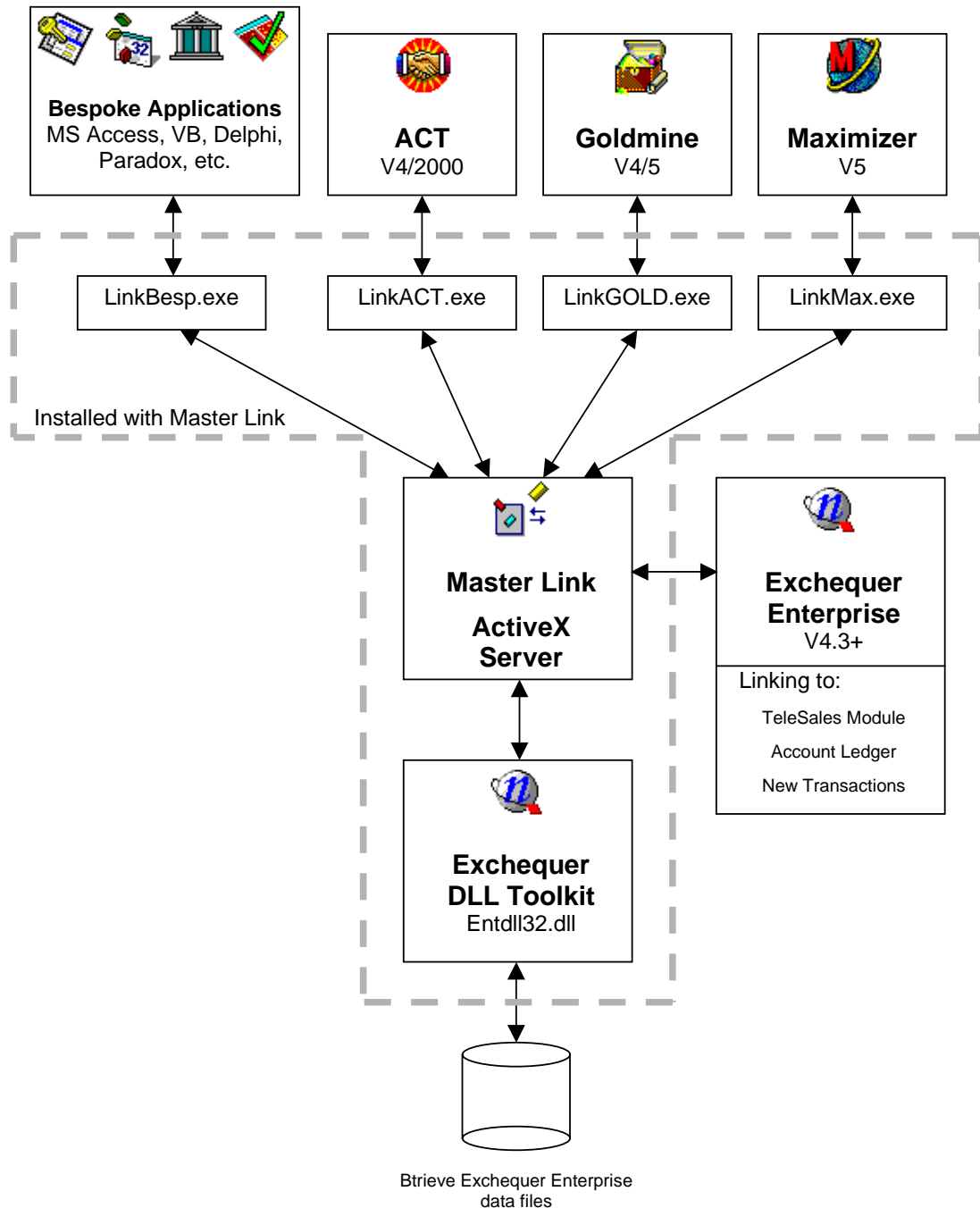


Master Link Installation/Configuration Manual V5.5.3



Master Link provides access to live Exchequer Accounts information via a "floating" window from within your CRM package.

IMPORTANT CHECK LIST

Installing Master Link V5.0.0

The following lists the order in which you should install Exchequer, your CRM package and Master Link.
Note : Master Link requires the use of User field 4 on Customer/Supplier record, in Exchequer, to hold CRM ID. User field 4 on the Transaction Header is also used when transactions are created using direct accounts (see "Booking Multiple Contacts to a Single Account (Direct Accounts)).

Network:

If not already:

1. Install Exchequer Enterprise on Network
2. Purchase and unlock DLL toolkit
3. Install CRM on Network
4. Install Master Link on the Network, (section "**Main Installation**", page 5)
5. Unlock Master Link
6. Check and Test field mappings from CRM to Exchequer, (section "**Changing field mappings**" , page 18) (Defaults for Exchequer account code are Goldmine = Key1, ACT = User field 1)
7. Review any Master Link system settings, (section "**Changing the Behaviour**" , page 20)

If using the Enterprise version on Master Link:

8. Add each user to the User set-up (name must match the user name in Exchequer)
9. Review the settings for each user, (section "**User settings Enterprise version**" , page 21)
10. †Install the Mater Link Plug-in to access CRM data from within Exchequer Enterprise
11. †Create CRM user defined fields, to hold Exchequer Data
12. †Install SCHED.exe, in start up folder, to run MLIndex.exe on one machine overnight (section "Install MLIndex.exe" , page 26).
13. If using Master Link TeleSales then follow the separate installation manual (TeleMan.doc).

Importing Data or matching existing Data

See page 37

Workstation:

If not already:

1. Install Exchequer Enterprise workstation (WSTATION\SetupWKS.exe in Exchequer directory)
2. Install CRM on workstation
3. Activate either Master Link through CRM Package or log into Enterprise to auto run Master Link Workstation installation

ALWAYS:

Check out <http://www.comtekaccounts.com/MasterLink/MLUpdates.htm> for the latest Downloads, Literature and update history.

† Goldmine/ ACT only.

A copy of this manual and the Admin can be found in the MLINK directory of your installation it is also available from the Master Link Help Menu.

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System Requirements (we strongly recommend NT or WIN2000)

Master Link requires:

Windows 95, 98, **NT4 or Windows 2000 (recommended)** with Exchequer Enterprise V4.31+ loaded and running

Enterprise DLL/COM Toolkit enabled (purchased from Exchequer). COM toolkit should be registered on each machine.

A Desktop Pentium 200 with 64mb of Ram (800 recommended and 128 MB)

The use of User field 4 on Customer/Supplier record, in Exchequer, to hold CRM ID

One field within contact record, of CRM package, to hold Exchequer Account ID

FILE SERVER MUST BE ABLE to handle long file names

Enterprise Master Link Plug-in (Goldmine only) requires:

Exchequer Enterprise V5+

The appropriate CRM installed and tested on each PC

Exchequer Enterprise CRM installed and tested on each PC

A user set-up in the CRM for each Enterprise user

The use of User field 4 on Customer/Supplier record, in Exchequer, to hold CRM ID

If Direct Accounts are used Master Link will require User field 4 on the Transaction Header.

One field within contact record, of CRM package, to hold Exchequer Account ID

Optionally requires extra user fields, in CRM package, to hold additional information

Current CRM Packages supported

Goldmine (Full support) **MLCOM and MLIndex require V5.5 of Goldmine**

ACT 2000

SalesLogix (Future Development)

Maximizer no plans for MLCOM or MLIndex

MLIndex requires:

NT or 2000 server (preferred) or stand alone (95, 98, NT or 2000) machine to be logged in as user. Use SCHED.exe to schedule updates.

Master Link Interfaces with:

ACT V3/V4/2000

Goldmine V5 and Front Office

Maximizer V5 and V5 Enterprise

MS Access, VB, Delphi ... via DDE (see example MS Access program installed with Master Link)

Enterprise Version of Master Link additionally requires the Exchequer ODBC drivers to be loaded to allow data access for the additional Job Costing reporting supported and Exchequer file links.

Note : Master Link will not show data entered through an Exchequer Batch transaction

Multi-company installation requirements:

If Master Link is mapped to more than one Exchequer company then the GL Tree and Account codes must be the same for each company.

Main Installation

Open your CRM package in the correct Database and minimise, this will enable Master Link to add options to the CRM installation at end of installation routine (ACT and Goldmine only).

Insert the ComTek Showcase CD-ROM. This should automatically show the following menu, else run Start.exe from the CD-ROM.

The screenshot shows the 'ComTek Accounts Multi-Media Showcase CD-ROM' window. It features a 'Titles' list on the left and a 'Video Topics' list on the right. Below these lists are buttons for 'Please Readme.doc', 'Visit www.ComTekAccounts.com', 'Install Master Link', and 'Install PostTrans'. A footer note states: 'You must close each ScreenCam video before playing the next video'.

Callout boxes provide the following instructions:

- Select Titles to view different topics in the right hand selection box
- Double click on Video Topics to view a multi-media demo or training video
- Press to view the readme.doc which lists the contents of the CD-ROM
- Press to view our web site. This includes the latest information/updates on Master Link
- Press to install/upgrade Master Link

Note: These multi-media videos show how to add Master Link into ACT, Goldmine and Maximizer.

Press [Install Master Link] button. This button will display a menu to allow the selection of upgrade or full install. Select install Master Link. This will run a standard Windows installation routine.

When asked for Destination directory, select a network drive if installed on a multi-user network.

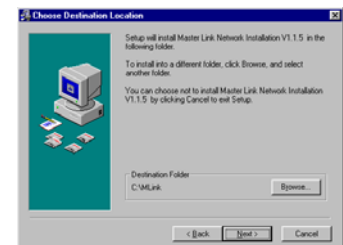
It is recommend that Master link be installed in:

1. The root directory of the Exchequer Network drive
2. Subdirectory of the Enterprise/Goldmine/ACT Directory

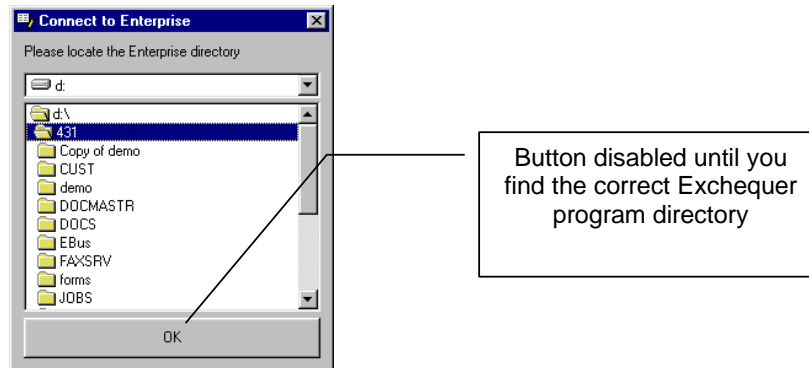
and the directory named "MLINK". This allows Master Link to auto install on new machines when first started.

For example X:\MLINK if Exchequer is on X drive.

Keep pressing the [Next] button until the files have been installed.



The installation routine will then ask you to select the Exchequer program directory. This can be easily found by starting the Exchequer multi-company manager and selecting Help >> About menu. Scroll down the text that appears on the Help window and at the bottom you will find an entry "Main Dir:" followed by the path of the Exchequer Enterprise main directory. Please select this path in the following window:



This window performs several functions:

1. It adds the Exchequer directory to the PATH statement, in the AUTOEXEC.BAT, of the PC. This allows Master Link to connect to the Btrieve Database engine (Client/server or non-Client/Server). If you are installing **Master Link on a Novell network** you may find that each user's login script overrides the PATH statement. If this is the case copy all files beginning with W* from the Exchequer program directory to the Master Link directory.
2. Allows Master Link to read the multi-company manager information.

Next master Link will ask which CRM package you are using. At this point please open the CRM package, in the correct database, to add Master Link options to the menus automatically. Note this can be performed later by running CRMSetup.exe from the MLink directory.

For Goldmine the program will add options to the "View" menu of Goldmine. To add to Goldmine Toolbar follow instructions in "Installing for Goldmine" section (page 32). After adding button to toolbar you can use "GoldmineSetting.exe" to copy the toolbar set-up to other users. For ACT the program adds the options to the Toolbar.

The installation routine will then require you to re-boot your machine.

This machine is now ready for you to use Master Link.

Workstation Install

When first run from your CRM package or when you first login to Exchequer (if the Master Link Plug-in is installed) the Master Link Workstation set-up will start automatically if installed in the location suggested on previous page. Else from each workstation run SetupWKS.EXE from the Master Link directory. This will install the required DLLs and add the Exchequer directory to the PATH statement as stated above.

Now install Master Link into the Contact Relational Management (CRM) software you are using which is explained in the following sections.

Applying Upgrades

Make sure you have valid backup of the MLINK directory and that no one else is in the system. Get everyone out of Master Link and Exchequer.

Then run the upgrade program from the Master Link CD-ROM. Install the program to the original location of Master Link.

Installing on Citrix Metaframe Terminal Server

Install Master Link on a mapped drive on the network and set-up with CRM package.

On the Terminal Server:

Before installation:

During the Workstation install of Master Link must write to C:\. Your terminal server installation may not have a C: drive exposed to the installation routine. Please use "SUBET C:\ M:\TEMP" from the command prompt, to map c: drive to a temp directory (M:\TEMP for example), to resolve this problem. This mapping should be dropped after installation.

To install:

Open the Control Panel on the server. Double click on the "Add/Remove Programs" icon. Then press the [Install] button, and select "install for all users" option. Terminal server will then monitor the system changes and expose any settings to all users. Then "browse" to find the Master Link directory on your network to run the "SetupWKS.exe" file to install Master Link on the users terminal, on the Terminal server.

Drop any temporary mapping.

Master Link will now run on your Terminal Server.

Installing on Windows Terminal Server

Install Master Link on a mapped drive on the network and set-up with CRM package.

Grant user the rights to load software. Run "SetupWKS.exe" file, from Add/Remove Programs, to install Master Link workstation files. Then run from each users login.

3445 Incorrect version of DLL file "MSJET35.DLL". In some cases we have found that Terminal services already has the MSJET35.DLL already loaded in the WINNT\SYSTEM\ directory of the Terminal Server. But Master Link has a newer version loaded in the \Users\Windows\System directory.

