

Installing Dealer Station DDMS Edition



 **Dealer Station**TM
DDMS edition

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Introduction

Dealer Station DDMS edition is more than just a replacement for ACUMA II software, it's an entirely new product. Internet-based, Dealer Station DDMS edition is designed specifically for real-time, business-to-business Internet e-commerce. Dealer Station DDMS edition uses a standard web page interface and runs entirely within your customer's web browser.

The Dealer Station DDMS edition web page has been geared more towards the business customer, not individual consumers. While an item search feature has been added, your customers can also quickly key in an item number to find the item they want to order — no more long searches through categories and manufacturers to find the item they need. However, Dealer Station DDMS edition includes a search catalog function as well as a “favorites” feature. Much like other web sites, the favorites feature acts as a file cabinet, allowing your customers to store a list of favorite items they commonly purchase. Just like on your DDMS system, you can also provide your customers with their own laundry list or “shopping list” of items from which to order and view.

Dealer Station DDMS edition also provides live interaction with your DDMS system so your customers can see their actual prices instead of catalog prices. This greatly increases order efficiency and accuracy — fewer mistakes means less wasted time and effort.

Another key feature is the ability to view past orders. This allows the customer to quickly see at a glance what they've ordered and when — a feature not always offered by other web sites.

You also have the ability to customize the customer's Dealer Station DDMS edition home page by changing the color of the text or the web page's style and so on. You can offer such features as a list of today's specials and news directed at all your customers or only specific customers.

In addition to customizing the web page, you can set preferences for all of your customers or set preferences that only apply to individual customers. For example, you may want to accept credit card orders from some customers, but not all. Dealer Station DDMS edition lets you easily indicate which customers can use credit cards when placing orders, and which customers cannot.

If you are setting up Dealer Station DDMS edition for the first time, go to **Chapter 1: Getting Started**. If you are updating Dealer Station, go to **Chapter 2: Updating Dealer Station**.

1 *Getting Started*

Before you can begin using a hosted Dealer Station DDMS edition system, you must complete several preparatory steps. These are described below.

Note: If you are an ASP customer, you only need to complete steps 3 and 4. You can then disregard the rest of this document.

- 1 If you have a PGD/OS system, you must have an open port on a Specialix I/O Pad.
- 2 You must have version 4.0 or 5.9.14 or higher loaded on your DDMS system.
- 3 You will need an e-mail address for your Dealer Station web site, so your customers can e-mail you with questions, problems, suggestions or comments. (The e-mail address will not be displayed.) DDMS will need an e-mail address for our Dealer Station database; it can be the same as the website e-mail address. We'll use this to keep you up to date on the latest Dealer Station DDMS edition changes and other information.
- 4 You will need your company logo in a file format such as JPEG or GIF so that it can be uploaded to your system. This logo will be displayed at the top of your web page. (The size of the logo will depend on the site style you choose when setting up. See the manual Setting Up Dealer Station Edition Admin Pages, *Customize Images* section.)
- 5 You need to select a first tier ISP (Internet Service Provider). First tier ISPs, also known as backbone providers, are companies whose systems form the primary network connections that make up the Internet. Examples include AT&T, PSINet, UUNET, AGIS, and Mindspring.

Your ISP will become an important partner in your e-commerce implementation. DDMS recommends that you call several first tier ISPs that service your area, and compare their pricing and reputation. It's often better to go with a larger, more established company, even if their prices are slightly higher. Low prices are no bargain if the company cannot provide reliable service.

You will also need an appropriate data line, and appropriate communication hardware (a router, CSU/DSU, or specialty interface modem). Contact your local phone or cable company to see which types of lines are available in your area.

Note: You can get a list of the ISPs in your area, with a brief description of the services they offer, at <http://www.speed411.com>

Your ISP's business is to provide the Internet service you need, and to resolve any issues that occur. Before you go live with your e-commerce solution, your ISP must test the connection at every step in the chain.

Your ISP is equipped to resolve Internet service issues for you, but DDMS and your e-commerce vendor are not. For these reasons, we recommend that you purchase hardware from your ISP. If you don't, you can find yourself in a situation where the ISP blames the router, for example, and the router company blames the ISP.

You should also use the brands of equipment that your ISP suggests. Often an ISP will know one brand of equipment inside and out – a particular brand of router or modem, for example. If you use this brand, your ISP will be better able to help you if problems occur.

- 6** Get a dedicated connection with a bandwidth of 128Kbps or greater. A dedicated connection is a Internet connection that's on all the time: 24 hours a day, seven days a week. Dedicated connections use static IP addresses. These are Internet addresses that are uniquely yours, like a telephone number.

The speed of your dedicated connection is measured in bandwidth. Dealer Station DDMS edition requires a minimum bandwidth of 64Kbps (64,000 bits per second), but we strongly recommend a bandwidth of at least 128Kbps. However, if your site gets a lot of traffic, you may need more bandwidth than this. Your ISP will offer some or all of the following dedicated services, listed roughly from slowest to fastest:

- ISDN
- DSL (ADSL or SDSL)
- Frame Relay
- Fractional T1
- Full T1
- T3

It's difficult to make specific recommendations here, because the prices and availability for these services vary widely in different parts of the country. In some areas a T1 line may be priced economically, for example, and in other areas it may make more sense to purchase DSL service.

You'll need hardware to support the Internet service you choose. This may include a router, a CSU/DSU, an ISDN modem, or a DSL modem.

Your ISP should be able to recommend the appropriate hardware for the service you choose, and set it up for you.

