

Amazon Merchant Transport Utility

User Guide

Version 2.4

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Introduction

About the Amazon Merchant Transport Utility

The Amazon Merchant Transport Utility (AMTU) is designed to make posting files and receiving reports from Amazon as simple as dragging and dropping files into a directory. AMTU runs automatically behind the scenes, uploading files from the relevant directories to Amazon and retrieving the results of the uploads. AMTU can also retrieve order reports from Amazon.

AMTU can be used in several ways:

- Interactively, so you can save XML or text files to the outgoing directory for sending to Amazon in batches
- As part of a distributed application, in which correctly formatted XML or database output can be saved to the outgoing folder, and the report folders can be automatically checked periodically for new reports, bypassing the need to develop the web services transport layer
- Purely as a method of downloading reports from Amazon

New in Version 2.4

- A feature to collect and archive data logs that you can send to Amazon to help analyse problems

Previously Introduced in Version 2.3

- An option to install the Windows version of AMTU as a Windows service; the headless GUI application for Windows has been removed
- Support for AMTU users who connect to the internet through a proxy server

Previously Introduced in Version 2.2

AMTU Version 2.2 brought forth a couple of new features which include:

- An option to install the Windows version of AMTU as a Windows service; the headless GUI application for Windows has been removed
- Support for AMTU users who connect to the internet through a proxy server

Previously Introduced in Version 2.1

AMTU Version 2.1 brought in a few new introductions which include:

- Support to submit separate feeds to the various Amazon marketplace sites in which a seller is registered. For example, this allows a seller to submit one feed to an Amazon Webstore and a different feed to an Amazon marketplace site. It also allows a seller to submit language-specific feeds when the seller is registered for multiple Amazon marketplace sites

- Support for the Italian Amazon marketplace site and support for the Italian Amazon MWS endpoint

Previously Introduced in Version 2.0

AMTU 2 has all of the same basic functionality as AMTU 1.0, and also includes the following:

- Support for multiple seller accounts in a single AMTU 2 installation, with the ability to customize settings independently for each account
- Support for all feed formats available to Amazon sellers
- An optional graphical user interface (GUI) as well as a graphical install and uninstall program
- Automatic checking for program updates
- Support for Windows, Mac, and Linux
- Support for disabling AMTU report downloads for a seller account, for when a seller uses a different program to manage reports
- Translated for all Amazon marketplace site languages

System Requirements

Prerequisites

- AMTU 2 requires Java version 1.6.0 or later. You can download the latest version here: <http://www.oracle.com/technetwork/java/archive-139210.html> (listed as **JDK/JRE - 6**)
 - a) **Note:** AMTU is only supported for Sun or Oracle versions of Java.
- Your Seller Central account is active or in its integration phase

Hardware requirements

- Processor speed: at least 166 MHz
- Memory: at least 64 MB
- Hard-disk space available: at least 70 MB

Software requirements

Windows

AMTU 2 is supported on the following Java 6-compatible Windows platforms:

- Windows 2000 (SP3 and later)
- Windows XP (SP1 and later)
- Windows Vista (SP2 recommended)
- Windows Server 2003 (R2 and later)
- Windows 7
- Windows Server 2008

Mac

AMTU 2 is supported on Mac OS X 10.5.2 (Leopard) with Java for Mac OS X 10.5 Update 2 (<http://support.apple.com/kb/HT2733>) and later. AMTU 2 is supported on all Mac OS X 10.6 (Snow Leopard) installations, which already include Java 6. AMTU 2 is supported on Intel-based Mac systems only.

Linux

AMTU 2 is supported on any general Linux installation that supports Java 6.

Before You Start

The headless GUI application in previous versions of AMTU 2 will conflict with the new installation of AMTU, so it must be removed. Therefore, if you have installed a Windows version of AMTU 2 that is older than 2.2, remove the AMTU_Service shortcut from the Startup folder if it is present in your Start Menu. In Windows 7, you can find this in the Windows menu. Select All Programs and then select Startup directory.