To resolve this error:

Backup the MSJET35.DLL in WINNT\SYSTEM\ directory. Copy the MSJET35.DLL from \Users\Windows\System directory to WINNT\SYSTEM\ directory with the correct rights.

Data Integrity

Master Link is intended to allow users to view accounts information from your CRM Package (Goldmine, ACT or Maximizer). It is therefore very important to keep the integrity between the CRM Contacts and the Exchequer accounts. This can be achieved in a variety of ways:

1. The “External Customer Accounts” on in Exchequer set-up (under the “System/GL/Currency” tab). This will force users to create accounts by putting the contact data into your CRM package and then create the account in Exchequer Enterprise via Master Link. Master link will display the account record for additional account information to be added, such as default GL codes, etc. Any changes to the account will be made from CRM package via Master Link. This will guarantee 100% integrity for customer accounts. If using with multiple companies it is very important that “External Customer Records” is turned on.
2. Heavily restricting access to Create/Edit Accounts in Exchequer Enterprise. This is similar to the first option but does allow an administrator to add/edit accounts, which need not appear in the CRM Package.

Master Link uses one field in the CRM package to store the Exchequer Account ID † and one field in the Exchequer Account record (User field 4) to store the ID for the contact in the CRM package.

When a new account is created in Exchequer using Master Link both fields are populated with the correct ID codes. If option 1 (above) is in place and the ID field is protected by security in the CRM package, then the link between the records cannot be broken.

If an accounts have been created in Exchequer without being created using Master Link, it is possible to export all unknown accounts to Goldmine, or create individual accounts from Exchequer (turned off by default).

Using the “Update Account record in Enterprise” option from the Master Link “ledger” menu will update the account information in Enterprise and update the User4 field.

† The following fields are use to store the Exchequer account ID in the CRM package

- Goldmine - Key1, but can be changed to any field. Key fields are recommended, if a key field is not used then MLIndex will not be able to remove duplicates automatically when the user creates entries in the organisation tree.
- ACT – User 1, but can be changed to any field
- Maximizer – A user defined field called “Exchequer ID”. This must be created in Maximizer

Please read “Changing the Field Mappings”, page 18.

Commission, source and Territory alignment

A common requirement is to put the source and agent or sales man who deals with the account in a user field in the CRM package. Then, using a report in Exchequer, to calculate the commission or track the sales from each source.

Using the “Account field mappings” tab (see page18), in System Set-up, its possible to map CRM fields to the Exchequer fields so they are verified, and updated, every morning or night by MLIndex (which automatically runs on the server).

It is also possible to use Goldmines “Territory alignment” function to assign contacts to a sales man and have MLIndex update all required Exchequer accounts (see “Master Link Index” on page 35) or to use Exchequer OLE “save” functions to update Goldmine fields.

This is only available in Goldmine version of Master Link at present.

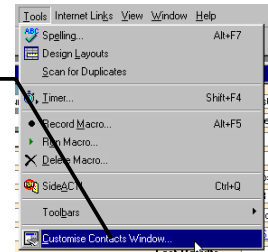
Installing into ACT

Master Link - ACT Demo's >> Adding Master Link To Menu

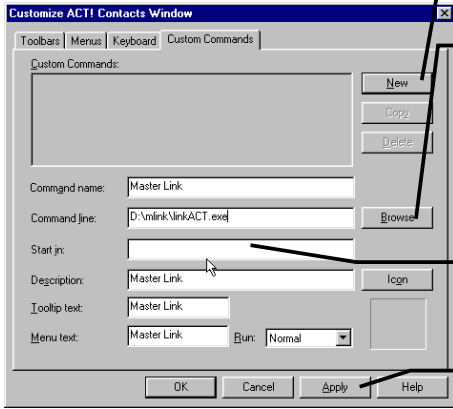


Please open ACT, in the correct database, and then run CRMSetup.exe to automatically perform the following customisation to add Master Link to the ACT Button Bar:

1) From within ACT select Tools>>Customise Contacts Window



2) Press [New] button



3) Press [Browse] button to find the LinkACT.exe file in the MLINK directory. "Command Line" field should now read "X:\MLINK\LinkACT.exe" where X is the drive

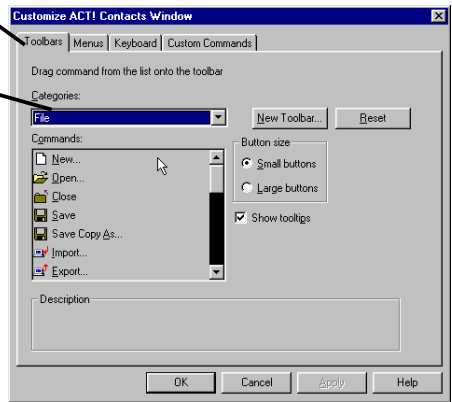
4) Enter the description "Master Link" in all fields except the "Command line" and "Start in" fields.

5) Press the [Apply] button. Act will then ask for the icon for the button. The icon and Master Link custom command will appear in the box at the top of the window.

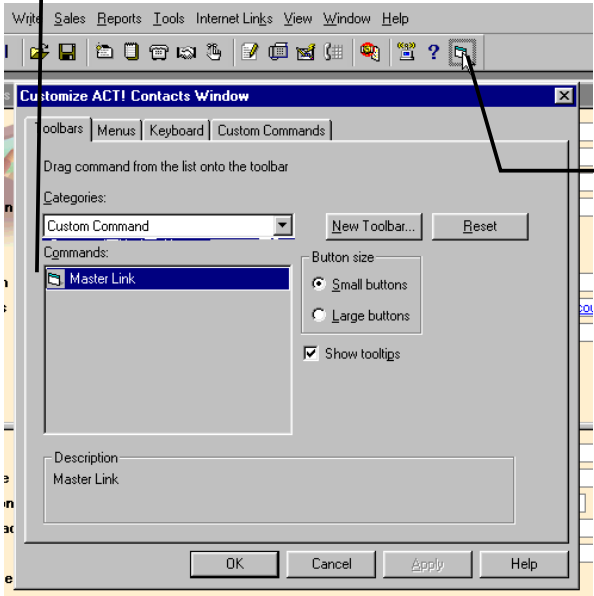
6) Now select the "Toolbars" tab

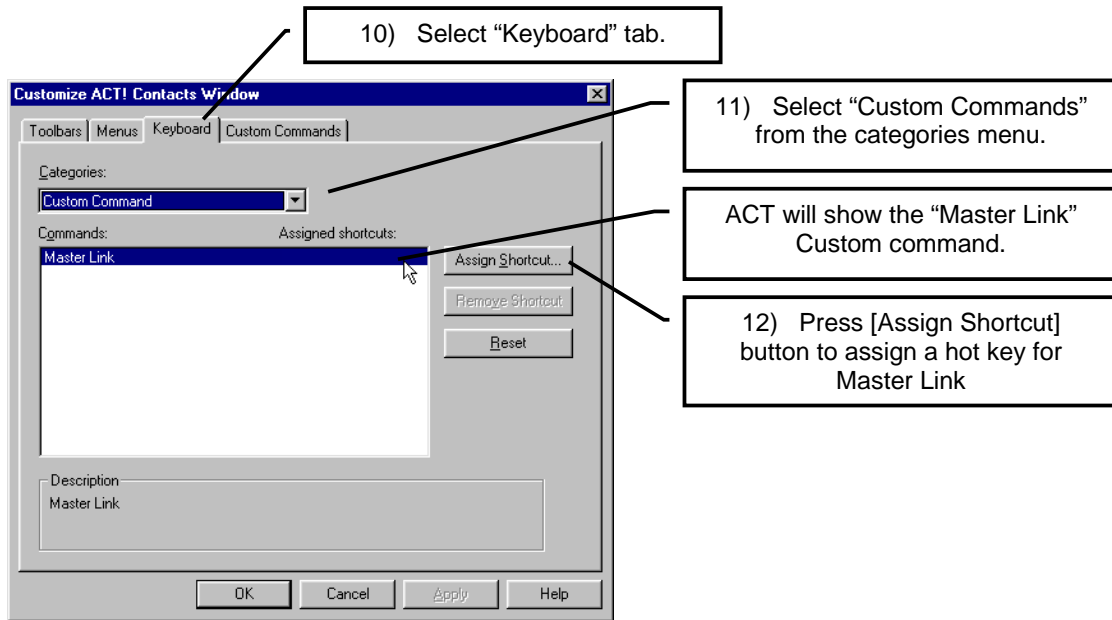
7) Select "Custom Commands" from the categories menu.

8) ACT will now show the "Master Link" custom command.



9) Drag icon to ACT toolbar





Now press [OK] buttons until all "Customise" windows have been closed.

Master Link can now be activated by either pressing the button we have put on the ACT toolbar or by pressing [Alt] + [M].

Master Link works by storing the Exchequer Account code in a field within each ACT contact record. By default Master Link uses Key1. This can be changed, please read "Changing the Field Mappings" section (page 18) in this manual.

Now read "Running Master Link for the first time" section (page 17) in this manual.

Extra Parameters

When activating Master Link, using LinkACT, the following command line parameters can be used to activate Enterprise Transaction Windows:

"/LED:" Go to Customer/Supplier Ledger

"/TEL:" Activate Telesales Module for customer Account

"/SIN:", "/SQU:", "/SOR:", "/SCR:", "/SRC", "/SJI", "/SJC", "/SRI", "/SRF" Create Invoice, Quote, Order, Credit Note, etc.

"/SORR:", "/SINR:", "/TELR:" Create Order, Invoice, or go to Telesales window, but reschedule any pending call and post outcome history to CRM. This allows operators, using the CRM package, to make a scheduled call to a customer. If successful then switches to Exchequer Enterprise to take Order. After the call has been made. Quickly reschedule that call and post outcome history, successful or not, to CRM package.

For Example:

On the previous page if we put:

"D:\mlink\linkACT.exe /TEL:" in the command line of the button, then Master Link will quickly activate the Telesales module in Enterprise, asking to create customer if need be.

Using this technique makes using **Master Link quicker and easier for the end user.**

Note : The reschedule functions must have a pending call activity for a contact.

Tip:

Please CRMSSetup.exe to automatically perform the above customisation.

Installing into Goldmine (Pre 5.7

Master Link - Goldmine Demo's >> Adding Master Link To Menu



Please open Goldmine, in the correct database, and then run CRMSetup.exe to automatically perform the following customisation that adds Master Link to the 'View' menu of Goldmine, then add the options to Toolbar (see section below):

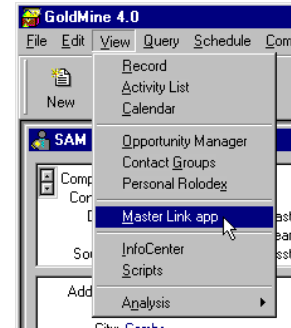
Each user's .INI file is edited, found in the Goldmine directory, with the following added to the top:

```
[FileMenu]
```

```
Opt1=&Master Link,X:\MLink\LinkGOLD.exe,,3
```

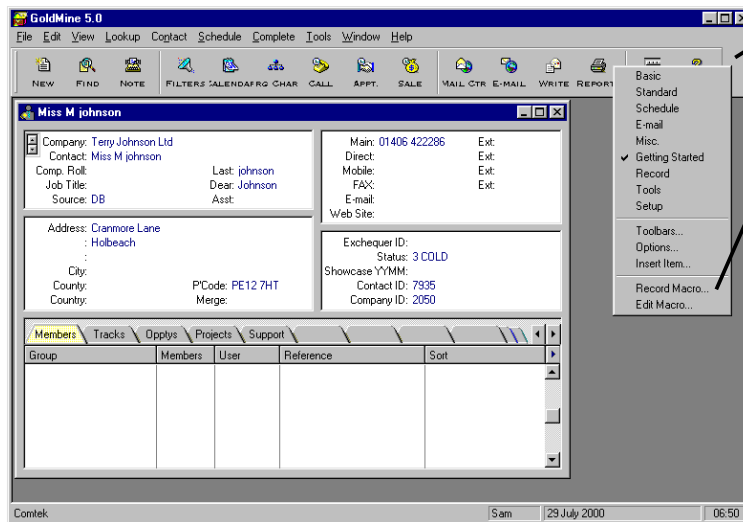
Where Master Link is in X:\MLink\ directory (usually located on the network). This text is included in the "Sample code" directory of the Showcase CD-ROM, in a file called "Add Goldmine Menu.txt"

This then creates a new menu option, to activate Master Link, shown on the right. The key sequence [Alt] + [V], [M] will also activate Master Link.



