 Support

Price		Maximum No. of Hrs	\$/Hr
\$ 25	Per 15 Minutes	Unlimited	\$100
\$150	Per Week	3	\$ 50
\$300	Per Month	10	\$ 30
\$450	Per 6 Months	15	\$ 30
\$900	Per Year	30	\$ 30

### PC/POLL SYSTEMS Contact Information:

PHONE: 563-556-2323  
FAX: 563-556-0405  
E-MAIL: support@pcpoll.com  
MAIL: PC/POLL SYSTEMS  
1122 Rockdale Road Suite B  
Dubuque, IA 52003-7875

# General Information

## User Menu

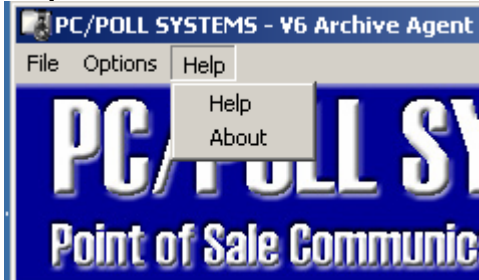
**Selected Data Directory**

<input type="radio"/> V6_CRS_DATA	<input type="radio"/> V6_SHARP_DATA
<input type="radio"/> V6_SAMSUNG_DATA	<input checked="" type="radio"/> V6_TEC_DATA

**Select Data Directory:** When V6 Archive Agent opens, the software will check the system to find all installed copies of V6 Polling. The Select Data Directories list will then be automatically populated with the available selections. By simply clicking on the desired data directory, that directory will be selected for use with the program.

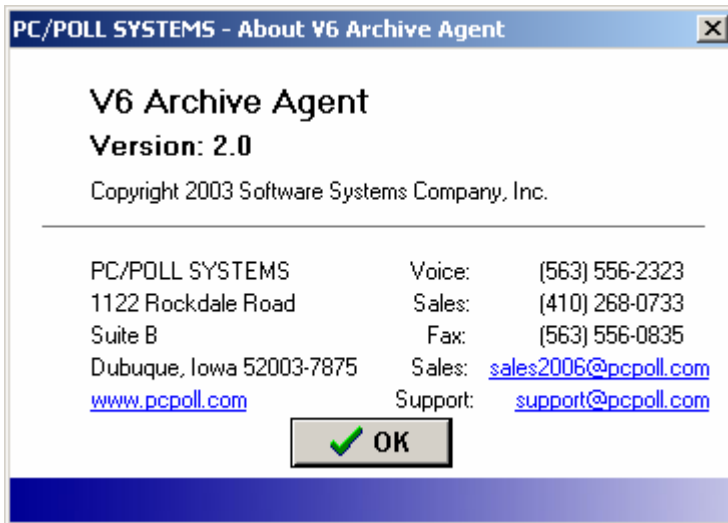
V6 Archive Agent can be used as a backup program for PC/Capture. If PC/Capture is the only PC/POLL software on the computer, the Select Data Directory area will be blank. All other archive and restore options require PC/POLL V6 Polling to also be installed.

### Help Menu

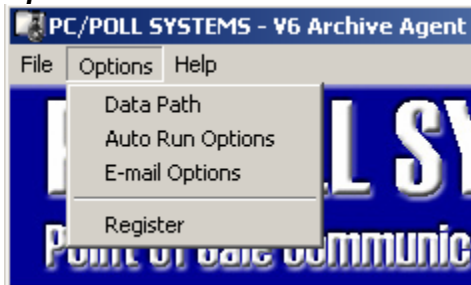


**Help:** The Help button will display the help file.

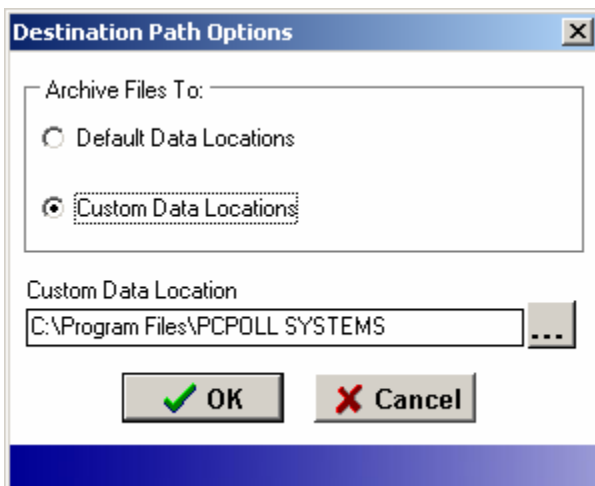
**About:** The About option will bring up a screen similar to the one below. The version of the software will be displayed along with current contact information.



### Options Menu



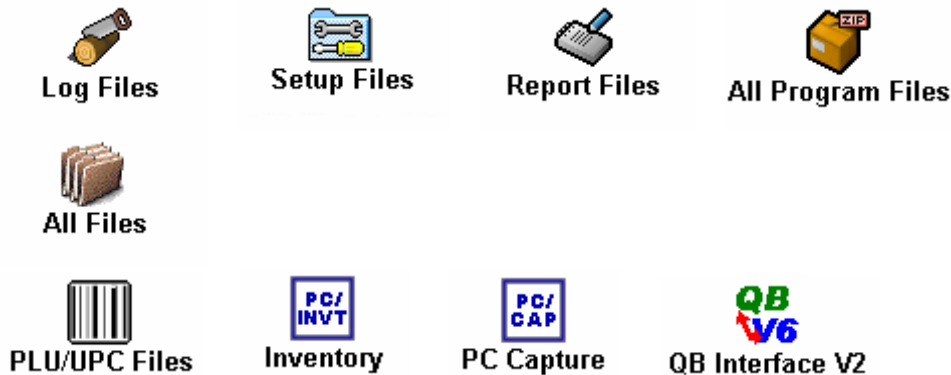
**Data Path:** The Data Path option allows users to customize the destination directory for archived files. By default the software will place the created archives within a subfolder of the current data path. If a Custom Data Location is used, all archives, including PC/Capture, V6 Inventory and the QuickBooks Interface V2 files, will be sent to the custom location.



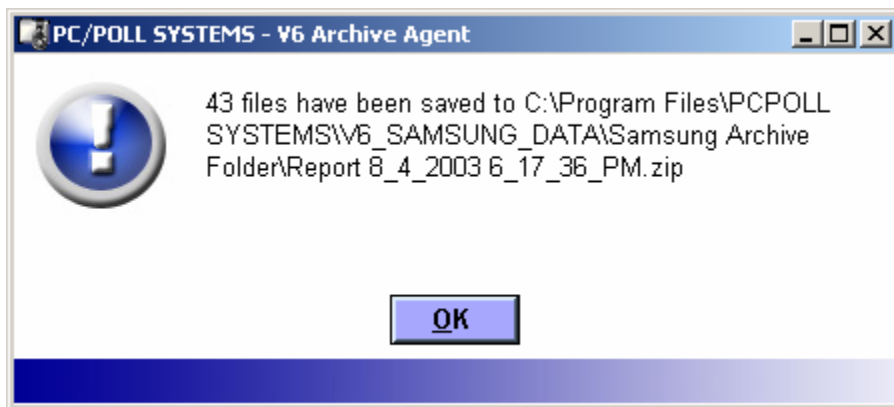
**Auto Run Option:** The AutoRun screen allows users to select options to automatically run when V6 Archive Agent is opened. Users can choose to archive, e-mail or archive and e-mail any of the displayed options.

## General Information

### Archive Menu



The Archive Menu allows users to create a compressed archive file of their V6 Polling Log, Setup, Report, All Program, All Files, and PLU/UPC information. This menu also allows users to archive data from V6 Inventory, PC/Capture and the QuickBooks Interface V2. Users simply select a data directory to use and then click on the area they want to save. As the files are saved the Item Progress area will flash. When the process is completed a message will be displayed with the name and location of the created file. (Note: All file names contain a date/time stamp to help users quickly identify their most recent archives.)



**Log Files:** The Log archive contains all CommLog, History and Pending database files.

**Setup Files:** The Setup archive contains all Machine, Script, Schedule, and Calendar database and text files.

**Report Files:** The Report archive contains all AllPolls, Machine and Report database files.

**All Program Files:** The All Program archive contains all files found within the selected Program Data subfolder as well as the Machine database files.

**All Files:** The All Files archive contains all database and text files from within the selected directory's main, Program Data and Program Exports folders.

