

Read Me First!

Eagle Release 26



Read Me First! Software Checklist for Release 26

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Read Me First!!!

Dear Valued Epicor Eagle Customer,

Welcome to Epicor Eagle Release 26! This release has a number of new enhancements and features, adding even more value to your Eagle system. The checklist below will guide you through installing the software, as well as learning about its new features and enhancements.

Your success is important to us. Eagle Release 26 will provide you with features that can help you out-service your competition and help your business grow.

As always, thank you for being an Epicor Eagle customer!

Sincerely,

Epicor Eagle Products Team
Eagle Retail and Distribution

Installation Checklist for Release 26

This checklist helps guide you through installing Eagle Release 26, and also helps guide you through installing other new software for optional applications, including Compass and Eagle Mobile. **Only install new software for the applications you use**, and disregard the rest. For example, if you use Eagle Mobile but not Eagle Compass, install Eagle Mobile software but do not install Eagle Compass software. Eagle N Series users: If you are using the Compass features in Inventory Maintenance, Customer Maintenance, or Vendor Maintenance, you must install the newest version of Compass.

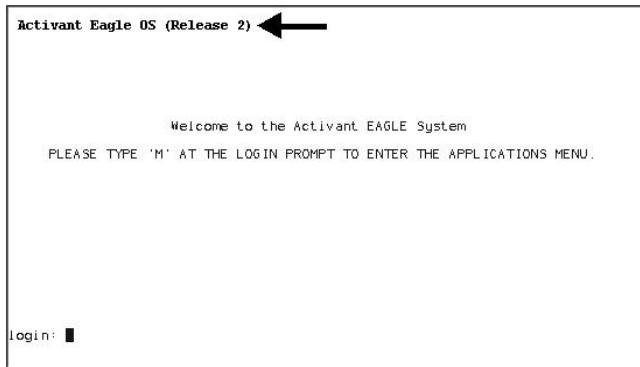
Note that all documentation for installing software and a link to What's New on Release 26 is located at:

<http://ondemand.epicor.com/lms/catalog/viewCourse.do?branch=1590&subbranch=2636&courseUid=2019>

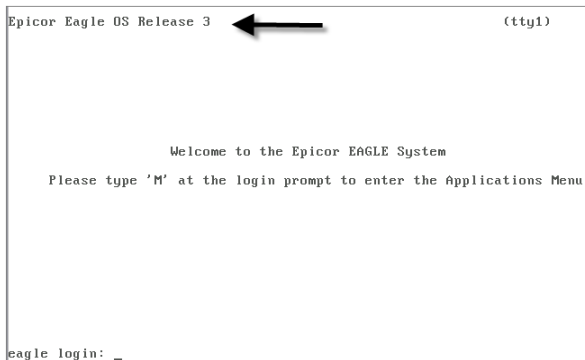
- View the Release 26 Training video.** We strongly recommend that you view the Eagle Software Release Training for release 26 before installation. Access the training at:
<http://ondemand.epicor.com/lms/catalog/viewCourse.do?branch=1590&subbranch=2636&courseUid=2019>
When the Release 26 page displays, click on *Release 26 Training Video*. At the log in screen that displays, use your iSupport login. If you do not have an iSupport login, click on the "Register Now" link to create one.
- Identify which Server CD to install, Eagle OS 2 or Eagle OS 3.** You have received two server CDs, one is for Eagle OS 2 systems, and the other is for Eagle OS 3 systems. You must **identify the correct CD** before

installing the server software. ****IMPORTANT** If you are a Hosted system, please contact your LPS and arrange for your system to be upgraded. Do not proceed with upgrading client stations.**

If you have an Eagle OS 2 system, the login screen of your Eagle console indicates “Activant Eagle OS” in the upper left corner, as shown below. You must install the **Eagle OS 2 server software CD** (discard the Eagle OS 3 server CD). To install the software, refer to the Eagle OS Conversion Guide.



If you have an Eagle OS 3 system, the login screen of your console indicates “Epicor Eagle OS Release 3” in the upper left corner, as shown below. You must install the **Eagle OS 3 Server software CD** (discard the Eagle OS 2 CD). To install the software, refer to the Eagle OS Conversion Guide.

