

ECD Training Guide Outline V18-L31

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Introduction

ECD allows your Eagle system to receive Eagle software releases, including optional applications such as Compass, eConnect and local help files, from the Epicor Cloud. Once your Eagle system has received the ECD software patch, the ECD function does the work for you. ECD takes care of downloading the software from the Cloud and staging it on your Eagle server and your client PC's. Once you are ready to perform the upgrade, ECD will automate the process for you and install the Eagle software. The entire ECD process runs after nightly maintenance typically occurring over multiple days.

Current Methods for Upgrading Software

- o Traditional Manual Installation
 - Software DVD's are sent through the mail
 - Server is updated by running "newsoft" process
 - Clients are upgraded manually or through the NetMaster/Client method
- o Traditional Installation using eConnect
 - Software DVD's are sent through the mail
 - Server is updated by running "newsoft" process
 - Client software is loaded, distributed and installed using eConnect3 through the Manager Console.

ECD Software Upgrade Process Flow



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Prerequisites

- ✓ EOS3
- ✓ Eagle is on Release 26.0 or higher

This includes client PCO 26.0856.046, 26.0856.110 and server 38.0937.029. Other client versions are suitable as long as they are compatible with 38.0937.029 server version. The About Eagle box in eBrowser contains this software version information.

✓ Net Vista Bed Check – This is the automatic process to deliver patches and software update notices from the Epicor Cloud. Although, you should probably already be set up for this, the initial ECD process checks to be sure. If for some reason it is not setup, Epicor will work with you to get this setup andworking.

Note: If you are using dialup, ECD is not supported.

- ✓ eConnect installed on all clients (<u>https://eaglecustomer.portal.epicor.com/</u>) to download
- ✓ TOD (Training)
- ✓ All client PC's must be turned on and connected to the network
- ✓ Security bit 91 "Access to Osprey" this bit is necessary to use function ECD which is run from OSPREY.

Getting Ready

1. From the Eagle Browser, click Utilities, and select OSPREY.



- 2. From the OSPREY Main Menu, at Selection, type ECD and press <Enter>.
- Type ECD again or select the menu item "ECD Software Delivery" and press < Enter>.
 Note: To Exit the ECD Menu type 4 Done.



- 4. The following screen displays if no initial setup was performed.
 - a. Type an F to Perform the First Time Setup of ECD, alerts and terminals and Press<Enter>.



5. Type 1 in the Choice [] box to assign the User ID's that will receive ECD alerts.



67	13/2017 2:	50p	123456	ECI	D Review	Termi	nals &	. Softw	are	STOS	900	(E2CS	ST14H)
				ECD	First Tir	me Set	up Men	iu					
1	- <mark>Setup</mark> a 1st User 2nd User	alerts	for use	ers									
2	- Contact Business Name Email Phone 1 Phone 2	infor E : ENT E : MAT I : Mde I : 925 2 : 925	mation ERPRISE T DECKE cker@er .875.17 .937.01	E HARDW. ER nterpri: 701 176	ARE sehardwai	re.com	n Regist Tr	ration aining) Date Date	;;;;;;;;;;;;;;;;;;;;;;;;;;;;;;;;;;;;;;	06/11 06/12	/2017	7
3	- Initial	l termi	nal rev	view									
1 2 3 P	= Setup a = Update = Termina = Proceed	alerts contac al revi d, firs	t infor ew t time	mation setup	is comple	ete							
Ch	oice []		ENTER	Choice	/Refresh		ESC	xit EC	D				

- a. Type 1 and press <Enter> to set the Primary User ID.
- b. Type 2 and press <Enter> to set the Secondary User ID.

 6/13/2017 2:52p
 123456
 First Time Setup - Alert Users
 ST0000 (E2CSETUX)

 #
 Description
 Current Value
 Default Value

 1
 ECD New Alert User 1
 ECD New Alert User 2
 Setting # []

c. Enter the UserID in New Value and/or leave blank to accept current value. (6/13/2017 2:52a 123456 Change Alert User 1 ST0000 (E2CSETUX)

0/13/201/ 2:5	.0 125150	change Arere	0301 1	310000	(LECSETOR)
		ECD New Alert	User 1		
This is a alerts a	he first of two dded to Eagle.	o users who au	tomatically get	any new ECD	
If these added vi	users are left a the Alert User	blank then ar Profile fund	y new alerts fo tion in Eagle B	r ECD must be rowser.	2
On initi on only i	al setup all ECI new ECD alerts a) alerts are a are added to t	dded to these u hese users.	sers. From th	nen
L	eave new value b	lank to keep	current value,	press Enter t	Lo apply
Current :					
Default :					
New Value: [<mark>S</mark> Ei	<mark>'STEM]</mark> nter an Eagle us	ser ID (in any	store).		

