EL2213-03 January 2019



Terms and Conditions

IMPORTANT-READ CAREFULLY

YOUR USE OF THE SOFTWARE IS SUBJECT TO THE MASTER CUSTOMER AGREEMENT ("MCA") BETWEEN YOU AND EPICOR SOFTWARE CORPORATION. BY INSTALLING OR USING THIS SOFTWARE, YOU ACKNOWLEDGE AND AGREE THAT YOUR USE OF THE SOFTWARE IS GOVERNED BY THE TERMS OF THE MCA. PLEASE REFER TO OUR DOCUMENTATION FOR A DESCRIPTION OF THE SOFTWARE FEATURES AND FUNCTIONALITY.

USE BY ANY PARTY OTHER THAN A PROPERLY LICENSED USER IS STRICTLY PROHIBITED.

This manual contains reference information about software products from Epicor Software Corporation.[™]

The software described in this manual and the manual itself are furnished under the terms and conditions of a license agreement. The software consists of software options that are separately licensed. It is against the law to copy the software on any medium, or to enable any software options, except as specifically permitted under the license agreement. In addition, no part of this manual may be copied or transmitted in any form or by any means without the prior written permission of Epicor Software Corporation.

From time to time, Epicor makes changes to its software products. Therefore, information in this manual is subject to change, and the illustrations and screens that appear in the manual may differ somewhat from the version of the software provided to you.

Copyright © 2018 Epicor Software Corporation. All rights reserved.

Epicor, the Epicor stylized logo design, Eagle, and Epicor Eagle are registered trademarks of Epicor Software Corporation. All other trademarks are property of their respective owners.

Epicor Software Corporation 4120 Dublin Blvd. Dublin, CA 94568

Publication Number: EL2213-03

Publication Date: January 2019



Contents

Before You Begin	1
Prerequisites	1
Overview of eConnect 3	1
eConnect 3 Software Update Flow	1
How Does eConnect 3 Work with Network Master / Network Client Configuration?	2
Installing eConnect 3 for the First Time	3
Updating eConnect 3	6
The eConnect 3 Tabs	10
The Manager tab	10
This Station Tab – eConnect 3 Tasks	11
eScheduler – The Scheduled Tasks tab	11
Updating Eagle for Windows	14
Running a Test Setup	14
Updating Eagle for Windows	17
Updating Compass	19
Updating Compass	19
Appendix A-Troubleshooting Client Install Issues	22
Appendix B- Removing Old/ Dead stations	23
Appendix C- Cloning PC's	23



Before You Begin

Prerequisites

- Your Eagle system must be running Eagle for Windows Level 19.1 or higher
- Terminal Services is not supported with eConnect.
- Eagle for Windows is not recommended on Domain Controllers.
- eConnect 3.0 and above requires .Net 4.0 Framework (FULL) Installed.
- Your PCs must have the following Service Packs installed:
 - PCs running Windows XP: Service Pack 3 or higher with .Net 3.5 Service Pack 1 and .Net 4
 - PCs running Windows Vista: Service Pack 1 or higher with .Net 3.5 and .Net 4 Service Pack 1
 - PCs running Windows 7 (32 or 64bit) with .Net 4
 - PCs running Windows 8.0, 8.1 (32 or 64bit) No Service Packs required
 - Servers running Windows Server 2003: Service Pack 2 or higher with .Net 3.5 Service Pack 1 and .Net 4.
 - Servers running Windows Server 2008 (32 or 64bit): with .Net 4

Overview of eConnect 3

Your Eagle Server acts as a software repository for the distribution of new Eagle for Windows software levels, and as a command repository from which all eConnect Clients pick up instructions. When you receive a new Eagle for Windows software level, you'll run the "Load" process from the eConnect Manager Console, which packages the CD into a distributable form and places it on the Eagle Server, ready for distribution to all clients. The eConnect Manager Console must have internet access for registration, licensing, and future electronic delivery service; however, the eConnect Clients do not require any special access or configuration, other than the ability to talk to the Eagle server as they already do during normal operation.

