

Epicor Eagle[®] for the Aftermarket
Updating Eagle Software
User's Guide for the Server, Clients and LaserCat



Document 500-20230

EPICOR[®]

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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.

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Introduction

This document was designed for you to use to update your Eagle for the Aftermarket server and clients to a new level of software. The conventions used in this guide are intended for users who can navigate the basic functions on the Eagle system, such as running a backup or queues.

Use the **Notes** section to document your store's setup, create a network map of your system including which clients or LaserCat servers need to be updated, or make notes of how long it takes to update your system so you'll have the information for future reference.

Starting with Release 25.1 and eConnect 3.311.1, eConnect can be used to distribute and install the LaserCat3 PEDS software and Compass Client software which will streamline your update process. eConnect has other features as well, which are described in the user's guide that comes with the software.

This document **only** applies to the following systems

- Eagle for the Aftermarket (E4A) server (Mode 3)
- Eagle for Windows PCO 41.0789.029 / 29.0515.038

Important Items Before Continuing

Epicor Eagle for the Aftermarket release 29.0 requires Windows 10 Professional OS with a minimum of 8 GB of RAM, 16 GB recommended if the PC is also a PEDS or Compass Scheduler PC. Epicor Eagle for the Aftermarket Release 29.0 will not install on older versions of Windows and Windows Server. Release 29.0 will not install on clients running Windows XP or Windows Vista. Release 29.0 will not install on Microsoft Windows Server 2000, Windows Server 2003, or Windows Server 2008.

Eagle Client PCs connected to a Lane 7000, or Eagle Client Tablets connected to an iSMP4 require Eagle Client software version 29.0515.090. The 29.0515.090 Client is in the Other folder on the SFTP General Release Site.

The following warning applies if upgrading from a version prior to release 19.2 (PCO 31.3160.163 / 19.1907.118).

- *Warning - If you receive and process pack slips from an A-DIS, an Epicor Support representative must confirm you have the necessary software patch versions updated on your server.*

The following warnings apply if upgrading from a version prior to release 20.0 (PCO 32.3294.272 / 20.1998.270).

- *Warning – if Option 8959 (Central Order Desk) is “Y” for any terminal, contact the Advice Line for review as a printer setup change may be required for uninterrupted use of Central Order Desk.*
- *Warning – if Option 5472 (Tax Exemption Override) is set to something other than N, please contact the Advice Line before upgrading your software.*
- *Warning – After updating to Release 22.0, change Option 9527 “Handling tax during returns validation” to “N.” The default setting for this new option is “Y,” but it should be “N.”*
- *Warning – After updating to Release 22.0, change Option 8815 “ADM/PS-OEM Part Cross Reference on System” to Yes.*

The following warnings apply if upgrading from a version prior to release 26.1 (PCO 38.1788.233 / 26.1614.165).

- *Warning – The server software must be updated in two steps. First from your server’s current release to release 27.1 then from 27.1 to 29.0.*

The following warning applies upgrading from any version.

- *Warning – After updating run `OSPREY > WICLOUD` function V for View Status to verify wicloud is enabled. If not enabled, run `OSPREY > WICLOUD` function E for Enable to enable Point-of-Sale Warehouse Inquiry using AConneX Cloud.*
- *Warning – After updating verify option 1340 “Include Patches in Bed Check?” is set to No. If Option 1340 is not set to No, change the option to No.*

Support

Eagle for the Aftermarket support is available during normal business hours to assist with update issues or questions. If you need assistance after hours, your Epicor Infrastructure Support Specialist is available for a fee to either assist or perform the update for you.

Matching Software Versions for this Release

The following are the versions of software that correspond with Release 29.0.

- Compass 14.0.0.4395
- LaserCat PEDS 3.9.0.37
- LaserCat Client 3.9.0.14

Overview Checklist

Steps

This section contains the high-level steps to update software on an Eagle server and clients. This can be used as a checklist for the update. It is also recommended to note how long each of the steps take for future reference.

Pre-Update

- Read the entire update guide.
- Review the [What’s New document](#).
- Review all documentation and plan a time line for the update.
- Verify Options affected by the Release 29.0 software update. Log a call with the support team if you have any questions.
- If you are going to use eConnect to distribute and install the Eagle Client and PEDS software update, download the eConnect msi file and eConnect user guide from the SFTP site, and install or update the eConnect software on each PC using the update guide.
- Obtain the Release 29.0 software.
- Complete the Pre Update Resource Checklist.
- Enter a Case with the support team one week (at least five business days) before you plan to update requesting the latest software patches.

Eagle for the Aftermarket – Updating Eagle Software—500-20230

- ❑ Verify Eagle Server Software CD with **OSPREY** utility **CDCHECK**.
- ❑ If you have a multi-store system with a large number of Eagle network masters and clients, you can use eConnect to distribute the Eagle software before the update.

Update

- ❑ Back up the Eagle Server
- ❑ Update Eagle Server software
- ❑ Update software on the first Network Master or Stand Alone Client
- ❑ UpdateLaserCat3 software on the first Network Master or Stand Alone Client and reload the data DVD (if prompted)
- ❑ Update Views
- ❑ Test the Eagle and LaserCat software on the first Network Master or Stand Alone Client
- ❑ Continue updating Eagle and LaserCat software on the remaining PCs either by using the eConnect or update CDs

Post-Update

- ❑ Verify that option 9527 “Handling tax during returns validation” is set to No. The default setting for this level 20.0 option is Yes, but it should be set to No.
- ❑ Change option 1340 “Include patches during Bed Check?” to No.
- ❑ Run **NAOSPREY > WICLOUD** function E for Enable to enable Point-of-Sale Warehouse Inquiry using AConneX Cloud.
- ❑ Back up the Eagle Server and then Run **TRAINCF**. Note: TRAINCF creates the training universe files and will put the Eagle server in quiet mode while creating the files.

Time Estimates

Update times vary for each server, clients, and network configuration. For example, below are the update times for a small, two-location Eagle server using two network masters and four PCs pointing to each network master. Use the **Notes** section at back of this guide to track your own times for future reference.

- Server: less than 30 minutes to update from the server CD.
- Network Masters: less than 10 minutes each to update from the client CD.
- Network Clients: less than 10 minutes each to download the software from the network master.
- LaserCat 3 PED Server and Clients: loading the LaserCat 3 software takes less than 10 minutes for a PED server. The time to update your Eagle clients depends on the number of clients you have at each store.
- Data Update Utility: loading the PartExpert Suite DVD varies between 10 minutes for new systems to 20 for older systems. You do not need to reload graphics.

Pre Update

Considerations

Coordinate the best time to update software on the server and all client PCs, because once the server software is updated, the software must be updated on each client PC before the PC can communicate with the server.

- The software update can be performed after hours when no one is on the system, or during the day in conjunction with Offline Point of Sale. Each procedure has a different set of steps included in this document.
- If the update packet was shipped to you, it includes several client CDs to send to your different locations. If you downloaded this guide and the new software from the SFTP site, you must create as many client CDs as you need.
- If you choose, you can use eConnect to distribute the Eagle software in advance of the update, thus eliminating the need to send CDs to different locations. Review the eConnect User's Guide for more information.
- If you only have a few terminals in your store, you must still update eConnect to load an updated LaserCat 3 file, but you may choose not to use eConnect to distribute the software. With only a few terminals, you may find CDs easier to use, rather than waiting for eConnect to upload and distribute the software.