6/13	/2017	2:52a	123456	Change Aler	t User 2		ST0000	(E2CSETUX)			
				ECD New Ale	rt User 2						
	This is the second of two users who automatically get any new ECD alerts added to Eagle.										
	If these users are left blank then any new alerts for ECD must be added via the Alert User Profile function in Eagle Browser.										
	On initial setup all ECD alerts are added to these users. From then on only new ECD alerts are added to these users.										
		Leave	new value	blank to kee	p current v	value, press	s Enter s	to apply			
Curr	ent										
Defa	ult										
New	Value	Enter] an Eagle (user ID (in a	ny store).						
	D		المتعالمة والم								

- d. Press Enter to apply changes.
- e. Press Q to Quit.

6/13/	2017	2:5	2a 1	23456		First	Τi	me	Setup	- A	lert l	Jsers	ST	0000	(E	2CSET	UX)
#	Des	cript	tion					Cu	urrent	Valu	Je		Defa	ult '	Valu	ıe	
1 2	ECD ECD	New New	Alert Alert	User User	1 2			S Y AI	(STEM DMIN								
Setti	ng #	[Enter	# t	,0 0	change	and	press	B ENTE	R or	'Q'	to	quit	

Note: To add additional users, refer to online help on Setting Up Eagle Alerts User Profiles and look for ECD Alerts.

- 6. Update the contact information. This information comes from the Registration site.
 - a. Enter 2 to make any Customer Information changes and press <Enter>.
 - b. Press "Q" to Quit.
- 7. Now enter a 3 for Initial Terminal review and press <Enter>.
 - a. The Terminal Editor allows the user to review and manage which terminals will be updated in the ECD process.

Note: You have access to the Terminal Editor throughout the ECD process for reviewing and updating.



6/13/2	017	4:04p 123	456 All Term	ninals + Ghost	s S	T0900 (E	2CTEDIT)
Term	ΙP	Address	Computer Name	Comment	Last Connect	Update	Action
900	159	.66.165.153	RDOF1W7C1		06/13 11:00p	By ECD	
910 920 930 940	159 159 159 159	.66.165.137 .66.165.126 .66.164.169 .66.164.173	RDOF1W7C2 RDOFC4 RDOPC5		06/13 10:59 06/13 10:58 06/13 11:00 06/13 11:01	By ECD By ECD By ECD By ECD	
Syste eConn	m II ect) : 4e2f26 4 :	77-874c-45e0-a58	2-98dcea717a6	8		
ESC Ex	it F	Program	ENTER Termin	nal Action		On Line	1 of 5

*Terminal List Main Review screenshot

8. Set the terminal update status by selecting the appropriate one (using the Down/Up arrow keys) and then pressing <Enter>.

6/13/2017 4:06p	123456 All	Terminals + Ghosts	STO900 (E2CTEDIT)					
Term IP Addre	ss Computer Nar	me Comment Last	Connect Update Action					
900 159.66.16 910 159.66.16	5.153 RDOF1W7C1 5.137 RDOF1W7C2	06/13 06/13	6 11:00p By ECD 6 10:59p By ECD - By ECD					
930 159.66.16 940 159.66.16	Change Terminal E = Terminal N = Terminal	0940 By ECD By ECD						
	Z = Terminal	Press ENTER or ESC to	o exit					
System ID : 54b267e1-aa63-4663-ba92-9c7ef6781241 eConnect 4 :								
<mark>ESC</mark> Exit Progra	m <u>ENTER</u> Ter	rminal Action	On Line 5 of 5					

*Terminal List Change Menu screenshot

- a. E Terminal is updated by ECD. Choosing E includes the terminal in the ECD process. The Update column (See above image) will display "By ECD." All terminals with this Update status will be updated by the ECD process.
- b. N Terminal is not updated by ECD. Choosing N excludes this terminal from the ECD process. This will change the Update option to "NonECD." These would need to be updated **manually.**



