

## Re-start Compeat Polling Service

While rare, there are times when the polling client stops running. This often occurs when there is a loss of power or internet at the restaurant, or a Windows update runs on the POS server. Firewall and security updates on the POS server can also disable the polling service.

**When to use:** If you are missing a DSR for a specific day and no other DSRs have polled since that day.

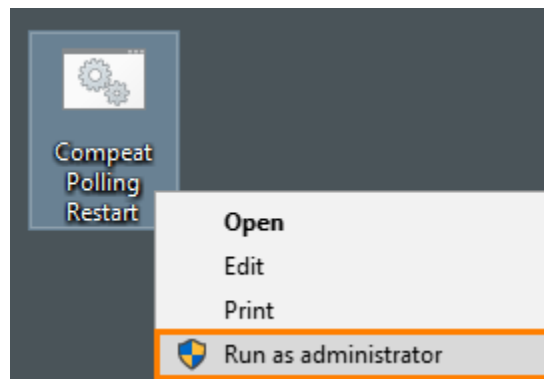
Example: *We are missing the DSR for 3.24. Nothing has polled since then.*

Since the Compeat Polling Client runs on the POS server located at the entity, re-starting the service requires access to this machine.

**Note:** Re-starting the Compeat Polling Client does not require the POS server be re-started. The below instructions do not interfere with your operations and are safe to perform at any point in your business day.

There are two ways to re-start the polling client: Via the desktop icon or via the Services menu.

### Desktop Icon



1. Locate the POS server and navigate to the desktop.
2. Right-click on the icon **Compeat Polling Restart**.
3. Click **Run as Administrator**.
4. A command window should pop up and state the polling service is starting.

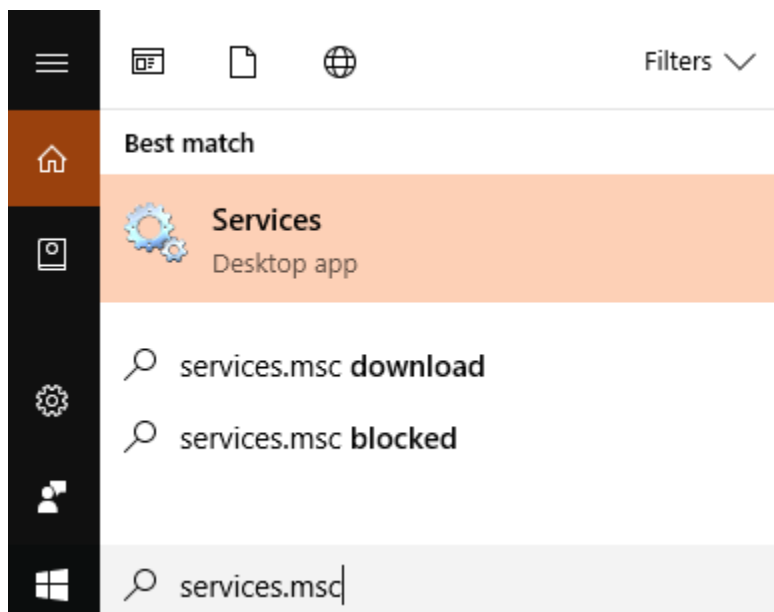
```
C:\WINDOWS\System32\cmd.exe
The Compeat Polling Client service is not started.
More help is available by typing NET HELPMSG 3521.
The Compeat Polling Client service is starting.
```

**Important:** Depending on the amount of data re-polled and the internet speed at the entity, DSRs may take anywhere from 10-15 minutes to appear in Compeat. Some DSRs may take longer.

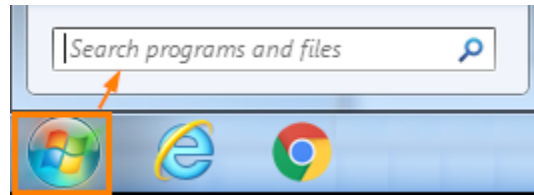
However, select security group permissions allow approved users to manually process re-polled transactions. Instructions for manually processing polling transactions can be found [here](#).