Essentials

Read this entire document. There are references in this document to Eagle Online Help. Eagle online help is not available from the Eagle browser once the update conversion starts.

Online help is available on the corporate site www.Epicor.com, Select Login to be taken to the EpicCare Support Portal Login.

- Make sure the user running the Backup is able to see Alerts if a Backup Failed. See Help: Setting Up Eagle Alerts User Profiles for more information. To check Alerts, open Options Configuration, select Go To (Ctrl+G), and then 2 - Maintain alert user profiles. It is best practice to set the alerts "Backup DVD is nearly full" and "Backup failed" to Yes.
- If you elect to use eConnect, download eConnect from the SFTP site and install or update the eConnect software on all Eagle PCs.
- Create a Case with the Aftermarket support team at least one week before you plan to update software. The support team will make sure your server has the necessary software updates for the update, confirm you have access to the SFTP site, or ship update CDs to you if you do not wish to download and create your own. Creating this Case a week in advance also gives our team time to license and activate your eConnect Software.
- Verify that the Eagle's current software level corresponds with the level listed on your current software CD (not the new CD you received). To do this, from the OSPREY Selection prompt, type **PCO** and press Enter. Check the software level in the Programs field near the top of the screen. If the level on your current CD is lower than the level shown in the Programs field in PCO, do not install the new software CD. Look for the level of software that matches the level shown in PCO, or contact the Aftermarket Support team.
- Login into OSPREY (From the Eagle Browser, click Utilities in the left pane, and select Osprey) and run **CDCHECK** on the server CD before performing the update. You need the Epicor Eagle Server CD to do this.

Obtaining Software

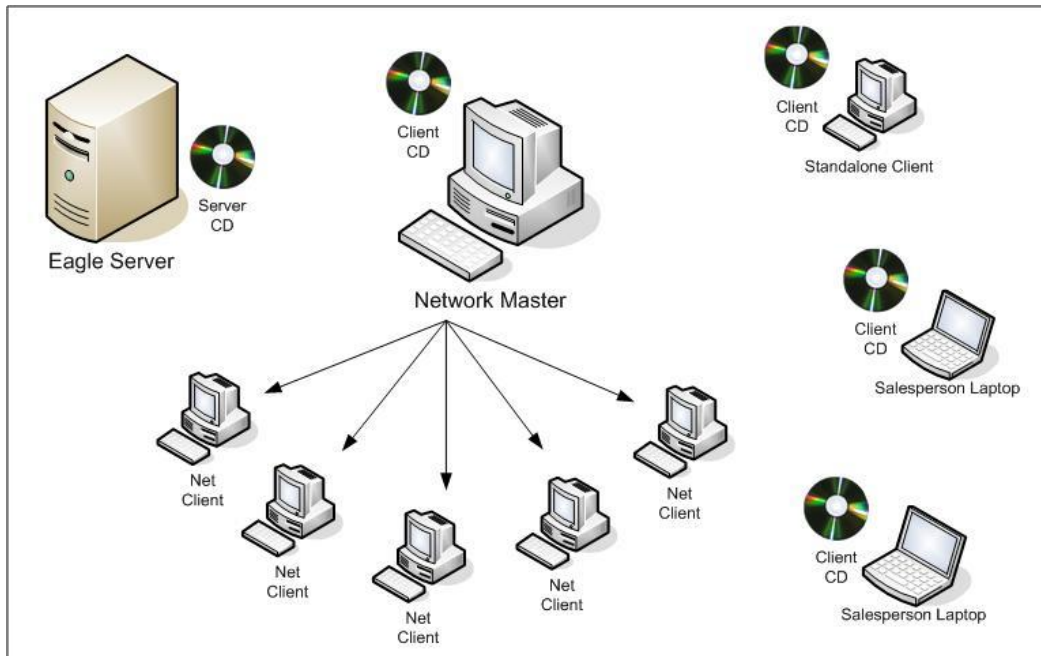
The Eagle for the Aftermarket Release 29.0 software is available on the SFTP site in the Current General Release folder. Instructions found in the Obtaining the General Release document.

From the SFTP site, Current General Release folder, download or copy the EOS2 folder if OSPREY > PCO on your server is OS 21.#### or download the EOS3 folder if OSPREY > PCO is OS 22.####. NOTE: that the EOS3 Server software must be burned to a DVD as it will not fit on a CD.

If you need help obtaining software from the SFTP site, open a Case with Support.

Eagle System Hardware/Software Configuration

Below is a diagram of a single-store layout to help explain the process. The Server CD is only used at the server and the client CD(s) are used to update software on the network master and standalone clients or on a salesperson's laptop.



If you have a different setup without a network master, you will update the Eagle client software on each PC individually.

In a single store environment, use a Network Master as the distribution point for updating software. Once the Network Master is successfully updated, each client linked to it will automatically download the new software when the Eagle application is opened on that client. You can also use eConnect to distribute and update the Eagle software.

Pre Update Resource Checklist

The following are the required materials for this software update process. Be sure all materials are available before beginning.

✓	Documentation
	This guide and additional materials referenced in this manual.
	Any needed online help documents or other manuals referenced in this document.
	eConnect User's Guide is located on the SFTP site in the General/eConnect folder. If you already have eConnect Guide, you do not need to download this Guide again.
✓	Backup Media
	Backup media ready to be used to back up the Eagle Server.

✓	Current Software Set (In case of restore)
	Server CD (Current server software CD)
	Client CD (Current client software CD)
✓	New Software Set (SFTP site in General folder)
	Epicor Eagle Server CD
	Epicor Eagle Client Applications CD
	LaserCat 3 software, download entire LaserCat folder
	Epicor Eagle software patches sent to the server after contacting support
	eConnect software is located in the zip file on the SFTP site in General/eConnect folder. If you already have eConnect updated to the current version, you do not need to download this file again.
✓	PartExpert Suite DVD
	Locate your latest version of the PartExpert Suite DVDs. These DVDs do not come as part of the General Release software package.
✓	Optional Software
	Compass software and user's guide on the SFTP site in the General/Compass folder.

Install Epicor eConnect

If you elect to use eConnect, install Epicor eConnect using the eConnect User's Guide, which is in the eConnect folder on the SFTP site.

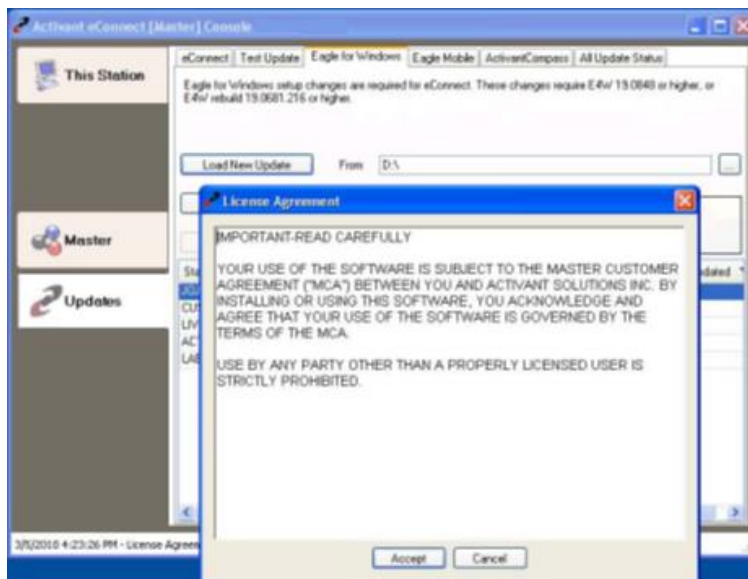
1. Install eConnect on all Eagle client PCs, and choose a PED server or a Network Master at your main location to be your eConnect Master Console. For your information, eConnect will run as a service in the Windows system tray for all PCs.
2. After the eConnect software license has been activated by Epicor, perform a test setup from the steps listed in the eConnect User's Guide to make sure the software can connect to your Eagle clients. Note the test install will trigger a PC reboot.