Adding Options to Toolbar

To add Master Link to the Goldmine toolbar do the following:



1) Right click on the grey region next to a Goldmine toolbar

2) Select "Record Macro" menu option

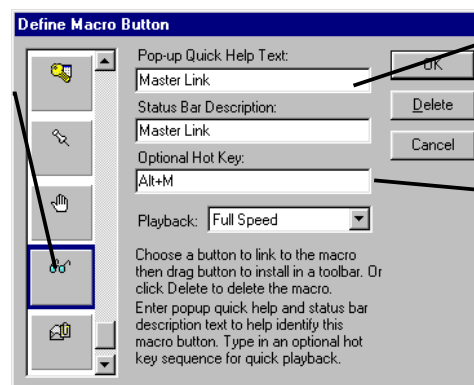
Goldmine will then record any key strokes

3) Press [Alt] + [V], followed by [M] to activate Master Link

4) Then press [Ctrl] + [Shift] + [End], to stop the Macro recording. This is the preferred method since of stopping the macro. Stopping the macro record, with a mouse click, records a click in the macro recording. This may cause unexpected

Goldmine will then show this window

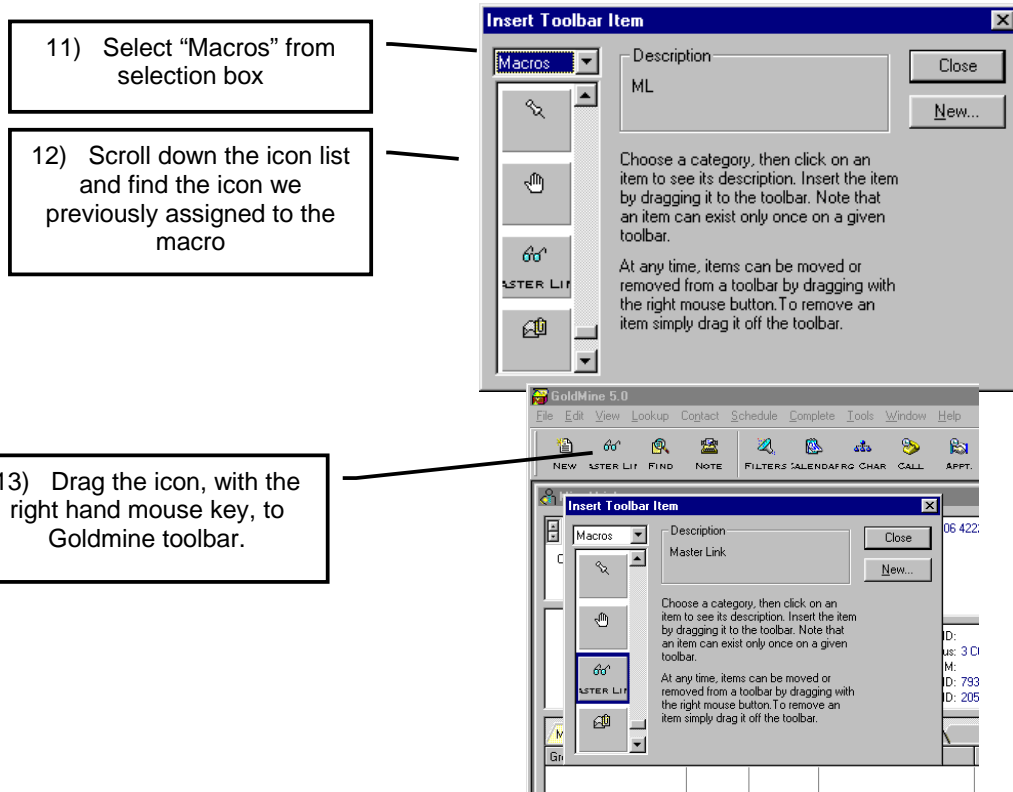
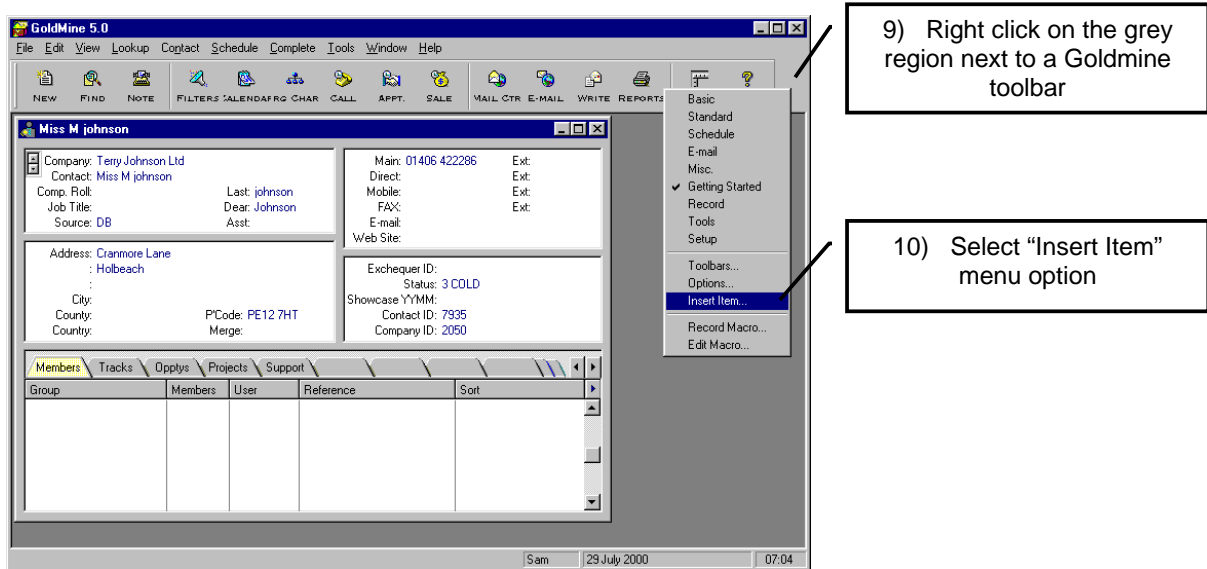
5) Scroll down the list to find an icon to appear on the toolbar



6) Fill in fields with "Master Link"

7) Move cursor to "Optional Hot Key" field and press [Alt] + [M] buttons

8) Press the [OK] button



When setting up additional users, if the Macros do not appear as in the "Insert Toolbar Item" window or on the Toolbar then you must add:

[GOLDMINE]

MacFile=USER_WHO_HAS_MACROS

Where USER_WHO_HAS_MACROS is usually "MASTER" user. To the users INI file. These files are in the Goldmine directory and begin with the users names.

Master Link can now be activated by either pressing the button we have put on the Goldmine toolbar or by pressing [Alt] + [M].

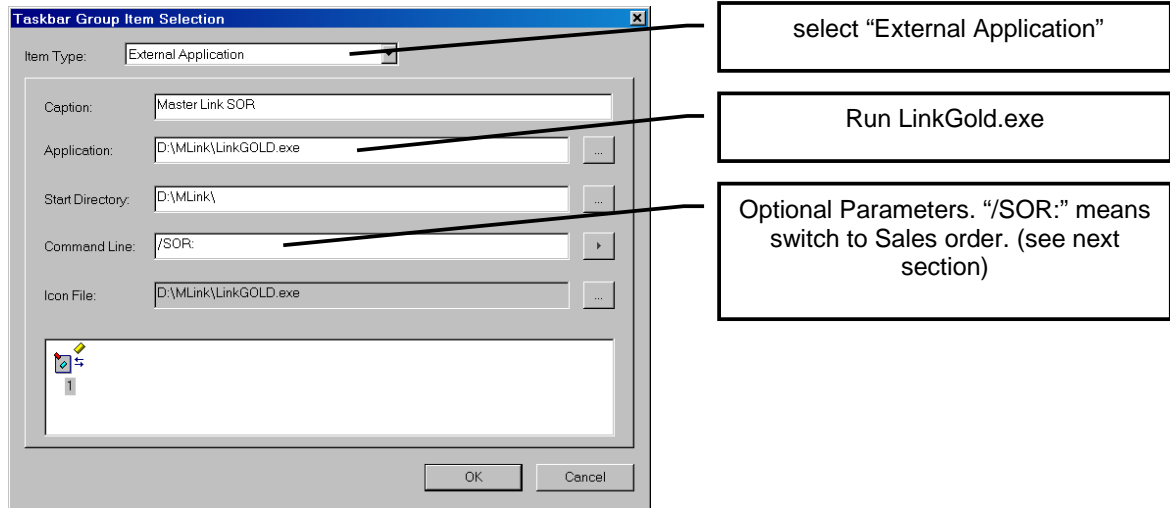
After adding button to toolbar you can use "GoldmineSetting.exe" to copy the toolbar set-up to other users.

Master Link works by storing the Exchequer Account code in a field within each Goldmine Contact record. By default Master Link uses Key field 1 (Key fields are recommended, as it allows MLink to perform additional duplicate checking when performing full scan). This can be changed, please read "Changing the Field Mappings" section (page 18) in this manual.

Now read "Running Master Link for the first time" section (Page 17) in this manual.

Installing into Goldmine 5.7

Simply open Goldmine, in the correct database, and then right click on the Taskbar on the left-hand side. This will display a menu, select "add new item" then select "External Application" from the window that appears:



This new method, of activating Master Link in Goldmine V5.7+, is recommend over the previous method. Once the Taskbar has been set-up for a user it can simply be copied to different users taskbars by copying the "USER.TBI" files in the Goldmine directory.

Extra Parameters

When activating Master Link, using LinkGOLD, the following command line parameters can used to activate Enterprise Transaction Windows:

"/LED:" Go to Customer/Supplier Ledger

"/TEL:" Activate Telesales Module for customer Account

"/SIN:", "/SQU:", "/SOR:", "/SCR:", "/SRC", "/SJI", "/SJC", "/SRI", "/SRF" Create Invoice, Quote, Order, Credit Note, etc.

"/SORR:", "/SINR:", "/TELR:" Create Order, Invoice, or go to Telesales window, but reschedule any pending Call and post outcome History to CRM. This allows operators, using the CRM package, to make a scheduled call to a customer. If successful then use Enterprise to take Order. After the call has been made. Quickly reschedule that call and post outcome History, successful or not, to CRM package.

For Example:

Included in the "Sample code" directory of the Showcase CD-ROM, in a file called "Add Goldmine Menu.txt":

```
[FileMenu]
Opt1=&Master Link,X:\MLink\LinkGOLD.exe,,3

;The following options allow one menu option to create an account it one does not
;exist and then go to transaction
Opt2=Master Link &TeleSales,C:\MLink\linkgold.exe /TEL:,,3
Opt3=Master Link In&voice,C:\MLink\linkgold.exe /SIN:,,3
Opt4=Master Link Credit Note,C:\MLink\linkgold.exe /SCR:,,3
Opt5=Master Link &Quote,C:\MLink\linkgold.exe /SQU:,,3
Opt6=Master Link &Order,C:\MLink\linkgold.exe /SOR:,,3
Opt7=Master Link Le&dger,C:\MLink\linkgold.exe /LED:,,3
Opt8=Master Link Pa&yment,C:\MLink\linkgold.exe /SRC:,,3
Opt9=Master Link Journal Invoice,C:\MLink\linkgold.exe /SJI:,,3
```

```
Opt10=Master Link Journal Credit Note,C:\MLink\linkgold.exe /SJC:,,3
Opt11=Master Link Payment with Invoice,C:\MLink\linkgold.exe /SRI:,,3
Opt12=Master Link Credit with Refund,C:\MLink\linkgold.exe /SRF:,,3
```

```
;The following options allow one menu option to create an account if one does not
;exist and then go to transaction
; if so then go to transaction and then reschedule call and post history of call
; if not then reschedule call and post history of call
Opt13=Master Link Order and reschedule Call &1,C:\MLink\linkgold.exe /SORR:,,3
Opt14=Master Link Invoice and reschedule Call &2,C:\MLink\linkgold.exe /SINR:,,3
Opt15=Master Link TeleSales and reschedule Call &3,C:\MLink\linkgold.exe /TELR:,,3
```

This text should be copied to the top of each USER.INI file in the Goldmine directory. You may want to delete unused options.

This will add 15 menu options to the view menu of Goldmine. Selecting "Master Link Telesales and reschedule Call 3" will quickly activate the Telesales module in Enterprise, asking to create customer if need be.

Using this technique makes using Master Link quicker and easier for the end user.

Note : The reschedule functions must have a pending call activity for contact in CRM package.


Tip:

Please run CRMSetup.exe to automatically perform the above customisation.

Master Link TeleSales Module

To activate Master Link Telesales Module (sold separately) use the /MLTELSRI:, /MLTELSOR: or /MLTELSIN: switches.

Installing into Maximizer

Maximizer Demo's >> Installing the 'Exchequer ID' 

Master Link works by storing the Exchequer Account code in a field within each Maximizer Contact record. In the case of Maximizer it is possible to add and name user defined fields. Therefore, the first thing we need to do is add a new field called "Exchequer ID". Follow the steps below to add this field:

1) Select "Setup User-Defined fields" from the file menu from within Maximizer

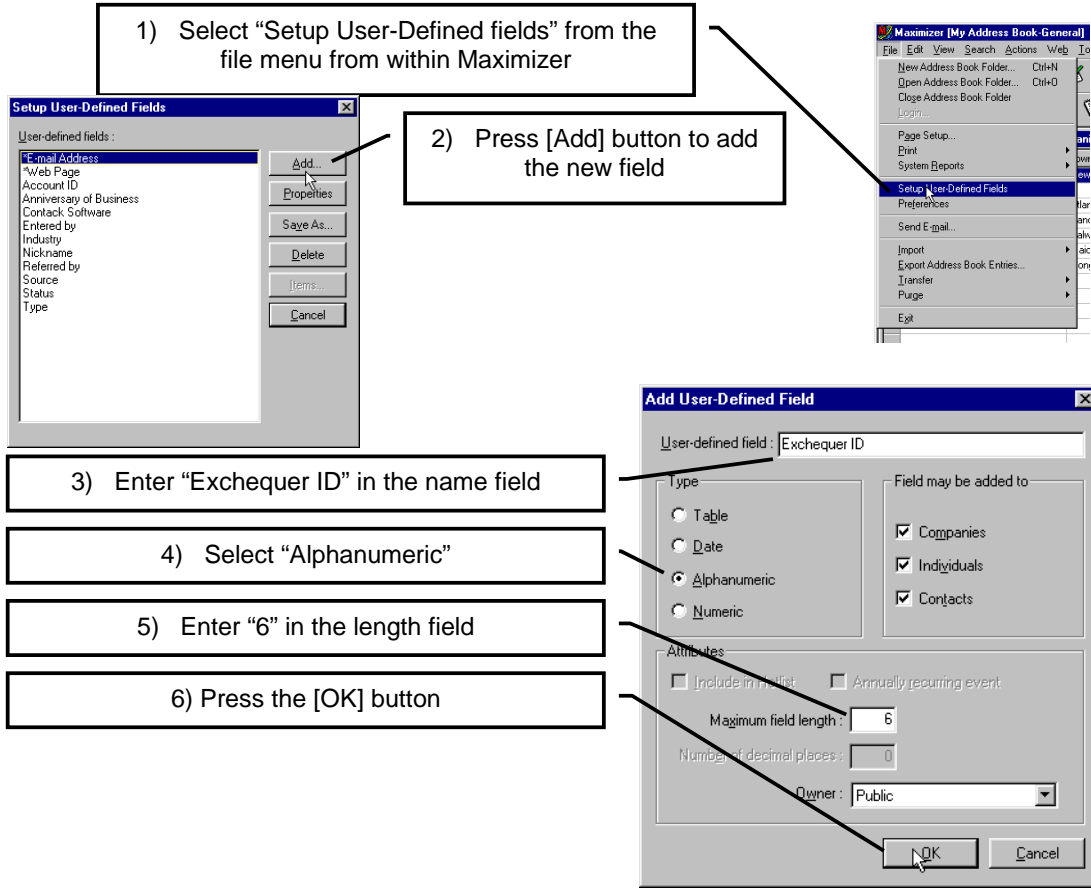
2) Press [Add] button to add the new field


