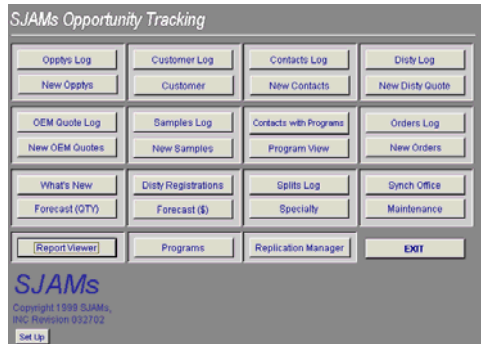


SJAMs User Manual



SJAMs Switchboard



SJAMs
Application or "Front End"



SJAMs BE
Full Replica or "Back End" Office Users



sjamsbe
Partial Replica Or "Back End" Remote Users

Introduction

SJAMs is comprised of two parts: the front end application and the back-end data tables. The front end application (**SJAMs**) contains all of the data entry forms and reports; the back end files (either **SJAMs BE** or **sjamsbe**) store the actual data.

The **SJAMs BE** or **sjamsbe** are *replicable files*. Several distributed replicas are referred to as a *replica set*. Data can be updated at any **SJAMs BE** or **sjamsbe** replica and synchronized with another member of the replica set and records within each replica will be updated. A **SJAMs BE** replica can synchronize with any other replica; a **sjamsbe** file can only synchronize with another **SJAMs BE** replica.

The difference between **SJAMs BE** files replicas and **sjamsbe** files is **sjamsbe** files are partitioned replicas (aka partial replicas) with filters set for a certain employee or groups of employees. All partial replicas are named **sjamsbe** with different filters set in each. All **remote users** must use **sjamsbe** files in order for the **SJAMs** application to function properly.

Helpful Tip for SJAMs Users:

- 1) Remote Users should use the Maintenance Function (Located on the SJAMs Switchboard) as often as possible. Maintenance will keep the sjamsbe files compact and create a sjamsbe.bak, the **sjamsbe.bak** is a backup file that can be used to restore the **sjamsbe.mdb** in case it is accidentally deleted or corrupted.
- 2) All SJAMs Users should synchronize as often as possible. SJAMs recommends **at least three synchronizations/week**. Frequent synchronizations keeps your database up-to-date and provide an inherent backup of your information.

Working with the SJAMs Forms

Example: Opportunities Log

Filter By Selection: Select a value to filter on. Example: If the letters 'ght' are highlighted in the word "N**ight**shift". This filter will return all records in that field with the text "ght". This filter process can be repeated until the desired results are achieved.

Filter Excluding Selection: Opposite of Filter By Selection

Report Date (Important)
The Report Date filter is used to filter the date range when generating reports.
Note: The records on the screen will not be affected by this filter, only the records on the reports that are generated.

Open the SJAMs Switchboard | Print Screen | Duplicate Records | Print Screen in Excel Format | Remove all filters | Additional Reports | Open the TAM/SAM form

Advanced P/N filter | Begins With | Principal P/N | Company | Principal | Customer P/N | Program | Filter Criteria | Follow Up | track | F/U Date | Salesman | Report Date | Distributor | More Details

Fields Options: Specialty, Follow Up, Select Fields | Selectable field display | Single click to sort column A-Z double click to sort Z-A

Company	Principal	Program	Principal P/N	Customer P/N	Status	Value K's	Contact	Track Qu	F/U	SP	Det
3COM	NewPrincipal	Colbra	X5043S		Dead Program	60	Gibson				
3COM	NewPrincipal		90-1804V-010				Aserov				

Value Field: Default is Quantity x ASP (Black Font)
Click in the field to view Weighted Value (Red Font)
Weighted Value: Quantity x ASP x Confidence Factor

Track: Records that are being tracked will show on all oppty reports; untracked records can be found by using the **Track** filter.

Disty Quote or OEM quote | Follow Up | Split

Working with the SJAMs Toolbar

Opportunities Log | Customer Log | Contact Log | OEM Quote Log | Disty Quote Log | Order Log

The Samples Log tracks all sample requests. Sample requests are not automatically logged into opportunities. Users can easily convert Samples to Opportunities by using the Create Oppty button located within the Samples Log

The Program Log offers the ability to track opportunities to the board level. Users have the ability to architect customers as follows:
Group > Programs > Boards

The Forecast Form Will show all opportunities with the last updated status of either **Win Design, In Production, Forecast, Awaiting Production**. Users are able to provide a monthly forecast for each device.

