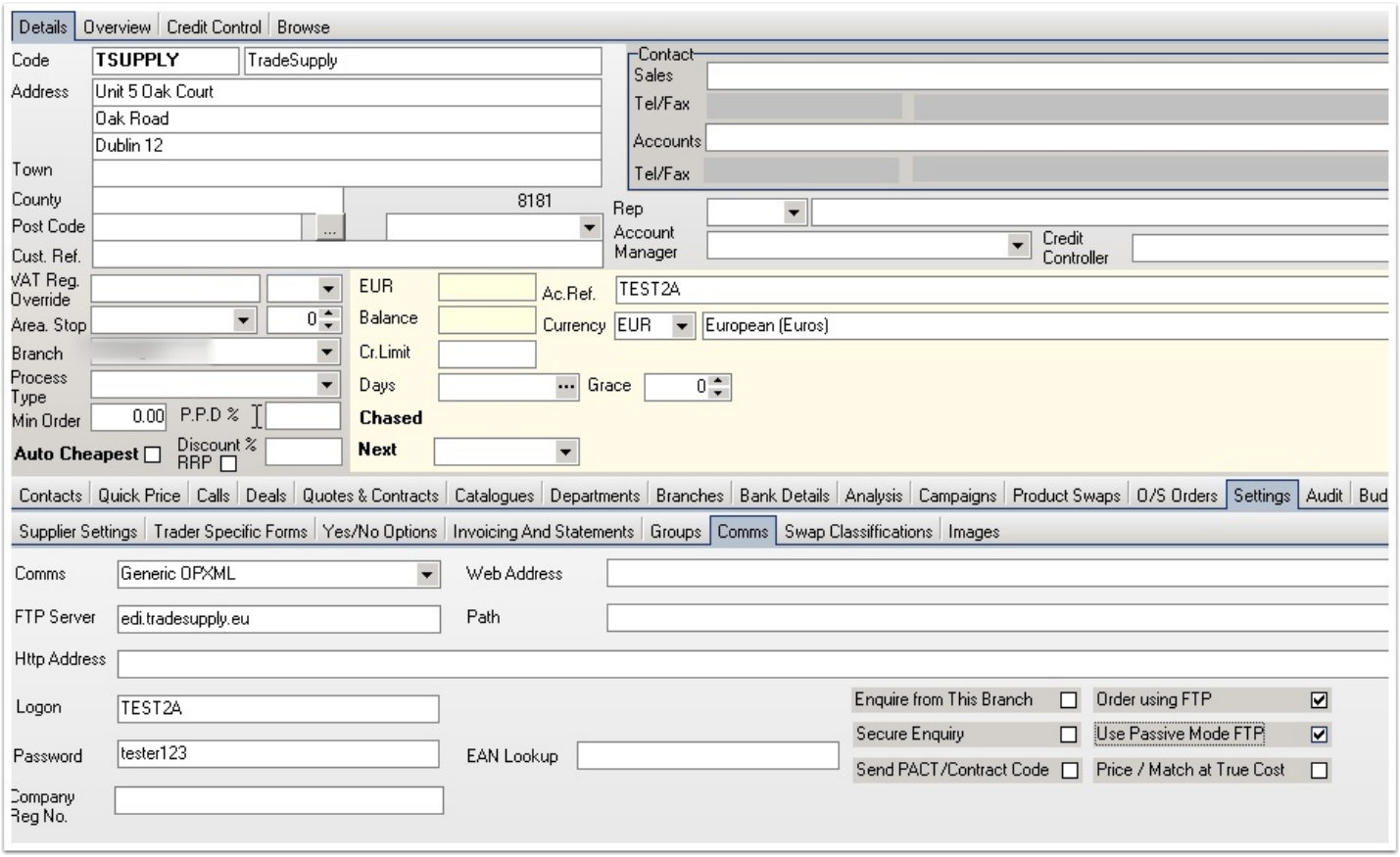
TRADESUPPLY INTERNAL USE DOCUMENT - Not for distribution to end users

Active & Passive Mode

If there is an issue sending the orders check the Use Passive mode FTP. It should by default set to passive mode however if it continues to fail untick the option, this will enable active mode ftp.

