

**GestorPDV - Informação: Existe mais de um cupom aberto inconsistente no sistema. Favor entrar em contato com suporte.**

The screenshot shows the GestorPDV interface. At the top, there is a header with the logo 'pdv/brajan' and the title 'GestorPDV'. Below the header, a large banner reads 'Aguarde, Abrindo o Cupom...'. The main area is divided into two sections. On the left, there is a blue information dialog box with the title 'Informação' and the message: 'Existe mais de um cupom aberto inconsistente no sistema. Favor entrar em contato com suporte.' Below the message is an 'OK' button. On the right, there is a product entry form with the Brajan SISTEMAS logo in the background. The form includes a 'Código/Descrição do Produto' field with the value '1', a 'Quantidade' field with the value '1,000', a 'Valor Unitário' field with the value '0,00', and a 'Valor Total' field with the value '0,00'. At the bottom of the interface, there is a status bar with the text 'Total R\$:' on the left and system information on the right: '09:23:21 Terminal: CAIXA 001 SÉRIE: 001 Operador: GERENTE ON ECF: NFC-e/SAT ECFVIRTUAL Turno: INTEGRAL v2.2.4.42'. Below the status bar is a navigation bar with function keys: F1 Opções, F2 Produtos, F3 Fecha Venda, F4 Cancela Cupom, F5 Cancela Item, F6 Preços, F7 Clientes, F8 Menu Fiscal, F9 Pré-Venda, F10 Orçamento, F11 Vendedor, F12 Sair.

Quando ocorre o erro em questão, a venda não se apresenta no F8. Com isso, em Auditar será possível encontrar a última venda que estará zerada. Sendo assim, faz-se necessário ir no banco de dados do PDV e ir em ecf\_movimento e apagar o último cupom, observe que a venda estará como Aberta (A):

The screenshot shows a database management interface with a table view. The table has columns for various financial metrics: total\_sangria\_pgto, total\_nao\_fiscal, total\_venda, total\_desconto, total\_acrescimo, total\_final, total\_recebido, total\_broco, total\_cancelado, total\_creditorio, status\_movimento, atualizado, and guid. A red box highlights the last row (ID 610) where several columns contain NULL values.