After you choose an Internet service, obtain a communications line that's appropriate for that service from your phone company. Once the line and service are set up, make sure that you test them before trying to set up Dealer Station DDMS edition.

- 7 Since Dealer Station DDMS edition is a true Internet product, DDMS recommends that you use some form of Internet security. There are many different ways to do this. You might contact your ISP provider for assistance.

Note: Once the product is installed, refer to your on-line help.

Setting Up Dealer Station DDMS edition in the (L1) Screen

You must set up the (L1) Terminal and Ticket Parameters screen for all platforms including PGD/OS, NT/2000, and UNIX. See Figure 2. Use the following instructions to set up Dealer Station DDMS edition for Order Entry in the (L1) screen:

- 1 Go to the (L1) screen, and select the [C] Change action code.
- 2 The cursor moves to the Starting Terminal To Have Order Entry As Master field. This field is used to specify the beginning peripheral that will automatically load order entry instead of returning to the Master Menu. For example, if this field is set to TE, all terminals or PCs with logical names of TE or higher will automatically go to the (G) Order Entry screen. Press Tab.
- 3 The cursor moves to the Log Ter field. Each row in the (L1) screen is used to specify the settings for one logical name. For example, if you specify TL in the Log Ter field, the options you specify on that row will apply to all terminals or PCs that have been assigned a logical name of TL in the (Y) System Status screen.

Terminals must be set up in order. If you specify TW in the Log Ter field on row 3, you cannot specify TE in the Log Ter field on row 4. TE must come before TW.

If the logical name you assigned for Dealer Station DDMS edition transactions in the (Y) screen is greater than the logical name of the last entry in the (L1) screen, tab to the first blank row in the Log Ter field, and enter the Dealer Station DDMS edition logical name.

If the logical name you assigned for Dealer Station DDMS edition transactions in the (Y) screen is not greater than the logical name of the last

terminal set up in the (L1) screen, enter the logical name in the Log Ter field on the appropriate row, overwriting the information in that row. (Be sure to record the information on the row before you overwrite it. To prevent the system from losing the information, you must enter it on a different row before you exit the (L1) screen).

- 4 In the Loc field, enter the inventory location for Dealer Station DDMS edition transactions.
- 5 In the Key Ahd field, type Y.
- 6 When the cursor moves to the O/E type field, type E (Dealer Station DDMS edition) if you are on a PGD/OS system. If you are on a NT/2000 or UNIX system, leave the field blank.
- 7 In the T-I-C-K-E-T-S ST field, specify the default order status. You can specify either 4, 6, or B.
- 8 In the T-I-C-K-E-T-S ONL field, specify whether you want tickets for orders entered at the remote site to print immediately or print as a batch.
 - Y Orders print immediately
 - N Orders print as a batch
- 9 You can use the T-I-C-K-E-T-S FORM field to specify how you want tickets at your site to print. (To see a list of available formats, refer to the chapter concerning ticket formats in *Book III: Order Entry*.)
- 10 In the T-I-C-K-E-T-S P field, specify the second character of the ticket printer's logical name. If the printer is P1, for example, type 1.

Figure 2: The (L1) Terminal and Ticket Parameters screen

```

15:16:19                (L1)  TERMINAL AND TICKET PARAMETERS                10/05/00
=====
ACTION [I] (C=CHANGE, I=INQUIRY, H=HELP, W=WINDOWS)
=====
Starting Terminal to have Order Entry as Master [TE]
KEY: AHD=Ahead, ST.=Status, ONL=Print online, P=Printer number
LOG.  KEY  O/E  T-I-C-K-E-T-S  SLIP  LABELS  INVOICES
TER.  LOC. AHD TYPE  ST.  ONL  FORM P  FORM P  FORM P  ONL  FORM P  OPTION
1 [T0] [ 1] [Y] [F] [6] [Y] [6T 1] [   ] [   ] [Y] [6I 1] [B ]
2 [  ] [  ] [  ] [  ] [  ] [  ] [  ] [  ] [  ] [  ] [  ] [  ]
3 [  ] [  ] [  ] [  ] [  ] [  ] [  ] [  ] [  ] [  ] [  ] [  ]
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13 [  ] [  ] [  ] [  ] [  ] [  ] [  ] [  ] [  ] [  ] [  ] [  ]
14 [  ] [  ] [  ] [  ] [  ] [  ] [  ] [  ] [  ] [  ] [  ] [  ]
15 [  ] [  ] [  ] [  ] [  ] [  ] [  ] [  ] [  ] [  ] [  ] [  ]

```

- 11 Press Tab until the cursor moves to the Option field. (The Slip Form through Invoices P fields do not apply.)
- 12 You can use the Option field to specify whether you want to use the laundry list feature for Dealer Station DDMS edition transactions. To use the laundry list feature, type **B**.
- 13 After you complete the Option field, press Enter until the cursor moves to the action code field.