Distribute Eagle for Windows Using eConnect

If you choose to, you can use eConnect to distribute the Eagle Client and LaserCat3 PEDS software instead of sending out Eagle client update CDs and LaserCat3 PEDS software to all your locations.

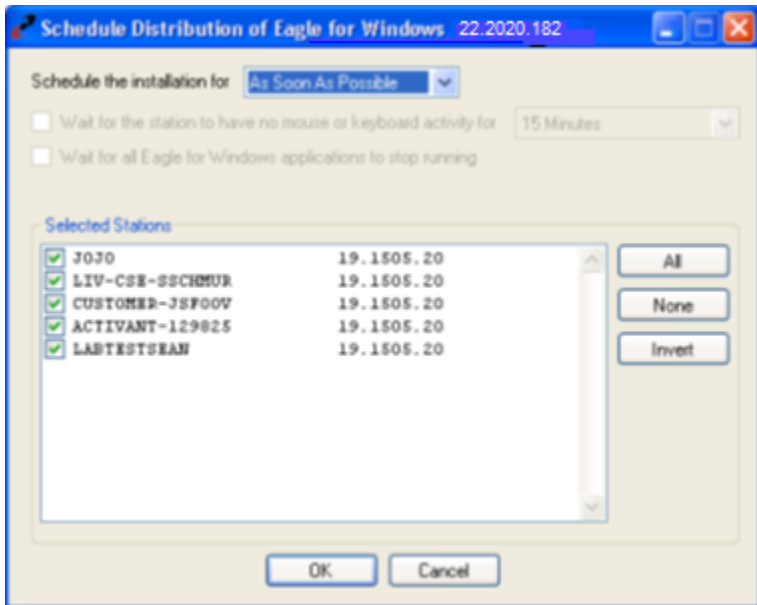
- Distributing the software before the update can, and should, be done incrementally during non-peak hours to avoid taxing your network.
 - Continue distributing software to several clients each night so all have completed the download before the update.
 - The steps below are specifically for the Eagle Client software. The steps for the LaserCat3 PEDS and Compass Client software are similar but use the PEDS and Compass tabs respectively.
1. Place the Eagle for Windows CD into your eConnect Master Console's CD drive, or copy the setup.exe onto your eConnect Master Console.
 2. From the eConnect Master console, on the Updates/Eagle for Windows tab, enter the path to the Eagle for Windows software in the *From* field, or click the button with the three dots (...) on the right side of the From field to browse to the Eagle for Windows software.
 3. Press *Load New Update* and *accept* the Software License Agreement.

The update takes about 20 minutes to load.



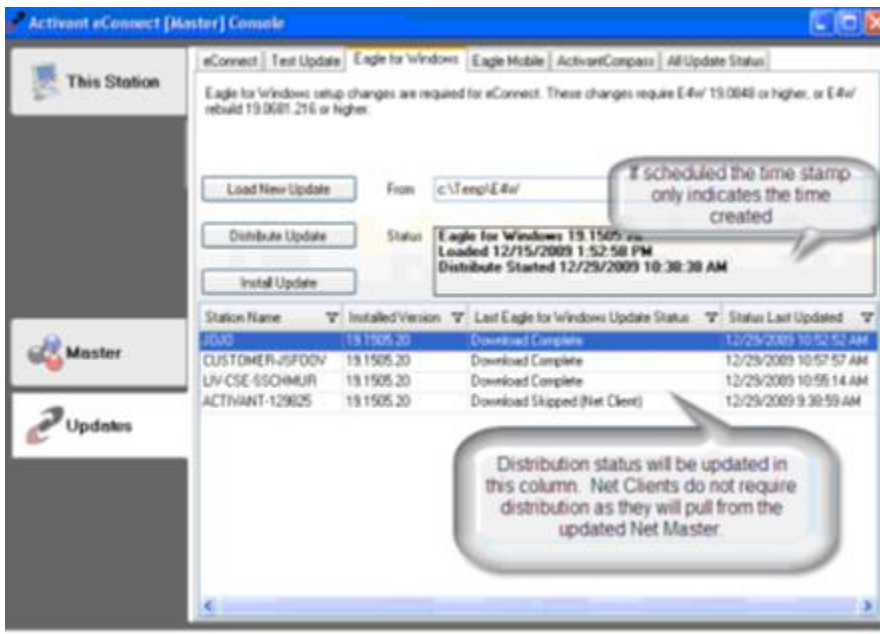
4. Once the new update loads, the *Distribute Update* button becomes enabled. Click it to display the scheduling window.

5. Select the desired schedule and stations, and then click OK.



Note: It is not recommended to distribute updates to stations during business hours because this process can dramatically slow down your network. If necessary, you can distribute updates to stations over several nights.

6. Check the “Last Eagle for Windows Update Status” column to verify the download for all terminals was “Completed” or “Skipped.”



Back up the Server

Prior to starting the backup verify that Eagle Client software is distributed to all PCs, either with eConnect or that a copy of the Eagle Client software is available. Once the backup process starts eConnect will not be able to distribute software.

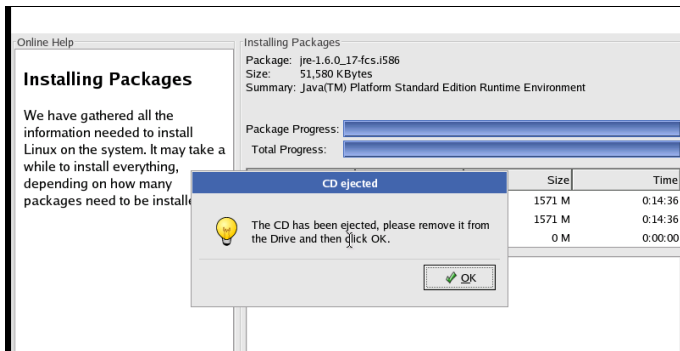
1. Use OPSREY to run a manual BACKUP. See the online help topic “Creating a Manual Backup.”
2. Verify the backup. See the online help Job Aid, System Management Job Aids, entitled “Backup” for more information.
3. Continue with the section, “Update Server Software,” below, to update the software on the server and clients.

Update the Server Software

Upgrading the server is typically called Newsoft, and it occurs in two phases.

- The first phase copies the Epicor OS and Eagle software from the CD to the system. When this step is complete, the server ejects the CD and reboots.
 - Once the server reboots, the second phase is to re-run newsoft to complete the software update and advance the Eagle software and data. Once the server reboots again, the server portion of the update is complete.
 - Before you begin the server software update, you should have completed the following:
 - Distributed the Eagle for Windows software to all the PCs using eConnect, or have Eagle Client software CDs ready to load on the PCs.
 - Made a backup of the Eagle Server.
1. Put the new Epicor Eagle Server CD into the media drive on the server. Then reboot the system either by executing a powerdown, or by using the OSPREY REBOOT command. Use whichever method you are comfortable with.
 2. Follow the prompts on the screen.
As the Eagle server powers down or reboots, the console will display various “stopping” and “shutting” messages.
 3. If you used a powerdown, press the power button on the server to bring the system back up. The server boots up using the media in the drive, and then begins the update.

