# Workshop #1: Troubleshooting and Fixing Missing Data: Quick Guide to Fixing Missing Data

This guide is designed to provide you with essential techniques and practical steps to address and resolve common data synchronization issues within hh2 systems. Whether you are experiencing missing data on the web portal or mobile apps, this guide will help you identify the root causes and implement effective solutions to ensure your data is accurately reflected across all platforms.

Where is the data missing from and where does it currently exist?

1. *The data is in my accounting system, but it is not in hh2 when looking from the web portal:*

   - Commonly, this may be newly hired employee records, job cost data, or even vendor records that were added to the accounting system and are needed for use within one of your hh2 applications.
   - The hh2 Synchronization Client, which is installed on your accounting system server, is typically set to automatically sync new data from the accounting system at the top of each hour, however you can verify this setting by accessing your accounting server and
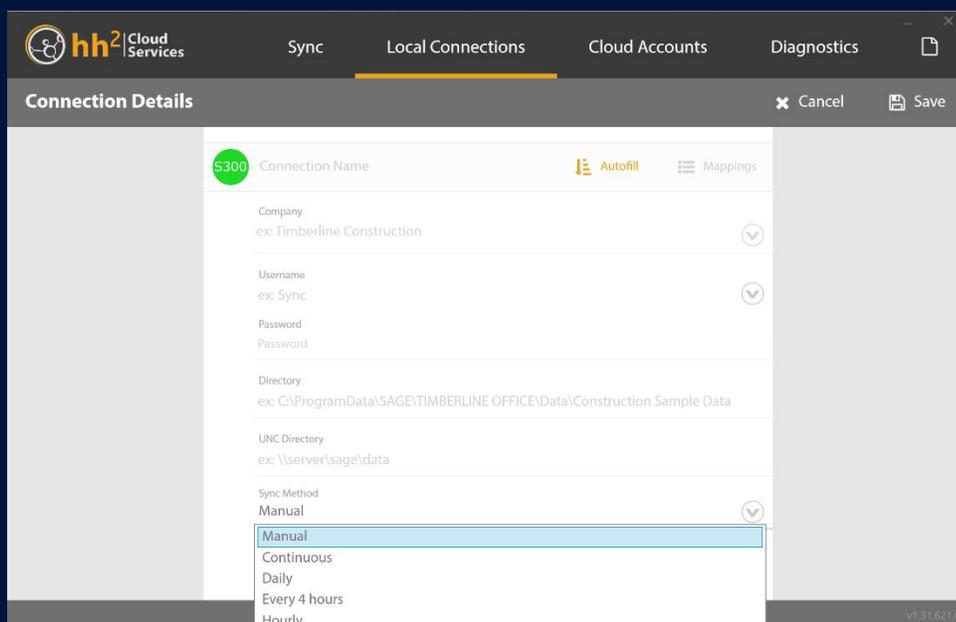
opening the hh2 Synchronization Client application. From here in the Local Connections, if you edit your connection, you will be able to see the sync frequency set:

- If it has been longer than the frequency set for your automatic sync settings, and you are still not seeing the data necessary in hh2 when you go look for it in various menus, you may need to run a manual sync. This can be done by following the steps in this article: https://global.hh2.com/Public/html/Article.html?article=30e99a61-a7e3-4d43-ac96-ad3300d35a57
- If this does not work, there may be something about the way your data was input into your accounting system that is causing an error. To solve for this, you will need to contact hh2 support at support@hh2.com to assist you.

2. *The data is in my accounting system, and it is showing in hh2 when looking from the web portal, but it does not show when user looks from within an hh2 mobile app that is downloaded on a mobile device:*

- When user's download any of the hh2 mobile apps and log in initially, it is strongly advised for that user to manually sync the app several times (minimum of 3, but more depending on how much data the user has access to) in order to sync all pertinent data locally to the app on the user's device. If this is not done, the device is consistently working to sync on-demand or is in some cases expecting to sync when items are searched for manually on-the-fly which can cause delays or frustrations.
- You will first want to validate that the data does exist when you login into the web portal for hh2 within a web browser, if the data is missing on the web, please see section one of this document above.
- This could be caused by the configuration of the hh2 application and user's permissions to the data the user is expecting to see. An administrator of the application will need to verify the user's permissions to the data and their access within the application.
- If the user's permissions are accurate, it should be validated that the user has manually searched for the data by typing within the app selection list's search bar and search by the code or name of the data you are expecting to see and then search or enter.
- If searching manually does not work, then you may need to catch up a sync on the mobile app you are working within manually.
- Manual sync instructions for the mobile apps can be found here: https://global.hh2.com/Public/html/Article.html?article=65c58aff-4243-4d51-bd62-aefc00a5d7c3
- If the data is still missing, please contact support@hh2.com.

3. *The data is in the hh2 mobile app but is not showing in the hh2 website:*

- A common scenario for this may be that a user has entered a daily log for Field Reports, or a receipt for Document Flow or similar that does not show within the web portal for hh2 and seems "stuck" in the user's application. This can happen for a number of

reasons such as the user was out of range/service when they uploaded the record to their app, or that they have changed their password on the web but have not updated the app.

- In these scenarios there are a few things you can try. First, validate that you app is up to date by finding the app in your devices app store and updating it if available for update. Then, ensure that the user's credentials are correctly entered into the app.
- Some hh2 applications where data will sync back to the web, you may notice a sync or upload icon within the record itself when viewing it in the mobile application, clicking this (if available) may force the record to push to the app.
- Most of the hh2 mobile apps also provide app logs within them which may show errors related to syncing, you can find these within the settings of the mobile app under the 'App Log' section. If you see errors, but aren't sure what they mean, please email the log and details to support@hh2.com.

4. *The data is in hh2 from the web portal but is not showing in the accounting system when exported from hh2:*

- Common issues related to this may be something such as an invoice that was exported has not made it to the accounting system, or a batch of payroll time records, etc.
- Most export functions from hh2 provide a log or an error response if the data fails to export:
  - For payroll exports that directly connect to the accounting system (versus generating a file for download) will show any error logs in the 'History' section of the payroll export menu.
  - For invoice exports, the errors will be displayed in the 'Invoice List' menu, and the failed exports will show in the 'Final Review' status. Hovering over the exclamation icon to the right of the invoice will reveal the error message details. These details can also be found in the logs or history of the invoice.
  - If it seems that overall nothing is syncing into your accounting system, you may want to assure that the necessary services are running on your accounting server. Please refer to this guide on which services should be running: https://global.hh2.com/Public/html/Article.html?article=0a6c7f2b-0f28-4f25-87cc-a928009d762a
  - Should none of these steps solve your issue, please contact support@hh2.com.