ID	total_sangria_pgto	total_nao_fiscal	total_venda	total_desconto	total_acrescimo	total_final	total_recebido	total_broco	total_cancelado	total_creditorio	status_movimento	atualizado	guid
576	0	0	4879,96	5,79	6,35	4880,52	5281,93	401,41	0	NULL	F	N	BCF9E6ED64234CE5AA80FF65D9FA5FEC
576	0	0	5467,63	0	0	5467,63	5670,98	203,35	0	NULL	F	N	1C1F94B356C44898165C664EC54C8DC0
577	0	0	6723,05	0,51	0	6722,54	7299,54	537	0	NULL	F	N	5C4B43F31C42E18568BBE4E135F4547
578	0	0	2429,48	0	0	2429,48	2607,92	178,44	0	NULL	F	N	641A738524444A50A5AA2E3D0A0422850
579	0	0	367,68	0	0	367,68	455,45	87,77	0	NULL	F	N	AFOFC6CEEE5847A8A840F299E4273FA6
580	0	0	2966,38	0	0	2966,38	3166,57	200,19	0	NULL	F	N	88852076E43645D969F3C287AA7F8D74
581	0	0	2432,57	5,6	0	2426,97	2607,17	180,2	0	NULL	F	N	2F202079349C446194D0060D0F701CAD
582	0	0	4380,79	15,1	0	4365,69	4778,85	413,16	0	NULL	F	N	3768C91C454E94C3EE7694E4686535A8E
583	0	0	2840,21	0	0	2840,21	3151,4	311,2	0	NULL	F	N	D9C8204113C402826C036348DFC9F8E
584	0	0	5454,37	4,93	0	5449,44	5793,14	343,7	0	NULL	F	N	FE2097D0C7C342C0DAF4993866697D94
585	0	0	3795,7	0	0	3795,7	4053,98	258,28	0	NULL	F	N	E548C9E272944E3694896086884478E
586	0	0	4415,03	0	0	4415,03	4641,22	226,19	0	NULL	F	N	40C8C5041EE849F804F7D01886C7444
587	0	0	2757,04	8,16	0	2748,88	3066,99	318,11	0	NULL	F	N	03588CF9730D444A8636E46E29844776
588	0	0	5542,15	0	0	5542,15	6131,84	589,69	0	NULL	F	N	AF6D4AF6303542F1899C3D10904335AA
589	16	0	4009,46	0,07	0	4009,39	4165,34	155,95	0	NULL	F	N	84628C6C925640848E48E889908E45AF3
590	0	0	5740,89	42,99	0	5697,9	6079,5	381,6	0	NULL	F	N	FDC88037672746F38FC37EE15442F752
591	0	0	6378	5,1	0	6372,9	6696,66	323,76	0	NULL	F	N	4D2A121E46384AC68D3F6C9C9F184E
592	0	0	8928,51	0	0	8928,51	9836,86	878,35	0	NULL	F	N	223AC37889734FFA4D79C8B20375311
593	0	0	2587,61	8,69	0	2578,92	3178,53	199,61	0	NULL	F	N	5509878C5A4AF2849D4C569AC40E0
594	0	0	6000,37	1	0	5999,37	6389,23	389,86	0	NULL	F	N	737A08C113FE42566594FDF8D701F6
595	0	0	2630,41	2,69	0	2627,72	2903,61	275,89	0	NULL	F	N	BAECC8E48D8411885011C1D523C13D5
596	0	0	6687,69	0	0	6687,69	7270,51	582,82	0	NULL	F	N	2789F658843A4E3CA0E708E9F9FC17D0
597	0	0	3077,56	0	0	3077,56	3426,13	348,57	0	NULL	F	N	511029FD388D415D829FC211753D7D77
598	0	0	5429,96	7,69	0	5422,27	5971,31	549,04	0	NULL	F	N	E1F829FA373F4209F14A39483D18F87
599	0	0	3660,09	1,18	0	3658,91	4103,46	444,55	0	NULL	F	N	93AEB34D1EDC4563A6548D74AD036F16
600	0	0	5217,25	6,99	0	5210,26	5764,7	554,44	0	NULL	F	N	65289335536E468C893FEB8FC27D0701
601	0	0	3426,17	4,03	0	3422,14	3736,45	294,31	0	NULL	F	N	2F2E56AF2E3849AC318068E4258D0D6
602	0	0	4221,03	12,77	0	4208,26	4475,9	267,64	0	NULL	F	N	A08D773C8E4C3888F9FC1C05A082D0C
603	0	0	4154,67	0	0	4154,67	4500,23	345,56	0	NULL	F	N	EAE78E2D0F0934838885263F9E48485
604	0	0	4968,37	0	0	4968,37	5376,94	408,57	0	NULL	F	N	9634CCED92A422A3F0C76EFD2E217
605	0	0	3081,01	0	0	3081,01	3266,77	185,76	0	NULL	F	N	E45EFA33F6E642738C274F17887444CA
606	0	0	5632,59	0	0	5632,59	6186,17	553,58	0	NULL	F	N	876EAC2E4200478E7F38DF38478F28
607	0	0	2234,69	7,79	0	2226,9	2417,39	190,49	0	NULL	F	N	CDD068474FE549978ADDD47C82F3937
608	0	0	5082,51	1,4	0	5081,11	5558,89	477,78	20,41	NULL	F	N	129346CE5E5470893EED54E4131D805
610	NULL	NULL	NULL	NULL	NULL	NULL	NULL	NULL	NULL	NULL	A	N	165F292E056E4314B8C7F5848F5696D8

Por fim, feche e abra a o caixa novamente e monitore.

ID de solução único: #1541

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