

# Technical Bulletin

## ISS45 Missing Templates — Restoring After an Upgrade

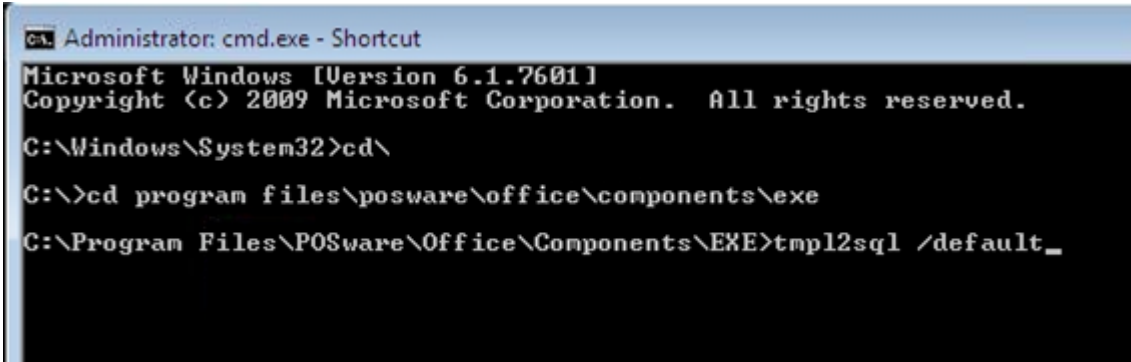
POS-TECH-17:03

August 8, 2017

If your ISS45 templates have gone missing after an upgrade, you can easily restore them with the `Tmpl2sql` utility, which will copy the templates from the `Template.qdx` file into the SQL database.

### METHOD

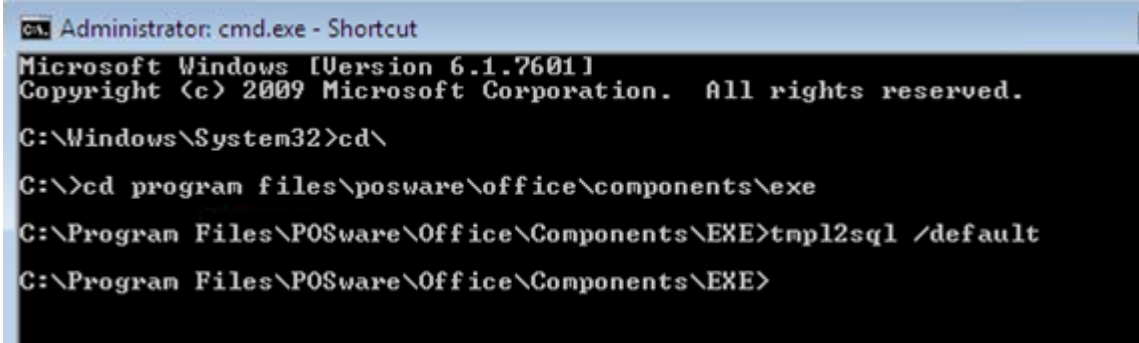
1. Close out the ISS45 office.
2. Open Command Prompt as Administrator and path to:
  - `C:\program files\posware\office\components\exe`
3. Type `tmpl2sql /default` and press ENTER.



```
Administrator: cmd.exe - Shortcut
Microsoft Windows [Version 6.1.7601]
Copyright (c) 2009 Microsoft Corporation. All rights reserved.

C:\Windows\System32>cd\
C:\>cd program files\posware\office\components\exe
C:\Program Files\POSware\Office\Components\EXE>tmpl2sql /default_
```

4. Note that no special messages will appear to confirm the process, but don't worry: The cursor and prompt will jump to a new line, indicating that the process has been completed.



```
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Copyright (c) 2009 Microsoft Corporation. All rights reserved.

C:\Windows\System32>cd\
C:\>cd program files\posware\office\components\exe
C:\Program Files\POSware\Office\Components\EXE>tmpl2sql /default
C:\Program Files\POSware\Office\Components\EXE>
```

5. Re-open the ISS45 office and confirm that all the missing templates have been restored.
6. In the unlikely event that the templates are still missing, copy the `Template.qdx` file from a working store load/configuration and re-run these steps.