Read Me First!

Eagle Release 28.1

Read Me First!!!

Dear Valued Epicor Eagle Customer,

Welcome to Epicor Eagle Release 28.1! This release has a number of new enhancements and features, adding even more value to your Eagle system. The checklist below will guide you through installing the software, as well as learning about its new features and enhancements.

Your success is important to us. Eagle Release 28.1 will provide you with features that can help you out-service your competition and help your business grow.

As always, thank you for being an Epicor Eagle customer!

Sincerely,

Epicor Eagle Products Team
Eagle Retail and Distribution

Installation Checklist for Release 28.1

This checklist helps guide you through installing Eagle Release 28.1 and also helps guide you through installing other new software for optional applications, including Compass. **Only install new software for the applications you use**, and disregard the rest. For example, if you use Eagle Compass but not Total Rental, install Eagle Compass but do not install Total Rental software. Eagle N Series users: If you are using the Compass features in Inventory Maintenance, Customer Maintenance, or Vendor Maintenance, you must install the newest version of Compass (14.0.0.4395 or higher).

Important!
All documentation for installing software and a link to What's New on Release 28.1 is located at the Eagle Customer Portal.
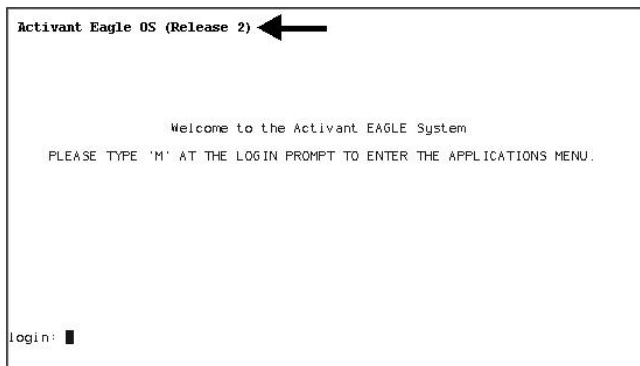Follow the following steps to access the Customer Portal:
1. Log in to the EpicCare Service Portal at: https://epicorcs.service-now.com/epiccare/.
   Note: If you already have an EpicCare account, enter your existing EpicCare username and password to log in. If you are not a current EpicCare user, you need to register for EpicCare and wait untill the customer verification and approval process is complete.
2. Go to **Solution Portals**, and from the **Epicor Customer Portals** list select **Eagle**. You will be directed to the Eagle Customer Portal.
3. To log in to the Customer Portal, in the Portal Login form enter your EpicCare user name and first time login password. The first time login password is: **Eagle.Portal17**. You will be prompted to create a unique password.
   Note: We recommend you to use your EpicCare password.
4. Your profile with the basic information imported from the EpicCare Portal opens. You can edit your profile if required.

Important! eConnect 3 users – if you use eConnect 3 to install software on your clients, they must be on version 3.371 or higher before you can do the upgrade to Release 28.1. If you receive patches automatically (Vista Bedcheck) and are on Release 28, 27.1, 27, 26.1, 26 or Release 25.1, this upgrade has occurred automatically via Patch. Confirm your clients are on this version of eConnect and re-establish the PC that will be your eConnect Manager Console. If you do NOT receive patches automatically or are NOT on Release 28, 27.1, 27, 26.1, 26 or 25.1, install the eConnect.msi on the Release 28.1 Eagle Client Applications CD. Access the eConnect 3 User Guide at the Eagle Customer Portal.
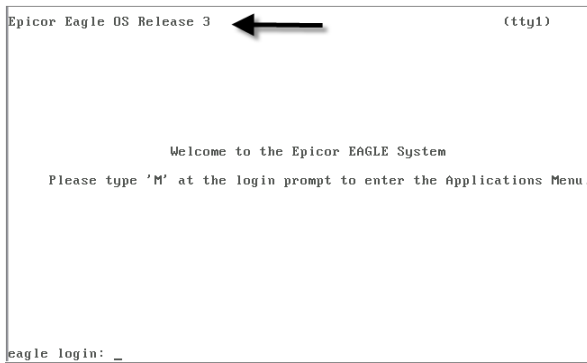
☑**View the Release 28.1 Training video**. We strongly recommend that you view the Eagle Software Release Training for release 28.1 before installation. Access the training at the Eagle Customer Portal. When the Release 28.1 page displays, click on the Learn More button. At the log in screen that displays, use your iSupport login. If you do not have an iSupport login, click on the "Register at iSupport" link to create one.

