# ECD Training Guide Outline V18-L31

Contents

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
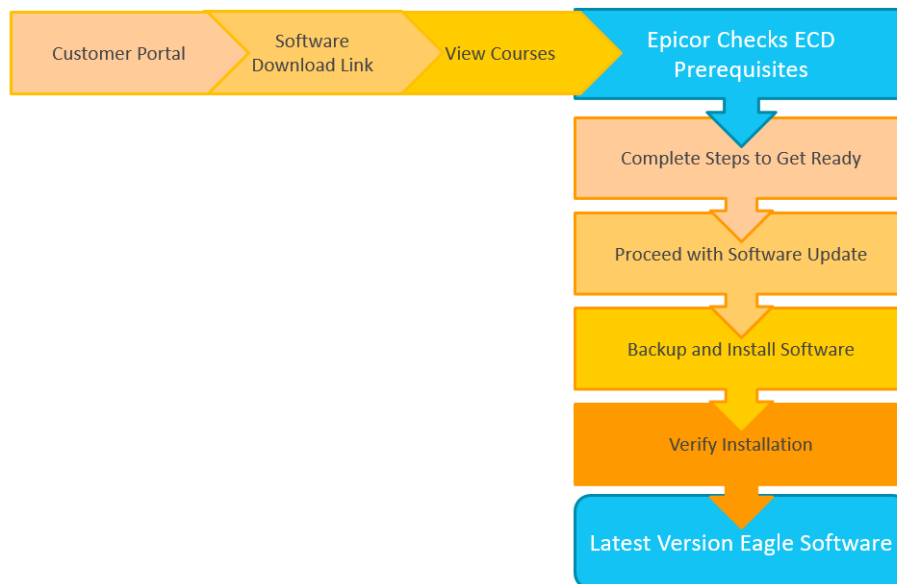
Prerequisites

- ✓ 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 and working.
  Note: If you are using dialup, ECD is not supported.
- ✓ eConnect installed on all clients (https://eaglecustomer.portal.epicor.com/) 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.
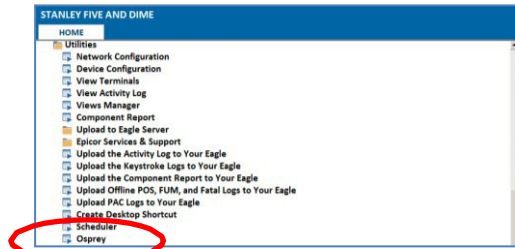
2. From the OSPREY Main Menu, at Selection, type ECD and press <Enter>.
3. Type ECD again or select the menu item "ECD Software Delivery" and press <Enter>.
    Note: To Exit the ECD Menu type 4 – Done.
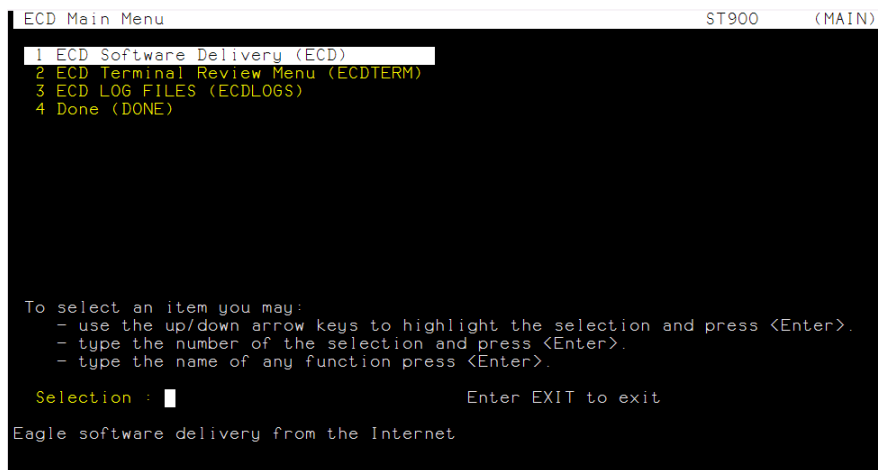
4. The following screen displays if no initial setup was performed.
    a. Type an F to Perform the First Time Setup of ECD, alerts and terminals and Press<Enter>.
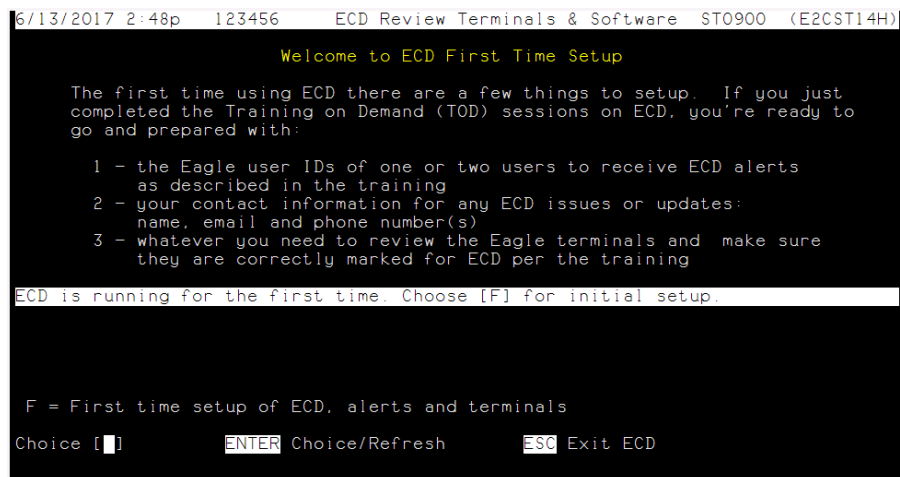
5. Type 1 in the Choice [] box to assign the User ID's that will receive ECD alerts.

```
6/13/2017 2:50p    123456    ECD Review Terminals & Software  STO900  (E2CST14H)

                        ECD First Time Setup Menu

1 - Setup alerts for users
    1st User :
    2nd User :

2 - Contact information
    Business : ENTERPRISE HARDWARE
        Name : MATT DECKER
       Email : Mdecker@enterprisehardware.com
     Phone 1 : 925.875.1701          Registration Date : 06/11/2017
     Phone 2 : 925.937.0176             Training Date : 06/12/2017

3 - Initial terminal review


1 = Setup alerts
2 = Update contact information
3 = Terminal review
P = Proceed, first time setup is complete

Choice [ ]            ENTER Choice/Refresh      ESC Exit ECD
```

