



## Bank Download Failed

This article will assist you to manage failures where the reports do not print or the download fails part way through and does not complete.

If reports do not print, they cannot be reprinted.

If you use Filesmart as your document management system, check the archive queue to see if the reports are waiting for manual archiving.

### Back Up

**Always back up before processing each download.** If one does not complete or does not print, you can restore to the back up and run the download again.

A bank download is a major process, as Strata Master has to search for the relevant card for each transaction, receipt the funds, post the information to the owners ledger, the receipts report, adjust General Ledger and much more. A power or connection issue would prevent this process from completing.

**We cannot stress enough how important it is to run back-ups before major processes or adjustments/editing.**

### Report/s did not Print

If either or both reports (Processed and Exception reports) do not print, your options are -

1. Restore to your back up, resolve the printer issue, then run the download again.
2. Back up. Reverse the transactions that have been processed in Strata Master\*\*, resolve the printer issue, then run the download again. To identify the transactions that have processed, you will need to review the Receipts report in Formatted reports. It is best to compare this to the Bank Statement to ensure you do not cancel a receipt processed by other means.
3. Back up. Compare the receipts report to the Bank Statement and manually receipt the remaining transactions.

### Download Fails

Your options are -

1. Restore to your back up, resolve the cause of the failure , then run the download again.
2. Back up Reverse the transactions that have been processed in Strata Master\*\*, resolve the cause of the failure, then run the download again. To identify the transactions that have processed, you will need to review the Receipts report in Formatted reports. Compare this to the Bank Statement to ensure you do not cancel a receipt processed by other means.
3. Back up. Compare the receipts report to the Bank Statement and manually receipt the remaining transactions

**\*\*Reports to check and compare to the Bank Statement are Cash Payments and Receipts reports.**

## Other Transactions

Your bank download may also tick off withdrawals as presented so, your next steps after correcting the receipts in options 2 and 3 above, is to -

1. Check your bank reconciliation to see if it balances once receipts are corrected.
2. If bank reconciliation is still out, check the bank statement for debits. The debits correspond to payments.
3. On the bank reconciliation, check to see if there are any transactions on the withdrawal tab that are showing on the bank statement. Mark them as presented.
4. Check the bank statement for any items not yet showing in Strata Master, for example fees and charges by the bank.
5. Essentially you are now cross checking the bank statement to transactions in Strata Master as you would for any bank reconciliation.

Useful links (click open link) -

[Printer or Print Preview Problems in Strata Master \(rockend.com\)](#)

**[Printer or Print Preview Problems in Strata Master \(rockend.com\)](#)**

**[Bank Reconciliation Does Not Balance | Rockend Knowledgebase](#)**