

SellerDeck Business Plus Version

Installation Guide





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Note: This guide covers SellerDeck 2013 created by SellerDeck. All the screen shots are taken from SellerDeck SD 2013.

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Introduction

Overview

This document contains the instructions required to install SellerDeck Business Plus on your network. SellerDeck Business Plus Version will now be referred to as 'BP 2013' throughout the remainder of the guide.

This guide details the setup and configuration of your LAN for the operation of Business Plus. See Appendices for details on shared drive setup.

A troubleshooting section is provided in the Appendices.

More information on the operation of Business Plus can be located by going to 'Help | Help Topics | Index' and looking up 'Multi User Order Processing' in SellerDeck.

System Requirements

Hardware Requirements

Vendor PC

Windows XP (service pack 2), Vista or Windows 7

1GB RAM (2GB for Vista and Windows 7)

Minimum 1 GHz processor recommended (2 GHz or faster for sites with over 5000 products)

Internet Explorer 6 or higher

120MB available hard disk space

65536 colour display recommended

Web site

Windows, UNIX, or Linux Server

Perl 5.004 or later (MD5 Perl module recommended; Perl 5.10.0 is not supported)

User-writable CGI bin

Min. 20MB process memory recommended

Network Requirements

100 MBP 2013s or greater Local Area Network. Not recommended for use on a Virtual Private Network (VPN) or wireless solutions.

BP 2013 requires access to a shared database. This database must be located on a shared drive that has 'Full Control' permissions available to all installations of BP 2013 on the network. Please see the Appendices later in this document for more details on setting permissions.

Operating System and Environment

Windows XP Professional (service pack 2 and above) or Home using either FAT32 or NTFS filesystem. Windows Vista (Business and Ultimate) and XP Professional editions allow 9 concurrent users to access MultiUser, while Vista Home edition and XP Home edition there is a limit of 4 concurrent users. Windows 7 Professional and Ultimate editions allow up to 20 concurrent users. Administrative access to the PC is required for all installations and operation of BP 2013. Internet access. Internet Explorer v6 (and higher).

Each installation of BP 2013 requires a separate licence key. Contact SellerDeck Sales for additional keys.

Installation Process

Planning your Installation

When you have purchased a copy of BP 2013 for use in a MultiUser environment, you will be provided with two different types of licence key – a BP 2013 key and BP 2013 User keys. The number of BP 2013 User keys you are provided with depends on how many additional users you have purchased.

BP 2013 also comes supplied with an RTS key for Real Time Stock synchronisation. This will be covered later in the guide.

The first machine you setup should be the one you will use most of the time, and will be licensed as the BP 2013 machine. Subsequent machines that are used to connect to the shared site data will be licensed as BP 2013 User machines.

If you use SellerDeck Link, SellerDeck Link must be installed on the same machine as both an installation of BP 2013, and the database. Sage link can be located on another machine, so long as this other machine is on the same network as BP 2013. Only install Link on one machine.

During installation, you will be given the choice between 'Upgrade Previous version site's by a tick box – an 'Upgrade Installation' or if the tick box is left unchecked this will do a full 'Clean Installation' of SellerDeck 2013 running side by side with any previous versions of SellerDeck.

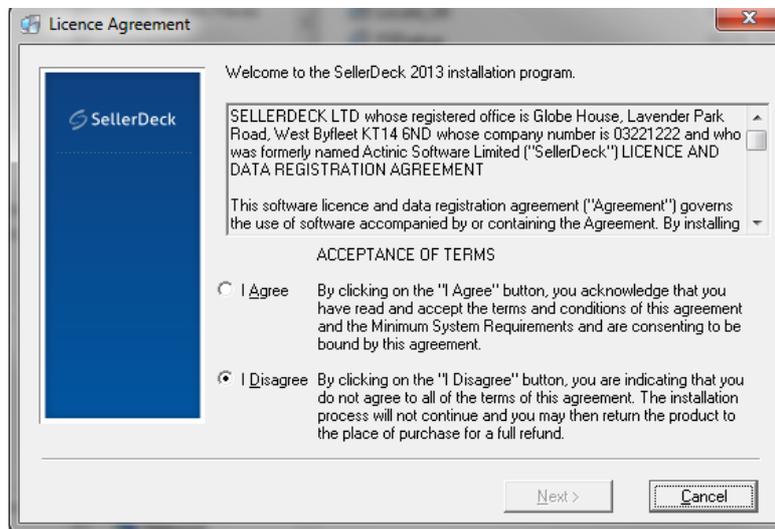
You need to carry out a 'Clean Installation' if you want to create a brand new SellerDeck BP 2013 Multi User Site, or you want to install BP 2013, and then subsequently import a snapshot containing an existing SellerDeck site.

You need to carry out an 'Upgrade Installation' if you have a SellerDeck site on your PC which you want to upgrade whilst you are installing SellerDeck BP 2013.

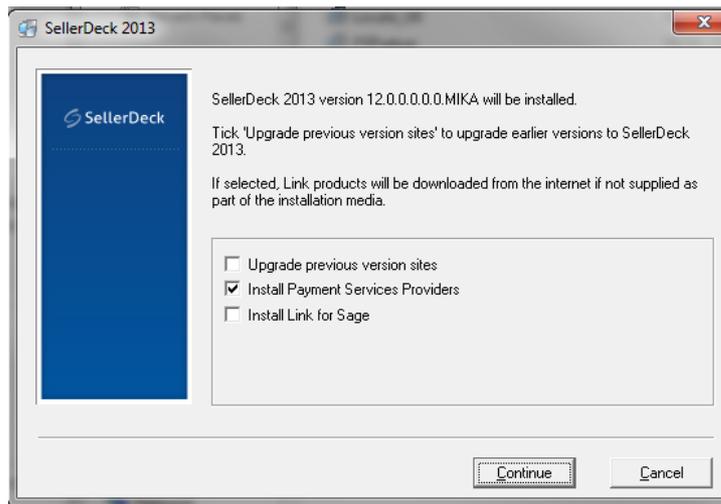
Installing on the BP 2013 Machine

To initiate the installation on your PC, do the following:

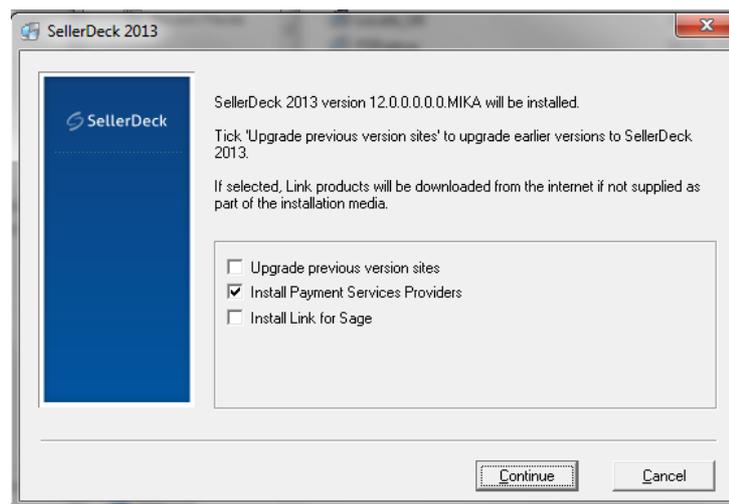
1. Make sure all versions of SellerDeck are closed prior to starting the installation.
2. Start the SellerDeck 'setup.exe' installation wizard. This can be found either on the CD if one has been supplied or from the download via our website <http://www.SellerDeck.co.uk/index.php/support/category/ecommerce-software>
3. It is recommended you read the 'Licence Agreement' and 'Data Protection' statements before agreeing to them. Please tick "I Agree" then click "Next".