6/13/2017 4	1:07p 1234	456 All Termi	nals + Ghost	s S	то900 (E2CTEDIT)			
Term IP A	ddress	Computer Name	Comment	Last Connect	Update	Action			
900 159.6 910 159.6 920 159.6 930 159.6 940 159.6	56.165.153 56.165.137 56.165.126 56.164.169 56.164.173	RDOF1W7C1 RDOF1W7C2 RDOF1W7C3 RDOPC4 RDOPC5		06/13 11:00p 06/13 10:59p 06/13 10:58p 06/13 11:00 06/13 11:01	By ECD By ECD By ECD By ECD By ECD By ECD	MECD .			
System ID eConnect 4	System ID : 54b267e1-aa63-4663-ba92-9c7ef6781241 eConnect 4 :								
ESC Exit Pr	ogram	ENTER Termina	l Action		On Lir	ne 5 of 5			

c. Z - Terminal is a Ghost: not real. This may be an old, unused terminal that has not been connected in a long time.

Note: Ghost Terminals cannot be set as "N" ("NonECD"); Ghost Terminals are automatically ignored by ECD.

5/1/2017 8:13p eag	le All Termi	inals + Ghosts	5	S	т0777	(E2CTEDIT)		
Term IP Address	Computer Name	Comment	Last	Connect	Update	Action		
565 192 100 5 566 192. 5 5 567 192. 5 5 568 192. 5 5 569 192. 5 5 571 192. 5 5 573 192. 5 5 575 192. 5 5 575 192. 5 5 577 192. 5 5 577 192. 5 5 578 192. 5 5 578 192. 5 5 579 192. 5 5	BREN-PC SEAN-PC SJNL320CONSALES RANDY-PC SJNL315-PC SJNL315-PC SJNL318-PC SJNL350 SJNL353-PC RHONDA-PC	KIT BATH OFF SEAN CS COUNTER M RANDY CS CTR UNDER HEATHER DOUG Network PC 2 Network PC 2 FLOOR PC CS CTR UNDR DECO CTR JEN DECO CTR JEN KTCH N BATH	05/01 05/01 05/01 05/01 05/01 05/01 05/01 05/01 05/01	09:10p 08:16p 09:10p 09:10p 09:14p 09:14p 09:10p 09:10p 09:10p 09:10p	By ECD By ECD By ECD By ECD Ghost Ghost Ghost Ghost Sy ECD By ECD By ECD By ECD By ECD	>		
System ID : 9ffe0130-7cf4-4960-a729-0b89aa384e27 eConnect 4 :								
SC Exit Program ENTER Terminal Action On Line 13 of 54								

9. Type the correct setting into the Choice [] box and press Enter to accept the change and then press the escape key <ESC> to exit. Perform the above steps for any terminals that need to be changed.



- 10. You will be prompted to Apply all actions. Select Y for Yes or N for No.
- 11. Press [P] to Proceed, First Time Setup is Complete.

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6/13/2017 4:10p 123456	ECD Review Terminals & Software ST0900 (E2CST14H
	ECD First Time Setup Menu
1 - Setup alerts for user 1st User : SYSTEM 2nd User : ADMIN	
2 - Contact information Business : ENTERPRISE Name : MATT DECKER Email : Mdecker@ent	ARDWARE
Phone 1 : 925.875.170 Phone 2 : 925.937.017	Registration Date : 06/11/2017 Training Date : 06/12/2017
3 - Initial terminal revi	d.
l = Setup alerts 2 = Update contact inform 7 = Terminal review	tion
P = Proceed, first time s	tup is complete
Choice [] ENTER C	Dice/Refresh

Important!

It is very important that all terminals are reviewed and set correctly. All Terminals that are set as "By ECD" must be powered on and connected to the Eagle system.

Ready to Begin

Launch ECD from the Osprey menu (by entering ECD) and then select the menu item "ECD Software Delivery" and press <Enter>.

- 1. Review the screen.
 - a. The ECD Steps are listed for you and denote where you are in the ECD process.
 - b. New Release of Software New Software that will be installed.
 - c. The number of NonECD Terminals is displayed. These will not be updated in the ECD process.
 - d. The menu selections appear at the bottom of the screen.
 - e. The <Enter> key acts on the choice entered or refreshes the screen; the Escape <ESC> key exits you from the current screen.



f. Next/Prev or arrow Down/Up to scroll for further information.

