

Epicor Eagle™
eConnect
Setup and User
Guide

EL2213-03 February 2017

Terms and Conditions

IMPORTANT-READ CAREFULLY

YOUR USE OF THE SOFTWARE IS SUBJECT TO THE MASTER CUSTOMER AGREEMENT ("MCA") BETWEEN YOU AND EPICOR SOFTWARE CORPORATION. BY INSTALLING OR USING THIS SOFTWARE, YOU ACKNOWLEDGE AND AGREE THAT YOUR USE OF THE SOFTWARE IS GOVERNED BY THE TERMS OF THE MCA. PLEASE REFER TO OUR DOCUMENTATION FOR A DESCRIPTION OF THE SOFTWARE FEATURES AND FUNCTIONALITY.

USE BY ANY PARTY OTHER THAN A PROPERLY LICENSED USER IS STRICTLY PROHIBITED.

This manual contains reference information about software products from Epicor Software Corporation.™

The software described in this manual and the manual itself are furnished under the terms and conditions of a license agreement. The software consists of software options that are separately licensed. It is against the law to copy the software on any medium, or to enable any software options, except as specifically permitted under the license agreement. In addition, no part of this manual may be copied or transmitted in any form or by any means without the prior written permission of Epicor Software Corporation.

From time to time, Epicor makes changes to its software products. Therefore, information in this manual is subject to change, and the illustrations and screens that appear in the manual may differ somewhat from the version of the software provided to you.

Copyright © 2017 Epicor Software Corporation. All rights reserved.

Epicor, the Epicor stylized logo design, Eagle, and Epicor Eagle are registered trademarks of Epicor Software Corporation. All other trademarks are property of their respective owners.

Epicor Software Corporation
4120 Dublin Blvd.
Dublin, CA 94568

Publication Number: EL2213-03

Publication Date: February 2017

Contents

- Before You Begin 1
 - Prerequisites..... 1
 - Overview of eConnect 1
 - eConnect Software Update Flow 1
 - How Does eConnect Work with Network Master / Network Client Configuration? 2
- Installing eConnect for the First Time 3
- Updating eConnect 5
- The eConnect Tabs..... 7
 - The Manager tab..... 7
 - This Station Tab – eConnect Tasks 7
 - eScheduler – The Scheduled Tasks tab 8
- Updating Eagle for Windows..... 10
 - Running a Test Setup 10
 - Updating Eagle for Windows 12
- Updating Compass..... 14
 - Updating Compass 14
- Appendix A-Troubleshooting Client Install Issues 17
- Appendix B- Removing Old/ Dead stations..... 17
- Appendix C- Cloning PC’s..... 18

Before You Begin

Prerequisites

- Your Eagle system must be running Eagle for Windows Level 19.1 or higher
- Terminal Services is not supported with eConnect.
- Eagle for Windows is not recommended on Domain Controllers.
- eConnect 3.0 and above requires .Net 4.0 Framework (FULL) Installed.
- Your PCs must have the following Service Packs installed:
 - PCs running Windows XP: Service Pack 3 or higher with .Net 3.5 Service Pack 1 and .Net 4
 - PCs running Windows Vista: Service Pack 1 or higher with .Net 3.5 and .Net 4 Service Pack 1
 - PCs running Windows 7 (32 or 64bit) with .Net 4
 - PCs running Windows 8.0 , 8.1 (32 or 64bit) No Service Packs required
 - Servers running Windows Server 2003: Service Pack 2 or higher with .Net 3.5 Service Pack 1 and .Net 4.
 - Servers running Windows Server 2008 (32 or 64bit): with .Net 4

Overview of eConnect

Your Eagle Server acts as a software repository for the distribution of new Eagle for Windows software levels, and as a command repository from which all eConnect Clients pick up instructions. When you receive a new Eagle for Windows software level, you'll run the "Load" process from the eConnect Manager Console, which packages the CD into a distributable form and places it on the Eagle Server, ready for distribution to all clients. The eConnect Manager Console must have internet access for registration, licensing, and future electronic delivery service; however, the eConnect Clients do not require any special access or configuration, other than the ability to talk to the Eagle server as they already do during normal operation.

Depending on the number of clients and size of your network, you may choose to schedule the "distribution" process over several nights. This process causes the eConnect Clients to pick up the new Eagle for Windows software and place it in a hidden folder on the PC's hard drive so that it is like having its own copy of the CD ready for installation at any time. Once all stations report that the distribution process is complete, you are ready to install new software on your Eagle Server. After installation is complete on the server, you'll return to the eConnect Manager Console and initiate the "Install" process which tells the client PCs to update Eagle for Windows now. Once the clients have updated, they report their completion status and any errors to the eConnect Manager Console, where you can review this information.

eConnect Software Update Flow

1. If this is your first time installing or using eConnect:
 - Install eConnect on all PCs
 - Identify the Client PC that will be the Manager Console for eConnect
 - Register your eConnect product with Epicor.

- Perform the Eagle for Windows Test Update process to verify compatibility with your network and client PCs.
2. After receiving Eagle client and server software CDs, load the client CD in the Manager Console.
 3. Distribute the software update to all PCs (this may be scheduled across multiple days)
 4. Update the Eagle Server using standard procedures described in the Conversion Guide you received with the software.
 5. Launch the install of client software from the Manager Console.

How Does eConnect Work with Network Master / Network Client Configuration?

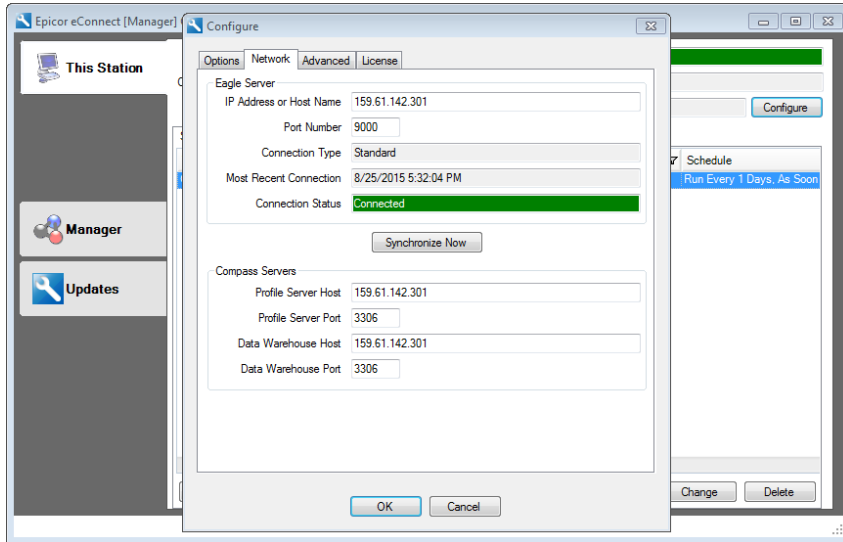
The Network Master PC still continues to be the software update source for its Network Clients. The eConnect Manager Console is simply the initiator of tasks and the message collector for all responses from eConnect clients. The eConnect Manager Console uses the Eagle server to distribute the software updates to the eConnect Clients and collects the data from the responses of the clients on the Eagle. Thus, the Eagle server acts as a holding tank or repository for eConnect messaging and software packages.

