



January 1, 2012



For Your Immediate Information – The O/PUS® Canadian Update Quarterly Newsletter

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## ***ECi DDMS Offers Canadian O/PUS Saturday Support January 7***

ECi DDMS Technical Support will provide complimentary Quarter-End Saturday Support for Canadian dealers on Saturday, January 7, 2012, 9 AM - 4 PM Central Time.

During Canadian Quarter-End Saturday Support, you can contact ECi DDMS Technical Support with questions relating to quarter-end O/PUS procedures, by calling **800-366-4778**. There will be no charge for questions about your Canadian quarter-end O/PUS procedures.

However, if your call is AFTER SCHEDULED HOURS, or NOT RELATED to Canadian quarter-end O/PUS issues, you may be billed for 24/7 support. Faxes and emails to ECi DDMS Technical Support will not be processed until regular business hours resume Monday morning.

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## ***Download OPUSInstall Software Updates via ECi Support Portal***

**Current Release.** Updated quarterly, OPUSInstall installs software updates for:

- **Updated!** PSNControl Version 1.1.217 or higher.
- **Updated!** O/PUS SIMPLE Version 1.1.591 or higher.
- **Updated!** UpdateSPR.exe Multiloader v11213A or higher.
- Contract Wizard 2.0.36 or higher.

These software updates are not to be confused with item and pricing data updates that must be loaded using the latest software. You must still download OPUSCAN files via PSNControl, perform your quarterly update using SIMPLE, and (optional post-load procedure) process the superstore data updates.

Log in to <https://support.ecisolutions.com>

**Update Your Software**

Click Software Downloads, scroll down to OPUSInstall, and follow on-screen steps.

As an alternative if you do not have portal access, OPUSInstall may be obtained from [www.ddms.com/support/download/opusinstall.htm#download](http://www.ddms.com/support/download/opusinstall.htm#download).

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## ***Pre-Load: New Inventory File Compression Steps Using :SPCCMPJR***

Every quarter, many dealers experience hang-ups during item number conversion or during the Make-Buys unit of measure conversion. This is frequently due to invalid field definitions and/or previously deleted records that remain in the file until a file compression is performed.

**Previously**, to remove the previously deleted records, we recommended using the [Diag.exe](#) utility. **Now** we recommend the following **dedicated ;SPCCMPJR compression procedure** that will compress files as well as reset all field definitions. This process can be done up to two weeks prior to your O/PUS load.

For Detailed instructions, see Compress Inventory Files Using :SPCCMPJR Before O/PUS Load  
[www.ddms.com/Resources/Support/faq/opus/opCompressFilePreLoad.pdf](http://www.ddms.com/Resources/Support/faq/opus/opCompressFilePreLoad.pdf)



## **Updated DDMS EBS SQL Steps for Quarter-End**

In DDMS 8.16, the previous EBS Utility was replaced with the new EBS SQL Import Panel, which will automatically be running, along with the TBL Server, whenever you start up your DDMS server.

This EBS SQL Import Panel features a Scheduler Engine that may be of concern at quarter-end. During your O/PUS load process, if an import or SQL file synchronization kicks off, it could cause the O/PUS SIMPLE and post-load programs to take longer to complete.

**For optimal processing, stop the EBS SQL Import Scheduler Engine before you run SIMPLE.** ECi developers increasingly automated the process, but the steps differ depending on your DDMS version.

**If you are on DDMS 8.16.40 or higher:** Launching SIMPLE will **automatically stop** Scheduler Engine. However, it will not start again without manually starting it (even with a reboot of TBL or the server). AFTER your O/PUS and post-load procedures, when you are ready to re-import files into EBS SQL, launch the EBS SQL Import Panel and click **Start Scheduler Engine**. See post-load steps below.

**If you are on the older DDMS 8.16.0 - 8.16.39:** Launching the SIMPLE wizard will trigger a \* **PROMPT FOR YOU TO STOP** \* the Scheduler Engine if it is running. Please follow the steps below to toggle it off.