Depending on the number of clients and size of your network, you may choose to schedule the "distribution" process over several nights. This process causes the eConnect Clients to pick up the new Eagle for Windows software and place it in a hidden folder on the PC's hard drive so that it is like having its own copy of the CD ready for installation at any time. Once all stations report that the distribution process is complete, you are ready to install new software on your Eagle Server. After installation is complete on the server, you'll return to the eConnect Manager Console and initiate the "Install" process which tells the client PCs to update Eagle for Windows now. Once the clients have updated, they report their completion status and any errors to the eConnect Manager Console, where you can review this information.

eConnect 3 Software Update Flow

- 1. If this is your first time installing or using eConnect:
 - Install eConnect on all PCs
 - Identify the Client PC that will be the Manager Console for eConnect



- Register your eConnect product with Epicor.
- Perform the Eagle for Windows Test Update process to verify compatibility with your network and client PCs.
- 2. After receiving Eagle client and server software CDs, load the client CD in the Manager Console.
- 3. Distribute the software update to all PCs (this may be scheduled across multiple days)
- 4. Update the Eagle Server using standard procedures described in the Conversion Guide you received with the software.
- 5. Launch the install of client software from the Manager Console.

How Does eConnect Work with Network Master / Network Client Configuration?

The Network Master PC still continues to be the software update source for its Network Clients. The eConnect Manager Console is simply the initiator of tasks and the message collector for all responses from eConnect clients. The eConnect Manager Console uses the Eagle server to distribute the software updates to the eConnect Clients and collects the data from the responses of the clients on the Eagle. Thus, the Eagle server acts as a holding tank or repository for eConnect messaging and software packages.

eConnect must be installed on all Eagle For Windows stations. When software is distributed through eConnect to all stations, eConnect distinguishes between the Network Master PC/ Clients, and prepares the software on the Network Master. The Network Clients report back that this step is skipped because they are not the Master. After you install new Eagle server software, you initiate the Install Now or ASAP command to all stations. eConnect updates the Network Master(s). Then the Network Clients install from the Network Master.



Installing eConnect for the First Time

Using eConnect.msi or the Full CD Installer, do the following to install eConnect.

- 1. Double click the eConnect.msi to run the initial installation on each PC.
- 2. Select the PC that will be your eConnect Manager Console.
- 3. Open the eConnect Console from the Epicor symbol on the task bar.
- 4. From *This Station* tab, click *Configure*. From the Configure window, click the *Network* tab.

Sepicor eConnect [Manager]	Configure	
This Station	Options Network Advanced License Eagle Server IP Address or Host Name 159.61.142.301 Port Number 9000 Connection Type Standard Most Recent Connection 8/25/2015 5:32:04 PM Connection Status Connected	Configure Configure Schedule Run Every 1 Days, As Soon
Manager	Synchronize Now	
Updates	Compass Servers Profile Server Host 159.61.142.301 Profile Server Port 3306 Data Warehouse Host 159.61.142.301 Data Warehouse Port 3306	
[OK Cancel	Change Delete .::

- 5. Verify that the correct IP address for your Eagle server is listed, and that the connection status is green and says "Connected."
- 6. For Compass Updates, fill in the Compass Server information, typically it is the Eagle Server IP address.

Note: This is required for Compass to complete the update process.

7. From the Advanced tab, click Make This Station the Manager Station.



Options	Network	Advanced	License	
eConne	ct Task S	ervice	-2.	
	Po	nt Number	9229	
	FT	P Timeout	30	
	-	-	This Out	ten des Manuel Chattan
		Mak	ce This Stat	tion the Manager Station
Global	Station Se	ttings		
Refrest	n Interval I	n Minutes	10	(Default = 10, Minimum = 5, Maximum = 1440)

8. From the *License* tab, enter your customer number and contact information, and then click *Connect Now.*



Epicor eConnect [Manager] (Configure	X	
This Station	Options Network Advanced License Registration		
	Customer #* Contact Phone* 999-9999 Contact Name*		Configure
-	Contact E-Mail*		Schedule
C	Connect Even Day	Ţ	Run Every 1 Days, As Soon
🚜 Manager	Connect Now		
	Connection Type Standard		
Updates	Most Recent Connection 2015-04-14 08:34:53 Connection Status Licensed eConnect=True eListener=False eScheduler=T	nie	
			Change Delete
	OK Cancel		

Within a few minutes, the Status indicator should become green to indicate valid license and Eagle connectivity.



