



HOW TO Maintain an Efficient Store

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Maintain an Efficient Store

Introduction

Just as it is with many other items we use, such as our cars, web sites, and hard drives, your Miva Merchant store also requires regular maintenance to run properly.

The activities described in this guide will prevent the size of your store files from becoming larger than necessary and remove unnecessary files, which would overburden your store.

You should adhere to a regular maintenance schedule to keep your store running efficiently. The schedule varies from store to store. It is dependent on the volume of traffic and number of orders, module usage, if administrative changes have been done, and other factors. Your store maintenance activities could be daily or weekly.

Before performing maintenance, you should put your store into maintenance mode during a period of slow(er) activity.

Maintenance Mode

Maintenance Mode allows you to take your store offline while performing maintenance activities, such as the following:

- updating existing products (particularly the prices and inventory)
- removing products, categories, price and availability groups
- changing payment or shipping configurations
- upgrading your store
- before downloading store files to modify on your local system (which you will upload back to your store)

Maintenance Mode allows you to:

- Post a warning message that your store will close in a certain number of minutes.
- Disallow any new customers from entering
- Designate the time and date that your store will go off line.
- Post a message that your store is currently in maintenance mode

Activating Maintenance Mode:

1. In the Administration Interface menu, click the arrow next to Stores.
2. Select your store name.
3. In the Edit Store form, select the Maintenance Mode tab (link).
4. In the Maintenance Mode form, under the section **Store Activity**:
 - a. Click the option "Offline At". Enter the time (in 24 hour notation) your store will be off line.
 - b. Enter the date (if other than today).

Note: Remember, this is the local time at your host server. So, set the time and date accordingly.

- Next to No New Customer, enter how many minutes before going into maintenance mode your store will stop letting customers enter.
This allows time for current shoppers to check out, without having new shoppers adding items to their baskets.

Store Activity: Store Online
 Offline At On Month: Day: Year:
It is currently: 16:20:54 Pacific Daylight Time on 08/19/2002

No New Customer: Minutes before store goes offline.

Warning Message:

```
Attention! %store_name% will be closing in
%maint Countdown% minutes.<BR>
%maint Countdown Formatted% (formatted time)
```

Maintenance Message:

```
<font size = "+2" color = "red"><b>
Sorry, %store_name% is closed for maintenance as of %maint
<P>We apologize for any inconvenience</P>
<P>Please check back approximately 18:00:00 (6:00 pm)
Pacific Daylight Time.</P></font>
```

Available Tokens: %store_name% Name of your store

- Modify the Warning Message as desired. Data must be present in this message text box when the option Offline At is selected.
 - The %store_name% entry picks up the name of the store you identified in the Identification tab (link) in Edit Store.
 - %maint Countdown% entry reflects the number of minutes before your store will close.
 - %maint Countdown Formatted% shows the time remaining before your store will close for maintenance, formatted with the day, time, hour.
- Modify the Maintenance Message as desired. Data must be present in this message text box when the option Offline At is selected.

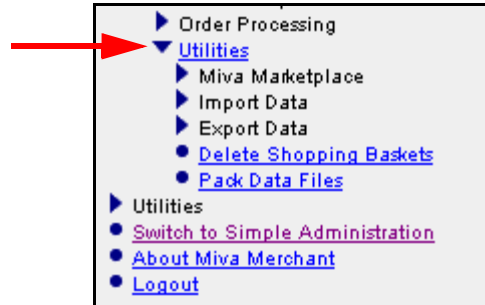
How often you should perform maintenance activities will depend upon the amount of traffic and the number of orders your store receives.

Keep Your Store Running Efficiently

The publication *HOW TO Use Miva Merchant Utilities*, contains information about removing expired baskets and packing data. These are both located under your store utilities.

1. Click the triangle next to your store name.
2. Click the triangle next to Utilities.

The Delete Shopping Baskets and Pack Data Files functions display in the submenu.



Delete Expired Shopping Baskets

- **What are they?**

These are left when an e-shopper, who is browsing in your store, adds one or more items to the Shopping Basket, but leaves without buying anything. These will expire on their own. (You set the expiration time in Store Settings.) However, Miva Merchant provides a way for you to overtly clear the expired baskets.

- **Recover Order Numbers?**

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.

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

- **How Often?**

Usually a daily activity

Remove Old Orders

Refer to *How To Administer Order Processing* for information on creating batches, processing orders, and running reports for orders.

You should also regularly remove old orders. You may, however, want to retain an archive of your batched orders for financial or tax reasons. Miva Merchant provides these ways for you to retain order information:

- **Print Orders**
- **Export to an outside file**

Refer to *How To Export Data to an Outside File* for information on archiving your order data.

After archiving your older, batched and processed orders (by printing and/or exporting), you can delete the batch order.

Note: After removing your archived orders, be sure to use the Pack Data utility.

Delete Temporary Files

During normal operation, Miva Merchant removes temporary files when it completes an operation. However, there are certain times when these files may require manual deletion.

- if a process is interrupted due to a server error
- file upload timeout
- other timeout errors

Temporary files may be left in the mivadata directory. (your Miva Merchant data directory may be named htldata, datadir, mvdata, etc.). These files would start with FUP, and may be deleted.

- **How Often?**

These temporary files should automatically removed. You might want to occasionally look for them. Once a week, or once a month, depending upon the activities at your store.

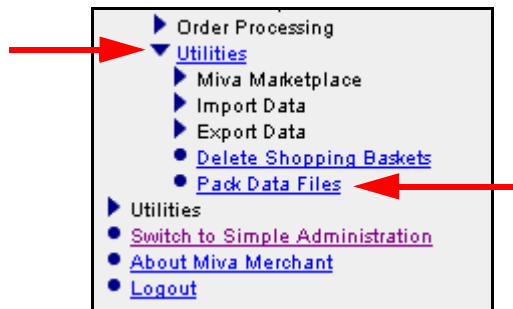
Pack Data Files

Packing data removes extraneous data that has been left in the database files of your store. The extraneous data occurs when your store has traffic, abandons shopping baskets, and when you delete any items (expired shopping baskets, old orders, products, etc.) from your store.

You may also have third-party modules that perform other activities which may leave extraneous data.

To pack store data files:

1. In the Administration Interface menu, click the arrow next to Stores.
2. Click the arrow next to your store name.
3. Click the triangle next to Utilities.
4. Select Pack Data Files.



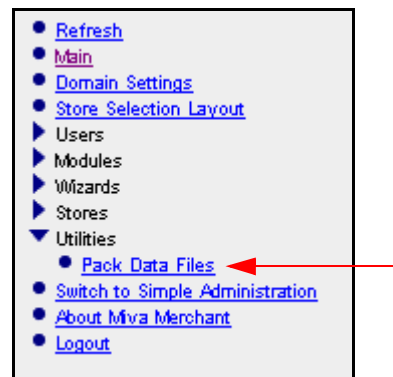
- **How Often?**

- After you Delete Expired Baskets
- After making changes in your store
- After deleting data (products, customers, categories)
- After batching and removing Orders

Caution: You should use the Store Pack Data utility on a regular basis, and after making major changes to your store to prevent efficiency problems.

Packing Domain Files

You rarely need to pack data files at the Domain level. However, you may want to pack these files after deleting user(s), modules, and if you have added and removed multiple stores.



Backing up your data

You should back up your Miva Merchant data, as you would make backup copies of any of your vital files. You should perform backups:

- **Before an upgrade.**
- **After you have set up your initial store.**
- **After adding several categories, products, or making other major changes.**
- **On a regular basis. How often depends on the amount of traffic and the number of orders your store receives.**