eConnect must be installed on all Eagle For Windows stations. When software is distributed through eConnect to all stations, eConnect distinguishes between the Network Master PC/ Clients, and prepares the software on the Network Master. The Network Clients report back that this step is skipped because they are not the Master. After you install new Eagle server software, you initiate the Install Now or ASAP command to all stations. eConnect updates the Network Master(s). Then the Network Clients install from the Network Master.

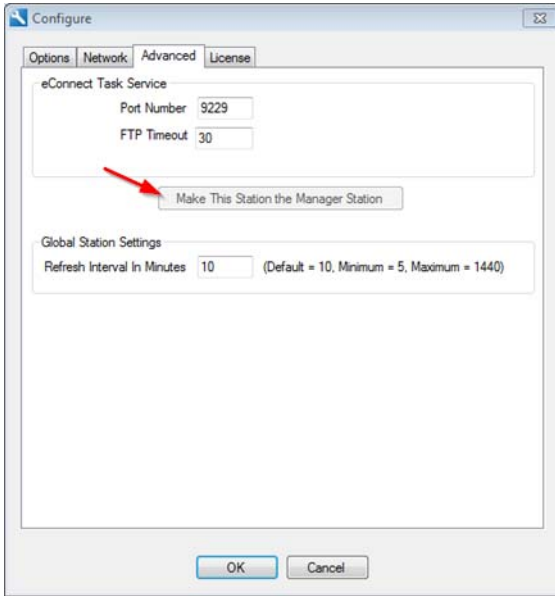
Installing eConnect for the First Time

Using eConnect.msi or the Full CD Installer, do the following to install eConnect.

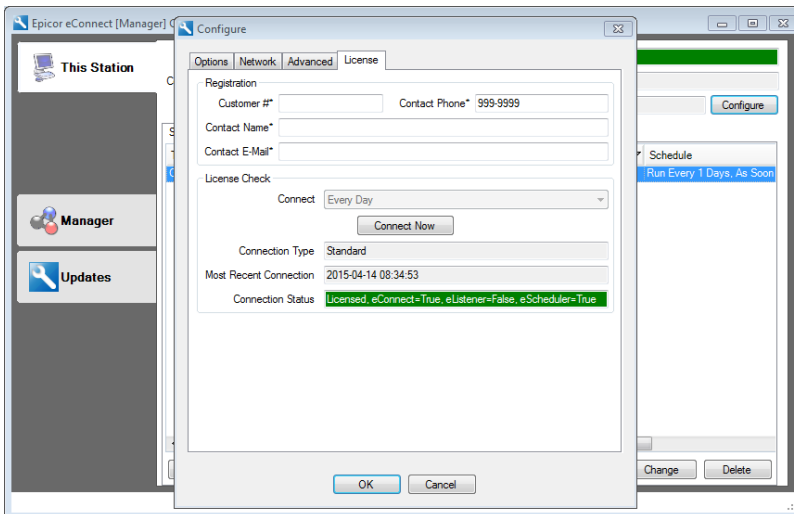
1. Double click the eConnect.msi to run the initial installation on each PC.
2. Select the PC that will be your eConnect Manager Console.
3. Open the eConnect Console from the Epicor symbol on the task bar.
4. From *This Station* tab, click *Configure*. From the Configure window, click the *Network* tab.



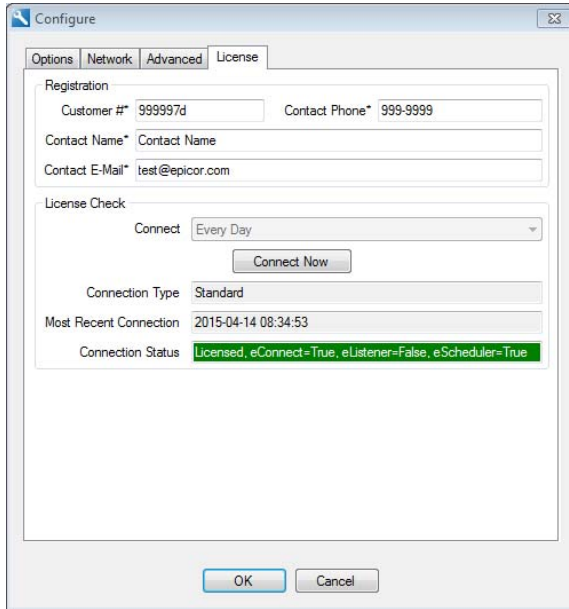
5. Verify that the correct IP address for your Eagle server is listed, and that the connection status is green and says “Connected.”
6. For Compass Updates, fill in the Compass Server information, typically it is the Eagle Server IP address.
Note: This is required for Compass to complete the update process.
7. From the *Advanced* tab, click *Make This Station the Manager Station*.



8. From the *License* tab, enter your customer number and contact information, and then click *Connect Now*.

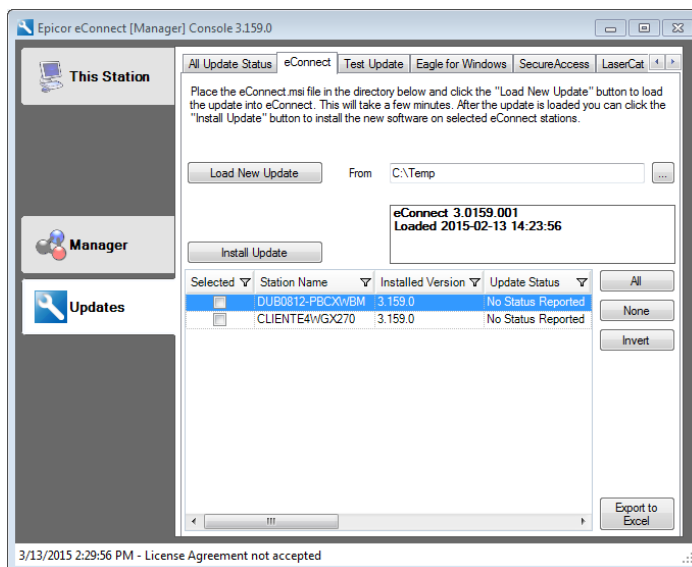


Within a few minutes, the Status indicator should become green to indicate valid license and Eagle connectivity.