4. You will have the choice to either 'Upgrade previous version sites', "install payment services providers" or "Install link for sage". If you leave "Uppgrade previous version sites" un ticked then SellerDeck 2013 will just be installed side by side with your previous SellerDeck version (this is the recommended option).

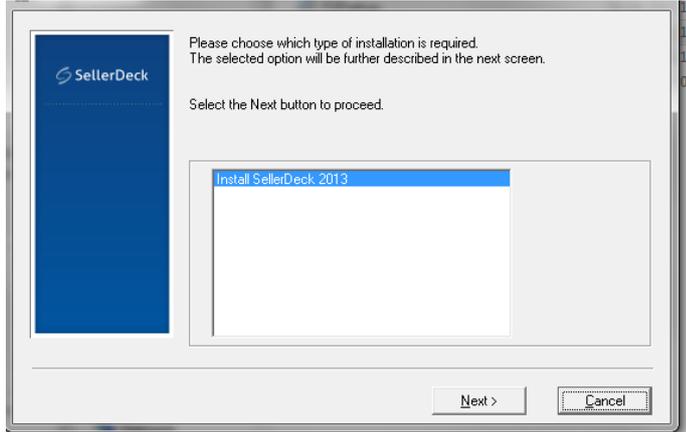


5. If "SellerDeck Link for Sage Line 50", is required, check the relevant checkbox "Install Link for Sage", then click 'Continue' If SellerDeck Link is being installed, it should be installed on the machine that will have the BP 2013 shared database on.

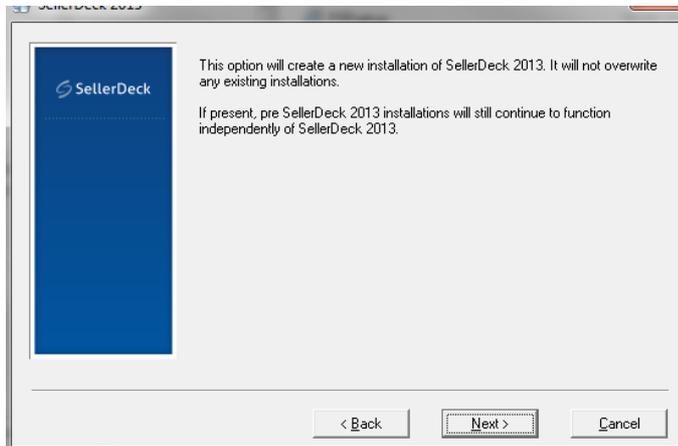


6. BP 2013 will prompt you with the option to tick or un tick 'Upgrade previous version sites' if you leave this tick box un ticked then SellerDeck will do a clean install of SellerDeck 2013 (recommended option) or if you tick this option then it will upgrade your previous sites and version of

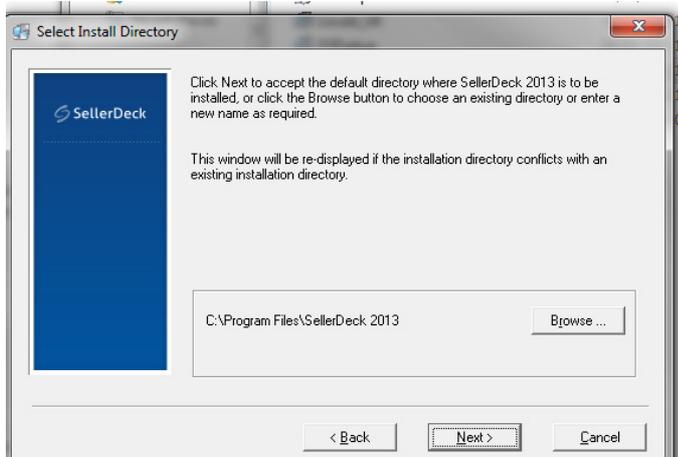
SellerDeck.



- 7. You will now see a message saying that the option you selected will create a new installation of SellerDeck 2013 and if there are any previous versions in the machine they will not be affected and will continue to work as normal. Click "Next"



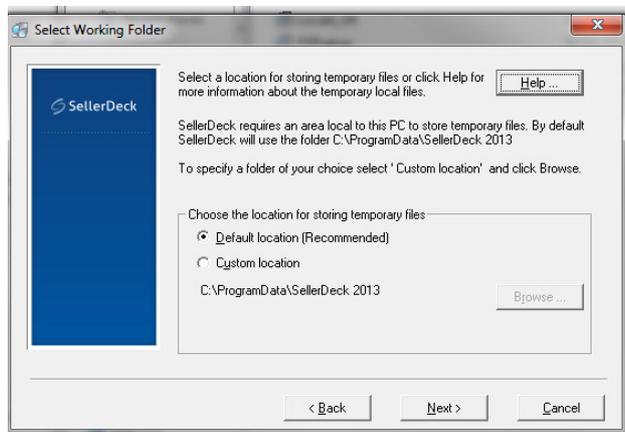
- 8. Next, you can choose where to install your SellerDeck 2013 installation or you can leave it as the default location specified (this is the recommended option).



- 9. If an 'Upgrade Installation' has been selected, you will be required to select the site(s) that you wish to upgrade. When done click 'Next>'. If you are doing a 'Clean

Installation!, skip to point **Error! Reference source not found.**

10. If you have more than one site, BP 2013 will prompt you to select a primary site. This is the site that will be active the first time BP 2013 is started. Make your selection and click 'Next>'.
11. Next, you can choose where you would like to have your 'Sites' directory. This is the directory where your individual 'Site' folders will be stored (this includes all site information and databases etc)

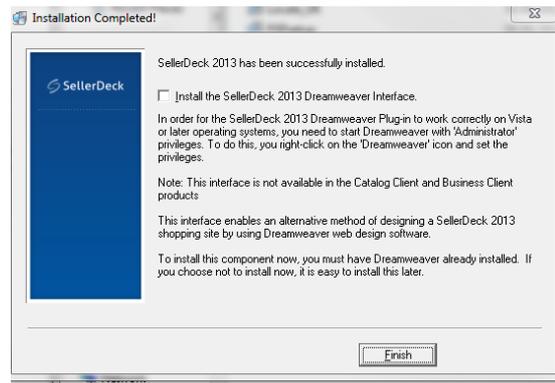


12. Once the main part of the installation has completed, BP 2013 may prompt you to install the PSP and/or SSL components, choose 'Install Now' when prompted.
13. Please enter the registered user's full name and registered user's company name then click "Next".