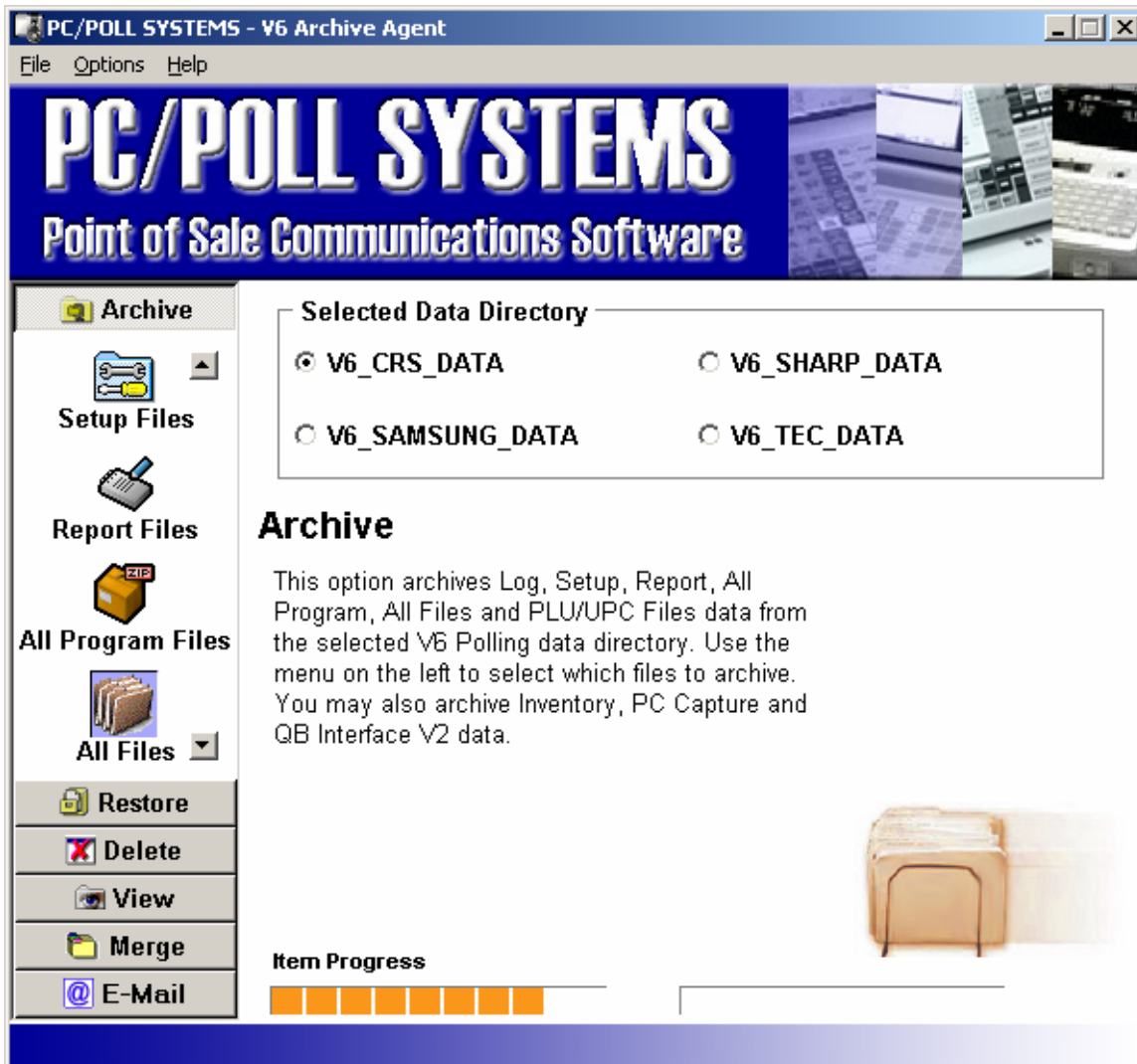
**PLU/UPC Files:** The PLU/UPC archive allows users to archive either all PLU/UPC program (not report) files contained within the selected Data Directory. Or users may custom select specific items to archive based upon the database's Program ID. The Program ID is determined by the user or dealer when V6 Polling is set up. It is usually the name of the machine or store used for polling. For more information on locating a Program ID, please contact your dealer or consult the V6 Polling Help Files.

To use the PLU/UPC archive, simply click on the PLU/UPC Files icon. A list of available Program IDs will be automatically obtained by V6 Archive Agent. Then either select the desired Program IDs to archive and click the **Archive Selected** button or click the **Archive All** button. The software will search the selected Data Directory's program files and create an archive containing all files containing either PLU or UPC within the file name. This archive option does not archive report files, only program databases.

**Inventory:** The Inventory archive contains all inventory maintenance and ledger data. Software preferences are not archived.

**PC/Capture:** The PC/Capture archive contains all \*.txt capture files. This option works with all 3 version of PC/Capture - CRS, Sam, and Sharp. The software gives users the option to archive data from the default installation path or from a custom path. To use a custom path users will need to select the **Custom Data Locations** option and then browse to locate PC Capture - CRS.exe, PC Capture - Samsung.exe or PC Capture - Sharp.exe. After the appropriate file has been located, simply click the **Archive** button. If a custom path is used, the software will store and remember that location for future use.

**QB Interface V2:** The QuickBooks Interface archive contains all \*.dat setup files. This option works with the QB Interface for V6 Polling. The software gives users the option to archive data from the default installation path or from a custom path. To use a custom path, users will need to select the **Custom Data Locations** option and then browse to locate QBInterfaceV2.exe. After the appropriate file has been located, simply click the **Archive** button. If a custom path is used, the software will store and remember that location for future use.

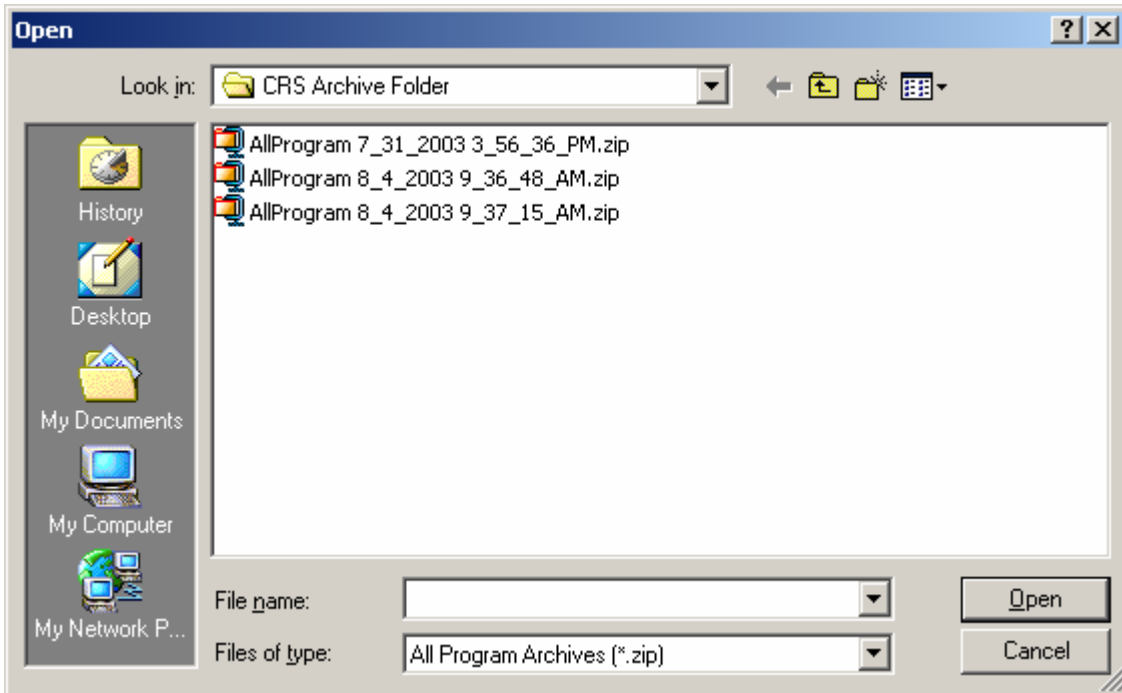


# General Information

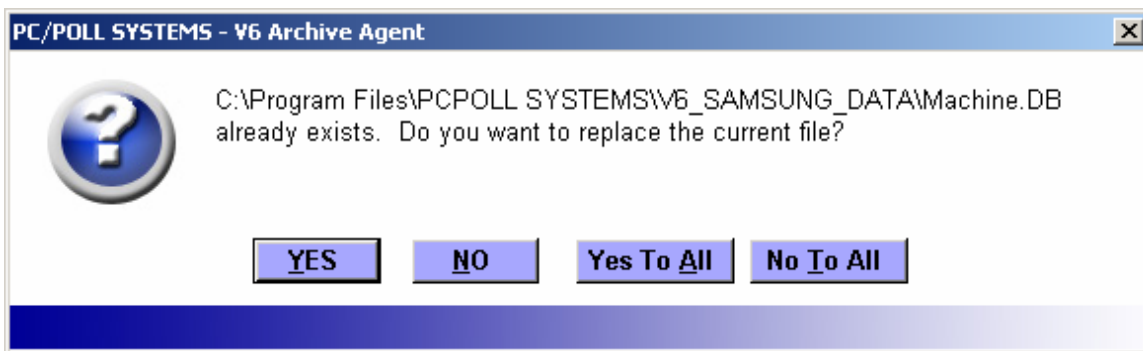
## Restore Menu



The Restore Menu allows users to restore database and text files from previously created Setup, Report, All Program, All Files, PLU/UPC, Inventory, PC/Capture and QuickBooks Interface archives. When each restore option is clicked, an Open file selection screen will appear to allow users to select from a list of previously created archives, specific to the selected option. For example, clicking on the All Program Files option will display a list of available All Program archives. As files are restored, the Item Progress and Archive Progress bars will flash. When the process is complete, a prompt will be displayed showing the number of restored files.



**Setup Files:** The Setup option restores all Machine, Script, Schedule, and Calendar database and text files to the selected data directory. If files already exist, users will be prompted to do a replace.



**Report Files:** The Report option restores all AllPolls, Machine and Report database files to the selected data directory. Before the files are restored, all report files will be deleted in order to avoid data incompatibility.

**All Program Files:** The All Program option restores all files found within the selected Program Data subfolder as well as the Machine database files to the selected data directory. If files already exist, users will be prompted to do a replace.

**All Files:** The All Files option restores all database and text files to the selected data directory's main, Program Data and Program Exports folders. Before the files are restored, all software files will be deleted in order to avoid data incompatibility.

**Select Program Files:** The Select Program Files option will restore select program data files. The **Get File List** button will bring up a list of previously created All Program and All Files archives. After an archive is selected, V6 Archive Agent will go through the compressed file and generate a list of available Program IDs. The **Restore Files** button will restore only the program maintenance files with the selected Program IDs to the selected data directory. If files already exist, users will be prompted to do a replace. (Note: Machine database files are not restored with this option.)

