

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.

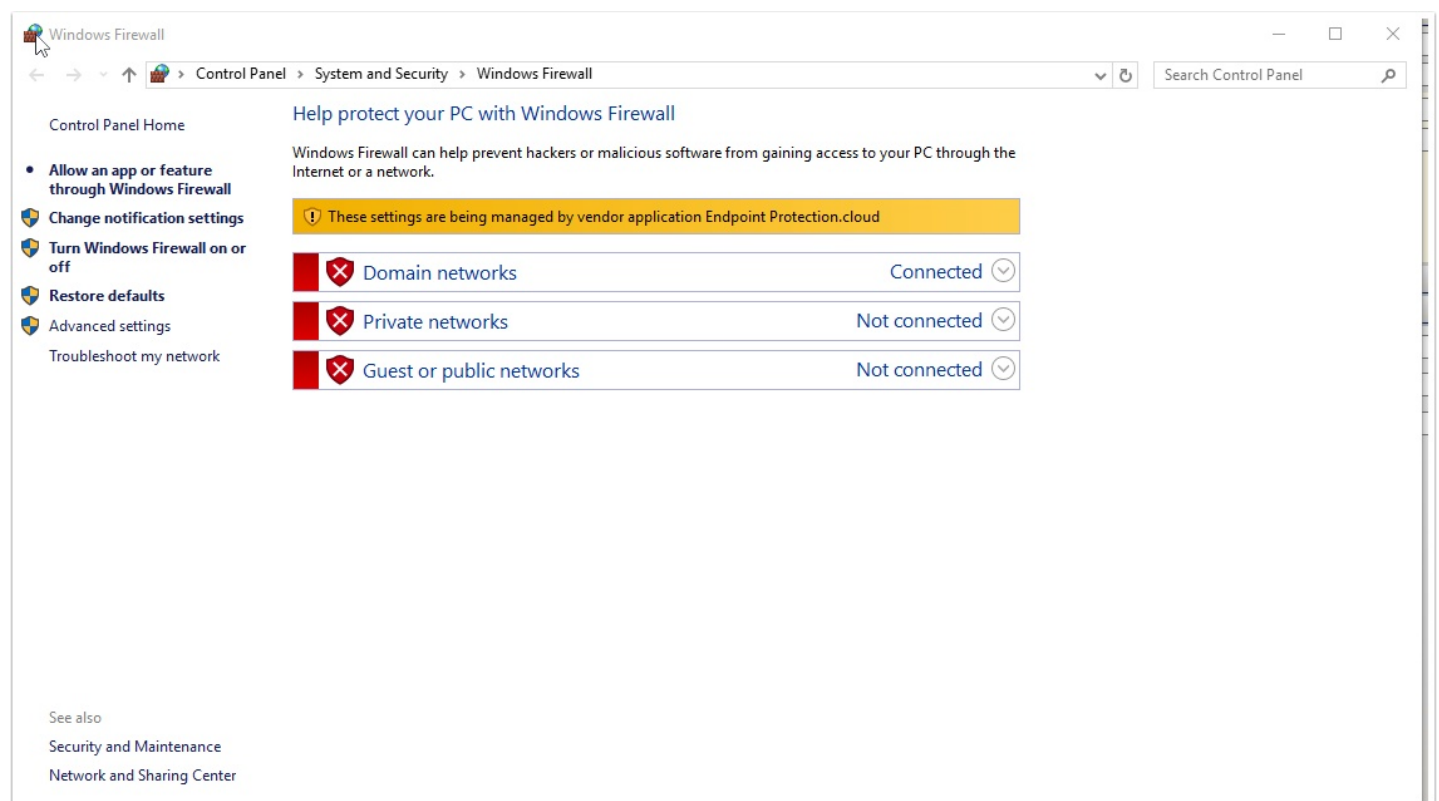
Details		Overview		Credit Control		Browse	
Code	TSUPPLY		TradeSupply				
Address	Unit 5 Oak Court		Oak Road		Dublin 12		
Town							
County			8181				
Post Code							
Cust. Ref.							
VAT Reg.			EUR		Ac.Ref. TEST2A		
Override			0		Balance		
Area. Stop					Cr.Limit		
Branch					Days		
Process					Grace		
Type					0		
Min Order	0.00		P.P.D %				
			Discount %				
			RRP				
Auto Cheapest				Chased		Next	
Contacts Quick Price Calls Deals Quotes & Contracts Catalogues Departments Branches Bank Details Analysis Campaigns Product Swaps O/S Orders Settings Audit Bud							
Supplier Settings Trader Specific Forms Yes/No Options Invoicing And Statements Groups Comms Swap Classifications Images							
Comms	Generic OPXML		Web Address				
FTP Server	edi.tradesupply.eu		Path				
Http Address							
Logon	TEST2A		EAN Lookup				
Password	tester123						
Company							
Reg No.							
Enquire from This Branch				Order using FTP		<input checked="" type="checkbox"/>	
Secure Enquiry				Use Passive Mode FTP		<input checked="" type="checkbox"/>	
Send PACT/Contract Code				Price / Match at True Cost		<input type="checkbox"/>	