☑ **Identify which Server CD to install, Eagle OS 2 or Eagle OS 3**. You have received two server CDs, one is for Eagle OS 2 systems, and the other is for Eagle OS 3 systems. You must **identify the correct CD** before installing the server software. ****IMPORTANT** If you are a Hosted system, please contact your LPS and arrange for your system to be upgraded. Do not proceed with upgrading client stations.**

If you have an Eagle OS 2 system, the login screen of your Eagle console indicates "Activant Eagle OS" in the upper left corner, as shown below. You must install the **Eagle OS 2 server software CD** (discard the Eagle OS 3 server CD). To install the software, refer to the Eagle OS Conversion Guide.


```
Activant Eagle OS (Release 2)  ◄───

                    Welcome to the Activant EAGLE System
     PLEASE TYPE 'M' AT THE LOGIN PROMPT TO ENTER THE APPLICATIONS MENU.




login: █
```

If you have an Eagle OS 3 system, the login screen of your console indicates "Epicor Eagle OS Release 3" in the upper left corner, as shown below. You must install the **Eagle OS 3 Server software CD** (discard the Eagle OS 2 CD). To install the software, refer to the Eagle OS Conversion Guide.

```
Epicor Eagle OS Release 3      ◄───                    (tty1)




                    Welcome to the Epicor EAGLE System

         Please type 'M' at the login prompt to enter the Applications Menu.







eagle login: _
```

☑ **Get a good backup of your data before installing Release 28.1.**

☑ **Make sure you know your installation method—Stand-Alone or Network Master/Client.**

You must know which installation method you use for new software, 1) Stand-Alone method—installing each PC as a stand-alone station, or 2) Network Master/Client method—installing one PC as the Network Master and other PCs as Network Clients.

Note: Your business could have a Network Master and Client(s), but still have other PCs that are Stand-Alone. Therefore, you may need to check each PC on your network. If you are not sure which method you are using, use the following procedure to confirm the method:

- o Click Start, and then point to Programs, Eagle, Utilities, Network Configuration.
- o In the Network Configuration box, click the Netsetup tab.
- o Look at the entry in the Setup Type field. If it displays "STANDARD (NOTHING SHARED)" as in the example below, use the Stand-Alone method when installing Eagle for Windows software. If it says "NETWORK MASTER" OR "CLIENT," use the Network Master/Client method.
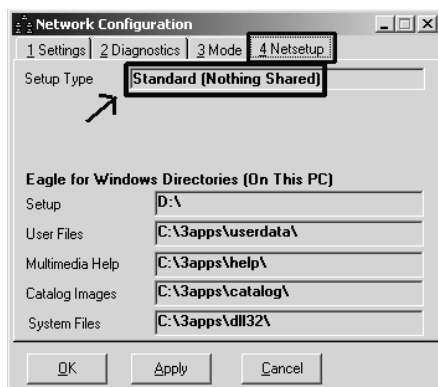
☑ **Install Release 28.1**. The installation guide for Eagle OS (the same guide is for both Eagle OS 2 and Eagle OS 3) is available at the Eagle Customer Portal.

☑ **Note the following important information as you begin the installation**:

- • Both your Eagle server and Eagle client PCs must be upgraded to the newer software versions before you can use Eagle applications. We suggest you Install the server software first, and then immediately install the Eagle client software on your client PCs. Note: If you ran offline POS while upgrading the

server, then once the server upgrade is complete, exit Offline POS and install the Eagle client software. Be sure to upload the offline transactions before the end of the day.