   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   STO000  (E2CSETUX)

   #  Description                    Current Value        Default Value
  --  ---------------------------    -------------------  -------------------
   1  ECD New Alert User 1
   2  ECD New Alert User 2












Setting # [ ]            Enter # to change and press ENTER or 'Q' to quit
```

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             STO000  (E2CSETUX)

                     ECD New Alert User 1

     This is the first 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 keep current value, press Enter to apply

Current :

Default :

New Value: [SYSTEM   ]
          Enter an Eagle user ID (in any store).
```

```
6/13/2017 2:52a   123456    Change Alert User 2      ST0000  (E2CSETUX)
                        ECD New Alert 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 keep current value, press Enter to apply

Current  :

Default  :

New Value: [ADMIN    ]
              Enter an Eagle user ID (in any store).
```

    d.   Press Enter to apply changes.

    e.   Press Q to Quit.

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

   #  Description                 Current Value     Default Value
  --  -----------------------     --------------    ----------------
   1  ECD New Alert User 1        SYSTEM
   2  ECD New Alert User 2        ADMIN

Setting # [ ]              Enter # to change and press ENTER 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.

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>.

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 4:07p   123456    All Terminals + Ghosts      ST0900  (E2CTEDIT)

Term  IP Address      Computer Name   Comment      Last Connect Update  Action

900 159.66.165.153  RDOF1W7C1                      06/13 11:00p By ECD
910 159.66.165.137  RDOF1W7C2                      06/13 10:59p By ECD
920 159.66.165.126  RDOF1W7C3                      06/13 10:58p By ECD
930 159.66.164.169  RDOPC4                         06/13 11:00p By ECD
940 159.66.164.173  RDOPC5                         06/13 11:01p By ECD  NonECD




System ID  : 54b267e1-aa63-4663-ba92-9c7ef6781241
eConnect 4 :

ESC Exit Program        ENTER Terminal Action            On Line 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     eagle     All Terminals + Ghosts      ST0777  (E2CTEDIT)