	6/13/2017 4:12p 1234 940 159.66.164.173 R 	56 ECD Revie DOPC5 C	ECD	Software ST0900 * N/A **	(E2CST14H)
	900 159.66.165.153 R 910 159.66.165.137 R 920 159.66.165.126 R 930 159.66.164.169 R	DOF1W7C1 (DOF1W7C2 (DOF1W7C3 (DOPC4 (06/13 11:00p * 06/13 10:59p * 06/13 10:58p * 06/13 10:00p * 06/13 10:00p *	Client and Serversion	/er
ECD Terminals	Software in this Eag Product eConnect4 Eagle Server EOS3 Eagle Client Compass for Retail	gle release Version 4.0367.00 38.1788.22 26.1614.10 14.0.0.242	33 55 20	11e Size 2.8MB ~ 1.6GB ~ 370.8MB ~ 114.6MB ~	Est. D/L O sec 4 min 62 sec 19 sec
	P = Proceed with ECD : T = Terminal review Choice [] ENT	software update	sh <u>ESC</u> E	xit ECD	Page 2 of 3 T/PREV Page

- Type P, Proceed with ECD software update, in the Choice [] box and press <Enter> to start the ECD process.
 - a. This will include the following steps. The detail of each is shown on the screen.
 - i. Download: downloads the software from Epicor Cloud.
 - ii. eConnect: stages and installs the new version of eConnect.
 - iii. Staging: stages all Client software (E4W, Compass, help files).
 - b. This complete process occurs automatically and runs over multiple days during each nightly maintenance cycle.

	6/13/2017 4:15p Downloading	123456 g Eagle Rel	ECD - Waiting ease 26.1 - 00	to Download New C 13/17 New S	ST0900 lient PCO: 2 erver PCO: 3	(E2CST22H) 26.1614.165 38.1788.233				
You are here	ECD Steps: 1 2 3 4 5) Review) Download) eConnect) Staging) Install	by SYSTEM < You are he by maintenance by maintenance to be schedule	** Complet e 06/15/17 T e 06/16/17 F ed 06/17/17 S	ed 06/13/17 hursday 4 t riday sin aturday Eag	4:15p ** cerminals ngle store gle EOS3				
	Software is availa Downloads begin Press [D] to qu Software in th	after maintenan ce. No action i y in the backgr	ce. s needed. ound.							
	Product eConnect4 Eagle Server E(0\$3	Version 4.0367.001 38.1788.233	Fil	e Size E 2.8MB ~ 1.6GB ~	Est. D/L O sec 4 min				
	C = Cancel downld D = Download soft T = Terminal rev	C = Cancel download after nightly maintenance D = Download software NOW T = Terminal review								
	Choice []	ENTER Cho	ice/Refresh	<mark>ESC</mark> Exit EC	D	NEXT Page				

- 3. The top of the screen will now display "ECD Waiting to Download."
- 4. The next step will execute automatically after Nightly Maintenance. Press the Escape Key (ESC) to Exit ECD.
- 5. After all terminals have completed staging the software in Step 4 through nightly maintenance, an alert is sent out "Waiting for OK to Proceed" to the ECD Alert Users. Once you receive this alert, you can launch ECD again from the OSPREY function to schedule the installation.



File Action Tools Help	Dublin ECD Ace Hardware Terminal: 920 Signed On User: RO	
Home Back Forward F2 F3 F4	Ny Rots Sign On Sign Off Store Help F5 F7 F8 F6 F1	
Launch:		•
	Dublin ECD Ace Hardware	
Applications Offline POS Utilities <u>Alerts</u>	My alerts as of 5:49pm: <u>4/12/17 3:35pm</u> ECD- Waiting for OK to Proceed	Viewer
EPICOR.		

Back Up and Schedule Software Installation

1. Launch ECD from the Osprey menu (by entering ECD) and then select the menu item "ECD Software Delivery" and press <Enter>.