Make sure you close AMTU before beginning installation of the of the new version.

Before running the AMTU 2 installer, you must first register for an Amazon MWS (Amazon Marketplace Web Service) account. To register for an Amazon MWS account, follow these instructions:

1. Go to <https://sellercentral-europe.amazon.co.uk/gp/mws/registration/register.html>
2. Click the "I want to access my own Amazon seller account with MWS" radio button and click **Next**.
3. Review and accept the Amazon MWS License Agreement and click **Next**.
4. The credentials required for configuring a seller account in AMTU will appear on the confirmation page:
 - a) Merchant ID
 - b) Access Key ID
 - c) Secret Key

Furthermore, please make sure that you also have the following information at hand:

- The country in which the seller account is registered
- If you do not want to use the default directory to store the reports and files, the name of the directory in which you will store reports and files for the seller account (This will be created for you if it does not already exist.)

Note: Do not select a directory that is already in use by another seller account or conflicts will occur.

- The Marketplace ID for any Amazon Webstore or other marketplace site in which the seller account is registered, such as Checkout by Amazon.

AMTU 1.0 Uninstall Process

If you have AMTU 1.0 installed, you must uninstall it before installing AMTU 2. The AMTU 2 installer does not uninstall AMTU 1.0 automatically.

Windows

To uninstall AMTU 1.0, double-click the `uninstall.bat` file in the folder where the application was installed, usually **C:\Amazon\MerchantTransport**. This will shut down and remove the AMTU 1.0 service, and remove all registry entries and preferences. If you no longer need the reports and feeds processed by AMTU 1.0, you can delete the **MerchantTransport** directory. However, leaving the folders in place will not interfere with AMTU 2 installation. AMTU 2 will not edit or delete any files that existed in these folders prior to installation.

Mac OS X

To uninstall AMTU 1.0:

- Open `Terminal.app` from your Applications folder.
- Ensure the environment variable `JAVA_HOME` is set, assign it if not. For most cases, `JAVA_HOME` should point to `/usr`. When you call `java -version` in `Terminal.app`, the Java runtime needs to be found and return version 1.4.2 or later. The install will be aborted if `JAVA_HOME` is not set.
- Execute the following commands
- `cd /usr/local/amtu`
- `./uninstall.sh`

Linux

To uninstall AMTU 1.0:

- Open a terminal.
- Ensure the environment variable `JAVA_HOME` is set, assign it if not. For most cases, `JAVA_HOME` should point to `/usr`. When you call `java -version` in terminal, the Java runtime needs to be found and return version 1.4.2 or later. If `JAVA_HOME` is not set, the uninstall process will be aborted.
- Execute the following commands
- `cd /usr/local/amtu`
- `./uninstall.sh`

AMTU 2 Installation Process

Windows

After downloading the AMTU 2 installer application from Seller Central, double-click the file and follow these steps to install AMTU 2:

- When the Welcome screen appears, click **Next**.
- The **License Agreement** screen will appear. You must accept the AMTU 2 Software License Agreement to continue with the installation.
- The **Select Destination Directory** screen will appear. We recommend using the default directory, but you can change it if you prefer.
- The **Select Start Menu Folder** screen will appear. We recommend using the default directory, but you can change it if you prefer.
- The **Daemons** screen will appear. This screen allows you to choose whether to install the AMTU 2.2 Windows service. This selection installs AMTU as a Windows service and opens the Windows services window for configuration. (See the Windows Service Configuration section for more information).
- AMTU 2 will then be installed and the final screen will confirm that the installation is complete. You can launch AMTU 2 using the icon on the start menu.

Mac

After downloading the AMTU 2 Mac disk image file, open the file and execute the installer contained within, and follow these steps to install AMTU 2:

- When the Welcome screen appears, click **Next**.
- The **License Agreement** screen will appear. You must accept the AMTU 2 Software License Agreement to continue with the installation.
- The **Select Destination Directory** screen will appear. We recommend using the default directory, but you can change it if you prefer.
- AMTU 2 will then be installed and the final screen will confirm that the installation is complete. You can launch AMTU 2 from the directory you selected during installation.