The Report Viewer displays records from the opportunities log with their most recent updates. Records without date stamped history will not be displayed. The viewer allows for quick and easy edit/review of date stamped opptys before creating reports.

The Splits Log track all opportunities where the CEM/Split field is checked (true). Allows tracking for:
1) Date Split Entered with Principal
2) Split Confirmation
3) Are commissions being paid

The SJAMs Switchboard, additional forms and features can be accessed via the SJAMs Switchboard

The What's New Form Distributor Quotes, OEM Quotes, Opportunities, Samples and Orders in a Consolidated Form & Report

The Setup Form Allows for customization of the SJAMs application

The Replication Manager The main tool for synchronizing over the Internet

Synch Office, Remote Users Preferred method of Synchronization when connected to the SJAMs Server via the LAN/WAN

Maintenance, Remote Users Compacts and repairs the sjamsbe files

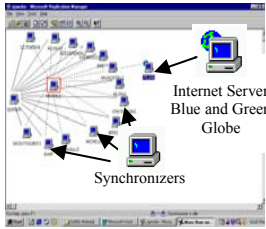
Synchronization

Synchronization is the method of keeping the information within each replica set up to date with users of the SJAMs application. There are several ways to synchronize:

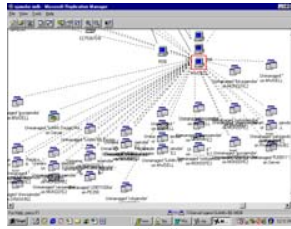
Using the Office LAN/WAN: When connected to the office LAN/WAN, click the **Synch Office (Remote Users only)** button located on the **SJAMs Switchboard**.



Using Replication Manager: (aka Replman)



Replica Map, Normal View



Replica Map with all Replica Sites Uncheck to return to normal view.

The alternative method of synchronizing using the office LAN/WAN is by opening the **Replication Manager** and clicking on the **line between your synchronizer and the SJAMs server**. Your synchronizer name is defined during the Replication Manager setup. A drop down window should offer a **<Synchronize Now>** option. Click this option and follow the message prompts.

Synchronizing across the Internet

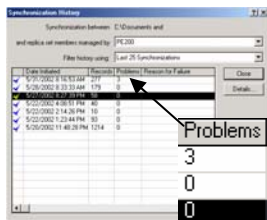
Establish a connection with the Internet. Open the **Replication Manager**. **Right click** on the **Internet Server**. Select the **<Synchronize across the Internet>** and follow the message prompts.

Synchronizing using a Dial up or RAS Connection

Establish a Dial up connection with your office server. Open the **Replication Manager** and **Right click** on the line between your Synchronizer and the server. A drop down window should offer **<Synchronize Now>** option. Click this option and follow the message prompts.

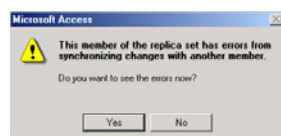
Viewing Synchronization History (and Resolving Conflicts)

Right click on the Synchronizer of choice. Chose the **<View Synchronization History>**. If there were problems with any of the synchronizations, they would be listed in the "Problems" column. If there are problem records, follow the instructions to **Resolve Conflicts**.



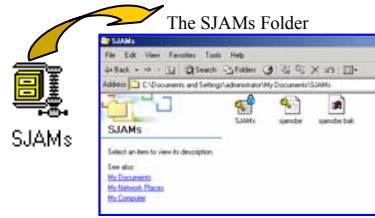
Resolving Conflicts:

If problems were encountered during the synchronization, open the **SJAMs BE** or **sjamsbe** (located in the SJAMs folder) that has the problems. You should get the following message when the SJAMs BE or sjamsbe file is opened. Follow the instructions to **Resolve the Conflicts**.



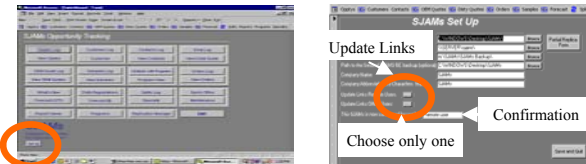
New SJAMs Revisions

Almost always, new revisions of **SJAMs** will be sent or downloaded in a ZIP format. If the **SJAMs** file is not a zip file, just Paste it into the SJAMs folder. Otherwise,



Unzip (Extract) the **SJAMs** file to the **SJAMs** folder. If an older **SJAMs** revision exists overwrite with the newer revision.