Options Network	Advanc	License		
Registration				
Customer #*	999997d		Contact Phone*	999-9999
Contact Name*	Contact	Name		
Contact E-Mail*	test@epi	cor.com		
License Check				
	Connect	Every Day		T
		C	nnect Now	
Connact	ion Tuno	Standard		
Connect	ion type	Standard		
Most Recent Co	nnection	2015-04-14 0	8:34:53	
Connectio	on Status	Licensed, eCo	onnect=True, eLister	ner=False, eScheduler=True

Updating eConnect

- 1. Copy the MSI file to the C:\Temp\ directory on your eConnect Manager Console.
- 2. Go to Updates/eConnect and do the following:
 - Click Load New Update, then click Accept at the License Agreement. The update takes several minutes to load and display in the list.



Spicor eConnect [Manage	er] Console 3.159.0	
This Station	All Update Status eConnect Test Update Eagle for Windows SecureAccess I Place the eConnect.msi file in the directory below and click the "Load New Update" by the update into eConnect. This will take a few minutes. After the update is loaded you "Install Update" button to install the new software on selected eConnect stations.	LaserCat
Kanager Manager	Load New Update From C:\Temp eConnect 3.0159.001 Loaded 2015-02-13 14:23:56	
Updates	Selected ▼ Station Name ▼ Installed Version ▼ Update Status ▼ DUB0812-PBCXWBM 3.159.0 No Status Reported CLIENTE4WGX270 3.159.0 No Status Reported	All None Invert
		Export to
3/13/2015 2:29:56 PM - Licens	se Agreement not accepted	Excel

- Click the ALL button on the right or select the desired stations to update.
- Click Install Update, select your desired Schedule, and then click OK.



Sepicor eConnect [Manage	r] Console 3.163.0
This Station	All Update Status eConnect Test Update Eagle for Windows SecureAccess LaserCat Compass Place the eConnect mei file in the directory below and click the "Load New Llodate" button to load the undate into eConnect 3.0163.001 Image: Connect 3.0163.001 Image: Connect 3.0163.001
	Schedule the Installation for As Soon As Possible
Manager	In Selected For this Installation request.
	OK Cancel
4/14/2015 10:22:42 AM - eCor	nnect Install Request Cancelled

Within 20-30 minutes of the scheduled run time, the Stations list should indicate that all stations have updated.



Sepicor eConnect [Manage	er] Console 3.163	3.0				
This Station	All Update Stat Place the eCor a few minutes. stations.	tus eConnect Test I nnect.msi file in the dire After the update is load	Jpdate Eagle for Win ctory below and click the led you can click the "	dows SecureAccess ne "Load New Update" Install Update" button t	LaserCat Compass	nnect. This will take ad eConnect
Manager	Load New	Update From	C:\Temp eConnect 3.010 Loaded 2015-0 Install Started 2	53.001 3-26 13:35:24 2015-03-26 13:40:4	2	
Updates	Selected V	Station Name V DUB0812-PBCXWBM CLIENTE4WGX270	Installed Version ▼ 3.163.0 3.159.0	Update Status Install Complete No Status Reported	Update Status Last Changed 2015-03-27 08-29:17 Never	St All 20 None Invert
	4	Ш				► Export to Excel



The eConnect Tabs

This section describes in detail the various tabs in eConnect.

The Manager tab

The Manager tab self-populates with useful information about each of your eConnect stations. If desired, you can export information from the Manager tab to Excel. Most information is self-explanatory, but the red time stamp means that a station has not checked in since that time stamp. A station name in bold blue text designates the current Manager Console.

Spicor eConnect [Manager	r] Console 3.159.0			[
This Charlies	eConnect Stations Terr	minal Licenses			
	Computer Name 🛛 🏹	eConnect Version 🏹	Test Setup PCO 🔽	Last Refresh	V IP Address
	DUB0812-PBCXWBM	3.159.0		2015-03-26 14:40:2	24 159.66.164
	CLIENTE4WGX270	3.159.0	3-136-0.1.1	2015-03-26 05:3	1:01 159.66.164
Anager					
Updates					
	Export to Excel				4



This Station Tab – eConnect Tasks

This tab logs everything done by this eConnect station. On the eConnect Manager Console, you can see what was broadcast to be done for the other stations. This can be handy in confirming the scheduling of specific tasks.