Linux

After downloading the AMTU 2 installer application from Seller Central, execute the file either from a terminal or from a file-system browsing application, and follow these steps to install AMTU 2:

- When the Welcome screen appears, click **Next**.
- The **License Agreement** screen will appear. You must accept the AMTU 2 Software License Agreement to continue with the installation.
- The **Select Destination Directory** screen will appear. We recommend using the default directory, but you can change it if you prefer.

- The **Select Directory for Symlinks** screen will appear. This step creates symlinks from your local bin directory to the installation directory so you can launch AMTU 2 easily without changing your system path. We recommend creating symlinks, but if you have an advanced setup you can choose to not create symlinks using the installer.
- AMTU 2 will then be installed and the final screen will confirm that the installation is complete. You can launch AMTU 2 from the installation directory or using the symlinks created by the installer.

AMTU 2 Configuration

Initial Setup and Adding Seller Accounts

The first time you use AMTU 2 and each time you add a seller account, you will enter information for the account.

On the first screen, enter an alias to identify your account within AMTU. This name will be used later to identify which account's information is being displayed.

Next, select the country in which you registered the Amazon MWS account. This information is used to determine the appropriate Amazon marketplace site and Amazon MWS endpoint.

Finally, choose the directory you will use for storing the AMTU directory structure for this account. For more information about this directory structure, see the "The Folder Structure" section of this User Guide.

If you enter an alias or document transport directory that is already in use by another seller account in AMTU, you will receive an error message and will not be able to continue until the error is corrected.

On the second screen, you will see the default execution intervals used by AMTU, all of which are expressed in minutes. The **Feed Upload Interval** determines how often previously-submitted feeds are removed from the submission queue. This queue is described later in the section titled "About the Feed Dispatch Queue." The Feed Results Download Interval determines how often AMTU checks the status of feeds previously uploaded to Amazon. If there are no feeds currently in execution, this check does not occur. The checkbox labeled **Disable Report Downloads for this account?** blocks report download functionality for the seller account, leaving the reports unacknowledged at Amazon. The **Report Download Interval** determines how often AMTU checks for unacknowledged reports to download from Amazon.

For most setups the default values are sufficient, but these have been left open for your customization. The minimum values required by the application are derived from limitations imposed by Amazon MWS on how often submissions and requests are allowed. If you have other programs that interact with Amazon MWS on behalf of this seller account, be aware that Amazon MWS might throttle excessive connection attempts from your seller account. For more information on how Amazon MWS handles requests, please read the Amazon MWS documentation found at <https://developer.amazonservices.co.uk>.

On the final setup screen, enter the Amazon MWS credentials for your seller account:

- Access Key ID
- Secret Key
- Amazon Merchant ID

When you click **Next**, AMTU will verify your credentials with Amazon MWS. If the credentials entered do not match those provided by Amazon, the verification will fail and the setup for this seller account cannot proceed until the errors are corrected.

If you do not remember your Amazon MWS credentials or you have not yet registered for Amazon MWS, you can access the registration website by clicking the **Open MWS Website** button. For more information about obtaining your credentials, see the "Before You Start" section of this User Guide. Once you receive your Amazon MWS credentials, enter them on this screen to complete your seller account setup.

If you have seller accounts for multiple Amazon marketplace sites, you have a Amazon Webstore, or you use Checkout by Amazon, you can add those as "Registered Sites" in AMTU. If you want to add these to your AMTU seller account now, you can click the **Add a Site to this Account** button on the **Seller Account Setup Wizard**. This is covered in the "Adding a Site to an AMTU Seller Account" section of this document.

If you need to set up more accounts at a later time, you can add new seller accounts to AMTU by selecting the **Account Management** tab and clicking the **Add Account** button at the bottom of the screen to bring up the **Seller Account Setup Wizard**.

