



Troubleshooting Electronic Ordering

Electronic ordering via FTP (file transfer protocol) offers a quicker and more reliable way to do electronic ordering. Visual Anthology is able to use FTP to do your ordering for most vendors.

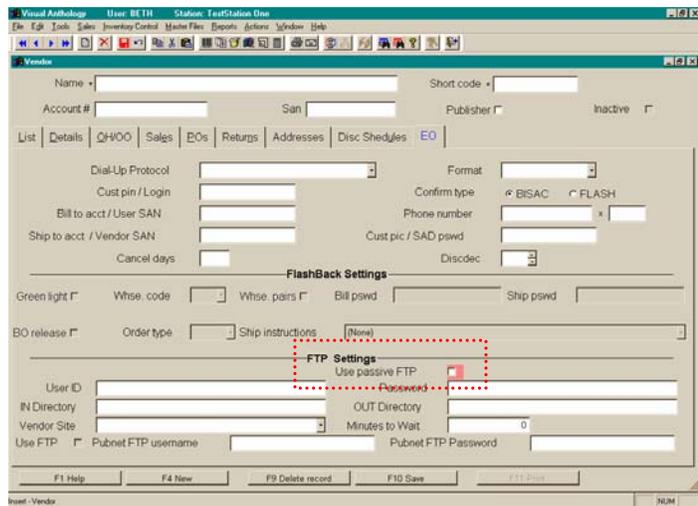
If you've recently attempted an electronic order that didn't succeed this document may help you troubleshoot the issue. Here we'll briefly cover the major causes of EO FTP failure.

- You must already have an established relationship with the vendor. The vendor must provide you with account setup information that you'll use to populate the Anthology Vendor EO screens. If you're changing the protocol from Bisac to X12 you may wish to contact the vendor and notify them of this change in advance.
- Be on the correct version of Visual Anthology for your vendor. Different vendors were added in different versions of VAL. See the Customer Zone site for a list of EO vendors and their current status.
- BO Status set correctly? Note that when you merge or move an item from one PO to another, that item will keep its previous BO status setting. Use the "Flow BO Header Down" option from the Actions menu of a Purchase Order to mass change the BO status on all items in an order.
- The majority of EO issues are setup and data entry related. If you've only recently added/changed this vendor go back and double check your setup. Make sure you've got the correct slash mark in the In and Out directories (/). Verify that every field is filled in according to the recommendations on the EO FTP setup sheets that are found in the Customer Zone Documents area. Make sure that you don't have numbers transposed; this is the most common mistake.

If you've double checked your setup then let's review some other possible causes.

- Failed internet connection. If you're on a dialup internet connection be sure you've connected to the internet first. If you have broadband internet simply double click on your favorite browser icon (IE, Firefox, etc). Go to a website address other than your default home page to ensure you have a working internet connection.
- Firewall issues. This is the next biggest cause for orders to fail. You may have a hardware firewall (router) or a software firewall such as Norton Internet Security, McAfee, or Windows Firewall that could be blocking the communication.
- If you have a software firewall such as Windows Firewall or Norton Internet Security, etc. you may need to ensure that the val.exe application is not being blocked from accessing the internet.
- Further you may need to ensure the appropriate ports are open for the desired vendor. Each vendor has a different address (url) where the program attempts to connect to. You may need to add an entry to your firewall that allows the program to access that specific vendor site and allow access on port #'s 20, 21, and 1024-49151.

- Some firewalls restrict the kind of FTP connection you can make. There are two types of FTP connections that can be done in general, “Active FTP” or “Passive FTP”. Some LinkSys and other routers require you to use Passive FTP mode only. Starting in version 5.16.033 the program has a setting in the Vendor EO tab for “Use Passive FTP”. If you’ve received an error message saying you may have a firewall setup issue please check the “Use Passive FTP” option and try your order again. A screen shot is provided below.



Special Notes about Pubnet

Lastly, some vendor setups such as Pubnet vendors require special attention.

- If you do not already have an account with Pubnet please visit <http://www.pubnet.org/register/retregister.html>
- If you have a Pubnet account already but have not yet signed up for the Instant Response vendors please visit <http://www.pubnet.org/scs/instantresponse.html>
- If you would like to enable additional vendors on your list of possible Pubnet Vendors please visit <http://www.pubnet.org/about/publist.html> for contact information. You must have added your particular distributor to your list of available vendors on the Pubnet system. Contact Bruce Miller for assistance.
- For any assistance on getting setup with your Pubnet account please call Bruce Miller (908-219-0053) or Paul Shannon (908-219-0067).

Checking the status of a Pubnet Order

Occasionally an order may be sent to a pubnet vendor where a confirmation does not come back right away, this is most typical with non-instant response vendors. It's useful to be able to check the Pubnet DCTS (document cycle tracking system) for the status of your order before trying to pickup a confirmation. Similarly you can check this system when there is concern that an order may not have been sent completely.

- To log into the DCTS system you will need your SAN number and FTP Password. These can be found in the Master Files | Vendors | EO tab of your Pubnet vendor, under the fields “USER ID” and “PASSWORD”.
- Go to www.pubnet.org and click on the blue button on the top right of the screen marked “DCTS Login”.
- Enter in the USER ID into the “Organization” and “User” field and the Password into the “Password” field (uppercase).

- From there you can click on the “Document Selection” option, then set your date range filters and click on Submit.
- In the list of documents that will appear any that have a Type of PO are the orders themselves. A Type of POA indicates a Confirmation.

If you continue to experience EO problems, please note the PO #, Vendor, exact details of the messages received and contact Support@anthology.com. You may wish to go to Tools | Options | Support Log Sender first and send a copy of your “EO Files” and “EO Log” before attempting a new order. This will help your tech analyze the issue and help you find the source of the problem.