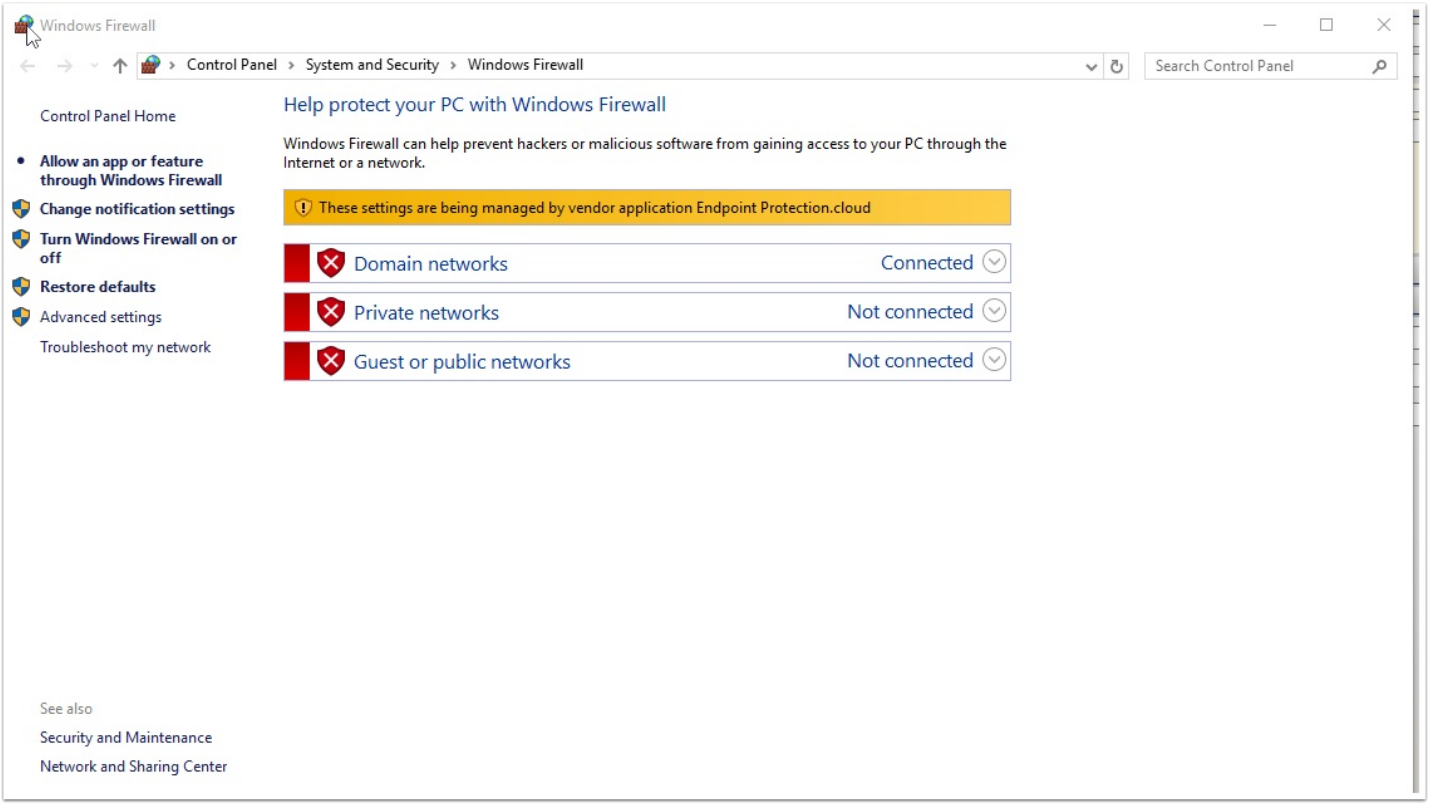


Firewall

Firewalls will block FTP connections

Most dealers will have the standard windows firewall enabled, they should use the allow an app or feature through windows firewall, see article in this link http://www.sysprobs.com/how-to-allow-ftp-traffic-through-windows-8-8-1-windows-7-firewall