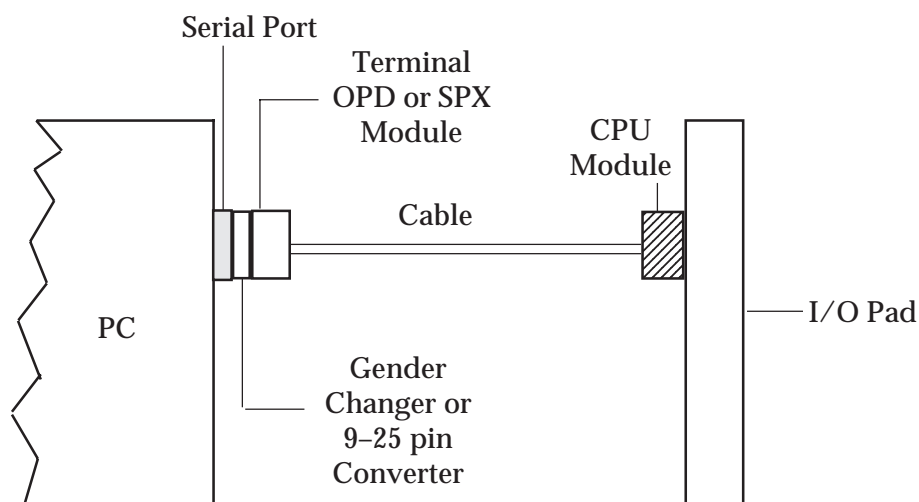
Setting Up Dealer Station on PGD/OS Systems

Before you can use Dealer Station DDMS edition, you need to set up your DDMS Priority Governed Database Operating System (PGD/OS) system to work with the program. To do this, you must set up a machine that is used to convert TCP/IP communications to Serial communications. This TCP/IP-PGD Gateway system must be connected to your PGD/OS system through a direct connection. (A direct connection is a cable that connects two computers together, as shown in Figure 3. You must also have an open I/O port.) You received a data cable with your Dealer Station DDMS edition package. You must use this cable to set up the hardware.

You must have a static IP, default Gateway IP, and subnet IP.

Note: Since Dealer Station DDMS edition is a true Internet product, DDMS recommends that you set up Internet security such as a firewall. There are many different ways to do this. You might contact your ISP for assistance.

Figure 3:
Overview of the
Hardware
Setup



Make sure the power to both computers is turned off before setting up the hardware.

Setting Up System Hardware

- 1 The data cable has a connector similar to a phone jack at both ends. Connect one end of the cable to the module marked CPU.
- 2 Attach the module marked Terminal SPX to the other end of the data cable.
- 3 Attach the module marked CPU to the appropriate port on the I/O pad of your DDMS system.
- 4 Attach the Terminal SPX module to the serial port on the back of the PC.

Setting Up the (Y) Screen

Any time you add or remove devices, you must modify the (Y) screen to reflect the changes. The information in each row of the (Y) screen describes the device attached to the corresponding channel of the I/O pad. Each device in your setup is listed in the Device column. To set up the (Y) screen, use the following instructions:

Physical numbers 1 through 8 indicate channels 1 through 8 on pad Ø; physical numbers 11 through 18 indicate channels 1 through 8 on pad 1, and so on.

- 1 Go to the (Y) screen on your DDMS system. Your utilities and batches are listed on the first page of the (Y) screen. *You should never modify these without consulting DDMS.* You configure modems and other peripherals on the second page of the (Y) screen. (If you have more than two I/O pads, the (Y) screen includes additional pages for them.)
- 2 Go to the page that displays the port you connected to. Type **N** to select the [N] Next Page action code.
- 3 When the correct page is displayed, type **M** to select the [M] Modify Dev action code.
- 4 The cursor moves to the first line in the Dev Types field. Locate the row with the port you need to change, and press Enter to move the cursor to the correct row.
- 5 When the cursor moves to the correct row, type **VP** as the device type, and press Tab.
- 6 The cursor moves to the Log Name field. This field refers to the logical name of your Dealer Station DDMS edition system. (What you specify here must match what you specify in the (L1) screen.)
- 7 The cursor moves to the PR field. Press Tab until the cursor moves to the Baud Rate field. If you use Specialix I/O pads, type **57600**. Press Tab if you do not use Specialix I/O pads.
- 8 Press Enter until the cursor moves to the bottom of the screen and the prompt Enter: D=Dyn, S=Stop, Dev, ... (1-3=Page) appears.
- 9 Type **R** to select the [R] Record Configuration action code

- 10 At the You Are About To Make These Changes Permanent prompt, type **Y**.
- 11 Go to the (Z) System Utilities screen and perform a system shut down using the [E6] System Shutdown function.
- 12 When the system restarts, go to the (Y) screen and print a copy of the screen configuration. To print a copy of the (Y) screen, type **P** to select the [P] Print action code.
- 13 The Printer prompt appears. Press Enter to accept the default printer, or enter the logical name of another printer. Be sure to store the printed copy in a safe, accessible location.

Installing the TCP/IP PGD/OS Maintenance Program

After setting up your PGD/OS system, you must set up your TCP/IP-PGD Gateway system. This machine allows your PGD/OS system to communicate with the Dealer Station DDMS edition host system. You must install the TCP/IP PGD/OS Maintenance software on the TCP/IP-PGD Gateway system. However, if you purchased your system from DDMS, this program is already installed. Go to the heading **Configuring the TCP/IP-PGD Gateway System**. After you install the TCP/IP PGD/OS Maintenance software, you must configure the program.

Use the following instructions:

- 1 Insert the CD-ROM into the proper drive.
- 2 Click Start, then select Run.
- 3 In the Run window, type the letter of your CD-ROM drive then click Browse. For example, you might type **D:** or **E:**.
- 4 In the Browse window, double-click Setup.exe.
- 5 The system returns to the Run window. Click OK.
- 6 The Setup Wizard begins. Follow the prompts on your screen. DDMS recommends that you accept the defaults.
- 7 When the Setup Type screen appears, click Next to install this program.
- 8 When the installation is complete, the Setup Complete screen appears. You should select to restart your computer then click Finish.
- 9 When your system restarts, you can remove the CD from the drive.

