TROUBLESHOOTING FOR COMMON ISSUES

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My night audit is blocked.
I am given an error message...

- I am given an error message mentionning a missing rate.
  - Write down the confirmation number of the reservation.
  - Go to *Front Desk* > *Reservations.* Choose the *Confirmation* filter and add the confirmation number.
    - * It is possible that after a room move / change (for a web reservation, for example) the rate dissapeared as it is not set up for that room type.
    - I am able to add the rate to the reservation. I can restart my night audit.
    - I am not able to add a rate to the reservation.
      - Copy the reservation and then cancel the initial one (the one that doesn't have a room rate.)
      - Restart the night audit.
- I am given an error message when trying to do the backup.
  - If your server is on the cloud, please contact the Hotello technical support during normal hours.
  - The backup you are trying to do is on your computer. Please make sure the BackupH folder exists.
    - In your files explorer, go to *Files* > *C:* > *BackupH*.
      - If the folder doesn't exist, please create it and try the backup again. In Hotello, go to *Files* > *Database maintenance* > *Backup database.*
        - If this doesn't work, please try to do the night audit on another computer.
          - If the problem persists, please send en email to the Hotello technical support. We will contact you during usual opening hours.
- I am given a red message asking me to do my Arrivals and Departures.
  - Go to *Front desk* > *Reservations* and filter the results by Arrival and Departures.
    - Make sure that all the Group of rooms are selected.
      - Process the arrival or departure.
        - Restart the night audit.
- I am given an orange message saying "Please contact Hotello for support."
  - You can finish your night audit, but please send an email to the Hotello technical support.
- I am given a message saying « Unsucsessful metadata update request.»
  - Please contact the Hotello technical support to unblock the night audit.
- I can't send my reports by email. I am given an error message.
  - * The night audit can proceed even if the reports are not sent. Please send an email to the Hotello technical support. We will contact you during normal opening hours. You will be able to send the reports once the issue is resolved.