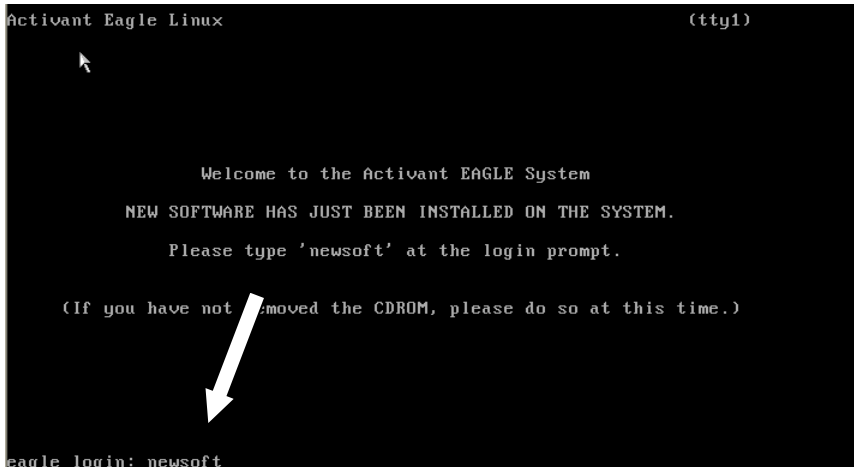
8. In a few minutes, the console switches to a graphic user interface (GUI) screen. When complete, the CD automatically ejects. Press Enter or use the mouse to select OK.



The server automatically begins a reboot, and the first part of the server update is complete.

The next steps are the second segment of the newsoft, which updates and advances the Eagle software.

9. After rebooting, when the console screen displays a new message, type newsoft and press Enter.



10. When prompted, press Enter to select newsoft to begin the Eagle software update.

NOTE

This phase of the update installs any patches or additional software loaded onto your system by the Epicor Support team when you created a Case during the pre-update.

The system continues the update, and when complete, it reboots automatically. The server software update is now complete.

Continue with the next section to update software on the Eagle clients.

Update the First Net Master or Standalone Client

Choose a terminal to run the first client update as a Net Master, which then provides the updated software to any net clients pointing to it.

1. (Optional) Create a system restore point. This Windows feature is not supported by Epicor, but can be very useful and time-saving if used properly. See Windows Help or other Microsoft documentation on restore points.

NOTE

Restore points may cause undesired effects on other programs installed on the computer and is not supported by Epicor Support. Use at your own risk.

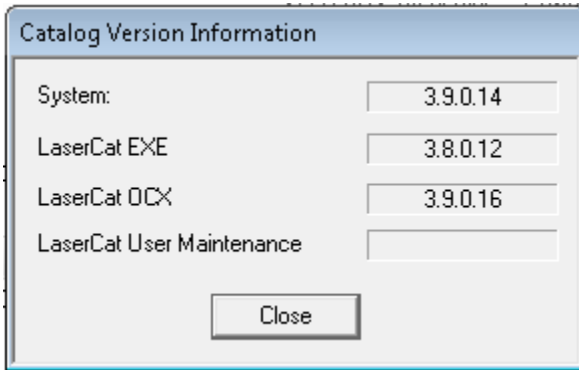
2. Before running the client software update, exit all Eagle programs including the Eagle Browser, Listener, and Scheduler. If any Eagle programs are running, the update will stop and prompt you to exit the programs and restart the setup.
 - If no Eagle programs are listed on the task bar, it may be necessary to start the Windows Task Manager and end the Eagle Tasks manually. Use Windows Help (F1) to start the Task Manager, highlight the program to stop, and end the task.
 - When complete, continue with the next step.
3. For a Net Master or a standalone client, save the Eagle Client software setup.exe to the PCs hard drive.
4. Double click the setup.exe.
5. Click Next to accept the default prompts, and then follow the instructions on the screen.
 - If this is a Net Master, the software prompts to update Eagle on this client. This is only needed when the Net Master is also used for Eagle. Continue to accept the default prompts, and follow the instructions on the screen.
 - If this is a standalone client, the update is complete when the PC reboots.
6. When the update is complete, allow the PC to reboot, go to the next section to update the views.

Update to the Most Current Version of LaserCat3 Client Software

The LaserCat3 Client Software is a separate install that the Eagle Client Software. Update the LaserCat3 Client Software to the most current version. This must be done after the latest level of Eagle client software has been updated on the PCs. Update the Eagle Client Software following the steps below.

1. Copy the EagleClient.exe file you downloaded from the SFTP site and save it to the hard drive of each PC.
2. Double click on the EagleClient.exe to run the install.

NOTE. The EagleClient.exe has no progress window and gives no indication that it completed.
3. To confirm the Eagleclient.exe installed, run C:\3apps\LaserCat\catversion.exe. The System version is 3.9.0.14. The LaserCat OCX version is 3.9.0.16.



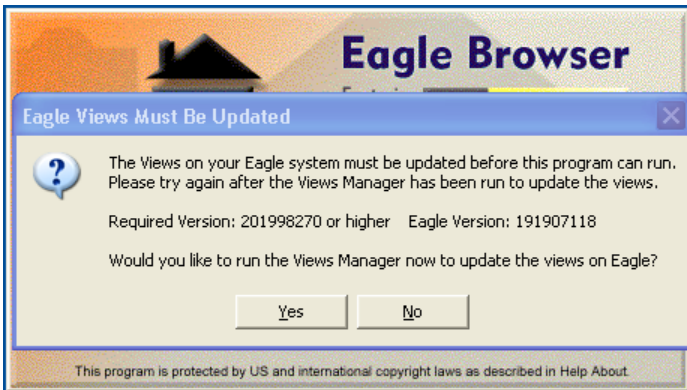
Update Views

When the first client has the new software level updated, it is necessary to update views from the client to the server before using the Eagle. Views only need to be updated once when the first PC connects to the Eagle server.

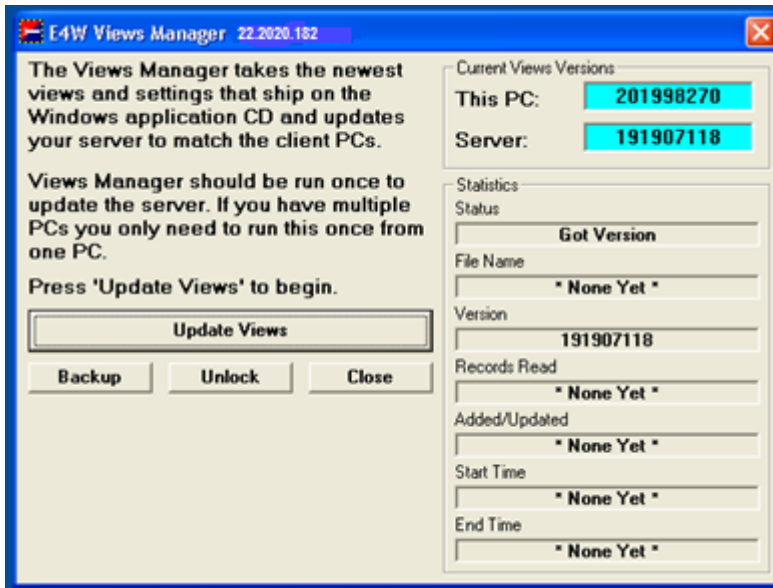
It is also best practice to update the views locally and not remotely connected to a PC. If views are updated remotely and there are latency issues with the network or internet, it may cause the views update to fail. If this happens, contact the Aftermarket support team.