This Chating	Status		Connecte	d: 3/26/2	015 1:57:00 PM		
S I his Station	Computer Name IP Address	DUB0812-PBCXWBM	O.S. Wind	ows 7 Pro 1 Alone	fessional (64-bit)	Confi	igure
	Scheduled Tasks	eConnect Tasks	Current State X	Cinhus V	Cabadula	7	Feat
	Task Ivame V	Description v	Current State V	Status ¥		¥	Enab
	QueueSync	Chent Magazza	Scheduled		Run Every 30 Minutes, As Soon As Possib	e	True
-	StorageSync	Client	Scheduled		Run Every 90 Minutes, As Soon As Possible	0	True
Manager	StorageSync	Manager	Scheduled		Run Every 1 Minutes, As Soon As Possible		True
Manager	StorageSync	Eagle	Scheduled		Run Every 8 Hours, As Soon As Possible		True
	Epicor Update	Connect	Scheduled		Run Every 1 Days, As Soon As Possible		True
	eConnectInstall	3.0163.001 - Load	Inactive		Not Scheduled		True
Updates	eConnectInstall	3.0163.001 - Broadcast Install	Inactive		Not Scheduled		True
	eConnectInstall	3.0163.001 - Install	Scheduled		Run One Time Only, After 10:00:00 PM tod	ay	True
				m			
	Export to Excel						

eScheduler – The Scheduled Tasks tab

eScheduler does not require a user to be logged onto the Windows machine, and currently supports the Offline refresh (download) for Offline POS data files only. If POS stations are not left powered on at night, Epicor suggests using the Offline Master / Client model using at least one Master per location which is left on at night to process the files for the local Clients. See the Eagle for Windows online help topic entitled "Standards for Master/Client Setup" to configure this model, which also lowers the nightly bandwidth requirements of each remote location.



To Add, Change, or Delete eSchedules:

1. From This Station, on the Scheduled Tasks tab, select the desired action (add, change, or delete).

Epicor eConnect [Manager]	Console 3.159.0	
This Station	Status Connected: 3/26/2015 1:	59:02 PM
Manager Vpdates	New Task Get Offline Data - Incremental Update Get Offline Data - Full Refresh Reboot This Station OK Cancel	tion V Last Run
	Export to Excel	Add Task Change Delete
		.:!

2. Select your Offline Refresh choice and click *OK* to display the schedule screen.

📉 Maintain Schedule	8
Once a Day	
Start Time	4:45:00 AM 🚖
Wait for a Random Delay of Up To	60 🚔 Minutes
Wait for the Station to Be Idle for	15 👘 Minutes
Wait for these Network Resources	
Eagle Server	
My Network Master	
My Offline Master	
Skip Running Today if It Is After	8:00:00 AM
Kill if Task Does Not Complete After Running	120 🚔 Minutes
Only Run on These Days of the Week	
🔲 Sun 🗹 Mon 📝 Tue 📝 Wed [🗸 Thu 📝 Fri 📝 Sat
OK Cance	9



Once you have made your scheduling choice and clicked OK, within a few minutes your schedule displays in the Scheduled Tasks.

Epicor eConnect [Manage	r] Console 3.159.0									
This Station	Status Connected: 3/26/2015 2:02:04 PM									
S Inis Station	Computer Name	DUB0812-PBCXWBM	JB0812-PBCXWBM 0.S. Windows 7 Professional (64-bit)							
	IP Address	120-00.104.08.10.20.1	Client Type	Stand Alone				Configure		
	Scheduled Tasks	eConnect Tasks								
_	Task Name	▼ Desc	ription	V	Current State V	Status 🗸	Schedule			
Ge	t Offline Data -	Incremental Update	ps\Catapult\0	Getoffln.exe -s	Scheduled		Run Every	Days, After 4:4		
Wanager										
	•									
	Export to Excel				Add T	ask	Change	Delete		
3/26/2015 2:02:37 PM - Add T	ask Submitted							.:		



Updating Eagle for Windows

Running a Test Setup

If this is your first time using eConnect, run a test setup, as described below. Otherwise, you can skip this section and proceed to "Updating Eagle for Windows."