Configuring the TCP/IP-PGD Gateway System

Before you can use Dealer Station DDMS edition with your PGD/OS system, you must configure the TCP/IP Maintenance program. You must have a public routeable static I/P address, a subnet mask, and Gateway IP address.

Use the following instructions :

- 1 Locate the Network Neighborhood icon on your desktop and right-click the icon.
- 2 Select Properties.
- 3 Click the Configuration tab.
- 4 The Configuration tab displays a list of network configurations. Click on your network card to highlight it. For example, the network card might be TCPIP Netgear.
- 5 Click Properties.
- 6 Select the IP Address tab.
- 7 Select the Specify an IP Address option then enter the IP Address and Subnet Mask for this machine.
- 8 Select the Gateway tab. In the New Gateway field, enter the IP Address of your default Gateway Router.
- 9 Click Add and the IP Address appears under Installed Gateways.
- 10 Click OK until the message Restart Your System appears.
- 11 You must restart your machine in order for these changes to take effect. Restart your computer as you normally would.

Configuring the TCP/IP PGD/OS Maintenance Software

Use the following instructions to configure the TCP/IP PGD/OS Maintenance Software:

- 1 When your system has restarted, click Start then select Programs.
- 2 Select DDMS then TCPIP-PGD Gateway Maintenance.
- 3 The TCP/IP PGD Monitor window appears. Click the TCP/IP tab.
- 4 In the Gateways box, enter the IP Address for this machine. (Enter the same address you entered in **Step 8** under the heading **Configuring the TCP/IP Gateway System**.)
- 5 Click Add. The IP Address is added to the window.

Note: The Server port should default to 8765. The Maintenance Port should default to 2272.

- 6 Click OK.
- 7 In the TCP/IP PGD Monitor window, click Add.

- 8 Enter the com port you are using. If you purchased this system from DDMS, this is com 1. If you did not purchase the system from DDMS, enter the available port on your system. If the com port is port 2, you would type 2, for example.
- 9 In the Baud Rate field, type **57600**.
- 10 Leave the Prefix String and Phone Number fields blank.
- 11 You must enter the Terminal ID. The information you enter here must match what you entered in the (L1) screen on the DDMS system. (The Terminal ID must be entered in ALL CAPS.)
- 12 Click OK then click Exit.
- 13 Restart your computer.

Setting Up Dealer Station on UNIX Systems

Note: Your TBL server must be assigned a static IP address. Contact your network administrator for the address.

When following these instructions, remember that UNIX commands are case sensitive.

To set up a UNIX system, you must install and configure the TBLNetCom program. Your UNIX server must be connected to a network that has Internet access. In addition, you must have a static IP, default Gateway IP, and subnet IP.

Note: Since Dealer Station DDMS edition is a true Internet product, DDMS recommends that you set up Internet security such as a firewall. There are many different ways to do this. You might contact your ISP for assistance.

Installing the TBLNetCom Program

The first step is to load the TBLNetCom software on your UNIX system. Use the following instructions:

- 1 Insert the software update tape into the appropriate drive.
 - 2 At the Keyop Menu, select the Software Update option and press Enter.
 - 3 At the Select Media Drive prompt, select T for tape and press Enter.
-

Note: You are prompted for the tape drive only if you have more than one drive.

- 4 The program installation begins. You see files scrolling across the screen. Once the installation is complete, return to the # prompt.

Configuring the TblNetCom Program for First Time Installation

You must configure the TblNetCom Program with an I/P and port number. Use the following instructions:

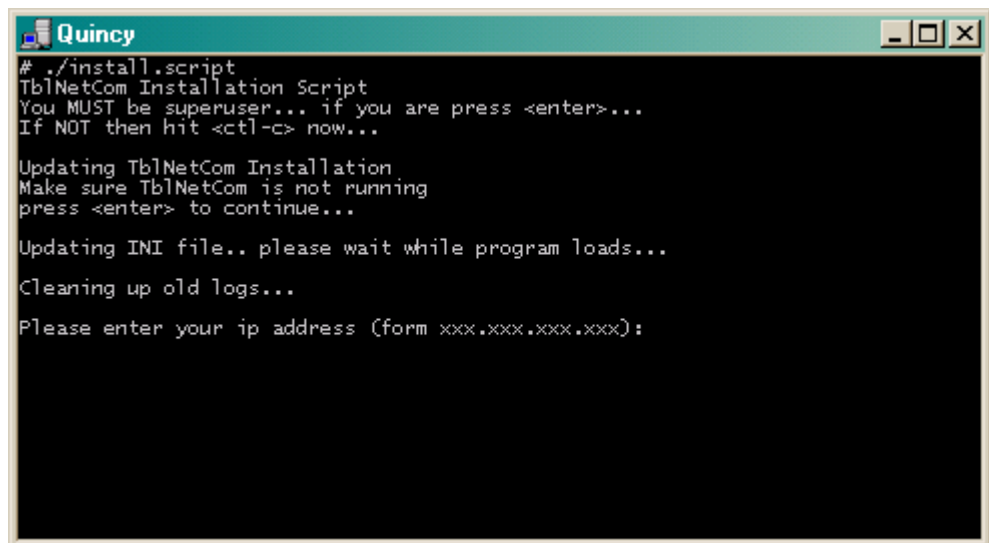
- 1 At the # prompt, type `cd ^/u/ddms/TblNetCom` and press Enter. (The symbol ^ designates a space.)
- 2 At the # prompt, type `./install.script` and press Enter.
- 3 The TblNetCom Installation Script prompt appears along with the message You Must Be Superuser. Press Enter.
- 4 At the prompt, enter the static IP address of your DDMS server. See Figure 4.
- 5 At the Terminal ID prompt, enter the terminal name that you created when setting up parameters in the (L1) screen. Press Enter. See Figure 5.

