



### Symptoms

Your transaction reports are showing the Tenant/Guest name as “EXCLUDED” for a specific transaction or transactions

### Affects

The Marina Program < v4.3 (has not been duplicated in v4.3 as happening without user cause).

### Cause

Due to Database corruption it may be possible to delete a tenant/guest record when transactions exist on that tenant record. If the tenant/guest record is inadvertently deleted the transactions will still appear on reports with the word “EXCLUDED” shown where the Tenant/Guest name would normally appear..

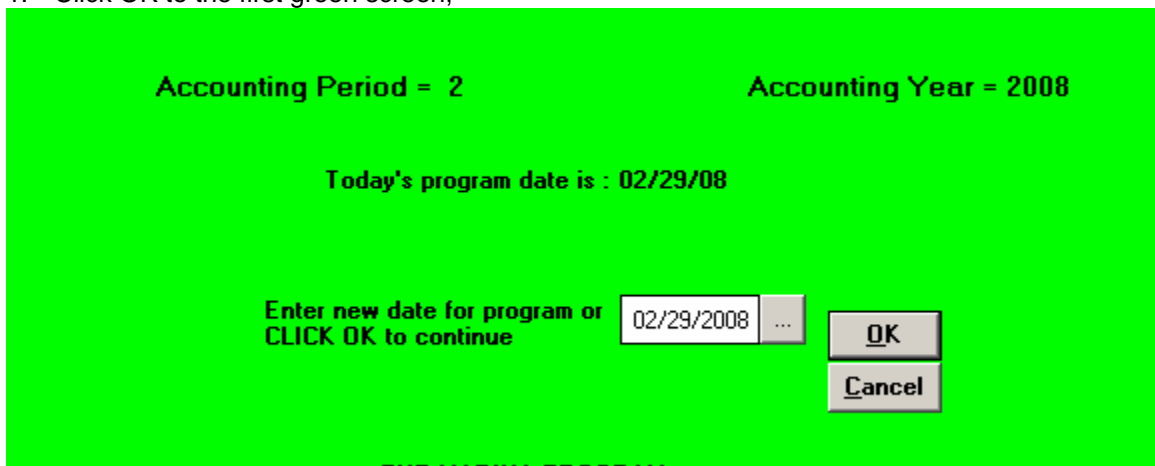
### Long Term Cure

Run the rebuild utility located within TMP using the File-Rebuild option monthly– see the Knowledgebase document entitled Rebuilding your Data.

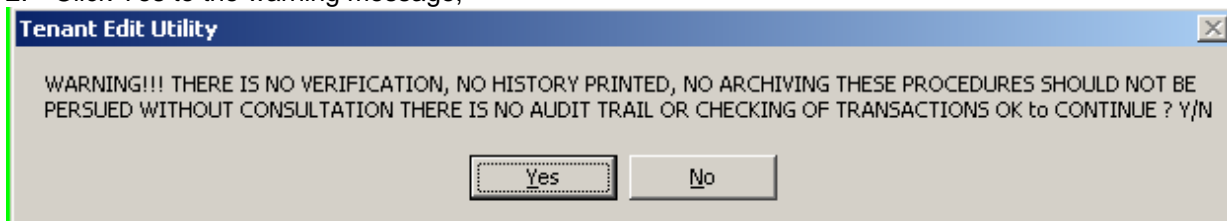
### Immediate Cure

Run the Tenedit.exe utility located on each workstation in the MarinaCC folder. follow the numbered steps shown below,

1. Click OK to the first green screen,



2. Click Yes to the warning message,



3. Click the Restore Button highlighted below,



Should Be Cash Acct (\$)

Current <input type="text" value="0.00"/> 30 day <input type="text" value="0.00"/>
60 day <input type="text" value="0.00"/>
90 day <input type="text" value="0.00"/>
120 + day <input type="text" value="0.00"/>
Security <input type="text" value="0.00"/>
Key <input type="text" value="0.00"/>
MISC <input type="text" value="0.00"/>

4. Enter the missing Tenant Record Number,

**Enter Number** [X]

Enter number to restore or use

5. Enter the missing Tenant/Guests Last Name,

**New/ Restore Number Last Name** [X]

Enter last name for 4312600

6. This is a Tenant/Guest account so click Yes to this dialog,



**REGULAR OR CASH ACCOUNT** [X]

IS THIS A REGULAR ACCOUNT?  
(N means CASH account)

Now your tenant/guest record is restored,

<< < > >> 1 Name Order [v] Find Restore #

SMITH T 4312600

12/31/1979 12/31/1979

Should Be Cash Acct (\$)

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	Current	<input type="text" value="0.00"/>	30 day	<input type="text" value="0.00"/>
			60 day	<input type="text" value="0.00"/>
			90 day	<input type="text" value="0.00"/>
			120 + day	<input type="text" value="0.00"/>
	Security	<input type="text" value="0.00"/>		
Key	<input type="text" value="0.00"/>			
MISC	<input type="text" value="0.00"/>			

History Save Delete Close

0

43126.00

At this point you can enter any deposits or balances due this tenant/guest had. When you are done, click the Save button.