



Frequently Asked Questions – WAN Client

What is a POP or an SMTP error?

This error means that you cannot send or receive e-mails at this moment in time; the ISP (Internet Service Provider) or the connection to your ISP's mail server could be down. In Microsoft® Outlook or Outlook Express send yourself a test e-mail to see if you can send and receive e-mails; 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.

WAN Client isn't sending my MYOB RetailManager® data to head office, how do I fix this?



This could have occurred for one of the following reasons; the **wrong head office e-mail address** has been entered in WAN Client, you have **changed your e-mail address** or you have **changed your shopfront name** in MYOB RetailManager®. To check the head office e-mail address click on WAN Client (the "Envelope" icon) near the time and the Client Control Screen will appear. Select Options, WAN Options and click on the Head Office button, if the e-mail address is incorrect, double click on the address to edit it then press enter and click Save, now see the question "How do I take a new Snapshot (WAN Reset) of my MYOB RetailManager® database?".

If **your e-mail address or shopfront name has changed** write down your Internet details and times that the Timer is set to send information as they will have to be re-entered. On the Client Control Screen select Options, WAN Options and write down the times, click on the Internet Options button and copy down the details (you will also need your password or the new e-mail address details) then Close out of this screen. Click on the Head Office button and write down the head office e-mail address and close out of these screens then click Exit on the Client Control Screen. Right click on the Microsoft® Windows Start button, select Explore then Local Disk C:\Program Files\RM-MultiStore\WAN Client, right click on the **Client.dat file** and your **Store Name folder** 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. A file location box will appear, locate your **current MYOB RetailManager® database recent.mdb** file, this is usually located in Local Disk C:\RetailM\Your Store Name\recent.mdb and click Open. On the Client Control Screen select Options, Show Log File, back on the Client Control Screen select Options, WAN Options and the Internet Options button, enter your e-mail details and click Test once they are valid click Save and Close. Set up your Timer and click Save then click the Shop Details button and check they are correct click Save and Close. Click on the Head Office button then click Add Standard Tables. Enter your head office e-mail address, press enter and click Save then take a new Snapshot, see the question "How do I take a new Snapshot (WAN Reset) of my MYOB RetailManager® database?".

How do I take a new Snapshot (WAN Reset) of my MYOB RetailManager® database?



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, WAN Options and the Head Office button, click Add Standard Tables, Save and Advanced. Now select either **Export to Email or Export to File** (this relates to how you would like to get the file to head office) and click the Take Snapshot - WAN Reset button then Yes, OK and Yes. If you have selected **Export to File** a message will inform you of the location of the WAN Export.mdb file, which is usually located in Local Disk C:\Program Files\RM-MultiStore\WAN Client\Your Store Name\WAN Export.mdb, copy this file to your USB Drive or CD and take it to head office for importing. If you have selected **Export to Email**, Close out of these screens and on the Client Control Screen click Send/Receive after the messages have been sent click Hide on both screens.

WAN Client produced an error “Unrecognised Database Format” how do I fix this?

If your computer has crashed or frozen it may have corrupted an important file resulting in this error. Right click on the Microsoft® Windows Start button and select Explore, go to Local Disk C:\Program Files\RM-MultiStore\WAN Client\Your Store Name **leave the Inbox, Outbox and Sent Items**, right click on the 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 now see the question “How do I take a new Snapshot (WAN Reset) of my MYOB RetailManager® database?”. You should also run **Error Checking (Scan Disk)** on your hard drive; see Microsoft® Windows Help for more information.

My WAN Lookup “Eyeball” used to work now it doesn’t?



If you have changed your MYOB RetailManager® database path, you may be connected to the old path. Right click on the Microsoft® Windows Start button and select Explore, click on Local Disk C:\Program Files\RM-MultiStore\WAN Client, right click on the **Lookup.INI file** and delete it. Click on WAN Lookup (the “Eyeball” icon) on the quick launch toolbar, a file location box will appear. The WAN Lookup file is located on the same computer as WAN Client in Local Disk C:\Program Files\RM-MultiStore\WAN Client\Your Store Name\WAN Lookup.mdb. If WAN Lookup doesn't receive a stock list within 24 hours just contact head office.

How do I stop TTT e-mails arriving in my Microsoft® Outlook or Outlook Express inbox?