When following these instructions, remember that UNIX commands are case sensitive.

Note: If you have more than one Terminal ID setup, keep entering them until you are finished. Press Enter to continue. If you don't know if you have more than one Terminal ID, simply enter the one that you set up in the (L1) screen.

- 6 At the # prompt, type `exit` and press Enter.
- 7 At the Press Enter to Continue prompt, press Enter.
- 8 At this point, you should restart your system. To do this, type \$ from the Keyop Menu.

Figure 4: The IP address prompt



```
Quincy
# ./install.script
TblNetCom Installation Script
You MUST be superuser... if you are press <enter>...
If NOT then hit <ctl-c> now...

Updating TblNetCom Installation
Make sure TblNetCom is not running
press <enter> to continue...

Updating INI file.. please wait while program loads...

Cleaning up old logs...

Please enter your ip address (form xxx.xxx.xxx.xxx):
```

Setting Up Dealer Station on NT/2000 Systems

There are several steps involved in setting up an NT/2000 system for Dealer Station DDMS edition. You must configure your NT/2000 server, and you must install and configure the TBLNetCom Program. Your NT/2000 server must be connected to a network that has Internet access. In addition, you must have a static IP, default Gateway IP, and subnet IP.

Note: Since Dealer Station DDMS edition is a true Internet product, DDMS recommends that you set up Internet security such as a firewall. There are many different ways to do this. You might contact your ISP for assistance.

Since this machine is your DDMS server, it should have the TCP/IP Protocol listed with the IP Address and Subnet Mask already set up. However if this machine was not previously connected to the Internet, the gateway may not be set up.

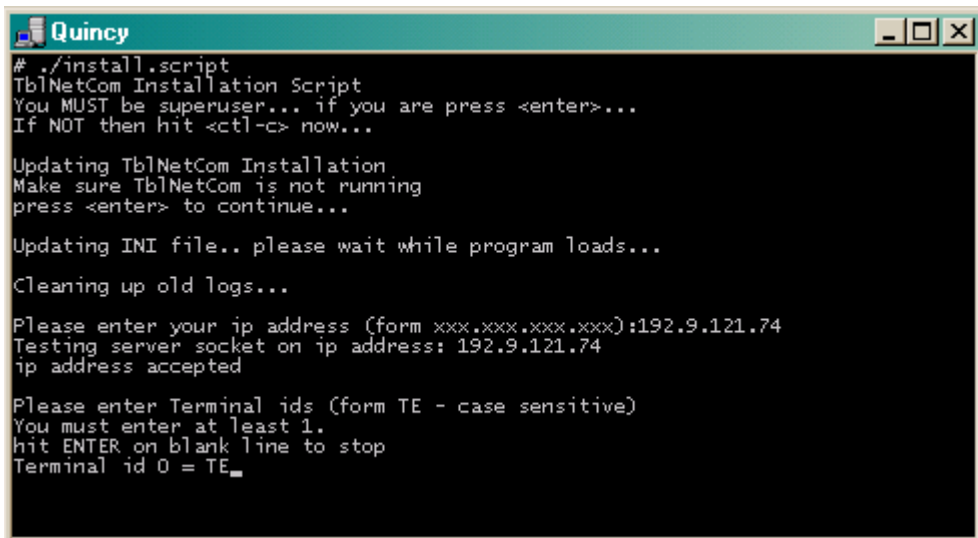
Configuring Your NT/2000 Server

Note: If your NT/2000 server is already set up on your internal network, the following steps are not necessary. Go to the heading **Configuring and Installing the TBLNetCom Program for the First Time**.

Use the following instructions to configure the TCP/IP properties on your NT/2000 server:

- 1 Locate the Network Places icon on your Windows desktop and right-click the icon.
- 2 Select Properties.
- 3 Right-click the Internal icon and select Properties.

Figure 5: The Terminal ID prompt



```
Quincy
# ./install.script
Tb|NetCom Installation Script
You MUST be superuser... if you are press <enter>...
If NOT then hit <ctl-c> now...

Updating Tb|NetCom Installation.
Make sure Tb|NetCom is not running
press <enter> to continue...

Updating INI file.. please wait while program loads...

Cleaning up old logs...

Please enter your ip address (form xxx.xxx.xxx.xxx):192.9.121.74
Testing server socket on ip address: 192.9.121.74
ip address accepted

Please enter Terminal ids (form TE - case sensitive)
You must enter at least 1.
hit ENTER on blank line to stop
Terminal id 0 = TE_
```

- 4 Highlight Internal Protocol then select Properties.
- 5 Select the Use the Following IP Address button then enter the IP Address and Subnet Mask for this machine or server.
- 6 In the Default Gateway box, enter the IP Address of the gateway or Router.
- 7 Click OK until you return to your Windows Desktop.
- 8 Restart your server before continuing.