If you intend to use AMTU through a proxy server, the MWS verification might fail if the proxy server setup has not yet been configured in AMTU. When you are prompted to choose whether to set up proxy settings, select **Yes**. A screen for entering your proxy configuration settings will appear. Use your system's HTTPS configuration information when setting up the proxy configuration in AMTU. When you click **Next**, AMTU will again try to verify your credentials with Amazon MWS. You can also configure your proxy settings later from the **System Settings Management** tab.

Updating Account Information

After a seller account has been set up in AMTU 2, it is possible to change parts of the AMTU seller account configuration. From the main AMTU screen, select the **Account Management** tab to edit the currently-displayed seller account's information, delete the currently-displayed seller account from AMTU, or add new seller accounts to AMTU.

The information displayed on this tab is related to the seller account selected in the **Select an Account to View** drop-down menu on the left side of the screen. To edit the information for a different seller account, select that seller account from the drop-down menu.

On the **Account Management** tab, click the **Modify** button in the **AMTU Account Settings** area to enable editing of the account information and credentials. You can now change the seller account's document transport directory, the account's Amazon MWS credentials, the connection intervals for various tasks, and whether report functionality is disabled. It is not possible to change the seller account's alias or country. To change this information, you must delete the seller account from AMTU and re-create it using the desired information. Please see the instructions and warnings in the

"Removing Accounts from AMTU" section of this User Guide for information on deleting seller accounts from AMTU 2.

Removing Accounts from AMTU

To remove a seller account from AMTU, select the seller account in the **Select an Account to View** drop-down menu on the left side of the screen, select the **Account Management** tab, and click the **Delete** button in the "AMTU Account Settings" section. A warning message will appear. If you are sure you want to delete the account, click **Yes**; otherwise, click **No**.

Note: When you delete an AMTU seller account, AMTU will no longer have access to any history associated with the now-deleted AMTU account. The files and reports associated with the seller account will remain on your computer, but any history previously under the Submitted Feeds and Retrieved Reports tabs in AMTU will be lost.

If the account you delete is the only one set up in AMTU, a message will appear to notify you that there are no accounts found. AMTU will then shut down. The next time you open AMTU, you would have to again set up a seller account.

Adding a Site to an AMTU Seller Account

After setting up a seller account, you can add extra "Sites" to the AMTU seller account to enable submission of feeds to separate sites using the **Add Site** screen. Once the screen is open, enter the name by which you want this site identified in the seller account.

Next, if the seller account is registered in multiple Amazon marketplace sites, select an Amazon marketplace site in the "Use Amazon Marketplace Site." If you wish to add an Amazon Webstore or other non-standard ID, such as Checkout by Amazon, select "Use a Seller-Specific Site" and enter a name to identify your new marketplace site and enter the Marketplace ID provided to you.

Finally, select a directory name for this site. A default directory name has been provided, but you may change the name if you wish. A directory with this name will be created under the document transport directory of the seller account. This directory will have a similar structure to the "production" folder and will be used to submit feeds just to this site.

Updating Site Information

After a seller account has been set up in AMTU 2 with registered sites, it is possible to change the site directories for these sites, if necessary. From the main AMTU screen, select the **Account Management** tab to edit the currently-displayed site information, delete the site from the AMTU account, or add new sites to the AMTU account.

The information displayed in the **Site Information** section on this tab is related to the site selected in the **Select a Site to View** drop-down menu on the left side of the screen. To edit the information for a different site or a different seller account, select the desired seller and site.

On the **Account Management** tab, click the **Modify** button in the **Site Information** area to enable editing the site directory. It is not possible to change the site name or marketplace ID for a stored site. To change this information, you must delete the site from the AMTU account and re-create it using the desired information. Please see the instructions and warnings in the "Deleting a Site From a Seller Account" section for information on deleting sites from seller accounts in AMTU 2.

Deleting a Site From a Seller Account

To remove a site from a seller account, select the account in the **Select an Account to View** drop-down menu and the site in the **Select a Site to View** drop-down menu on the left side of the screen, select the **Account Management** tab, and click the **Delete** button in the "Site Information" section. A warning message will appear. If you are sure you want to delete the site, click **Yes**; otherwise, click **No**.

