# Resolve Offline POS Synchronization Problems

## How to Resolve Offline POS Synchronization Problems in Muhasib ERP

## Overview

This guide will help you recover failed or partial offline POS synchronization while protecting successful records and local pending data.

If this issue is stopping your work, do not worry. Follow the steps one at a time, and check the result before trying again.

Pending data is reconciled without intentionally duplicating previously uploaded records.

## Who can do this

You need access to Offline sync plus relevant central inquiry/correction rights.

## Before you start

Preserve local data/logs and record central database/company, pending counts/references by family, last run, successes, errors, and connectivity.

> Before saving, check that the correct company is open and that you have permission to complete this task.

## Where to find it

Sync Offline POS Data plus central Sale, return/credit, Quotation, and Temporary Sale inquiries.

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## Step 1: Stop automatic retry while classifying outcomes

## Step 2: Confirm central server/database/company and stable connectivity

## Step 3: Match each offline reference to central records by family

## Step 4: Exclude confirmed successes

## Step 5: Correct master, stock, period, permission, or validation errors

## Step 6: Retry one confirmed failure and reconcile before the rest

# Check your work

Original pending population equals central successes plus remaining/documented failures for each family.

> Take a moment to check your work before closing the window. This small check can save time later.

# If something goes wrong

- Closing the sync form stops its form timer.
- Never clear/reinstall local offline data before checking.

# Related guides

- Recover from Partial Offline POS Synchronization
- Monitor Automatic Offline POS Synchronization
- Prevent and Resolve Duplicate Transactions

# What to do next

> **Recover from Partial Offline POS Synchronization**.

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