Firewall

Firewalls will block FTP connections

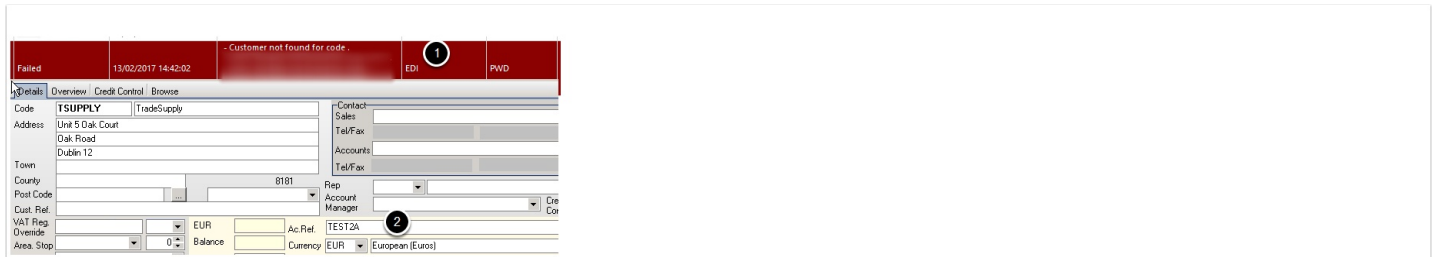
Most dealers will have the standard windows firewall enabled, they should use the allow an app or feature through windows firewall, see article in this link <http://www.sysprobs.com/how-to-allow-ftp-traffic-through-windows-8-8-1-windows-7-firewall>

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



The screenshot shows a web application interface for Trade Supply. At the top, a red banner displays the message: "Failed 13/02/2017 14:42:02 - Customer not found for code (1)". Below this, a form is visible with various fields. The "Ac Ref" field is highlighted with a red circle and the number 2, indicating it is the area of concern. Other fields include "Code", "Address", "Town", "County", "Post Code", "Cust. Ref.", "VAT Reg", "Overseas", "Area", "Stop", "Contact", "Sales", "Tel/Fax", "Accounts", "Tel/Fax", "Rep", "Account Manager", "Dis", "Cor", "Currency", and "European (Euros)".

In Wholesaler comms

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

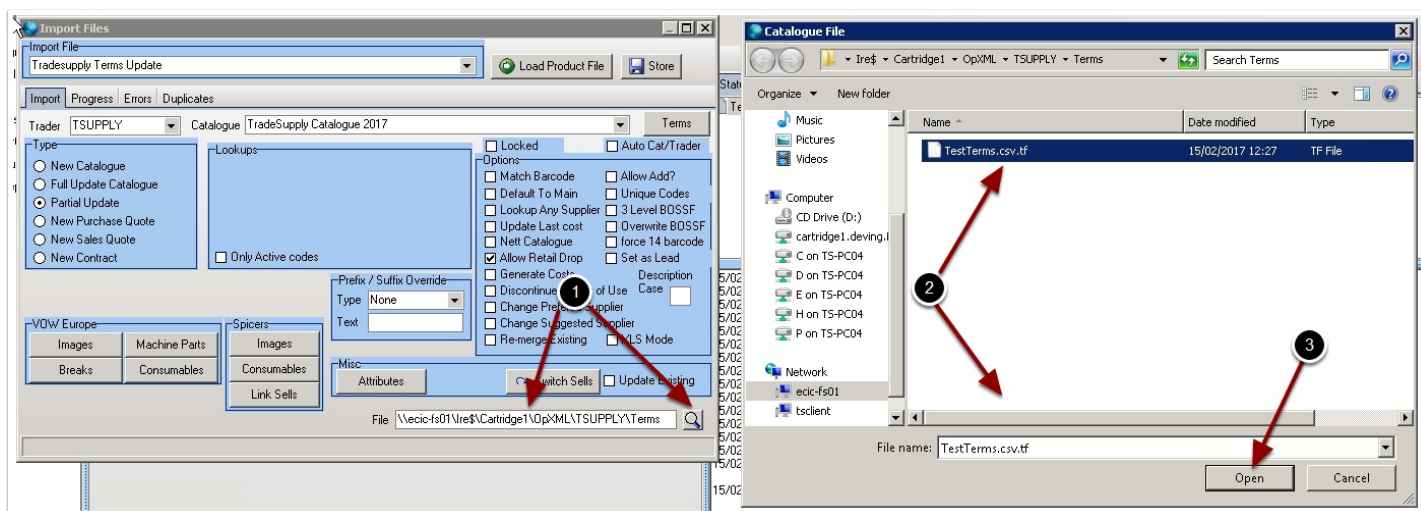
In Box 2 highlight the location and rightclick to copy location

