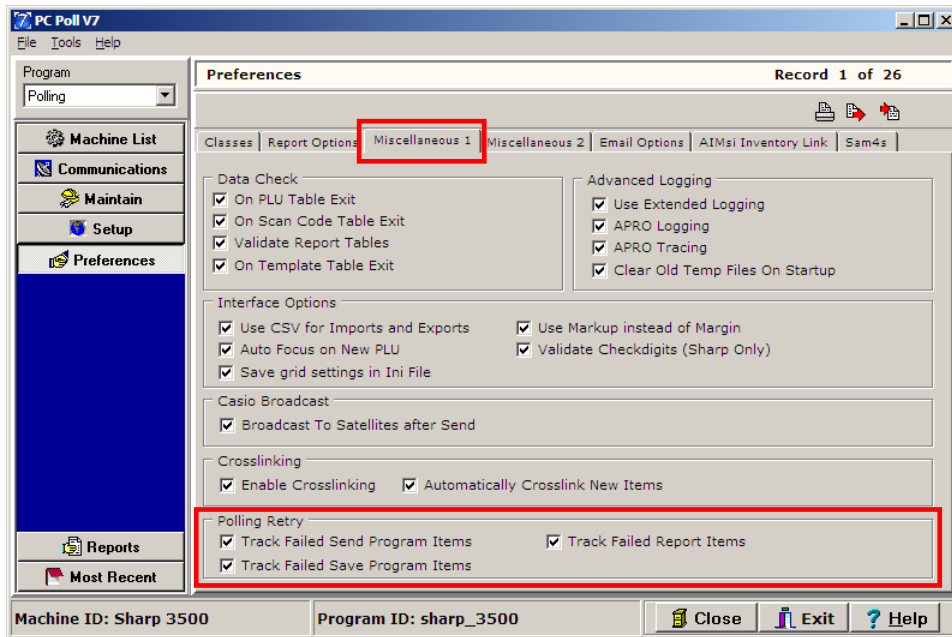# Retry Polling

The Retry Polling program is installed with build V7.3.1.134 and higher. It allows for retries of failed Send Programs, Save Programs, and Report Items. The default location of the application is C:\PCPOLL SYSTEMS\V7.

In general, the options for Polling Retries are setup in the Preferences area of V7 Polling. Then the necessary scripts should be created. When that is done, the retry program should be setup to activate in auto mode to retry failed events.

1. From the main V7 Polling screen above, click on **Preferences** on the menu on the left side of the screen.
2. Next, configure the calendar to auto poll. For more information on setting up the auto poll feature, see the Help files on **Calendar** or refer to the online documentation found on www.technology4retailers.com
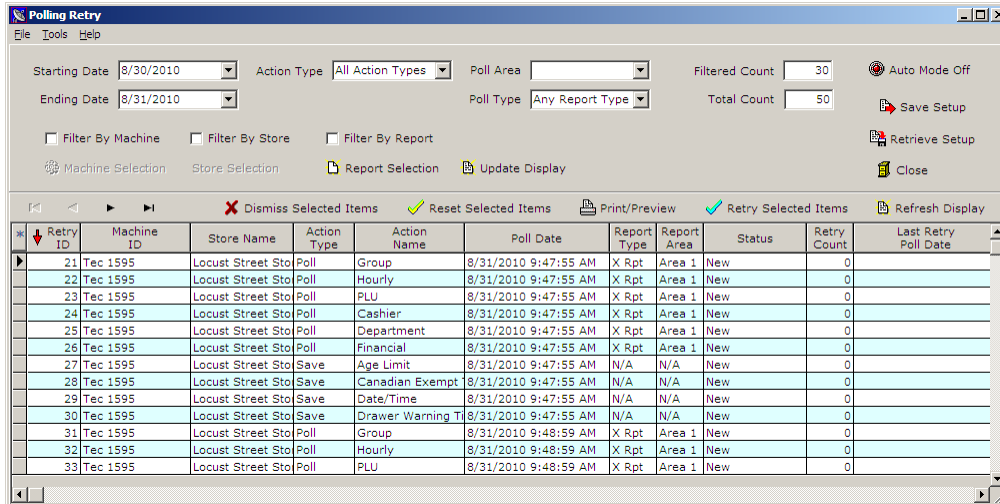
3. On the **Miscellaneous 1** tab, Retry options have been added to the bottom of the screen. Select one, two, or all three options: Track Failed Send Program Items, Track Failed Save Program Items, and Track Failed Report Items.

4. In RetryPoll reports, sent items and saved items will be displayed on the grid based on filter settings and the settings in V7 Polling Preferences and RetryPoll can also be filtered to display the desired machine/stores and polling actions.

5. Create new scripts and schedules or use previously created scripts & schedules. The Retry program does not track individually run events. Only scripted items are tracked. The scripted items can be run manually or via the calendar. To learn how to set up a script or schedule please read the Help Files topics: **Scripts** and **Schedules** or refer to the online documentation found on www.technology4retailers.com

6. After the event or events have been run manually (or via the Calendar), open and run RetryPoll.exe which is located in C:\PCPOLL SYSTEMS\V7


7. A shortcut can be placed on the user's desktop to make it faster to find again.

| Retry ID	Machine ID	Store Name	Action Type	Action Name	Poll Date	Report Type	Report Area	Status	Retry Count	Last Retry Poll Date
21	Tec 1595	Locust Street Sto	Poll	Group	8/31/2010 9:47:55 AM	X Rpt	Area 1	New	0	
22	Tec 1595	Locust Street Sto	Poll	Hourly	8/31/2010 9:47:55 AM	X Rpt	Area 1	New	0	
23	Tec 1595	Locust Street Sto	Poll	PLU	8/31/2010 9:47:55 AM	X Rpt	Area 1	New	0	
24	Tec 1595	Locust Street Sto	Poll	Cashier	8/31/2010 9:47:55 AM	X Rpt	Area 1	New	0	
25	Tec 1595	Locust Street Sto	Poll	Department	8/31/2010 9:47:55 AM	X Rpt	Area 1	New	0	
26	Tec 1595	Locust Street Sto	Poll	Financial	8/31/2010 9:47:55 AM	X Rpt	Area 1	New	0	
27	Tec 1595	Locust Street Sto	Save	Age Limit	8/31/2010 9:47:55 AM	N/A	N/A	New	0	
28	Tec 1595	Locust Street Sto	Save	Canadian Exempt	8/31/2010 9:47:55 AM	N/A	N/A	New	0	
29	Tec 1595	Locust Street Sto	Save	Date/Time	8/31/2010 9:47:55 AM	N/A	N/A	New	0	
30	Tec 1595	Locust Street Sto	Save	Drawer Warning Ti	8/31/2010 9:47:55 AM	N/A	N/A	New	0	
31	Tec 1595	Locust Street Sto	Poll	Group	8/31/2010 9:48:59 AM	X Rpt	Area 1	New	0	
32	Tec 1595	Locust Street Sto	Poll	Hourly	8/31/2010 9:48:59 AM	X Rpt	Area 1	New	0	
33	Tec 1595	Locust Street Sto	Poll	PLU	8/31/2010 9:48:59 AM	X Rpt	Area 1	New	0	

