

# Transactions do not display after uploading contributions

## Problem

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After uploading contributions to Access ACS, nothing displays when I try to view a person's contributions. This occurs when looking at a member's record or logged in as a member.

**Products affected:** Access ACS

**Versions affected:** Any

## Solution


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A blank transaction year is in the awcbtransaction.acsdat table.

Perform a People backup, then contact Support to help correct this issue.



Make sure all ACS users are logged out of all ACS Products before performing the backup.

1. On the Windows taskbar, click **Start > Programs > ACS Technologies > ACS Tools**.
2. Click **ACS Backup**, then log in using your ACS user name and password.
3. Under **Data Options**, select **People Data Backup**.
4. **Optional:** Under **Additional Options**, select **Verify Backup**.
5. Under **Configuration**, note the **Backup Destination Directory**. To change the location, click **Lookup**  .
6. Click **Backup**.
7. In the **Select Datasets** window, clear any data sets you do not want to back up. We recommend backing up all data sets in each backup in case your data needs to be repaired, but if you include pictures, the backup may be very large.
8. Click **OK**.