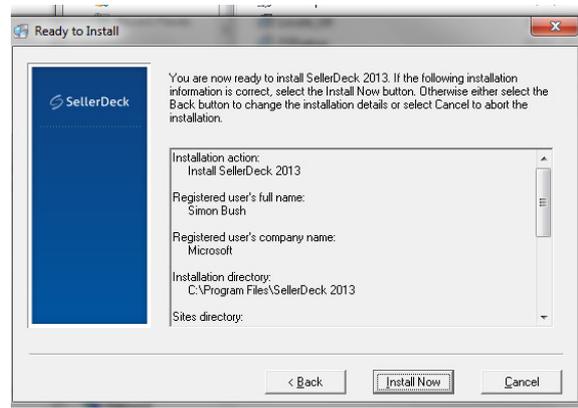


14. If you wish to use Dreamweaver to create your own designs for SellerDeck, the Dreamweaver Extension should be installed when prompted. SellerDeck recommend that the extension is only installed on the 'BP 2013' machine. Also make sure that any images that are

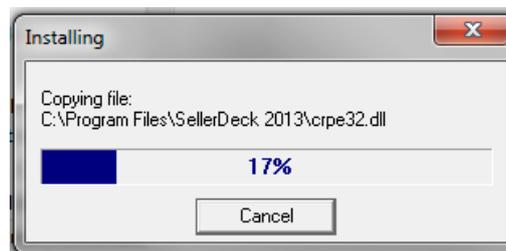
used in the external design are saved into the root of your site, e.g. 'Site1' folder.



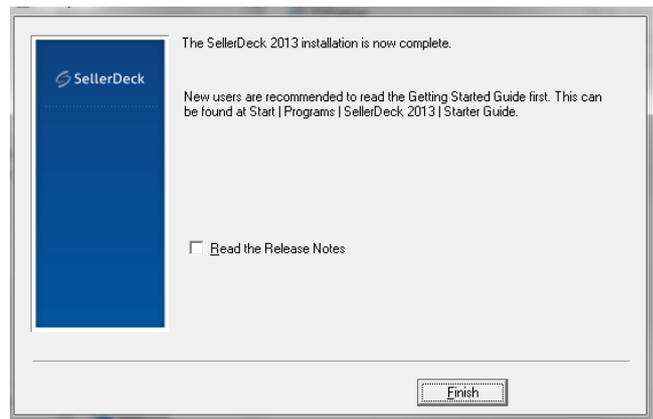
15. Please check the information you have put in then click install now.



16. You will see the installing box appear and once at 100% will be complete.



17. You will now see the SellerDeck 2013 installation completed window. You click check the “read the release notes check box if you wish (this will show you what has been changed in SellerDeck 2013. Then click the “Finish” button to finish the installation.



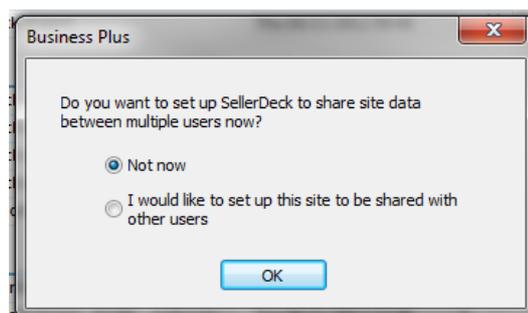
Important note for firewall users: If you receive a warning from your firewall stating that Catalog.exe is attempting to access the Internet, or Catalog.exe is behaving as a server, please allow it. Most firewalls have a 'Remember this setting' feature, select it. Failure to do this will result in continuous security warnings whilst using BP 2013.

Please also check that you have enabled/opened ports within your firewall settings (please see the port list as numbers will be different depending on the version of SellerDeck you are running). Go to 'Control Panel | Windows Firewall | Exceptions | Add port' to do this. For other firewall applications please consult your vendors' documentation on how to do this.

18. If an 'Upgrade Installation' has been run, the 'Site Upgrader' will start. If you are not doing an upgrade you will now be presented with the 'Please Log On' window.

To login for the first time, leave the 'User Name' as 'Administrator' and enter the password as 'Administrator'.

19. BP 2013 will now start. The first screen you should see after entering the authorisation key will ask you if you would like to share the site data now, or later:



20. If you choose to set up sharing later, all you need to do when you are ready to share the data is go to 'File | Multi User Options | Share this sites data' in SellerDeck.

Adding Users

It is recommended that the users are setup at this stage by going to the 'Settings | Users' menu.

To install BP 2013 on subsequent machines on your network, see Installation on Subsequent BP 2013 User Machines on page 8.

Installation on Subsequent BP 2013 User Machines

This section details how to install the machines that will connect to the shared data. These will be referred to as the BP 2013 User machines – or BP 2013U.

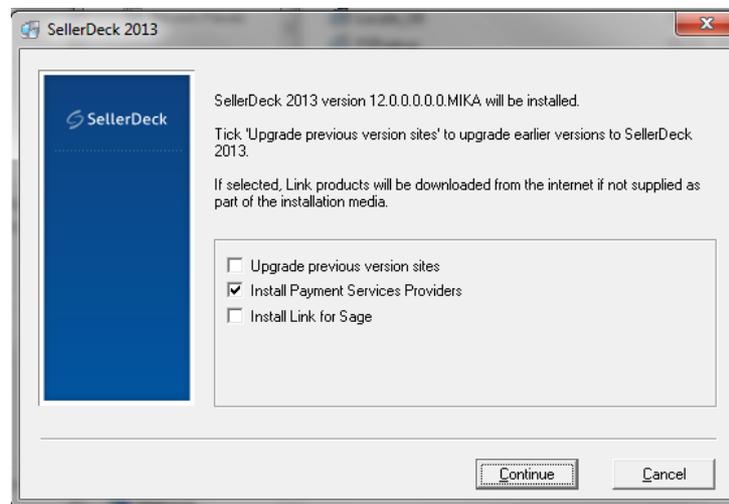
Make sure all versions of SellerDeck are closed before commencing the installation.

To initiate the installation on your PC, do the following:

1. Start the SellerDeck 'setup.exe' installation wizard. This can be found either on the CD if one has been supplied or from the download via our website <http://www.SellerDeck.co.uk/index.php/support/category/ecommerce-software>.

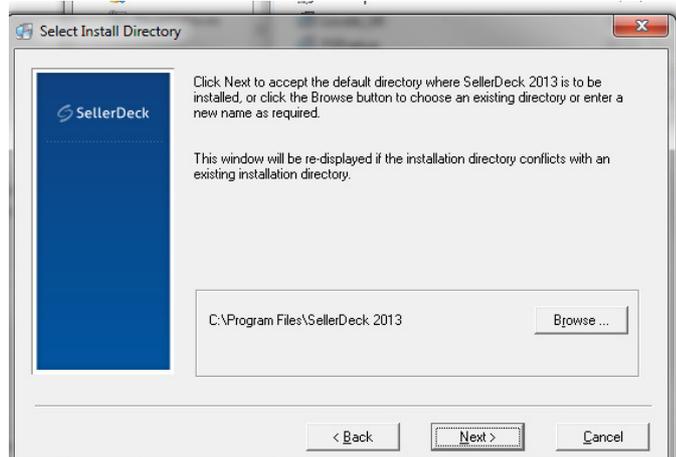
Please note: Business and BP 2013 use the same installation files and procedure. It is just your authorisation key that determines which 'version' you have.

2. You will have the choice to either run a 'Custom Install' or a 'Standard Install'. A 'Standard Install' is recommended. The 'Custom Install' allows the removal of certain components from the installation. You must install the same set of components on each installation of BP 2013 on each machine.
3. Say no to install SellerDeck Link for SellerDeck Link , as this should be installed on the main BP 2013 machine.



4. BP 2013 will prompt you with the options to either 'Upgrade previous sites', if you have a previous version of SellerDeck, it will provide you with the option to upgrade. If you do not select this then the full installation of SellerDeck 2013 will be installed side by side with your previous versions. Click 'Continue'.