3) Enter "Exchequer ID" in the name field

4) Select "Alphanumeric"

5) Enter "6" in the length field

6) Press the [OK] button



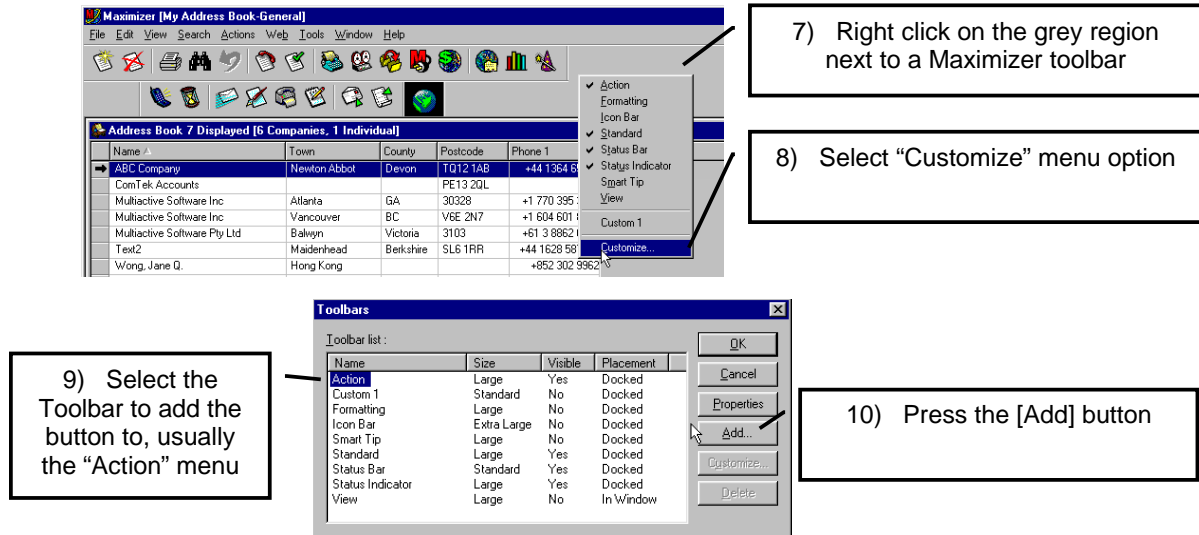
Maximizer Demo's >> Installing Master Link on Toolbar 

7) Right click on the grey region next to a Maximizer toolbar

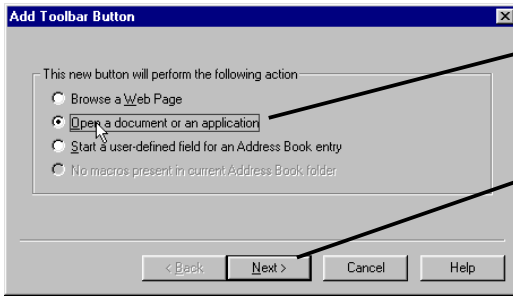
8) Select "Customize" menu option

9) Select the Toolbar to add the button to, usually the "Action" menu

10) Press the [Add] button

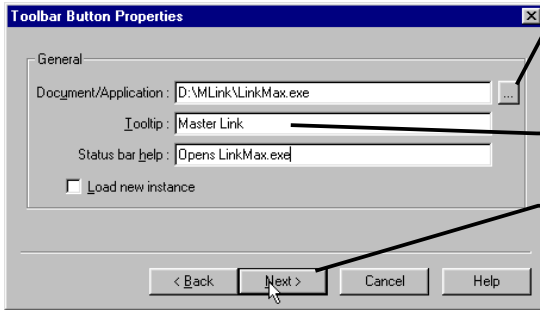


Name	Size	Visible	Placement
Action	Large	Yes	Docked
Custom 1	Standard	No	Docked
Formatting	Large	No	Docked
Icon Bar	Extra Large	No	Docked
Smart Tip	Large	No	Docked
Standard	Large	Yes	Docked
Status Bar	Standard	Yes	Docked
Status Indicator	Large	Yes	Docked
View	Large	No	In Window



11) Select an option in "Action". In this case "Open a document or an application"

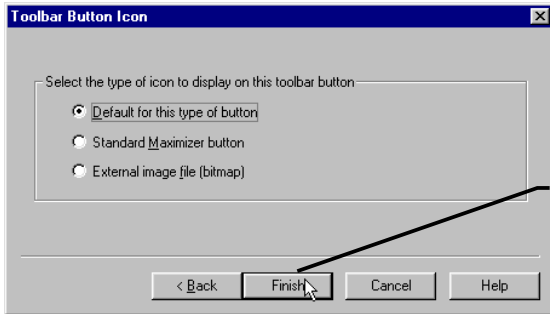
12) Press the [Next] button



13) Use the [Browse] button to find the LinkMax.exe file in the MLINK directory

14) Enter "Master Link" in the Tooltip field

15) Press the [Next] button



16) Press the [Finish] button

17) Press the [OK] buttons on any open windows left open. Maximizer will then add the button to the toolbar

Master Link can now be activated by pressing the button we have put on the Maximizer.

IMPORTANT

Maximizer allows the user to change the name of the database fields. If you have changed the name of any of the fields Master Link will display an error message 285 stating which field name it cannot read. To resolve this problem, edit the DDEMax.def file in the MLINK directory. This file allows the user to change the field names to match those defined in Maximizer. Please try to keep the basic structure intact; this will help if support issues should arise.

Note: When editing this file it is important to make sure you do not add or remove the number of lines.

MAKE A BACKUP OF DDEMax.def FILE BEFORE EDITING

Now read "Running Master Link for the first time" section (Page 17) in this manual.

Running Master Link for the first time

Activate Master link from the CRM package. When Master Link is run for the first time the following window will be displayed:

1) Press the [Select Company 1] button. When first installing it may be wise to link to a test company until happy with the settings

2) Click on the company displayed in selection box. This will be the primary company with which Master Link will communicate.

3) If you are using the “Enterprise” version of Master Link, enter the name of the ODBC data source path to the Exchequer data

4) Select the month name for the first period in the accounting year for the company

5) Press the [OK] button

6) Now re-run Master Link

7) Select “Enterprise version”, on opening screen, to demo. If selected Master Link will then ask you to log in using “MANAGER” user and password

8) Master Link will then ask if you want basic demo settings. Select [YES] if you are intending to demo Master Link, else select [NO] to give blank settings (recommended for end users)

9) Master Link will then attempt to create the first account in Exchequer. Cancel this.

10) Customise it's Behaviour and Field mappings

Master Link will then build an index of transactions. It will only do this once and automatically maintain this index. MLIndex also maintains this index.

Logging into Master Link

When the “Enterprise” version of Master Link is enabled, Master Link will ask the user to log on as a valid Exchequer Enterprise user and validate the Exchequer password. For the first time you can log on as the user “MANAGER”. Note all users must be set-up in both the CRM and Exchequer with the same name. See section “User Settings” (Page 21) on how to set-up users. When logging in to Master Link it is possible to save the Password. When saved the user will not be asked for password again unless changed or reset. The retained user can be reset from the Master Link “Options” menu or pressing SHIFT whilst activating Master Link.

Note the Master Link set-up options will only be available to users who log in with a user name which has access to Exchequer Enterprise “Utilities >> Access to System set-up”.

Master Link Main Window

When Master Link is active, the Master Link main window has the following functionality:

The screenshot shows the Master Link main window for customer 'ASTR01' (Astra Communica...). The window has tabs for 'Rollup', 'Trans', 'Ledger', 'Tel', and 'Options'. The main area displays account details such as 'Code: ASTR01', 'Status: Open', 'Balance: -6,949.62', and 'Cr Avail: 9,949.62'. There are buttons for 'View/Add Notes' and 'Hide [Escape]'. A 'Get Outstanding Invoice Summary' button is at the bottom.

Callouts and their descriptions:

- Use Rollup to roll up the Master Link window**: Points to the 'Rollup' tab.
- Select "Trans" or "Tele" to open or create a new transaction within Enterprise. These will be greyed out if Exchequer company is not open.**: Points to the 'Trans' and 'Tel' tabs.
- Double click on the Account code or Address to edit the Account record details held in Exchequer**: Points to the 'Code: ASTR01' and '5669 Routes des Cretes Paris 55598'.
- Press button to view/edit account notes held in Exchequer**: Points to the 'View/Add Notes' button.
- Press to hide Master Link window**: Points to the 'Hide [Escape]' button.
- Options to switch to transaction Exchequer are greyed out if Exchequer company is not open. Use the bottom option to log into Exchequer Enterprise**: Points to the 'Go to Ledger', 'Update and go to Ledger', and 'Login to Enterprise' options in the bottom menu.
- Select to update record from the CRM package to Exchequer**: Points to the 'Update Account Record' option.
- Select to view Transactions**: Points to the 'View Transactions' option.
- Select to edit the Account record details held in Exchequer**: Points to the 'View/Edit Account Record' option.
- If Master Link is in demo mode (Enterprise version), or "Minute Master" is unlocked, an extra option will appear to start "Minute Master". This allows the user to book time to Exchequer Enterprise Job Costing for the Contact currently displayed.**: Points to the 'Minute Master' option.
- Log into Exchequer Enterprise company**: Points to the 'Login to Enterprise' option.

Bottom of Main Window

The Master Link main window will expand if related information to the current account displayed is available (Such as InvoiceTo and Credit details):

The screenshot shows the expanded bottom of the window with the following text:

```

Company 1 : Electrics 'R' Us
Company 2 : Electrics 'R' Us
-----
Invoice To : ABCC01 : ABC Company
Last Invoice : 28/Mar/2000
Last Order : 18/Mar/2000
Oldest Outstanding Order : 28/Mar/2000
Total Outstanding £ 35,545.51
Current      >30    >60    >90    >120
             0      0      0      0    35,546
    
```

Callouts and their descriptions:

- Click on line to view Invoice To Account**: Points to the 'Invoice To' line.
- Click on line to view Invoice/Orders/Quotes**: Points to the 'Last Invoice' line.
- Click on line to view Outstanding Orders**: Points to the 'Last Order' line.
- Click on line to view Outstanding Invoices**: Points to the 'Oldest Outstanding Order' line.
- Many more options are displayed in this window such as: Jobs, Support Contacts (for Support Master), Outstanding Issues (for Support Master)**: Points to the bottom of the expanded window.

Changing the Field Mappings

To change/add the fields updated from your CRM package, select the "Options" menu and select "System Set-up". This option will only be available if the Exchequer user has the rights to system set-up in Enterprise (User "MANAGER" or any other user with rights). Master Link will display a window, which allows the user to alter the field mappings under the "Account field mappings" tab.

Restore Default mappings

Define fields to be updated by MLIndex

Multiple fields can be joined

Tick to rollup the address fields (i.e. remove the blank lines in the address)

Remap the field Master Link stores the Exchequer Account code in ACT (User field 1) or Goldmine (Key 1).

Fields read from CRM package, in this example ACT

No	Fields	Value Read
1	ID	A1062233272*PR
2	Company	Singapore Alarm
3	Dear	Mr Frederick
4	Contact	Mr Frederick Cho
5	Title	
6		
7		
8		
9		
10		
11		
12		
13	Current User	MASTER
14		
15	Address1	203, 12th Floor
16	Address2	Pacific Complex
17	Address3	Bugis Street
18	City	Singapore
19	State	
20	ZIP code	

Exchequer Field	No1	No2	No3	Separate	Default	MLIndex	De
Account Type (Text 1)	0	0	0	None	C	No Update	Me
Account Name (Text 2)	0	0	0	None		No Update	AC
Account Status (Text 0)	0	0	0	None		No Update	0-3
Area Code (Text 4)	31	0	0	None		CRM-Exch	Are
Rep Code (Text 4)	32	0	0	None		CRM-Exch	Re
Default Cost Centre (C 0)	0	0	0	None		No Update	De
Default Department (C 0)	0	0	0	None		No Update	De
VAT Reg No (Text 30)	0	0	0	None		No Update	VA
Address 1 (Text 30)	15	0	0	None		No Update	
Address 2 (Text 30)	16	0	0	None		No Update	
Address 3 (Text 30)	17	0	0	None		No Update	
Address 4 (Text 30)	18	0	0	None		No Update	
Address 5 (Text 30)	19	0	0	Comm		No Update	
Use Del Address (Mc 0)	0	0	0	None		No Update	Tr
Del Address 1 (Text 14)	14	0	0	None		No Update	
Del Address 2 (Text 15)	15	0	0	None		No Update	
Del Address 3 (Text 16)	16	17	0	Comm		No Update	
Del Address 4 (Text 18)	18	19	0	Comm		No Update	
Del Address 5 (Text 20)	20	0	0	None		No Update	
Contact (Text 25)	4	0	0	None		No Update	

Enterprise Account Code in Field N30 Roll up account address (removes blank lines in address)

Master Link System Directory: D:\MLink

Version 2.0.9

Fields read from CRM package, in this example ACT

Data transfer to Exchequer account record

⊙ MLIndex will update the contents of field, if different, when performing Full scan either CRM->Exchquer or Exchquer -> CRM. Note : Exchquer -> CRM does not support field concatenation (joining two field values). This allows changes in say account manager, in CRM package, to update Rep code in Exchequer automatically. This is intended to be used for updating Rep codes and user fields. It is not recommended to map all fields.

† Not applicable to Maximizer, since the Exchequer Accounts code is stored in a dedicated field called "Exchequer ID", see section on Maximizer.

○ The fields read from CRM package are defined in a text file. This can be easily edited, but with extreme care, from the "Options >> Utilities >> Edit DDE Defiinnitions" menu on the main Master Link window. Please backup the files beginig with DDE* , in the MLINK directory, before editing.