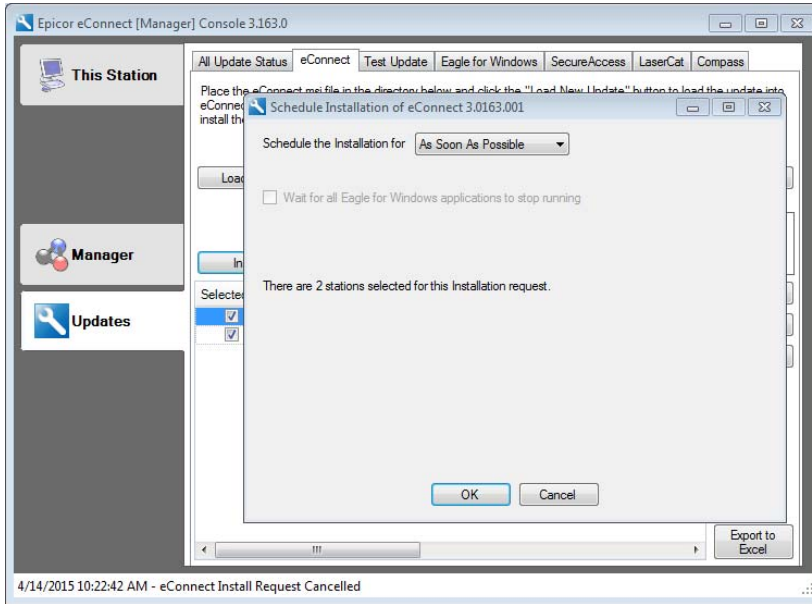


Updating eConnect

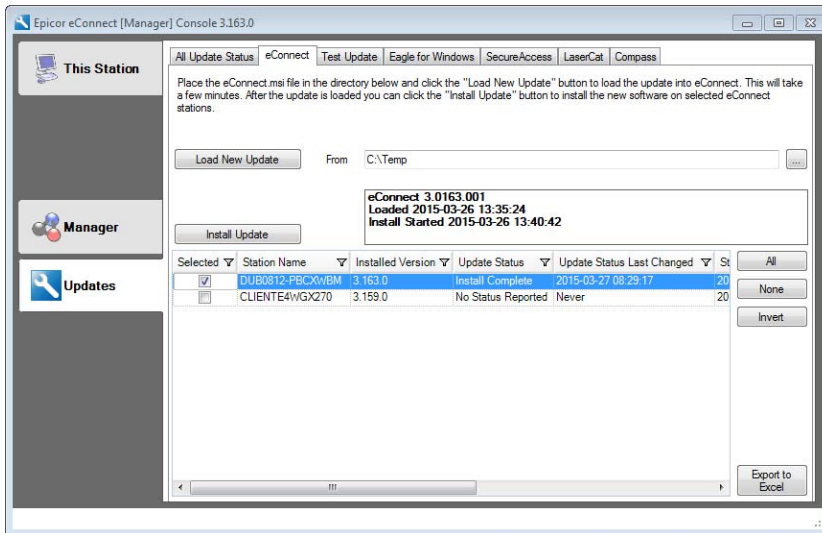
1. Copy the MSI file to the C:\Temp\ directory on your eConnect Manager Console.
2. Go to Updates/eConnect and do the following:
 - Click Load New Update, then click Accept at the License Agreement. The update takes several minutes to load and display in the list.



- Click the ALL button on the right or select the desired stations to update.
- Click Install Update, select your desired Schedule, and then click OK.



Within 20-30 minutes of the scheduled run time, the Stations list should indicate that all stations have updated.

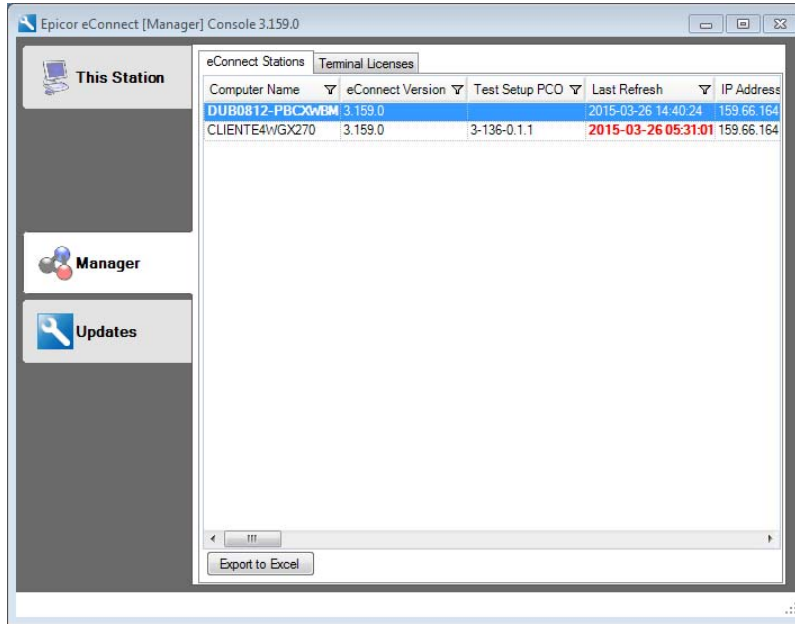


The eConnect Tabs

This section describes in detail the various tabs in eConnect.