8. The software will open.
9. Setup the Filter options

   A. Starting date – Defaults to the current date minus 1 day.
   B. Ending date – Defaults to the current date.
   C. Action type – Pick from **All Action Types**, **Send Program**, **Save Program**, and **Poll Reports**. The software defaults to **All Action Types**.
   D. Poll Area – Select from **All Areas**, or one of **Area 1** through **Area 6**, where it is valid. The default is **All Areas**.
   E. Poll Type – The user can pick either pick **Any Report Type**, **X Reports** or **Z Reports**. The default is **Any Report Type** and is valid only when reports are included in the action type.
   F. Machine ID – defaults to all machines unless **Filter By Machine** is checked and machines have been selected or **Filter By Store** has been checked. Filtering can only be done on Machine ID or Store ID, not both.
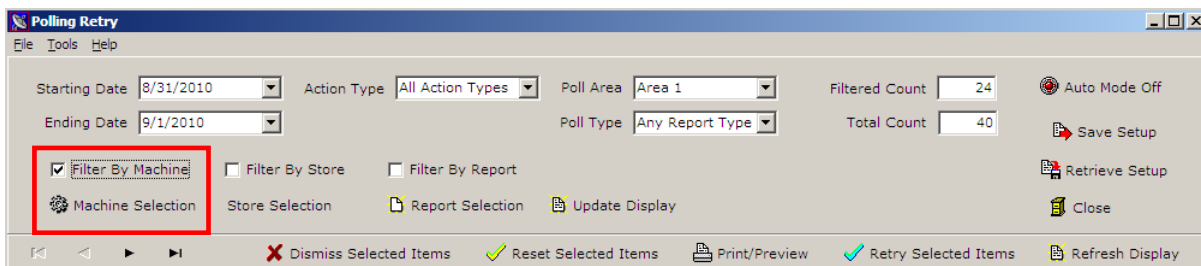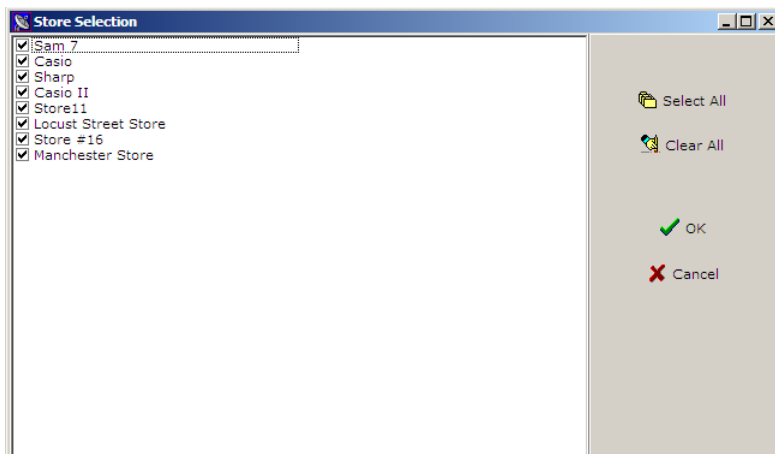

   G. To Filter by Machine ID, click on the box in front of **Filter By Machine**. The **Machine Selection** button with activate. Click the **Machine Selection** button.
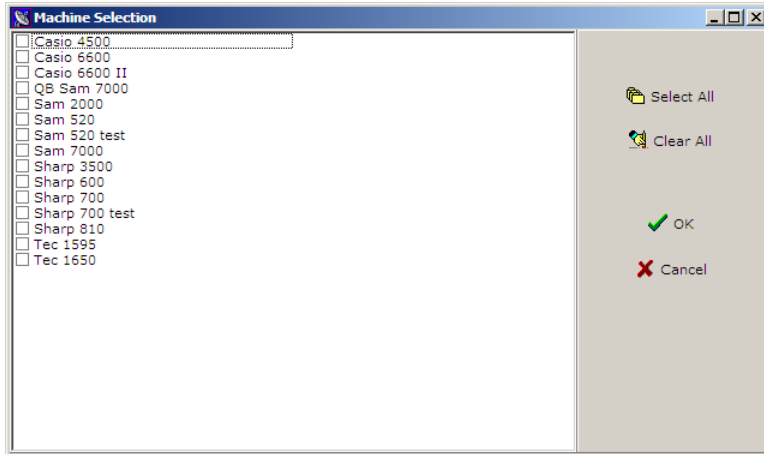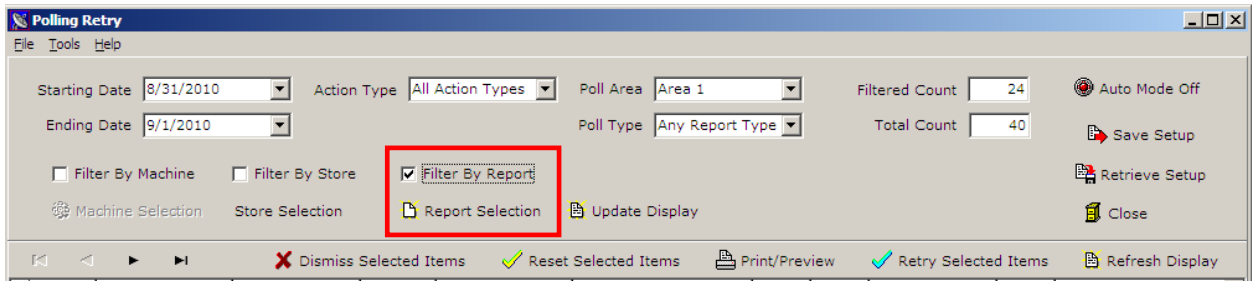
H. Select the appropriate machines from the list and then click **OK**. Use the **Select All** button to select all machines in the list.
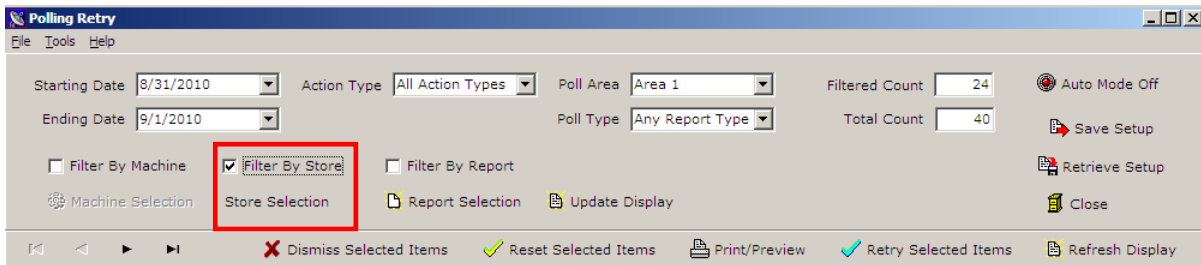