Open the **SJAMs** application and press the Setup button located on the lower left-hand side of the initial Switchboard form. The following form should be displayed:



Make sure the path to the SJAMs folder for the Remote Users and The path to the SJAMs folder for the Office Users are correct. It is Recommended to use the Browse buttons whenever possible to enter the Paths to the SJAMs folders. If you are a Remote User, you may not have access to the SJAMs Office Folder; this path can be updated at anytime

Be sure to include a backslash after the SJAMs:

Example: C:\Windows\Desktop\SJAMs\

Update the links for the type of user that you are: **Remote User** or **Office User**

SJAMs should now be ready to for use...

Optional: Feel free to use the Company Abbreviation to "Customize your SJAMs application" The Company abbreviation will be the heading on all reports generated by **SJAMs** as well as the title for all of the forms in **SJAMs**

Note: If all of the remote users have the SJAMs folder in the same location, the SJAMs admin can set up one copy of **SJAMs** with the configured for remote users and then email it to all remote users. A correctly configured **SJAMs** would then only need to be Pasted into Remote Users SJAMs folder.

Direct Synchronizations

SJAMs BE and **sjamsbe** files can also be synchronized directly. In order to synchronize directly, open any **SJAMs BE** or **sjamsbe** file. On the menu bar, go to **<Tools>**, **<Replication>**, **<Synchronize Now>**. Follow the message prompts to find the appropriate **SJAMs BE** or **sjamsbe** that you are attempting to synchronize with.

Note: A **SJAMs BE** replica can synchronize with any other replica; a **sjamsbe** file can only synchronize with another **SJAMs BE** replica.

Once the target **SJAMs BE** or **sjamsbe** file is found, click OK and the two replicas will synchronize.

SJAMs.....

The SJAMs Folder: For Remote Users, the **SJAMs** will contain the **sjamsbe** files, for Office users, the SJAMs folder will contain the **SJAMs BE** files.

Deleting Employees: In **SJAMs**, all Customers are related to an Employee. Deleting an Employee will result in all Customers linked to that Employee also being deleted (and all related Customer records).

Deleting Customers: All records in **SJAMs** are linked to a specific Customer. All Customers are related to a specific Employee. If a Customer is deleted, all records related to that Customer will also be deleted.

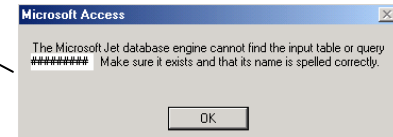
Strong consideration should be given to any Customer, or Employee deletions.

Frequently Asked Questions:

[What is the Track field and how can I should I use it?](#)

All optpts that are being tracked (Track is checked) will be shown on all optpts forms and reports. In many cases, users want to retain the optpy information, but not view it or report it. Optpts that are untracked (Track is not checked) will not show on any optpy views or reports.

[When I try to use SJAMs, I get the following error message:](#)



The path to either the SJAMs BE or sjamsbe file is not correct.

[When I open Replication Manager, I get a blank screen.](#)

Go to **<File>**, **<Managed Replicas>**

If your sjamsbe or **SJAMs BE** replica is being managed, Open it. Your replica map should be visible

If the list of managed replicas is blank, go to **<Manage New>** and Browse to either the **sjamsbe** or **SJAMs BE** in your SJAMs folder. Follow the message prompts to begin managing this file. Your replica map should now be visible.

[When you open the sjamsbe file, there is an error message that the database is corrupted and needs to be repaired.](#)

The **sjamsbe** file is corrupted. To recover, delete this file and rename the sjamsbe.bak (located in the SJAMs folder) to **sjamsbe.mdb**. The sjamsbe.bak file is created every time the Maintenance function is performed. Only the data that has been entered since the last successful synchronization and the last Maintenance performed will be not recoverable. All other data will be restored.

[When you open the SJAMs BE, there is an error message that the database is corrupted and needs to be repaired.](#)

Delete the corrupted **SJAMs BE** file and create a replica from the **SJAMs BE** (in the SJAMs backup folder) and place it in the SJAMs folder. Check the Replication Manager for the last time a successful synchronization between the **SJAMs BE** (in the back up folder) and the **SJAMs BE** (in the SJAMs folder) was successful. The data entered after the last successful synchronization may need to be restored.

For additional information.....check our Website

www.sjams.com