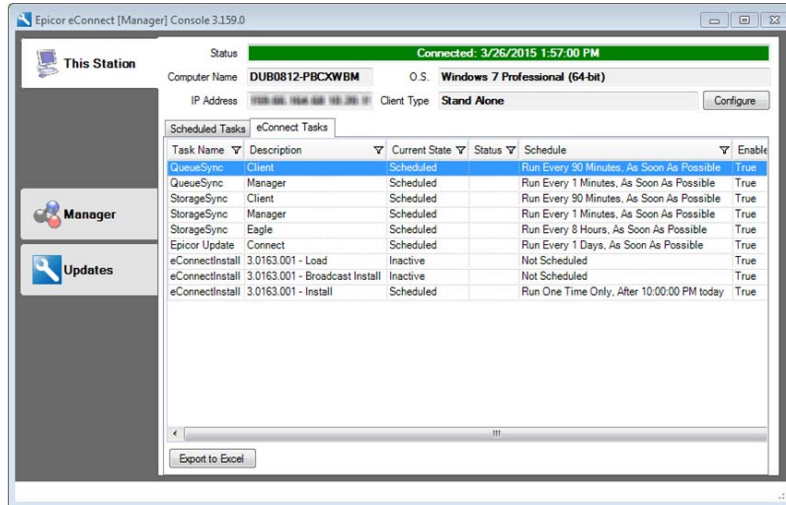
The Manager tab

The Manager tab self-populates with useful information about each of your eConnect stations. If desired, you can export information from the Manager tab to Excel. Most information is self-explanatory, but the red time stamp means that a station has not checked in since that time stamp. A station name in bold blue text designates the current Manager Console.



This Station Tab – eConnect Tasks

This tab logs everything done by this eConnect station. On the eConnect Manager Console, you can see what was broadcast to be done for the other stations. This can be handy in confirming the scheduling of specific tasks.

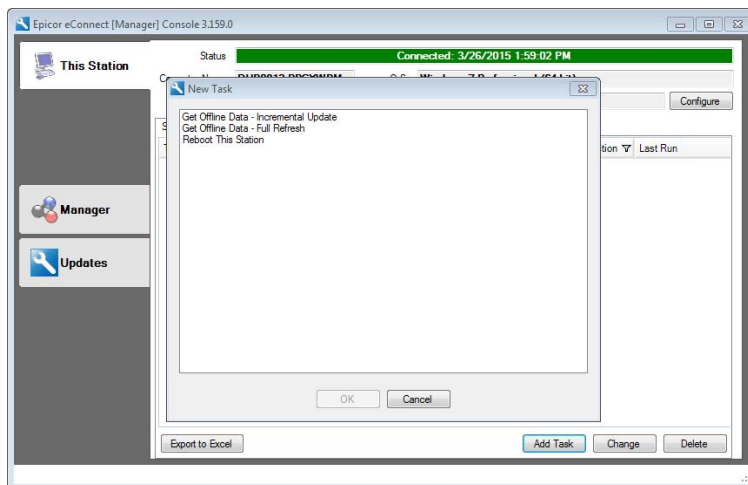


eScheduler – The Scheduled Tasks tab

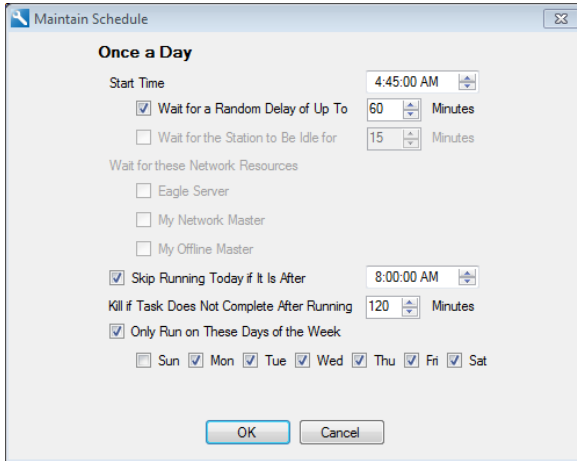
eScheduler does not require a user to be logged onto the Windows machine, and currently supports the Offline refresh (download) for Offline POS data files only. If POS stations are not left powered on at night, Epicor suggests using the Offline Master / Client model using at least one Master per location which is left on at night to process the files for the local Clients. See the Eagle for Windows online help topic entitled “Standards for Master/Client Setup” to configure this model, which also lowers the nightly bandwidth requirements of each remote location.

To Add, Change, or Delete eSchedules:

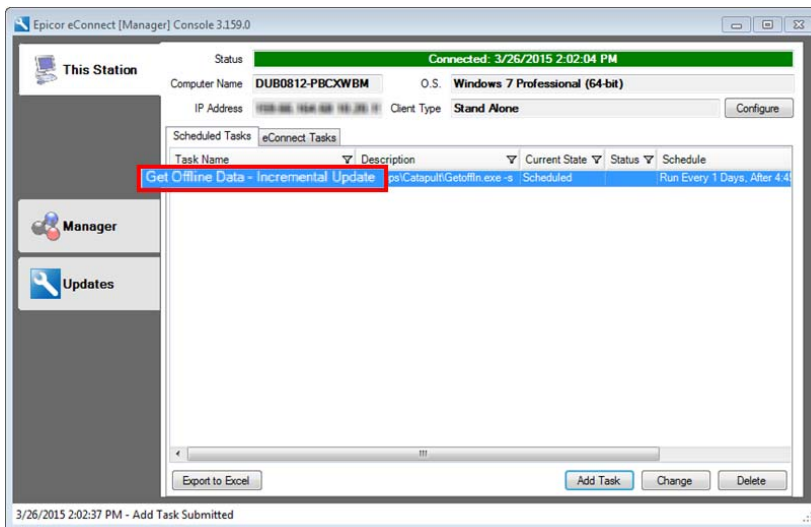
1. From This Station, on the Scheduled Tasks tab, select the desired action (add, change, or delete).



2. Select your Offline Refresh choice and click **OK** to display the schedule screen.



Once you have made your scheduling choice and clicked OK, within a few minutes your schedule displays in the Scheduled Tasks.