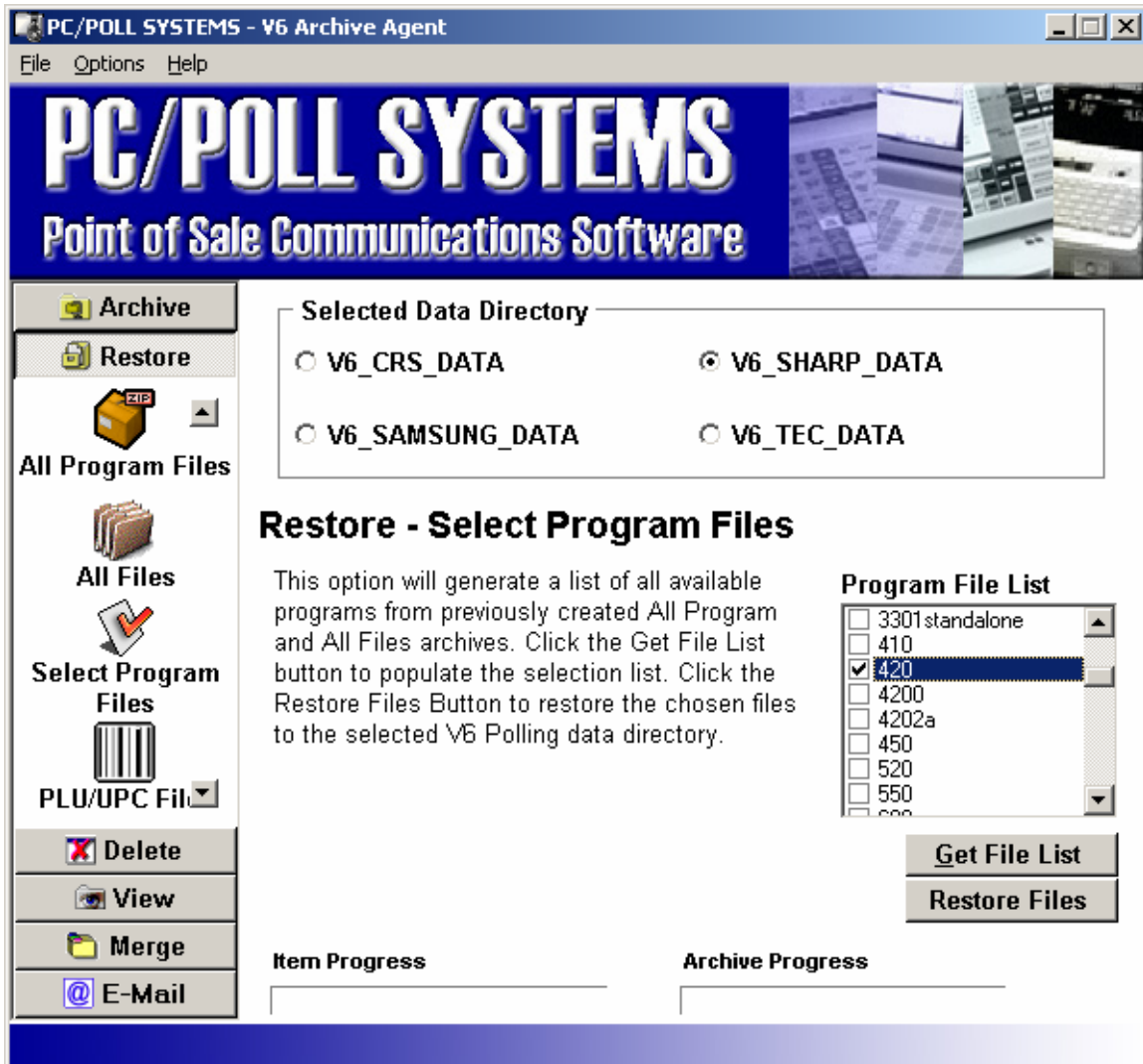
**PLU/UPC Files:** The PLU/UPC option works similarly to the Select Program restore. Users will need to click the **Get File List** button to bring up a list of previously created PLU/UPC archives. After an archive is selected, V6 Archive Agent will go through the compressed file and generate a list of available Program IDs. The **Restore Selected** button will restore only the PLU/UPC maintenance files with the selected Program IDs to the selected data directory. The **Restore All** button will restore all PLU/UPC files from within the archive. If files already exist, users will be prompted to do a replace. (Note: Machine database files are not restored with this option.)

**Inventory Files:** The Inventory option restores all inventory maintenance and ledger files. Before the files are restored, all inventory files will be deleted in order to avoid data incompatibility.

**PC/Capture Files:** The PC/Capture option restores all \*.txt capture files to the currently selected software location, either the default location or a user defined custom path. If files already exist, users will be prompted to do a replace.

**QB Interface V2 Files:** The QuickBooks Interface option restores all \*.dat setup files to

the currently selected software location, either the default location of a user defined custom path. Before the files are restored, all QuickBooks Interface files are deleted in order to avoid data incompatibility.



## General Information

### Delete Menu



**Log Files**



**All Report Files**



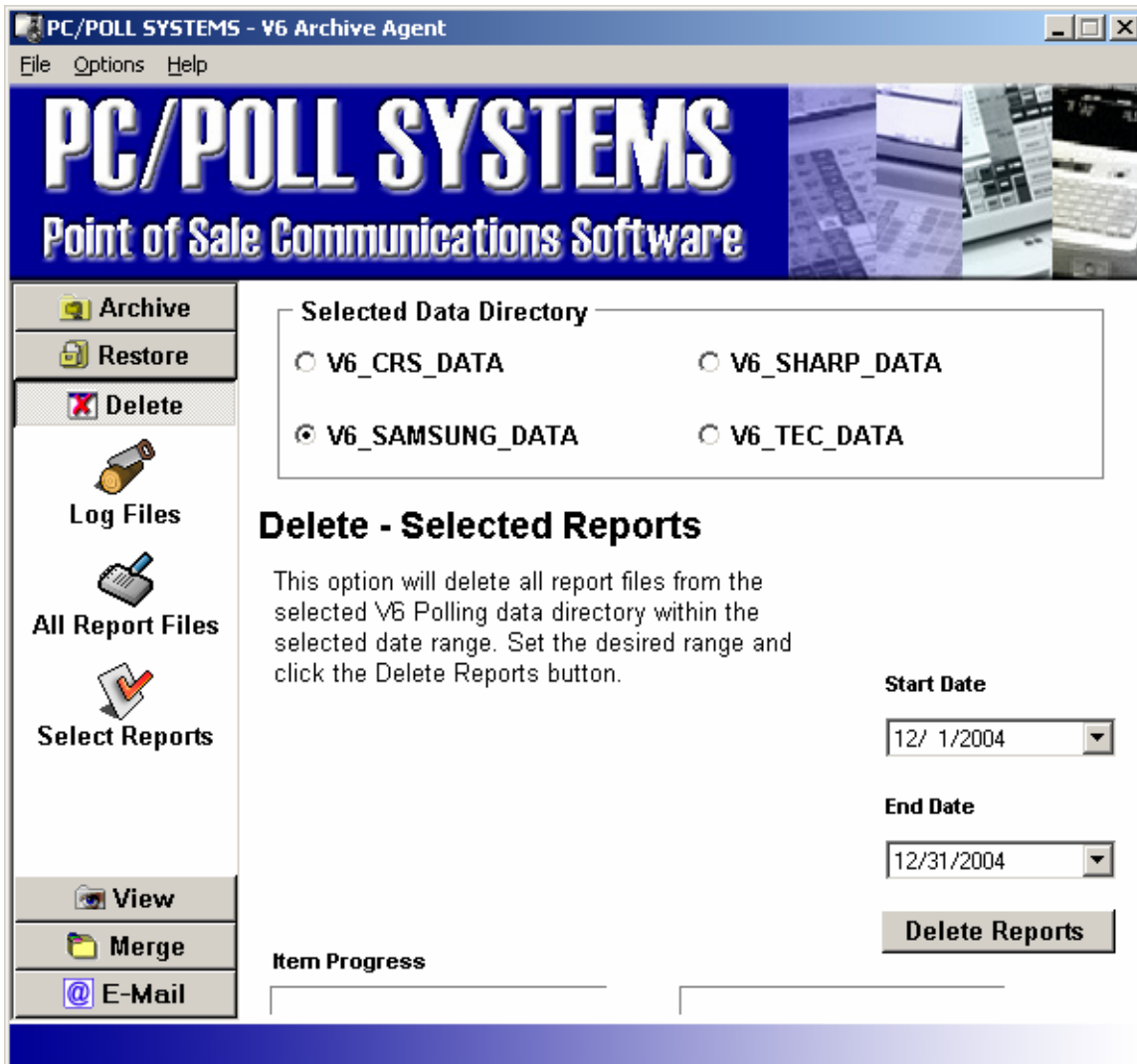
**Select Reports**

The Delete Menu allows users to delete Log, All Report, and Select Reports files from the selected data directory. This option is designed to help users manage the size of their V6 Polling directory. Prior to each delete, users will be prompted to confirm the procedure. After the software is done processing, a message will be displayed confirming the deletions.

**Log Files:** The Log option deletes all CommLog, History and Pending database files from the selected data directory.

**All Report Files:** The All Report option deletes all AllPolls and Report database files from the selected data directory.

**Select Reports:** The Select Reports option deletes only those reports that were polled between the Start and End Dates. The Delete Reports button will begin the deletion process.