Some dealers will have a third party application controlling the firewall as per the image below, you will need to refer to the specific vendors website



Missing Account code in order

If you get the error message - Customer not found for code (1)- it will mean the Ac Ref box in Horizon (2) is filled in incorrectly or not filled in at all and will need to be populated

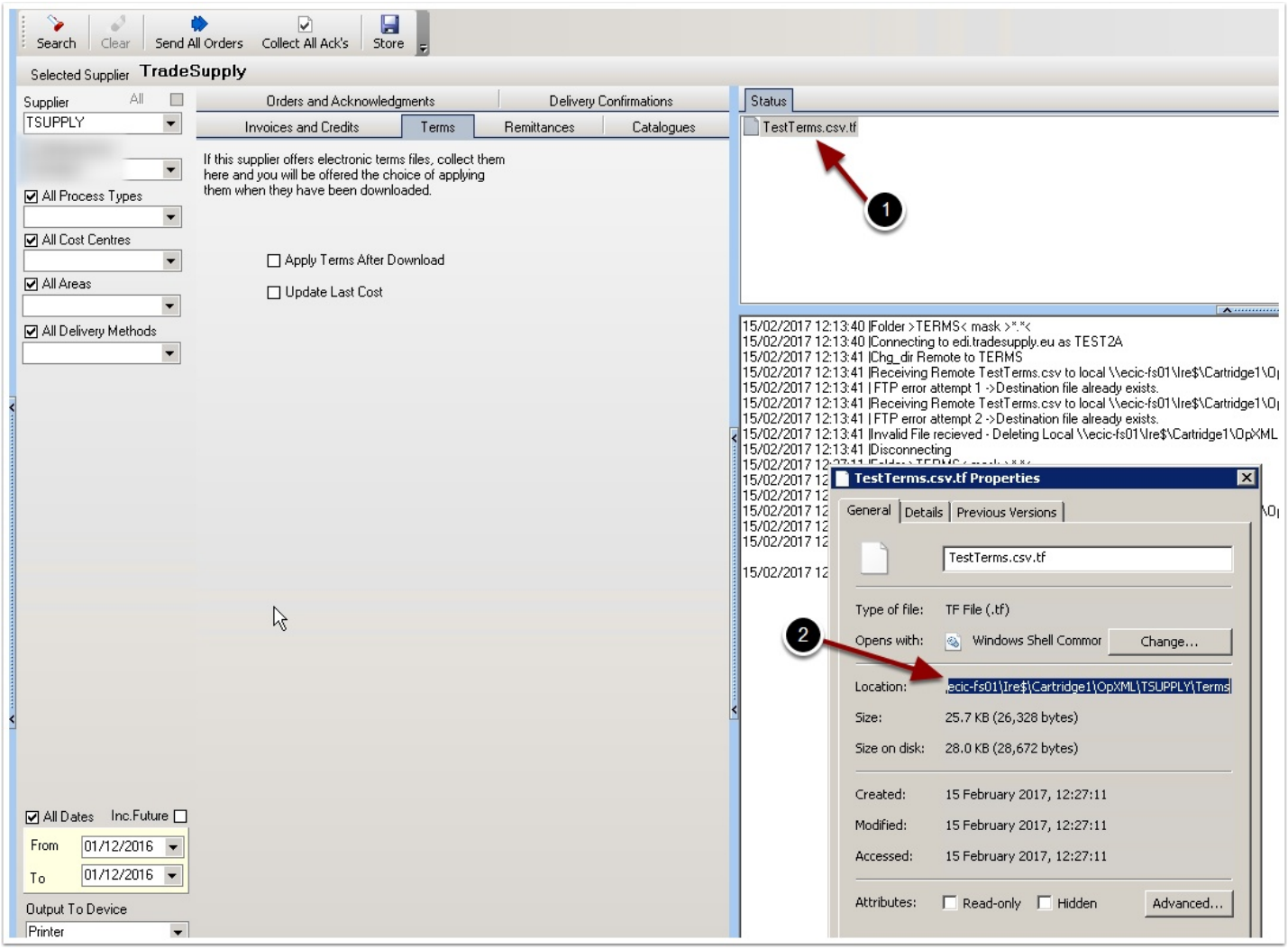
Finding location of Terms file

In Wholesaler comms

Right click on the terms file and select properties (1)

In Box 2 highlight the location and rightclick to copy location

The location will be something similar to \\ecic-fs01\Ire$\Cartridge1\OpXML\TSUPPLY\Terms

