

*Installing Version 8
DDMS*



February 2011 Rev.



BEFORE Installing! Read This First!

Notes: Make sure you release all batches (or complete day-end steps) before loading software. Also G/L file conversions may take 30+ minutes. Installing software is a dedicated procedure. All other users should be logged off the system. If you previously installed version 8, files are not converted again. For more information, see <http://www.ddms.com/support/swupdates.htm#update>



1. If you are upgrading to Windows 2008, there are some setup procedures and configuration changes you must make. *Before upgrading, you must contact ECi Support.*
2. After installing version 8.13, there is a change in your General Ledger flow. All of your last year's business periods are open to posting. Prior to installing version 8.13, only periods 12 and 13 were open to posting. To resume the previous G/L flow, first set your passwords in the General Ledger Close Period Passwords Parameters boxes. Then, go to the new Close G/L Period dialog box and close period 11 of the last fiscal year.
 - 2.1 Go to Chart of Accounts and click View. Then click Close G/L Period.
 - 2.2 If you set up passwords in the General Ledger Close Period Passwords Parameters boxes, enter the password.

In the Close G/L Period dialog box, close the period. For example, if it is fiscal year 07, enter 11 in the Period box and 06 in the Fiscal box and close the period.
 - 2.3 For complete instructions on using this new feature, see your DDMS online help (after the v.8.13 installation).
- 3a. If you are on Microsoft Windows® 2000 and you are installing the client and server, you **MUST** install Service Pack 3 or greater before installing the DDMS software.
- 3b. If you are on Microsoft Windows 2003 and you are installing the server, you **MUST** install Service Pack 1 before installing the DDMS software.

Note: To see which service pack you are currently using, from your desktop, double-click My Computer. Click Help then select About Windows. Information about your operating system and service pack are displayed in this window. When finished, click OK.

If you do not have Service Pack 3 (Windows 2000) or greater or Service Pack 1 (Windows 2003), you must download the software and install it. The time needed to download depends on your internet connection. When downloading, you have the option of installing the file now or downloading it to install later. This program must be installed on your server. If your internet connection is not on your server, you must choose to download the files and install later. Otherwise, select whichever option is best for you.

For Windows 2000, go to <http://www.microsoft.com/technet/downloads/win2k.msp>

For Windows 2003, go to <http://www.microsoft.com/technet/downloads/winsrvr/servicepacks/default.msp>

Note: If you have questions on system options and installing these Microsoft products, see your system administrator or call Microsoft.

A new Scalable Networking Path (SNP) technology is enabled by default in Microsoft's Windows 2003 Service Pack 2. If your server's network card does not support SNP, Remote Procedure Call (RPC) automation errors and related issues may occur on your Windows client machines when transmitting large amounts of data.

If you are loading SP2 on your Windows 2003 server, you have two options:

Hardware Option: Be sure your server has a network interface card (NIC) that supports SNP technology on your DDMS server. For a list of compatible hardware vendors, see Microsoft's "Scalable Networking Partners" page (www.microsoft.com/technet/network/snp/partners.msp).

Registry Option: If your server NIC is not SNP-compatible, or if you are not ready to upgrade your hardware, some Windows registry changes will be needed after installing Windows 2003 SP2. For assistance, contact your DDMS Technical Support Team (support@eci2.com). The registry changes can be implemented at any time, but will not take effect until your server is rebooted. Later, once you install an SNP-compatible NIC on your DDMS server, contact your support team to restore registry settings to take advantage of SNP.

For more information on SNP technology, see www.microsoft.com/snp. For more information about DDMS customer-reported issues with vari-

If you installed version 7.12, you may have already completed Step 4.

If you installed version 7.11 or greater, you may have already completed Step 5.

ous Windows versions, see [Windows Platform Notes](http://www.ddms.com/support/release/windows.htm) on our Web site (www.ddms.com/support/release/windows.htm).