## Services Menu

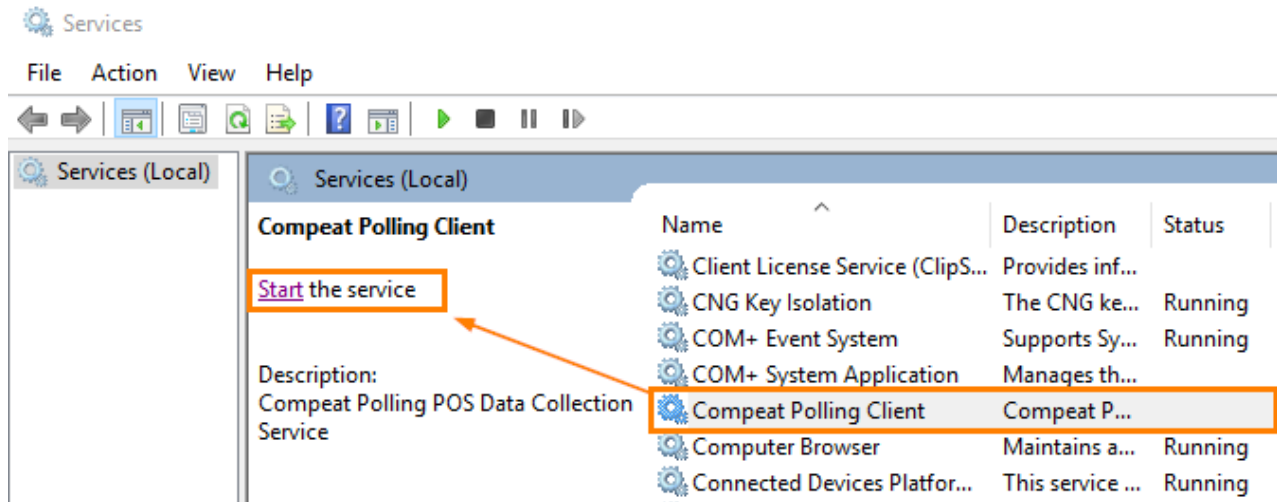
If you do not see the **Compeat Polling Restart** icon on the POS server desktop, there is another way to re-start the client. However, if you do not see the icon, this may be an indication that the POS server is logged into a non-administrative profile. You may need to reach out to your IT team or POS service for access.



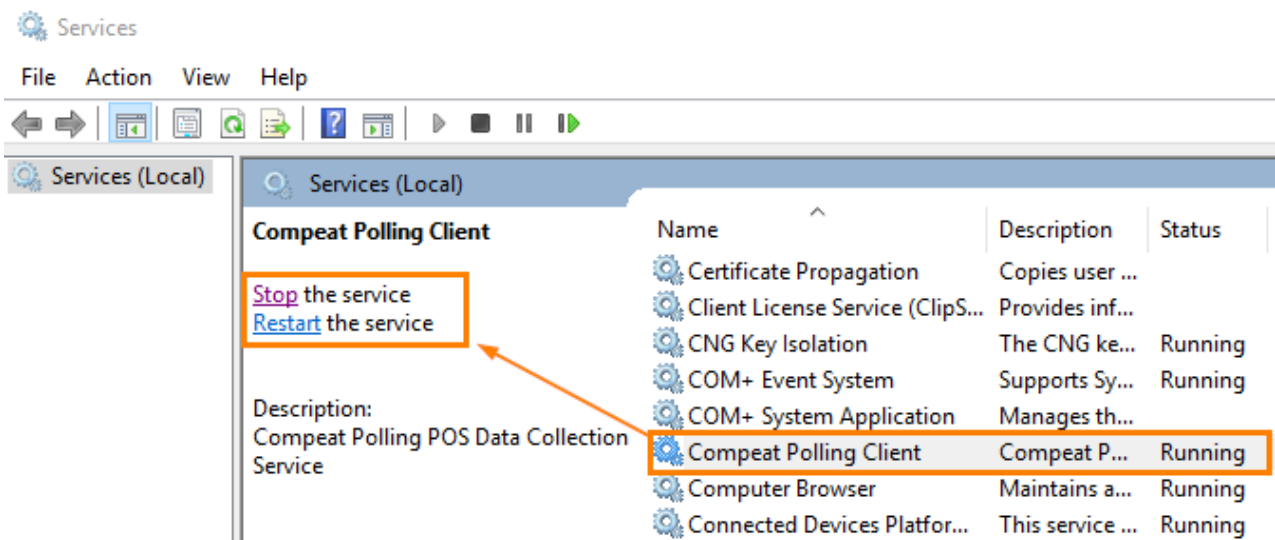
1. In your **Windows** search toolbar, type **services.msc**.
2. If you do not see your Windows search box, you may have an older version of Windows. Click on the **Start** icon in the lower left-hand corner and type **services.msc** in the search box.



3. Hit **Enter** to open the *Services* menu.
4. Locate **Compeat Polling Client** in the *Name* column. Highlight the service and click **Start** to the left of the listing.

