

# Integrated Warehouse Management for Sage X3

## FAQs



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## **Warehouse Manager**

The only ISV Rockstar Certified inventory and warehouse management system embedded within Sage X3.

*...all other systems are interfaced and do not work in real time and with live Sage X3 data.*

# Sage X3 Compatibility

## On Premise, Private and Public Cloud:

The application can be deployed both on premise and within a Private Cloud environment.

The product technology uses current development tools and hardware and therefore may be deployed on the Private Cloud, as part of the **Rockstar ISV partnership** with Sage.

**Compatible with:** V6.5 patch 20 and above (Restricted Functionality)

V7 Update 8 (Restricted Functionality)

V7 Update 9

Version 11

Version 12

# Training

To enable Sage Business Partners and Sage Personnel to gain the skills necessary to install and support the Warehouse Manager X3 application, Datalinx provide training, either in person in the UK, on location (by special arrangement).

Additional guidance and documentation can be found on Datalinx's dedicated WHM X3 help platform.

[www.datalinx.co.uk/online-help](http://www.datalinx.co.uk/online-help)



# WHM X3 Online Help Platform

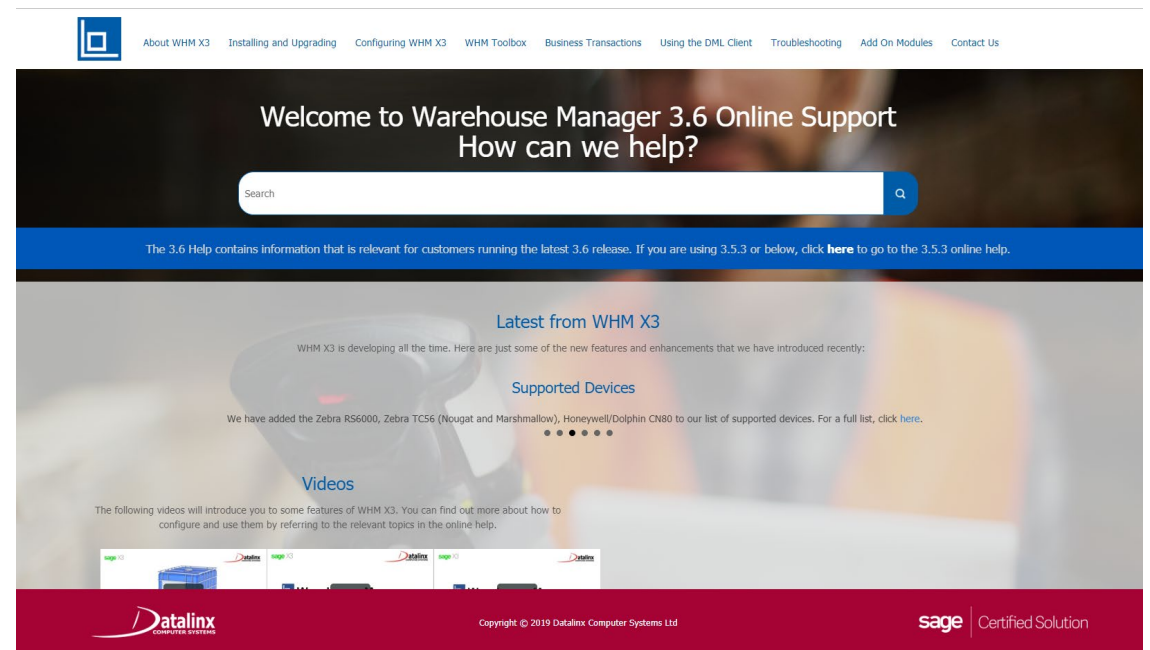
Datalinx Online Help provides a searchable resource for Warehouse Manager X3 users and Business Partner consultants.

It contains pre-requisites, and detailed instructions on how to install, configure and use the system, as well as information about the latest releases and new features and enhancements.

You will also find troubleshooting tips and best practice recommendations from our in-house consultants throughout.

The Online Help is constantly being updated with additional resources and information. We value your feedback. Please feel free to send your comments and suggestions to the team.