I. To filter by Store ID rather than the Machine ID, click the box in front of **Filter By Store** to activate the **Store Selection** button. Click the **Store Selection** button.
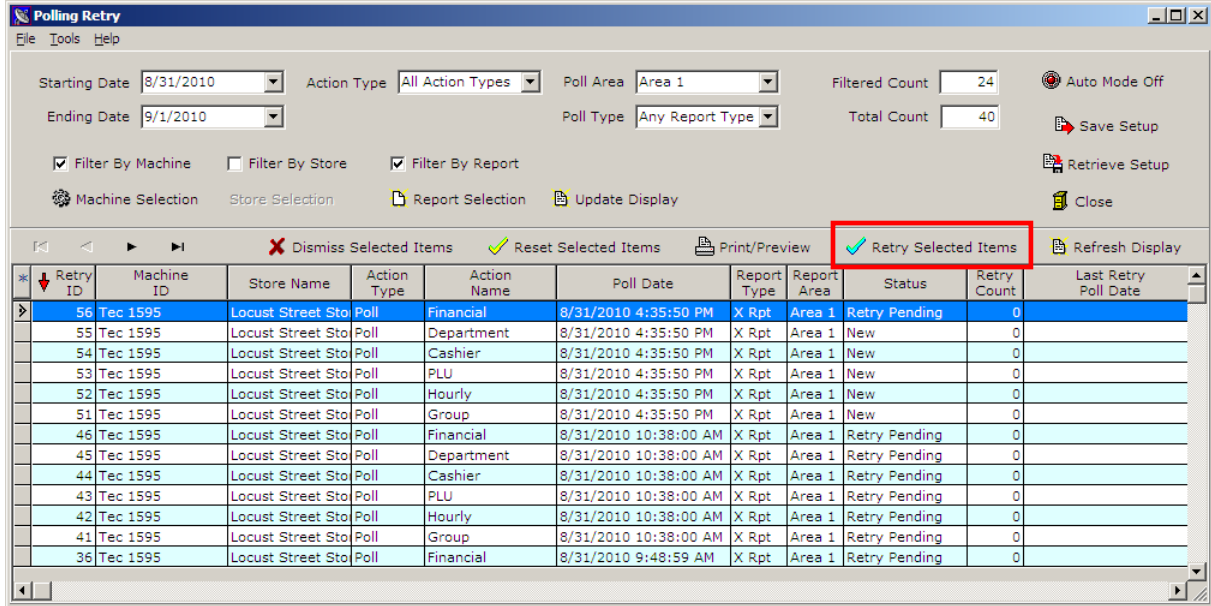

J. Select the appropriate store or stores. Click .**OK**.

K. Reports – Displays a list of reports based on the selected machines or stores. To filter by reports, click on the box in front of **Filter By Reports** then click the **Report Selection** button.
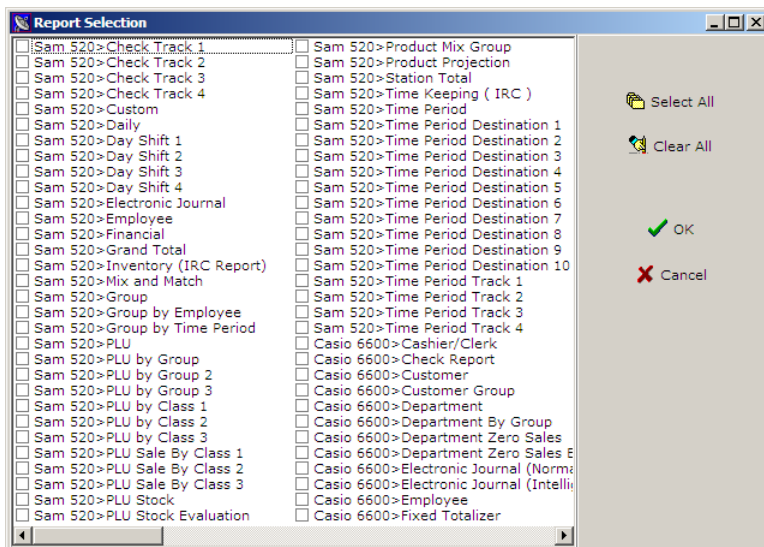
L. Select the appropriate reports and then click **OK**.

10. Manually retrying selected poll events is performed by selecting the desired events in the grid and clicking on **Retry Selected Items** button. Selecting items:

    a. To select one item in the grid, click on the specific item. As in the example above, the selected item will turn blue.
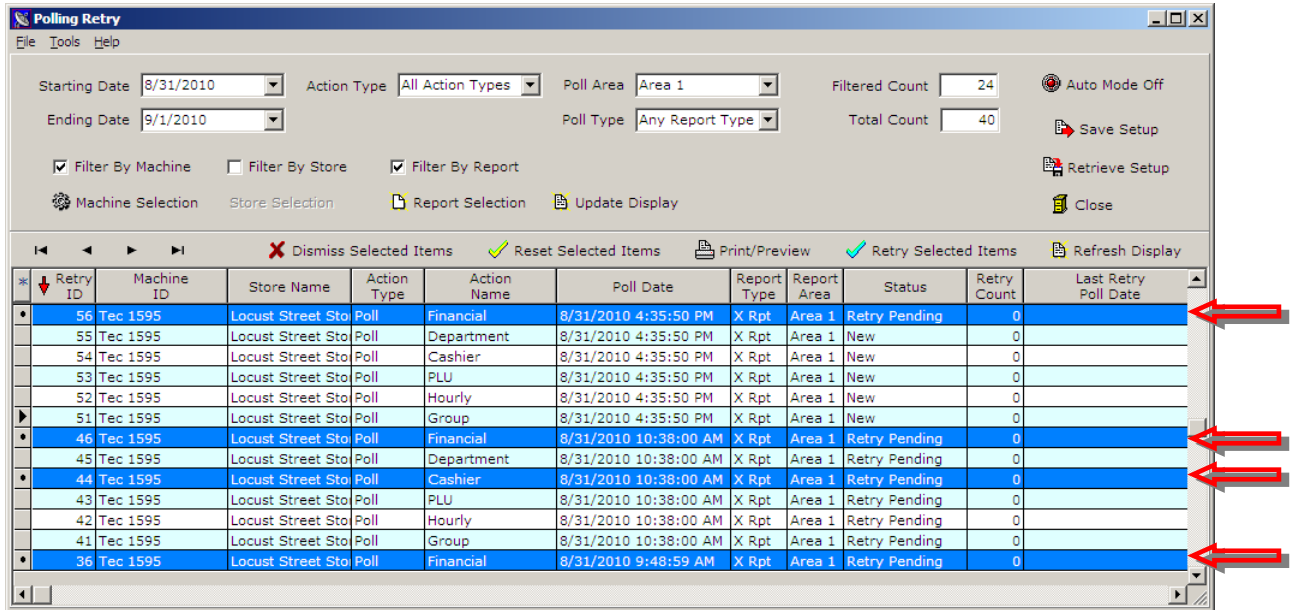
    b. To select multiple items press and hold the Control key (**Ctrl**) on the keyboard while clicking on the desired items.

