

## Troubleshooting - WAN Client

**Error occurred checking database version. [Unrecognized database format C:\RetailM\StoreName\recent.mdb.]**

Close out of all programs right click on the Windows Start button select Shut down and Restart to reboot the computer. Then open RetailManager go to File and Configuration highlight your RetailManager database click on the Maintenance tab then on **Rebuild/Compact**, if it is successful on the Client Control Screen go to Options, Show Log File then back on the Client Control Screen click Send/Receive. If you still get the same error you will need to either contact aaapos or your RetailManager Professional to repair the RetailManager database or restore from a backup. You have a backup in WAN Server; see the RM-MultiStore Manual WAN Export – User Guide for more information. If you restore from a backup you will need to **take a new Snapshot**, see the Frequently Asked Questions – WAN Client for instructions.

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

Reboot the computer then click Send/Receive, shut down at least once a week.

**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 RetailManager® database, once complete take a new Snapshot see the Frequently Asked Questions – WAN Client for instructions.

**Error occurred flagging deleted records. Error checking that AuditEmailContact exists in C:\RetailM\StoreName\archive.mdb.**

Reboot the computer then complete a **Rebuild/Compact** on the RetailManager® database click Send/Receive on the Client Control Screen, if you still get the error follow the instructions “How do I fix an Unrecognised Database Format WAN Client or a Microsoft Jet database error?”.

**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, see if you can get a web page or turn up your POP timeouts in the WAN Internet Options screen Advanced settings.

**SMTP invalid recipient error. One or more of the following email addresses was rejected: [ping@twotongue.com.au](mailto:ping@twotongue.com.au)**

WAN Client and WAN Server need to be able to send to our Registration Server for licensing and support purposes. The SMTP Host needs to allow emails to be sent outside your domain.

## Troubleshooting - WAN Reports

**Error opening database 'localhost\RM\_MULTISTORE: Login from untrusted domain and cannot be used with Windows authentication.**

Change to **run in Mixed Mode**. Exit out of WAN Server on the Windows Start button select Two Tongue Technology and WAN Reports Configuration click Advanced and Change Mode (**reboot the computer** with SQL Server 2008 on it) run WAN Reports Configuration select SQL Server Authentication click New, create and add a User/Pass click Save & Add then close.

Run WAN Server Configuration click Next change to SQL Server Authentication enter the User/Pass click Test Connection, Next and Exit. Run WAN Reports on all computers click Settings, Advanced change to SQL Server Authentication add the User/Pass click Test Connection & Save.

# Troubleshooting - WAN Server

**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 tick Disable Timing on the right hand timer in Messaging and the Master Stock List will no longer be sent to the stores.

**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 Snapshot see Frequently Asked Questions for instructions.

**Error insufficient system memory. No buffer space available.**

Reboot the computer then click Send/Receive, shut the computer down at least once a week.

**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 (edit): Cannot apply cost pricing - using average cost and the item is in stock.**

If the store's RetailManager<sup>®</sup> 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 RetailManager<sup>®</sup>.

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

The stores taken a Snapshot of the RetailManager<sup>®</sup> database and their unique identifying number changed. The items will automatically be resent or after you have transferred the license go to Tools, Broadcast Audit Trail select Stock then click in the Sel. column and Resend Item.

**Error occurred sending lookup data. Failed to load lookup structure: Exception of type 'System. OutOfMemoryException' was thrown.**

Reboot the computer then click Send/Receive, shut the computer down at least once a week.

**Failed to check database availability. - Could not open datastore: SQL Server service is not running for 'localhost\RM\_MULTISTORE'**

Either **reboot** the computer or use **Task Manager** to restart the Service. Right click underneath the time go to **Task Manager** or **Start Task Manager** in the Services tab click **Open Services** or the Services button right click on **SQL Server (RM-MultiStore)** select Start then close all programs. On the Windows Start button select Two Tongue Technology and WAN Server.

**Update received from a reset to file: Shop Name (this message cannot be processed until the WAN Export.mdb is imported).**

The store has taken a new Snapshot and selected Reset to File, if the database is under 300 meg have the store take another Snapshot and select **Reset to Email** to send the Snapshot via email.