5. You can choose a location to install SellerDeck to by clicking 'Browse', or you can accept the default. This is not the shared part of the application and should be installed on the drive of the local machine. It is recommended to stick to the default location at this point.



6. You will be asked to enter your company details, do so.
7. Once the main part of the installation has completed, BP 2013 may prompt you to install the additional components, choose 'Install Now' when prompted. If you have run a 'Custom Install' and have not chosen to install the additional components, you will not see this part of the installation.
8. SellerDeck will prompt you to install the Dreamweaver Extension. It is not recommended for the extension to be installed on anything but the 'BP 2013 machine'.
9. Once BP 2013 User has been installed, and a valid licence key has been entered; you will be prompted to connect to an existing site.



Browse to the shared 'Sites' directory and click 'Connect'.

10. The BP 2013 User machine will now connect to the SellerDeck Synchronisation Server running on the BP 2013 machine.

For Synchronisation Server errors please refer to the Troubleshooting section at the end of this document.

Important note for firewall users: If you receive a warning from your firewall stating that Catalog.exe is attempting to access the Internet, or Catalog.exe is behaving as a server, please allow it. Most firewalls have 'Remember this setting' feature, select it. Failure to do this will result in continuous security warnings whilst using BP 2013.

11. Wait a few moments, and then the login dialogue will appear. You can login as the default 'Administrator' user by entering a 'password' of 'Administrator', or you can login as a user that was created during the first installation of BP 2013.
12. Repeat the process from page 11 until the desired number of machines have received the Business Plus.
13. Once the 'sites' folder has been shared on the network, (see page 15 for information on how to achieve this), you will need to ensure that all the installations of BP 2013 are pointing at the same 'sites' folder. Go to 'File | Sites' then click the 'Sites Directory' button. See the 'Setting Up Multi Order Processing' in SellerDeck's built in help for more information.

Notes On Upgrading A Business Plus

If you have previously installed BP 2013 and wish to upgrade it, ie by installing a later version, please follow these instructions.

1. Warning, before starting an Upgrade, a snapshot must be taken.
2. Run the BP 2013 installer and choose 'Upgrade previous version sites' when prompted.
3. Make sure all users are logged out.
4. To carry out the procedure on the 'BP 2013' machines, Run the BP 2013 installer and choose 'Upgrade previous version sites' when prompted..
5. Once installed, start BP 2013, re-enter your licence key.

Appendices

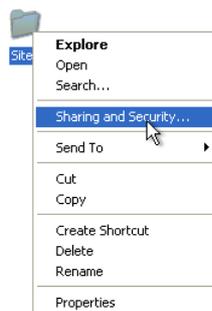
How to Share Folders and Set Permissions

Depending on what operating system you use, and whether you are on a domain or not affects how folder shares are setup. This section details how to share folders within these different environments. We will use the SellerDeck's Shared Sites folder as an example, but could quite easily apply to any folder you wish to share.

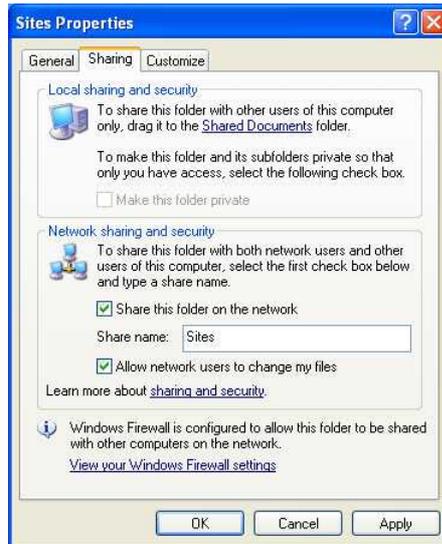
Windows XP – Using Simple File Sharing

Simple File Sharing is enabled by default if you are not on a domain. It doesn't provide the flexibility of 'Advanced File Sharing' but is simpler to setup your share.

1. Locate the Sites Folder you wish to share in Windows Explorer, by default this is within 'My Documents\SellerDeck 2013'.
2. Right click on the 'Sites' folder and select 'Sharing and Security'. The 'Sites Properties' window will appear.



3. Tick 'Share this folder on the network', and also tick 'Allow network users to change my files'. You can change the 'Share name' to something more descriptive if you wish, when done click 'OK'.



Note: If you are sharing a folder for the first time on this PC, it is likely that sharing will not be enabled. It is simple to tell as the 'Share this folder on the network' checkbox in the window above will be replaced with a 'Network Setup Wizard' link. You will need to click the link and make your way through the Wizard to enable sharing.

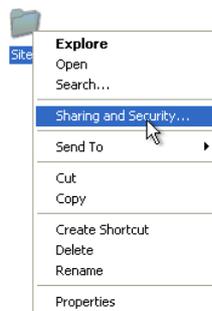
4. The 'Sites' folder should now have a small hand under it to indicate that it is now shared.



Windows XP – Advanced File Sharing

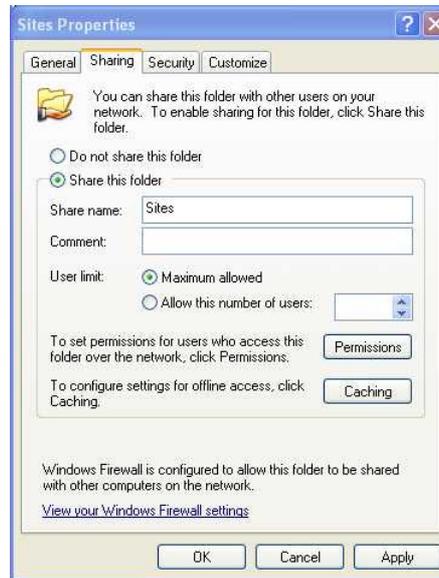
If you are connecting to a Domain, 'Simple File Sharing' will be disabled and cannot be enabled, so 'Advanced File Sharing' must be used. Whilst it is more complex to setup, it does give the benefit of choosing exactly who on your network has access to the share.

1. Locate the Sites Folder you wish to share in Windows Explorer, by default this is within 'My Documents\SellerDeck 2013'.



2. Right click on the 'Sites' folder and select 'Sharing and Security'. The 'Sites Properties' window will appear.

3. Make sure the 'Sharing' tab is selected, and then select the 'Share this folder' radio button. You can enter a more descriptive 'Share Name' if you wish.



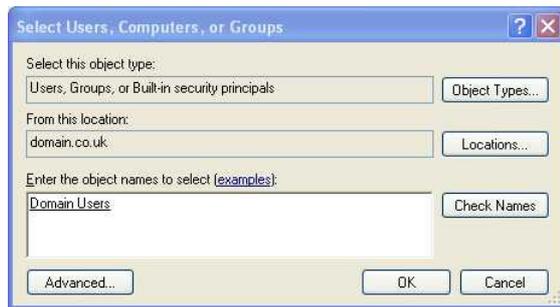
4. Click the 'Permissions' button, the 'Permissions' window will appear. By default this has the user 'Everyone' in it.



