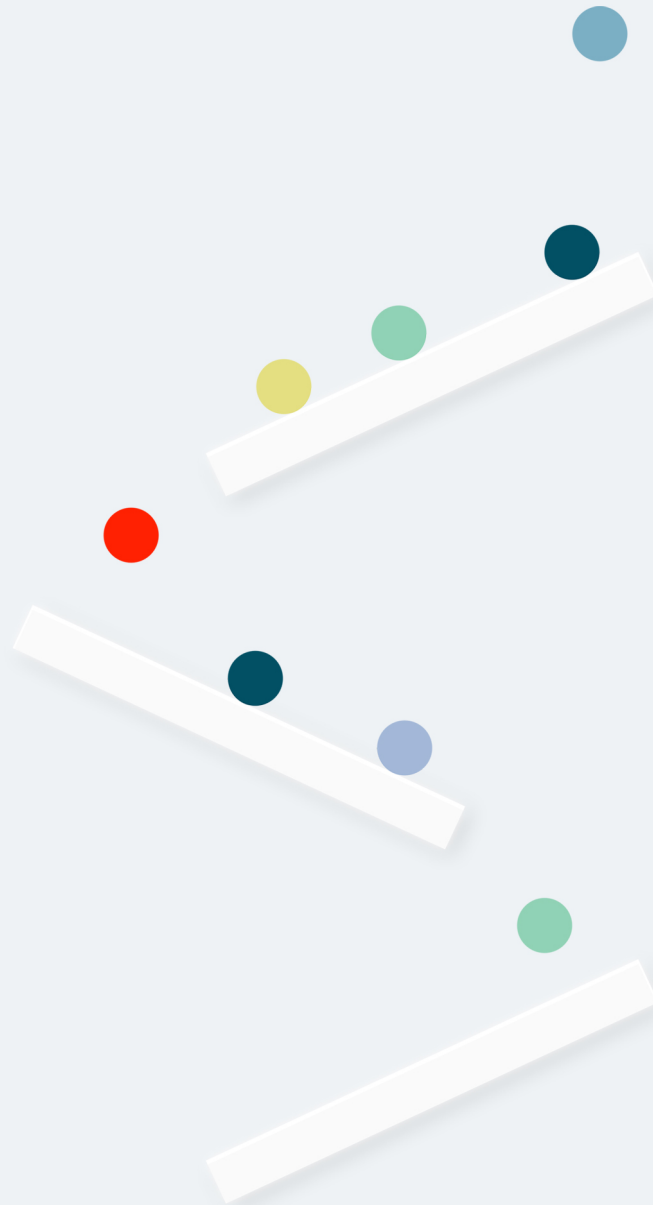


ECD Frequently Asked Questions

For Eagle Software Releases



EPICOR

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. ECD takes care of downloading the software from the Cloud and staging it on your Eagle server and your client PC's.

This document describes common problems experienced with the ECD functionality and recommended resolutions for them.

Frequently Asked Questions -Technical

Do I need to do the First Time Setup after hours (when no one is using the system)?

You can perform the First Time Setup anytime.

Do I need to do the First Time Setup each time I perform an upgrade through ECD?

Once you have gone through the First Time Setup, the next time you plan to upgrade software you will not have to go through the same First Time Setup process. That said, you would want to always review your ECD terminals before you start the ECD process to make sure nothing has changed since the last upgrade. (You added or removed terminals).

What do I do if the terminals on the list don't match? Where do I find what they should be listed as?

This is one of the most important Setup steps; you want to make sure what's listed in the Terminal list to update as "By ECD" matches up to what terminals need to be upgraded. If there are any terminals that you are unsure of that are not listed as Ghosts, it's best to mark those terminals as NonECD. Ghost terminals are any terminals that are not real, duplicates, or have not connected to the server in a long time. All Ghosts Terminals are ignored by ECD. Once ECD completes the upgrade, all Ghost Terminals are cleaned up by the last ECD housekeeping stage.

Can I change a Ghost terminal to be updated "By ECD"?