Either use a dedicated e-mail address for WAN Client or you have to 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 the Tools menu, Message Rules and select Mail and New. In **box 1** select the second one down, “Where the Subject line contains specific words” and put a tick in the box. In **box 2** select the second message from the bottom of the list “Do not Download it from the server”. In **box 3** “Where the Subject line (contains specific words)” click here then type **TTT** in uppercase and click Add then OK. In **box 4** type MultiStore Rule and click OK, in Mail Rules the MultiStore Rule will be ticked click OK.

In **Microsoft® Outlook 2000** go to Tools, Rules Wizard, New (start from a Blank Rule) and select Check Messages When They Arrive click Next, With Specific Words In The Subject, click Specific Words and type **TTT** in uppercase click Add, OK and Next, Move It To A Specified Folder, click Specified and select Deleted Items click OK, Next and Next again, Specify a name for the rule, type MultiStore Rule and click Finish. Then go to Tools, Accounts and select your e-mail address, in Properties, click the Advanced tab and in Delivery tick **Leave A Copy Of Messages On Server** and Remove From server **after 3 days**.

In **Microsoft® Outlook 2003** go to Tools, Rules and Alerts, click New Rule then Start from a blank rule highlight, Check messages when they arrive and click Next, then select the second one down in **Step 1:** with specific words in the subject. In **Step 2:** click on specific words (**in blue**) and type **TTT** in uppercase then click Add, OK and Next then tick permanently delete it, click Next and Next again. Below Specify a name for this rule, type in MultiStore and 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 same e-mail address in RM-MultiStore, 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 the Advanced tab. Under Delivery tick Leave a copy of messages on the server, then tick Remove from Server **after 3 days** click OK, Next, Finish and Close.

Frequently Asked Questions – WAN Server

I have created items but they still do not appear in MYOB RetailManager®?



Click on WAN Server (the “Broken Envelope” icon) near the time, select Tools, **View Audit Trail** in the second dropdown list select Stock, if the items have a sent status they haven’t been confirmed, click in the Sel. (Select) column and then on Resend Item. Change the selection in the dropdown list to Confirmed Broadcasts; these items have been created in the store’s MYOB RetailManager® database. Failed creates will appear under Errors/Mismatches with the reason they failed.

A Stock Transfer has been sent but the receiving store said they still haven’t received it?



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, click Cancel then the Audit Trail button to see if the transfer has been confirmed. If the status is sent click in the Sel. column and resend it, if the transfer does not appear change the dropdown list to display all Confirmed Broadcasts.

If the **status of the transfer 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 and ‘store name’, it means there is a **duplicate barcode** in the receiving store which needs to be addressed before the transfer can be sent. If the duplicate is a different item you can **edit the barcode** to a different number, once the edit has been confirmed back to WAN Server the stock transfer can be sent out manually. You can **manually unlink the item** this will create a duplicate Master Item; see Stock Linking for more information or the receiving store can **merge the item** in MYOB RetailManager® then take a new Snapshot. Once the Snapshot has been received in WAN Server and the license transferred, the stock transfer can be selected and sent out manually.

How do I import a Snapshot and transfer a license in WAN Server?



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. On the Server Control Screen click Tools then Administration, if you have received a new **Snapshot to E-mail** from an existing store it will appear at the bottom of the list. To import a **Snapshot to File** click on the Import Shop button and locate and open the WAN Eport.mdb file. Click on **<Unlicensed>** or the underneath the word License then click the Transfer License button and the old storefront will automatically be deleted.

Is there any general “house keeping” that I should do in WAN Server?

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, View Audit Trail change the dropdown list to Confirmed Broadcasts and click **Archive Old Broadcasts**. Backup Critical Files weekly on the Server Control Screen select Tools and **Backup Critical Files**. If you have to recreate WAN Server from a backup, have the stores take a new Snapshot of their MYOB RetailManager® databases.

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

Please contact us to ensure the version of RM-MultiStore you are currently using is compatible. To upgrade RM-MultiStore you will need to **first upgrade WAN Server** at head office and then WAN Client at the stores. Exit out of WAN Server and WAN Client un-install RM-MultiStore; upgrade your MYOB RetailManager® program **including your storefront database** then install the latest version of RM-MultiStore. After upgrading the stores will then need to take a new Snapshot of their MYOB RetailManager® database.