Changing the Behaviour

To change the behaviour of Master Link, select the “Options” menu and select “System Set-up” (this is available to any user which has access to Exchequer System-settings). Master Link will display a window, which allows the user to alter the general behaviour under the “General” tab:

Master Link System Settings - General

Allow switch to:

- Exchequer New Transaction *
- Exchequer TeleSales *
- Exchequer Ledger *
- Update Exchequer Customer/Supplier Accounts *

When creating new account:

- Create Exchequer Customer/Supplier Accounts
 - Prompt user for code
 - Auto Account codes (AAAA99) based on Company Name
 - Numerical Account Numbers
- Ask for Customer/Supplier Type else use default (Set in 'Account Field Mappings' Tab, Default: account type) *
- Display Account Updates from Contact Software *
- Show Enterprise Account Record for editing *
- Create diary entry *

Exchequer Version:

Exchequer Enterprise version: v4.31

General Behaviour:

Period 1 month: Jan

- Sync with Contact Software, while browsing through records in Contact Software
- Hide Master Link after switching to Enterprise else Rollup window

* = Overridden by user settings in the Enterprise Version

Master Link System Directory: C:\MLINK

Version 1.1.5

Annotations:

- Stop users having access to menu options to switch to Enterprise Transactions
- The version of Exchequer Enterprise Master Link is working with.
- Month name for Period 1. This is used when displaying the Month totals when viewing transactions
- Change the way new account numbers are created. Ask user for code, in AAAA99 format or counter.
- If all accounts created are Customers or Suppliers then uncheck
- If you do not wish to see field update confirmation then uncheck
- Uncheck to stop Master Link showing the Account records after an update
- Master Link by default creates an entry in the diary relating to the account. Uncheck to turn off.
- Stop Master Link automatically updating the account information when CRM account has changed. Also hide Master Link after switching to an Exchequer window instead of rolling up.

If you are using the “Enterprise” version of Master Link then options marked with a red “*” are overridden by the user settings (see section on “User Settings”).

Registering Master Link

To register Master Link, go to the “Options” menu and select “Register”. This option will only be available if the Exchequer user has the rights to system set-up in Enterprise (User “MANAGER” or any other user with rights). Master Link will then display the following window:

Registration

ComTek Accounts Copyright : Sam Smith 1999

Unlock seed code: 243:81611

Demo Version Please Register
Basic version

Unlock code: Demo Mode

Phone Comtek on 01945 464854 for Registration Number
or e-mail Unlock@ComTekAccounts.com
and quote the 'Unlock seed code'

Annotations:

- Copy the seed code to the clipboard and e-mail to ComTek Accounts
- Enter the unlock code here to unlock the software

Please e-mail the “Unlock Seed Code” to unlock@ComTekAccounts.com. This seed code will be valid for one week.

Note: If the system date is moved while on a 30 day release code the system will revert to demo mode.

User Settings (Enterprise version)

When the “Enterprise version” of Master Link is enabled an extra option in the “Options” menu will appear called “User Set-up”. This allows user specific options, for Master Link, to be set. Users must be set-up in CRM with the same name as in Exchequer and additionally in Master Link. The settings can be set for a “Default User” so when a new user logs into Master Link a new user is automatically created using the settings in “Default User” to reduce the burden of creating the new user in Master Link. Delete the “Default User” if you do not want this to happen.

The following explains the user options in detail:

Creating Users

Firstly, all users should be set-up in Exchequer Enterprise. Then go to the “User Set-up” option, in Master Link, and press the [Add] button. Now add each user to the Master Link system. Note: Once you have set up the options for one user you can copy those settings to the other users by using the [Copy To] button.

The screenshot shows the 'Master Link User Set-up (Enterprise version)' dialog box. It features a 'Users' list on the left with 'DEFAULT USER', 'MANAGER', and 'MISS'. The main area is divided into 'When creating new account' and 'Turnover figures' sections. Callouts point to various options and buttons:

- Ask for Customer or Supplier when creating an account:** Points to the 'Ask for Customer/Supplier Type' checkbox and the 'Customer' dropdown menu.
- Hide the Balance and YTD figures from user:** Points to the 'Show Balance else Credit Available' and 'Show YTD figures' checkboxes.
- Display updated field information when creating or updating an Account:** Points to the 'Display Account Updates conformation' checkbox.
- Show the Account information after creation:** Points to the 'Show Enterprise Account Record for editing' checkbox.
- Master Link by default creates an entry in the diary relating to the Account:** Points to the 'Create diary entry, in Exchequer, when account is created' checkbox.
- Set team manager for user. This is used in the Support Database (Extra Module):** Points to the 'Team Manager' dropdown menu and the 'Select Manager' button.
- List of Master Link users. The settings for these users are shown on the pages to the right:** Points to the 'Users' list on the left.
- Users on the Network will see changes within one minute:** Points to the text at the bottom of the dialog.

Setting Transaction Defaults

When Master Link switches to Exchequer Enterprise to create a Telesales transaction, SIN, PIN, etc. it is possible to make Master Link fill in one of the Reference fields (which can be used for reporting) and make the cursor stop at a particular position:

The screenshot shows the 'Transaction Defaults' dialog box. It features a 'Trans. Defaults' tab and a 'When creating new transaction use the following defaults:' section. Callouts point to various options and fields:

- Default value for Reference fields:** Points to the 'Your Ref:' text box containing 'MASTER'.
- When creating a transaction stop the cursor at:** Points to the 'Stop cursor at: Your Ref' dropdown menu.
- When creating a Telesales transaction stop the cursor at:** Points to the 'Stop cursor at: Your Ref' dropdown menu.
- Put a value on the clipboard:** Points to the 'Value to Clipboard:' text box.

Booking Multiple Contacts to a Single Account (Direct Accounts)

It is possible to set-up special accounts, within Exchequer Enterprise, for each user, and books all transactions to those accounts. When the user creates the account they will be presented with a menu that transfers the contact address to the delivery address of the transaction. From this menu they can either create a normal account in Exchequer Enterprise or book to an account listed in this page of System Set-up. This is set-up under the "Customer/Supplier Accounts" tab.

Restrict users rights to create or edit account details

Note: Each user must have their own set of accounts to book to, else each user would overwrite the other users delivery address

Text to appear on the Menu button

Account code

Setting Default Account Values

When creating a new account with Master Link, it is possible to set default values within the account record for each Master Link user. These values can also be hidden, or entry can be enforced.

User field 1 will default to "MASTER"

Trader Term 1 will default to "YOUR PURCHASER REP IS MASTER SMITH"

Restricting Menu Access

Many of the menu options can be hidden from each user:

Turn off the Telesales options

Restricting User Access to Account Records

If you set a default value of an account record created using Master Link, the following option page allows you to restrict the access of that account. This stops other users accessing the restricted account record from within the CRM package.

General	Trans. Defaults	Cust. Account	Supplier Account	Cust. Default Values	Supplier Default Values	Menu Access	Reports	Restrict Access	Message	Minute Master
---------	-----------------	---------------	------------------	----------------------	-------------------------	-------------	---------	------------------------	---------	---------------

Restrict user to view/amend Accounts which match the following values in the account record:

User 1:

User 2:

User 3:

User 4:

Cost Center:

Department:

Sales GL:

Purchase GL:

Area Code:

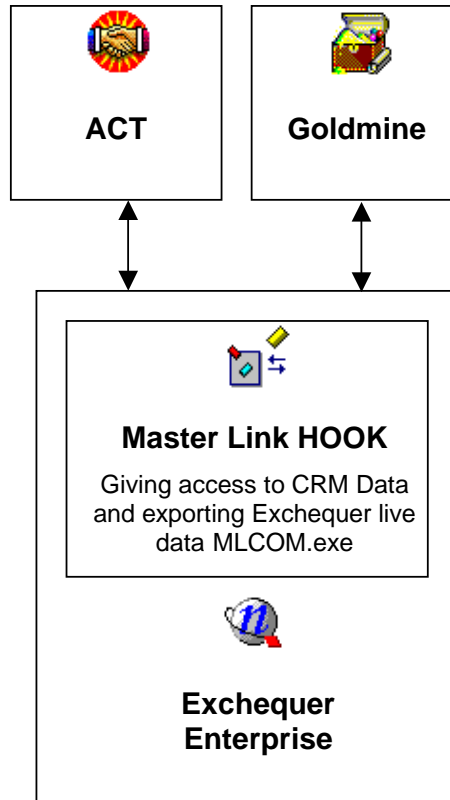
Rep Code:

Only show account if User 1 is equal to "MASTER". If not the Master Link main window will show as below and stop access to the account record:

Master Link : Cust : MASS01 ComTek Accounts	
RollUp Trans. Ledger Tele. Options	
Code: MASS01	Access Restricted
2 Post Office Lane Wisbech Cambridgeshire PE13 1HG Cont: Sam Smith Phone: 019-454-64854 Fax: [44] 01945 467755 e-mail: SamSmith@ComTekAcc	
	User1 = MASTER
	<input type="button" value="Hide [Escape]"/>

Master Link Plug-in (Enterprise version)

The Master Link Plug-in provides additional functionality, if the Master Link Plug-in is enabled within Exchequer Enterprise, to update and maintain accounts information within your CRM package. This allows you to use this additional information to target your customers more effectively.



Advantages of the Hook:

Export All Exchequer accounts to CRM easily

Update Sales History from Exchequer to CRM

Automatically track forecast sales using functionality in CRM

View Turnover for last 4 years within CRM (and remote sites). Updated by MLIndex

View Sales History within CRM (and remote sites) . Updated by MLIndex

View/Search date last Invoiced, Quoted, Ordered, Won/Lost Sales Quote within CRM (and remote sites)

View/Search for Debts, Oldest Debt date and account status (Requires MLIndex) . Updated by MLIndex

View Contact information from within Exchequer Enterprise

Ask for notes, to CRM, after an Enterprise Transaction has been performed

Schedule follow-up calls after taking orders

Send message to another CRM user after processing Transactions

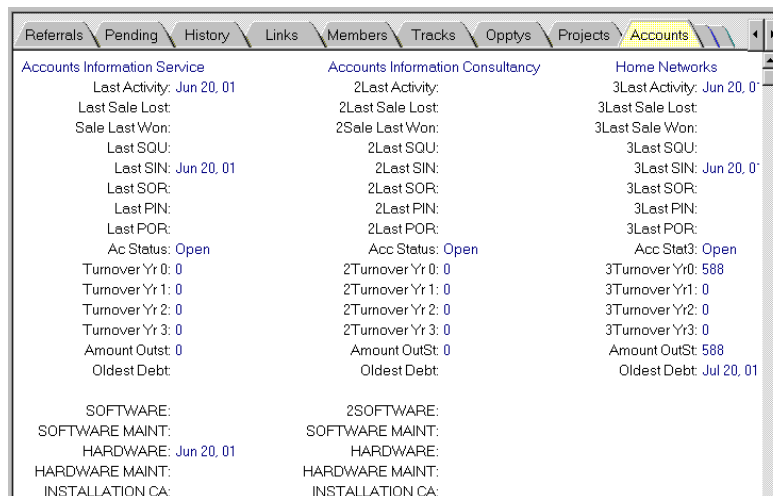
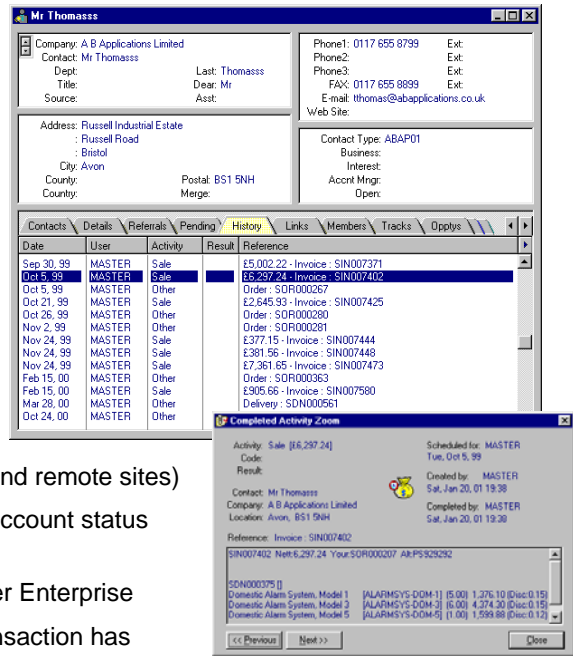
Track additional information, such as contract details/documents, in CRM

Allow CRM users to find contacts that have bought: (within CRM and remote sites). Updated by MLIndex

Any product booked to GL code/Parent GL code on Sales Invoice

Any product booked to Cost Centre/Department on Sales Invoice

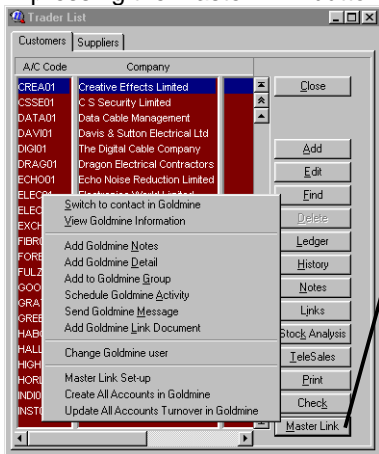
This allows, using CRM functionality, Sales reps to view information remotely. For instance Goldmine will allow synchronisation to 3COM Pilots, Windows CE, remote users/departments (via LAN, WAN, modem, RAS connection, e-mail or Internet) etc.