2. This will take you to the ECD Update – "Waiting to Install" screen.



	6/16/2017 2:13a Installin	123456 g Eagle Rel	ECD Update - ease 26.1 - 0	- Waiting	to Install New Clie New Serv	ST0900 nt PCO: 2 er PCO: 3	(E2CST40H) 6.1614.165 8.1788.233
\frown	ECD Steps: 1 2 3 4 > 5) Review) Download) eConnect) Staging) Install	by SYSTEM by maintenar by maintenar by maintenar < You are h	** nce ** nce ** nce ** nere	Completed Completed Completed Completed	06/13/17 06/14/17 06/15/17 06/16/17	4:15p ** 2:19a ** 2:18a ** 2:12a **
You are here	Make an emergency It is importan software before Epicor, or hav a backup the E	backup cop t to choose e schedulin e already m agle may be	y of the Eag] [B] and make g the install ade a backup, unable to re	e server a backup ation. It choose b cover fro	ISO file o of your n f you have [B] and mak om a system	ew Eagle a CD or D e a note. failure.	server VD from Without
	4 eConnect tern Term IP Address 900 159.66.165.1	minals — Up Comput 53 RDOF1W7	dated via ECI er Name Last Cl 06/1) Connect 6 2:13a	eConnect 4.367.0	NTA Co	omment
	B = Make backup n T = Terminal rev	media of th iew; exclud	e new Eagle s ing NonECD te	server sof erminals	ftware	F	
	Choice [_]	ENTER Cho *S	ice/Refresh tate 40 - ECD Upa	ESC ate – Waitir	Exit ECD	eenshot	NEXT Page

3. Press Next/Prev or arrow Down/Up to scroll through each page on the screen.

 6/16/2017 2:13a 123456 ECD Update - Waiting to Install ST0900 (E2CST40H Make an emergency backup copy of the Eagle server ISO file It is important to choose [B] and make a backup of your new Eagle server software before scheduling the installation. If you have a CD or DVD from Epicor, or have already made a backup, choose [B] and make a note. Without a backup the Eagle may be unable to recover from a system failure. 4 eConnect terminals - Updated via ECD 	1)
Term IP Address Computer Name Last Connect, eConnect, NTA Comment,	
900 159.66.165.153 RDOFIW7C1 06/16 2:13a 4.367.0 910 159.66.165.137 RDOFIW7C2 06/16 2:10a 4.367.0 920 159.66.165.126 RDOFIW7C3 06/16 2:09a 4.367.0 930 159.66.164.169 RDOPC4 06/16 2:11a 4.367.0 930 159.66.164.169 RDOPC4 06/16 2:11a 4.367.0	
B = Make backup media of the new Eagle server software T = Terminal review; excluding NonECD terminals	
Choice [] ENTER Choice/Refresh ESC Exit ECD PREV Page	
*State 40 - ECD Update – Waiting to Install	

4. Before proceeding with the Eagle software installation, you must possess a copy of the new Eagle server software that was downloaded. Type "B" Make backup media of the new Eagle Server software in the Choice [] box and press <Enter>.

6/16/2017 2:15a 123456 Create Backup Media STO900 (E2CBACKM) Very Important - Do Not Install New Software without a Backup of the Software!
If the Eagle stops working or breaks down, any recovery will likely require a copy of the Eagle software that is not on the Eagle itself.
Make sure it is in a safe, known, nearby location. Two copies are even better!
USB Key Requirements The USB key is formatted when the backup is made existing files are lost. Make sure the USB key is 2 GB or larger. Making a key takes 10-15 minutes for a USB 2.0 key. USB 1.0 keys are slower.
CD/DVD Provided by Epicor Enter a note explaining where the original media is kept.
Other Please Explain Enter a note explaining what it is and where the media is kept.
<pre>1 = Make a USB key NOW requires access to the Eagle server 2 = CD/DVD provided by Epicor 3 = Other requires entering an explanation</pre>
Choice [] ENTER Choice/Refresh ESC Exit ECD

*Create Backup Media

- 5. Review the backup options and select the appropriate choice that applies to your backup method.
 - a. Option 1 Make a USB key NOW requires access to the Eagle server." This will copy the Server installation file (.ISO) to the USB key. Connect the USB to the Eagle Server USB port.
 Note: The USB key gets formatted before copying the file over and must be able to store at least 2G of data.



Type Y to continue.

Please insert a USB flash drive. WARNING: All data on the USB device will be erased.
Type 'y' to continue or 'q' to quit: Y
Searching for USB flash drive
Please insert a USB flash drive. WARNING: All data on the USB device will be erased.
Type 'y' to continue or 'q' to quit: Y
Searching for USB flash drive
Erasing USB device '/dev/sdb' Creating MS-DOS file system on USB device '/dev/sdb' mkdosfs 3.0.9 (31 Jan 2010) Installing bootloader on USB device '/dev/sdb1' Copying file(s) to USB device '/dev/sdb1' building file list 44 files to consider EAGLE.iso 266928128 15% 5.66MB/s 0:04:04

When backup completes, Press <Enter> to continue.