1. From the eConnect Manager Console, go to Updates/Test Update.

Spicor eConnect [Manage	er] Console 3.159.0	
This Station	All Update Status eConnect Test Update Eagle for Windows Secure Access LaserCat Compass The Test Update is built into eConnect, and is used to verify all the pieces for installing an Eagle for Windows update are in place and working correctly. Load New Update Load New Update Distribute Update Status Zetup 3-159-0.1 Loaded 2015-03-26 14:05:58	
Wanager	Install Update Selected ▼ Station Name ▼ Installed Version ▼ Update Status ▼ Update Status Last Changed ▼ S □ DUB0812-PBCXWBM No Status Reported Never 2 □ CLIENTE4WGX270 3-136-0.1.1 No Status Reported Never 2	Al
	< HI	Export to Excel

- 2. Click Load New Update. The Status will say "Loading..."
- 3. After several minutes, when the Status changes to "Loaded <date> <time>," select the desired stations using the boxes on the left or the buttons on the right



Epicor eConnect [Manager] Co	onsole 3.15	9.0						- • ×
This Station	Update Sta he Test Upd e in place an Load New	tus eConnect ate is built into e nd working corre	Test Up Connect, ctly.	and is used to verify a	ows SecureAccess	LaserCat Compass		
Manager	Distribute	Update Ipdate	Status	Zetup 3-159-0.1 Loaded 2015-03	-26 14:05:58			
Updates	elected V V	Station Name DUB0812-PBC CLIENTE4WG>	▼ XWBM (270	Installed Version ▼ 3-136-0.1.1	Update Status Vo Status Reported No Status Reported	Update Status Last Changed V Never Never	2 2	All
								Invert Export to Excel
3/26/2015 2:05:52 PM - Test Updat	te Load Re	quest Sent						.:

4. Click Distribute Update and select the desired schedule for these stations.

Epicor eConnect [Manager] Console 3.159.0	
All Update Status eConnect Test Update Eagle for Windows SecureAccess LaserCat Compass This Station Schedule Distribution of Zetup 3-159-0.1 Image: Compass Image: Compass Image: Compass	s update
Schedule the Distribution for 4:30 PM Today	
Wanager Image: Control of the selected for this Distribution request. Updates Image: Control of the selected for this Distribution request.	hanged V S All 2 None 2 Invert
OK Cancel	Export to Excel
3/26/2015 2:05:52 PM - Test Update Load Request Sent	

- 5. The Status will add "Distributing..." and then the Status will change to "Distribute Started <date> <time>." Wait at least 10 minutes from the <date> <time> status.
- 6. Select the desired stations using the boxes on the left or the buttons on the right.



7. Click Install Update and select the desired scheduling.

Epicor eConnect [Manager] Console 3.159.0	
All Update Status eConnect Test Update Eagle for Windows SecureAccess LaserCat Comp	ws update
Schedule the Installation for As Soon As Possible	
Manager There are 2 stations selected for this Installation request.	Changed V S All
Updates	2 None 2 Invert
OK Cancel	Export to Excel

The Status will add "Installing..." and then will change to "Install Started <date> <time>."

The Stations will now reflect the Test Setup PCO on each station and show that they all updated.

Epicor eConnect [Manager] Console 3.163.0	
This Station All Update Status Connect Test Update Eagle for Windows SecureAccess LaserCat Compass The Test Update is built into eConnect, and is used to verify all the pieces for installing an Eagle for Windows update are in place and working correctly.	
Load New Update Distribute Update Status Loaded Version Loaded 2015-03-27 14:12:19 Distribute 2015-03-27 14:13:09 Install Update Install Started 2015-03-27 14:13:46	
Selected V Station Name Installed Version V Update Status V Upc Updates UB0812-PBCXWBM 3-163-0.1.1 Installation Completed Installed version: 3-163-0.1.1 2019 CLIENTE4WGX270 3-136-0.1.1 No Status Reported New	All
	Export to
3/27/2015 2:13:46 PM - Test Update Install Request Sent	Excel .:



Updating Eagle for Windows

- 1. Copy the entire Eagle for Windows CD onto your eConnect Manager Console, or place it into its CD drive.
- 2. From the eConnect Manager console, on the Updates/Eagle for Windows tab, enter the path to the Eagle for Windows software in the *From* field.
- 3. Press *Load New Update* and *accept* the Software License Agreement.

Spicor eConnect [Manager] Console 3.159.0	
This Station All Update Status eConnect Test Update Eagle for Windows SecureAccess Lase	rCat Compass
Important-read carefully Your use of the software is subject to the master customer Agreement ("MCA") between you and epicor software corporation by installing or using this software, you acknowledge and agree that your use of the software is governed by the terms of the MCA. Please refer to our documentation for a description of the software features and functionality. Updates Use by Any Party other than a properly licensed user is strictly prohibited.	All None Invert
Accept Cancel	
<	Export to Excel
	.::

The update takes about 20 minutes to load.