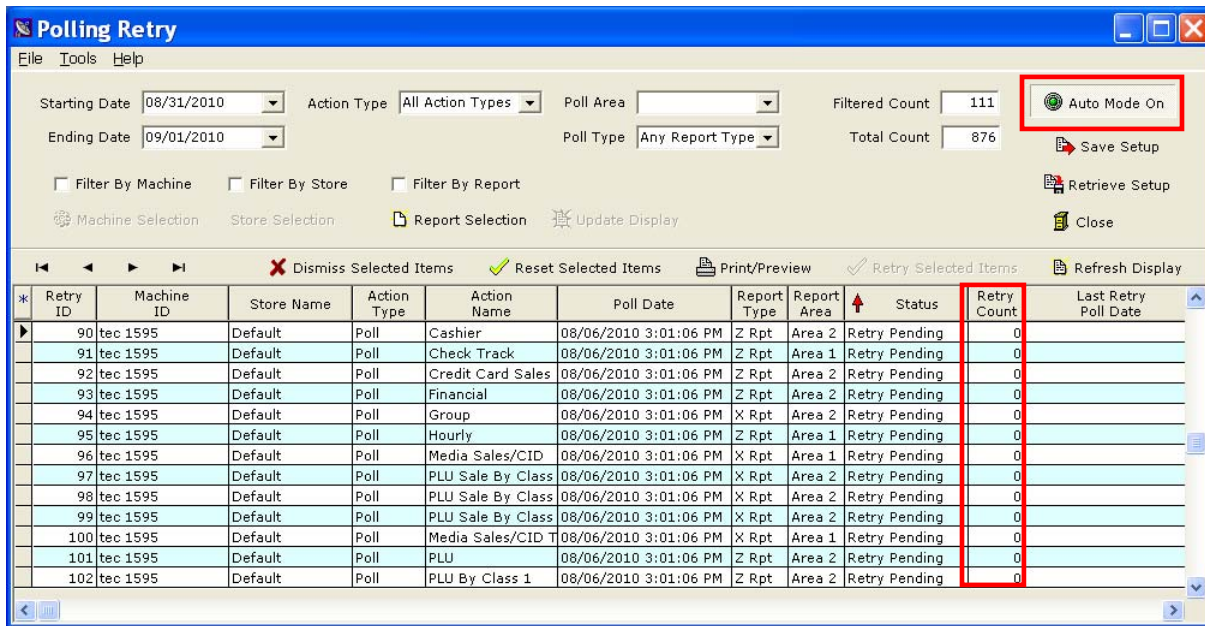|	Retry ID	Machine ID	Store Name	Action Type	Action Name	Poll Date	Report Type	Report Area	Status	Retry Count	Last Retry Poll Date
	56	Tec 1595	Locust Street Sto	Poll	Financial	8/31/2010 4:35:50 PM	X Rpt	Area 1	Retry Pending	0	
	55	Tec 1595	Locust Street Sto	Poll	Department	8/31/2010 4:35:50 PM	X Rpt	Area 1	New	0	
	54	Tec 1595	Locust Street Sto	Poll	Cashier	8/31/2010 4:35:50 PM	X Rpt	Area 1	New	0	
	53	Tec 1595	Locust Street Sto	Poll	PLU	8/31/2010 4:35:50 PM	X Rpt	Area 1	New	0	
	52	Tec 1595	Locust Street Sto	Poll	Hourly	8/31/2010 4:35:50 PM	X Rpt	Area 1	New	0	
▶	51	Tec 1595	Locust Street Sto	Poll	Group	8/31/2010 4:35:50 PM	X Rpt	Area 1	New	0	
	46	Tec 1595	Locust Street Sto	Poll	Financial	8/31/2010 10:38:00 AM	X Rpt	Area 1	Retry Pending	0	
	45	Tec 1595	Locust Street Sto	Poll	Department	8/31/2010 10:38:00 AM	X Rpt	Area 1	Retry Pending	0	
	44	Tec 1595	Locust Street Sto	Poll	Cashier	8/31/2010 10:38:00 AM	X Rpt	Area 1	Retry Pending	0	
	43	Tec 1595	Locust Street Sto	Poll	PLU	8/31/2010 10:38:00 AM	X Rpt	Area 1	Retry Pending	0	
	42	Tec 1595	Locust Street Sto	Poll	Hourly	8/31/2010 10:38:00 AM	X Rpt	Area 1	Retry Pending	0	
	41	Tec 1595	Locust Street Sto	Poll	Group	8/31/2010 10:38:00 AM	X Rpt	Area 1	Retry Pending	0	
	36	Tec 1595	Locust Street Sto	Poll	Financial	8/31/2010 9:48:59 AM	X Rpt	Area 1	Retry Pending	0	

c. All items in the grid above can be selected at one time by clicking on the asterisk (*) button. The asterisk is in the top left corner of the grid. See the red box. If there are already items selected, this action will clear the selected items and clicking the asterisk (*) button again will select all items in the grid.

