

Frequently Asked Questions – WAN Client

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 your Web Browser 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. Now 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 store email address** click on Internet Options then the Key next to the email address, edit it and click Test Email. 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.

How do I turn on SSL in the Internet Options

If your email host requires **SSL** on the Client Control Screen go to Options, Show Log File then back on the Client Control Screen go to Options, WAN Options, Internet Options tick SSL next to Incoming Mail (POP) and Outgoing Mail (SMTP) **change the Port Number when prompted** click Test Email. To turn on **SMTP Authentication** tick Authenticating SMTP Server enter in the User Name and Password then click Test Email once Valid click Save and close out of all screens.

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. In the dropdown box 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 a USB and take it to head office for importing.

How do I fix an Unrecognised Database Format WAN Client or a Microsoft Jet database error?

Right click on the Windows Start button select File Explorer/Open Windows Explorer 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 MYOB Retail Manager® manual for information. Once complete click on the Windows Start button select All apps/Programs, Two Tongue Technology, WAN Client now follow the instructions on how to “Take a Snapshot of the MYOB RetailManager® database.”



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

If you are using **Windows 7 or 8** right click on the Toolbar underneath the Time select Customize notification icons then tick "Always show all icons and notifications on the taskbar".

If you are using **Windows 10** right click on the Toolbar underneath the Time select Customize notification icons click "Select which icons appear on the taskbar" and turn On Always show all icons in the notification area.

The Accounting Export file isn't being sent to WAN Server?

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 after upgrading MYOB RetailManager®?

RM-MultiStore will also need to be upgraded to replicate any new tables.

Frequently Asked Questions – WAN Lookup

WAN Lookup used to work now it doesn't?

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

Click on WAN Lookup the "eyeball" icon or click on the Windows Start button All apps/Programs, Two Tongue Technology, WAN Lookup if it asks for **the location** of your **WAN Lookup file** it is located on the computer WAN Clients installed on in C:\RM-MultiStore\WAN Client\Store Name.



The WAN Lookup icon doesn't appear down near the Windows Start button?

If you are using **Windows 10** click on the Windows Start button, All apps, Two Tongue Technology and WAN Lookup right click and select Pin to taskbar.

Frequently Asked Questions – WAN Reports



The WAN Reports icon doesn't appear down near the Start button?

If you are using **Windows 10** click on the Windows Start button, All apps, Two Tongue Technology and WAN Reports right click and select Pin to taskbar.

Frequently Asked Questions – WAN Server

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 is located in C:\RM-MultiStore\WAN Client\Store Name. Click Open then Import Specified Files once complete close all screens. On the WAN Server Control Screen select Tools, Administration click **<Unlicensed>** underneath the word License then Transfer License.

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/Cancelled/Failed and select Confirmed Broadcasts. Creates that have Failed will be listed under Errors/Mismatches with the reason they failed.

A Stock Transfer hasn't arrived at the store?



Click on the WAN Server icon select Stock, Stock Delivery then click Transfer. Select how the stock was transferred and the store the transfer came from, ensure the Since Date includes that date click Include All, highlight the transfer and the details will be displayed below.

If the **status is “Yes”** in the ST column the transfer has been sent, click on Cancel then the Audit Trail button. If the status is Sent click in the Sel. column then Resend Items, click on Pending/Cancelled/Failed then select Confirmed Broadcasts to display them.

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 transfer is still outstanding. The Stock Linking screen displays Goods Received, on the WAN Server Control Screen select Stock, Linking, Goods Received the relevant store and date range, highlight the transaction and the details will appear below.

If the **status is “No”** click Select to return to the Stock Delivery screen then click Commit 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.

Change the WAN Server email address

Exit out of WAN Server, right click on the Windows Start button then File Explorer/Open Windows Explorer and C:\RM-Multistore\WAN Server right click and delete the **Server.dat**. Click on the Windows Start button select All apps/Programs, Two Tongue Technology and WAN Server, on the WAN Server Control Screen go to Help and Show Log File back on the WAN Server Control Screen go to Tools, Administration, Internet Options and Advanced. Enter in the new email details and click Test Email once the address is Valid click Save and Close. In Messaging click Regular Intervals on the left timer start at 8.10am end at 9.30pm process every 30 mins tick the trading days. Set the right timer to start at 8.15am end at 9pm and process every 3 hours then tick the trading days and Save. The stores will need to **change the Head Office email address in WAN Client** and Take a new Snapshot, see the question in the Frequently Asked Questions “How do I rename a shopfront or change the email addresses?”.



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