- 4. The *Distribute Update* button becomes enabled.
- 5. Click the *ALL* Button on the right or select the desired stations to which to distribute the first schedule. Keep in mind that each Stand alone and Net Master Eagle for Windows station will be downloading a 700MB file, so select appropriately for your network bandwidth.
- 6. Click *Distribute Update* to display the scheduling window.





7. Select the desired schedule and then click OK.

Note – you can schedule the distribution process multiple times and it can span several evenings if necessary.

Epicor eConnect (Manager	All Update Sta Eagle for Win E4W rebuild	53.0 atus eConnect ndows setup cha 19.0681.216 or h	Test Upo nges are re righer.	date Eagle	for Windo Connect. "	ws SecureAc	cess La require E4	serCat Com W 19.0848 or	bass higher, or		
	Load Net	w Update	From	C:\Temp\	E4W\	rs 25.0130.00)1		If schod	ulod the	timo
Kanager 💦	Install	Update		Loaded 2 Distribut	2015-03 e Starte	13 14:41:48 1 2015-03-13	14:56:2		stamp o the time	only indice created	ates
Updates		DUB0812-PBC CLIENTE4WG	XWBM 2 (270 2)	5.0168.001 4.4551.001	sion ¥	Download Comp Download Comp Download Comp	lete 201 lete 201	5-03-16 08:4 5-03-13 22:0	0:34 1:19	20 20 20	None
					Distrik Net C they p	ution status ients do not ull from the r	is upda require updated	ated in this distribution Net Maste	column. 1, as er.	U	
	•		III							•	Export to Excel

🚺 Important -



Do NOT distribute updates to stations during business hours because this process dramatically slows down the network. If necessary, you can distribute updates to stations over several nights.

- 8. Check the "Update Status" column to verify the download for all terminals was "Completed" or "Skipped."
- 9. Install the new server software on the Eagle Server. You must do this BEFORE proceeding with the Eagle for Windows install.
- 10. Once the Eagle server has been updated with new software, return to the eConnect Manager Console and initiate the install for all clients using the "As Soon As Possible" schedule option.

Updating Compass

Updating Compass

Copy the Compass Installation file onto your eConnect Manager Console, or place it into its CD drive.

Note: Make sure to have the Compass Servers info filled in the configure section before starting an update. See Section "Installing eConnect for first time".

1. From the eConnect Manager console, on the Updates/Compass tab, enter the path and installation setup name to the Compass software in the *From* field or click on the browse icon

beside the *From* field and select the file name to load.

Spicor eConnect [Manager] Console 3.227.0		
Select a Compass Setup	 ✓ ✓ ✓ Search Temp 	
Organize 🔻 New folder		 ?**
☆ Favorites	Date modified Type	Size
😺 Downloads 🔤 setupeagle.exe	12/9/2014 5:26 PM Application	111,:
Secent Places		
E Desktop		
Uf Documents		ne
↓ Music		ert
Pictures		
Subversion	III	- F
File name: setupeagle.exe	✓ Eagle Compass Setup (setupea	<u>.</u>
	Open	rt to cel
8/7/2015 4:01:04 PIVI - Compass Load Request Sent		

- 2. Click on Open to complete the file selection process.
- 3. Press *Load New Update* and *accept* the Software License Agreement.



Spicor eConnect [Manager] Console 3.227.0	
This Station Important-Read CAREFULLY Your Use of The Software Is SUBJECT TO THE MASTER CUSTOMER AGREEMENT ("MCA") BETWEEN YOU AND EPICOR SOFTWARE CORPORATION BY INSTALLING OR USING THIS SOFTWARE, YOU ACKNOWLEDGE AND AGREE THAT YOUR USE OF THE SOFTWARE IS GOVERNED BY THE TERMS OF THE MCA. PLEASE REFER TO OUR DOCUMENTATION FOR A DESCRIPTION OF THE SOFTWARE FEATURES AND FUNCTIONALITY. USE BY ANY PARTY OTHER THAN A PROPERLY LICENSED USER IS STRICTLY PROHIBITED.	ed Station L: All 2015-08- None Invert Export to Excel
8/7/2015 3:59:32 PM - License Agreement not accepted	:

The update takes about 10 minutes to load.