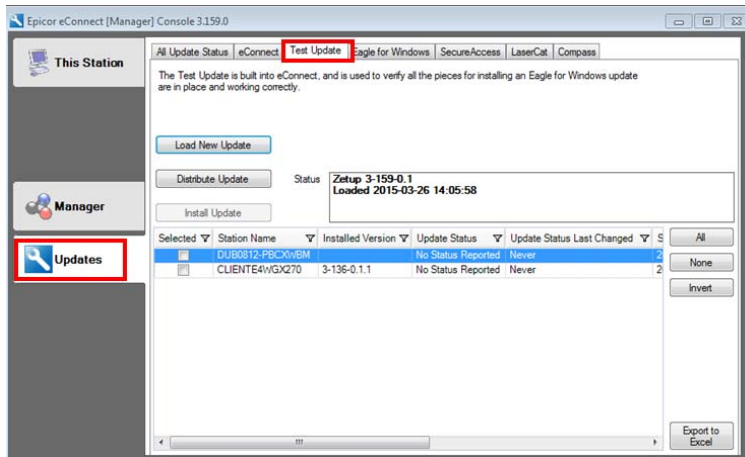


Updating Eagle for Windows

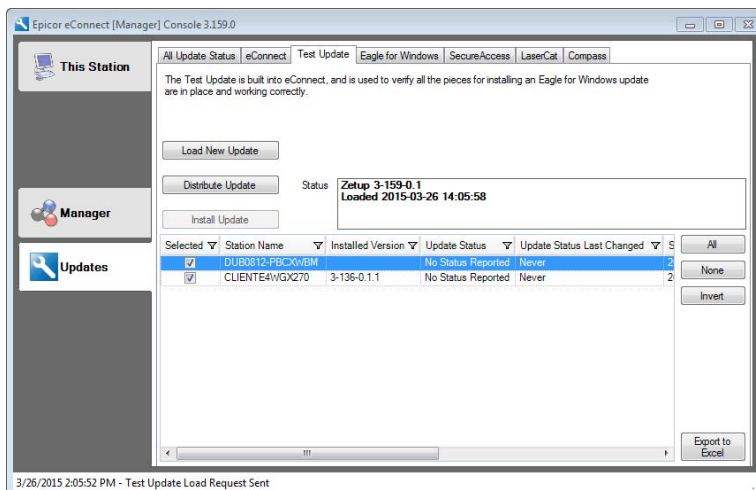
Running a Test Setup

If this is your first time using eConnect, run a test setup, as described below. Otherwise, you can skip this section and proceed to “Updating Eagle for Windows.”

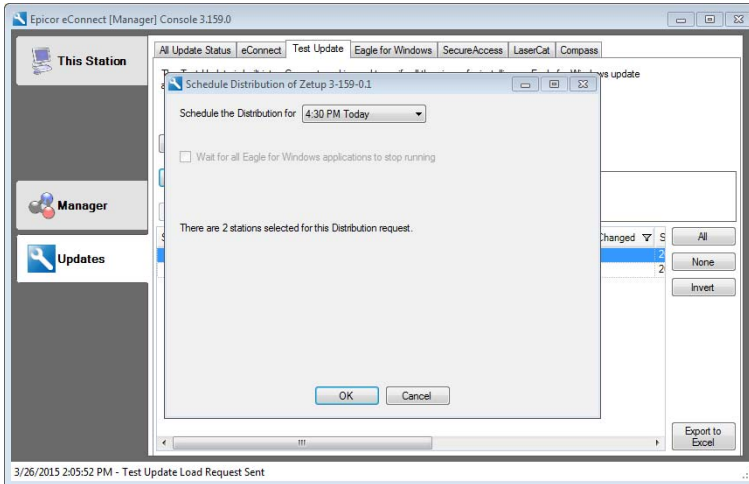
1. From the eConnect Manager Console, go to Updates/Test Update.



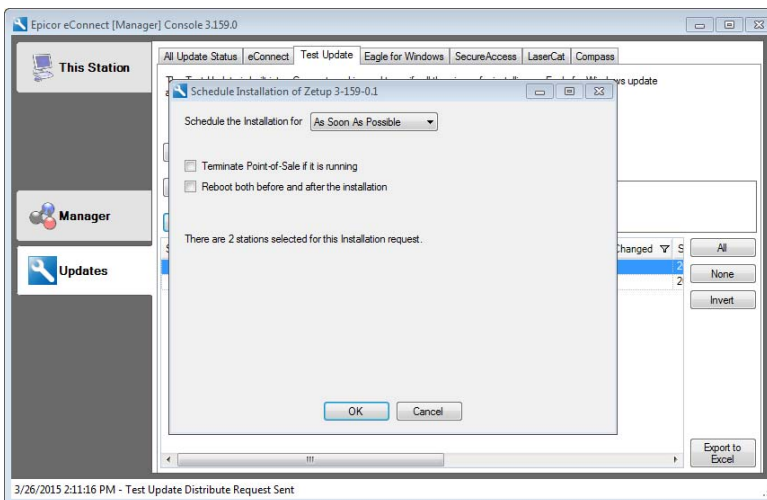
2. Click Load New Update. The Status will say “Loading...”
3. After several minutes, when the Status changes to “Loaded <date> <time>,” select the desired stations using the boxes on the left or the buttons on the right



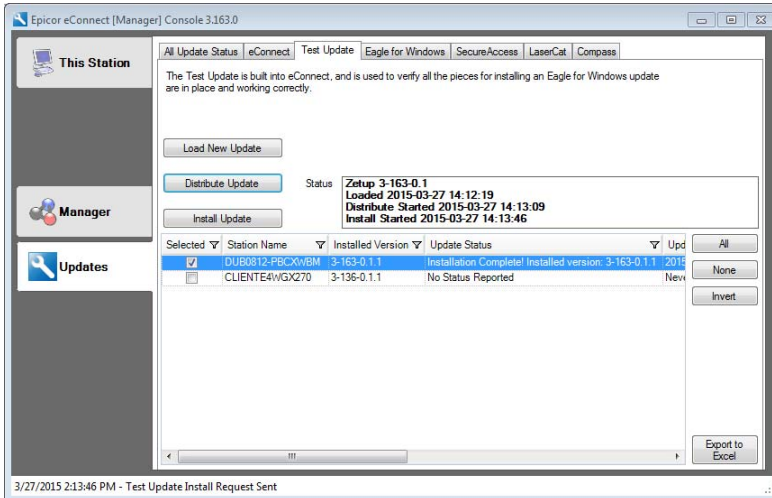
4. Click Distribute Update and select the desired schedule for these stations.



5. The Status will add “Distributing...” and then the Status will change to “Distribute Started <date> <time>.” Wait at least 10 minutes from the <date> <time> status.
6. Select the desired stations using the boxes on the left or the buttons on the right.
7. Click Install Update and select the desired scheduling.