245/6 100% 35.8/kB/s	s 0:00:00 (xfer#31, to-check=8/44)
isolinux/isolinux.cfg	
932 100% 1.36kB/s	s 0:00:00 (xfer#32, to-check=7/44)
isolinux/options.msg	
608 100% 0.89kB/s	s 0:00:00 (xfer#33. to-check=6/44)
isolinux/param_msg	
848 100% 1 24kB/s	0:00:00 (vfer#34 to-check=5/44)
isolipuy/rescue msg	
401 100% 0 72kp/	0:00:00 (v(cop#7E to-obook=4/44)
iselieuv/apaka mag	5 0.00.00 (Xiei #33, to check-4/44)
ISOIINUX/SNake.msg	
549 IUU% U.80KB/	5 0:00:00 (Xter#36, to-check=3/44)
isolinux/splash.jpg	
5246 100% 7.65kB/s	s 0:00:00 (xfer#37, to-check=2/44)
isolinux/vesamenu.c32	
163728 100% 238.29kB/s	s 0:00:00 (xfer#38, to-check=1/44)
isolinux/vmlinuz	
4271408 100% 1.97MB/s	5 0:00:02 (xfer#39, to-check=0/44)
sent 2040822699 butes receiv	ved 768 butes 6680273 21 butes/sec
total size is 2040571070 sp	adum is 1 00
20103120 13 2010371070 300	
	11
EZCBACKM completed successful	IIY.
Please press (Enter) to cont	inue:

- b. Option 2 CD/DVD provided by Epicor Traditional media that was mailed. This requires a comment in order to move on.
- c. Option 3 this is a miscellaneous option that requires a comment in the first comment section to move on.

Note: The client software is staged (Step 4) in the "3apps\software\newsoft" directory on all clients. You can go to any client and copy the files onto a USB drive as a backup.

6/16/2017 2:16a	123456 EC	D Update - Wait	ting to Install	ST0900 (E2	2CST40H)
Installing	Eagle Releas	e 26.1 - 06/13	17 New Serv	er PCO: 38.17	788.233
ECD Steps: 1) 2) 3) 4) > 5)	Review by Download by eConnect by Staging by Install <	SYSTEM maintenance maintenance maintenance You are here	** Completed ** Completed ** Completed ** Completed	06/13/17 4:1 06/14/17 2:1 06/15/17 2:1 06/16/17 2:1	5p ** 19a ** 18a ** 12a **
Waiting for instal Choose [P] to so	lation to be chedule the i	scheduled. All nstallation of	files are stag the Eagle serv	ed. er for tonigh	TCD.
ECD installation	n is schedule	d during the da	ay before the u	pdate.	Brocoss
All clients are software instal	staged with lation to be	the software an scheduled.	nd are waiting	for the Eagle	Process
4 eConnect term	inals - Updat	ed via ECD			
I = Install Eagle P = Proceed after T = Terminal revie	software NOW nightly main ew; excluding	on your serven tenance NonECD termina	r & all termina als	ls	1 of 2
Choice []	ENTER Choice	/Refresh	ESC Exit ECD	NE)	(T Page
*State 40 – ECD Updat	e – Waiting to II	nstall – After Back	up screenshot		

- 6. After the backup is performed these new menu items will be available.
 - a. I = Install Eagle software NOW on your server & all terminals. This will Install the Eagle Server immediately and then kick off the Client installations.
 Note: DO NOT DO THIS DURING BUSINESS HOURS. Do not run offline while installing.
 - P = Proceed after nightly maintenance (preferred). Once nightly maintenance has completed, the Eagle server automatically installs the new Eagle software. Client stations automatically begin the software update process once they detect the Eagle server has completed. Each station performs its own update.
 - c. T=Terminal review; excluding NonECD terminals.
 This allows you to review the clients that are set to be installed "by ECD." You can also mark any clients to "NonECD" if there are any that may NOT be available for the upgrade.
- 7. Type P in the Choice [] box and press <Enter>. The ECD step will change to Install Scheduled.
- 8. Press the Escape key < Esc> to Exit ECD and wait for nightly maintenance to perform the Installations.

Note: Net clients no longer update from the Net master.

Note2: when Newsoft is scheduled by ECD to run through nightly maintenance, it's currently being scheduled with the following options: (a) run even if maintenance is held that night and (b) require a current Eagle Backup (data backup) before running.

9. An Alert is sent out that states: Software Install Scheduled – in ECD you have selected to have your server upgrade after tonight's maintenance. Clients upgrade automatically after the server upgrade has completed.