<https://www.datalinx.co.uk/online-help>

A screenshot of the Warehouse Manager 3.6 Online Support website. The page has a dark header with a search bar and navigation links. The main content area is light blue and features a 'Welcome to Warehouse Manager 3.6 Online Support' message, a search bar, and sections for 'Latest from WHM X3', 'Supported Devices', and 'Videos'. The footer is dark red and contains the Datalinx logo, copyright information, and the Sage Certified Solution logo.

About WHM X3 | Installing and Upgrading | Configuring WHM X3 | WHM Toolbox | Business Transactions | Using the DML Client | Troubleshooting | Add On Modules | Contact Us

## Welcome to Warehouse Manager 3.6 Online Support

How can we help?

The 3.6 Help contains information that is relevant for customers running the latest 3.6 release. If you are using 3.5.3 or below, click [here](#) to go to the 3.5.3 online help.

### Latest from WHM X3



WHM X3 is developing all the time. Here are just some of the new features and enhancements that we have introduced recently:

#### Supported Devices

We have added the Zebra RS6000, Zebra TC56 (Nougat and Marshmallow), Honeywell/Dolphin CN80 to our list of supported devices. For a full list, click [here](#).

#### Videos

The following videos will introduce you to some features of WHM X3. You can find out more about how to configure and use them by referring to the relevant topics in the online help.

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# Installation and Implementation

**Sage Business Partners:** Due to the global nature of Sage X3 customers Datalinx prefer, where possible for Sage Business Partners working in local time zones to install and provide 1<sup>st</sup> line support of the WHM X3 product.

**Installation Training:** Online courses, supporting documentation and videos are provided through the online Datalinx Academy

**Complex Installations:** If additional services are required for more complex installations Datalinx is able to provide this by agreement.



# Installation and Implementation

## To install Warehouse Manager X3 you will need:

- To review and complete the pre-requisites document
- A copy of the software (*compatible with customers specific version of Sage X3*)
- Datalinx license key (*provided during the installation process*)
- To request a copy of the latest software, please email:  
[enquiries@datalinx.co.uk](mailto:enquiries@datalinx.co.uk)

Having downloaded the software you will complete the installation using the WHM X3 toolbox which will enable you to setup and configure the system locally.

## How to Guides:

These can be found on the Datalinx Online Help platform [www.datalinx.co.uk/online-help](http://www.datalinx.co.uk/online-help) where you can access written and video tutorials which will guide you through a complete system installation.





# Support Help Desk

- Step 1:** We ask that support requests are 1<sup>st</sup> reviewed by the local Sage Business Partner.
- Step 2:** If additional support is required or of a more complex nature we ask that this is passed to Datalinx by the Sage Business Partner.
- Step 3:** For some more complex sites, by agreement we can liaise direct with the end user but will always update the local Sage Business Partner.
- Datalinx Support Team:** We have a dedicated team of in-house Datalinx personnel based in the UK.
- Contact details:** [supportwhmx3@datalinx.co.uk](mailto:supportwhmx3@datalinx.co.uk)

# Software Downloads & Documentation

To request a copy of the WHM X3 software please email: [enquiries@datalinx.co.uk](mailto:enquiries@datalinx.co.uk)

All current documentation, guides, site pre-requisite information and technical bulletins are available to download from the Datalinx Academy:

[www.datalinxacademy.com](http://www.datalinxacademy.com)

To request a login please email:

[enquiries@datalinx.co.uk](mailto:enquiries@datalinx.co.uk)

# Service Packs, Patches and Hotfixes

**Technical bulletins** and technical support communications provide updated information for our accredited partners.

**New software releases and patches** are communicated by email to relevant Sage personnel, Sage Business Partners and directly to end users and provide an overview of the release, details of any fixes (if relevant), as well as instructions and procedures on how to upgrade.

**PDF copies** of Technical Bulletins and details of software releases can be accessed via the Datalinx Online Help platform. [www.datalinx.co.uk/online-help](http://www.datalinx.co.uk/online-help)

**Sage compatible versions:** Datalinx will release compatible versions in line with the Sage release program for Sage X3.



# Contact us



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[www.datalinx.co.uk](http://www.datalinx.co.uk)

[www.datalinx.co.uk/online-help](http://www.datalinx.co.uk/online-help)



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 **Warehouse Manager**