- 4. The *Distribute Update* button becomes enabled.
- 5. Click the *ALL* Button on the right or select the desired stations to which to distribute the first schedule.
- 6. Click *Distribute Update* to display the scheduling window.

Schedule Distribution of Compass	
Schedule the Distribution for 11:00 PM Today	
Wait for all Eagle for Windows applications to stop running	
There are 1 stations selected for this Distribution request.	
OK Cancel	

7. Select the desired schedule and then click OK.

Note – you can schedule the distribution process multiple times and it can span several evenings if necessary.





🖣 Important -

Do NOT distribute updates to stations during business hours because this process dramatically slows down the network. If necessary, you can distribute updates to stations over several nights.

- 8. Check the "Update Status" column to verify the download for selected clients was "Completed" or "Skipped."
- Once the Distribution is completed distributing the new software, return to the eConnect Manager Console and initiate the install for all clients using the desired schedule – usually after hours as this will cause a system reboot.



Appendix A-Troubleshooting Client Install Issues

If you ever need to hand-install a software package that was successfully distributed, do the following:

🎱 🕞 💌 🐌 Computer 🔸 Local Disk (C:) 🕨 ProgramDa	ata 🕨 Epicor 🕨 eConnect 🕨 staging 🕨	Must show h to click your	idden folders way here ◄ ◀	Search sta
File Edit View Tools Help				
Organize 👻 🕞 Open 🛛 Include in library 👻 Shar	e with 🔻 🛛 Burn 🛛 New folder			= - 🔟 🔞
🔆 Favorites	me	Date modified	Туре	Size
🚺 Downloads	821dd4d8-4b94-4879-b4ad-1d4898368fcb	3/16/2015 8:40 AM	File folder	
Recent Places		×		
	•			
821dd4d8-4b94-4879-b4ad-1d4898368fcb Da File folder	te modified: 3/16/2015 8:40 AM			

Find the distributed package that you need to troubleshoot or re-install under the following folder: C:\Documents and Settings\All Users\Application Data\Activant\eConnect\staging

You may need to open the sub-directories to find your setup files, then manually run the install by double-clicking setup.exe and following the prompts.



Appendix B- Removing Old/ Dead stations

Epicor eConnect [Manager] Console 3.159.0					
This Station	eConnect Stations Terminal Licenses					
	Computer Name	Y	eConnect Version 🏹	Test Setup PCO 🔽	Last Refresh	V IP Address
	DUB0812-PBCX	WBM	3.159.0		2015-03-26 14:40	24
	CLIENTE4WG)	Delete	e 9.0	3-136-0.1.1	2015-03-26 05:	31:01 1112 00. 1124
	Select, 1	then r	ight-click			
Manager 💕						
Updates						
	<					•
	Export to Excel	J				
						.:

Appendix C- Cloning PC's

Step 1. Stop the Epicor eConnect service

Step 2. Delete the above ComputerId.txt file listed in the location below.

Step 3. Create their image.

When the newly imaged systems start up and the eConnect service starts for the first time, it will create a unique ID for that system.

If the cloning has already happened, stop the service, delete the file, restart the service on each clone.

On Windows 7 it should be in this location: C:\ProgramData\Epicor\eConnect\Data\ComputerId.txt

The XP location is:



C:\Documents and Settings\All Users\Application Data\Epicor\eConnect\Data\ComputerID.txt



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.



Corporate Office

804 Las Cimas Parkway Austin, TX 78746 USA Toll Free: +1.888.448.2636 Direct: +1.512.328.2300 Fax: +1.512.278.5590

Latin America and Caribbean Blvd. Antonio L. Rodriguez #1882 Int. 104 Plaza Central, Col. Santa Maria Monterrey, Nuevo Leon, CP 64650 Mexico Phone: +52.81.1551.7100 Fax: +52.81.1551.7117

Europe, Middle East and Africa No. 1 The Arena Downshire Way Bracknell, Berkshire RG12 1PU United Kingdom Phone: +44.1344.468468 Fax: +44.1344.468010

Asia

238A Thomson Road #23-06 Novena Square Tower A Singapore 307684 Singapore Phone: +65.6333.8121 Fax: +65.6333.8131

Australia and New Zealand

Suite 2 Level 8, 100 Pacific Highway North Sydney, NSW 2060 Australia Phone: +61.2.9927.6200 Fax: +61.2.9927.6298