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A Eagle Browser - Store: 1	Dublin ECD Ace Hardware Terminal: 920 Signed On User: RO	- • ×
File Action Iools Help Home Back Forward F2 F3 F4 Launch: F4	My Rpts Sign Off F6 F1	_
	Dublin ECD Ace Hardware	
Applications Offline POS Utilities <u>Alerts</u>	My alerts as of 5:49pm: <u>4/12/17 3:35pm</u> ECD- Software Install Scheduled	Viewer
EPICOR.		

Verify Installation is Complete

 From any client station, launch Network Access or Secure Access to login to OSPREY. Type ECD and ECD again. Here we see that all 4 stations succeeded and that zero are in process.
 Note: If launching eBrowser to access Network Access or Secure Access you may be prompted to Update Views – go ahead and complete the Update Views process then log into Osprey and go into ECD to verify the results.

6/17/2017 5:44a 123456	ECD Instal	ling Client	Updates	ST0900	(E2CST	(56H)
Installing Eagle	Release 26.1 -	06/13/17	New Clie New Serv	nt PCO: er PCO:	26.1614. 38.1788.	165 233
ECD Steps: 1) Review 2) Downlo 3) eConne 4) Stagin > 5) Instal	by SYSTEM ad by mainten ct by mainten g by mainten l < You are	** ance ** ance ** ance ** here	Completed Completed Completed Completed	06/13/17 06/14/17 06/15/17 06/16/17	4:15p 2:19a 2:18a 2:12a	** ** **
Terminals: Failed No	t Started – I	n Process	Succeed	ed To	tal Nor	nECD
0	Ο	0		4	4	1
4 of 4 clients & Eagle se	rver updated.	Need Views	Update.			
4 terminals completed	installing sof	tware				
Term IP Address Com	puter Name – P	roduct	Start En	ded	Last Sta	atus
900 159.66.165.153 RDOF	1W/C1 Ea Co	gle Client mpass	2:33a 2: 2:58a 3:	54a 17 S 01a 17 S	ucceedeo	k k
I = Install client softw T = Terminal review of s	are again; ret oftware instal	ry any that l exception	, failed			
Choice [] ENTER	Choice/Refresh	ESC	Exit ECD		Page 1 c NEXT F	of 2 Page

*State 56 – ECD Installing Client Updates screenshot

2. You can review the Terminal Status from the current screen by pressing Next/Prev or using the Down/Up arrow keys.



6/17/	/2017	5:44a	123	456	ECD Ins	talling Cli	ent	Updates	s ST	090	0 (E2C	ST56H)
Term	inals	: Fa	ailed	Not St	arted	In Proces	6 S	Succe	eded	T	otal N	onECD
			0		0		0		4		4	1
4 = 0	4 - 1							la da ta				
4 01	4 CI	ients d	k Eagi	e server	update	a. Need Vie	ews t	poate.				
4	term	inals c	comple	eted inst	alling	software						
lerm	IP /	Address	6	Compute	r Name	Product		Start	Ended		Last S	tatus
900	159.6	56.165.	.153	RDOF1W7C	1	Eagle Clie	ent	2:33a	2:54a	17	Succeed	ed
					_	Compass		2:58a	3:01a	17	Succeed	ed
910	159.6	56.165.	.137	RDOF1W7C	2	Eagle Clie	ent	2:29a	2:50a	17	Succeed	ed
920	159.0	56.165.	.126	RDOF1W7C	3	Eagle Clie	ent	2:29a	2:48a	17	Succeed	ed
930	159.0	56.164.	.169	RDOPC4		Eagle Clie	ent	2:31a	2:45a	17	Succeed	ed
1	NonF(CD term	ninals	- update	ed manu	allu						
Term	IP /	Address	5	Compute	r Name	Last Conne	ect	eConnec	⊳t N	ATA	Comment	
940	159.0	66.164.	.173	RDOPC5		06/17 5:4	1a 4	1.367.0				
<u>I</u> =	Insta	all cli	ient s	oftware	again;	retry any t	hat	failed				
Τ =	Term	inal re	eview	of softw	are ins	tall except	,ions	5				
	-										Page 2	of 2
Choid	ce L .		ΕN	IIER Choi	ce/Refr	esh	SC	Exit ECI)		PREV	Page

- If you have not already done so, from any client that has succeeded, launch eBrowser and you will be prompted to run Update Views like you have in the past and you're done.
 Note: Make sure you let the Update Views process finish, closing the Update Views window before completion can cause corruption to the views file.
- 4. Press the escape key <Esc>to Exit the ECD screen.
- 5. The following Alert should display in eBrowser:

ECD – Software Update Complete – informs you all clients are installed, views have been updated, and the software upgrade has been finalized.