Configuring and Installing the TBLNetCom Program for the First Time

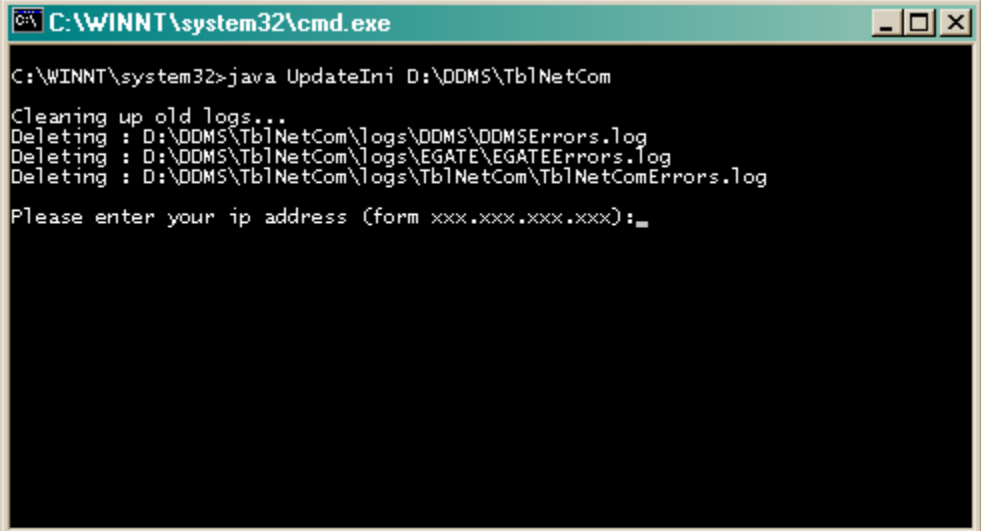
The first step is to load the TBLNetCom software on your NT/2000 system.

Note: If you previously installed WinNewCom on your NT/2000 system, you must remove it before installing TBLNetCom. You can uninstall WinNewCom through Control Panel just as you would any other Windows program.

Use the following instructions:

- 1 Close all applications on your system.
- 2 Insert the CD-ROM into the proper drive.
- 3 Click Start, then select Run.
- 4 In the Run window, type the letter of your CD-ROM drive then click Browse. For example, you might type **D:** or **E:**.

Figure 6: The IP Address Prompt



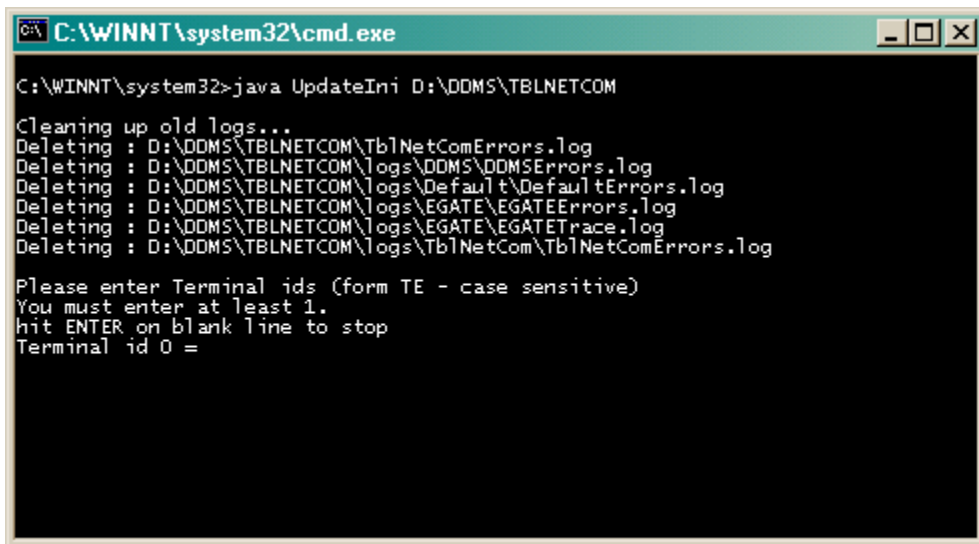
```
C:\WINNT\system32\cmd.exe
C:\WINNT\system32>java UpdateIni D:\DDMS\Tb1NetCom
Cleaning up old logs...
Deleting : D:\DDMS\Tb1NetCom\logs\DDMS\DDMSErrors.log
Deleting : D:\DDMS\Tb1NetCom\logs\EGATE\EGATEErrors.log
Deleting : D:\DDMS\Tb1NetCom\logs\Tb1NetCom\Tb1NetComErrors.log
Please enter your ip address (form xxx.xxx.xxx.xxx):_
```

- 5 In the Browse window, double-click the TBLNetCom folder.
- 6 Double-click Setup.exe. The TBLNetCom installation begins.
- 7 The installation continues until the Software License Agreement for the Java Software appears. Click Yes to accept the agreement.
- 8 The next prompt allows you to choose where to load the Java software. The default path is C:. You can enter a new path or click Next to continue. The system continues loading the Java software.
- 9 Click Next to continue. The system continues loading the Java software.
- 10 The Please Enter Your IP Address prompt appears. Enter the IP address of your DDMS server. See Figure 6.
- 11 The Terminal ID prompt appears, as shown in Figure 7. Enter your terminal ID for Dealer Station or an ID from the (L1) screen.

Note: If you have more than one Terminal ID setup, keep entering them until you are finished. Press Enter to continue. If you don't know if you have more than one Terminal ID, simply enter the one that you set up in the (L1) screen.

- 12 Close all open windows and restart your machine as you normally would.