Note: When you delete a site from an AMTU seller account, AMTU will no longer have access to any history associated with the now-deleted site. The files and reports associated with the site will remain on your computer, but any history previously under the Submitted Feeds and Retrieved Reports tabs in AMTU will be lost.

Configuring Proxy Settings

If you intend to use AMTU through a proxy server, you can configure your proxy settings from the **System Settings Management** tab. Four fields are provided for the proxy host, port, username, and password. To add or modify an existing proxy setup, click **Modify**. When you have finished, click **Test** to test the configuration, click **Save** and to save the configuration. You also have options to **Cancel** your changes or to **Delete** the proxy configuration.

Note: Use your HTTPS proxy configuration information when configuring your proxy server for use by AMTU.

Command Line Configuration of AMTU

If you are operating in an environment where you choose not to use or are unable to use a GUI, AMTU provides a command line configuration utility that allows you to add, update and delete AMTU seller accounts using an XML configuration file. The `configure` tool is located in the "Utilities" folder in the AMTU installation directory. Documentation for the `configure` tool and a sample XML configuration file are stored in the "xml" folder in the AMTU installation directory.

Windows Service Configuration

If you selected “Install service Amazon Merchant Transport Utility Service” in the AMTU installation wizard, the Windows services window will open when the installation completes. Locate and select the AMTU service, and from the Action menu select Properties. In the Properties window select the Log On tab, and then select the option to log on as “This account”. Enter the account user name and password of the user who installed AMTU. Click OK and then start the service by selecting Start from the Action menu.

Note: Only one instance of AMTU should be running at a time. To properly restart the service, first stop any other instances of AMTU. The same applies to the GUI application. To stop the service, open Windows services from the Control Panel, select the specific service, and then select Stop from the Action menu.

AMTU 2 Update Process

AMTU 2 checks for, downloads, and installs AMTU updates. By default, AMTU will automatically check for updates at startup and approximately once daily. You can also check for updates manually by clicking the "Amazon Services" graphic in the upper left corner of the AMTU screen.

Program Updates

In GUI mode, AMTU will alert you that an update exists, but it will not require installation of the update. When AMTU 2 checks for updates, if a program update is found, AMTU will display information about that update.

If you select **Cancel** on the program update window, the update will not be downloaded. If you select **Next**, the appropriate update for your system will be downloaded. Once the download is complete, you will have the option to install the update immediately or install it later.

If you choose to install the update immediately, AMTU will shut down and the installation program will be executed. Once it is complete, you can start AMTU again. If you choose to install the update later, the update file will be stored on your computer for later execution.

Note: If AMTU is running in service mode (non-GUI), program updates are ignored and you will not receive alerts about them. We recommend checking Seller Central regularly for updates to AMTU as we can only provide support to installations using the latest build of AMTU.

AMTU 2 Uninstall Process

If you no longer wish to use AMTU 2, the program provides utilities to remove the program from your computer. The uninstall program will remove the program from your computer, but it will not delete any files downloaded by the program, nor will it delete the logs and database created by the application in case you wish to use the program again at a later time.

Windows

To uninstall AMTU in Windows, use the program-uninstall tool in Control Panel. When the uninstall window appears, click **Next**. When the uninstall process is complete, a message will be displayed to confirm that the program was successfully removed.

Mac

To uninstall AMTU on a Mac, drag the AMTU launcher from the Applications folder in Finder to the Trash.

Linux

To uninstall AMTU on Linux, navigate to the Utilities folder in the AMTU installation directory, either in a terminal or in a file system browsing window, either of which will launch a GUI uninstaller. Execute `UninstallAMTU`. When the GUI uninstallation program appears, click **Next**. When the uninstall process is complete, a message will be displayed to confirm that the program was successfully removed. The AMTU binary installation folder will be removed from your computer.