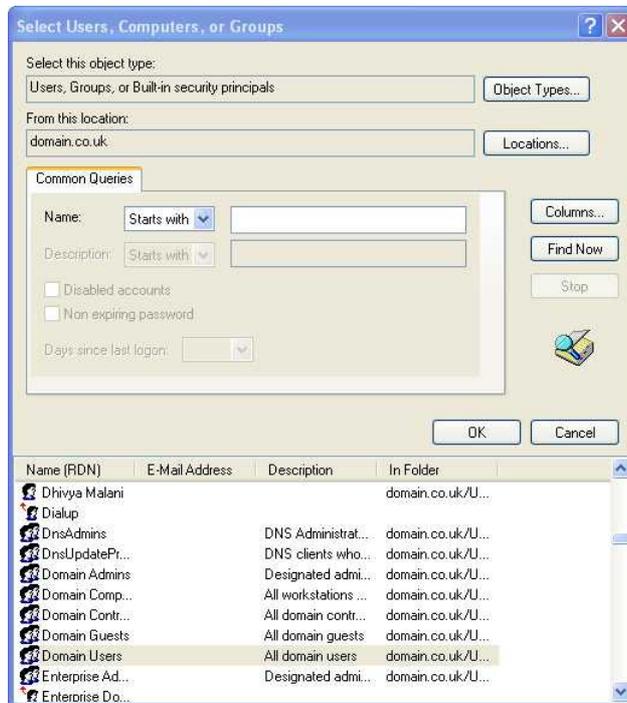
Note: For security reasons, SellerDeck recommends the 'Everyone' user is removed and individual users or groups of users are added instead.

5. Highlight the 'Everyone' user and click 'Remove'. The 'Group or user names' box will now be empty.
6. Click the 'Add' button, the 'Select Users, Computers or Groups' window will appear.
7. If you know the name of the user or group you wish to add, type it into the 'Enter the object names to select' box. If you wish to add more than one user, separate them with a semicolon ';'. In the example below 'Domain Users' has been added meaning everyone who logs onto the domain can access the share. When done click 'OK'. If you do not know the name of the user and want

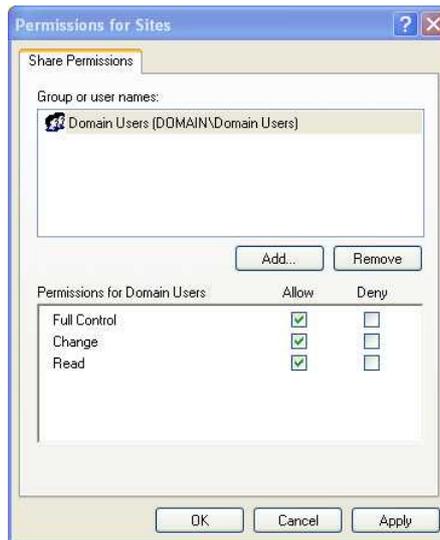
windows to help you find it, read point 8 below, else skip to point 9.



8. If you don't know the name of the user or group you wish to add, click the 'Advanced' button on the 'Select Users, Computers or Groups' Window, and then click 'Find Now'. You can then select the user(s) required. You can select multiple users by holding down the 'CTRL' key whilst left clicking the usernames. When done click 'OK'.



9. The 'Permissions' window will reappear. Ensure 'Full Control', 'Change' and 'Read' are selected for each of your users or groups you wish to give access to. When done, click 'OK'.

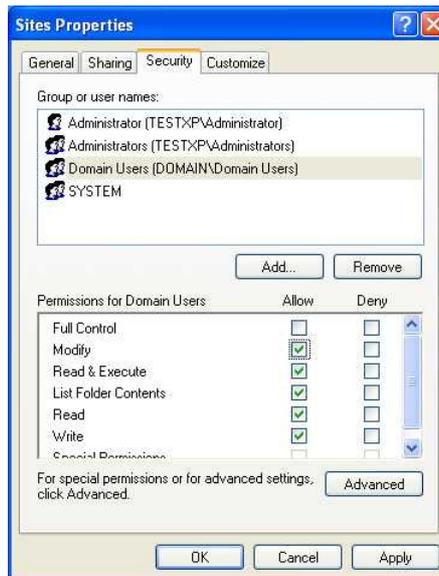


10. The 'Sites' folder should now have a small hand under it to indicate that it is now shared.



We now need to set the NFS permissions to complete our share. This is very similar to the steps already carried out to add our shared user to the folder.

11. Right click again on the 'Sites' folder, and select 'Sharing and Security'.
12. Click on the 'Security' tab on the 'Permissions' window and click 'Add'. Again add the users required to the list in the same way you added users earlier.
13. Once they are added, select the user you wish to grant access rights to in the 'Group or user names' box, then make sure the following permissions are ticked:
 - Modify
 - Read & Execute
 - List Folder Contents
 - Read



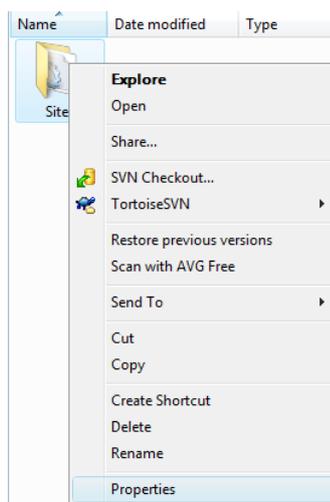
14. Repeat point 13 until you have granted permissions to the required users / groups.

Note: If you are using SellerDeck Enterprise, and the shared sites folder is not on the SQL Server Machine, you must enable the SQL Server Login User to have 'Full Control' of the shared folder, and 'Modify', 'Read', 'Write' and 'Execute' NTFS permissions.

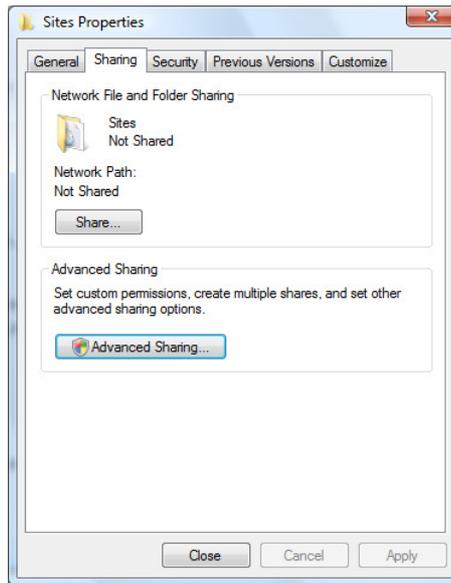
Sharing Under Windows Vista and Windows 7

1. Locate the Sites Folder you wish to share in Windows Explorer, by default this is within 'My Documents\SellerDeck 2013'.
2. Right click on the 'Sites' folder and select 'Properties'.

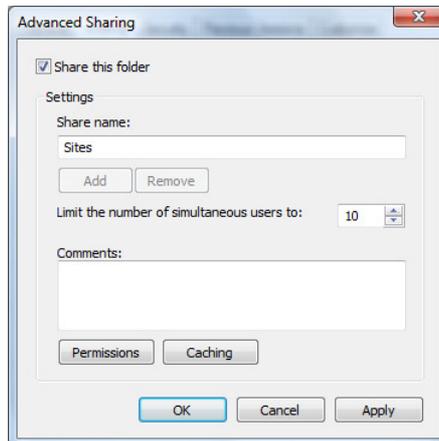
Note: It is recommended to select 'Properties' rather than 'Share', as selecting 'Share' can take some time before the computer responds.