If you are updating software on a client that has Offline Point of Sale files, it automatically updates the views of the Offline files on the client before it reboots.

1. Open the Eagle Browser. When the message about updating views displays, press Enter or select Yes to continue.



2. Click Update Views and wait for it to finish, which should only take a few minutes. When finished, the screen displays a green Updated Views Done message.



Note: The PC version should be the current version to which you updated and the server version represents the previously installed version.

3. Once the views are updated, click Close to close the Views Manager. Close any Eagle programs if they are open and continue with loading LaserCat on this system.

LaserCat 3 Software Update

If you use LaserCat, then after updating to Release 29.0 software, you must update the LaserCat3 software.

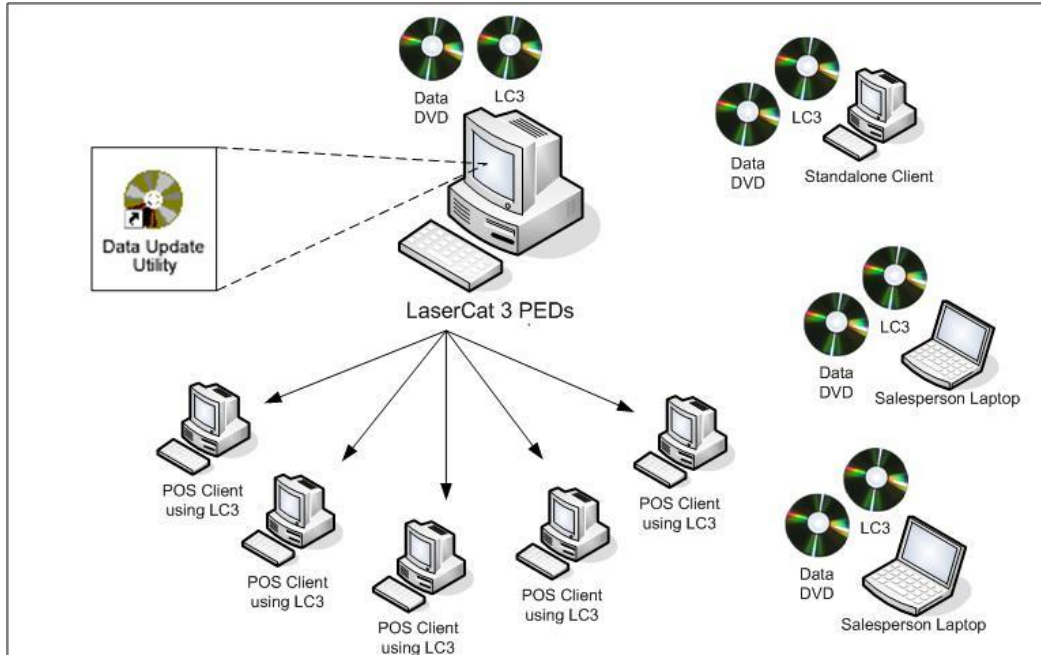
All PartExpert Data Servers (PEDS) and standalone clients must update LaserCat3 software. These PCs can be identified by the Gold Disc shortcut on the desktop. Any PC with this shortcut needs LaserCat 3 software. If you are updating from a version older than L19.0, the PartExpert Data DVD also needs to be updated.

It is important to update the Eagle software on the clients before updating the LaserCat software. The software will not work properly if LaserCat is loaded before Eagle.

After the Eagle software update is successful, update LaserCat for all the PEDS and standalone clients. When complete, if needed run the Data Update Utility for these PCs. To save time on the Data download, do not reinstall the graphics. Not installing the graphics shortens the DVD update process to approximately 10-15 minutes per PC, depending on the speed of your PC and media drive.

LaserCat3 Software/Hardware Configuration

Below is the update flow of LaserCat 3 PartExpert Data Servers (PEDs) and standalone clients.

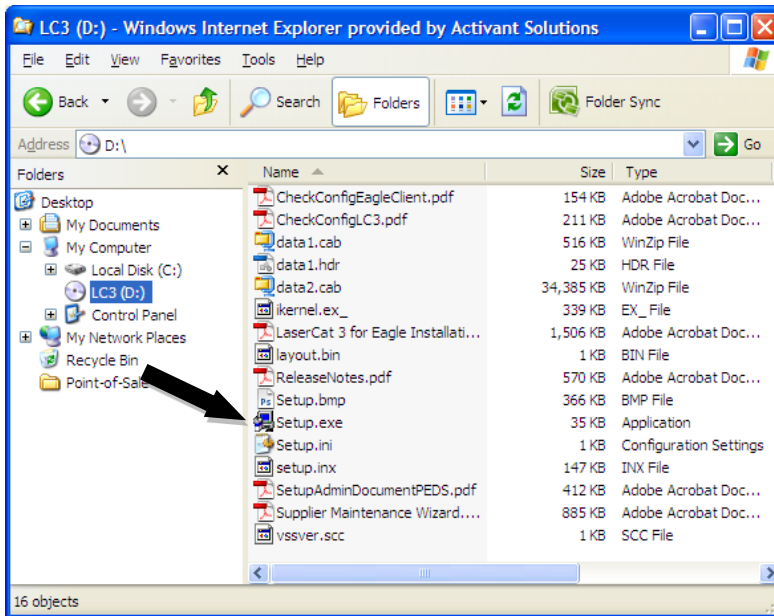


PartExpert Data Server Update Procedures

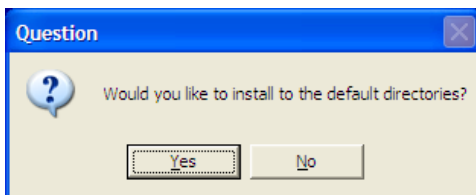
Before updating LaserCat 3 software, make sure all Eagle programs are closed (for example, the Eagle Browser, Scheduler, Listener, etc.).

1. After Eagle software is updated, insert the LaserCat 3 CD into the media drive on the first PC to update. Make sure this PC has the "Data Utility Update" or "PartExpert Data Utility" desktop shortcut. Having this shortcut means that the PC already has a previous version of LaserCat installed.

2. If the CD auto-run feature is active on the computer, a window to explore the CD displays automatically. Otherwise, you can use Windows Explorer to navigate to the CD drive.

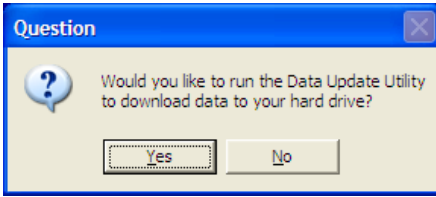


3. Double click setup.exe from the root directory on the CD to start the update.
4. When the setup program runs, a Welcome screen displays; click Next to start the update.
5. If you see the question, "Would you like to install to the default directories?", close the program, and move to a PC on which LaserCat has been installed before.



Updating LaserCat3 on a previously installed system does not display this default directories question.