11. After the **Retry Selected Items** button is pressed, V7 Polling will open and a communications window will open showing the progress of the poll.
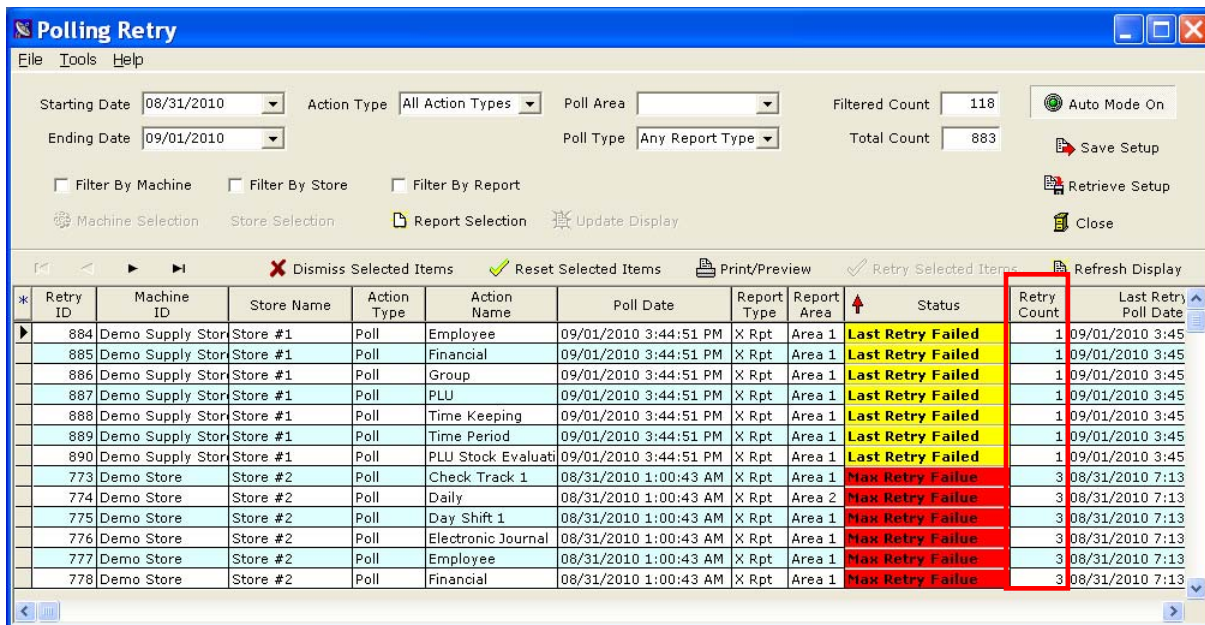
Other Features

	Retry ID	Machine ID	Store Name	Action Type	Action Name	Poll Date	Report Type	Report Area	Status	Retry Count	Last Retry Poll Date
▶	884	Demo Supply Stor	Store #1	Poll	Employee	09/01/2010 3:44:51 PM	X Rpt	Area 1	Last Retry Failed	1	09/01/2010 3:45
	885	Demo Supply Stor	Store #1	Poll	Financial	09/01/2010 3:44:51 PM	X Rpt	Area 1	Last Retry Failed	1	09/01/2010 3:45
	886	Demo Supply Stor	Store #1	Poll	Group	09/01/2010 3:44:51 PM	X Rpt	Area 1	Last Retry Failed	1	09/01/2010 3:45
	887	Demo Supply Stor	Store #1	Poll	PLU	09/01/2010 3:44:51 PM	X Rpt	Area 1	Last Retry Failed	1	09/01/2010 3:45
	888	Demo Supply Stor	Store #1	Poll	Time Keeping	09/01/2010 3:44:51 PM	X Rpt	Area 1	Last Retry Failed	1	09/01/2010 3:45
	889	Demo Supply Stor	Store #1	Poll	Time Period	09/01/2010 3:44:51 PM	X Rpt	Area 1	Last Retry Failed	1	09/01/2010 3:45
	890	Demo Supply Stor	Store #1	Poll	PLU Stock Evaluati	09/01/2010 3:44:51 PM	X Rpt	Area 1	Last Retry Failed	1	09/01/2010 3:45
	773	Demo Store	Store #2	Poll	Check Track 1	08/31/2010 1:00:43 AM	X Rpt	Area 1	Max Retry Failure	3	08/31/2010 7:13
	774	Demo Store	Store #2	Poll	Daily	08/31/2010 1:00:43 AM	X Rpt	Area 2	Max Retry Failure	3	08/31/2010 7:13
	775	Demo Store	Store #2	Poll	Day Shift 1	08/31/2010 1:00:43 AM	X Rpt	Area 1	Max Retry Failure	3	08/31/2010 7:13
	776	Demo Store	Store #2	Poll	Electronic Journal	08/31/2010 1:00:43 AM	X Rpt	Area 1	Max Retry Failure	3	08/31/2010 7:13
	777	Demo Store	Store #2	Poll	Employee	08/31/2010 1:00:43 AM	X Rpt	Area 1	Max Retry Failure	3	08/31/2010 7:13
	778	Demo Store	Store #2	Poll	Financial	08/31/2010 1:00:43 AM	X Rpt	Area 1	Max Retry Failure	3	08/31/2010 7:13

1. Status field – The status field indicates the current status of a polling item listed in the grid. The different status conditions are:
   a. New – the item failed its normal polling attempt and has been added to the polling retry list.
   b. Retry Pending – the item has been sent to V7 Polling.
   c. Last Retry Failed – the last retry was not successful.
   d. Retry Successful – the last retry was successful.
   e. Max Retry Failure – when running in auto mode, **Max Retry Failure** indicates the item failed the maximum number of retries as set in File | Preferences | Auto Run.
2. Retry Count –Indicates the number of times the item has been sent to polling to retry communications.
3. Last Retry Poll Date – is the date/time the item was last sent to V7 Polling.

*	Retry ID	Machine ID	Store Name	Action Type	Action Name	Poll Date	Report Type	Report Area	Status	Retry Count	Last Retry Poll Date
►	90	tec 1595	Default	Poll	Cashier	08/06/2010 3:01:06 PM	Z Rpt	Area 2	Retry Pending	0	
	91	tec 1595	Default	Poll	Check Track	08/06/2010 3:01:06 PM	Z Rpt	Area 1	Retry Pending	0	
	92	tec 1595	Default	Poll	Credit Card Sales	08/06/2010 3:01:06 PM	Z Rpt	Area 2	Retry Pending	0	
	93	tec 1595	Default	Poll	Financial	08/06/2010 3:01:06 PM	Z Rpt	Area 2	Retry Pending	0	
	94	tec 1595	Default	Poll	Group	08/06/2010 3:01:06 PM	X Rpt	Area 2	Retry Pending	0	
	95	tec 1595	Default	Poll	Hourly	08/06/2010 3:01:06 PM	Z Rpt	Area 1	Retry Pending	0	
	96	tec 1595	Default	Poll	Media Sales/CID	08/06/2010 3:01:06 PM	X Rpt	Area 1	Retry Pending	0	
	97	tec 1595	Default	Poll	PLU Sale By Class	08/06/2010 3:01:06 PM	X Rpt	Area 2	Retry Pending	0	
	98	tec 1595	Default	Poll	PLU Sale By Class	08/06/2010 3:01:06 PM	X Rpt	Area 2	Retry Pending	0	
	99	tec 1595	Default	Poll	PLU Sale By Class	08/06/2010 3:01:06 PM	X Rpt	Area 2	Retry Pending	0	
	100	tec 1595	Default	Poll	Media Sales/CID T	08/06/2010 3:01:06 PM	X Rpt	Area 1	Retry Pending	0	
	101	tec 1595	Default	Poll	PLU	08/06/2010 3:01:06 PM	Z Rpt	Area 2	Retry Pending	0	
	102	tec 1595	Default	Poll	PLU By Class 1	08/06/2010 3:01:06 PM	Z Rpt	Area 2	Retry Pending	0	