3. Click the 'Sharing' tab and then click the 'Advanced Sharing' button. If you have 'User Account Control' enabled you will need to click 'Continue' on the 'Windows needs permission to continue' dialogue.



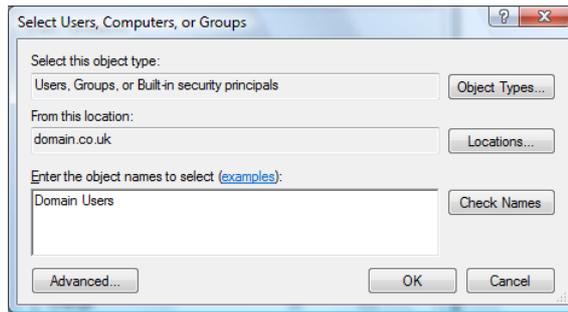
4. Tick the 'Share this folder' checkbox. You can add a more descriptive 'Share Name' if you wish.



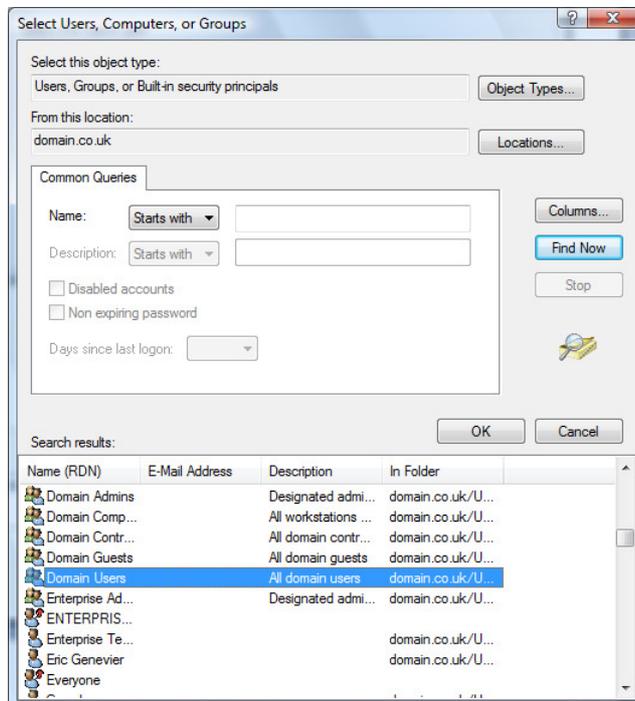
5. Click 'Permissions, the 'Permissions' window will appear.

Note: For security reasons, SellerDeck recommends the 'Everyone' user is removed and individual users, or groups of users are added instead.

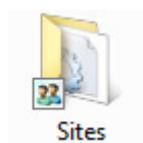
6. Highlight the 'Everyone' user and click 'Remove'. The 'Group or Usernames' box will now be empty.
7. Click the 'Add' button, the 'Select Users, Computers or Groups' window will appear.
8. If you know the name of the user or group you wish to add, type it into the 'Enter the object names to select' box. If you wish to add more than one user, separate them with a semicolon ';'. In the example below 'Domain Users' has been added meaning everyone who logs onto the domain can access the share. When done click 'OK'. If you do not know the name of the user and want windows to help you find it, read point 9 below, else skip to point 10.

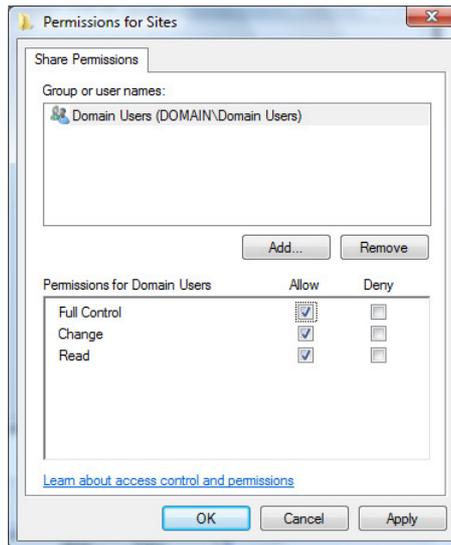


9. If you don't know the name of the user or group you wish to add, click the 'Advanced' button on the 'Select Users, Computers or Groups' Window, and then click 'Find Now'. You can then select the user(s) required. You can select multiple users by holding down the 'CTRL' key whilst left clicking the usernames. When done click 'OK', and then click 'OK' again.



10. The 'Permissions' window will reappear. Ensure 'Full Control', 'Change' and 'Read' are selected for each of your users or groups you wish to give access to. When done, click 'OK', click 'OK' again on the 'Advanced Sharing' window, then click 'Close'.
11. The sites folder should now have a small icon with two heads on it to show it is shared.



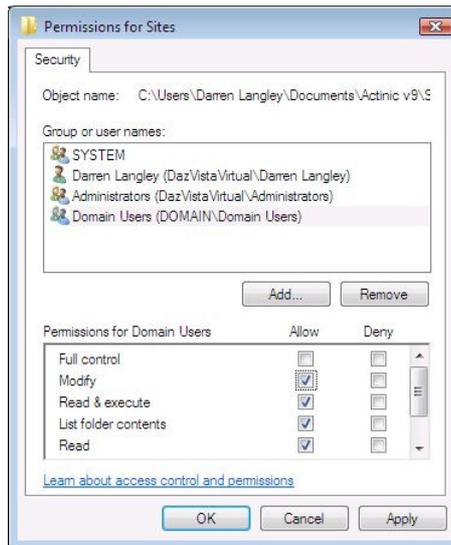


12. The 'Sites' folder should now have a small hand under it to indicate that it is now shared.



We now need to set the NTFS permissions to complete our share. This is very similar to the steps already carried out to add our shared user to the folder.

13. Right click again on the 'Sites' folder, and select 'Properties'.
14. Click on the 'Security' tab on the 'Permissions' window and click 'Edit'. Again add the users required to the list.
15. Once they are added, select the user you wish to grant access rights to in the 'Group or user names' box, then make sure the following permissions are ticked:
 - Modify
 - Read & Execute
 - List Folder Contents
 - Read



- Repeat point 15 until you have granted permissions to the required users / groups.

Note: If you are using SellerDeck Enterprise, and the shared sites folder is not on the SQL Server Machine, you must enable the SQL Server Login User to have 'Full Control' of the shared folder, and 'Modify', 'Read', 'Write' and 'Execute' NTFS permissions.

More Information on Sharing

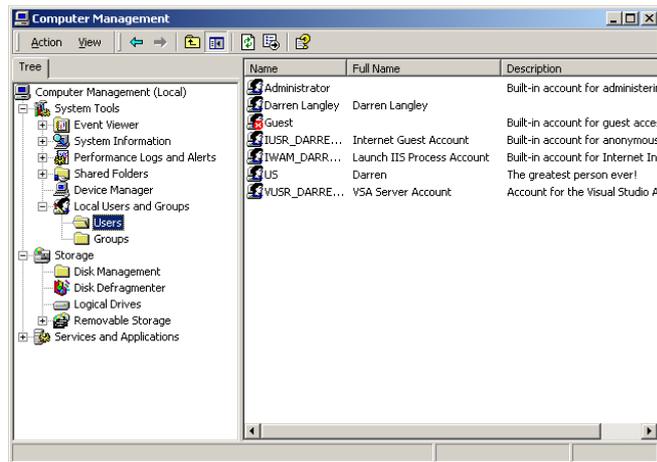
More information on folder sharing can be found in the following Microsoft Knowledge Base article:

<http://support.microsoft.com/kb/304040>

Important Notes for Workgroups

If your network is a workgroup, and you wish to only grant permissions to individual users, rather than a built user such as the 'everyone' user, you will need to make sure all users have access to the shared drive. To do this:

1. Go to the machine that contains the share, then go to the 'Start' menu, select 'Control Panel'. Open 'Administrative Tools', and then open 'Computer Management'. Expand 'System Tools', then 'Local Users and Groups'.



