

# Rerecord Stops Working

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There are many reasons that the rerecord might stop functioning properly including, but not limited to, connectivity issues and timeout error. If this occurs you can continue to use your file as normal. When you are ready to restart the rerecord, run the " transactions report" with no date filter. Go to the last page of the report and check the date. This will show how far the rerecord got before timing out. Whatever date is there, start the rerecord from one day prior to that date.

If you need further assistance, please contact [support@numbercruncher.com](mailto:support@numbercruncher.com) or call 866-278-6243 X 815

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