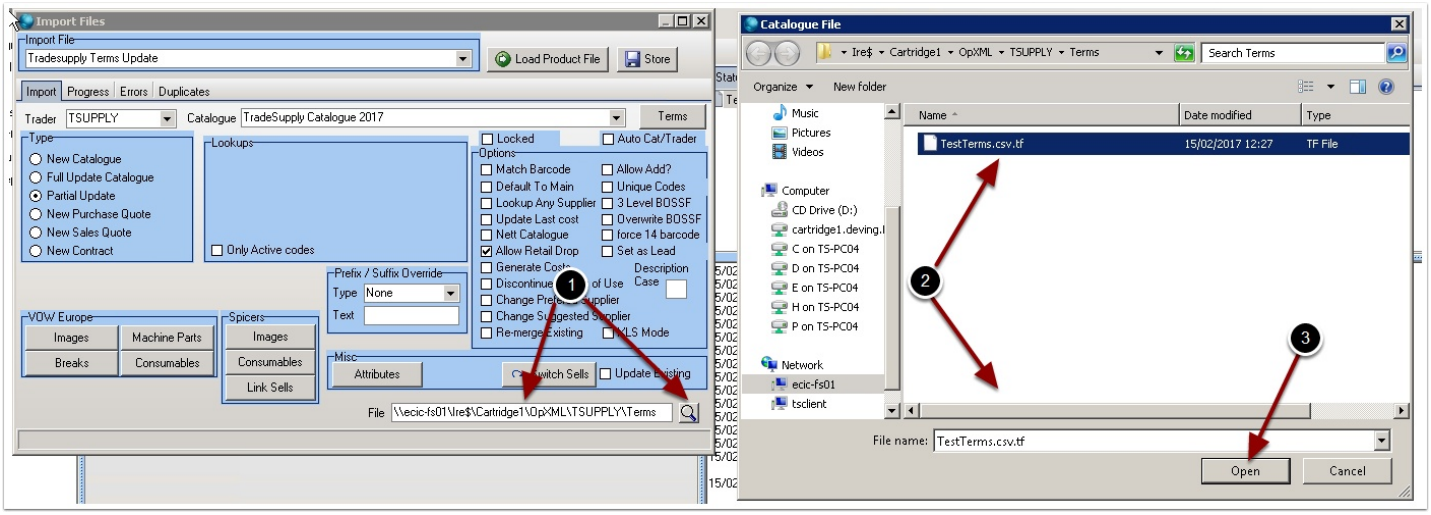


Finding location of Terms file Part 2

1. Paste the location and press the search button

2. Select the Terms file

3. Press Open



Duplicate Acknowledgments in Horizon