Term  IP Address      Computer Name   Comment      Last Connect Update  Action

565 192.               BREN-PC       KIT BATH OFF 05/01 09:10p By ECD
566 192.               SEAN-PC       SEAN         05/01 08:16p By ECD
567 192.               SJNL320CONSALES CS COUNTER M 05/01 09:10p By ECD
568 192.               RANDY-PC      RANDY        05/01 09:10p By ECD
569 192.               SJNL315-PC    CS CTR UNDER 05/01 09:14p By ECD
571 192.                             HEATHER                   Ghost
572 192.                             DOUG                      Ghost
573 192.                             Network PC 2              Ghost
574 192.                             Network PC 2              Ghost
575 192.               SJNL326-PC    FLOOR PC     05/01 09:10p By ECD
576 192.               SJNL318-PC    CS CTR UNDR  05/01 09:10p By ECD
577 192.               SJNL350       DECO CTR JEN 05/01 09:10p By ECD
578 192.               SJNL353-PC    DECO CTR HEN 05/01 03:24p By ECD
579 192.               RHONDA-PC     KITCH N BATH 05/01 09:15p By ECD

System ID  : 9ffe0130-7cf4-4960-a729-0b89aa384e27
eConnect 4 :

ESC 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.


```
Apply all actions (Y/N): _
```

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.

```
6/13/2017 4:10p   123456   ECD Review Terminals & Software  STO900  (E2CST14H)
                          ECD First Time Setup Menu

1 - Setup alerts for users
     1st User : SYSTEM
     2nd User : ADMIN

2 - Contact information
     Business : ENTERPRISE HARDWARE
        Name : MATT DECKER
       Email : Mdecker@enterprisehardware.com
     Phone 1 : 925.875.1701         Registration Date : 06/11/2017
     Phone 2 : 925.937.0176            Training Date : 06/12/2017

3 - Initial terminal review


1 = Setup alerts
2 = Update contact information
3 = Terminal review
P = Proceed, first time setup is complete

Choice [ ]           ENTER Choice/Refresh        ESC Exit ECD
```

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.

2.b New Release of Software

2a. ECD Steps

2c. NonECD

2d. Menu

ECD Schedule


```
6/13/2017 4:12p   123456   ECD Review Terminals & Software  STO900  (E2CST14H)
                                       New Client PCO: 26.1614.165
           Reviewing Eagle Release 26.1 - 06/13/17   New Server PCO: 38.1788.233

ECD Steps:> 1) Review    <-- You are here   choose [P] to proceed
            2) Download  by maintenance   06/14/17 Wednesday 4 files/2.0GB
            3) eConnect  by maintenance   06/15/17 Thursday  4 terminals
            4) Staging   by maintenance   06/16/17 Friday    single store
            5) Install   to be scheduled  06/17/17 Saturday  Eagle EOS3

Waiting for review. Choose [P] to Proceed with software update.
   ECD will download, stage and install the new Eagle software with most
   ECD tasks run after Eagle nightly maintenance. The ECD update normally
   happens over 3-4 days.

Review the NonECD terminals listed below to make sure they are correct.

   1 NonECD terminals - updated manually
Term  IP Address      Computer Name  Last Connect  eConnect      NTA Comment

P = Proceed with ECD software update
T = Terminal review
                                                        Page 1 of 3
Choice [ ]           ENTER Choice/Refresh        ESC Exit ECD        NEXT Page
```

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

2.   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.


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.