Figure 7: The Terminal ID Prompt



```
C:\WINNT\system32\cmd.exe
C:\WINNT\system32>java UpdateIni D:\DDMS\TBLNETCOM
Cleaning up old logs...
Deleting : D:\DDMS\TBLNETCOM\Tb1NetComErrors.log
Deleting : D:\DDMS\TBLNETCOM\logs\DDMS\DDMSErrors.log
Deleting : D:\DDMS\TBLNETCOM\logs\Default\DefaultErrors.log
Deleting : D:\DDMS\TBLNETCOM\logs\EGATE\EGATEErrors.log
Deleting : D:\DDMS\TBLNETCOM\logs\EGATE\EGATETrace.log
Deleting : D:\DDMS\TBLNETCOM\logs\Tb1NetCom\Tb1NetComErrors.log

Please enter Terminal ids (form TE - case sensitive)
You must enter at least 1.
hit ENTER on blank line to stop
Terminal id 0 =
```

2

Updating Dealer Station

If you are updating your Dealer Station DDMS edition software, please use the instructions in this chapter.

Updating Dealer Station on Your PGD/OS System

If you are updating your PGD/OS system, verify that you are on the correct version of software. You must have version 4.0 or 5.9.14 or higher loaded on your DDMS system.

Updating Dealer Station on Your UNIX System

These instructions are intended only for those updating the TBLNetCom software on a UNIX system. If you are performing this function for the first time, please refer back to the beginning of this handout.

Updating the TBLNetCom Program

Use the following instructions to update the TBLNetCom program:

- 1 Insert the software update tape into the appropriate drive.
- 2 At the Keyop Menu, select the Software Update option and press Enter.
- 3 At the Select Media Drive prompt, select T for tape and press Enter.

Note: You are prompted for the tape drive only if you have more than one drive.

- 4 The program installation begins. You see files scrolling across the screen. Once the installation is complete, you return to the # prompt.

Configuring the TBLNetCom Program

You must configure the TBLNetCom Program with an IP and port number. Use the following instructions:

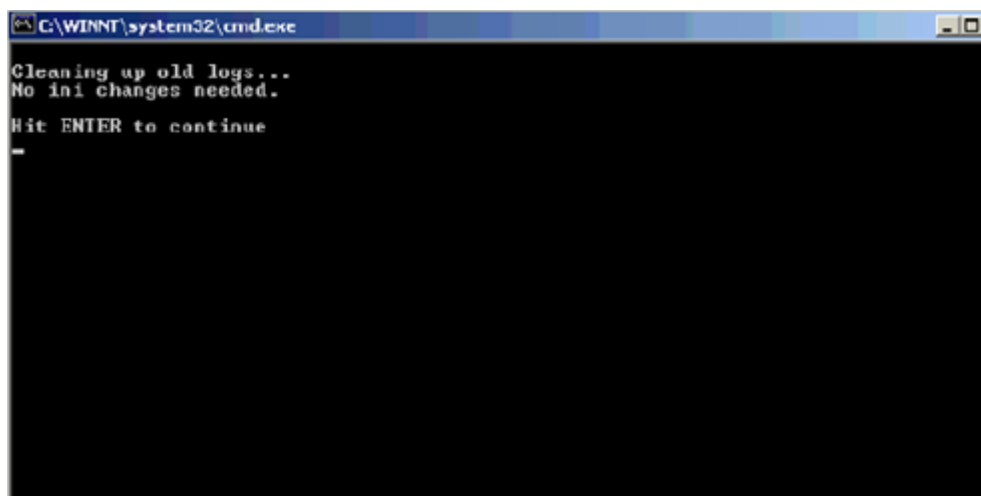
- 1 At the # prompt, type `cd ^/u/ddms/TblNetCom` and press Enter. (The symbol ^ designates a space.)
- 2 At the # prompt, type `./install.script` and press Enter.

- 3 The TblNetCom Installation Script prompt appears along with the message You Must Be Superuser. Press Enter.
 - If you are upgrading a TBLNetCom version earlier than 1.9, go to **Step 4**.
 - If you are upgrading TBLNetCom from Version 1.9 or higher, go to **Step 5**.
- 4 The Terminal ID prompt appears. At this point, you can logon to your Admin page to view the Terminal IDs that you currently have setup. At the Terminal ID prompt, enter the terminal names that appear and press Enter. Go to **Step 6**.

Note: If you have more than one Terminal ID setup, keep entering them until you are finished. Press Enter to continue. If you don't know if you have more than one Terminal ID, simply enter the one that you set up in the (L1) screen.

- 5 The No INI Changes Needed prompt appears, as shown in Figure 8. Press Enter to continue.
- 6 At the # prompt, type **exit** and press Enter.
- 7 At the Press Enter to Continue prompt, press Enter.
- 8 At this point, you should restart your system. To do this, type **\$** from the Keyop Menu.

Figure 8: The No INI File Changes Needed Prompt



Updating Dealer Station on Your NT/2000 System

Use the following instructions to update TBLNetCom:

- 1 Close all applications on your system.
- 2 Insert the CD-ROM into the proper drive.
- 3 Click Start, then select Run.
- 4 In the Run window, type the letter of your CD-ROM drive then click Browse. For example, you might type **D:** or **E:**.
- 5 In the Browse window, double-click the TBLNetCom folder.
- 6 Double-click Setup.exe. The system will begin installing TBL NetCom.
- 7 The installation will continue until the Software License Agreement for the Java Software appears. Click Yes to accept the agreement.
- 8 The next prompt allows you to choose where to load the Java software. The default path is C:. You can enter a new path or click Next to continue. The system continues loading the Java software.
 - If you are upgrading a TBLNetCom version earlier than 1.9, go to Step 9.
 - If you are upgrading TBLNetCom from Version 1.9 or higher, go to Step 10.
- 9 Click Next to continue. The system continues loading the Java software.
- 10 The Please Enter Your IP Address prompt appears. Enter the IP address of your DDMS server.
- 11 The Terminal ID prompt appears. Enter your terminal ID for Dealer Station or an ID from the (L1) Terminal and Ticket Parameters screen.

