

## Frequently Asked Questions – WAN Client

### What is a POP or an SMTP error?

This error means that you cannot send or receive e-mails, your ISP (Internet Service Provider) or the connection to your ISP's mail server could be down. In your E-mail Client send yourself a test e-mail, if you get the same error contact your ISP. Launch Internet Explorer if the page can't be displayed then you don't have an internet connection, reboot the computer and reset the modem.

### How do I rename a shopfront or change the e-mail addresses?



Click on WAN Client (the "Envelope" icon) near the time and the Client Control Screen will appear. Select Options, Show Log File then Options again and WAN Options;

- To change **your shopfront name in MYOB RetailManager®** click Take Snapshot. Rename the shopfront in MYOB RetailManager® click on RM Path and locate the new shopfront, which should by default be located in C:\RetailM\Store Name\recent click Open, Add Standard Tables and Save, now see the question Take a Snapshot of the MYOB RetailManager® database.
- To **change the e-mail address** click on the Internet Options button then the unlock key next to Test, edit the e-mail address then click Test. Once the address is valid click Save then Close out of these screens, now see the question Take a Snapshot of the MYOB RetailManager® database.
- To **change the head office e-mail address** click on the Take Snapshot button, double click on the e-mail address to edit it then press enter and click Save, now see the question Take a Snapshot of the MYOB RetailManager® database.

### Take a Snapshot of the MYOB RetailManager® database



Click on WAN Client (the "Envelope" icon) near the time select Options, Show Log File then back on the Client Control Screen select Options, WAN Options and the Take Snapshot button, click Add Standard Tables and Save. Select either **Reset to Email** or **Reset to File** (this relates to how you would initially like to get this file to head office) and click Take Snapshot, Yes, OK and Yes. If you have selected **Reset to Email**, Close out of these screens and on the Client Control Screen click Send/Receive after the messages have been sent click Hide. If you have selected **Reset to File** copy the WAN Export file which by default is located in C:\RM-MultiStore\WAN Client\Store Name\WAN Export.mdb to your USB or CD and take it to head office for importing.

### How do I fix an "Unrecognised Database Format" error?

Right click on the Microsoft® Windows Start button and select Explore go to C:\RM-MultiStore\WAN Client\Store Name **leave the Inbox, Outbox and Sent Items** right click on WAN Client, WAN Lookup and any Backup files and delete them then close out of this screen. Click on the Microsoft® Windows Start button select All Programs, Two Tongue Technology then WAN Client and OK, now see the question Take a Snapshot of the MYOB RetailManager® database.

### WAN Lookup used to work now it doesn't?

If you have **upgraded WAN Client** you will need to set the WAN Lookup file, click on the Microsoft® Windows Start button select All Programs, Two Tongue Technology and WAN Lookup. By default the WAN Lookup files located in C:\RM-MultiStore\WAN Client\Store Name\WAN Lookup. If you have **installed WAN Lookup on other computers** change the Properties on the old RM-MultiStore folder in C:\Program Files\RM-MultiStore so it is no longer shared and share the new C:\RM-MultiStore folder. If you **renamed your shopfront** right click on the Microsoft® Windows Start button select Explore C:\RM-MultiStore\WAN Lookup right click on the **Lookup.INI file** and delete it. Click on WAN Lookup (the "Eyeball" icon) select C:\RM-MultiStore\WAN Client\Store Name\WAN Lookup.mdb and click OK.



### **The Accounting Export file isn't being sent to head office?**

If you have **upgraded WAN Client** you will need to reset the Accounting Export path. In MYOB RetailManager® click Setup, Options then Accounting click Browse and change the path to C:\RM-MultiStore\WAN Client\Store Name\Outbox click OK then Apply.

### **Will RM-MultiStore work when I upgrade MYOB RetailManager® to the latest version?**

Contact Technical Support to confirm compatibility.


### **How do I stop TTT messages arriving in my E-mail Client?**

Use a dedicated e-mail address for WAN Client or set a Message Rule to either not download messages with TTT in the subject or to delete them and leave a copy of the messages on the server.