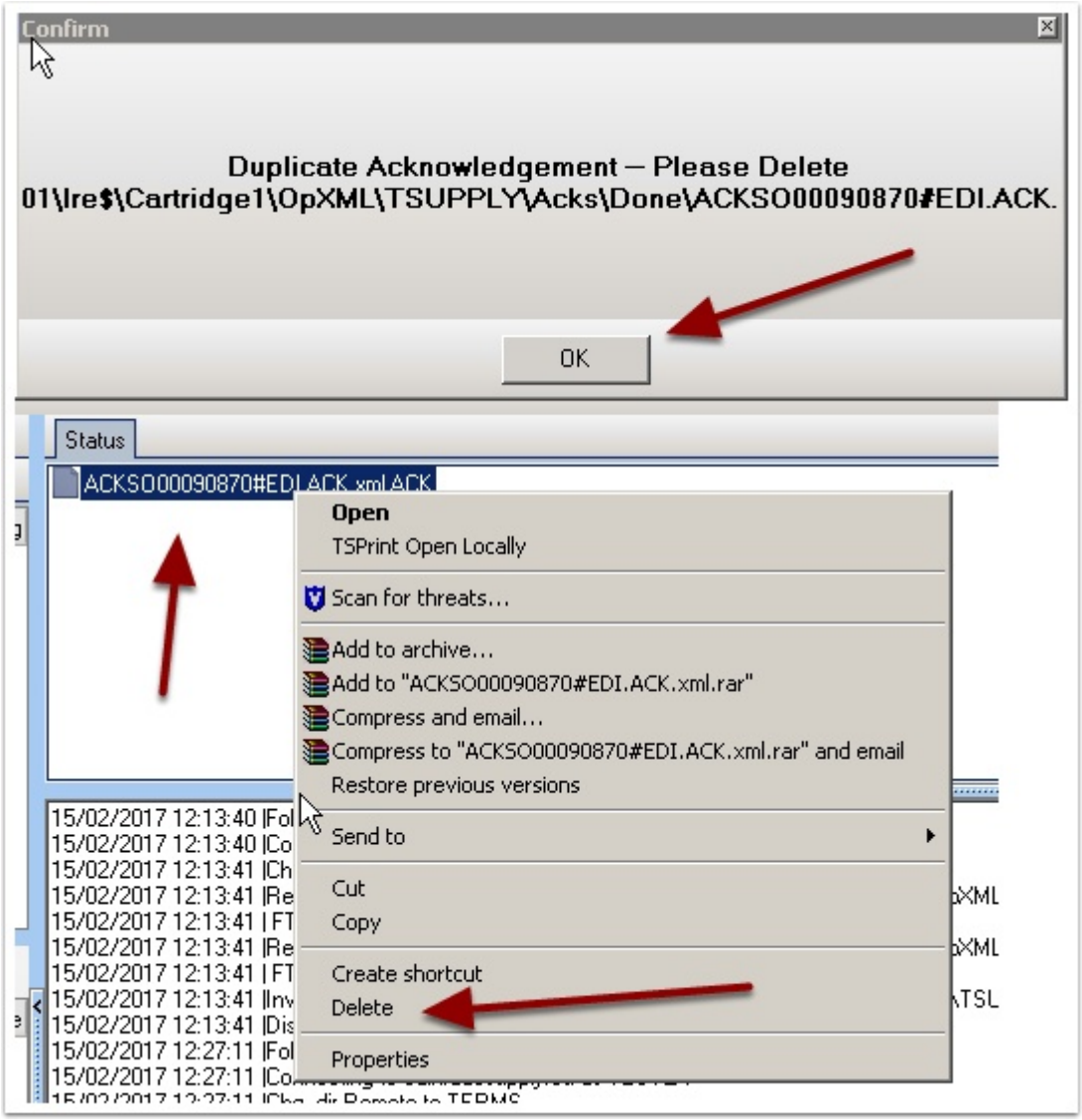
If Horizon fails to delete the acknowledgments from the FTP server they will be collected again, when the dealer attempts to process the acknowledgment they will see this message