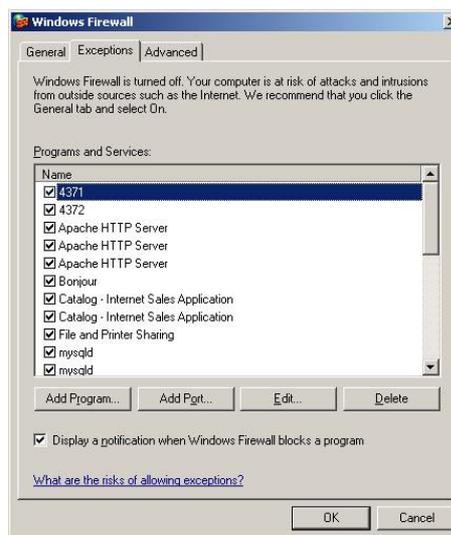
2. Right click on the 'Users' folder and select 'New User'. Enter the same 'Username' and 'Password'. This username and password must be the same as the username and password on the computer that will be connecting to the share.
3. Repeat point 2 until the required number of users are added.

Windows Firewall Settings

Since Windows XP, Microsoft have included a firewall built into the OS. Windows XP and Windows Vista use the same interfaces but Windows 7 is a bit different.

Windows XP and Vista

1. Go to 'Control Panel | Windows Firewall | Exceptions'.



2. You need to ensure that SellerDeck is in the 'Programs and Services' list. It often appears as 'Catalog - Internet Sales Application'. If it is not in the list, click 'Add Program' to add it.
3. You also need to make sure that Ports 54377 & 54378 are open. To do this, click the 'Add Port' button.

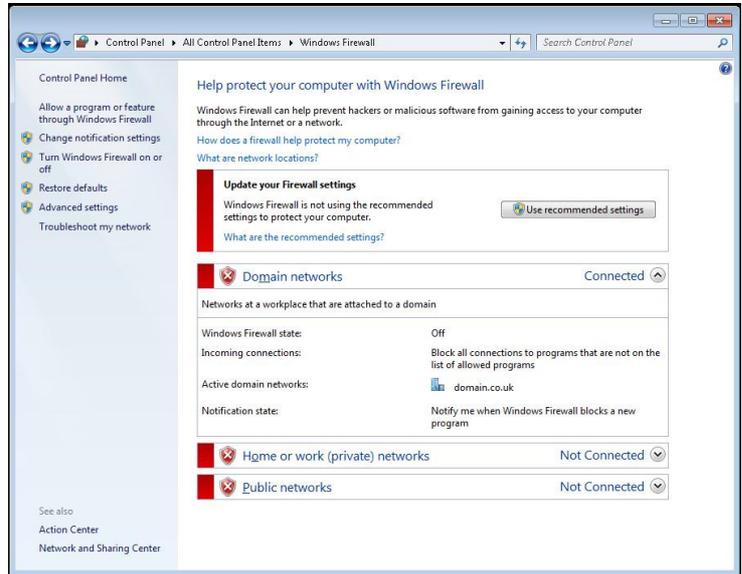


Name and number the ports accordingly (54377 & 54378).

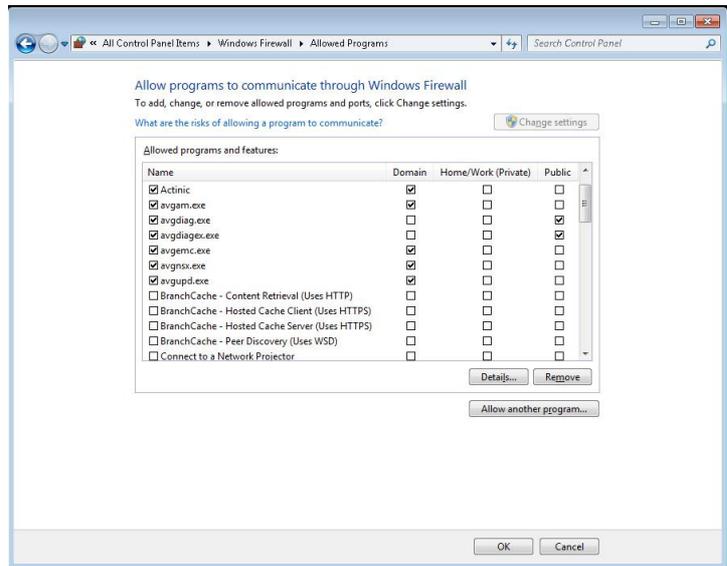
4. Once you have added the exceptions and the ports, Close the Windows Firewall.

Windows 7

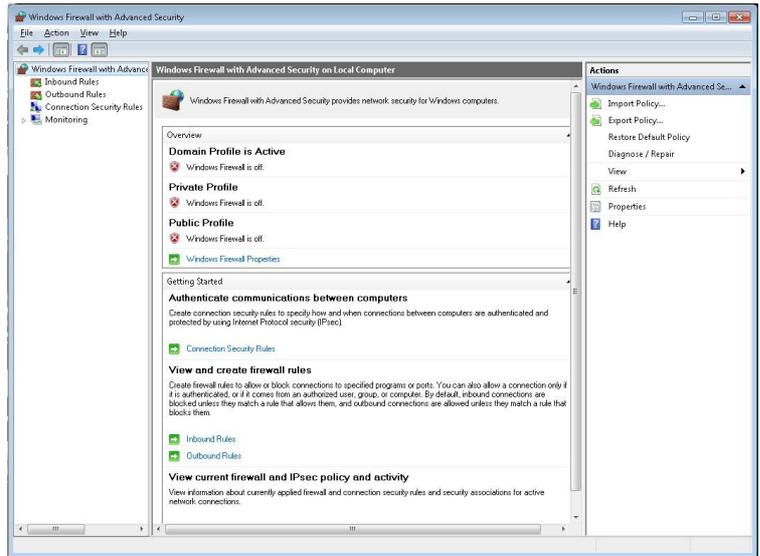
1. Go to 'Control Panel | Windows Firewall' and choose 'Allow a program or feature through Windows Firewall' on the left side.