Before 1st attempt to re-poll

4. Auto Mode – Polling Retry can run in auto mode by clicking on the Auto Mode button so that it says **Auto Mode On**. In this mode, items listed in the grid will automatically be sent to polling a maximum number times based on Preferences. Auto Mode may also be started by using a command line parameter '/AUTO_MODE'. This allows the program to be started in auto mode with Windows Task Scheduler or via a shortcut.
5. Closing the software or turning off Auto Mode will stop the automatic retries.
6. Retries can be run manually via the Retry Selected Items button.

*	Retry ID	Machine ID	Store Name	Action Type	Action Name	Poll Date	Report Type	Report Area	Status	Retry Count	Last Retry Poll Date
►	884	Demo Supply Stor	Store #1	Poll	Employee	09/01/2010 3:44:51 PM	X Rpt	Area 1	**Last Retry Failed**	1	09/01/2010 3:45
	885	Demo Supply Stor	Store #1	Poll	Financial	09/01/2010 3:44:51 PM	X Rpt	Area 1	**Last Retry Failed**	1	09/01/2010 3:45
	886	Demo Supply Stor	Store #1	Poll	Group	09/01/2010 3:44:51 PM	X Rpt	Area 1	**Last Retry Failed**	1	09/01/2010 3:45
	887	Demo Supply Stor	Store #1	Poll	PLU	09/01/2010 3:44:51 PM	X Rpt	Area 1	**Last Retry Failed**	1	09/01/2010 3:45
	888	Demo Supply Stor	Store #1	Poll	Time Keeping	09/01/2010 3:44:51 PM	X Rpt	Area 1	**Last Retry Failed**	1	09/01/2010 3:45
	889	Demo Supply Stor	Store #1	Poll	Time Period	09/01/2010 3:44:51 PM	X Rpt	Area 1	**Last Retry Failed**	1	09/01/2010 3:45
	890	Demo Supply Stor	Store #1	Poll	PLU Stock Evaluati	09/01/2010 3:44:51 PM	X Rpt	Area 1	**Last Retry Failed**	1	09/01/2010 3:45
	773	Demo Store	Store #2	Poll	Check Track 1	08/31/2010 1:00:43 AM	X Rpt	Area 1	Max Retry Failue	3	08/31/2010 7:13
	774	Demo Store	Store #2	Poll	Daily	08/31/2010 1:00:43 AM	X Rpt	Area 2	Max Retry Failue	3	08/31/2010 7:13
	775	Demo Store	Store #2	Poll	Day Shift 1	08/31/2010 1:00:43 AM	X Rpt	Area 1	Max Retry Failue	3	08/31/2010 7:13
	776	Demo Store	Store #2	Poll	Electronic Journal	08/31/2010 1:00:43 AM	X Rpt	Area 1	Max Retry Failue	3	08/31/2010 7:13
	777	Demo Store	Store #2	Poll	Employee	08/31/2010 1:00:43 AM	X Rpt	Area 1	Max Retry Failue	3	08/31/2010 7:13
	778	Demo Store	Store #2	Poll	Financial	08/31/2010 1:00:43 AM	X Rpt	Area 1	Max Retry Failue	3	08/31/2010 7:13

After the 1st attempt to re-poll

7. After the first attempt, the Retry Count changes in the screen above.

After 2nd attempt to re-poll

8. After the next attempt, the Status column shows the last six items have maxed out their retries, and are now shown in red. In the Retry Count column, it shows that there were three retries for these items. The top seven items in yellow can be retried without having to reset the selected items. They show two retry attempts.

After 3rd attempt to re-poll

9. The top seven items were retried but the screen above shows that they failed for the last time. The Retry Count column shows that all items have failed for the third time. When the number of attempts is maxed out, the Status column will be highlighted in red as above.

Grid Toolbar
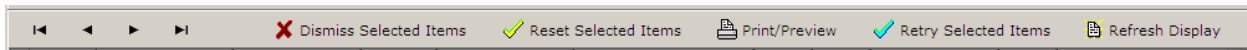
10. Reset Selected Items – This button will reset the status of the selected items to 'New' so that, in Auto Mode', they will be resent to V7 Polling.
11. Refresh Display – This button updates the grid with items that have recently been added to the retry table from polling. This is done automatically based on settings in Preferences, but can also be done manually.
12. Dismiss Selected Items – This button deletes all highlighted items from the grid.

Preferences
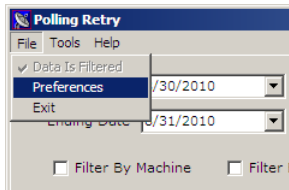
Preferences can be setup for the Retry Polling software from the File menu at the top of the screen by scrolling down to Preferences.