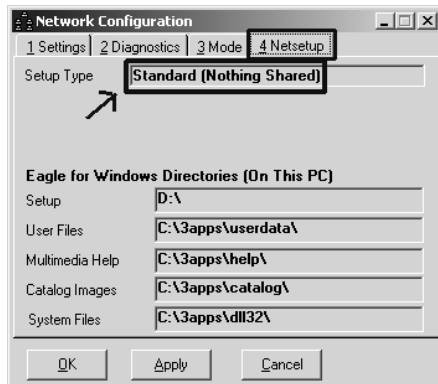


- Settle your bank card transactions before installing Release 26.** Follow your normal process to settle transactions, and verify that the settlement was successful. Then use your normal procedure to verify that there are no unsettled credit card transactions on file in your Eagle system.
- Get a good backup of your data before installing Release 26.**
- Make sure you know your installation method—Stand-Alone or Network Master/Client.**

You must know which installation method you use for new software, 1) Stand-Alone method—installing each PC as a stand-alone station, or 2) Network Master/Client method—installing one PC as the Network Master and other PCs as Network Clients.

Note: Your business could have a Network Master and Client(s), but still have other PCs that are Stand-Alone. Therefore, you may need to check each PC on your network. If you are not sure which method you are using, use the following procedure to confirm the method:

- o Click Start, and then point to Programs, Eagle, Utilities, Network Configuration.
- o In the Network Configuration box, click the Netsetup tab.
- o Look at the entry in the Setup Type field. If it displays “STANDARD (NOTHING SHARED)” as in the example below, use the Stand-Alone method when installing Eagle for Windows software. If it says “NETWORK MASTER” OR “CLIENT,” use the Network Master/Client method.



- ☑ **Install Release 26.** The installation guide for Eagle OS (the same guide is for both Eagle OS 2 and Eagle OS 3) is available at the following web address:
<http://ondemand.epicor.com/lms/catalog/viewCourse.do?branch=1590&subbranch=2636&courseUId=2019>

- ☑ **Note the following important information as you begin the installation:**

- Both your Eagle server and Eagle client PCs must be upgraded to the newer software versions before you can use Eagle applications. We suggest you Install the server software first, and then immediately install the Eagle client software on your client PCs. Note: If you ran offline POS while upgrading the server, then once the server upgrade is complete, exit Offline POS and install the Eagle client software. Be sure to upload the offline transactions before the end of the day.
- When installing Eagle client software on a PC, all applications should be closed, including the Eagle Listener or Scheduler. If you are asked for a password to exit either of these applications, enter OMEGA.
- If all applications are closed and you still receive a message that you need to close applications before installing Eagle client software, reboot the PC and then close the listener/scheduler. Then attempt the install again.
- Eagle client PCs must be upgraded to the latest Compass software before you can use the Compass features of Eagle N Series.

- ☑ **Download and install new Compass software.** If you use Compass, install the newest version, 14.0 or higher. If you use Eagle N Series, you MUST install the latest Compass software so that you can use the Compass-based features. Go to <http://www.activant.com/eagle-customer-support/compass/> to download. You should also download the Compass Installation Guide located at the following web address:

<http://ondemand.epicor.com/lms/catalog/viewCourse.do?branch=1590&subbranch=2636&courseUId=2019>. Once you have downloaded the software and the installation guide, install the Compass software.



Install the Eagle Mobile CD you received, if applicable. If you use Eagle Mobile, install the new software you received for it. The installation instructions are available at the following web address:

<http://ondemand.epicor.com/lms/catalog/viewCourse.do?branch=1590&subbranch=2636&courseUId=2019>



Install the latest version of Total Rental. You must update your Total Rental software to the most current version, or Total Rental will not work with Release 26. To do this, click "System Maintenance Tools" on the main menu of the Total Rental application and then click "Internet Update." The most current version is 199.2015.622.



Install the latest version of Touch Screen POS. POS stations which use Touch Screen must be updated with the latest POS 2.0 Touch Panel Control.