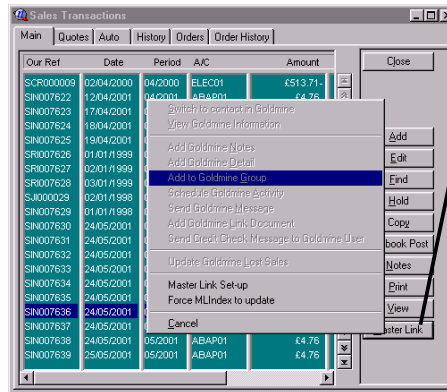
Trigger fields updated by MLIndex in Goldmine

Setting up the Master Link Plug-in Options

The Master Link Plug-in setting can be accessed by logging into Exchequer, as MANAGER, and pressing the Master Link button on the Trader List:



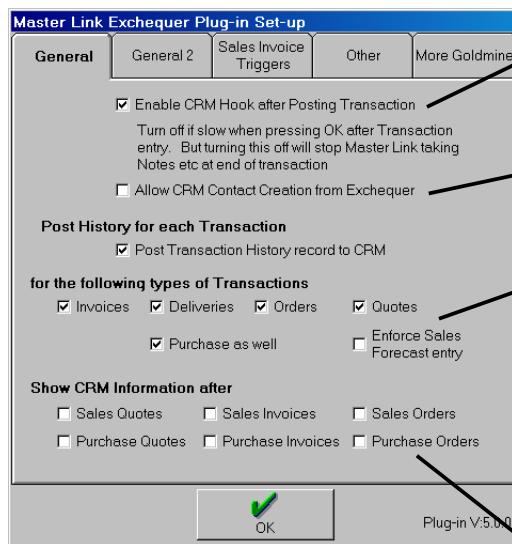
[Master Link] button will appear on Trader List and Transaction window. Press this button to access Master Link Plug-in menu.



[Master Link] button will also appear Sales/Purchase Daybook. Press this button to access Master Link Plug-in menu.

Note the Master Link set-up options will only be available to users who log in with a user name which has access to Exchequer Enterprise "Utilities >> Access to System set-up"

Select "Master Link Set-up". This will display the following window:



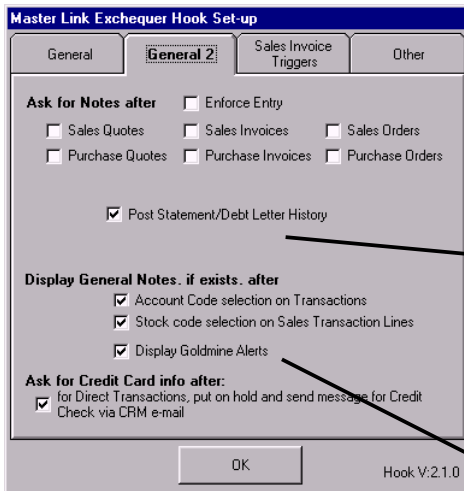
Disable Plug-in when posting a transaction

Disable Contact creation from Master Link (recommended)

"Post History to CRM" option, when enabled, posts a History/Forecast sales record to CRM for Enterprise Sales Transactions. The notes contain a summary of the transaction lines on the Transaction. The number of lines written to the notes can be altered in the next field. (May want to limit if the Company has a large number of transaction lines)

Show CRM information window after Transactions of certain type. This allows the user to

- Create a document link
- Schedule follow up call (not in ACT)
- Add to mailing list
- Send Message to CRM User
- Add more notes, etc.



Show window after Transactions of certain type to allow user to post notes to CRM for Transaction. The user also has the option of posting in a Transaction Line summary similar to the notes in History record. You can also enforce entry in this window.

When printing off Statements or Debt letters, from within Exchequer Enterprise, post to History in CRM

After entering a Stock code or Account code show Exchequer general notes. Can be used as warning system

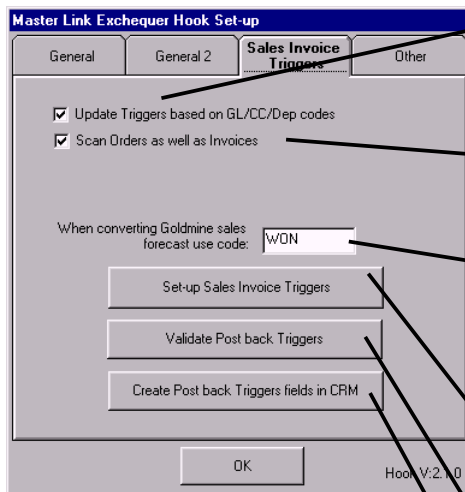
After entering account code, in Exchequer Enterprise, check Goldmine for any alerts which may be on the contact

After entering transaction ask for Credit card information which is sent via CRM as message to user to credit check

Setting up Post Back Triggers

A series of Triggers can be set-up which will write the date to a field in the CRM Package when a sales invoice line matches the criteria set-up in a Trigger. Explained in more detail in next section.

These Triggers can be set on the third tab of the Master Link Plug-in Set-up window:



Scan transaction for GL/Cost Centre and Department triggers. (Turn off if not in use to speed up processing)

Process Orders as well as invoices

When Quote has been detected as WON then use code in Goldmine, else ask for code. Note default Code must specified for MLIndex to update this information.

Press [Set-up Sales Invoice Trigger] button to View/Edit Triggers. See below.

Press [Validate Post back Triggers] in CRM

Press [Create Post Post back Triggers fields in CRM]

Press [Set-up Sales Invoice Trigger] button to View/Edit Triggers. The information is entered in the following window:

Code	Type	FieldName	Desc	Type Desc
520	0	UACCELECT	Electrical Componen	GL Code
540	0	UACCLIGHT	Lighting Products	GL Code
550	0	UACCSEC	Secutiry Products	GL Code
AAA	2	UDEPAAA	Elec R Us	Department
BMC	2	UDEPBMC	Building Maint Cont.	Department
BRO	2	UDEPBRO	Bromptons Housing	Department
SEC	2	UDEPSEC	Security R Us	Department
*				

The Trigger code is entered in the Code column followed by type (0=GL, 1=Cost Centre, 2=Department, 11-14 = THUser1-4). The CRM field update is entered in the "FieldName" column. The "Desc" allows you to enter a description for easy identification of triggers (Note : Goldmine only allows a description of 18 characters long, Master Link will give you the option to edit these descriptions, if they are over 18 characters long, as they are created later).

If you wish to drop any of these fields you must delete them from the CRM package manually.

If using more than one company with Master Link then end the trigger fields with a number to represent the company number.

Tip:

These Triggers can also be Viewed/Printed from Master Link window by selecting "Options >> Utilities >> View Trigger List". This is useful when creating queries whilst in the CRM package.

Adding Post Back fields for Exchequer Information to CRM

When a MLIndex finds a Transaction has been posted in Exchequer Enterprise database it will write information to post back fields in the CRM Package. First we must specify the Trigger fields. To do this we Backup CRM Database, then log into Enterprise as "MANAGER" and go to the Customer/Supplier Ledger and press the master Link button. Then select "Master Link Set-up" (see previous section). This procedure will add the fields to your CRM package (Note it will not delete unwanted fields, this must be done manually). You must then create a user defined screen to display the data (covered in following pages).

These fields are listed in the following table:

Fieldname	Description	Data type	Length	Description
UACCLACT	Acc Activity	Date	8	Last Quote, Invoice, Order date for Sales and Purchases
or KEY fields for quicker searches				REQUIRED FOR FIELDS BELOW
UACCLSIN	Last SIN	Date	8	Last Sales Invoice date
UACCLSOR	Last SOR	Date	8	Last Sales Order date
UACCLSQU	Last SQU	Date	8	Last Sales Quote date
UACCLPIN	Last PIN	Date	8	Last Purchase Invoice date
UACCLPOR	Last POR	Date	8	Last Purchase Order date
UACCLOST	Sale Lost	Date	8	Last Sale Quote Lost date
UACCWON	Sale Won	Date	8	Last Sale Quote Won date
UACCY0	Turnover Yr 0	Number	12	This years turn over
UACCY1	Turnover Yr 1	Number	12	Last years turn over
UACCY2	Turnover Yr 2	Number	12	Previous year turn over
UACCY3	Turnover Yr 3	Number	12	
UACCOUDA	Oldest Debt	Date	8	Oldest Debt
UACCOUDA	OutStanding	Number	12	Outstanding amount
UACCSTAT	Acc Status	Text	10	Account status = Open, Closed ,See Notes or On Hold
UACCOROUT	Oldest Order	Date	8	Oldest Outstanding Order
UACCORAMT	Order Amount	Number	12	Outstanding Order Amount
UACCNOTES	Last Notes Date	Date	8	Used for syncing dated Notes

When installed the Plug-in also contains a series of Triggers set-up for the Exchequer demo data "Electric's R Us". Triggers allow you to set criteria on Sales Invoice lines, which when they meet criteria, will update user fields within your CRM package with the transaction date. This allows you to track the last date a customer bought a particular product or type of product from Cost Centre or Department.

The following table shows the user fields these demo Triggers write to:

Fieldname	Description	Data type	Length	Description
UCCAAA	Last Elect R Us	Date	8	Department AAA
UCCBMC	Last Building Maint	Date	8	Department BMC
UCCBRO	Bromptons Housing	Date	8	Department BRO
UCCSEC	Last Sec R Us	Date	8	Department SEC
UACCLIGHT	Last Light	Date	8	GL Codes below GL Heading 540
UACCELECT	Last Elect Prod	Date	8	GL Codes below GL Heading 520
UACCSEC	Last Security	Date	8	GL Codes below GL Heading 550

See "Setting up Post Back Triggers" section (Page 28) on how to set these up.

For Multiple company installations these fields have the company number after the name. E.g UACCLSIN ,UACCY0 is UACCLSIN2 , UACCY02 in the second company.

Example Queries

These user fields allow a user of the CRM package to write queries to list contacts based on the values found in these fields. For example:

Example	Query
List of Suppliers	UACCLPIN not null
List of Customers	UACCLSIN not null
Customers sales over £5000	UACCY0>5000 and UACCLSIN not null
Top Customers List	Sort by UACCY0 and UACCLSIN not null
Customer Lost Sales Quotes	UACCLOST not null
Customers who have not bought in last 6 months	UACCLSIN < (Date-6 months)
Customers who have not bought Security Products in last 6 months	UACCSEC < (Date-6 months)
Customers who have not bought from Security Products Department in last 6 months	UCCSEC < (Date-6 months)
Building Maintenance customers	UDEPBMC > (Date-2Years)

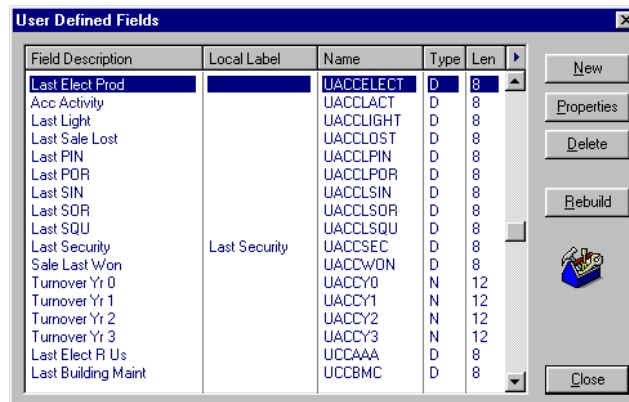
The above queries are only examples; they are not the correct syntax

In the root directory of the Master Link CD-ROM is a text file that contains example of SQL queries, which can be copied into the Goldmine SQL window.

Manually Adding User Fields to Goldmine

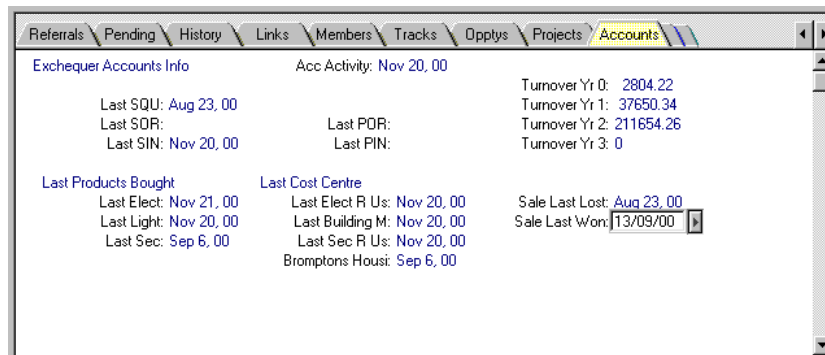
To add the above user fields to Goldmine we need to log in to Goldmine (with the required security rights) and select "File >> Configure >> Customer Fields" menu. Then use the [New] button to add the required user fields listed above.

DOUBLE CHECK THAT THE SPELLINGS MATCH THOSE IN MASTER LINK



Make sure every one is out of Goldmine and press the [Rebuild] button. This will add the new fields to the Goldmine database.

Now you may want to add a user screen to Goldmine to display the above fields:



Please consult the Goldmine Manual for details of how to do this.

Note: Make the fields read only. Goldmine security can restrict access to this screen or fields.

Manually Adding User Fields to ACT

First set-up all of your triggers (Explained on previous pages). THEN GET EVERY ONE OUT OF ACT AND TAKE A BACKUP. Press the [Master Link] button on the Trader list in Enterprise then select "Create User fields for Triggers in ACT". The Master Link Plug-in will then create the user fields in ACT for you. You must manually add them to the ACT contact window. If you add any more triggers then repeat the process.

VERY IMPORTANT: YOU MUST MAKE SURE EVERY ONE IS OUT OF ACT ELSE THE PLUG-IN MAY HANG. After adding the new fields the Plug-in will re-index the ACT Database, this may take a some time depending on the size of database.

Tip:

These triggers can be added automatically, see Section "Setting up Post Back Triggers" (Page 28) in previous section.

Conflicts with other Hooks

Exchequer Enterprise at present provides two custom buttons for Third party use. If the Exchequer Enterprise user already uses one of the Plug-in buttons, then the Master Link Plug-in will use the next one available. If the installation already uses two buttons then load MLCOM last.

CRM Sales Forecasts

The Master Link Plug-in updates your CRM Forecast sale when a Quote is entered into Exchequer Enterprise. When the Quote is converted to an Order/Invoice the sale is completed when you go into the Transaction and then press the [OK] button or use the [Convert] button in Exchequer Enterprise.

If a quote is removed, due to the sale being lost, then the Plug-in converts the Forecast Sale to a Lost sale (with code result code 'LOS').