### **On SIMPLE Launch If Prompted to Stop Scheduler Engine:**

1. On a DDMS server running **DDMS 8.16.0-39**, click **Start > Programs > Startup > EBS SQL Import Control Panel**.
2. In the SQL Import Control Panel, click the **Stop Scheduler Engine** button in the top right corner. (The button toggles to say "Start Scheduler Engine", and the status indicators change.)

### **Post-Load: Start Scheduler, Full (not just delta) Import of Inventory & Contracts**

**Effective for all versions of DDMS 8.16 and higher:** Once the Scheduler Engine is stopped, it will not start again without manually starting it (even with a reboot of TBL or the server). When you are ready to re-import files into EBS SQL after all other post-load steps are complete:

1. On your DDMS server, click **Start > Programs > Startup > EBS SQL Import Control Panel**.
2. In the SQL Import Control Panel, click the **Start Scheduler Engine** button in the top right corner. (The button toggles to say "Stop Scheduler Engine", and the status indicators change.)
3. **IMPORTANT:** Changes made during the O/PUS load will NOT automatically synchronize with the SQL database in DDMS. Once all your O/PUS post-load and housekeeping steps are complete, you must do a **FULL (not just delta) Import of all I- inventory files and CONTRACTS**.

See Using EBS SQL Import Control Panel [www.ddms.com/Resources/Support/faq/utilities/EBSSQLimport.pdf](http://www.ddms.com/Resources/Support/faq/utilities/EBSSQLimport.pdf)

For better automation, consider downloading and installing the latest DDMS software update from the ECi Customer Support Portal (<https://support.ecisolutions.com>).



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## Complete Your Quarterly Update in Three Stages

### A. Download and Run OPUSInstall To Update Your Software For This Quarter

Every quarter, O/PUS releases software updates with enhancements to PSNControl, SIMPLE, and Contract Creator. These software changes are often required to improve your experience or accommodate changes in data format. OPUSInstall is a program that makes it easy to download and install your quarterly software updates.

It is required to download and run the OPUSInstall immediately before downloading the OPdb files from the PSN and performing your quarterly update. Once we announce the release of this quarter's OPUSInstall, you can download and follow detailed instructions from our Web site:

- **O/PUS Quick Reference Checklist** [www.ddms.com/Resources/Support/faq/opus/opusquickref.pdf](http://www.ddms.com/Resources/Support/faq/opus/opusquickref.pdf)
- **OPUSInstall** Effective June 15, 2009, you can securely download software updates via ECi Support Portal: **Login** to <https://support.ecisolutions.com>, click **Software Downloads**, and click **OPUSInstall**.

### B. Download Your Catalog and Price Plan Files using PSNControl

O/PUS distributes OPdb Multi-Vendor Catalog update files via the O/PUS PSN service. Our O/PUS PSN server is housed in our Tier 1 Data Center, which provides greater bandwidth, speed, and convenience. You are able to download any and all files, including the OPdb file 24 hours a day, 7 days a week.

Assuming you have an O/PUS PSN account, use PSNControl to download your item file update. For detailed instructions, see "Loading O/PUS Quarterly Multi-Vendor Catalog Updates" ([www.ddms.com/Resources/Support/faq/opus/OpusLoad.pdf](http://www.ddms.com/Resources/Support/faq/opus/OpusLoad.pdf)), beginning with the section titled "Using PSNControl to Download Quarterly Update Files".

**Note:** The Filename for the Canadian version of the OPdb MultiVendor catalog to download each quarter via PSNControl is: **OPUSCAN**

### C. Use SIMPLE to Load the OPdb Update

You **MUST** use SIMPLE, the graphical O/PUS loading program, to load the update.