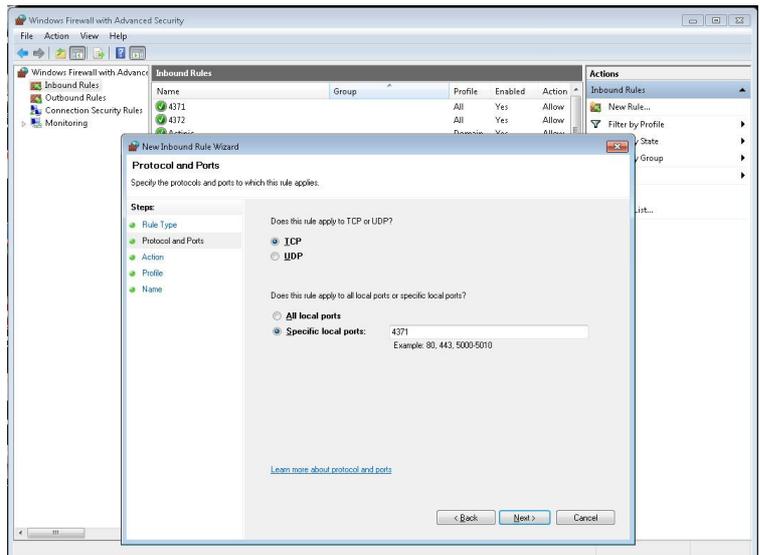
2. To add SellerDeck to the exceptions list click 'Allow another Program'.



3. Once you have pressed ok, you will be taken back to the first screen. Now you need to open the ports. In Windows 7 you need to first click on 'Advanced Setting' on the left.



4. Now click 'Inbound Rules' on the left and then 'New Rule...' on the right. Select 'Port' and press next. Now select 'Specific local ports:' and enter 54377 & 54378. Then press next and select 'Allow the connection'. Repeat this step for port number 54377 & 54378



5. Now do the same as above for 'Outbound Rules'
6. Your Windows Firewall is now setup.

Port Numbers for SellerDeck 2013 and previous versions

V9
(4372 & 4371)

V10
(4373 & 4374)

V11
(54375 & 54376)

V12
(54377 & 54378)

These port numbers must be used in the outbound and inbound rules

Troubleshooting

Problem:

Unable to locate selected database.

Resolution:

Make sure the network share is still connected. Open 'Windows Explorer' and make sure you can access the shared drive.

Check that access to BP 2013 is not blocked by a firewall. If prompted by a firewall to 'Allow Catalog access to the Internet', (or words to that affect), allow it and choose the 'Remember Me' function.

Problem

Unable to connect to Synchronisation Server.

Solution

This error appears if the SellerDeck Synchronisation Server is not running on the BP 2013 machine.

Go to 'Start | Run' and type 'Services.msc'

This will open the Services running in Windows. Find 'SellerDeck Synchronisation Server' and restart it. If it is not in the list, please ensure that SellerDeck BP 2013 is set to share site data (see How to Share Folders and Set Permissions)

Please also check that the IP address of the Sync Server is correct. To do this, in SellerDeck, go to 'Settings | Synchronisation Server'

Also check the ports 54377 & 54378 are open on all machines within your SellerDeck Business Plus.

It is also worth checking with the customer if they are on a wireless network. Wireless frequently drops out and can cause sync server connection problems. Suggest they connect to the network via a cable and re-test.

Problem

Cannot find shared sites folder or no site data found

Solution

This can happen if the 'Sites' folder has not been shared properly on the BP 2013 machine (see How to Share Folders and Set Permissions) or the BP 2013U machine is attempting to connect to the wrong Sites folder.

Please ensure the permissions are set correctly and that you have mapped the Sites folder as a network drive on the BP 2013U machine.

Please also ensure you are connecting to the correct Sites folder and there is Site data in there.

If running Windows Vista, please turn off UAC (User Account Control) from the control panel.

Please check that ALL sites are set to share the site data. If you haven't, you may find that BP 2013U is attempting to connect to the site that isn't shared, therefore not finding any sites to connect to.

Problem:

Users being logged out and BP 2013 not correctly displaying orders being edited on each machine under the 'User' tab in the 'Orders' screen.

Solution:

Ensure all machines on the network are either all assigned to use the network DHCP server or are manually assigned IP addresses. A mixture of the two will cause problems.

This problem can also be caused if the PC has a simultaneous wireless and cable network connection.

Problem:

My upload takes a long time and the automatic preview is slow

Solution:

SellerDeck recommends that the machine that is used most heavily for uploading and downloading holds the BP 2013 database. Running the database across the network when uploading, particularly with a large site, will affect performance. Also try switching off the automatic preview.

Problem

The site uploads in full each time I upload from a different machine.

Solution

This is because 'Compact HTML\CGI' is unticked under 'Design | Options | Miscellaneous' Login to each Business Plus as an administrator and uncheck the box.

Problem

Why if 2 or more administrators are logged in at the same time, only one can perform Catalog maintenance, i.e. adding products.

Solution:

SellerDeck is working as designed; only one administrator can have administrative rights at any one time. If another administrator logs in at the same time as another administrator, they will have order processing privileges only.

Problem

When starting BP 2013 on a remote machine, I get an error that reads:

'SellerDeck failed to open the database DSN= SellerDeckCatalog12. The database may be corrupt or the version may be newer than expected. This prevents SellerDeck working.'

Solution

This problem can occur because the database has become corrupted or because the permissions have become reset. To repair the database you will require 'Microsoft Access 2000, 2003 or 2007'. If you do not have one of these versions of Access, contact SellerDeck Technical Support. Under no circumstances must another version of Access be used.

Resetting permissions only:

1. Make sure all instances of BP 2013 are closed.
2. With Windows XP Pro right click on the 'SellerDeckCatalog.mdb', select 'Sharing and Security' then set the permissions accordingly. See page 15 for more information.
3. For Windows XP Home edition the database must be cut from the site folder, copied into the 'Shared Documents' area on the machine, then copy back to the site folder. It is imperative that SellerDeck is closed during this process, we also strongly recommend you make a backup of the database prior to cutting it.
4. Restart SellerDeck, if the problem persists then the database is probably corrupted. To repair it, follow the instructions below.

Repairing the database using Microsoft Access 2000/2003

1. Make sure all instances of BP 2013 are closed.
2. Open Access 2000.
3. Select 'Tools | Database Utilities | Compact And Repair Databases'.
4. Select the 'SellerDeckCatalog.mdb' file from your shared Site folder.
5. Enter a new filename for the compacted database
6. Once the database has been compacted, close Access, make a backup of the original 'SellerDeckCatalog.mdb' in the site folder and keep it safe, then delete the 'SellerDeckCatalog.mdb' from there.
7. Rename the file that was created in point 5 to 'SellerDeckCatalog.mdb'
8. Before starting SellerDeck, you will need to reset the permissions on the 'SellerDeckCatalog.mdb' as the compact and repair resets them to default. See the above instructions on Resetting permissions only.

Repairing the database using Microsoft Access 2007

1. Make sure all instances of BP 2013 are closed.
1. Backup your existing SellerDeckCatalog.mdb database (this will be in the site folder).

2. Open the SellerDeckCatalog.mdb database in Access 2007.
3. Click on the MS Office icon at the top left corner of the program. Go to 'Manage | Compact and repair database'.

Before starting SellerDeck, you will need to reset the permissions on the 'SellerDeckCatalog.mdb' as the compact and repair resets them to default. See the above instructions on Resetting permissions only.

Problem

It takes a long time for order reports to print

Solution

There may be a build up of old orders in the database, delete and purge the ones that are no longer required. Then compact the databases by going to 'Housekeeping | Compact Databases'.

Problem

SellerDeck hangs sometimes and becomes unresponsive, particularly if one of the users switches sites.

Solution

The upper limit of connections to the shared database may have been reached. The maximum number for Windows XP Home edition is 4 simultaneous users, whilst BP 2013 can support 9 concurrent users on Windows XP Pro and Windows Vista (Business and Ultimate editions).