Eagle Browser - Store: 1	Dublin ECD Ace Hardware Terminal: 920 Signed On User: RO	
<u>File Action Tools Help</u>		
Home Back Forward F2 F3 F4	My Rpts Sign On Sign Off Store Help F5 F7 F8 F6 F1	
Launch:		-
	Dublin ECD Ace Hardwa	re
Applications Offline POS	My alerts as of 5:49pm: <u>4/12/17 3:35pm</u> ECD- Software Update Cor	<u>Viewer</u> mplete
Utilities <u>Alerts</u>		
EPICOR.		

6. Once final housekeeping is run by nightly maintenance, ECD will display the message "ECD is Waiting for New Software" in the bar at the top of the screen.



6/17/2017 5:51a 123456 ECD is Waiting for New Software ST0900 (E2CST10H) Client A Eagle Software is Up-to-Date Server 38 checking for new software. There is none for ECD 123456 Once it is available, you will be notified software is ready to download Updating software with ECD is a five step process Review the software to be downloaded, staged and installed Download software to the Eagle server Update eConnect on all terminals to the latest version Stage software - all client software is copied to the terminals Install new software on the server and all clients Notification is via Eagle alerts. Set alert user profiles to ensure all the folks who need to know receive ECD alerts. Review the terminals listed below to make sure they are correct 4 eConnect terminals - Updated via ECD erm IP Address Computer Name Last Connect eConnect NTA Comment Page 1 of NEXT Pag 2 Page Choice [] ENTER Choice ESC Exit ECD

ECD Training Guide Outline for Release 31

State 10 – Waiting for New Software

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



ECD Advanced Settings

Limited Network Bandwidth

Intended for stores with limited bandwidth.

This advanced menu setting is designed for customers who have remote stores that have known problems with limited bandwidth. You can also prevent ECD staging during business hours.

1. Limit Concurrent Staging – reduces the number of concurrent file transfers. In many cases, this is sufficient.

2. Block ECD Staging when Open – prevents staging during the business day. This is more drastic and prevents ECD from doing any staging.

From the ECD Menu, select "4" – Limited Network Bandwidth (LIMBAND).



The screen below displays.

Limited Network Bandwidth ST980 (LIMBAND) Limit Concurrent Staging :Limit -Limit -De-Limit -NoChange Store List (space separated) :2 4 Block ECD Staging when Open Block -Block -Un-Block -NoChange Open for Business Hour (04-12): 08 Close of Business Hour (14-22):21 Special setup to limit ECD staging to reduce network load. Limit Concurrent Staging - configure ECD for limited bandwidth at the stores specified Limit De-Limit - configure ECD for normal bandwidth at the stores specified NoChange - display current settings; ignores store list Block ECD Staging when Open Hours - business hours in server time, applies to ALL staging on system Action : -Execute -Modify -Quit Enter the server time the first store opens: using a 24-hour clock.

Limit Concurrent Staging

If stores have limited bandwidth, the "Limit" setting reduces the number of concurrent terminals staging at that store.

Setting:

- Limit defines stores that have limited bandwidth
- De-Limit disables limited bandwidth at stores
- No Change skips this section; no stores are changed

Store List:

Add the Store # to this list that you want to include in the Limited bandwidth setting. Use a space between each store when adding multiple stores.

Example: Store List: 24

Note: Must be valid stores. Limit adds stores, De-Limit removes stores. Stores not entered in the store list are not changed.



Block ECD Staging when open

This is set to prevent ECD from staging software to the terminals during business hours. Typically, when nightly maintenance starts the staging request, it should finish before normal business hours. For those who have limited network bandwidth, the staging process may not complete on some terminals in remote stores causing it to stage during business hours.

Setting:

- Block enables blocking
- Un-Block disables blocking
- No Change skips this section; business hours are not changed

Set the Open for Business Hour to the hour when you're open for business.

Note: ECD does not abort staging in process; it will not let any clients start staging one hour prior to opening.



Set the Close for Business Hour from when the business closes. Set this to the hour you would typically close.

By setting these hours, ECD will not stage during those hours of business if nightly maintenance does not finish the staging process.

Once you have all the settings complete, type "E" in the Action and press <Enter>.

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