6. As the update proceeds, Setup LaserCat for Eagle displays a status screen as well as a small window that opens and closes during the update process. The software update only takes a few minutes to complete.
7. When the update process is complete, a Setup Complete screen displays. Click Finish to close the setup screen.



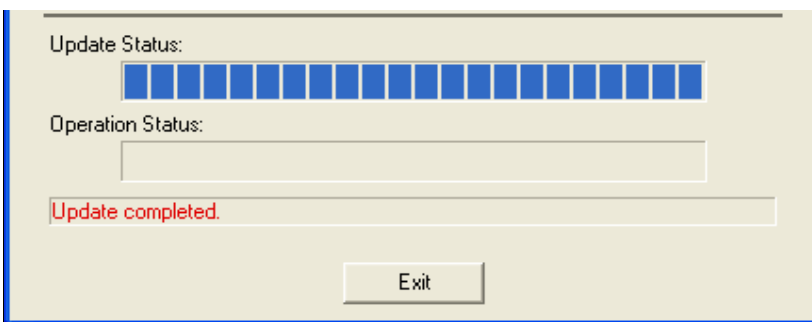
8. If you see the data update utility question, click Yes to automatically start the Data Update Utility. If you click No, setup prompts you to run the Data Update manually before attempting to use LaserCat 3.
9. Continue with the next section to start and complete the Data Update download.

Update LaserCat 3 Data

If during the LaserCat3 software update you were prompted to download data to your hard drive follow the steps in this section, if you were not prompted to download data, continue to the next section.

The data from the PartExpert Suite DVD must also be downloaded to the hard drive before LaserCat can access it. The Data Update Utility is used to download data from the CD / DVD to the hard drive.

1. If you answered Yes to download the data in the previous section during the update, setup initiates this program for you. If this screen does not automatically display, run the utility manually by double-clicking the Data Update Utility shortcut on the PC desktop.
2. The following instructions proceed as if the data is being loaded from the local CD / DVD drive, which is the default. However, if you have loaded the DVD on your network, or if the DVD is in another PC, you may want to use the additional two options in the Data Update Utility to load the data.
 - You could use the Machine drop-down box if you have the PartExpert Data residing on another PC on your network. You could then download the data from there.
 - If the data is on your network, you could use the "Access Data from the following directory" and browse to it.
3. Leave the Extract Graphics Files box un-checked.
4. Click Start to initiate the download. This process takes 10-15 minutes if you are not extracting graphics files, and approximately an hour if you are extracting graphics files.



5. When the Data Utility displays, an "Update completed" message in red at the bottom of the screen. Click Exit to close the utility, and then continue to the next section.

Test Eagle and LaserCat Software

Once you have loaded the new Eagle software and LaserCat on the first PC, it is a best practice to test the applications to make sure everything updated correctly and the software works as expected before proceeding to the other PCs. See the Appendix section if an error occurs during your test.

Test the software by using Point of Sale and LaserCat to create a mock invoice, and then reverse the transaction.

1. Open Point of Sale and perform a LaserCat lookup, retrieving a part and bringing it back to the Point of Sale screen.
2. Complete the transaction and sell the item.
3. Reverse the transaction.
4. If the software worked as expected, proceed with updating the other PCs.

Updating Using eConnect

If you used eConnect to previously distribute the software, you can use it to automatically update the software as well. For stores with only a few terminals, you can use CDs to update without using eConnect, and skip to the next section.

1. eConnect version 3.385.1 must be installed FIRST before attempting to load the Eagle 29.0 client software.
2. From the eConnect Master console, on the Updates/Eagle for Windows tab, press the *Install Update* button and initiate the update for all clients using the “As Soon As Possible” schedule option.
3. Once the update is started through eConnect, the software sends out messages to all Eagle clients connected to the network to update the software distributed to them earlier. This includes Stand-alone clients, Network Masters and Network Clients. Network clients automatically download the software from the Network Master to which they are linked.

The software takes approximately the same amount of time to update as it does with a CD, plus additional communication time between the eConnect Master Console and all the clients. During the update, the eConnect Master console and Eagle server handle and coordinate the communications for the clients selected to update. The communications are not real time, so there is no need to watch the Console for updates. The server and client ping each other every few minutes to check for updates.

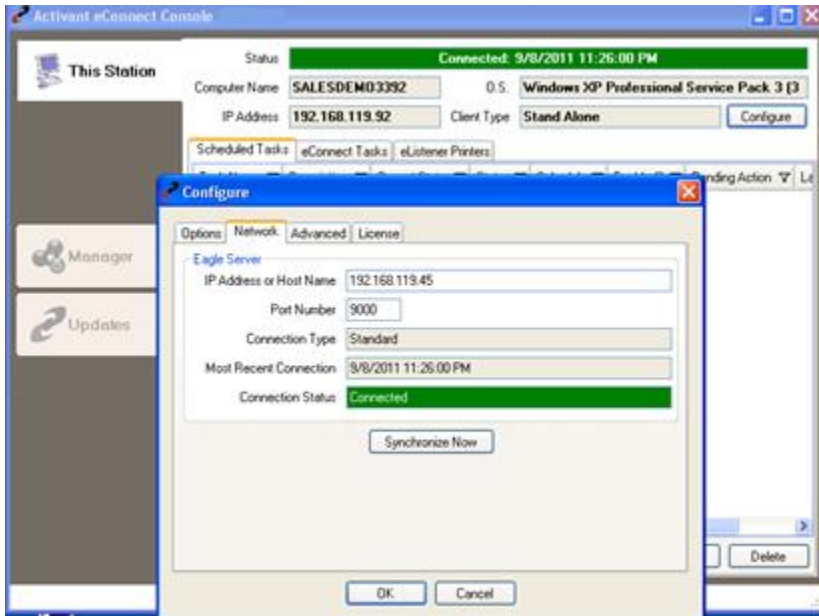
4. When the updates are finished, the eConnect Master Console should display an “Install Complete” message next to each client on the Updates tab.

Updating Now on eConnect PCs

Follow these steps if you want to force the PCs to update eConnect now instead of following the PCs normal synchronization schedule. This can be done after the Update has been done on the eConnect Master console. Note: for a Client PC, this is not effective until the Client PC’s Network Master has updated the software. Also note: The standard synchronize time for eConnect PCs is every 5 minutes.

1. On the PC, open the Epicor eConnect Console.
2. Click the Configure button.

3. Open the Network Tab.
4. Click the “Synchronize Now” button.



Update Additional Net Masters or Standalone Clients

After successfully testing the Eagle and LaserCat software on the first PC, repeat the Eagle update steps for each additional Net Master or standalone clients using the Client CD. The following steps are for manually updating using the CDs. If you used eConnect to previously distribute the software, you can skip this section and use eConnect to automatically update the software.

Once updating views has completed on the first PC to the server, it will not display or need to be run on additional clients.

As mentioned previously, if you update software on a client that has Offline Point of Sale files, it will automatically update the views of the Offline files on the client before it reboots.

Continue with updating the Net Clients.

Update Net Clients

Once the Net Masters are updated, use the procedure below to make sure they are accessible, since the Net Clients get the Eagle software from the Net Masters.

When a client's Eagle Browser is opened, the software checks the Net Master to which it is linked for the latest software version. If the version on the Net Master is newer, the software automatically starts updating across the network.

This process may take a few minutes, so take that into consideration when the clients need to be open and running if they are updating software.