# General Information

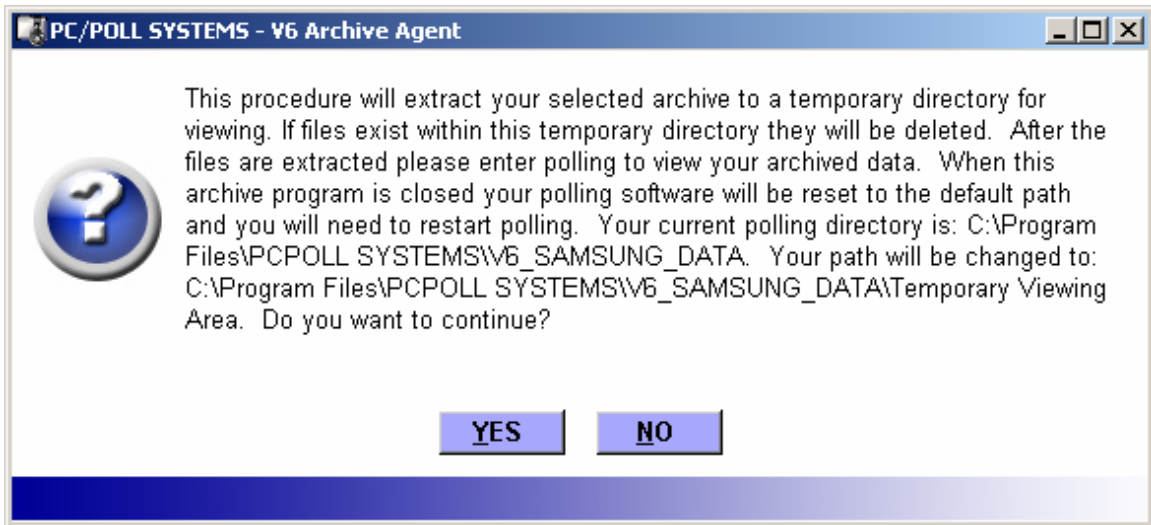
## View Menu



The View Menu allows users to extract previously created All Files archives to a Temporary Viewing Area for the selected data directory. After the files are extracted, V6 Archive Agent will redirect the selected data directory path to point to the Temporary Viewing Area. Now V6 Polling may be opened and the archived files viewed or printed. Reports may also be consolidated.

When a user is done viewing the archived files, V6 Polling should be closed and the Restore Path button clicked to reset the selected data directory path to the original setting.

**View All Files:** The View All Files option allows users to select previously created All Files archives and extract the contents to a Temporary Viewing Area. This option will also redirect the selected data directory path to allow the files to be viewed. Users will not be allowed to enter other areas of V6 Archive Agent until the original data directory path is restored.



**Delete Viewing Files:** The Delete Viewing Files option will delete the files extracted to the Temporary Viewing Area. This operation can only be completed after the selected data directory path has been reset.


**Restore Path:** The Restore Path option will reset the selected data directory's path to its original setting. This operation will also be automatically performed for the user on Exit of the software or after 2 hours of having the data directory redirected to the temporary area.


PC/POLL SYSTEMS - V6 Archive Agent


File Options Help


# PC/POLL SYSTEMS


## Point of Sale Communications Software




 Archive


 Restore


 Delete

 View


---


 View All Files

 Delete Viewing Files

 Restore Path

---

 Merge

 E-Mail


**Selected Data Directory**

V6\_CRS\_DATA                       V6\_SHARP\_DATA



V6\_SAMSUNG\_DATA                       V6\_TEC\_DATA

**View**

This option allows you to view previously created All Files archives through the use of a viewing folder and V6 Polling. Restore Path resets the V6 Polling data path from the viewing folder back to the original setting. Delete Viewing Files deletes the contents of the viewing folder.



**Processing...**

<b>Item Progress</b>	<b>Archive Progress</b>
	

# General Information

## Merge Menu

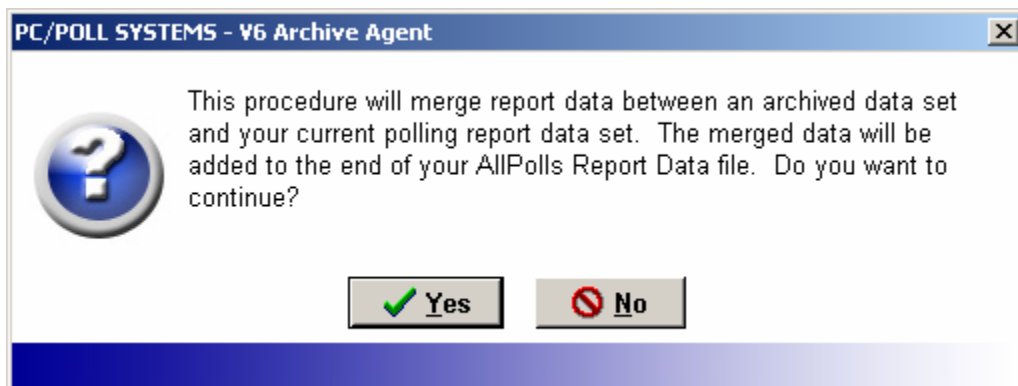


### AllPolls/Reports

The Merge Menu is a new feature that has been added to Version 2.0 Archive Agent. This area of the software allows users to merge report data from previously created All File and Report File archives into their current V6 Polling AllPolls area. The merge will extract the archive and add only the reports that are not currently in the AllPolls table to the V6 software. The new reports are added to the end of the reports table and from there users can view, print and even consolidate the data.

The Merge option can be used as a report recovery tool or as a corporate polling solution. As a recovery tool, users can return to a previously created archive and merge in any missing report data to help undo accidental user deletes or to recover from computer crashes. The Merge feature will check the date-time stamp on the reports and insert any missing reports back into the AllPolls database.

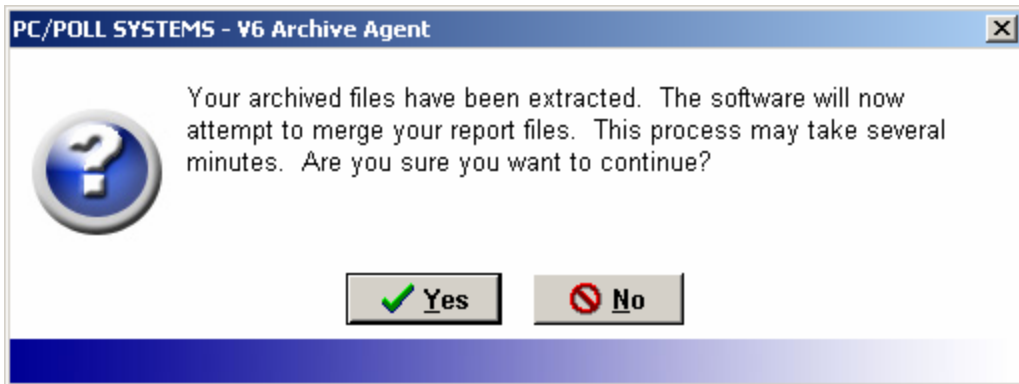
To use the Merge feature, simply click on the Merge tab of the software and then select the AllPolls/Reports icon. The software will bring up the prompt below asking the user if they wish to continue with the Merge procedure.



Clicking No will cancel the merge.

Selecting Yes will bring up an Open dialog box and allow the user to select a previously created All Files or Report file archive. Find the desired archive and click the Open button.

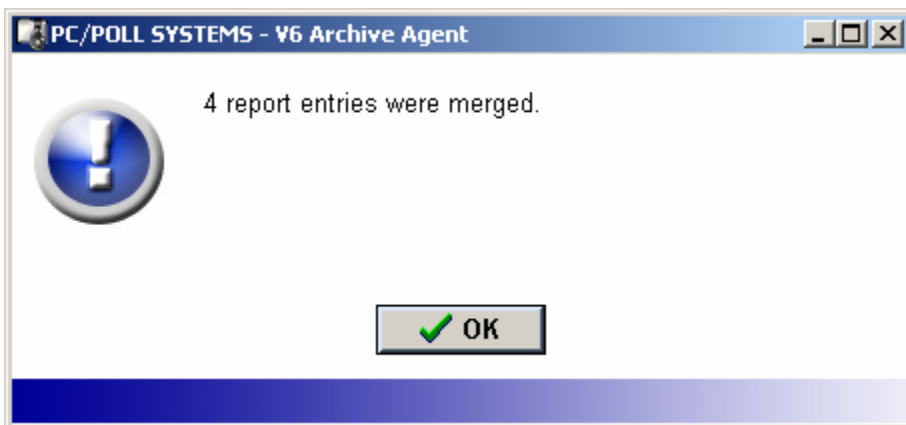
The software will then extract the archive's data into a temporary data folder. When all the files have been extracted the message below will appear.



Clicking No will cancel the merge. The software will then delete the extracted files.

When Yes is selected the software will begin reading the report files and comparing the archive's report date-time stamps with the data contained within the current V6 Polling AllPolls database. If a report is already in the AllPolls database it will be skipped. If it is missing it will be added to the table.

After the merge is completed Archive Agent will display a message stating the total number of files merged. Lastly the software will delete the extracted archive files.




PC/POLL SYSTEMS - V6 Archive Agent

File Options Help

# PC/POLL SYSTEMS

## Point of Sale Communications Software



- Archive
- Restore
- Delete
- View
- Merge**
- AIIPolls/Reports
- E-Mail


**Selected Data Directory**

V6\_CRS\_DATA
  V6\_SHARP\_DATA

V6\_SAMSUNG\_DATA
  V6\_TEC\_DATA

### Merge

This option allows you to merge report data from a previously created AIIFiles or Report archive with your current Polling report directory. This process will append all new entries, from the archive, to the end of current report list. It may take a few minutes to transfer all the necessary data.