General tab
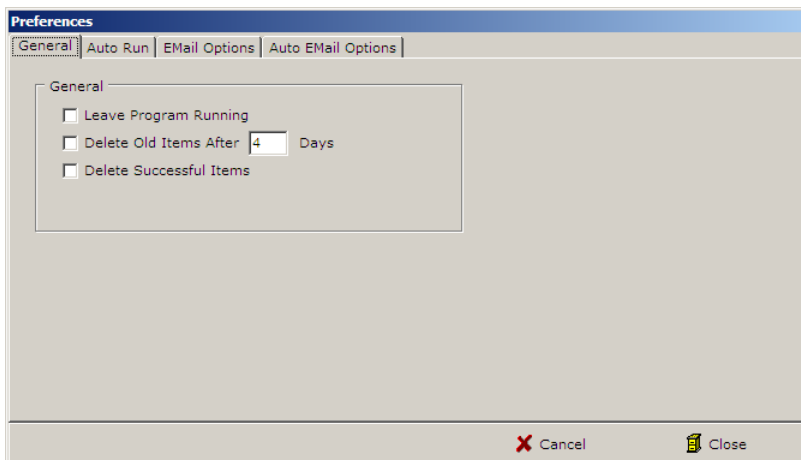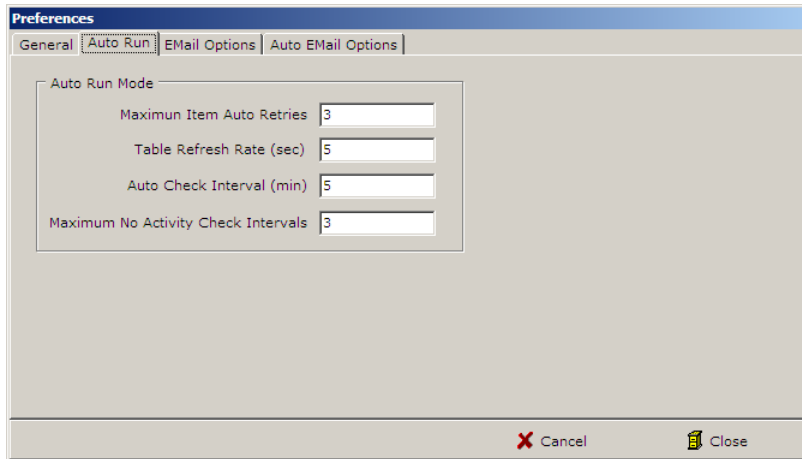
The options of the General tab include:
A. Leave Program Running - allows the program to keep running. When the program is in Auto mode, it will terminate when there are no items to retry based on the 'Maximum No Activity Check Intervals" on the Auto Run tab. So if this field is set to 5 and the auto check interval runs 5 times without any items to send to polling, the program will terminate – unless 'Leave Program Running' is checked.
B. Delete Old Items After (enter number of days) Days - deletes items after the number of days set by the user. For example if the number of days is set to "7," the data will only be retained for 7 days then will be deleted.

C. Delete Successful Items - deletes items that were successfully polled from the next attempt.
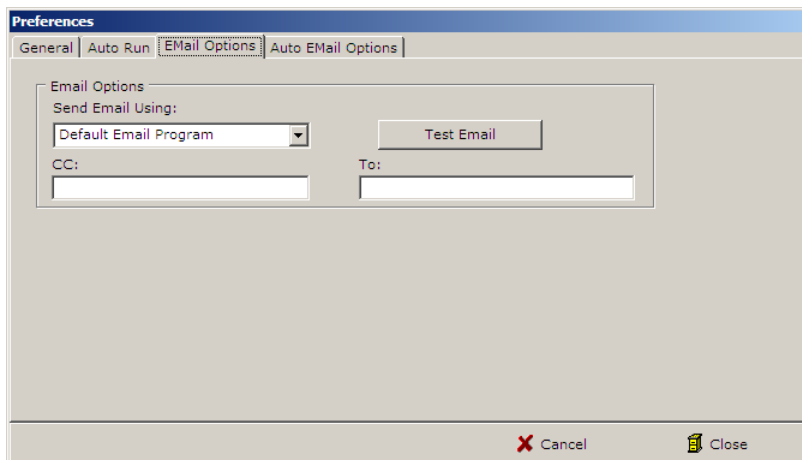
Auto Run tab

The options on the **Auto Run** tab are Maximum Item Auto Retries, Table Refresh Rate (sec), Auto Check Interval (min), Maximum No Activity Check Intervals
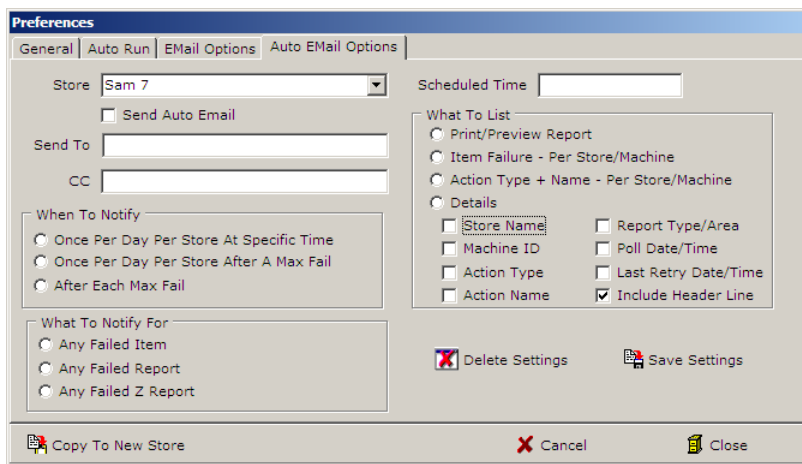
EMail Options tab

The Email Options tab allows the user to pick the email program to use to send an email with the results of the retry. Enter a **CC** (carbon copy) email address (optional) and a **To** address, and then click the **Test Email** button to check that the email will be sent to the recipient.
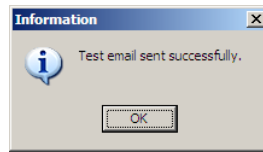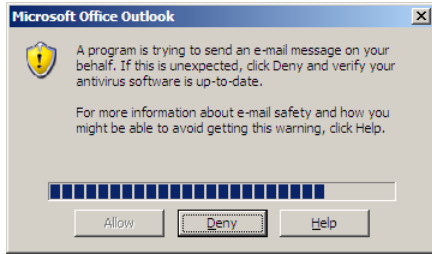
The screen above left will open only if **Default Email Program is picked**. Click the **Allow** button. If the email is successfully sent, the screen on the right will open. Click **OK**.

Auto Email Options tab

Use the Auto Email Options tab to setup automatic emailing of the selected options. It allows the user to include specific stores, pick when to notify the store, let the store know what Item or Report or Z Report failed. It also allows the user to pick what to list on the report.

When to Notify
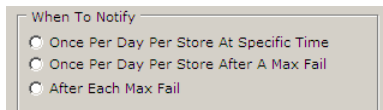
The **When To Notify** section of the screen defines when the auto email function will send emails regarding polling failures.

A. **Once Per Day Per Store At Specific Time** – each store can specify a time that the retry program will email a failure notification. If, at the specified time, there are items that failed a maximum number of times the program will send an email failure notification.

B. **Once Per Day Per Store** – if this item is selected the program will send an email failure notification when an item fails a maximum number of times. Only one email will be sent per day.

C. **After Each Max Fail** – an email will be sent for each item that fails a maximum number of times. If there are several items on the grid that have failed a maximum number of times, the program will send one email that will include those items. The program will continue to send email notifications.

What to Notify For

The **What To Notify For** section of the screen defines what type of poll items to send email notifications for.

A. **Any Failed Item** – an email notification will be sent for any item that fails a maximum number of times.
B. **Any Failed Report** – an email notification will be sent only for reports that fail a maximum number of times.
C. **Any Failed Z Report** – an email notification will be sent only for Z reports that fail a maximum number of times.

What to List

The **What To List** section of the screen defines the information that will be sent in the email notification.