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



Finding location of Terms file Part 2

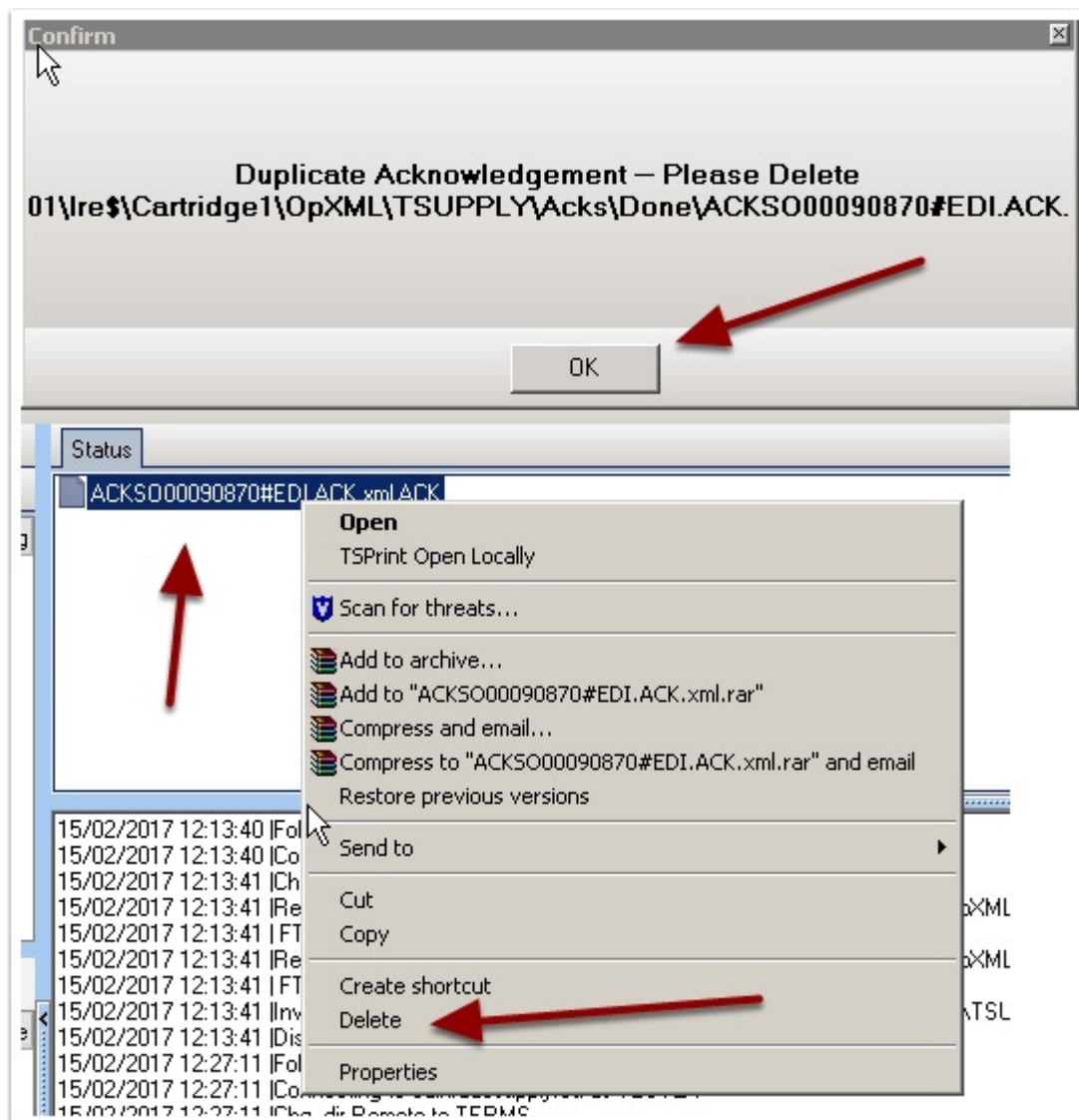
1. Paste the location and press the search button
2. Select the Terms file
3. Press Open



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 user to delete files from the folder