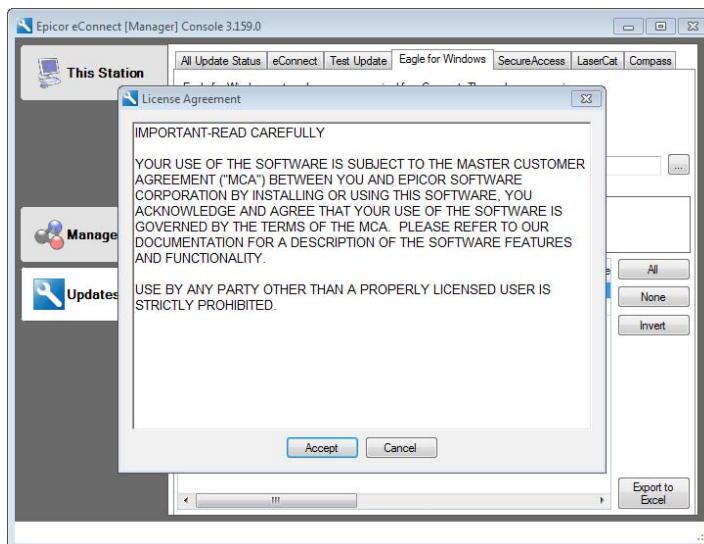


The Status will add “Installing...” and then will change to “Install Started <date> <time>.”
 The Stations will now reflect the Test Setup PCO on each station and show that they all updated.



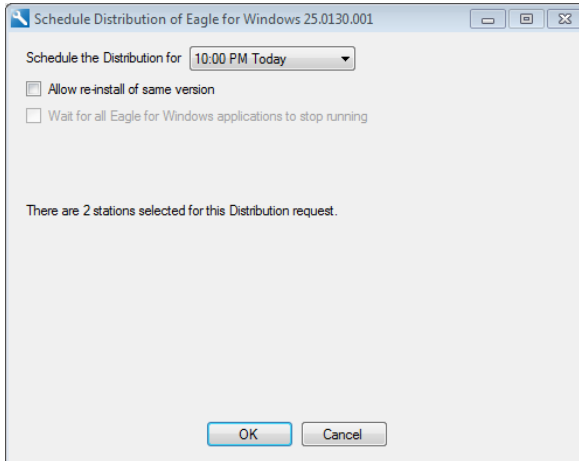
Updating Eagle for Windows

1. Copy the entire Eagle for Windows CD onto your eConnect Manager Console, or place it into its CD drive.
2. From the eConnect Manager console, on the Updates/Eagle for Windows tab, enter the path to the Eagle for Windows software in the *From* field.
3. Press *Load New Update* and accept the Software License Agreement.



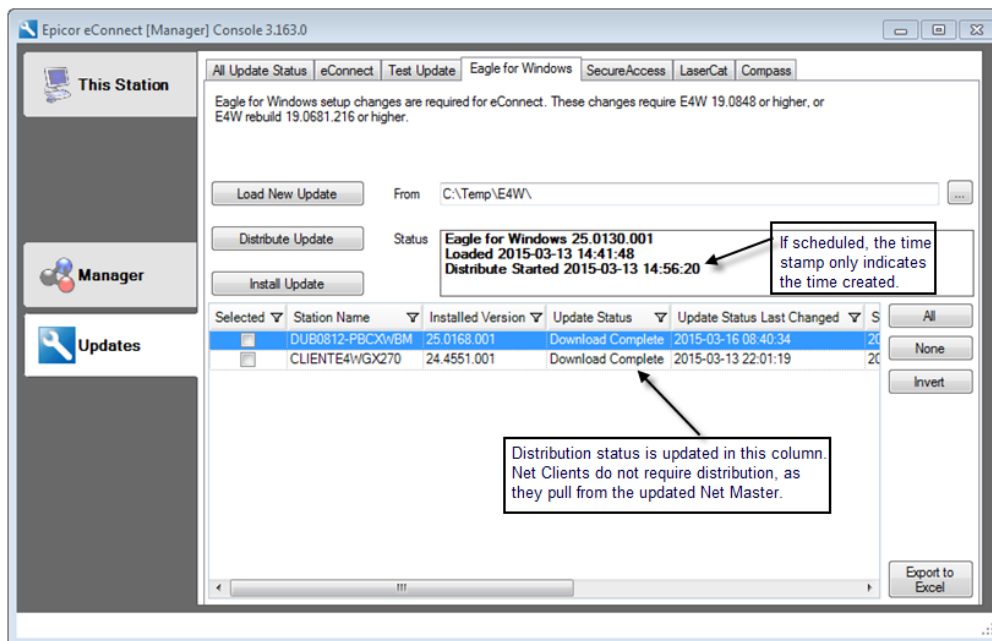
The update takes about 20 minutes to load.

4. The *Distribute Update* button becomes enabled.
5. Click the *ALL* Button on the right or select the desired stations to which to distribute the first schedule. Keep in mind that each Stand alone and Net Master Eagle for Windows station will be downloading a 700MB file, so select appropriately for your network bandwidth.
6. Click *Distribute Update* to display the scheduling window.



7. Select the desired schedule and then click OK.

Note – you can schedule the distribution process multiple times and it can span several evenings if necessary.



! Important

Do NOT distribute updates to stations during business hours because this process dramatically slows down the network. If necessary, you can distribute updates to stations over several nights.


8. Check the “Update Status” column to verify the download for all terminals was “Completed” or “Skipped.”
9. Install the new server software on the Eagle Server. You must do this BEFORE proceeding with the Eagle for Windows install.
10. Once the Eagle server has been updated with new software, return to the eConnect Manager Console and initiate the install for all clients using the “As Soon As Possible” schedule option.