epicor
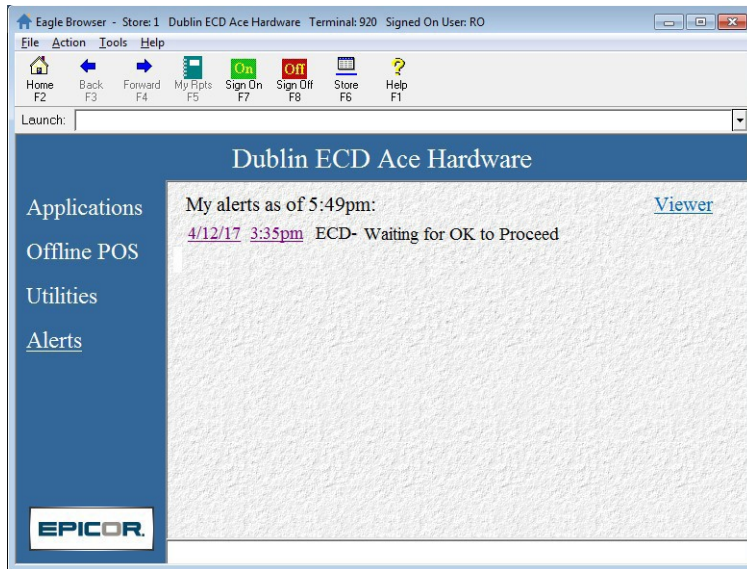
Back Up and Schedule Software Installation

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   123456     ECD Update - Waiting to Install  ST0900  (E2CST40H)
                                                New Client PCO: 26.1614.165
           Installing Eagle Release 26.1 - 06/13/17   New Server PCO: 38.1788.233

      ECD Steps:   1) Review     by SYSTEM        ** Completed 06/13/17  4:15p **
                   2) Download   by maintenance   ** Completed 06/14/17  2:19a **
                   3) eConnect   by maintenance   ** Completed 06/15/17  2:18a **
                   4) Staging    by maintenance   ** Completed 06/16/17  2:12a **
                 > 5) Install    <-- You are here
```

You are here

```
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
Term  IP Address      Computer Name  Last Connect  eConnect    NTA Comment
 900 159.66.165.153  RDOF1W7C1       06/16  2:13a 4.367.0

B = Make backup media of the new Eagle server software
T = Terminal review; excluding NonECD terminals
                                                        Page 1 of 2
Choice []          ENTER Choice/Refresh      ESC Exit ECD         NEXT Page
```

State 40 - ECD Update – Waiting to Install screenshot

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
Term  IP Address      Computer Name  Last Connect  eConnect    NTA Comment
 900 159.66.165.153  RDOF1W7C1       06/16  2:13a 4.367.0
 910 159.66.165.137  RDOF1W7C2       06/16  2:10a 4.367.0
 920 159.66.165.126  RDOF1W7C3       06/16  2:09a 4.367.0
 930 159.66.164.169  RDOPC4          06/16  2:11a 4.367.0
---- -------------- --------------- ------------ ---------- ------------------

   1 NonECD terminals - updated manually
Term  IP Address      Computer Name  Last Connect  eConnect    NTA Comment
 940 159.66.164.173  RDOPC5          06/16  2:10a 4.367.0

B = Make backup media of the new Eagle server software
T = Terminal review; excluding NonECD terminals
                                                        Page 2 of 2
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.

 1 = Make a USB key NOW -- requires access to the Eagle server
 2 = CD/DVD provided by Epicor
 3 = Other -- requires entering an explanation

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.

```
Verifying 'EAGLE.iso' image ...

Please insert a USB flash drive.  WARNING: All data on the USB device will
be erased.

Type 'y' to continue or 'q' to quit: █
```

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.

```
        24576 100%   35.87kB/s    0:00:00 (xfer#31, to-check=8/44)
isolinux/isolinux.cfg
          932 100%    1.36kB/s    0:00:00 (xfer#32, to-check=7/44)
isolinux/options.msg
          608 100%    0.89kB/s    0:00:00 (xfer#33, to-check=6/44)
isolinux/param.msg
          848 100%    1.24kB/s    0:00:00 (xfer#34, to-check=5/44)
isolinux/rescue.msg
          491 100%    0.72kB/s    0:00:00 (xfer#35, to-check=4/44)
isolinux/snake.msg
          549 100%    0.80kB/s    0:00:00 (xfer#36, to-check=3/44)
isolinux/splash.jpg
         5246 100%    7.65kB/s    0:00:00 (xfer#37, to-check=2/44)
isolinux/vesamenu.c32
       163728 100%  238.29kB/s    0:00:00 (xfer#38, to-check=1/44)
isolinux/vmlinuz
      4271408 100%    1.97MB/s    0:00:02 (xfer#39, to-check=0/44)

sent 2040822699 bytes  received 768 bytes  6680273.21 bytes/sec
total size is 2040571070  speedup is 1.00

E2CBACKM completed successfully.