1. The latest POS 2.0 Touch Panel Control is located on the E4W client CD. The file is named **touchpanel.msi** and is located at the root level. Note: POS Touch stations typically do not have CD drives, so you must either place the touch panel control file on a network shared folder/CD drive, or copy it over to the POS Touch station. Save the POS 2.0 Touch Panel Control file in the C:\3apps\temp folder on the POS Touch station.
2. Double-click the touchpanel.msi icon to begin the installation. When the Epicor Eagle POS Touch Interface Control window displays, click the box to accept the terms in the License Agreement, and then click Install.
3. From the window displaying the status of the Eagle POS Touch Interface installation, click Finish when the installation completes.



Upgrade iSC 250 pin pads to version 17 for EMV support. You must upgrade your pin pad software to RBA version 17 or higher in order to support EMV. If you are currently running RBA version 2.36 on your pin pad, the upgrade takes approximately 45 minutes. If you are running RBA version 3.0, the upgrade takes less than 10 minutes. If you are running RBA version 12.01, the upgrade takes negligible time. **EMV is not compatible with older signature capture pads such as the En-Touch 1000, i6550 and i6580.**

En-Touch 1000 signature capture pads must be running version 3.33, and i6550 or i6580 pads must be running version 2.36 or your pads won't work correctly with release 26.

For the upgrade procedure, see the job aid "Download New Software to Signature Capture/Debit Pads" in online help. There are two versions of this job aid, depending on whether your signature capture pad uses a USB or serial connection.

Note: The eNtouch 1000 and i65xx pin pads are end-of-life products, and are no longer supported. Epicor's ability to test new releases on these devices is limited, and if your unit stops functioning, it can only be replaced with a currently available device.



Install EMV —EMV cards are smart cards (also called chip cards or IC cards) which store their data on integrated circuits rather than magnetic stripes (although many EMV cards also have stripes for backward

compatibility). For more information, please visit: www.epicor.com/emv or contact you LPS for fee based assistance.

Note the following additional information:

- Release 26 is NOT supported on Windows 98 or Windows 2000.
- Eagle for Windows is supported on:
 - Microsoft Windows Version 10 (32 and 64 bit versions)
 - Microsoft Windows Version 8 (32 and 64 bit versions)
 - Microsoft Windows Version 7 (32 and 64 bit versions)
 - Microsoft Windows Vista (32 bit version only)
 - Microsoft Windows XP (32 bit version only)
 - Microsoft Windows 2008 Server (32 and 64 bit versions)
 - Microsoft Windows 2003 Server (32 and 64 bit versions)
- Eagle N Series is supported on:
 - Microsoft Windows Version 10 (32 and 64 bit versions)
 - Microsoft Windows Version 8 (32 and 64 bit versions)
 - Microsoft Windows Version 7 (32 and 64 bit versions)

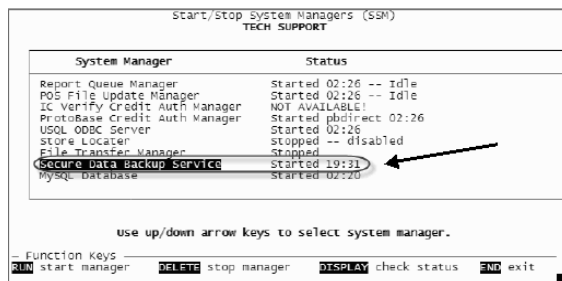


Get a good backup of your data AFTER installing Release 26.

! Important _____

If you use Secure Data Backup, you MUST do the following before attempting to run a manual backup:

1. From Eagle Browser, click Utilities, and select Osprey.
2. When the Osprey screen displays, type SSM at the Selection prompt, and press Enter.
3. Use your down-arrow key to highlight Secure Data Backup Service.
4. Press Run to start the Secure Data Backup Service.



About Epicor

Epicor Software Corporation drives business growth. We provide flexible, industry-specific software that is designed around the needs of our manufacturing, distribution, retail, and service industry customers. More than 40 years of experience with our customers' unique business processes and operational requirements is built into every solution—in the cloud, hosted, or on premises. With a deep understanding of your industry, Epicor solutions spur growth while managing complexity. The result is powerful solutions that free your resources so you can grow your business. For more information, [connect with Epicor](#) or visit www.epicor.com.



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