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# General Information

## E-Mail Menu



Log Files



Setup Files



Report Files



All Program Files



All Files



PLU/UPC Files



Inventory



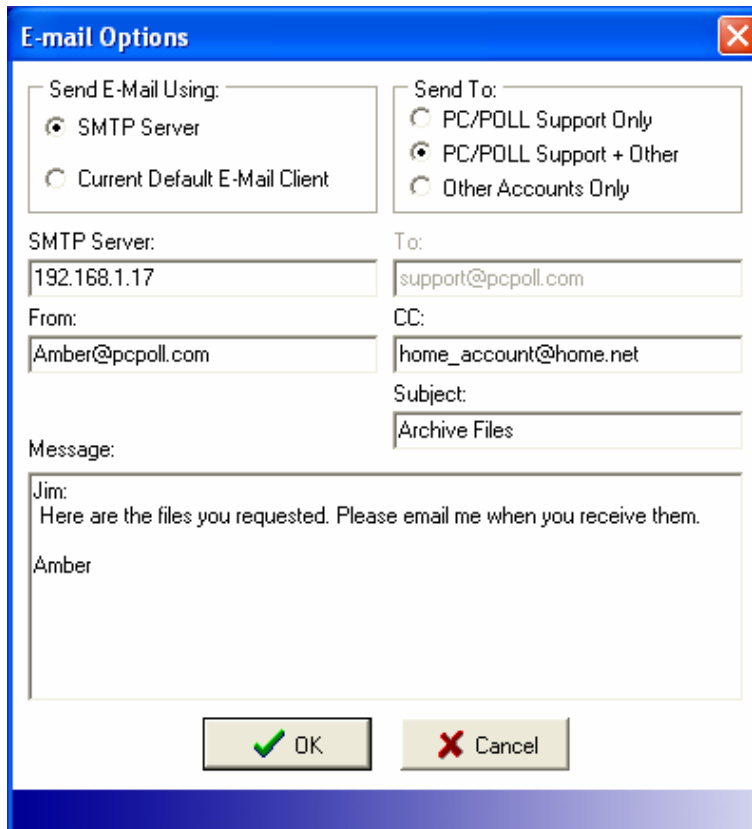
PC Capture



QB Interface V2

The E-Mail Menu allows users to create and e-mail compressed archive files. Archive Agent can e-mail Log, Setup, Report, All Program, All Files, PLU/UPC Files, Inventory, PC/Capture and QB Interface V2 files to a remote location for support, backup purposes or corporate polling.

Before using the E-Mail menu, users will need to configure the E-Mail Options screen. This screen can be accessed via the top menu bar.



**E-mail Options**

Send E-Mail Using:

- SMTP Server
- Current Default E-Mail Client

Send To:

- PC/POLL Support Only
- PC/POLL Support + Other
- Other Accounts Only

SMTP Server: 192.168.1.17

To: support@pcpoll.com

From: Amber@pcpoll.com

CC: home\_account@home.net

Subject: Archive Files

Message:

Jim:  
Here are the files you requested. Please email me when you receive them.

Amber

OK Cancel

On this screen, users will need to select a sending method: SMTP or Default Client. The SMTP option requires the user to enter in their **SMTP Server** (address) along with a **From** email address (the email address of the sender). This information is not required when using the Default Client.

After the sending method is picked, users need to decide which of the 3 **Send To** options they wish to use. The 1st option will send the created archive directly to support@pcpoll.com. This feature allows users to directly email PC/POLL their files for support or repair purposes.

The 2nd option allows users to send the archive to both support@pcpoll.com and to another location of their choice. The second email address should be manually entered into the **CC** address line. With this option, users can send e-mails to both PC/POLL and to another location such as their cash register dealer.

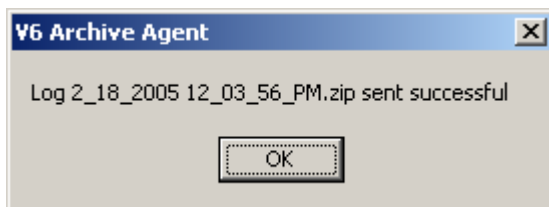
The 3rd option allows users to customize both the To and CC areas and send messages to two custom locations. Users can also choose to only send the e-mail to only one location such as a corporate office. (If only one e-mail address is being used the address should be entered into the To area of the software.)

After the addresses are entered, users should enter a **Subject**, and if needed, a **Message**. Clicking the OK button will save these setting to the software.

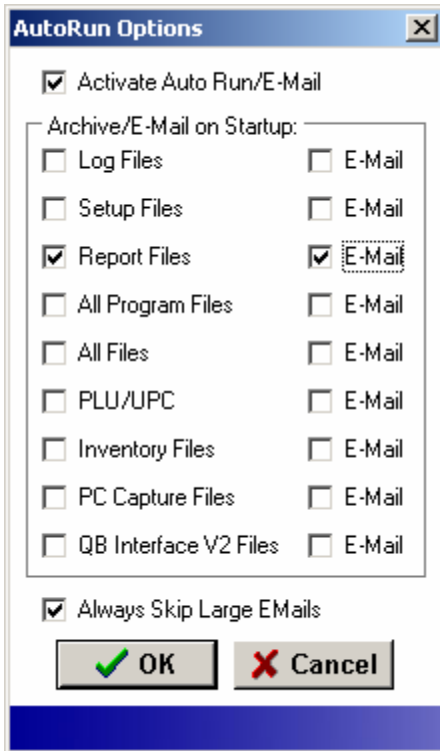
After E-Mail Options area has been configured, users can either manually send e-mail archives or setup the software to send automatic e-mails.

To manually generate e-mails, simply go to the E-Mail tab and click on the desired area to archive. All option areas work similarly to the Archive section of the program. To e-mail PC/Capture and QB Interface V2 archives, users may use the default program location or select a custom installation path.

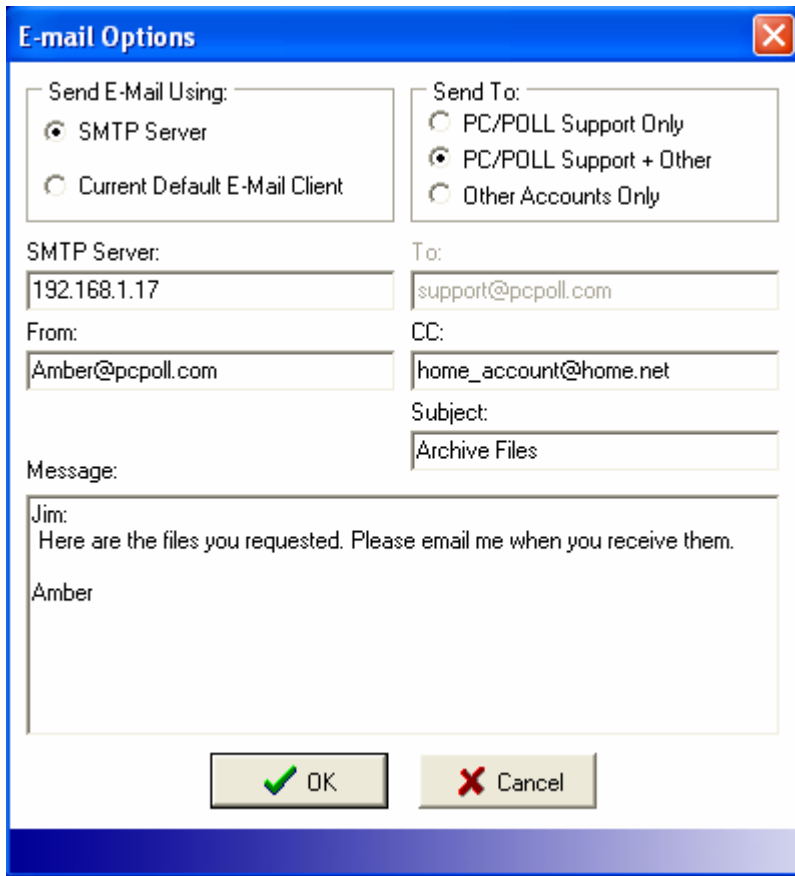
After the archive has been created and e-mailed, the software will display the message below.



If the e-mail does not send successfully, users should verify their settings within the E-Mail Options area of the software. Other error messages are described in the FAQ section of this Help File/Manual.

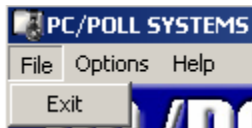


**E-Mail Options:** The E-Mail Options area allows users to configure and customize their e-mailing options. Archive Agent can be used to generate e-mails on demand via the e-mail menu or automatically via the Auto Run area.



**Register:** This button will display such system information as the Computer's Date, Machine Identification, Date Release Code, Date Range, and Serial Number.