Afterward, complete your post-load procedures. For instructions on SIMPLE and post-load tasks, see:

- "Loading O/PUS Quarterly Multi-Vendor Catalog Updates" ([www.ddms.com/Resources/Support/faq/opus/OpusLoad.pdf](http://www.ddms.com/Resources/Support/faq/opus/OpusLoad.pdf))
- "O/PUS Toolbox" ([www.ddms.com/Resources/Support/faq/opus/OpusToolbox.pdf](http://www.ddms.com/Resources/Support/faq/opus/OpusToolbox.pdf))
- O/PUS Quarter End Procedure FAQs & Doc ([www.ddms.com/support/faq/opus.htm](http://www.ddms.com/support/faq/opus.htm))

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## ECi DDMS Technical Support

If you have questions about loading the update, send your O/PUS loading parameters along with an Item Report - using the O/PUS ToolBox [ + I R (problem # -14)] to ECi DDMS Technical Support.

Upon receipt, a support call will be automatically entered for you. Your ECi DDMS Support team will determine how to best handle your ticket, and you will receive a return call.

**Portal Online:** <https://support.ecisolutions.com>

**Technical Support Fax:** 682.831.9909

**Email:** [ddmssupport@ecisolutions.com](mailto:ddmssupport@ecisolutions.com)

**Toll-Free 800-366-4778**

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## Other Reminders

**Managing Dated Goods:** This quarter's catalogs may contain dated goods such as calendars and planners for the year 2012 from many sources. To properly load these dated goods, see **page 13** of **Loading O/PUS** [www.ddms.com/Resources/Support/faq/opus/OPUSload.pdf](http://www.ddms.com/Resources/Support/faq/opus/OPUSload.pdf)

**Point-Of-Sale UPC Scanning Post-Load Procedure:** The O/PUS update loads the UPC code into the customer UPC field within the I-ALIAS file. For point-of-sale scanners to have access to the UPC codes, one of your post-load procedures should be to use the (+ET) Special program to copy them from customer UPC to customer Common. It is the same as copying customer UPC to Common in the (ES) Alias screen. Each quarter, you may delete the records from customer UPC (I-Alias) as the UPCs are being updated in customer Common.

**Re-Import Ensite EBS Data After "Housekeeping".** Changes made during the O/PUS load will NOT automatically synchronize with the SQL database in DDMS 8.11 or higher. If you previously validated and imported your SQL data, run a FULL import of your updated inventory data and contracts. See

- Post-Load FAQs [www.ddms.com/support/faq/opus.htm#post](http://www.ddms.com/support/faq/opus.htm#post)
- Using EBS SQL Import Control Panel  
[www.ddms.com/Resources/Support/faq/utilities/EBSSQLimport.pdf](http://www.ddms.com/Resources/Support/faq/utilities/EBSSQLimport.pdf)

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## O/PUS Resources Online

### Breaking News & Issues

For the current quarter's news, FYI<sup>2</sup> Notes, and any reported item problems, see O/PUS Update Notes ([www.ddms.com/support/opus\\_status.htm](http://www.ddms.com/support/opus_status.htm)). O/PUS recommends that you look here before you load your O/PUS update and periodically after you load to see if any situation applies to your business.

### Documentation on How to Load O/PUS and Vendor-Specific Files

You can find detailed How-to documentation on O/PUS software and individual vendors' price file loading programs on the O/PUS Documentation page ([www.ddms.com/support/doc/opusdoc.htm](http://www.ddms.com/support/doc/opusdoc.htm)).

### Frequently Asked Questions

You can find answers about O/PUS Quarter-End Procedures, categorized by pre-load, loading, post-load, and troubleshooting on our O/PUS FAQs page ([www.ddms.com/support/faq/opus.htm](http://www.ddms.com/support/faq/opus.htm)).

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## Let ECi DDMS Professional Services Load O/PUS for You

**ECi** DDMS<sup>®</sup>  
Professional Services

Let the DDMS Experts  
**LOAD O/PUS FOR YOU**

The banner features a stack of colorful papers on the right side.



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## Vendor Notes

### SPR Canada

Note: Please contact SPR Canada to determine which price plan, consumer level, and dealer cost level that you are participating.