Please press <Enter> to continue: 
```

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    ECD Update - Waiting to Install  STO900  (E2CST40H)
                                          New Client PCO: 26.1614.165
         Installing Eagle Release 26.1 - 06/13/17   New Server PCO: 38.1788.233

   ECD Steps:  1) Review     by SYSTEM       ** Completed 06/13/17  4:15p **
               2) Download   by maintenance  ** Completed 06/14/17  2:19a **
               3) eConnect   by maintenance  ** Completed 06/15/17  2:18a **
               4) Staging    by maintenance  ** Completed 06/16/17  2:12a **
             > 5) Install  <-- You are here

Waiting for installation to be scheduled. All files are staged.
   Choose [P] to schedule the installation of the Eagle server for tonigh
ECD installation is scheduled during the day before the update.

   All clients are staged with the software and are waiting for the Eagle
   software installation to be scheduled.

   4 eConnect terminals - Updated via ECD

I = Install Eagle software NOW on your server & all terminals
P = Proceed after nightly maintenance
T = Terminal review; excluding NonECD terminals
                                                        Page 1 of 2
Choice [ ]         ENTER Choice/Refresh        ESC Exit ECD        NEXT Page
```

ECD Process

State 40 – ECD Update – Waiting to Install – After Backup 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.

    b. **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.
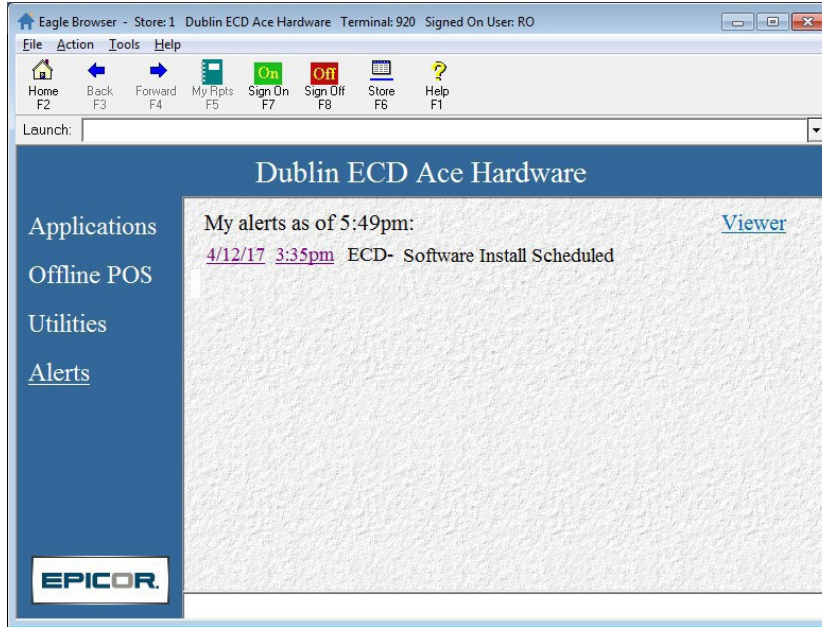
Verify Installation is Complete

1. 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.

*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    123456    ECD Installing Client Updates    STO900   (E2CST56H)
Terminals:     Failed   Not Started    In Process    Succeeded    Total    NonECD
                  0            0             0            4          4        1

4 of 4 clients & Eagle server updated. Need Views Update.

      4 terminals completed installing software
Term  IP Address       Computer Name    Product        Start   Ended       Last Status
900  159.66.165.153    RDOF1W7C1        Eagle Client   2:33a   2:54a 17  Succeeded
                                        Compass        2:58a   3:01a 17  Succeeded
910  159.66.165.137    RDOF1W7C2        Eagle Client   2:29a   2:50a 17  Succeeded
920  159.66.165.126    RDOF1W7C3        Eagle Client   2:29a   2:48a 17  Succeeded
930  159.66.164.169    RDOPC4           Eagle Client   2:31a   2:45a 17  Succeeded
     --------------- --------------- ------------- ----------- ------------------

      1 NonECD terminals - updated manually
Term  IP Address       Computer Name    Last Connect   eConnect      NTA Comment
940  159.66.164.173    RDOPC5           06/17  5:41a  4.367.0
     --------------- --------------- ------------- ----------- ------------------

