

Cornerstone Connect Shows Outdated Data After an Export

Background: Documentation feedback submitted from the Export data from Membership Suite page, ticket DF2287: *"I ran the export like the page says and it said Upload complete, but Connect still shows last month's numbers. The page never says what to do next. Is the export broken?"*

The export wasn't broken. The import step had not been run. This article was written to answer the question directly, and the getting-started guide was updated to state that data is not visible until it is imported.

Symptom

After you run an export from Cornerstone Membership Suite and see Upload complete, one or more of the following is true in Cornerstone Connect:

- Records added or changed in Membership Suite don't appear.
- The **People** search returns no results, or returns results from an earlier date.
- **Config > Import/Export Data** shows the new export with a status of **Ready to import**.

Applies to

Cornerstone Connect, all versions, with Cornerstone Membership Suite 6.0 or later.

Cause

Exporting and importing are two separate steps. The export uploads a snapshot of your database to your Connect site, but Connect keeps displaying the previous snapshot until you import the new one. Nothing imports automatically.

Less often, the export completed but didn't include the module you're looking at (for example, People was cleared under Export selections), so the import has nothing new for that module.

Resolution

1. In Connect, select **Config > Import/Export Data**.
2. On the **Import Data** tab, confirm the top entry has today's date and a status of **Ready to import**.
 - a. If the newest entry is older than your export, or the status is **Failed**, go to If the export didn't arrive.
3. Select the entry, then select **Refresh database**.
4. Wait for **Import complete**, then select **Close**.

Verify: Select **Import history**. The top entry shows today's date, the modules you exported, and **Complete**. Open **People** and search for a record you changed in Membership Suite.

If the export didn't arrive

1. On the computer where Membership Suite is installed, close Membership Suite.
2. In Connect, select **Config > Import/Export Data > Open Sync utility** and sign in.
3. Under **Export selections**, confirm every module you want in Connect is selected.
4. Select **Export**, wait for **Upload complete**, then repeat the [Resolution](#) steps.

If the export fails with a network error, see KB-1015: *Export fails with a network error*.

Prevention

- Treat export and import as one task. Run the import immediately after every export.
 - Import history is the source of truth for what Connect is showing. Check it before assuming the export failed.
- If more than one administrator exports, agree on who imports; a second export before the first import replaces the pending snapshot.