1. Open the Eagle Browser software on each Net Client PC to update the Net Master's version of software.

2. Accept the default prompts and follow the instructions on the screen. Do this for each client using Eagle software.
3. Once a Net Client has downloaded the Eagle software, open Point of Sale to initiate the LaserCat update process. Clients connected to a PEDs server will download and update automatically.
4. Once the Eagle and LaserCat software are both loaded, continue with the next section.

Update Additional Program Software

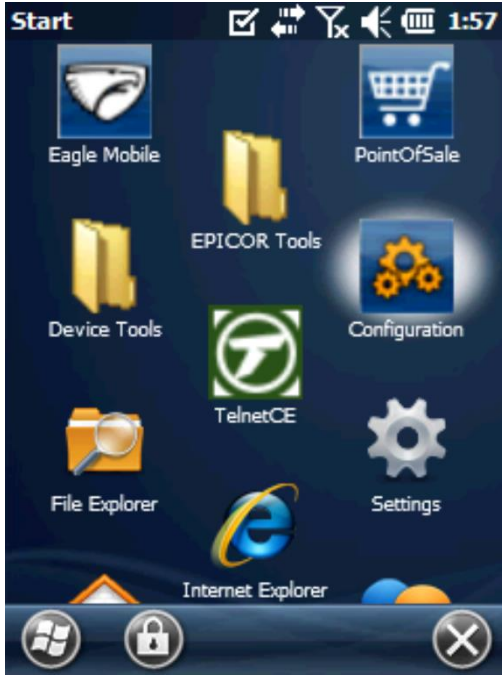
After updating the Compass software (if applicable), on the Compass Scheduler PC, go into Set Hosts and verify that the Task Scheduler is running. If Task Scheduler is not running, the Scheduled report will not be delivered.

Updating Compass software is not currently part of this update guide. Please see the [Compass Installation Guide](#), or contact the support team if you need help updating Compass software.

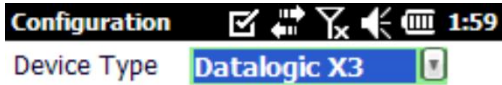
Update Eagle Mobile

Download the patch to the hand-held device by doing the following:

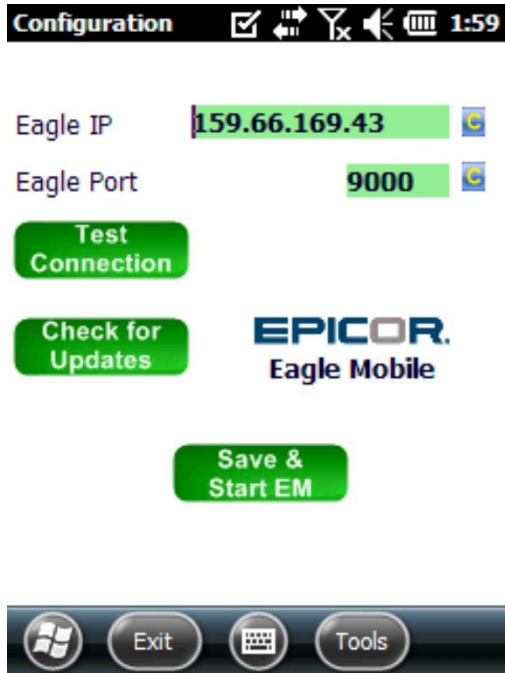
1. On the hand-held device, tap Configuration.



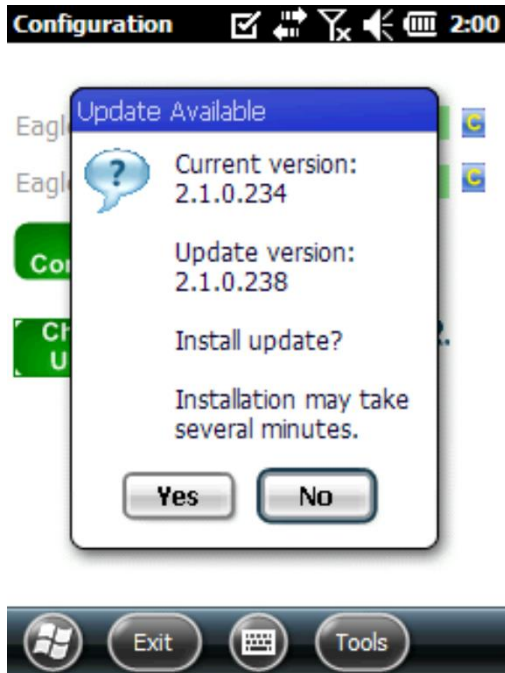
2. From the Configuration screen, tap the Eagle Mobile icon



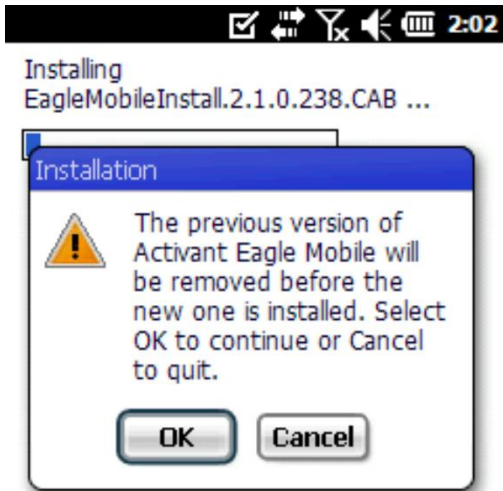
- From the next Configuration screen, tap the “Check for updates” button.



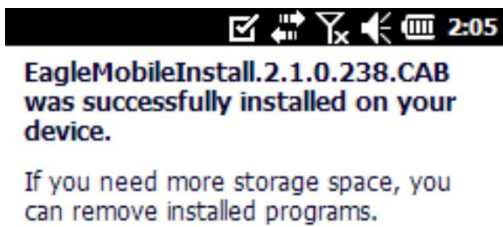
- Tap Yes to install the latest version.



- Click OK to install the Update version



6. At the successfully install screen click OK



7. Eagle Mobile is now successfully updated.

Post-Update Steps

After your update is completed, below are a few final steps you must complete.

1. Verify that option 9527 “Handling tax during returns validation” is set to “N.” The default setting for this option is “Y,” If set to “Y” change this option to “N.”
2. Change Option 1340 “Include Patches in Bed Check?” to No.
3. Notify the Eagle for the Aftermarket Support team that you have completed the update to this new release.
4. It is a best practice after updating software to update the training universe so it is on the same software set, including new options and features that are now on the Eagle. This process does not need to be done immediately after the update, but it should be completed before the training universe is used. Note that creating the training universe should be done after hours, since it takes the system into quiet mode for approximately five minutes. To update the training universe, run **TRAINCF** from OSPREY.
5. (Optional) It is best practice to create another backup at this point. A different backup media must be used due to the system not allowing the previous backup to be overwritten. Store this backup for 30 days.

IMPORTANT

If you ran Offline Point-of-Sale application during the update, upload all workstation’s Offline Point-of-Sale files.

Updated Program Features

See the What’s New document on the corporate website for features and enhancements for this release.