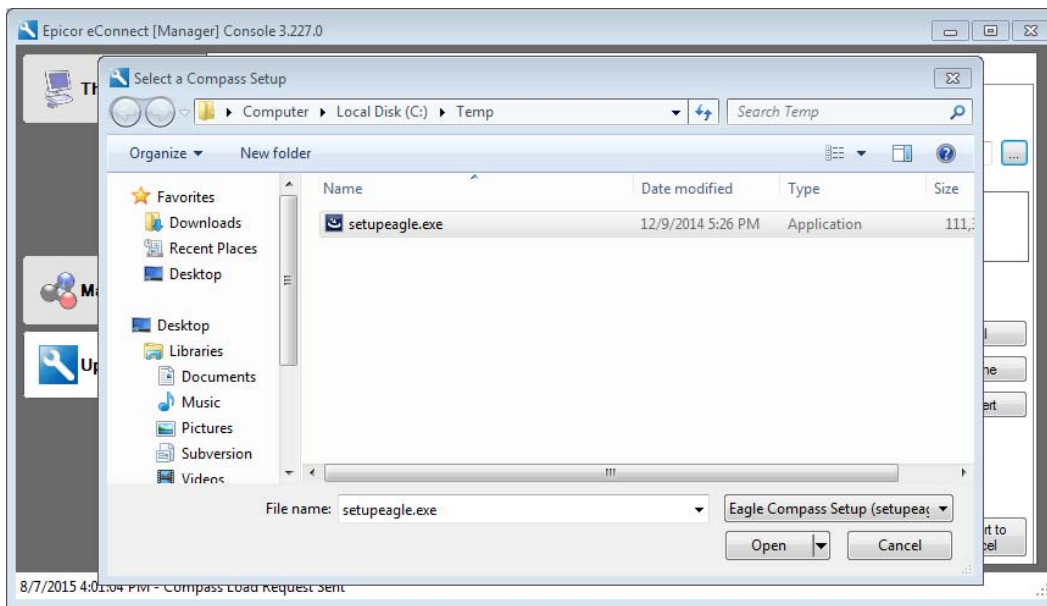
Updating Compass

Updating Compass

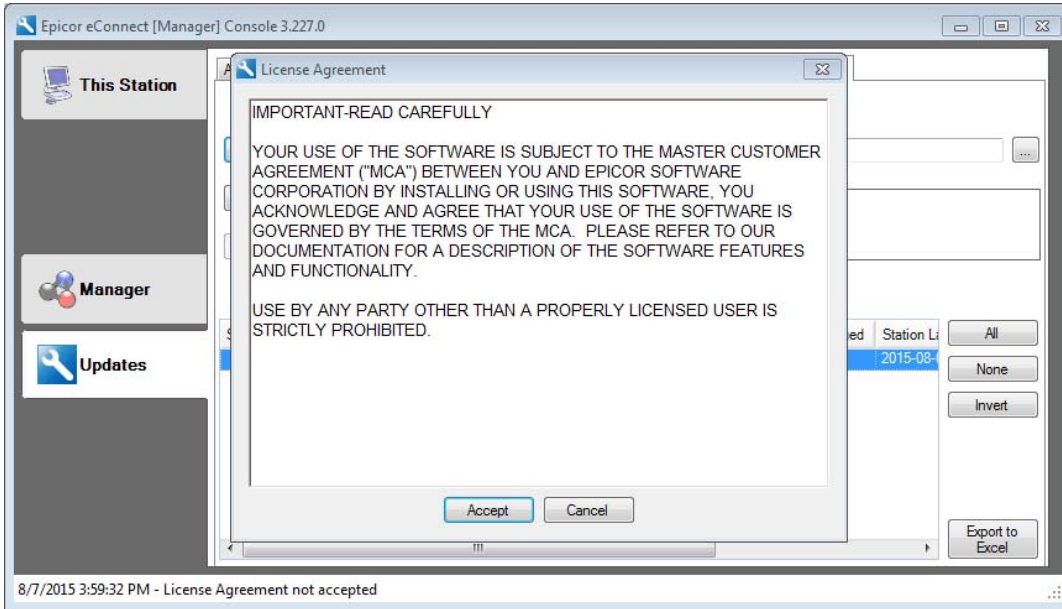
Copy the Compass Installation file onto your eConnect Manager Console, or place it into its CD drive.

Note: Make sure to have the Compass Servers info filled in the configure section before starting an update. See Section [“Installing eConnect for first time”](#).

1. From the eConnect Manager console, on the Updates/Compass tab, enter the path and installation setup name to the Compass software in the *From* field or click on the browse icon  beside the *From* field and select the file name to load.

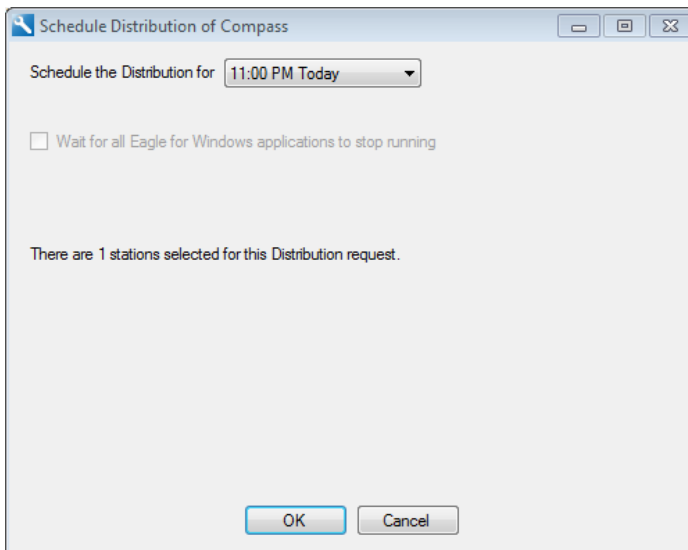


2. Click on Open to complete the file selection process.
3. Press *Load New Update* and *accept* the Software License Agreement.



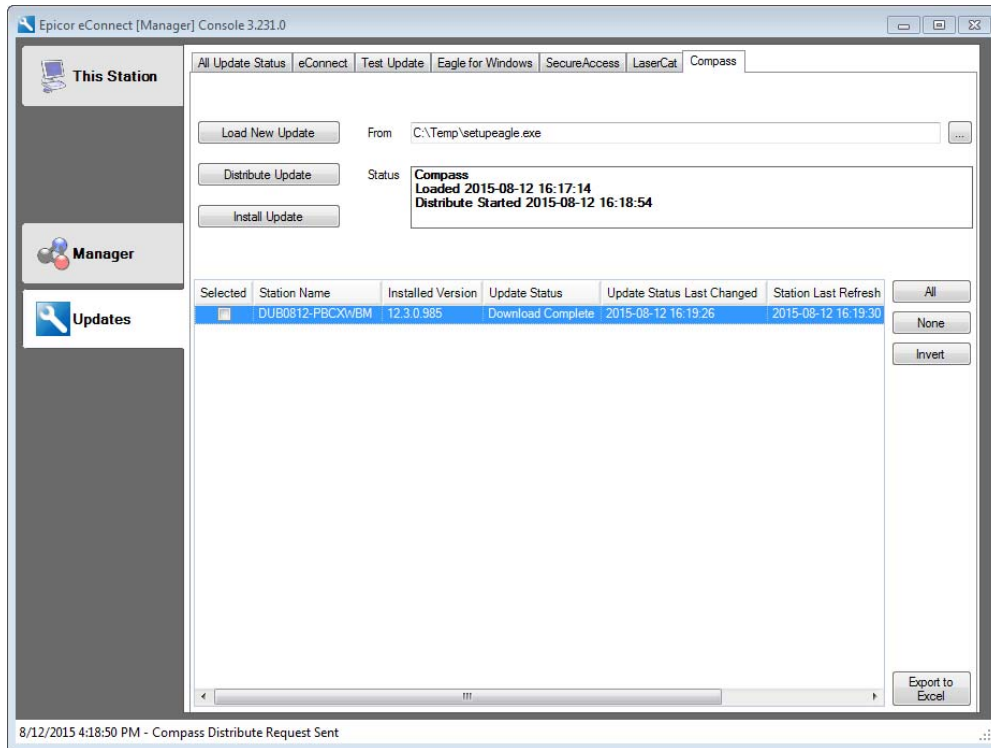
The update takes about 10 minutes to load.