- When installing Eagle client software on a PC, all applications should be closed, including the Eagle Listener or Scheduler. If you are asked for a password to exit either of these applications, enter OMEGA.

- If all applications are closed and you still receive a message that you need to close applications before installing Eagle client software, reboot the PC and then close the listener/scheduler. Then attempt the install again.

- Eagle client PCs must be upgraded to the latest Compass software before you can use the Compass features of Eagle N Series.

☑ **Download and install new Compass software**. If you use Compass, install the newest version, 14.0.0.4395 or higher. If you use Eagle N Series, you MUST install the latest Compass software so that you can use the Compass-based features. Go to the Eagle Customer Portal to download and type in **40.xxxx** to get the correct version. You should also download the Compass Installation Guide located at the following web address:
https://eaglecustomer.portal.epicor.com/index.php/products/eagle-latest-release. You then need to log into the Epicor Learning Center to download the Compass Installation Guide.
 Once you have downloaded the software and the installation guide, install the Compass software.

☑ **The Eagle Mobile CD is no longer included in this package. Instead Eagle Mobile patch 8140 will be sent via Vista bedcheck. Version 2.1.0.238 is the last version of Eagle Mobile. If your RF units are not already on version 2.1.0.238 use Check for Updates on the RF units Configuration utility to install.**

☑ **Install the latest version of Total Rental**. You must update your Total Rental software to the most current version, or Total Rental will not work with Release 28.1. To do this, click "System Maintenance Tools" on the main menu of the Total Rental application and then click "Internet Update." If you are not sure what level you need to upgrade to, please contact the Advice Line.

☑ **Install the latest version of Touch Screen POS**. POS stations which use Touch Screen must be updated with the latest POS 2.0 Touch Panel Control.

1. The latest POS 2.0 Touch Panel Control is located in the C:\3apps\Catapult directory. The file is named touchpanel.msi. Run this installation file from any client that requires touch panel.

2. Double-click the touchpanel.msi icon to begin the installation. When the Epicor Eagle POS Touch Interface Control window displays, click the box to accept the terms in the License Agreement, and then click Install.

3. From the window displaying the status of the Eagle POS Touch Interface installation, click Finish when the installation completes.

☑ If your Ingenico ISC250 PIN pads are not on RBA 21.01 download this version to each pad.

Attention Epicor® Eagle® Customers: As you update your Ingenico iSC250 PIN pad for EMV, it is critically important that you do NOT download **"Ingenico iSC250, RBA-21.02, EMV, PED with KP4 KEY only".** If you download this version by mistake, it may cause the PIN pad to be non-functional

Please follow the procedure below when downloading RBA 21.01 on Eagle Release 28.1:

If your pin pads are not already on 15.05 or higher, you will need to update to RBA 15.05 first (Steps 1 and 2 below). If your pin pad is already running RBA 15.05 or higher, start at step 3.

1. Download "Ingenico iSC250, RBA-15.05, EMV".
2. Confirm the download was completed.
3. In Device Configuration, download "Ingenico iSC250, RBA-21.01, EMV".
   ***DO NOT download "Ingenico iSC250, RBA-21.02, EMV, PED with KP4 KEY only". ***
   RBA-21.02 is reserved to use with future KP4 debit keys.

