ECD Function Overview

Welcome to the ECD Function Overview Course.

Follow along as we show you how to download and install your Eagle software using ECD.

It's important that you watch the entire course, viewing each video in the list from top to bottom until each finish, and successfully complete the assessment at the end.

When finished, ELC sends a completion notice to Epicor which confirms that your system is ready to run the download process.

If you stop the course before you complete it, ELC will not send the completion notification.

It's also important to note that it can take Epicor up to 3 to 5 business days to acknowledge your course completion, so be sure to check Network or Secure Access.

If after this period you don't see the ECD utility, then contact the Eagle Advice Line for help.

Begin by selecting the topic at the top of the list.

Topics

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Overview

The ECD function allows you to download Eagle software releases directly from Epicor.

This includes optional applications such as Compass, eConnect, and local help files.

ECD schedules processes to run after nightly maintenance and completes the software installation for you.

You begin the process in the customer portal.

Choose the Resources tab and select Latest Eagle Release.

Select this link to open the Epicor Learning Center login page.

If you've made it this far, you're already there.

It's critical that your system meet the minimum specifications. We put a list of the prerequisites in the course materials section of this Training on Demand.

When Epicor gives you the go-ahead, follow the steps to Get Ready outlined in the Training Guide.

We put a copy of this document also in the Course Materials.

Your nightly system maintenance moves you through each step.

Then you'll complete the Software Update, Backup and Install the software, and Verify that installation is complete.

At that point you'll be running the latest version of Eagle software.

Among the benefits of using ECD to download and update your software is that it's quick helps our planet by ending the need to produce and deliver hard copies.

However, you can still receive the software update disks by sending a request through EpicCare.

So that was an overview of the process.

To learn the process in detail, we recommend viewing the topics on the right from top to bottom.

After that, you can revisit them as necessary to help you through the process.

And if this is your first time using ECD, you'll need to complete this entire course. Remember to let each video finish completely, successfully complete the assessment and exit the course window to return to the course description page in ELC. Doing so tells Epicor that you viewed the course and are ready to proceed with your ECD download.

Let's get started. Use the right arrow to move to the next topic.

Get Ready

Whether you're new to ECD or a seasoned veteran, there's still a few things you need to do to get ready.

From the Eagle Browser, type NA in the Launch bar to open Osprey.

In the Osprey Selection field, type ECD and press Enter.

On the next screen, with ECD Software Delivery highlighted, press Enter again.

If this is the first time you're running ECD, type F in the Choice field and press Enter.

This runs the first-time setup.

Type the number 1 in the Choice field to assign the User ID's that will receive ECD alerts.

In the Setting field, type the number 1 and press Enter to set the Primary User ID.

Or type the number 2 and press Enter to set the Secondary User ID.

Type the letter Q to quit and return to the Setup Menu.

Enter the UserID in the New Value field or leave it blank to accept the current value.

Press Enter to apply the changes.

The system pulls the contact information from your customer profile.

Type 2 in the Choice field and press Enter to make any changes to the Customer Information.

Now enter the number 3 to conduct the Initial Terminal review and press Enter.

The Terminal Editor allows you to review and manage which terminals you'll update in the software download process.

It is important for the terminal list to match the terminals in use at your business.

Using the up and down arrow keys to move the cursor, set the terminal update status by highlighting the appropriate terminal.

Press Enter to choose a specific terminal.

Choose E to include the terminal in the software download process.

The Update column will display By ECD to let you know it's included.

Selecting option N excludes this terminal from the ECD process and changes the Update column to NonECD.

You'll need to update terminals with option N manually.

Use the letter Z to identify an old or unused terminal.

This marks it as a Ghost terminal.

ECD ignores Ghost Terminals.

Type the correct setting in the Choice box and press Enter.

Perform these steps for any terminals that you need to change.

When you're finished, press ESC to exit.

The system prompts you to Apply all Actions. Enter Y for yes or N for No.

It's very important that you review all the terminals and set each correctly.

To make sure that the updates occur properly, you must leave all terminals that are set as By ECD, powered on and connected to the Eagle system.

Ready to Begin

After verifying users, contact information, and terminal configuration, you are ready to begin.

Osprey shows a list of the ECD Steps on the screen, marking your place in the process with You are here.

The top of the screen shows the new software version that you're installing.

This page also shows you the number of NonECD Terminals.

ECD will not update NonECD terminals in the software download process.

The menu selections appear at the bottom of the screen.

Use the Next and Previous buttons or the up and down keyboard arrows to scroll to the next page.

Type P in the Choice field to proceed with the ECD software update and press Enter.

Osprey updates your status in the ECD Steps section to Download.

At this point, you're downloading the software from Epicor.

The top of the screen updates with ECD - Waiting to Download.

eConnect obtains a new version and stages all client software such as E4W, Compass, and help files.

This complete process occurs automatically and runs over multiple days during each nightly maintenance cycle.

Press ESC on your keyboard to exit the screen.

When the users you identified receive the alert, Waiting for OK to Proceed you can launch ECD again from the Osprey function.

Backup

Launch ECD from the Osprey menu and then select the menu item ECD Software Delivery.

Press Enter.

This opens the ECD Update – Waiting to Install screen.

Use the up and down arrows to scroll through the screen and view the Terminals.

Before you can continue with the Eagle software installation, you must make a copy of the new Eagle server software you downloaded.

It's important to note here that you're only backing up the server software, not all of your data.

Type B in the Choice field and press Enter.

If you already have a copy of the software from Epicor, you can choose option 2 and enter any needed notes.

If you did not receive a copy in the mail, choose option 1.

When the backup finishes, you'll see a list of new menu items.

Type the letter P in the Choice field and press Enter.

The Eagle Server update runs after the nightly maintenance.

Press ESC to Exit and wait for nightly maintenance to perform the Installations.

Client stations automatically begin the software update process once they detect the Eagle server has completed.

The system sends an alert notifying the users of the scheduled software install.

Verify

The next day, login to OSPREY and open ECD.

Here we see that all four stations Succeeded and that zero are In Process.

Once they have all succeeded, run Update Views from a client PC and you're done!

Make sure you let the Update Views process finish.

If you close the Update Views window before the process completes, it could corrupt the views file.

The following Alert displays in eBrowser.

Until the next release of Eagle Software is available, this is the screen that will display when you run the ECD function.

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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