



Frequently Asked Questions – WAN Client 5.1

What is a POP or an SMTP error?

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

How do I rename a shopfront or change the email 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 by default is 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 email address** click on the Internet Options then the Key next to Test, edit the email 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 email address** click on Take Snapshot, **double click on the email address** highlight and delete it, type in the new email address press enter then 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 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 like to get the Snapshot to head office) click Take Snapshot, Yes, OK and Yes. Close out of these screens, if you selected **Reset to Email** click Send/Receive on the Client Control Screen after the messages have been sent click Hide. If you selected **Reset to File** copy the WAN Export file to your USB and take it to head office to import.

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



If WAN Client is still running click on the WAN Client icon and select Exit on the Client Control Screen. Right click on the Microsoft® Windows Start button select Open Windows Explorer (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. In MYOB RetailManager® complete a successful Rebuild/Compact on the database, see the RetailManager® manual for more information. Once complete click on the Microsoft® Windows Start button select All Programs, Two Tongue Technology, WAN Client now follow the instructions on how to Take a Snapshot of the MYOB RetailManager® database.

WAN Lookup used to work now it doesn't?

If you have **renamed your shopfront** in MYOB RetailManager® right click on the Microsoft® Windows Start button select Open Windows Explorer (Explore) C:\RM-MultiStore\WAN Lookup right click on the **Lookup.INI** file and delete it.



If you click on WAN Lookup the “Eyeball” icon and it **asks for the location** of your WAN Lookup file it is by default located on the computer that has WAN Client installed in C:\RM-MultiStore\WAN Client\Store Name\WAN Lookup.

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

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.



The WAN Client icon doesn't appear down near the time?

If you are using Microsoft Windows® 7 right click on the Toolbar underneath the Time select Customize notification icons then tick “Always show all icons and notifications on the taskbar”.

How do I stop TTT messages arriving in my Email Client?

Use a dedicated email address 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 in **Step 1:** select “with specific words in the subject”. **Step 2:** click on “specific words” 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. Go to Tools and select Email Accounts, then View or change existing email accounts and click Next. Select the email address click Change, More Settings then the Advanced tab, under Delivery tick Leave a copy of messages on the server and Remove from Server after 3 days click OK, Next and Finish.
- In **Microsoft® Office Outlook 2007** go to Tools and Account Settings highlight the correct email address click Change, 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® Live Mail** click on the Menu icon select Show menu bar then Tools, Message rules, Mail 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 RM-MultiStore, click Save rule and OK.

Frequently Asked Questions – WAN Server 5.1

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 with a sent status can be resent click in the Sel. column and then on Resend Item. To view items that have been created in the stores 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 the WAN Server icon select Stock, Stock Delivery then click the Transfer button. Select how the stock was transferred and the store the transfer came from, change the Since Date to include the transfer date click Include All, highlight the transfer and the details will be displayed.

If the **status is “Yes”** in the ST column the transfer has been sent, close this screen and click on the Audit Trail button. If the status is Sent click in the Sel. column then Resend Items, click on Pending/Cancelled/Failed select Confirmed to display confirmed broadcasts.

If the **status is “-”** the transfers older than 2 months and has been archived. The Net Purchases and Stock Ordering reports will confirm if the transfers outstanding or has been Goods Received.

If the **status is “No”** click Select 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, barcode number and store name’ it means there is a **duplicate barcode** which needs to be addressed before the transfer can be sent. The receiving store 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** creating a duplicate Master Item. See the section on Linking Stock, Staff, Customer or Suppliers for more information.

How do I import a Snapshot and transfer a License?



Click on the WAN Server icon then Help and Show Log File. To import a **Reset to Email** click Send/Receive on the WAN Server Control Screen. To import a **Reset to File** click Tools, Administration, Import Shop, Add File To Import and locate the WAN Export file. If WAN Client is installed on the same computer, the file by default is located in C:\RM-MultiStore\WAN Client\Store Name\WAN Export. Click Open, Import Specified Files and Yes once complete close all screens.

On the WAN Server Control Screen select Tools, Administration click on **<Unlicensed>** underneath the word License then click Transfer License.



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WAN Reports used to work now they don't?

If you have upgraded WAN Server you will also need to upgrade any computers on the network running WAN Reports.