Program Settings and Data

If you wish to remove the program settings and data used by the application, you can remove the `amtu2` folder under the user directory for your system. For example, in Windows 7, this folder will commonly be `C:\Users\[username]\amtu2`. In Linux, this will usually be `/home/[username]/amtu2`.

Using the Amazon Merchant Transport Utility

The Folder Structure

There are two standard folders in the document transport folder, designated during the AMTU seller account configuration process: **logs** and **production**. If you have added any sites, their folders will also appear in this folder.

The **logs** folder contains the `amtu_audit.log`, `amtu_error.log`, and any archived log files. The **audit log** records every activity AMTU performs, such as uploading files, checking feed status, and downloading reports. The **error log** shows specific errors which occurred when AMTU attempted to perform these activities.

The **production** folder contains the following folders:

- **failed**
- **outgoing**
- **processingreports**
- **reports**
- **sent**
- **temp**

These folders serve as the main control panel for AMTU.

Folder	Description
failed	AMTU will move a feed to this folder if it cannot be uploaded to Amazon for some reason. The reason will be listed in the audit log . Note that this is not for feeds that Amazon is unable to process; it is for feeds that cannot be uploaded at all.
outgoing	Put all feed files that are to be uploaded to Amazon in this folder. If a file in this folder is recognized as valid, it will be uploaded to Amazon the next time the batch service runs. Files with older modified dates are uploaded before others.
processingreports	AMTU will place processing reports in this folder, using this naming convention: <code>PROCESSINGxxxxxx.txt</code> (where <code>xxxxxx</code> is the Batch Reference Number). This number can be used to determine which processing report is for which feed.
reports	AMTU will place order and settlement reports in this folder. These will be named according to the report type.
sent	Any successful feed will be moved here after it is uploaded to Amazon. It will be renamed using this naming convention: <code>filename.ext.xxxxxx</code> (where <code>xxxxxx</code> is the Batch Reference Number).
temp	This folder is used by AMTU during the feed upload and report download process.

Folders for sites will appear and function similar to the **production** folder, with the exception that they lack a **reports** folder. All operations described above that affect this site will be handled in the folder you designated to store the site.

Uploading Files

Uploading a file is very easy with AMTU. Simply drag and drop or save files to be uploaded into the **outgoing** folder for the specific site. The file *must* have a suffix of `.txt` for text files, `.xml` for xml files, and `.gz` for gzip-compressed `.txt` or `.xml` files. Otherwise the file will not be uploaded. We highly recommend giving each file a unique name to help you easily identify each file.

We recommend that you do not have automated programs write directly into this folder as they may not have released their lock on the file by the next time AMTU scans the folder. It is safer to build the feed file in a separate location, then have your process move this file into the **outgoing** folder.

When the upload process runs, if AMTU cannot recognize a file type or cannot upload a file to Amazon for any other reason, the file will be moved to the **failed** directory and the reason for the failure will be logged in the **audit log**. If the feed uploads successfully, the Amazon Batch Reference Number will be appended to the filename and the file will be moved to the appropriate **sent** folder.

Downloading Processing Reports

AMTU automatically checks for processing reports for any feeds it uploads. It will continue to check the status until a processing report is available, logging the status update in the **audit log**. After the status is "Done," the processing report will be downloaded to the **processingreports** directory. You can find a specific processing report by searching for the report file named with the Batch Reference Number of the corresponding completed feed in the **sent** folder. The **audit log** will also contain the Batch Reference Number.

Downloading Order and Settlement Reports

The order and settlement reports are automatically downloaded and saved to the **reports** directory when they become available from Amazon. For more information, see the "

Timing of Events" section of this User Guide.

How AMTU Works

Timing of Events

By default, events are scheduled according to the chart below. For information about changing these intervals, see the "AMTU 2 Configuration" section of this User Guide.

