

# Reports & Maintenance

# Reports & Maintenance

This page covers the admin-side reporting and the few maintenance tasks an administrator can do from the WordPress admin. Most day-to-day operation is handled automatically by Spectre — there's not much you need to touch.

## Analytics

WooCommerce's built-in **Analytics** menu has the deep reports — revenue, orders, products, taxes, customers, refunds. Open it from the WordPress admin sidebar under **Analytics** to drill into any time range.

For a faster, cashier-facing view (a chart plus the underlying orders), your cashiers can use the POS app's **Reports** screen — see the Operator Guide's *Reports* page.

## REST API keys

Spectre POS talks to WooCommerce through the REST API, and your cashier app gets its own session credentials at sign-in time. If you have a third-party integration that needs API access (an external accounting system, a reporting tool), generate a dedicated key:

1. Go to **WooCommerce** → **Settings** → **Advanced** → **REST API**.
2. Click **Add key**.
3. Give it a description, pick a user with appropriate permissions, and choose **Read**, **Write**, or **Read/Write**.
4. Generate the key and copy the **Consumer Key** and **Consumer Secret** somewhere safe — they are shown only once.

To revoke an integration's access, return to the same screen and delete its key.



**Tip:** Don't share API keys between integrations. One key per integration makes it easy to revoke access for a single tool without breaking the others.

# Server logs

The Spectre POS server logs day-to-day operation (orders, payments, sync runs, errors) on the server itself. Server-side logs are not exposed through the WordPress admin — they're accessed by Spectre support directly when you open a ticket.

If you need to investigate something in your shop's server logs, contact Spectre support with:

- The date and time the problem happened.
- What was being done (e.g. "ringing up a sale", "running a tax lookup").
- Any error a cashier saw in the POS app.

The cashier's own **Logs** screen (in the POS app) covers client-side activity and is the first place to check for printer, scanner, and sync issues — see the Operator Guide's *Troubleshooting* page.

# Backups

WordPress and your store data live on Spectre-managed infrastructure and are backed up by Spectre on a regular schedule. You do not need to configure or run backups manually.

If you need to restore from a backup (e.g. after an accidental product deletion), contact Spectre support with the approximate date you want to roll back to and what specifically you want restored.

# When to contact Spectre support

Contact us when:

- Catalog sync repeatedly errors.
- A cashier can't sign in and you've already confirmed their password and role.
- Tax rates look obviously wrong after onboarding.
- You want to restore data from a backup.
- Anything in the SpectrePOS admin behaves unexpectedly.

Include order numbers, dates, and any error messages so we can find the issue in the server logs quickly.

---

Revision #1

Created 31 May 2026 16:33:48 by Luis Javier Rodriguez

Updated 31 May 2026 16:33:48 by Luis Javier Rodriguez