



July 1, 2010



For Your Immediate Information – OPdb MultiVendor **Canadian** Update

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ECi Offers Complimentary Saturday Support Via Email/Portal July 3

ECi DDMS Technical Support will provide complimentary Period-End Saturday Support for all dealers on the following date—*via portal or e-mail*:

Saturday, July 3, 2010
9 AM - 4 PM Central Time

Since this date coincides with the Saturday Support provided to U.S. dealers, the contact method is different than usual for Canadian Saturday Support.

During the scheduled hours, you can send questions relating to day-end, month-end and quarter-end O/PUS procedures at no charge via portal or email. This time, PHONE CALLS ARE BILLABLE, AS THEY GO TO OUR 24/7 SERVICE.

- When using our **Online Portal** (fastest <https://support.ecisolutions.com>), your contact information is in our system, so you merely describe the issue and attach any files that may be helpful.
- When **emailing** (ddmssupport@ecisolutions.com) or faxing (682-831-9909) a Saturday Support request, please include a detailed problem description, your company name and account number, your first and last name, your e-mail address or phone number (and extension), and any relevant log files you can attach — to help us reach you and resolve the issue quickly.

During the scheduled hours for Quarter-End Saturday Support, there will be *no charge for questions about your quarter-end O/PUS procedures*. However, if your inquiry is received AFTER SCHEDULED HOURS, via PHONE, or ON A TOPIC UNRELATED to quarter-end O/PUS issues or period-end issues, you may be billed for 24/7 support.

ECi DDMS Professional Services Can Load O/PUS for You

ECi DDMS®
Professional Services

We Do O/PUS® For You!

Let the experts at ECi DDMS Professional Services do quarter-end for you:

- Four quarterly multi-vendor item updates annually
- An hour of one-on-one consulting to establish requirements
- A Pre-Load Questionnaire identifies your parameters and plans
- We load the latest O/PUS software
- We run the O/PUS SIMPLE Wizard
- We download & process your vendor price plans
- We set your purchasing vendor



* Restrictions apply. Customer retains responsibility for pre-load questionnaire, vendor plan information, dedicated systems, backup, and additional procedures.

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Download O/PUS Software Updates via ECi Support Portal

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

- **Updated!** PSNControl Version 1.1.199 or higher.
- **Updated!** O/PUS SIMPLE Version 1.1.548 or higher.
- **Updated!** UpdateSPR.exe Multiloader v00616a or higher.
- Instant Contract Eraser 1.0.0.0 or higher. (no change)

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 procedures.

Download Your Software Update Now. The OPUSInstall software update is now available for download from the ECi Customer Support Portal (<https://support.ecisolutions.com>).

1. Go to support.ecisolutions.com
2. Enter your unique **Email Address**.
3. Enter your password (For a temporary password, check the **I forgot my password** checkbox7.)
4. Click **Submit**.

On the login page above the sign-in box, check out Andrew's 10-minute video Guided Tour on portal features, and a 2-minute video on downloading the latest software.

5. If you requested a temporary password via email, click the link in your email to log in. At the prompts, change the password to one you can easily remember.
6. Click **Software Downloads** on the button bar at the top.
7. Scroll down to the **O/PUS** heading. Follow the steps on the screen.

Please Sign In

Email Address
yourname@sample.com

Password

I forgot my password. Send a temporary one to my email address. (Once you log in with the temporary password, you will be prompted to change it.)

Submit

Note: As an **alternative**, OPUSInstall may be obtained from the DDMS public site (www.ddms.com/support/download/opusinstall.htm#download) if you do not have portal access.

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.

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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

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

Other Reminders

Managing Dated Goods: This quarter's catalogs may contain dated goods such as calendars and planners for the year 2011 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

Pre-Load Packing Inventory and CONTRACTS Files Avoids Hang-Ups: Hangups during the ;SPC:CHGIT or (+IY) processes can be avoided. We recommend a pre-load procedure of compressing your Inventory and CONTRACTS files. This procedure may be done up to two weeks prior to your O/PUS load. For detailed instructions, see Compressing Files on the Windows Platform (www.ddms.com/Resources/Support/faq/windows/comp-windows.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
- Using EBS SQL Import Control Panel www.ddms.com/Resources/Support/faq/utilities/EBSSQLimport.pdf



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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

Toll-Free 800-366-4778

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
- **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), 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)
- "O/PUS Toolbox" (www.ddms.com/Resources/Support/faq/opus/OpusToolbox.pdf)
- O/PUS Quarter End Procedure FAQs & Doc (www.ddms.com/support/faq/opus.htm)



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O/PUS Resources Online

Breaking News & Issues

For the current quarter's news, FYI² Notes, and any reported item problems, see O/PUS Update Notes (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).

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).

Vendor Notes

SPR Canada

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