Order Downloads Full Restart and Troubleshooting

# Start or Restart the Computer – Step 1

## Starting the Computer

* Press the power button for both monitors.
  + The computer is usually slow on Monday mornings so give it a minute to load.
* After the computer loads, click ctrl – windows – left arrow to make sure you are on desktop 1. Or click task view  in the taskbar at the bottom, then click desktop 1 at the top left-hand corner of that page to make sure you are on the correct desktop.
* Click on the Bash terminal at the bottom of the page to make sure it’s still running.  If you don’t see this, then the computer has probably restarted on its own and you’ll need to follow all the steps.

## Restarting the Computer

* If the computer fails to load or gets hung up, press, and hold the start button on the computer to do a full restart (don’t worry, I usually save my work, knock on wood).
* Then press it again to turn it back on.
* Now run through all the steps in order.

# Restart the Download Orders Extension – Step 2

* If you did not do a full restart this is probably not necessary.
* First, click Chrome.
* Then click the puzzle piece to the extensions.
* Select Download Orders and click start.
  + This should open 2 tabs, one for eBay and one for the Amazon downloads page.
  + eBay and Amazon orders should immediately download and show up at the bottom of the page.
* If you don’t see the orders download, then click on the eBay and Amazon page to confirm they are logged in.

# Restart ./run-orders.sh – Step 3

## With No Restart

* This probably doesn’t need to be done unless you have run through all the other steps and the orders still aren’t showing up in both the JSON files.
* However, if you don’t see this icon in the taskbar,  then the computer has probably restarted on its own already and you’ll need to follow all the steps to start it again. (Be sure you are on desktop 1)

## After a Restart

* Go to this address in file explorer C:\Users\mick.CROSSCREEK100\Documents\Order Input Master Files\excel-to-json
* You should see a file called run-orders.sh as confirmation you are in the right place.
* Right click on the whitespace in the folder.
* Then click “Git Bash Here”. This will open a Bash terminal in that folder.
* Then copy and paste this: ./run-orders.sh then click enter

# Download Amazon Orders – Step 4

## After a Restart

* Click the Amazon tab that should have opened in Step 2.
* If it shows you as logged out, log back in.
* Then on the Amazon page that loads, look for “Request Report” on the left side of the screen about half way down.
* Click the “Date range: Last day” button and choose Last 2 days.
* Then click the “Request” button.
* Give it a minute or two and click refresh.
* Under “Download Report” your report should be at the top, it will say “Order Report (manual)” under “Report Type”.
* Click the “Download Button” to the right.
* You should see it download to the taskbar on the bottom left.
* Let Kim know you downloaded the orders.

## With No Restart

* Go to the grey “Orders” tab on the left monitor.
* There should be an Amazon tab directly to the right of the “Orders” tab.
* If there is not, click the orders button to bring it up.
* Click the Amazon tab.
* It should show you as logged out, if so, log back in
* Then on the Amazon page that loads, look for “Request Report” on the left side of the screen about half way down.
* Click the “Date range: Last day” button and choose Last 2 days.
* Then click the “Request” button.
* Give it a minute or two and click refresh.
* Under “Download Report” your report should be at the top, it will say “Order Report (manual)” under “Report Type”.
* Click the “Download Button” to the right.
* You should see it download to the taskbar on the bottom left.
* Let Kim know you downloaded the orders.