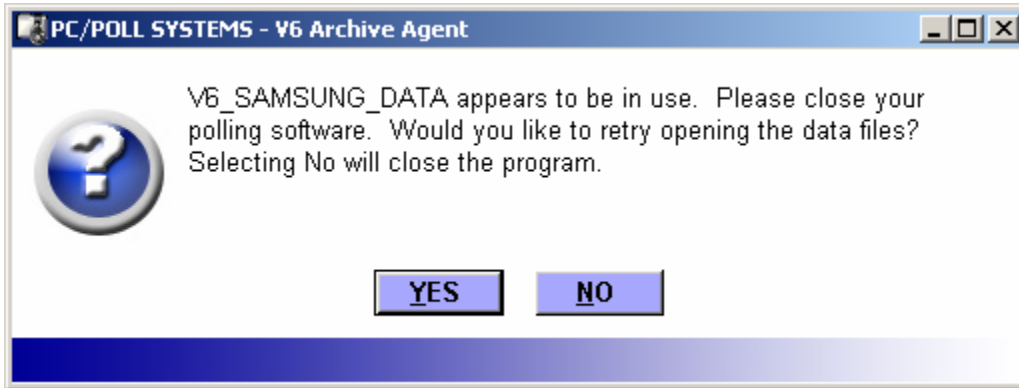
### ***File Menu***



**Exit:** The Exit option will close the software.

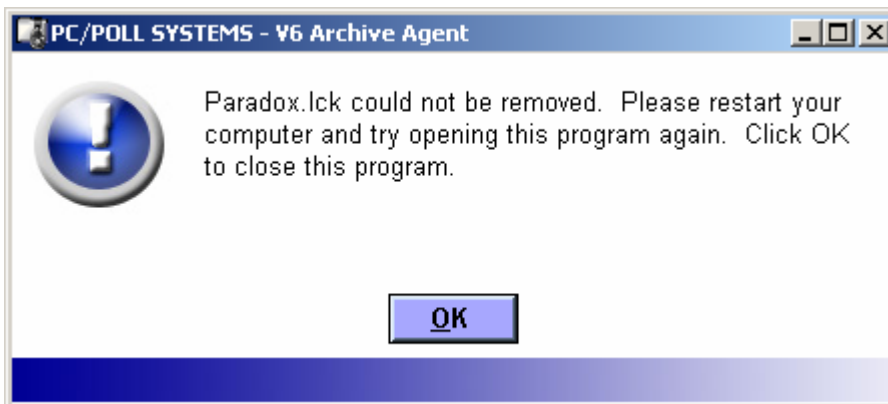
# Frequently Asked Questions

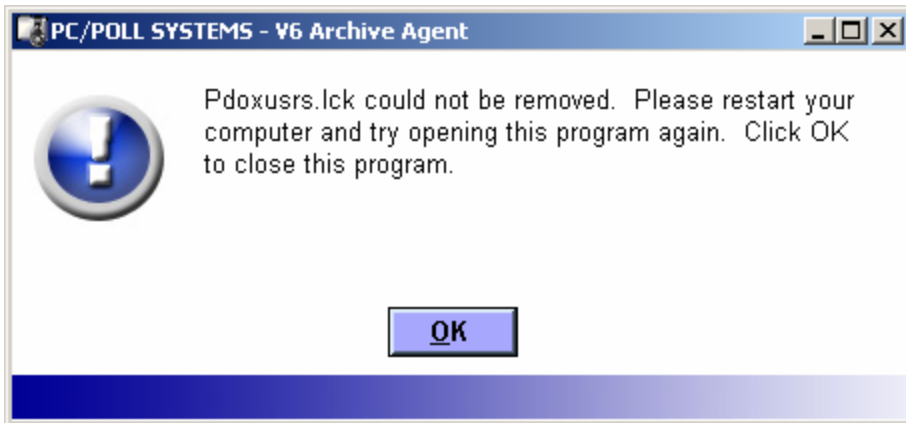
## In Use



The In Use prompt displays if one of the user's V6 Polling programs is currently open or if one has been improperly closed. V6 Polling should be closed during all archive operations except View All Files options. Selecting NO to the prompt will close V6 Archive Agent. If YES is selected, V6 Archive Agent will attempt to remove the Polling lock files from the user's system. If the process is unsuccessful the computer will need to be restarted. See images below.

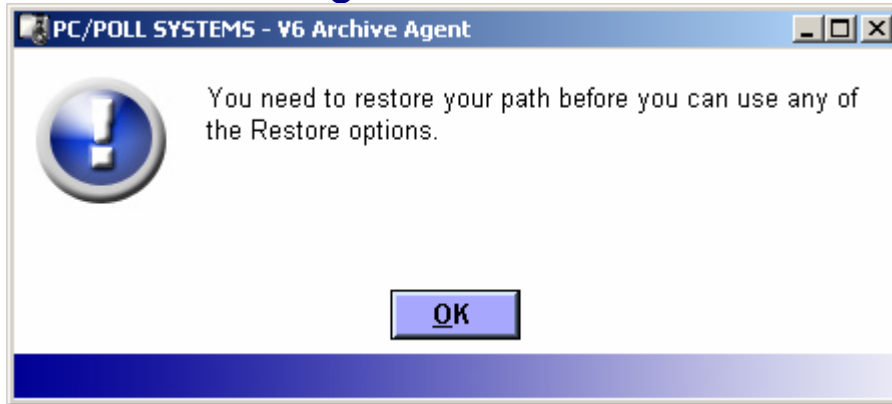
In Version 2 Archive Agent, the software has been changed to only display the In Use prompt when the Restore, Delete, View and Merge operations are executed. This allows the user to manually or auto run archiving and e-mailing operations while V6 Polling or Inventory are in use. When clicking the View All File button, from within the View menu, V6 Polling should be closed. However, after the files have been extracted Polling may be opened for viewing.





## Frequently Asked Questions

### Restore Message



The Restore Message prompt appears when a user attempts to enter another area of V6 Archive Agent without first resetting the selected data directory to its original path. The reset can be completed manually with the Restore Path option from the View menu or automatically on Exit of the program or after 2 hours of having the data directory redirected to the temporary area.

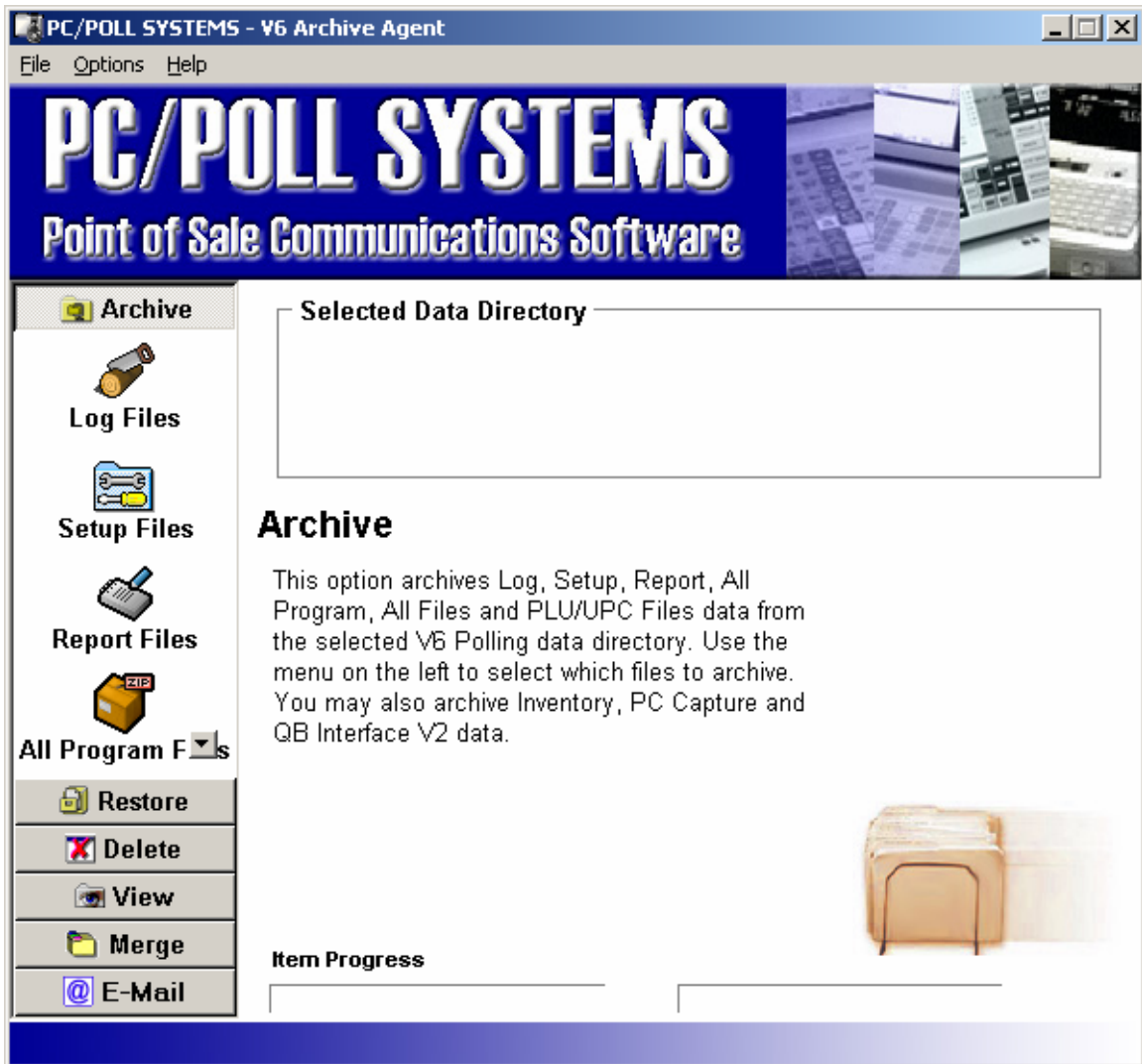
# Frequently Asked Questions

## V6 Polling

V6 Archive Agent can interface to V6 Polling, V6 Inventory, PC/Capture and the QuickBooks Interface V2. If the software is not being used to archive V6 Polling data, the Selected Data Directory box, pictured below, will appear empty. Users are still allowed to archive V6 Inventory, PC/Capture and QuickBooks Interface V2 files.

