

Avoiding Max Exchange Errors

When using Maximizer with the Max Exchange Synchronisation enabled it is important that the remote machines (often users laptops) close down their Max Exchange correctly before shutting down the laptop or putting it into hibernation.

Most Max Exchange Remote problems stem from the software not being correctly closed down before either of these two actions is undertaken. Users often shut down their laptops believing that Max Exchange has finished processing because they have clicked the Close/Exit option, however when Max Exchange Remote is told to close what it actually does is minimise to the system tray where the icon is often hidden by Windows. This means that it can still be running when the laptop is closed.

To avoid these problems you should instruct your Max Exchange Users to undertake the following procedure before they close down their machines.

Step 1. Determine if Max Exchange is running in the system tray.



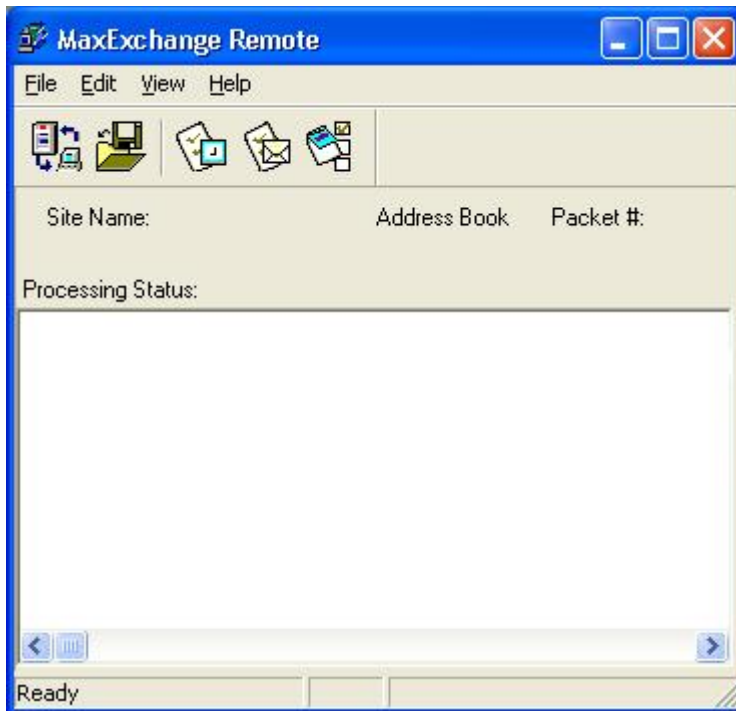
If the user looks at the system tray next to the clock in Windows and clicks the arrow button to show all icons they may see a icon as shown above and highlighted in red or one with two small pictures of computers with a flashing lights on them, in either case when you hover the mouse over it you will see 'Max Exchange Remote' on the tooltip.

Step 2. Restore Max Exchange Remote.



Right click on the icon located in step 1 and choose Restore from the list. Click on Restore. This will fully load the Max Exchange Remote application and allow you to check if it is running.

Step 3. Check Max Exchange Remote is not currently busy.



After opening the Max Exchange Remote application you will see a screen like the one above. If this screen shows anything other than 'Ready' or a white space or if any of the menus/buttons are greyed out then Max Exchange is processing data and should be allowed to finish before shutting down the machine.

Once the remote has finished processing you should click File>>>Close and then go back to the icon on the system tray that it closes into and right click on it and select Exit instead of Restore.

The Max Exchange Remote has now been fully shut down and the laptop can be turned off or put into hibernation. If you do not ensure the Max Exchange Remote is correctly shut down before exiting Maximizer then you will potentially damage the files it was processing and you will be unable to process any more data without assistance from support.

As always, if you wish to discuss this aspect of Max Exchange system operation further please contact our support team on 01635 570990, they will be happy to talk to you