



***HOW TO
Use Miva Merchant
Utilities***

Revision 1.1



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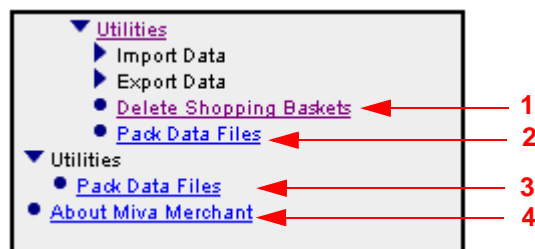
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HOW TO

Use Miva Merchant Utilities

There are three Miva Merchant store utilities and one Miva Merchant domain utility that you must use on a regular basis to keep your store operating efficiently. These utilities are:

- Delete Shopping Baskets
- Pack Data Files (for a store)
- Pack Data Files (for the domain)



1. Delete Shopping Baskets form is displayed.

A screenshot of the 'Delete Shopping Baskets: Tool Crib' form. The form has a title bar with the text 'Delete Shopping Baskets: Tool Crib' and a small icon. Below the title bar, there are two sections. The first section is labeled 'Delete:' and contains two radio button options: 'Expired' (selected) and 'All'. The second section is labeled 'Recover Order Numbers:' and contains two radio button options: 'Yes' (selected) and 'No'. At the bottom right of the form, there are two buttons: 'Delete' and 'Cancel'. Red arrows labeled 'a', 'b', and 'c' point to the 'Expired' radio button, the 'All' radio button, and the 'No' radio button, respectively.

- a. Expired - Click to remove expired shopping baskets only.

If a customer enters your storefront and begins to place an order, they are assigned an order number. If they decide not to complete the order, the order number will not be used until it is made available again.

When this happens, you may see your order numbers skipping one or two numbers. To make the order numbers available again, you need to delete the expired shopping baskets.

To delete the expired shopping baskets, simply click on the Delete Expired Shopping Baskets link. This will make the unused order numbers available for use again.

b. All - Click to remove all shopping baskets

There may be times when you wish to delete all shopping baskets, such as during maintenance. Click on this link and Miva Merchant will acknowledge that all shopping baskets have been deleted.

c. Recover Order Numbers

Click Yes to recover the order numbers assigned to the shopping baskets and use them for future orders.

Click No to leave the order numbers unused.

2. Pack Data Files (for a store)

When you delete records (products, customers, etc.), you are not deleting them entirely. You are “marking” the records for deletion. If you have removed several records, your database may become overburdened with these old records. To delete all the records that have been “marked” for deletion, use the Pack Data Files utility.

To pack your data files, simply click on the Pack Data Files link under your stores utilities. There is also a Pack Data Files utility under the domain.

Packing data files writes the contents of the database to a temporary file of those records that have not been marked for deletion. It then erases the original database and renames the temporary file to the original name. It then rebuilds the indexes to match the new database (with presumably fewer records). This can take some time if there are several records.

Because of the time it may take to pack your database, you should only pack your database when needed. You may also want to perform this task during a non-peak time for your storefront.

3. Pack Data Files (for the domain)

If you have more than one store, you can pack all of the data file in your Miva Merchant domain.

4. About Miva Merchant

This link displays a screen which gives you information about the version of Miva merchant you are running.

Miva Merchant v3.00

Miva Engine v3.7200



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Miva Merchant v3.x Domain License (Retail Version)
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