- In **Microsoft Outlook Express** go to Tools, Message Rules, Mail and New in **Box 1** tick "Where the Subject line contains specific words". **Box 2** select the second message from the bottom of the list "Do not Download it from the server". **Box 3** click on "contains specific words" and type **TTT** in upper case and click Add then O.K. **Box 4** type in RM-MultiStore and click O.K then O.K again.
- In **Microsoft® Outlook 2003** go to Tools, Rules and Alerts, New Rule, Start from a blank rule highlight, Check messages when they arrive and click Next, **Step 1:** select "with specific words in the subject". **Step 2:** click on "specific words" and type **TTT** in uppercase then click Add, OK and Next then tick permanently delete it, click Next and Next again. Specify a name for this rule, type in RM-MultiStore click Finish, Apply and OK. Now go to Tools and select E-mail Accounts, then View or change existing e-mail accounts and click Next. Select the e-mail address, click Change and More Settings then the Advanced tab and under Delivery tick Leave a copy of messages on the server, then tick Remove from Server **after 3 days** and click OK, Next and Finish.
- In **Microsoft® Office Outlook 2007** go to Tools and select Account Settings highlight the correct e-mail address click Change and More Settings, then Advanced. Under Delivery tick Leave a copy of messages on the server and Remove from Server **after 3 days** click OK, Next, Finish and Close.
- In **Microsoft Windows® Mail** go to Tools, Message Rules, Mail and New in **Box 1** tick "Where the Subject line contains specific words". **Box 2** select the second message from the bottom of the list "Do not Download it from the server". **Box 3** click on "contains specific words" and type **TTT** in upper case and click Add then O.K. **Box 4** type in RM-MultiStore and click O.K then O.K again.

# Frequently Asked Questions – WAN Server

## Items created still don't exist at the store?


 Click on WAN Server (the “Broken Envelope” icon) near the time then Tools and **Broadcast Audit Trail**. In the second dropdown list select Stock, items that have a sent status can be resent click in the Sel. column and then on Resend Item. Items that have been created in the stores will appear under Confirmed click on Pending and select Confirmed Broadcasts. Creates that have failed will be listed under Errors/Mismatches with the reason why they failed.

## A Stock Transfer hasn't arrived at the store?

 Click on WAN Server (the “Broken Envelope” icon) near the time select Stock, Stock Delivery then click the Transfer button. Select how the stock was transferred and the store the transfer came from, check the since date to ensure that the transfer was sent after that date and click Include All, highlight the transfer and the details will appear below. The ST column is the status, if the **status is Yes** the transfer has been sent, close out of this screen and click the Audit Trail button to see if the transfer has been confirmed. If the status is Sent click in the Sel. column then on Resend Items, if the transfer does not appear change the dropdown list to display Confirmed Broadcasts.

If the **status is No** click the Select button to return to the Stock Delivery screen then click the Commit button to manually send out the stock transfer. If you get an **error failed looking up stock in other shop** followed by the *barcode number* in *store name*, it means there is a **duplicate barcode** which needs to be addressed before the transfer can be sent. If the receiving store is using the **latest version of RM-MultiStore** they can merge the item in MYOB RetailManager® and click Send/Receive. If the duplicate is a different item you can **edit the barcode** to another number, once the edit has been confirmed the stock transfer can be sent out manually or you can **manually unlink the item** this will create a duplicate Master Item. See the section in the RM-MultiStore Manual on Linking Stock, Staff, Customer or Suppliers for more information.

## How do I import a Snapshot and transfer a License?

 Click on WAN Server (the “Broken Envelope” icon) near the time and the Server Control Screen will appear, click on Help and Show Log File. To import a **Reset to E-mail** click Send/Receive on the Server Control Screen. To import a **Reset to File** click Tools, Administration, Import Shop and locate the WAN Export file. If WAN Client is installed on the same computer or over the network the file by default is located in C:\RM-MultiStore\WAN Client\Store Name\WAN Export.mdb. In the WAN Administration screen click on <Unlicensed> **or the Cross** underneath the word License then click the Transfer License button.

## Is there any general “housekeeping”?

Optimise daily otherwise your data files may exceed the recommended size, from the Server Control Screen select Tools, Administration then click **Optimise**. Regularly click Tools, Broadcast Audit Trail change the dropdown list to Confirmed Broadcasts and click **Archive Old Broadcasts**. To Backup Critical Files on the Server Control Screen select Tools and **Backup Critical Files**.

## WAN Reports used to work now they don't?

If you have **upgraded WAN Server** you will need to reset the WAN Linking file. On the Microsoft® Windows Start button select All Programs, Two Tongue Technology, WAN Reports and C:\RM-MultiStore\WAN Server\WAN Linking.mdb. If you have **installed WAN Reports on other computers** change the Properties on the old RM-MultiStore folder in C:\Program Files\RM-MultiStore so it is no longer shared and share the new C:\RM-MultiStore folder. Any computers on the network running WAN Reports will also need to be upgraded.