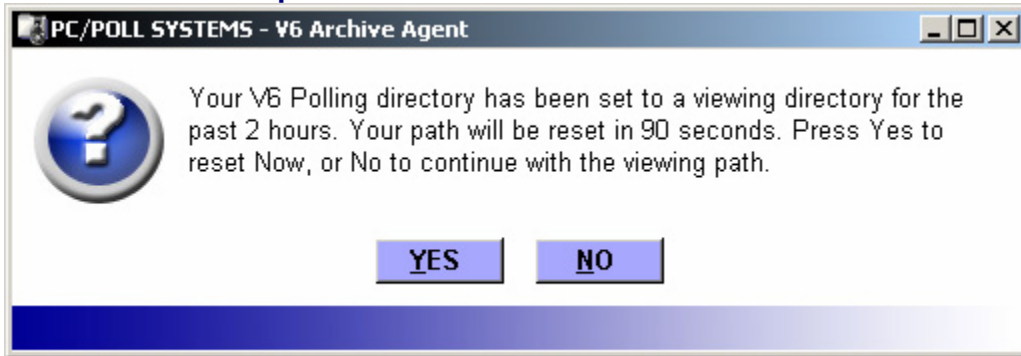
The Selected Data Directory box will also appear empty if V6 Polling is not installed on the system or the Polling software has become corrupt. If the software is not installed please contact sales2006@pcpoll.com to purchase. If it has become corrupt please email support@pcpoll.com with the error message.

(Note: All V6 software packages should also be closed during all archive operations except the View All Files option.)



## Frequently Asked Questions

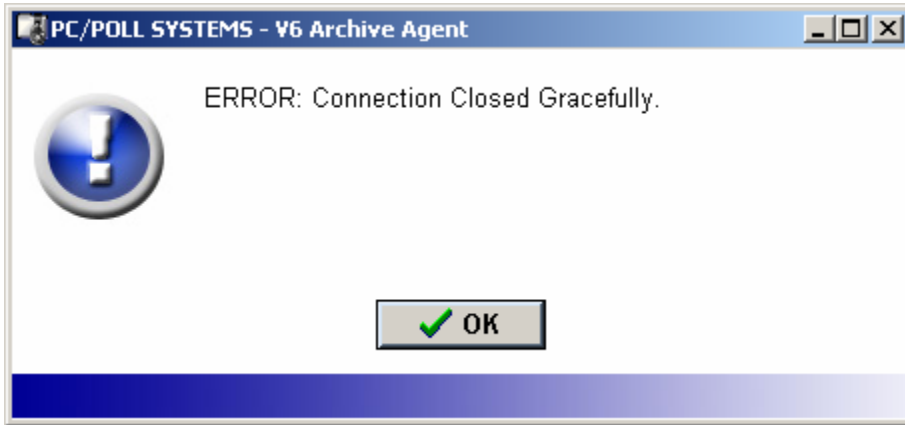
### 2 Hour Prompt



After 2 hours of having V6 Polling redirected to the Temporary Viewing Area, V6 Archive Agent will prompt the user to reset their polling path. This restore feature has been added to the software to help insure Polling has been reset before nightly reports are taken. Polling still needs to be closed and reopened manually before this change will take affect.

## Frequently Asked Questions

### Connection Closed Error



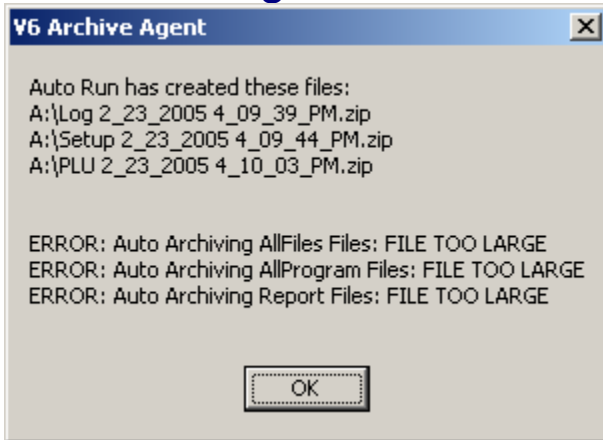
The Connection Closed message will appear if the software is unable to manually send an e-mail archive. Possible causes of the error include the following:

- The computer is not connected to the Internet
- The SMTP address is incorrect within the E-Mail Options area of the software
- A default email client (e-mail program) can not be found on the computer

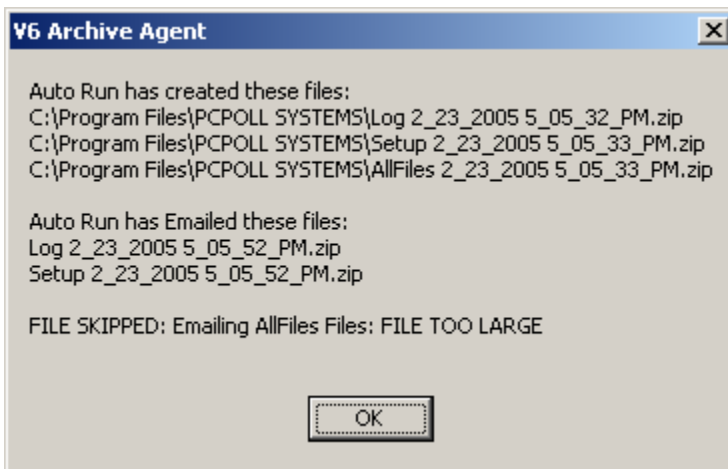
E-Mail programs that are web based can not be used with V6 Archive Agent. Users need to have e-mail services setup with their Internet service provider. Please contact your provider if you have any questions. They should be able to tell you if you have an SMTP address that can be used with V6 Archive Agent.

# Frequently Asked Questions

## File Too Large Error



The above screen displays the results of an AutoRun archive. The top 3 items were successfully archived to a disk on the A: drive. The bottom 3 items were too large to fit on the disk and thus were not archived. V6 Archive Agent checks the destination location to be sure the created archive is not larger than the available free space.



V6 Archive Agent also supports E-mail size checking. Within the AutoRun Options screen users can choose whether or not to have Archive Agent **Always Skip Large E-mails**. If that option is selected the software will check the size of the compressed e-mail attachment and if it is over 3 MB the software will not send the e-mail. If the attachment is too large the above error message will be displayed.

# Frequently Asked Questions

## E-mail Options Setup

To use V6 Archive Agent's E-mailing features, users will need to select and configure the E-mail Options area of the software. Users have two options for E-mailing: use their SMTP address or use their current E-mail client. Below are details about both options. Please read over this entire page before choosing which option best fits the computer's configuration.

### ***Default E-mail Client***

Using the current E-mail client is an easy way to use Archive Agent's e-mailing functionality. This option requires the user to have an email program such as MS Outlook, MS Outlook Express, or Mozilla ThunderBird installed on the same computer as V6 Archive Agent. When Archive Agent creates an e-mail, it will open the user's default e-mail client/program and have that program send the e-mail message. When the e-mail is actually sent out of the system depends on the configuration of the client program. Users will need to check their settings to see if the client program sends immediately when connected, checks every x minutes, etc. Please consult the help files/manual that are included with the client program for more information.

Another benefit of using the default client is that the e-mail program is designed to work with firewall and proxy settings. If the computer requires proxy settings or must go through a firewall to send e-mail messages, it is recommended that the Current Default Client option be selected.

Users should note that newer versions of default clients, such as the ones listed above, do have built-in security protection features that require the user to grant V6 Archive Agent access to the e-mail program. These prompts must be clicked manually by the user. If auto e-mailing options are needed, users should select and configure the SMTP Server option detailed below.

### ***SMTP Server***

Using the SMTP server option allows V6 Archive Agent to directly send email immediately from the software to the selected destination location. SMTP will create and send the e-mail immediately after the compressed file is created.

To find the computer's SMTP address users can either locate the information manually or contact their network administrator or Internet service provider. One of the simplest ways to locate the address manually is to look within the default e-mail client program. In order to use a program, such as Outlook, an SMTP had to have been entered at the time the software was installed and configured. For example, using Outlook 2000 users would open the software. Select **Tools | Accounts |** (select an account) | **Properties**. Within Properties there is a **Servers** tab and that displays a listing for Outgoing mail (SMTP): That SMTP address should be entered into V6 Archive Agent. The address may be a number or it could be text.

Example SMTP addresses:

192.168.1.27

networkexpress.net

The SMTP option requires users to be connected before attempting to send e-mail messages. If an Internet connection can not be guaranteed, users should choose the Default Client option. The default option will create an e-mail and turn it over to the client program to send when the computer is connected to the Internet.

Users with firewall and proxy settings will need to verify that a direct SMTP address will work with their system. Please contact your network administrator if you have any questions on your computer configuration.

**E-mail Options**

Send E-Mail Using:

- SMTP Server
- Current Default E-Mail Client

Send To:

- PC/POLL Support Only
- PC/POLL Support + Other
- Other Accounts Only

SMTP Server: 192.168.1.17

To: support@pcpoll.com

From: Amber@pcpoll.com

CC: home\_account@home.net

Subject: Archive Files

Message:

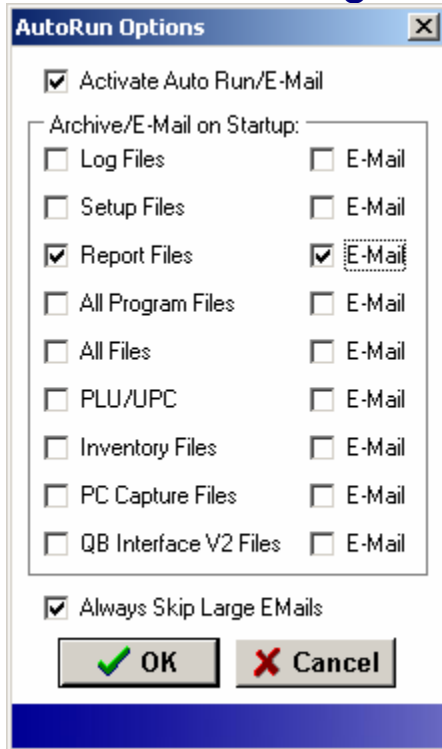
Jim:  
Here are the files you requested. Please email me when you receive them.