A. **Print/Preview Report** – the email notification will be set up like the print/preview report.
B. **Item Failure Per Store** – will contain the name of the item that failed and the store name that item came from.
C. **Action Type + Name Per Store/Machine** – will contain whether the failure was a send, save or report and will include the name of the store.
D. **Details** – allows for the selection of the following details to be included in the email notification: Store Name, Machine ID, Action Type, Action Name, Report Type/Area, Poll Date/Time, Last Retry Date/Time, and Include Header Line.

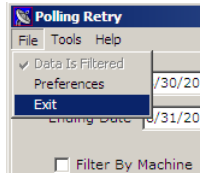**Delete Settings** button - clears the settings picked.
Save Settings button - saves the settings just setup.
Copy To New Store button - copies the current settings to a new store.
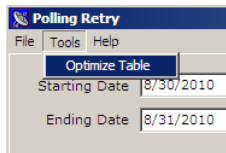**Cancel** button - clears the settings and closes the screen.
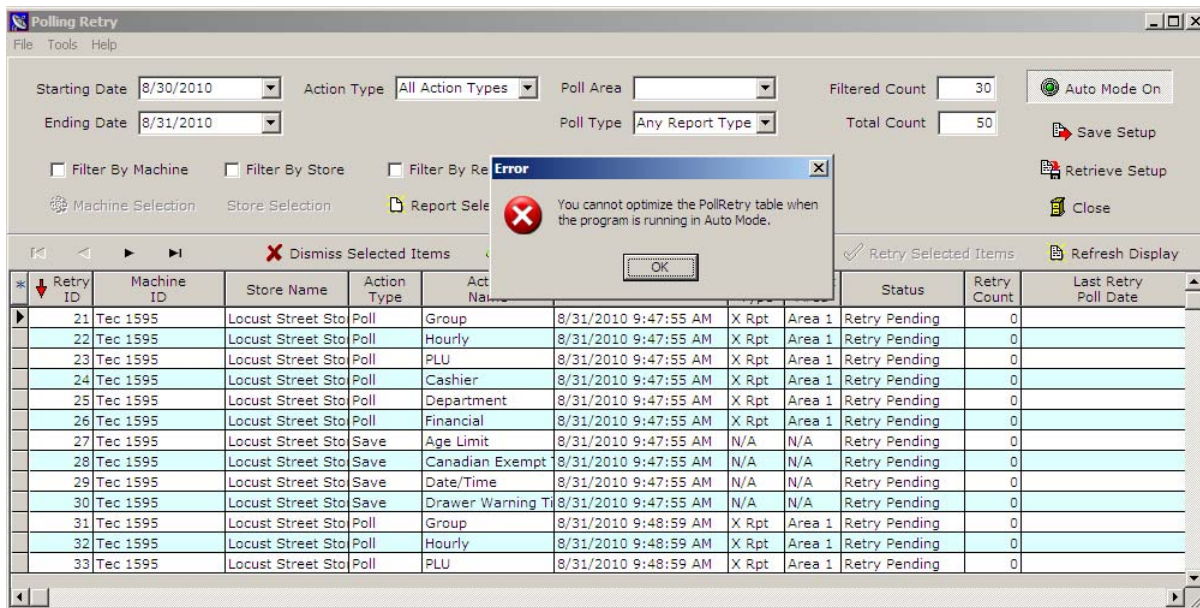**Close** button - closes the screen.

Exit

**Exit** on the **File** menu will close the Retry Polling software.

Optimize Table

The Optimize Table feature removes deleted items from the retry table, which reduces the table's size. From the **Tools** menu, scroll down to **Optimize Table**.

The PollRetry table cannot be optimized with the **Auto Mode** button set to **On**. The warning above will appear. Click **OK**. Click the **Auto Mode** button to **Off** and try again.
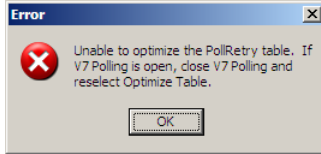
If V7 Polling is open, the message above will appear. Click **OK**, turn off V7 Polling, and try again.
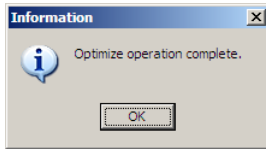
If the optimization is successful, the screen above will open.

Setting up auto mode to run automatically

Use the Windows Scheduled Tasks to open RetryPoll.exe at a set time in auto mode. Or add the AUTO_MODE command to a shortcut icon. The shortcut icon will need to be run manually, but will open the RetryPoll.exe in Auto Mode. If the software opens in auto mode then it will automatically begin the retry process. To open in auto mode, simply add the " /AUTO_MODE" command to the end of the file path for either the shortcut or via a Scheduled Task. Ex. "C:\PCPOLL SYSTEMS\V7\RetryPoll.exe" /AUTO_MODE (Note: There is a space before the /)
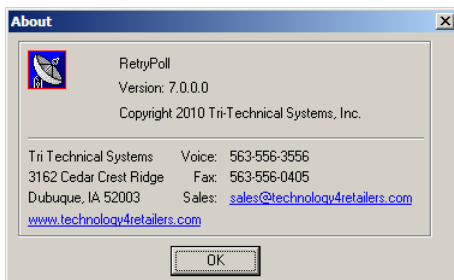
Setup Options

Under the **File** menu, there are **Preferences**. The software can be setup to retry events X number of times. The software will also auto close when there are no events to retry. Users can auto email failed listings.

About
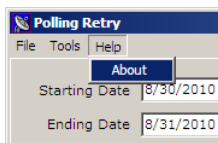
To find the version number of the Polling Retry software scroll down from the Help menu at the top of the screen.

Tip: If a poll fails, the dealer could be notified via a free text message sent through email to their cell phone from the computer. The receiver will still pay for the incoming message but it will be free for the sender. A txt can be sent to the dealer's cell phone by using their cell number to replace the "10digitphonenumber" portion of the email addresses for the cell phone services below:

Verizon: 10digitphonenumber@vtext.com
AT&T: 10digitphonenumber@txt.att.net
Sprint: 10digitphonenumber@messaging.sprintpcs.com
T-Mobile: 10digitphonenumber@tmomail.net
Nextel: 10digitphonenumber@messaging.nextel.com
Cingular: 10digitphonenumber@cingularme.com
Virgin Mobile: 10digitphonenumber@vmobl.com
Alltel: 10digitphonenumber@message.alltel.com
CellularOne: 10digitphonenumber@mobile.celloneusa.com
Omnipoint: 10digitphonenumber@omnipointpcs.com
Qwest: 10digitphonenumber@qwestmp.com

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http://allthingsmarked.com/2006/09/04/howto-send-free-text-messages-through-email/