Activity	Default Interval
Uploading Feeds	Every 2 minutes
Checking for Processing Reports	Every 2 minutes
Checking for Order Reports	Every 5 minutes
Checking for Settlement Reports	Every 5 minutes

Detailed Description of the Upload Process

- AMTU checks all **outgoing** folders within **production** and any site folders for any .txt, .xml, or .gz files.
- AMTU analyzes the files found that are ready for dispatch and orders them by the date they were last modified. This helps to ensure that older files are uploaded before newer files.
- As soon as there is a spot available in the feed dispatch queue, AMTU begins the feed upload process for the oldest file found in the previous step. For more information about this queue, see the "About the Feed Dispatch Queue" section below.
- AMTU moves the next valid file to the **temp** folder. Files with invalid file types are moved to the **failed** folder.
- The file now stored in the **temp** folder is uploaded to Amazon using Amazon MWS.
- If the file is successfully uploaded, Amazon returns a corresponding Batch Reference Number to AMTU.
- If a Batch Reference Number is returned to AMTU, the corresponding file is moved to the **sent** folder and renamed to include the Batch Reference Number as a suffix.
- If no Batch Reference Number is returned or an error is detected, the file is moved to the **failed** folder. The failure reason will be logged in the **audit log**.

About the Feed Dispatch Queue

To allow for faster and more consistent upload of feeds to Amazon, AMTU uses a "leaky bucket" queue to manage the timing of feed uploads. Amazon MWS limits feed uploads using a similar algorithm.

Amazon MWS describes their implementation of the "leaky bucket" algorithm as:

Imagine that the bucket represents the maximum request quota, which is the maximum number of requests you can make at one time. The hole in the bucket represents the restore rate, which is the amount of time it takes to be able to make new requests. So, if you submit too many requests at once, then the bucket overflows and, in the case of Amazon MWS,

throttling occurs. If you fill up the bucket, it takes some time before you can add more water to the bucket since the water leaks from the bucket at a steady rate. So the ability to submit more requests after you have reached the maximum request quota is governed by the restore rate, the time it takes to allow you to make new requests.

The definitions of these three values that control Amazon MWS throttling are:

- a) Request quota - The number of requests that you can submit at one time without throttling. The request quota decreases with each request you submit, and increases at the restore rate.*
- b) Restore rate (also called the recovery rate) - The rate at which your request quota increases over time, up to the maximum request quota.*
- c) Maximum Request quota (also called the burst rate) - The maximum size that the request quota can reach.*

AMTU implements the same algorithm and limits each seller account's internal feed dispatch queue to 10 and maintains a restore rate of one new upload every 2 minutes. If a different **Feed Upload Interval** is set for your seller account, that interval will be used as the restore rate.

This queue allows AMTU to upload up to 10 feeds at once and can help AMTU maintain a faster upload rate than previous versions that limited the application to one feed upload every 2 minutes.

Detailed Description of the Processing-Report Retrieval Process

- AMTU generates a list of all uploaded files that do not have a status of **Done** or **Failed** and sends the Batch Reference Number for each file to Amazon.
- If Amazon returns a status of anything other than **Done**, the **status** is merely logged.
- If Amazon returns a status of **Done**, AMTU will retrieve that file's processing report from Amazon and save it in the **processingreports** folder.

Detailed Description of the Report Retrieval Process

- AMTU requests a list of pending reports.
- If any new reports exist, AMTU downloads them to the **reports** folder.

Frequently Asked Questions

How do I check the status of a feed I have sent?

If you are using the GUI application, the running status log should give you the information you need. If the log doesn't show the status or if you are running the standalone process, you can check the **audit log** using either the file name or the Batch Reference Number. This status will be updated every 2 minutes (or at whatever time interval you set) while checking for processing reports.

How do I check for application errors?

Check the **error log** for any application errors, which will be time-stamped in the log.

How can I tell if my feed was not uploaded?

Check the **failed** folder. If any feed is in there, check the audit log for that feed's file name. The reason for the failure will be logged in the **audit log**.

How can I tell if my feed failed to process at Amazon?

In the **processingreports** folder, check the processing report that has the same Batch Reference Number that was appended to the file's name in the **sent** folder. The report will include the number of records submitted, the number of records that failed, and the details of any errors.

How do I stop or restart the AMTU service?