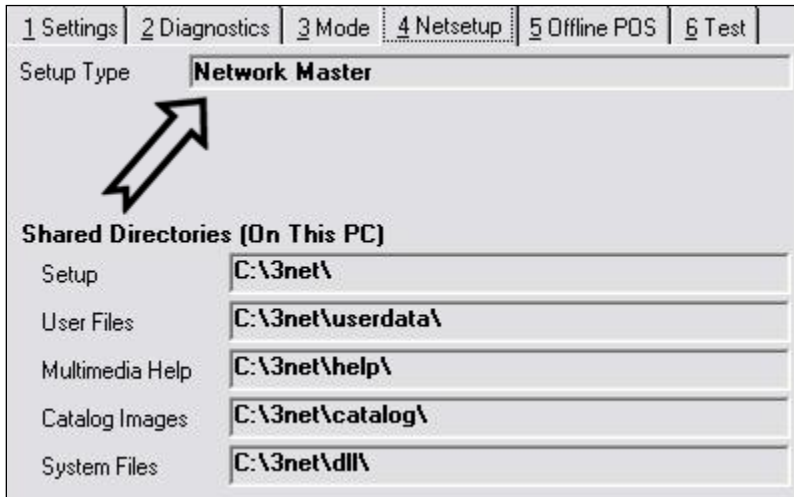
- Use your web browser and navigate to EpicCare <https://epicorcs.service-now.com/epiccare>
- Select Solutions Portal, Click Epicor Customer Portals,
- Click Eagle for the Aftermarket
- Click Products then Latest Eagle Release
- Open the What’s New document for this release.

Appendix

PC Setup Type

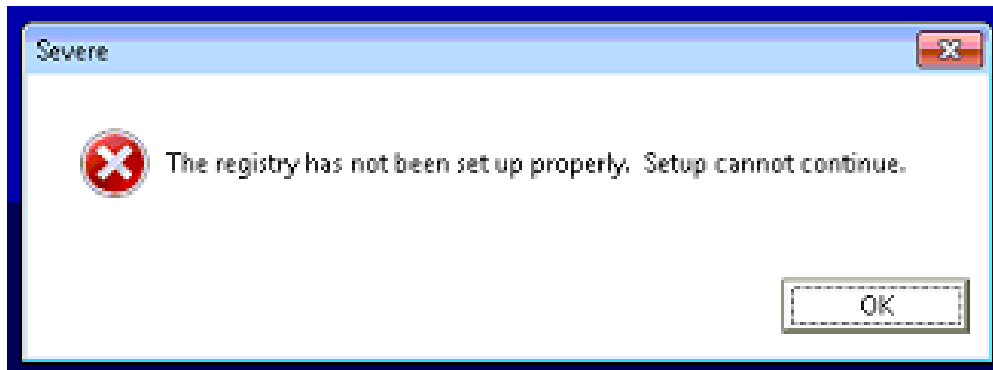
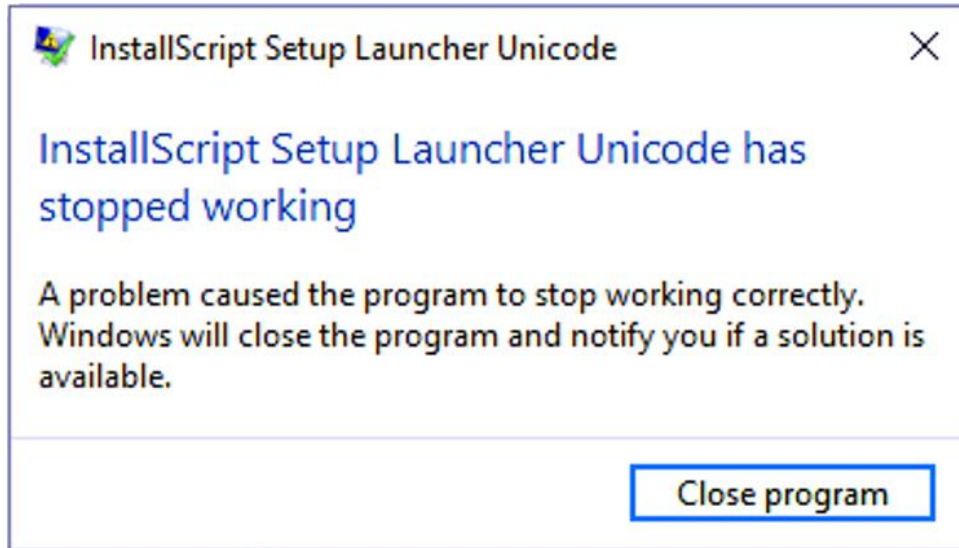
If needed, use these steps to check the setup type of a client PC. It is important to know what setup type each client has before updating software because the update process varies by type.

1. From the client PC, access the Eagle Browser. Select Utilities, Network Configuration and then click the Netsetup tab.
2. In the Setup Type field, look for the type of Eagle Client you are using. The options for this field are Network Master, Net Client and Standard (Standalone).

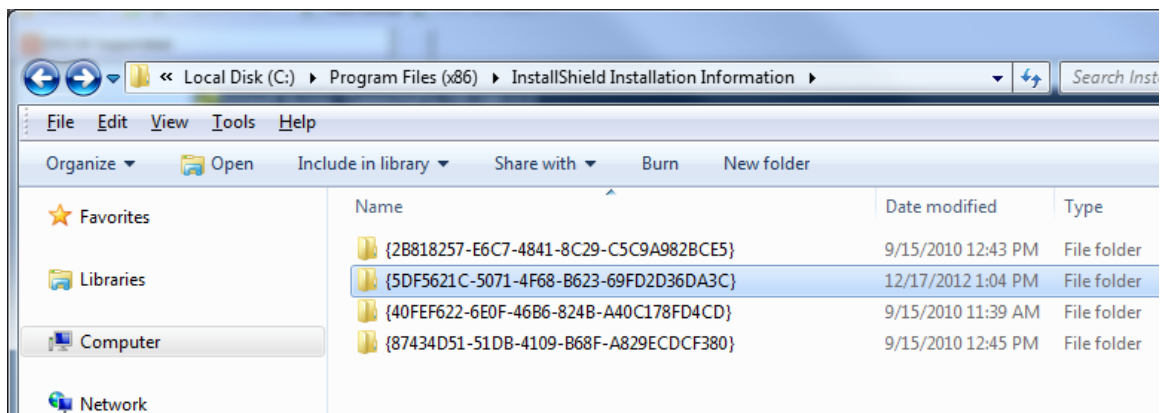


Errors and Solutions

- **Eagle Error:** *A Program Error Occurred. E4W Eagle Browser cannot continue. The program will be closed.*
Solution: Due to some changes with the Eagle client software, the above error (or something very similar with mention of 3apps.ini) may appear one time at each client upon starting the Eagle Browser. This is not a serious problem, and it will only occur one time. After pressing Exit, open the Eagle client software again.
- **LaserCat Error:** When running the update you get a “catastrophic failure.”
Solution: Using Windows Explorer on the PC, right click and Share and Allow all users to edit the C:\NetCatGrfx folder. Once the update is complete, leave the folder shared.
- **LaserCat Error:** When updating LaserCat 3 and after clicking setup and the error *InstallScript Setup Launcher Unicode has stopped working* occurs, or when updating LaserCat 3 and after clicking on setup the error. *Severe: The registry has not been set up properly. Setup cannot continue* occurs.



Solution: For 64-bit operating systems, delete the folder named {5Df5621C-5071-4F68-B623-69FD2D36DA3C} in the Local Disk (C: -> ProgramFiles(x86) -> InstallShield Installation Information folder. Note that the InstallShield Installation Information folder may be a hidden folder.



Then return to the LaserCat3 setup.