4. The *Distribute Update* button becomes enabled.
5. Click the *ALL* Button on the right or select the desired stations to which to distribute the first schedule.
6. Click *Distribute Update* to display the scheduling window.



7. Select the desired schedule and then click OK.

Note – you can schedule the distribution process multiple times and it can span several evenings if necessary.



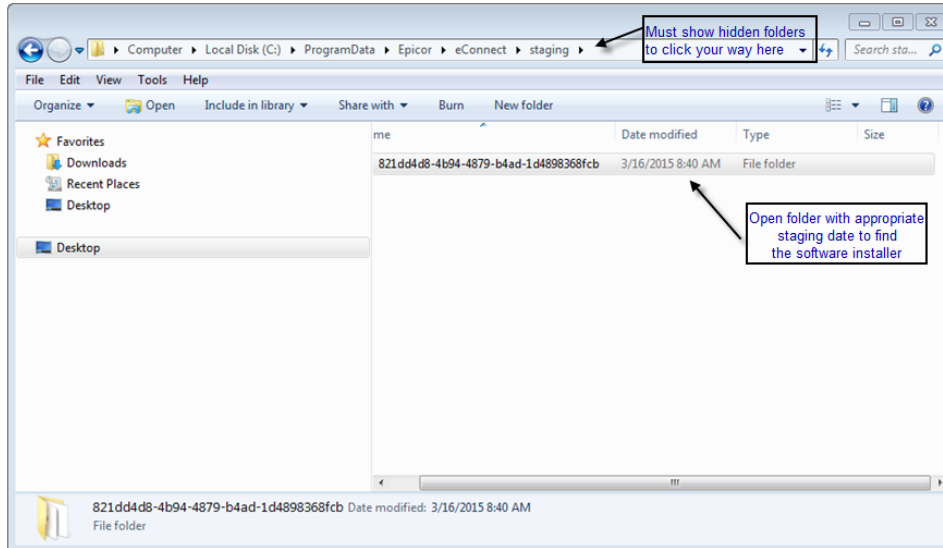
! Important

Do NOT distribute updates to stations during business hours because this process dramatically slows down the network. If necessary, you can distribute updates to stations over several nights.

8. Check the "Update Status" column to verify the download for selected clients was "Completed" or "Skipped."
9. Once the Distribution is completed distributing the new software, return to the eConnect Manager Console and initiate the install for all clients using the desired schedule – usually after hours as this will cause a system reboot.

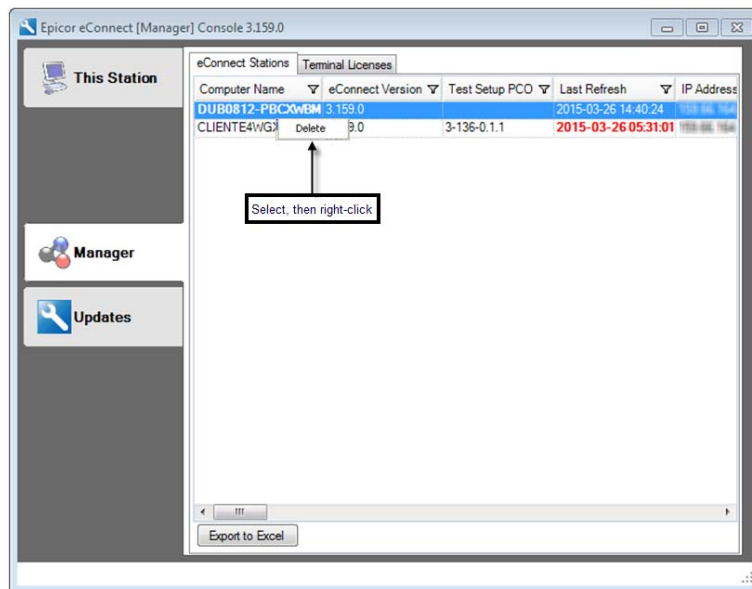
Appendix A-Troubleshooting Client Install Issues

If you ever need to hand-install a software package that was successfully distributed, do the following:



Find the distributed package that you need to troubleshoot or re-install under the following folder:
C:\Documents and Settings\All Users\Application Data\Activant\eConnect\staging
You may need to open the sub-directories to find your setup files, then manually run the install by double-clicking setup.exe and following the prompts.

Appendix B- Removing Old/ Dead stations



Appendix C- Cloning PC's

Step 1. Stop the Epicor eConnect service

Step 2. Delete the above ComputerId.txt file listed in the location below.

Step 3. Create their image.

When the newly imaged systems start up and the eConnect service starts for the first time, it will create a unique ID for that system.

If the cloning has already happened, stop the service, delete the file, restart the service on each clone.

On Windows 7 it should be in this location:

C:\ProgramData\Epicor\eConnect\Data\ComputerId.txt

The XP location is:

C:\Documents and Settings\All Users\Application Data\Epicor\eConnect\Data\ComputerID.txt

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.



Corporate Office

804 Las Cimas Parkway
Austin, TX 78746
USA

Toll Free: +1.888.448.2636
Direct: +1.512.328.2300
Fax: +1.512.278.5590

Latin America and Caribbean

Blvd. Antonio L. Rodriguez #1882 Int. 104
Plaza Central, Col. Santa Maria
Monterrey, Nuevo Leon, CP 64650
Mexico

Phone: +52.81.1551.7100
Fax: +52.81.1551.7117

Europe, Middle East and Africa

No. 1 The Arena
Downshire Way
Bracknell, Berkshire RG12 1PU
United Kingdom

Phone: +44.1344.468468
Fax: +44.1344.468010

Asia

238A Thomson Road #23-06
Novena Square Tower A
Singapore 307684

Singapore
Phone: +65.6333.8121
Fax: +65.6333.8131

Australia and New Zealand

Suite 2 Level 8,
100 Pacific Highway
North Sydney, NSW 2060
Australia

Phone: +61.2.9927.6200
Fax: +61.2.9927.6298