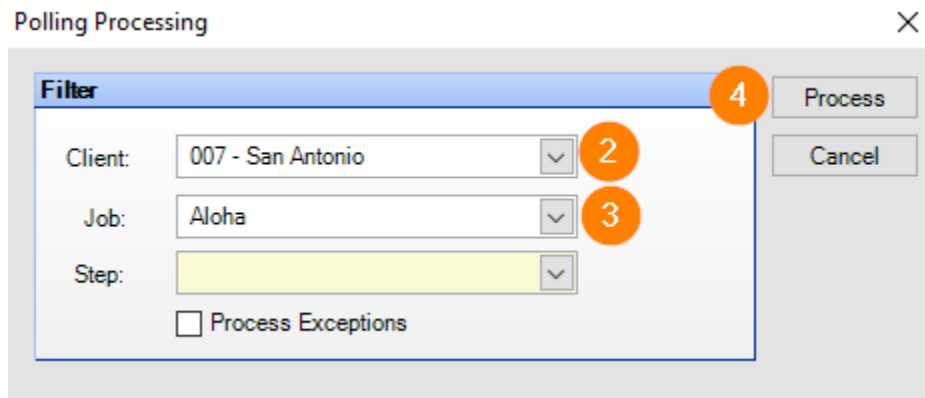


5. You may also right-click on the service and choose **Start**.
6. If the service is already running, **Restart** the service. Another alternative would be to **Stop** the service and then **Start**.



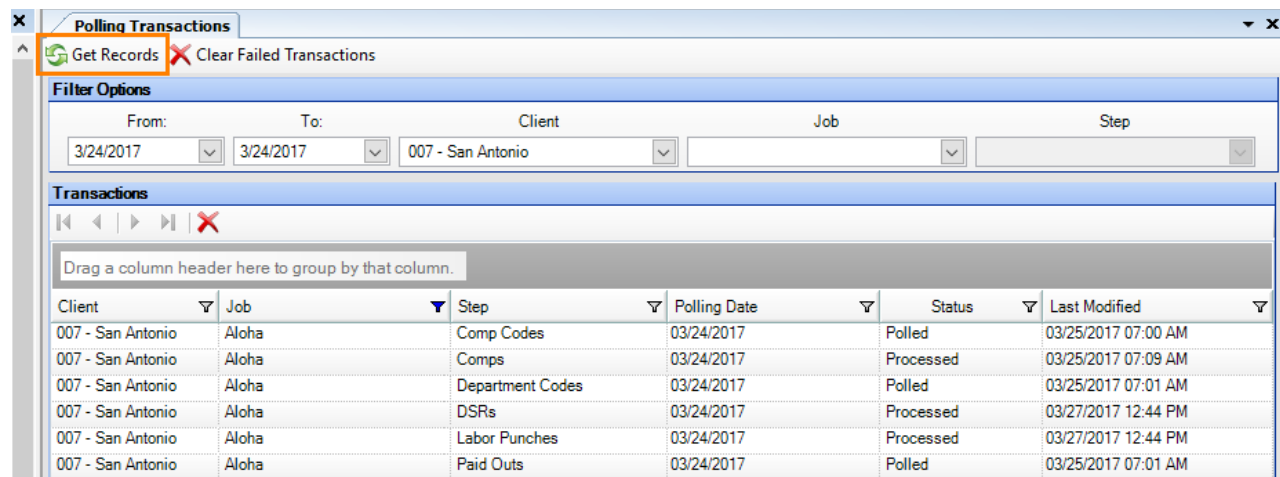
**Important:** Depending on the amount of data re-pollled and the internet speed at the entity, DSRs may take anywhere from 10-15 minutes to appear in Compeat. Some DSRs may take longer.

However, select security group permissions allow approved users to manually process re-pollled transactions.



1. Go to **Setup > Polling > Polling Processing**.
2. Select your entity in the **Client** drop-down.
3. Choose the **Job**.
4. Click **Process**.

Compeat notifies you once processing completes. From here, navigate back to your **Polling Transactions** screen.



1. Click **Get Records** to refresh the transactions.
2. Under **Status**, note that the transactions change from *Polled* to *Processed*.

**Note:** Not all transactions process. This typically indicates there is no data available from the POS. If an entity had no paid outs or comps for that particular day, there would be no data to send to Compeat to process and so the transactions would remain *Polled*. *Comp Codes*, *Department Codes*, and *Tracking Definitions* exist for mapping purposes only and therefore never process.

Once polling transactions process, navigate back to your **Daily Sales** screen. Click on the **green refresh icon** in the upper left-hand corner to re-fresh the DSRs. This brings your re-pollled DSR through. Use the arrows or spyglass feature to navigate to the specific date if needed.