1. Press OK to clear the message

2. In the Acknowledgments box in Horizon right click on the Acknowledgment file

3. Press delete to remove it from Horizon

4. You will also need to remove the file from the FTP server and ensure the FTP folder has the permissions to allow the use to delete files from the folder



Sharing Drives with Horizon

Ensure the user is not in Horizon

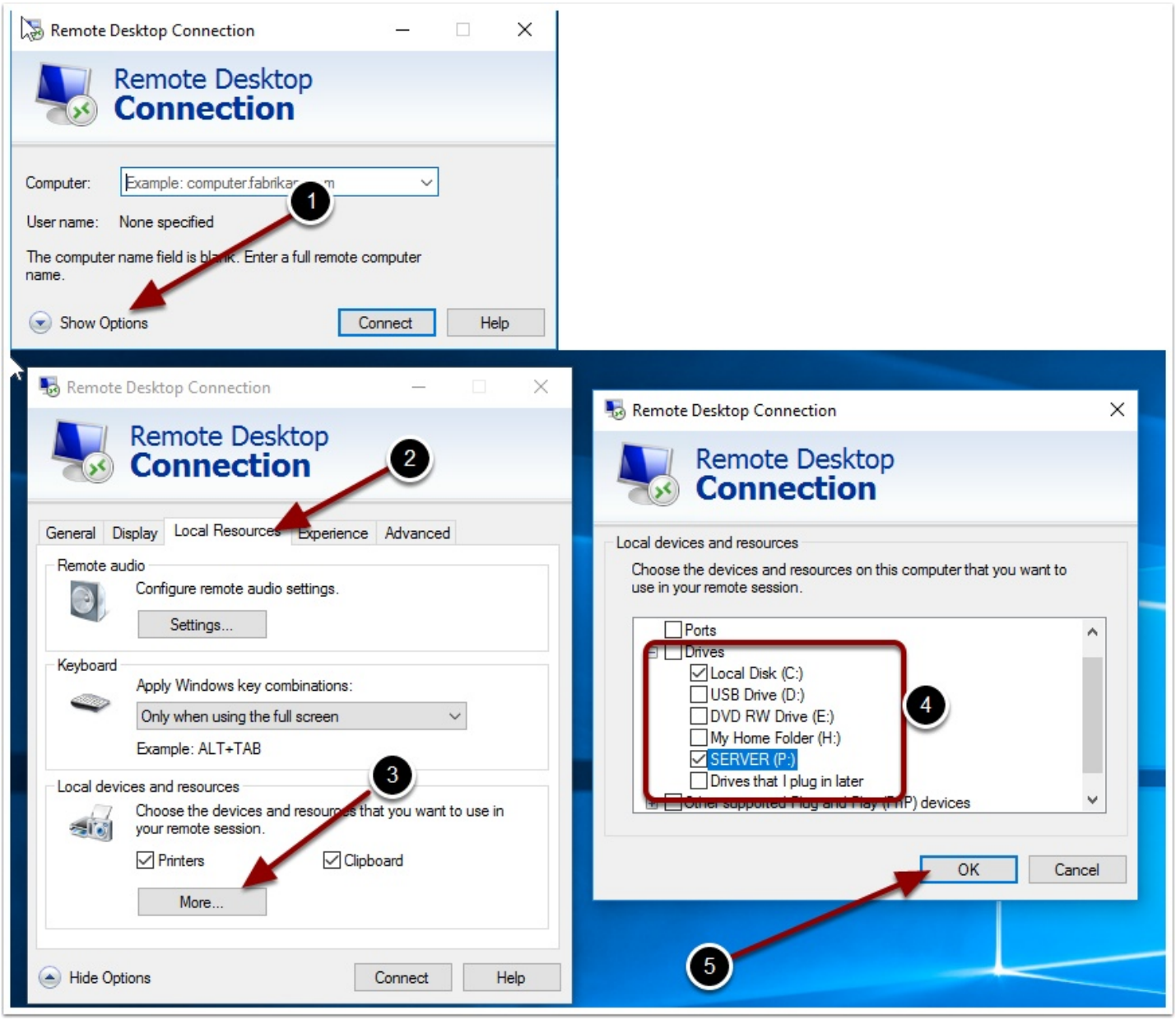
Open up Remote Desktop Connection

Click on Show Options (1)