Exporting Exchequer Accounts to CRM

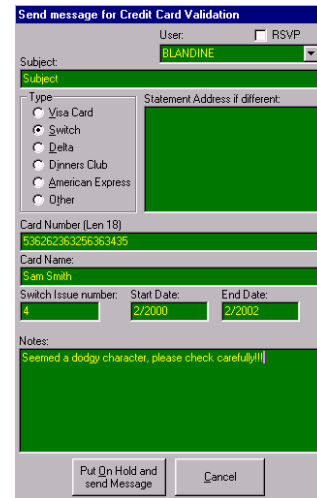
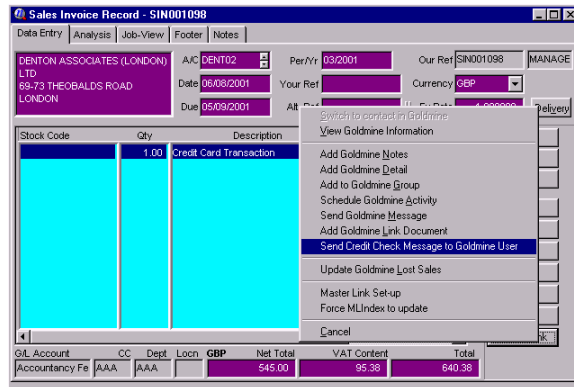
When we have the Plug-in installed you export all accounts from Exchequer to your CRM package. First take a backup. Press the [Master Link] button on the Customer/Supplier Trader List, then select "Create ALL Accounts in CRM". After select "Update Transaction History in CRM" option to export the transaction History, and update Triggers (Normally performed by MLIndex). This option will ask how far back you want the History exported from, enter the date in format asked for and the Plug-in will export the Transaction History. **This may take some time depending on the size of data.**

Note : For ACT the Exchequer ID must have been mapped to user fields 1-15, else the Exchequer account code will not be written to ACT (User1 by default).

To Skip accounts : To stop the importation of certain accounts enter SKIP in user field 1 on the account record.

Credit Card transactions

When user enters a transaction the Master Link button is available from the bottom button on the Transaction window. From this menu the user can select "Send Credit Check message to Goldmine user":



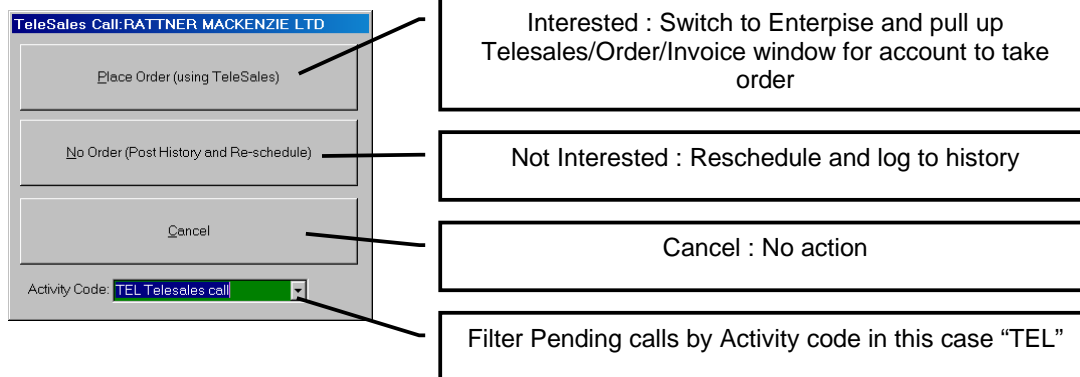
This will display the following window to the right.

The user can then enter the credit card details for the transaction. The user will then put the transaction on Hold for credit card validation. A message will be sent via Goldmine to the designated user, who will be then notified via Goldmine Alarms.

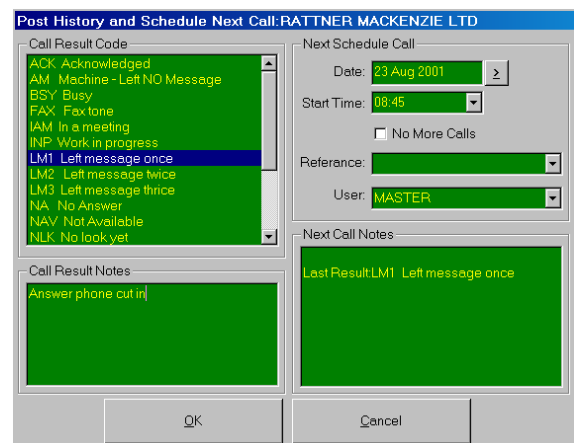
This user will then validate the Credit Card information and release the hold on the transaction if successful.

Telesales Operations

If Master Link is activated with options "/SORR:", "/SINR:", "/TELR:" (See section on Extra parameters for you CRM Package) then it will look for an pending Phone calls for current contact. It will then display an option box:



If the user hits [No Order (Post History and Reschedule)] button then another window will appear which asks for the result code and gives the user the option of rescheduling then next call.

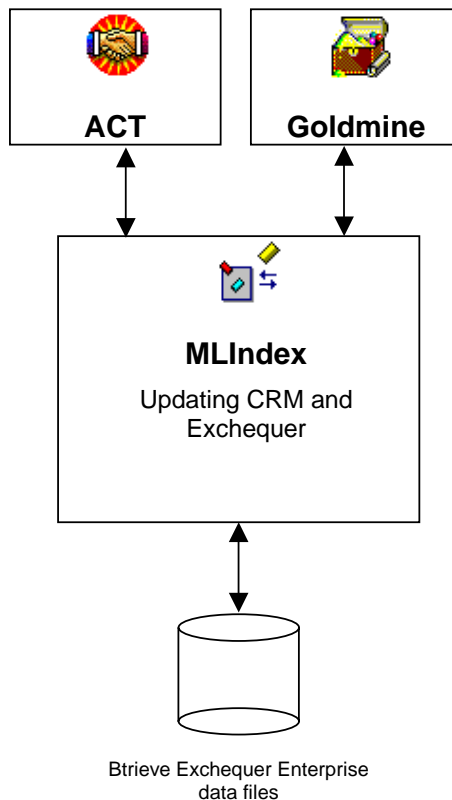


Master Link Index (Enterprise version)

Master Link requires fast access to various Exchequer Enterprise records found by account code. To speed up access to Transaction and Job records, Master Link maintains a special index. When you first log into Master Link it will ask you to create the index for the first time. You may decide to delay the creation of this index as it may take several minutes or hours depending upon the number of records in Exchequer Enterprise. Master Link will scan Exchequer Enterprise for new Transactions and Jobs each time you access Transactional information from Master Link. For large sites that have a large volume of daily transactions, and wish to view Job Costing information, we have developed an external program which maintains the Master Link index. While this index program is running, Master Link no longer looks for new Transactions in Exchequer Enterprise every time you access Transactional information, therefore, removing the load from each client. This can be easily scheduled using the supplied program SCHED.EXE that is placed in the Start-up group of the designated computer.

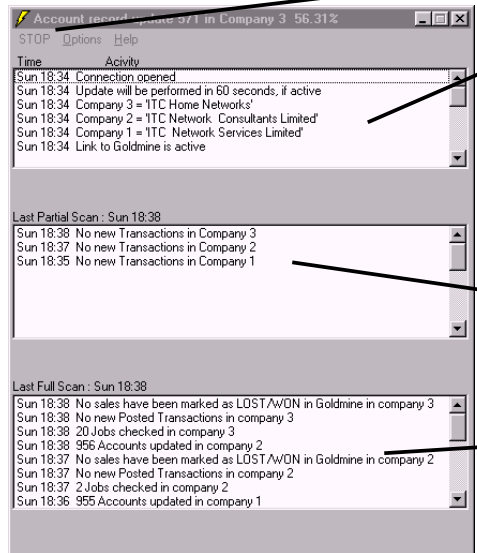
If the Master Link Plug-in is installed, this index program will also:

1. Post Transaction History to the Contact Notes/History.
2. Update Contact fields in your CRM package/Exchequer. This will allow a change in account manager, say user field in CRM, to update CSUser1 in Exchequer or the other way round.
3. Update User defined Triggers based on GL codes, Cost Centres or Departments.
4. Update Turnover, Account Status, Outstanding Debt and Oldest Outstanding Debt.
5. Builds an exception report which shows accounts which don't relate to a CRM contact and Accounts which have different names to the CRM contact.
6. In Goldmine if a user converts a additional contact to a entry in the organisation tree it creates a duplicate record with an Exchequer account code, MLIndex will remove the duplicate when processed.
7. Show Outstanding Orders in the Pending Tab of Goldmine
8. Increase Master Links speed.



Installing MLink.exe

Before installing the Plug-in make sure Master Link is working from the CRM Package, as described in previous sections.



The screenshot shows the MLink application window with the following sections:

- Activity Log:**
 - Sun 18:34 Connection opened
 - Sun 18:34 Update will be performed in 60 seconds, if active
 - Sun 18:34 Company 3 = TTC Home Networks'
 - Sun 18:34 Company 2 = TTC Network Consultants Limited'
 - Sun 18:34 Company 1 = TTC Network Services Limited'
 - Sun 18:34 Link to Goldmine is active
- Last Partial Scan:** Sun 18:38
 - Sun 18:38 No new Transactions in Company 3
 - Sun 18:37 No new Transactions in Company 2
 - Sun 18:35 No new Transactions in Company 1
- Last Full Scan:** Sun 18:38
 - Sun 18:38 No sales have been marked as LOST/WDN in Goldmine in company 3
 - Sun 18:38 No new Posted Transactions in company 3
 - Sun 18:38 20 Jobs checked in company 3
 - Sun 18:38 956 Accounts updated in company 2
 - Sun 18:37 No sales have been marked as LOST/WDN in Goldmine in company 2
 - Sun 18:37 No new Posted Transactions in company 2
 - Sun 18:37 2 Jobs checked in company 2
 - Sun 18:36 955 Accounts updated in company 1

Annotations on the right side of the image:

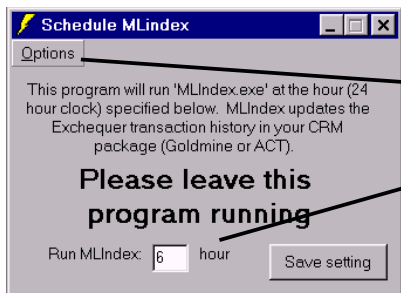
- Press to Stop and Start MLink
- Shows when MLink opened and closed connection. MLink will close connection to Exchequer Enterprise to allow Backup Software access to data files according to the Start and Stop times set in "Options >> MLink Settings" menu.
- Day and time last scanned Partial scan was performed (Look for new transactions)
- Day and time last Full scan was performed (see below)

To install MLink.exe, run SetupWKS.exe from the MLink directory. Then put a shortcut to MLink.exe in the start-up group of the designated machine (usually a Server). MLink.exe, when run, will appear in the SysTray as yellow lightning:



MLink.exe

Double click on the icon to activate the Schedule program.



The dialog box titled "Schedule MLink" contains the following text:

Options

This program will run 'MLink.exe' at the hour (24 hour clock) specified below. MLink updates the Exchequer transaction history in your CRM package (Goldmine or ACT).

Please leave this program running

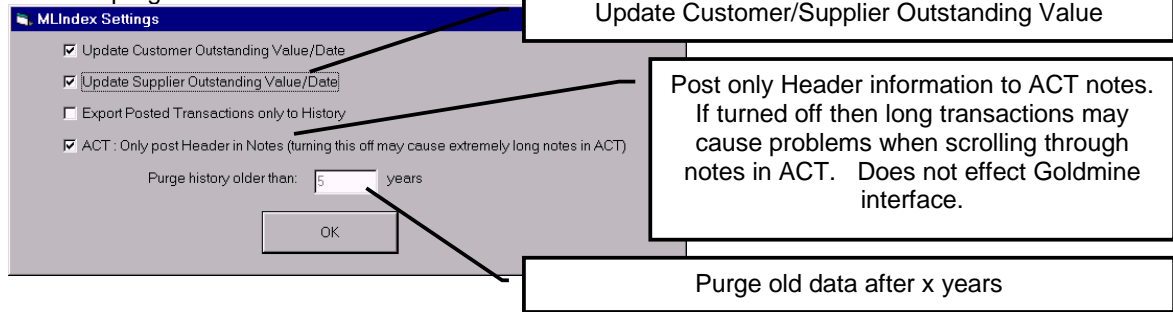
Run MLink: hour

Annotations on the right side of the image:

- From options menu can run now
- Set the hour to run MLink (6am)

MLIndex Settings

The MLIndex settings are accessed from the “Options >> MLIndex Settings” menu options within the MLIndex program:



MLIndex **DOES NOT** lock any files when not active.

If the Master Link Plug-in is active, then when the user logs into Exchequer Enterprise, the user will be warned if MLIndex has not run for more than two days. The date last run is also shown, at the bottom left of the Master Link splash screen (screen which appears when Master Link starts) and “About” window.

If MLIndex is active, the activity of the MLIndex program can be viewed from Master Link main menu by selecting “Options >> Utilities >> View MLIndex logs”. These include reports, which show if accounts do not relate to Contacts in CRM and if the Company names are different.

The Master Link Plug-in will warn if MLIndex not run for two days when logging into Exchequer Enterprise.

Other MLIndex Utilities

From the MLIndex “Options >> Debug/Fix” menu are several options for fixing or checking data integrity.

“**Force rescan of all Transactions**”. This will clear all Trigger fields in CRM and then scans all transactions in Exchequer Enterprise. Updating Trigger fields and History as it goes.

“**View error Logs**”. These logs report any accounts which don’t seem to relate. MLIndex updates these every time it does a full scan. These are also accessible from Master Link menu “Options >> Utilities >> View MLIndex logs”.

“**Clear all trigger fields**”. Clears all trigger fields in CRM.

“**Scan for Dups**”. This will scan all Goldmine records for Contacts with Exchequer ID’s in twice. Will give option of correcting problems and moving data. This routine only works if you have put the Exchequer ID in on of Goldmine key fields. †

“**Update Exchequer User4=CRM ID**”. Use this if you manually add Exchequer ID to your CRM package. This scans CRM contacts for valid Exchequer ID codes, if invalid gives option to remove bad codes. Then scans all connected companies for account and copies or creates accounts in other companies. Then updates User4 in the Exchequer Account record with the CRM ID. This required for the Plug-in and MLIndex to write information back to CRM.