      I = Install client software again; retry any that failed
      T = Terminal review of software install exceptions
                                                              Page 2 of 2
Choice [ ]              ENTER Choice/Refresh      ESC Exit ECD         PREV Page
```

3. 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.
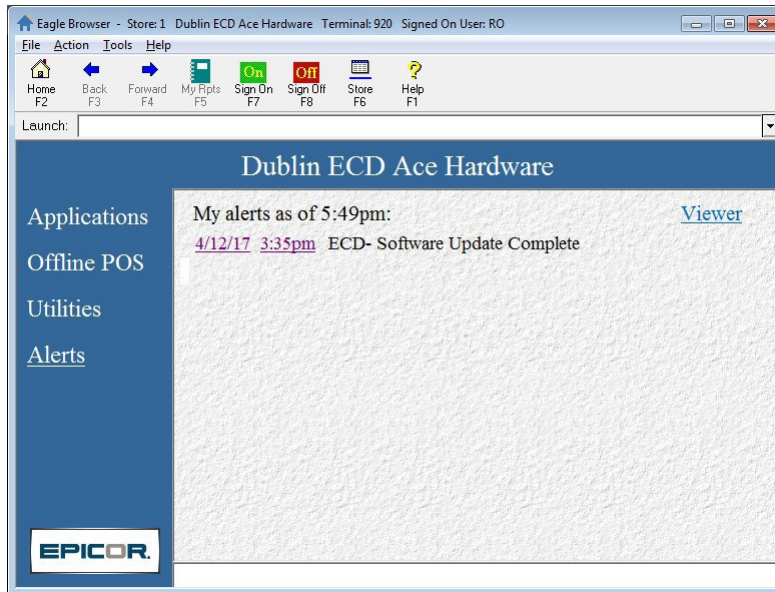
6. Once final housekeeping is run by nightly maintenance, ECD will display the message "ECD is Waiting for New Software" in the bar at the top of the screen.

```
6/17/2017 5:51a    123456     ECD is Waiting for New Software  STO900  (E2CST1OH)
                                                            Client PCO: 26.1614.165
                            Eagle Software is Up-to-Date     Server PCO: 38.1788.233

ECD is checking for new software. There is none for 123456.
    Once it is available, you will be notified software is ready to download.

    Updating software with ECD is a five step process:
        1)  Review the software to be downloaded, staged and installed
        2)  Download software to the Eagle server
        3)  Update eConnect on all terminals to the latest version
        4)  Stage software - all client software is copied to the terminals
        5)  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
Term  IP Address      Computer Name  Last Connect   eConnect     NTA Comment


                                                              Page 1 of 2
Choice [ ]                   ENTER Choice        ESC Exit ECD       NEXT Page
```

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.
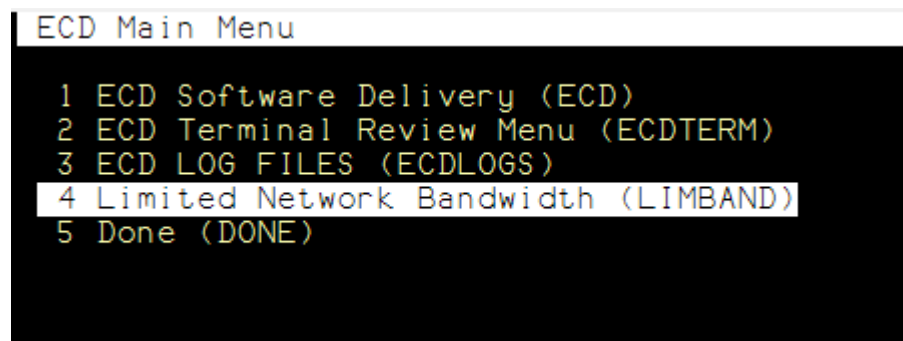
ECD Advanced Settings

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
    Limit    - configure ECD for limited bandwidth at the stores specified
    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: 2 4

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.

```
Block ECD Staging when Open    :Block

Open for Business Hour (04-12):08:
Close of Business Hour (14-22):21:

  + + +   Special setup to limit ECD stagi
```

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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