Windows

To stop the AMTU service, open Windows services from the Control Panel (select **System and Security**, then **Administrative Tools**, and then **Services**). Select the AMTU service, and select **Stop** from the **Action** menu. To restart the AMTU service, open Windows services as described above, and select **Start** from the Action menu.

To restart the AMTU service, open Windows services as described above, and select **Start** from the **Action** menu.

Mac

AMTU 2 for Mac is GUI-only and does not support service mode. To stop AMTU, close it, and reopen the application to restart it.

Linux

To stop the AMTU service, use either of these methods:

- Click StopAMTUDAemon in the **~/AMTU/Utilities** folder.
- Start a terminal and run the following command: `~/AMTU/Utilities/amtu_daemon stop`

To restart the service, use either of these methods:

- Click StartAMTUDAemon in the **~/AMTU/Utilities** folder
- Start a terminal and run the following command: `~/AMTU/Utilities/amtu_daemon start`

To make AMTU run at startup, add `~/AMTU/Utilities/amtu_daemon start` to your startup script.

Troubleshooting

Cannot Install AMTU

- For Windows, make sure you have administrative rights.
- Confirm that you have enough disk space. For more information, see the "System Requirements" section of this User Guide.

Credentials Cannot Be Verified During Configuration

If the error message is that your credentials are incorrect, make sure you are using the correct merchant ID, access key, and secret key. If your credentials are incorrect, or you do not remember the keys, click the **Open MWS Website** button to retrieve your credentials. For more information about obtaining your credentials, see the "Before You Start" section of this User Guide.

If the error message is about a network connectivity issue, check the following:

- Can you go to other websites, like <http://www.amazon.com>, from the computer on which you are trying to configure AMTU 2? If not, check your network connections.
- Do you have a proxy server or firewall? If so, you may need to run AMTU 2 from a computer that is outside the proxy or firewall so AMTU can connect directly to the Amazon MWS server.

Feeds Are Not Sent

- Check the **audit log** and **error log** for the feed filename. This will list why the feed is failing.
- If there is a connectivity issue, check the credentials and network connectivity information above. Also make sure that your feed is in the correct format as defined in the template (for text files) or XSD (for xml files).
- If AMTU cannot recognize the feed type, it will not send the feed. The filename must also end in the appropriate suffix (text files end in .txt, and xml files end in .xml).
- If the **error log** contains an error stating "Unable to perform option on file", delete all files in the **temp** folder under that site folder.
- If your computer connects to the internet through a proxy server, confirm that you entered your HTTPS proxy port number and other proxy information correctly.

Reports Are Not Downloaded

Check the **audit log** and **error log** for any errors.

- If there are no errors and no reports have been downloaded for over 24 hours, check Seller Central to confirm that reports are available in your account.
- If the **error log** states "Content-MD5 HTTP header transmitted by MWS ([String of characters]) does not match the calculated MD5," please contact Seller Support by clicking the link found at the bottom of most pages in your seller account.

- If reports are available, contact Seller Support.
- If your computer connects to the internet through a proxy server, confirm that you entered your HTTPS proxy port number and other proxy information correctly.

Contacting Seller Support

When you contact Seller Support, let us know you are using AMTU 2, and provide the following information, which is necessary for diagnosing AMTU issues:

- The operating system and version you are using
- What version of Java is installed
- What version of AMTU is installed; This can be found in the **audit log** or on the GUI
- Whether you are using the GUI or the AMTU background service
- Whether you have any programs that automatically produce feeds for upload or directly read the reports downloaded by AMTU
- All logs from the affected site
- AMTU system logs; These can be found in the following locations:
 - Windows: For Windows 7, this will typically be C:\Users\[OSUser]\amtu2
 - Mac: ~/amtu2 (Typically /Users/[OSUser]/amtu2)Linux: ~/amtu2 (Typically /home/[OSUser]/amtu2)
 - Use the **Archive Logs** button on the Activities tab to generate an archive that you can send to Amazon to help analyze problems.
- Any feeds that are failing to upload

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