For reference, the correct RBA 15.05 and 21.01 to use are identified below
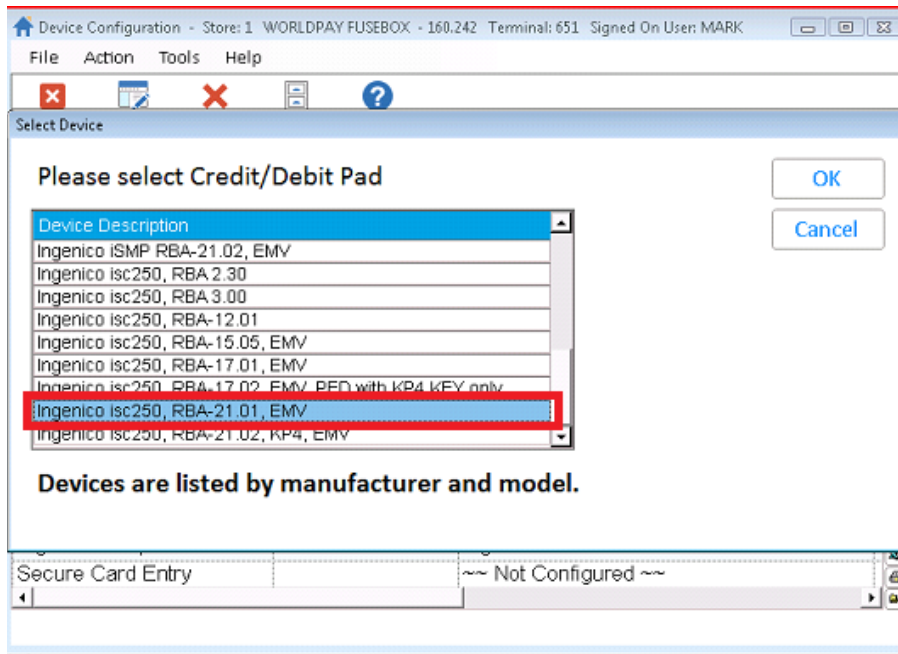
If you accidentally or previously downloaded, "Ingenico iSC250, RBA-21.02, EMV, PED with KP4 KEY only", please contact the Eagle Advice Line at 800.322.3077 for assistance.

☑ **EMV is not compatible with older signature capture pads such as the En-Touch 1000, i6550 and i6580.**

En-Touch 1000 signature capture pads must be running version 3.33, and i6550 or i6580 pads must be running version 2.36 or your pads won't work correctly with release 28.1.

For the upgrade procedure, see the job aid "Download New Software to Signature Capture/Debit Pads" in online help. There are two versions of this job aid, depending on whether your signature capture pad uses a USB or serial connection.

Note: The eNTouch 1000 and i65xx pin pads are end-of-life products, and are no longer supported. Epicor's ability to test new releases on these devices is limited, and if your unit stops functioning, it can only be replaced with a currently available device.

☑ **Install EMV** —EMV cards are smart cards (also called chip cards or IC cards) which store their data on integrated circuits rather than magnetic stripes (although many EMV cards also have stripes for backward compatibility)**.** For more information, please visit the Eagle Customer Portal or contact you LPS for fee based assistance.

Note the following additional information:

Eagle for Windows and Eagle N Series is supported on:
- Microsoft Windows 10
- Microsoft Windows 8.1
- Microsoft Windows 7
- Microsoft Windows Server 2016
- Microsoft Windows Server 2012 R2
- Microsoft Windows Server 2012
- Microsoft Windows Server 2008 R2"

☑ **Get a good backup of your data AFTER installing Release 28.1.**

! Important ─────────────────

If you use Secure Data Backup, you MUST do the following before attempting to run a manual backup:

1. From Eagle Browser, click Utilities, and select Osprey.

2. When the Osprey screen displays, type SSM at the Selection prompt, and press Enter.

3. Use your down-arrow key to highlight Secure Data Backup Service.

4. Press Run to start the Secure Data Backup Service.
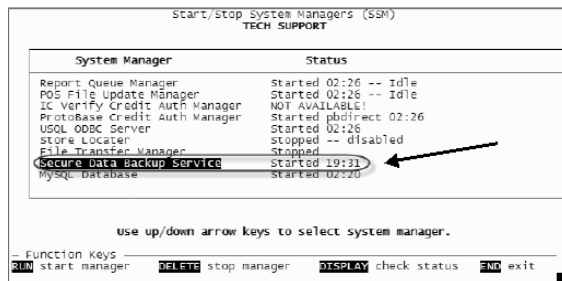
About Epicor

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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