Select Local Resources (2) and select More (3)

Click on the + to expand the Drives and this will list the availabel drives, then select the drives you want to share

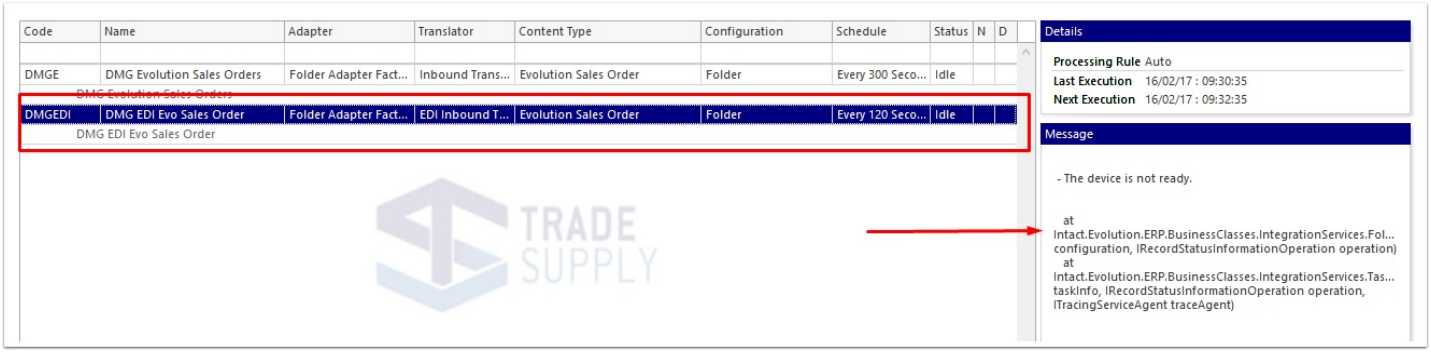
TIP: Save files in a directorty in the C drive eg C:\TS Files if they save it the files in their download folder its harder to find because the path can be much longer


Remote Desktop Connection
Remote Desktop Connection
Computer:
Example: computer.fabrikam.com
User name:
None specified
The computer name field is blank. Enter a full remote computer name.
Show Options
Connect
Help
1
Remote Desktop Connection
Remote Desktop Connection
General
Display
Local Resources
Experience
Advanced
Remote audio
Configure remote audio settings.
Settings...
Keyboard
Apply Windows key combinations:
Only when using the full screen
Example: ALT+TAB
Local devices and resources
Choose the devices and resources that you want to use in your remote session.
Printers
Clipboard
More...
Hide Options
Connect
Help
2
3
Remote Desktop Connection
Remote Desktop Connection
Local devices and resources
Choose the devices and resources on this computer that you want to use in your remote session.
Ports
Drives
Local Disk (C:)
USB Drive (D:)
DVD RW Drive (E:)
My Home Folder (H:)
SERVER (P:)
Drives that I plug in later
OK
Cancel
4
5

Intact is not processing EDI files

If EDI orders are not being processed you will get a message similar to the one in the image. If this happens the service on the server needs to be restarted

From Intact Support ticket 294706

Access to the IQ server.

Go to Task Manager, then services, sort via name and locate the IQ ones. I believe you have 5 services running which will all be grouped together, it is then just a case of right clicking on the service and clicking restart (or start should it be in a stopped state already).