“**Set Last Run Number**”. This allows you to view or set the last run number. MLIndex scans Exchequer Transactions by Run Number. If this does not equal the top run number in Exchequer then MLIndex is having problems.

Importing or Matching

A new installation may have exist

† Not available in ACT

Importing Contacts into CRM from Exchequer Enterprise using report writer

1. Set-up Master Link and check it creates accounts correctly.
2. Install MLCOM (Master Link Plug-in) (Enterprise version only, page 24)
3. Export all contacts from Exchequer using report writer

4. Use CRM import routine to import into CRM package. Note: You must import the Exchequer Account code in to the correct field. (Consult CRM manual).
5. Test Master Link uses the field you have imported the Exchequer ID into
1. If you wish to use the Plug-in and MLIndex start MLIndex.exe and select "Options >> Debug/Fix >> Update Exchequer User4 = CRMID" to form the link from Exchequer to CRM contact. This writes the CRM contact ID in account record user 4.
6. Run MLIndex.exe exe and select "Options >> Debug/Fix >> Force Rescan of ALL Transactions". This will export all Transaction data to the CRM Contacts. This procedure can take some time depending on the number of transactions in the system (Approx. 2500 per Hour).

Importing Contacts into CRM from Exchequer Enterprise using Master Link

1. Set-up Master Link and check it creates accounts correctly.
2. Install MLCOM (Master Link Plug-in) see section on this.
3. Use the Master Link Plug-in to export the accounts to the CRM †. This imports basic names and address to CRM. "Master Link Hook" section. (Enterprise version only, page 24). **Note** : For ACT the Exchequer ID must have been mapped to user fields 1-15, else the Exchequer account code will not be written to ACT (User1 by default).
4. If additional data is need to be imported in to the CRM then Export data to file and import using CRM import routines.

Importing Accounts into Exchequer from CRM

Edit all contacts in CRM and add appropriate Exchequer Account code (used by master link to identify account). Use CRM Export facilities to export contacts in CSV format. Import into Exchequer the exported information using either Exchequer importer or PostTrans.

If you wish to use the Plug-in and MLIndex to post info back to CRM, start MLIndex.exe and select "Options >> Debug/Fix >> Update Exchequer User4 = CRMID" to form the link from Exchequer to CRM contact.

Both systems have the data

If both systems have data, which should match, then designate the Exchequer ID field and make sure the codes correctly relate the account records in Exchequer.

2. Set-up Master Link and check it creates accounts correctly.
3. Install MLCOM (Master Link Plug-in) (Enterprise version only, page 24)
4. Run MLIndex.exe exe and select "Options >> Debug/Fix >> Update Exchequer User4 = CRMID" to form the link from Exchequer to CRM contact. This writes the CRM contact ID in account record user 4.
5. Then start up Exchequer Enterprise and Select "Create ALL accounts in CRM" from the Master Link menu. This will import, into CRM, any missing accounts.
6. Run MLIndex.exe exe and select "Options >> Debug/Fix >> Force Rescan of ALL Transactions". This will export all Transaction data to the CRM Contacts. This procedure can take some time depending on the number of transactions in the system (Approx. 2500 per Hour).

Troubleshooting

Installation Issues

Towards the end of the installation I get OLEAUT32.DLL is out of date.

Reason

Your OLEAUT32.DLL file is out of date.

Answer

The install program will have updated it. Reboot computer and rerun the install program. It should now work OK!!

Master Link Hangs at 60%

Reason

Master Link cannot communicate with your Btrieve engine.

Answer

Both installations ask "Where is Exchequer". When you select the Enterprise directory the installation adds the directory to your PATH statement. If either PostTrans or Master Link does not work then check:

1. The Exchequer DLL Toolkit Module has been unlocked on the Exchequer Installation
2. Is the Exchequer directory in your path statement?. Note some network logon scripts, Novell in particular, may override the AUTOEXEC.BAT PATH statement if so see network Administrator. To find out if it is in your path statement, go to DOS and type PATH. Look at the result to find if it has been added.
3. Test the DLL Toolkit either go to PostTrans or the Master Link program group and run the "Test Exchequer DLL" program. This will test the DLL Toolkit is working. Or run Test32.exe from the Master Link directory.

If the Exchequer Enterprise directory has not been added to your PATH statement and you are unsure how to add the directory to your PATH statement (Because login script is overriding it). Manually copy the Btrieve engine from the Enterprise directory to the Master Link directory (all files in the Enterprise directory beginning with W).

Manually copying Btrieve files

This can be simply done by copying all files which begin with W*.* from the Enterprise directory to the Master Link directory.

Note : You must make sure Windows Explorer is not hiding some files. By default Windows Explorer hides .DLL files. Go to "View >> Options" and tick "Show All Files".

If you install a newer version of Btrieve at a later date, be sure to repeat this process.

Master Link Hangs at 70%

Reason

Exchequer Enterprise has not been installed on the computer

Answer

1. Install Exchequer Enterprise
2. Follow the instructions for hanging at 60%

What happens if I move Master Link on the Server?

If the master Link directory is moved, then run RegLink.exe (in the Master Link directory) from each workstation, to point Master Link to new directory.

What happens if I move Exchequer Enterprise Data on the Server?

If the master Link directory is moved, then run WhereIs.exe (in the Master Link directory) from each workstation, to point Master Link to new directory.

One or more machine is really slow while the rest are fast on Client Server version of Exchequer? Also gives error 46 when creating an account?

Reason

On the slow machines Master link is starting a different version of Btrieve and using the local engine instead of Client Server engine.

Answer

Search for file W32MKDE.EXE on hard drive. If files are found then the Btrieve engine in this directory may need deleting.

Multi-user issues

How do I log every one out of Master Link?

Answer

1. In Master Link select Options >> System Set-up menu Option
2. Select 'Reset user count'

Master Link keeps saying that the user count has been exceeded

Reason

Some of the users on the system did not exit Master Link the correct way. This could be caused by the user turning the machine off or machine crashed therefore Master Link did not remove the user from the user count.

Please note that while Master Link is hidden, using the [HIDE] button, the user is counted as using Master Link

Answer

1. In Master Link, select Options >> System Set-up menu Option
2. Select 'Reset user count'

Problems logging in

When I enter my user name the cursor will not move to Password field.

Reason

User name is not set-up in Enterprise.

Answer

Add user to Enterprise system. All users names should exist in both systems.

Cannot see the Set-up options in the "Options" menu.

Reason

User name in Enterprise does not have access to Exchequer Enterprise system set-up menu.

Answer

Give user access to Exchequer Enterprise system set-up menu or log in as different user. If Master link is automatically remembering the user name and password then go to Master Links "About" window, form the "Options" menu, and press [Reset Retained Password] button.

When I have changed my Monitor or lower the screen resolution and can not now see some of the Master Link windows

Reason

The window is being displayed off the screen

Answer

Go to Master Link "Options" Menu and select "Reset window positions" or run ResetWin.exe from the Master Link directory.

Hangs when exporting data to CRM

Reason

Something about the account or the next account on which it appears to have stopped on.

Answer

To stop the importation of certain accounts enter SKIP in user field 1 on the account record.

When I start Master link I get an Automation error with a large negative error number.

Reason

The Master Link free-floating window is a COM object. Each COM object is registered in the registry, but your settings in the registry are wrong.

Answer

Firstly be very careful!

Run "regedit".

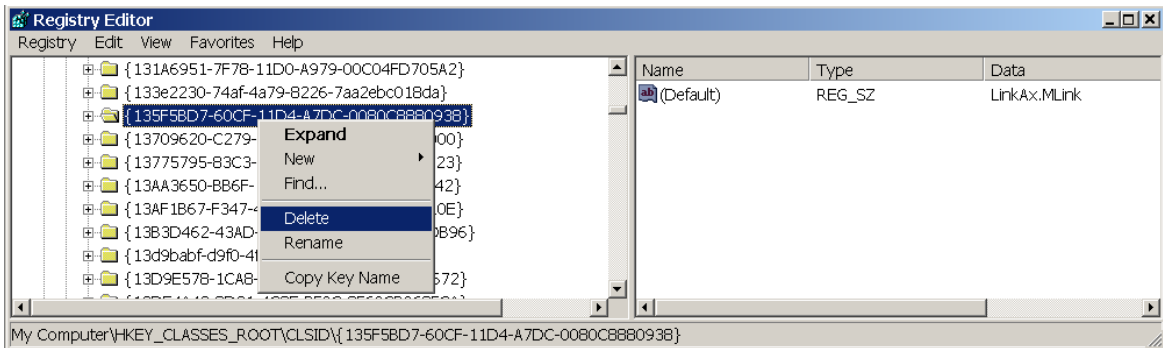
Make sure the cursor is at the top of the tree on the left hand pane of the window

Click on "Edit" menu and select "Find"

Enter "LinkAx" in the find window.

Press [OK]

RegEdit will then move to the first entry for this key. Select the large key on left hand side:

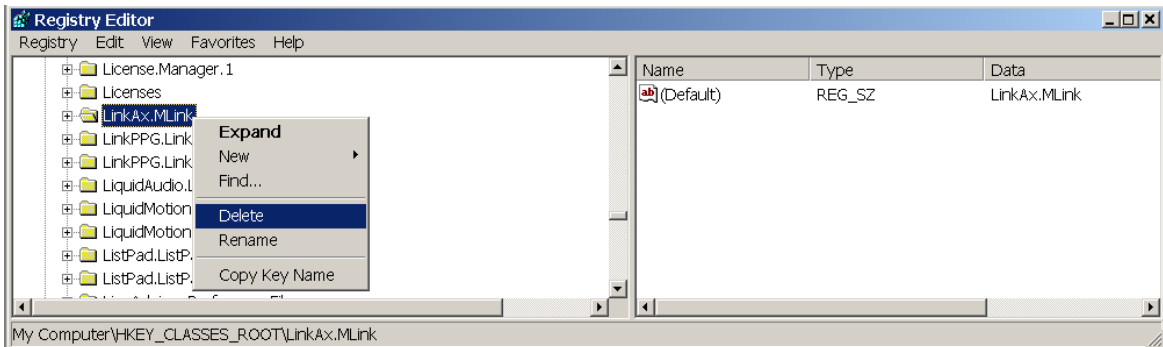


This should end in "8880938}"

Right click and select "Delete".

Now press [F3], to search again.

RegEdit should now find another entry:



This should read in "LinkAx.Mlink"

Right click and select "Delete".

Repeat until all keys for "LinkAx" have been deleted.

Now run RegLink.exe, and then WhereIs.exe from the MLINK directory.

Now try Master Link again, problem should be fixed.

Goldmine : When Is move the cursor through the Exchequer ID field the contents gets deleted?

Reason

The setup on the lookup list has "insert closest match" turned on, and of course the account code is not in the list, so Goldmine deletes the contents of the field.

Answer

Simply go to field and press F2. Select [Setup] button and untick "insert closest match"

Files used by Master Link

Setup:

Setupwks.exe	Installs local files on computer
CRMSetup.exe	Runs one of the following:
ACTSettings.exe	Adds Master Link to ACT menu/Toolbars
GoldmineSettings.exe	Adds Master Link to Goldmine menu/Toolbars
RegLink.exe	Run this to register Master link location on computer (similar to Entreg.exe)
WhereIs.exe	Sets the Exchequer installation Master Link interfaces to

Manuals:

Admin.doc	Administration manual
Install.doc	Installation manual

Configuration:

CSFields.csv	List of Exchequer fields
DDEACT.def	Defines the DDE fields ML reads from ACT
DDEGOLD.def	Defines the DDE fields ML reads from Goldmine
DDEMAX.def	Defines the DDE fields ML reads from Maximiser
Mappings.csv	Actual Fields mappings as displayed in Set-up
Counter.dat	Holds the last account number if sequential numbering is on
Temp.mdb	Contains an index of History posted to CRM
System.csv	Contains the system settings.

Interface to CRM:

LinkACT.exe	Activates Master Link from ACT
LinkGold.exe	Activates Master Link from Goldmine
LinkMax.exe	Activates Master Link from Maximiser
LinkBesp.exe	Activates Master Link from Bespoke Application

Programs:

LinkAx.exe	Master Link ActiveX
MLCOM.exe	Master Link Plug-in
MLIndex.exe	Updates CRM with account History
Sched.exe	Schedules MLIndex to run overnight (6 am by default)
Repair.exe	Repairs and compacts the data files

Logs:

Master Link logs various information to text files. These files list User, Machine, Time, date, error or activity:

Activity1.log	General Activity log
Error1.log	Fatal Errors log
MLIndexDups.log	Logs all changes made by MLIndex duplicate checking
MLIndexlog.log	MLIndex activity log
FailedUpdates1.log	List of transactions Mlindex failed to update, will try again next time.
MLIndexCust.log	List of customers who do not relate to any CRM record.
MLIndexDiffCust.log	List of customers who do relate to a CRM record but have different name.
MLIndexClosedCust.log	List of customers who do relate to a CRM record but are marked as closed in Exchequer.
MLIndexFieldsUpdated1.log	List of fields updated MLIndex by mappings "CRM -> Exch" or "Exch -> Exch". MLIndexSysFieldsUpdated1.log logs the UACC fields.
AccountsCreated1.log	When all accounts are created from within Exchequer Enterprise this file is the log of contacts created in the CRM package.

Updates:

Because many of the above files are in user during the day, it can be difficult to upgrade files. If a file is placed in the "Updates" sub directory of MLINK directory then the file will be copied to the MLink directory by the SCHED.EXE (over night). Updates\Upgrade.log will list files updated.

Else look at:

If Master Link does not work please have a look at the Readme.doc file included on the CD-ROM or check the Web site:

Common Support Q/A:

<http://www.comtekaccounts.com/CommonQ/MasterLink.htm>

Downloads, Literature and update history:

<http://www.comtekaccounts.com/MasterLink/MLUpdates.htm>

Details on the Enterprise Version of Master Link

<http://www.comtekaccounts.com/MasterLink/enterpri.htm>

Master Link TeleSales

<http://www.comtekaccounts.com/TeleSales/TeleSales.htm>

Easy entry of Timesheets and Expenses against Job.

www.comtekaccounts.com/minute.htm