No. Typically there is a reason why it is showing up as a Ghost. Ghost terminals that are indeed real, active terminals probably do not have eConnect running on them. If this is the case, determine what version of eConnect ECD is updating and manually install it on the Ghost PC.

It would be nice to know of some examples of terminals that don't need to be updated or are ghosts.

Duplicate terminals can be Ghost terminals. Duplicates occur when a PC is replaced, and the new PC uses the same terminal number and IP address. Terminals that do not have eConnect installed will be Ghost terminals or terminals that do not connect to the server very often. **eConnect is required to complete each step in the ECD process.**

If the ECD process occurs over several nights, what is the sequence of events per day? What night is the actual software update being done?

Once you complete your First Time Setup Review and enter "P" to Proceed. Eagle Maintenance will perform one step each night; download software, upgrade eConnect, and stage software. Once these steps are completed (1-4), you need to go back into ECD to run the server software backup step and select "P" to Proceed - to schedule the software installation to run after the next Eagle maintenance. The update will install the Eagle server software first and as soon as the server update completes, E4W will be installed on each terminal.

If there is a new version of Compass, will it get installed as well?

Yes. Compass software is installed on any PC's that are licensed for Compass after the E4W installation completes.

Note: For Compass Scheduler PC's, Compass will need to be updated manually. You can run the install from \\3apps\software\newsoft directory. (SetupEagle.exe)

Do I have to run ECD from the server console or can I run it from any terminal even if I have Masters and slaves set up?

You can run ECD from any client that has Network Access or Secure Access to connect to the server. Just log into Osprey to run the ECD function.

Do I still need to use eConnect for pushing terminal updates?

No. You no longer use the eConnect Manager to push out the client software. This is all done through ECD. The Server is now the eConnect Manager.

Is there any way to have the views update run automatically after the upgrade is complete?

Unfortunately, you still have to run the update views manually, just like you have done in the past.

What if I have scheduled a reboot for all my PC's each morning?

This could cause a problem with staging the software, as the client PC could reboot in the middle of the file transfer from the server to the client PC. ECD will "Fail" all terminals whose download was interrupted. These terminals will automatically retry staging when maintenance runs the following night.

When installing eConnect in ECD Step 3, I have two terminals that display in ECD "Staging request not received." What does this mean?

This usually means that eConnect on the client PC has yet to communicate with the server to get the action request. First, make sure the PC is turned on or sometimes just rebooting the PC will fix the issue. If eConnect is still not connecting to the Eagle, then check to see if the eConnect service is running. Go into the Windows Administrative Tools and run Component Services. Locate the eConnect task service and check the status. Start the service if it is stopped and check eConnect again to see if it connects to Eagle.

When viewing the ECD screen during Step 4 - Staging, in the terminal list it displays in the Status Column "Staging request not received," what does this mean?

That usually means that the client PC has yet to communicate with the server through eConnect to get the staging request. This could mean the client PC is turned off, or eConnect on the PC is not running.

Where can I find the Eagle client software if it fails to install?

The Eagle server stages (copies) the client software to each client in c:\3apps\software\newsoft directory. Once the installation is in progress, it then moves it to the c:\3apps\software\cursoft directory. The installation files will be in either of those locations.

If I started the ECD update process and added a terminal during the process would it pick it up?

If the terminal was not on the update list as "By ECD," then No. Once you have started the ECD process, you cannot add a new Terminal until the next upgrade. You would have to upgrade that Terminal PC manually.

What if I marked the Terminal as "Non-ECD," can I add it back during the process?

Once you specify a Client PC as Non-ECD in the Terminal Editor and begin the ECD process, it cannot be changed back to an ECD station until the ECD process completes.

What if the Eagle backup fails on the night of the install through ECD?

ECD will not continue with the install if the backup does not complete successfully.

Can I run the "Install Now" during business hours?

Never run the install during business hours and do not run offline while installing.

Why am I still sitting at Step 5 but I have already Updated my Views?

- An Eagle client PC was turned off during the installation and needs to be turned back on to complete the upgrade during the next maintenance session
- The PC is a **Compass Scheduler** and Compass needs to be updated manually before the ECD process can complete. (You can find the Compass installation file in 3apps\software\newsoft)

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