Amber

OK Cancel

## Frequently Asked Questions

### Auto Run Settings

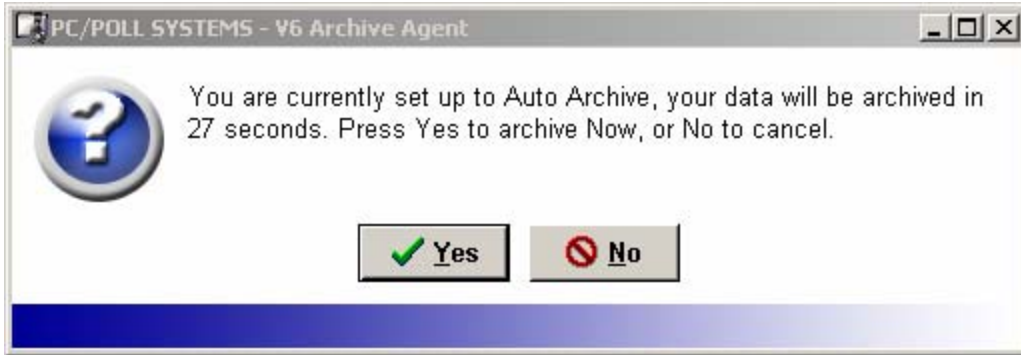


The Version 2 update of V6 Archive Agent contains an AutoRun feature to help users automate the backup process. Users can select to archive and/or e-mail the following data files:

- Log Files
- Setup Files
- Report Files
- All Program Files
- All Files
- PLU/UPC
- Inventory Files
- PC/Capture Files
- QB Interface V2 Files

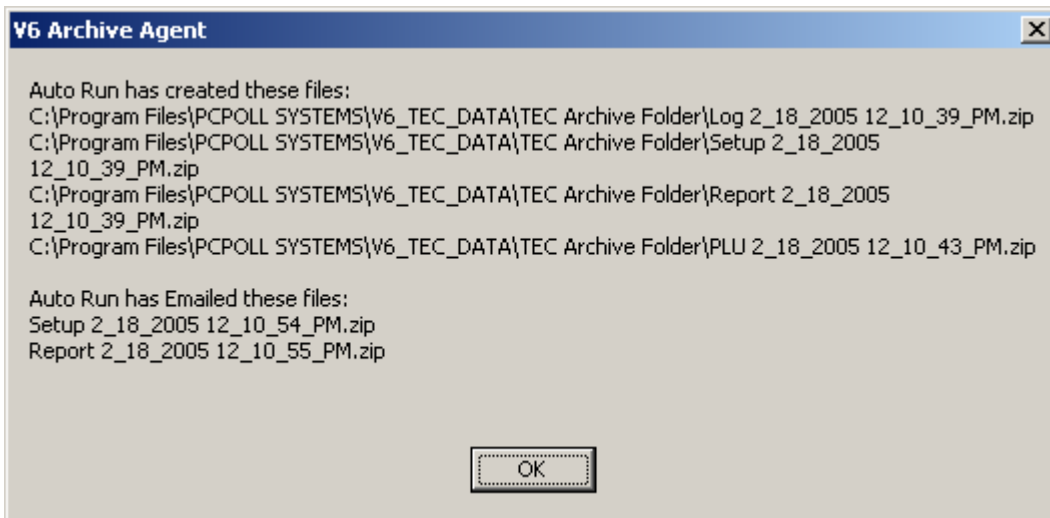
To activate the AutoRun routines users simply need to check the Activate Auto Run/E-Mail box and then select which files they wish to archive or e-mail. The archives will be sent to the location specified within the Data Path menu. The e-mails will be sent to the destination(s) specified within the E-mailing options area of the software.

On the bottom of the AutoRun screen there is an option to prompt the software to check the size of the created E-mail before sending the file. The software will skip any emails that are over 3 MB in size.



Once AutoRun is activated, whenever the software is opened the software will begin a 30 second countdown to auto archive and/or e-mail. Users can manually choose to run the archive immediately by clicking the Yes button. Or they can choose to skip the archive by clicking No. If the countdown screen is left alone, it will countdown and then automatically run the archive and/or auto e-mail.

When the auto routines are complete the software will display a results screen like the one below.



# Frequently Asked Questions

## Task Scheduler

Before configuring the Windows Task Scheduler users must set up their AutoRun settings.

Once the AutoRun options have been activated users can setup their Task Scheduler to automatically open V6 Archive Agent at a set time each day, week or month.

Configuring the Windows Task Scheduler varies between operating systems and may require user passwords or administrative rights to properly setup. Please consult your network administrator or Windows Help Files for complete instructions. Below are some basic setup suggestions.

On most systems the Task Scheduler can be launched via the Control Panel. Users will want to add a scheduled task. Once open, the program will scan the system to create a list of available programs to execute. V6 Archive Agent should be displayed in this list. If not, users can manually browse to find the program. The default location is C:\Program Files\PCPOLL SYSTEMS\V6 ARCHIVE AGENT. The program name is V6\_Archive\_Agent.exe.

After Archive Agent has been selected users will have the option to have the program opened daily, weekly, monthly, one time, when the computer is started or when the current user logs on. Next, a time and starting date should be programmed followed by a user name and password (if needed). Then the task should be scheduled. Tasks can be edited or deleted by returning to the Control Panel.

With the Task Scheduler programmed and AutoRun options activated, V6 Archive Agent will automatically open and run the designated auto archive and/or e-mail routines.

# Frequently Asked Questions

## Corporate Polling

In addition to being a file management tool, V6 Archive Agent can also be a corporate polling solution. With V6 Polling, Archive Agent and an Internet connection, individual site locations can automatically send report data back to the corporate office on a daily, weekly or monthly basis.

On the corporate side, there should be a viewing copy of V6 Polling and corporate copy of V6 Archive Agent.

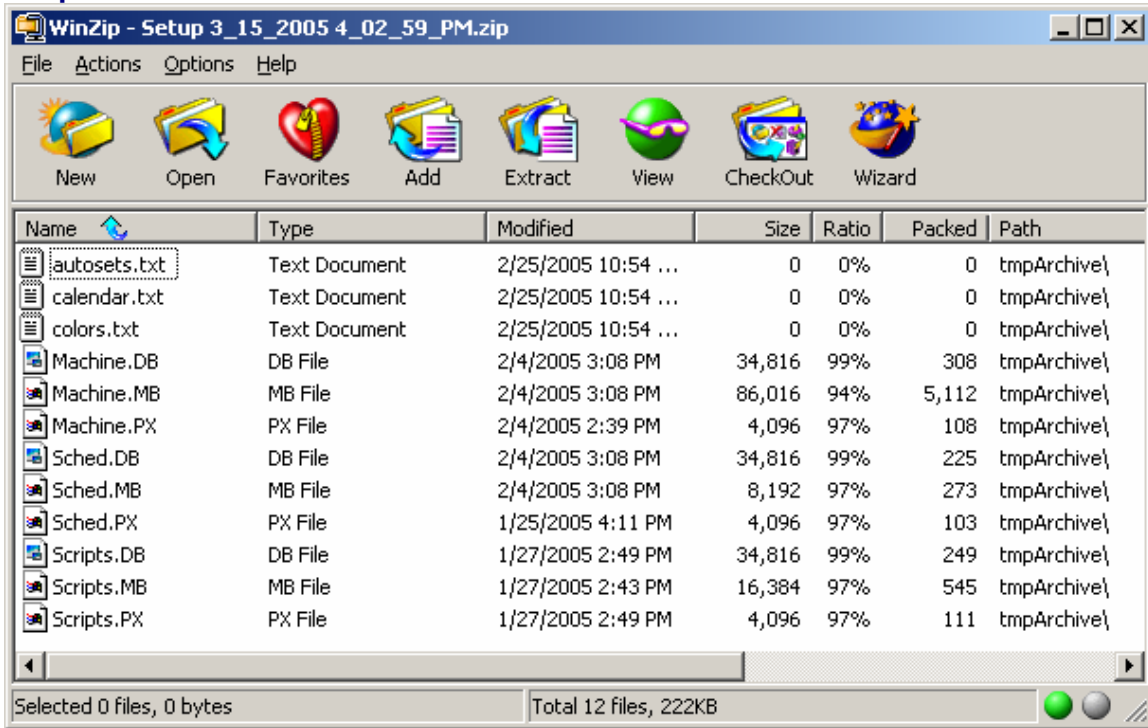
Configuring the system is simple. V6 Polling should be setup to poll the individual site's registers on a regular basis. Next V6 Archive Agent can be configured to automatically create and email all the polled report files to a corporate location.

When the files arrive at corporate the attachments should be saved on a computer that has V6 Polling and Archive Agent installed. Next, open Archive Agent and merge the e-mailed archives into V6 Polling.

In addition to transferring report data, any of the V6 Archive Agent archives can be emailed to corporate or from corporate. For example, corporate could update a PLU/UPC file at their office and email that archived file to each of the individual locations. Then the individual sites could use Archive Agent's PLU/UPC restore option to update their V6 Polling software. Lastly, the file can be sent to the register through a previously scheduled V6 Polling calendar program send.

# Frequently Asked Questions

## tmpArchive File Path



When viewing V6 Archive Agent files, from within another software application, the file path will be displayed as \tmpArchive. Before each archive or e-mail archive is created the software moves a temporary copy of the file to C:\tmpArchive and creates the archive from that location. The file is moved to C:\tmpArchive in order to avoid conflicts with V6 Polling and V6 Inventory when the software packages are In Use.