



AN-315 Finding Missing Data

The following is a list of steps to use to check your system for data that may not have been used or not available for reporting.

The Elite System includes checks and auditing information within the data stream to help identify any problems within the system. Elite-ID provide software tools to help check these data files.

Steps

1. Check the Error Batches. This is the number-one place to check for any data that has not been properly imported into the Elite System. If there is data in the error batches, it will not be included in any reports. Open batches, inspect errors, rectify and re-process.
2. When you imported the raw data files, were there any special messages? If so, contact Elite-ID.
3. Check "Data...Import Wand Data Files" option in Elite Reporter. This checks for any files in "Unloaded Data" that have not been used. In other words. Have you imported ALL your files? Anything not imported cannot be reported on.
4. Did you extract data from ALL your wands? Did you extract data from the XL Unloader?
5. Is your XL Unloader clock correct? If it has the wrong data and time (because your PC is not setup correctly) then this will enter the wands and hence your reports will be wrong. Contact Elite-ID for assistance – there are ways of fixing this.
6. Use the "Clock Check" program. Open you raw data downloads (located in 'Archive'). Open the most relevant file and press the analyse button. It will show you the number of hits and the clock performance (if it lost or gained time compared to the Unloader).
7. In the Clock Check program press the "Days" option and then "Analyse" again. It will show you the number of hits per day for you to check against the reports.

Don't hesitate to contact Elite-ID if you need assistance.