Note: If you have more than one Terminal ID setup, keep entering them until you are finished. Press Enter to continue. If you don't know if you have more than one Terminal ID, simply enter the one that you set up in the (L1) screen.

- 12 Close all open windows and restart your machine as you normally would.



Glossary

- ADSL** Asymmetric DSL shares the same line as the telephone, because it uses higher frequencies than the voice band. However, a POTS splitter must be installed on the customer's premises to separate the line between voice and ADSL. A version of ADSL, known as G.lite, Universal ADSL, ADSL Lite and splitterless ADSL, is geared to the consumer. It eliminates the splitter and associated installation charge, but all phones on the line must plug into low-pass filters to isolate them from the higher ADSL frequencies. ADSL is available in two modulation schemes: Discrete Multitone (DMT) or Carrierless Amplitude Phase (CAP).
- CSU/DSU** (Channel Service Unit/Digital (or Data) Service Unit) A pair of communications devices that connect an in-house line to an external digital circuit (T1, DDS, etc). It is similar to a modem, but connects a digital circuit rather than an analog one. The CSU terminates the external line at the customer's premises. It also provides diagnostics and allows for remote testing. If the customer's communication devices are T1 ready and have the proper interface, then the CSU is not required, only the DSU. The DSU does the actual transmitting and receiving of the signal and provides buffering and flow control. The DSU and CSU are often in the same unit. The DSU may also be built into the multiplexor, commonly used to combine the digital signals for high-speed lines.
- DSL** (Digital Subscriber Line) A technology that dramatically increases the digital capacity of ordinary telephone lines (the local loops) into the home or office. DSL speeds are tied to the distance between the customer and the telco central office. DSL is geared to two types of usage: Asymmetric DSL and Symmetric DSL. (see **ADSL** and **SDSL**.) DSL provides "always-on" operation. At the telco central office, DSL traffic is aggregated in a unit called the DSL Access Multiplexor (DSLAM) and forwarded to the appropriate ISP or data network.

Dynamic IP Address	An IP address that is automatically assigned to a client station in a TCP/IP network, typically by a DHCP server. Network devices that serve multiple users, such as servers and printers, are usually assigned static IP addresses.
Firewall	A method for keeping a network secure. Firewalls are widely used to give users access to the Internet in a secure fashion as well as to separate a company's public Web server from its internal network. They are also used to keep internal network segments secure.
Fractional T1	A service that provides less than full T1 capacity. Increments of 64 Kbps are provided.
Frame Relay	A high-speed packet switching protocol used in wide area networks (WANs). Providing a granular service of up to DS3 speed (45 Mbps), it has become very popular for LAN to LAN connections across remote distances.
Full T1	A 1.544 Mbps point-to-point dedicated, digital circuit provided by the telephone companies. A T1 line uses two wire pairs (one for transmit, one for receive) and time division multiplexing (TDM) to interleave 24 64-Kbps voice or data channels. The standard T1 frame is 193 bits long, which holds 24 8-bit voice samples and one synchronization bit with 8,000 frames transmitted per second. T1 is not restricted to digital voice or to 64 Kbps data streams. Channels may be combined and the total 1.544 Mbps capacity can be broken up as required.
ISDN	(Integrated Services Digital Network) An international telecommunications standard for providing a digital service from the customer's premises to the dial-up telephone network. ISDN turns one existing wire pair into two channels and four wire pairs into 23 channels for the delivery of voice, data or video. Unlike an analog modem, which converts digital signals into an equivalency in audio frequencies, ISDN deals only with digital transmission.
NAT	(Network Address Translation) Hides the IP addresses of client stations in an internal network by presenting one IP address to the outside world. Performs the translation back and forth.
Router Hardware	(or software) That can connect a local network to the Internet. Routers spend all their time looking at the destination addresses of the packets passing through them and deciding which route to send them on.

SDSL	Symmetric DSL is an HDSL variation that uses only one cable pair and is offered in a wide range of speeds from 144 Kbps to 1.5 Mbps. SDSL is a rate adaptive technology and like HDSL, SDSL cannot share lines with analog telephones.
T3	A 44.736 Mbps point-to-point dedicated line provided by the telephone companies. A T3 line provides 672 64-Kbps voice or data channels. T3 channels are widely used on the Internet.
Static IP Address	A permanent IP address that is assigned to a node in a TCP/IP network. Servers and routers are usually assigned static IP address, while client stations are often assigned dynamic IP addresses from a DHCP server each time they come online. Users connected to the Internet via cable modems and DSL either in the office or at home are also assigned long term (static) IP addresses, which makes them more vulnerable to hacker attacks than IP addresses that are dynamically assigned.
TCP/IP	(Transmission Control Protocol/Internet Protocol) A routable protocol. The IP part of TCP/IP provides the routing capability. In a routable protocol, all messages contain not only the address of the destination station, but the address of a destination network. This allows TCP/IP messages to be sent to multiple networks within an organization or around the world, hence its use in the worldwide Internet. Every client and server in a TCP/IP network requires an IP address, which is either permanently assigned or dynamically assigned at startup.