



## Troubleshooting - WAN Client

**Issue:** Error occurred with POP command. **Connection timed out.**

**Solution:** This error means that you cannot receive e-mails. 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 e-mail and turn your POP timeouts up, this option can be found under the Advanced Settings in the WAN Internet Options screen. 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 E-mail Client and click send and receive, re-tick the Message Rule then **take a Snapshot** of the MYOB RetailManager® database. If you are using this e-mail address **exclusively for WAN Client** you can choose to automatically delete spam, this option is in the WAN Internet Options screen, on the next Send/Receive all messages that are not for WAN Client will be deleted.

**Issue:** Error occurred flagging indexed records. **Index, Item or Audit not found** in this collection.

**Solution:** The underlying data has changed or is out of sync. Exit out of WAN Client do a Rebuild/Compact on the MYOB RetailManager® database. If this is successful you will then need to **take a Snapshot**, see the Frequently Asked Questions – WAN Client for instructions.

**Issue:** Error occurred creating stock item. **Invalid client UID.**

**Solution:** When you take a Snapshot of your MYOB RetailManager® database your stores unique ID number changes. 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.

**Issue:** Error occurred downloading messages. **No buffer space available.**

**Solution:** If this error occurs reboot your computer then click Send/Receive.

**Issue:** Unexpected POP termination. **Read Mail failed.**

**Solution:** In your E-mail Client 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 then you don't have an Internet connection just reboot the computer and reset the modem.

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

**Solution:** This error is due to Anti-Virus software attaching certifications to your e-mails. The software needs to be configured to not certify incoming and outgoing e-mails.

**Issue:** SMTP produced error #20009. **Unknown Error.**

**Solution:** Some ISP's only allow a set amount of e-mails to be sent within a 15 minute period 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 them to 10.

# Troubleshooting - WAN Server

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

**Solution:** If you get this error whilst exporting (recreating) a database, it's due to 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. That store needs to take a new Snapshot, see the Frequently Asked Questions - WAN Client for instructions.

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

**Solution:** If the store's MYOB RetailManager<sup>®</sup> is set to use Average Cost you can't edit the cost price of an item that's in stock. If this setting is incorrect it needs to be changed in MYOB RetailManager<sup>®</sup>.

**Issue:** WAN Mirror is still in use - cannot delete.

**Solution:** Restarting WAN Server will delete WAN Mirror. Click Exit on the Server Control Screen then click on the Microsoft<sup>®</sup> Windows Start button select All Programs, Two Tongue Technology and WAN Server or reboot the computer.

**Issue:** Error occurred optimising. Could not open WAN Linking data file exclusively.

**Solution:** If this error occurs whilst performing an Optimise, reboot your computer. Do another Optimise if you still get this error contact Technical Support.

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

**Solution:** Is due to software running WAN Server in multiple sessions which is not supported.

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

**Solution:** A stock transfer was sent to the store but the message containing the new items was missing (*ID # of the new stock item*). 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.

**Issue:** Error occurred processing stock attachment: Invalid argument.

**Solution:** This means that the database has reached the 2 gigabyte size limit. Daily click Tools, Administration then the Optimise button.

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

**Solution:** The store has taken a Snapshot of the MYOB RetailManager<sup>®</sup> database and their unique identifying number has changed. To send the items after you have transferred the license go to Tools, Broadcast Audit Trail select Stock, click in the Sel. column next to the items and click Resend Item.

**Issue:** This error appears in the WAN Server log – whilst exporting (recreating) a store's database. Invalid reference to Customer in Docket (*customer id*), substituted default customer.

**Invalid reference to Customer in Docket Line** (*customer id*), substituted default customer.

**Solution:** This is due to items being deleted or merged at the store, missing data or missing tables. The store needs to take a Snapshot of the MYOB RetailManager<sup>®</sup> database, see the Frequently Asked Questions - WAN Client for instructions.

**Issue:** Could not send stock linking. No shopfronts included in send.

**Solution:** Either go to Tools and Administration click on the crosses underneath LI to Include the stores stock and LS to Send the Master Stock List to the stores or Disable the Timing on the right hand timer in the Messaging Options tab to stop the Master Stock List from being sent to the stores.

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

**Solution:** If you get this error sending messages just click send and receive again.

**Issue:** WARNING: The WAN Linking file has exceeded the recommended size! **Optimising your data files is strongly recommended** - this can be done from the Shopfront Administration screen.

**Solution:** This means that the database has reached the 2 gigabyte size limit. Daily click Tools, Administration then Optimise, if you still get this error call Technical Support.

**Issue:** Shopfront – “store name” This shopfront is not licensed.

**Solution:** If you receive a Snapshot from an existing store, you will need to transfer the license. Click on Tools, Administration then on the word <Unlicensed> or the Cross underneath the word License then click Transfer License and the old shopfront will be deleted.

**Issue:** Error occurred parsing file record. Unrecognized database format C:\RM-MultiStore\WAN Server\WAN Linking.mdb.

**Solution:** Ensure WAN Server is shutdown click on the Microsoft® Windows Start button and select All Programs, Two Tongue Technology, WAN Server Configuration and Repair Database, once complete click Exit and restart WAN Server then do an Optimise. If you have any issues repairing the database call Technical Support for more information.

**Issue:** Error occurred parsing file record. Unrecognized database format C:\RM-MultiStore\WAN Server\Store Name\WAN Server.mdb.

**Solution:** Ensure WAN Server is shutdown right click on the Microsoft® Windows Start button and select Explore, click on C:\RM-MultiStore\WAN Server\Store Name double click on the WAN Server.mdb. Microsoft Access should ask you if you would like to repair the database click Repair once complete Microsoft Access should open the database. Exit out of Microsoft Access then restart WAN Server go to Tools, Administration click Optimise it will then ask if you would like to Optimise the shopfronts data files click Yes. If you have any issues repairing the database call Technical Support for more information.