



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

Revision 1.4



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# HOW TO

## *Use Miva Merchant Utilities*

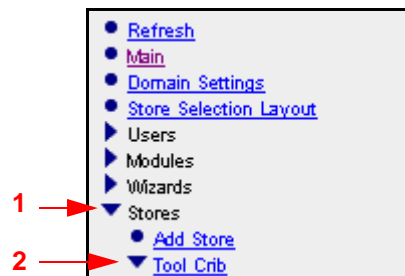
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There are Miva Merchant store utilities and a domain utility that you must use on a regular basis to keep your store operating efficiently. These utilities are:

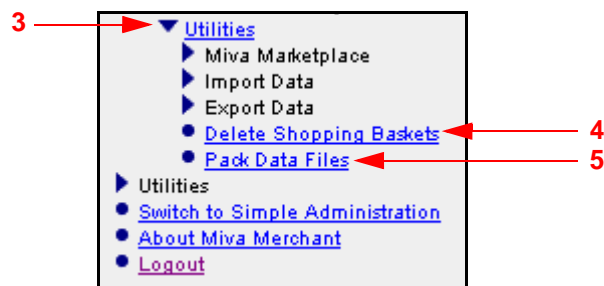
- Delete Shopping Baskets  
Deleting expired shopping baskets will recover your order numbers.
- Pack Data Files (for a store)
- Pack Data Files (for the domain)  
Packing data files will clean up previously removed data to keep your store and domain files from becoming overburdened with old data.

### Store Utilities

1. In the Administration menu, click the arrow next to Stores.
2. Click the arrow next to your store.



3. Under your store, click the arrow next to Utilities.
4. Select the Delete Shopping Baskets link to delete baskets. See “Delete Shopping Baskets” on page 2.
5. To clean up your store files, and keep it running efficiently, select the Pack Data Files link. See “Pack Data Files (for a store)” on page 3.



## Delete Shopping Baskets

When you delete Shopping Baskets, you have the option of recovering unused Order numbers.

1. Select the type of baskets to delete.

- 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.

- b. All - Click to remove all shopping baskets

There may be times when you wish to delete all shopping baskets, such as during maintenance.

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**Caution:** Before deleting all shopping baskets, put your store in Maintenance Mode.

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2. 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.

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**Note:** When a shopper leaves your store without buying anything — after having started the order process, that order number is skipped. (That is why you will see skipped numbers when you process orders.) Typically, you do not want to recover these order numbers. If you do not recover these numbers, then you can easily see the number of shoppers who left during checkout.

So, select **No** to Recover Order Numbers when you delete the expired shopping baskets.

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3. Click Delete.

4. Pack your store's Data Files. See the next section.

**Delete Shopping Baskets: Tool Crib**

Delete:  Expired ← 1a  
 All ← 1b

Recover Order Numbers:  Yes  No ← 2

3 →

## 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 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 may also want to perform this task during a non-peak time for your store, after putting your store into Maintenance Mode.

## Domain Selections

### Pack Data Files (for the domain)

Packing data files for the domain rebuilds the databases and indexes used at the domain level only.

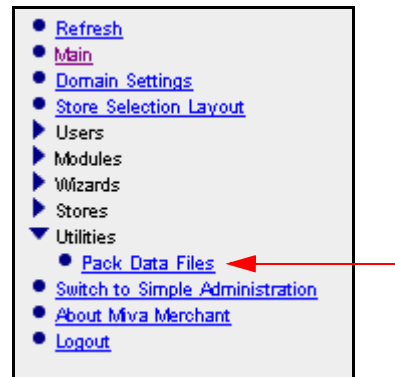
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**Caution:** The domain level Pack Data Files does not rebuild store files.

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1. Click the arrow next to Utilities, which is located at the top level of the Administration Interface menu.

A message confirms that the files have been packed.



### About Miva Merchant

Located toward the bottom of the Administration Interface menu, this link displays information about the version of Miva Merchant you are running.