



Troubleshooting - WAN Client 5.1

Error occurred creating stock item. Invalid client UID.

When you take a Snapshot of your MYOB RetailManager® database your stores unique ID number will change. If WAN Client receives an old message it will have the old ID number, after head office receives the Snapshot and relicenses the store, the items will be sent with the new ID.

Error occurred downloading messages. No buffer space available.

Reboot your computer then click Send/Receive.

Error occurred flagging indexed records. Audit, Docket or Line is not an index in this table.

The underlying data has changed or is out of sync. Exit out of WAN Client do a Rebuild/Compact on the MYOB RetailManager® database, once complete take a new Snapshot see the Frequently Asked Questions – WAN Client for instructions.

Error occurred saving attachment. Subscript out of range or Failed to delete file.

This error is due to Anti-Virus software attaching certifications to your emails. The software needs to be configured to not certify incoming and outgoing emails.

Error occurred with POP command. Connection timed out.

This error means that you cannot receive emails. Wait 5 minutes and try again, if you still can't get a connection reboot the computer and reset the modem, try sending yourself a test email or turn up your POP timeouts in the WAN Internet Options screen Advanced Settings.

If this is due to the volume of messages in the mailbox ask your ISP or use webmail to delete the messages with TTT in the subject or un-tick the Message Rule in your Email Client then click send and receive, re-tick the Message Rule then take a Snapshot of the MYOB RetailManager® database. If you are using this email address exclusively for WAN Client you can choose to automatically delete spam in the WAN Internet Options screen, on the next Send/Receive all messages that are not for WAN Client will be deleted.

SMTP produced error #20009. Unknown Error.

Some ISP's only allow a set amount of emails to be sent within a set period of time before blocking your connection. Tick Retry Delay in the Advanced section in the WAN Internet Options and tick Max Messages under SMTP Options then set this to 10.

Troubleshooting - WAN Server 5.1

Could not send stock linking. No shopfronts included in send.

Go to Tools and Administration click on the cross underneath LI to Include that stores stock and tick LS to Send the Master Stock List to that store or Disable the Timing on the right hand timer in the Messaging Options and the Master Stock List will no longer be sent.

Error occurred exporting record(s) to Docket Line. You cannot add or change a record because a related record is required in table Stock.

If you get this error whilst exporting (recreating) a database there is a data mismatch or missing data e.g. WAN Server is trying to write to the Docket Line where no stock ID exists in the stock table. Have the store take a new Snapshot see the Frequently Asked Questions - WAN Client in the manual or on the web site for instructions.

Error occurred parsing line. Could not update; currently locked by user admin on machine *your computer name*.

This is due to software running WAN Server in multiple sessions which is not supported, reboot the computer and run WAN Server in single session use.

Error occurred processing client broadcast (delivery): Failed creating stock delivery - new item details not yet received (ID#).

A stock transfer was sent to the store but the message containing the new items didn't arrive. To resend the stock transfer go to Tools, Broadcast Audit Trail select Deliveries in the first dropdown list, Stock Transfer in the second, click in the Sel. column next to the failed Stock Transfer and click Resend Item.

Error occurred processing client broadcast (edit): Cannot apply cost pricing - using average cost and the item is in stock.

If the store's MYOB RetailManager[®] is set to use Average Cost then you can't edit the cost price of an item in stock, if this setting is incorrect it needs to be changed in MYOB RetailManager[®].

Error occurred processing client broadcast (stock): Invalid client UID.

The store has taken a Snapshot of the MYOB RetailManager[®] database and their unique identifying number changed. To send the items after you have transferred the license go to Tools, Broadcast Audit Trail select Stock then click in the Sel. column and click Resend Item.

Error occurred uploading messages. Could not initialise SMTP connection 'Object variable or With block variable not set'.

If you get this error sending messages click send and receive again.