Sharing Drives with Horizon

Ensure the user is not in Horizon

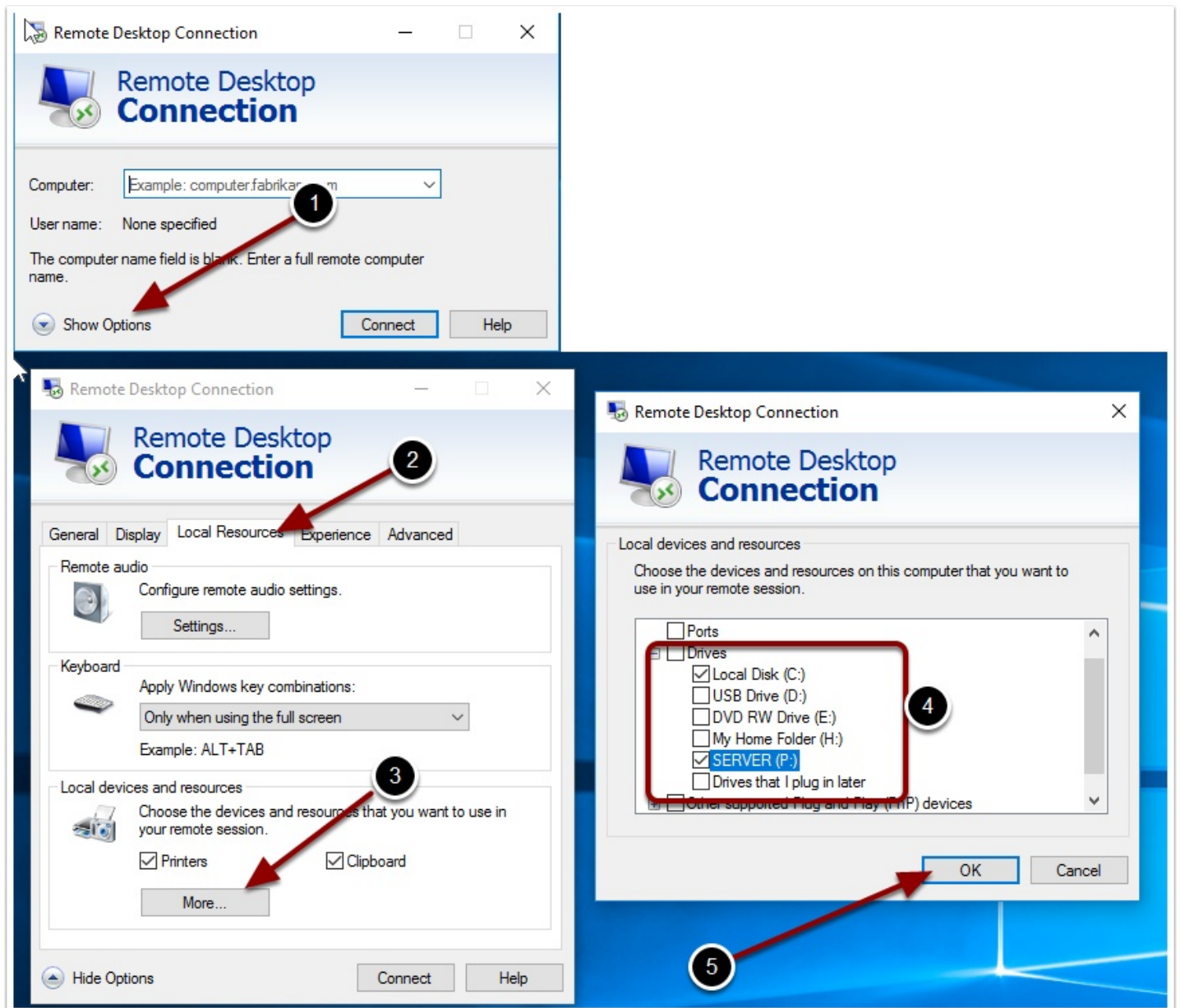
Open up Remote Desktop Connection

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 available drives, then select the drives you want to share

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



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).

Code	Name	Adapter	Translator	Content Type	Configuration	Schedule	Status	N	D
DMGE	DMG Evolution Sales Orders	Folder Adapter Fact...	Inbound Trans...	Evolution Sales Order	Folder	Every 300 Seco...	Idle		
DMG Evolution Sales Orders									
DMGED1	DMG EDI Evo Sales Order	Folder Adapter Fact...	EDI Inbound T...	Evolution Sales Order	Folder	Every 120 Seco...	Idle		
DMG EDI Evo Sales Order									

Processing Rule Auto

Last Execution 16/02/17 : 09:30:35

Next Execution 16/02/17 : 09:32:35

Message

- The device is not ready.

at
Intact.Evolution.ERP.BusinessClasses.IntegrationServices.Fol...
configuration, IRecordStatusInformationOperation operation)
at
Intact.Evolution.ERP.BusinessClasses.IntegrationServices.Tas...
taskInfo, IRecordStatusInformationOperation operation,
ITracingServiceAgent traceAgent)