4. This CD contains Microsoft® .Net Framework, version 1.1. DDMS needs this program to run new features and future functionality. When installing this software on your server, Microsoft .NET Framework automatically installs.
5. After updating the server, you should have a new folder: DDMS\Services\Assemblies. *Before* updating the clients, this folder must be shared for all users with read-only permissions. (To do this, go to Explorer and navigate to the DDMS folder. Double-click the Services folder. Highlight the Assemblies folder. Then right-click and select Sharing and Security. In the Sharing tab, click Share This Folder. Click OK.)
6. Some applications now use a SQL database engine, which may affect your backup scripts. We've included these instructions in this package. You can also find them at <http://www.ddms.com/Resources/Support/faq/utilities/711SqlBak.pdf>.
7. When upgrading to Version 8.13, you *must* use this CD to install the client software on each of your client machines.
8. Changes in Hedberg software required salesperson numbers to increase to 5 characters. To continue using the DDMS/Hedberg interface, you must load version 8 and set the new salesperson cross reference numbers in the Salesperson database.
9. To use the new SQL Reporting features, there's a folder that must be shared on the server. On your server, navigate to the DDMS/Reporting folder and set the Reporting folder to shared.
10. Version 8.14 contains the new Furniture Industry Standard for tagging furniture items. When installing version 8.14, there are some procedures you must follow if you are using Furniture tags. If you do not use Furniture tags, install the software as you normally would.

When installing version 8.14.0 (or higher) DDMS software, furniture tags are automatically converted. Depending on the amount of tag information to be converted, installation time for furniture dealers may be increased.

The system automatically converts the current Tag Type field to Tag 1 and the current Tag Description field to Tag 2. The conversion views the P-MASTER, JOUR-S and all files listed in your (LGA) journals as well as the PO-MASTER and JOUR-PO files.

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If you are using Furniture Tags, you must manually convert and compress older sales journal files not stored in the (LGA) screen. *This is a dedicated function.*

11. After this installation, the EBS SQL Import Control Panel automatically opens. You must import your SQL data before using the Furniture Project Management window, Customer Price Plans, Price Modeling, and SQL Reporting. Before using this new program, refer to the *Using the EBS SQL Import Panel* handout that you received with this packet.



Where to Find Documentation for this Release

The Version 8 General Release software includes comprehensive online help in DDMS. You can click the Help button at the top of each window or press F1 at any time to view a help menu for the application in which you are working. Now, you can also access the latest online help files on our web site at <http://www.ddms.com/support/doc/ver8help.htm>

In addition to coverage of each graphical feature, the online help now includes all the features that currently remain in text-based screens. For example, every parameter is explained in the online help, and every communications screen.

The only software features not covered in online help are text-based screens that have been replaced with graphical applications. You can manage your inventory database in the Inventory window or the (E) screen, for example. In this case, online help covers the Inventory window, but not the (E) screen. Older text-based screens are well documented in the Standard Books and in *What's New in Versions 3 & 4*, which is on CD-Rom.

And remember when using the online help program, context-sensitive help is always at your fingertips. Simply place your cursor in the box and press F1.

For the latest documentation, go to www.ddms.com:

- 1 Click Support.
- 2 Select Doc, then click Version 8 Doc.
- 3 Select the *What's New In Version 8* handout. This handout contains a brief description of all the new features in Version 8.

To see the software changes for this version, go to www.ddms.com and use the following instructions:

- 1 Click Support.
- 2 Then select Program Updates.

Checking the Website for Release Information

You can check the DDMS website for information about this release before installing software.

- 1 Click the Support link then click Release Notes. View release notes *before* your installation.
- 2 Click Support then click S/W Updates. View software updates *before* your installation.

www.ddms.com

Backing Up SQL Data

Beginning with Version 7.11, some DDMS applications use a SQL database engine that stores data in a different folder than the standard volumes. It's important to ensure a complete backup in the event that you need to restore. Please verify that the SQL data is included in your daily and other period-end backups.

Manual or Third-Party Backup

If you perform manual backups or use a third-party backup software (such as Veritas), make sure you include the /ddms/client/ folder on the drive where DDMS is installed.

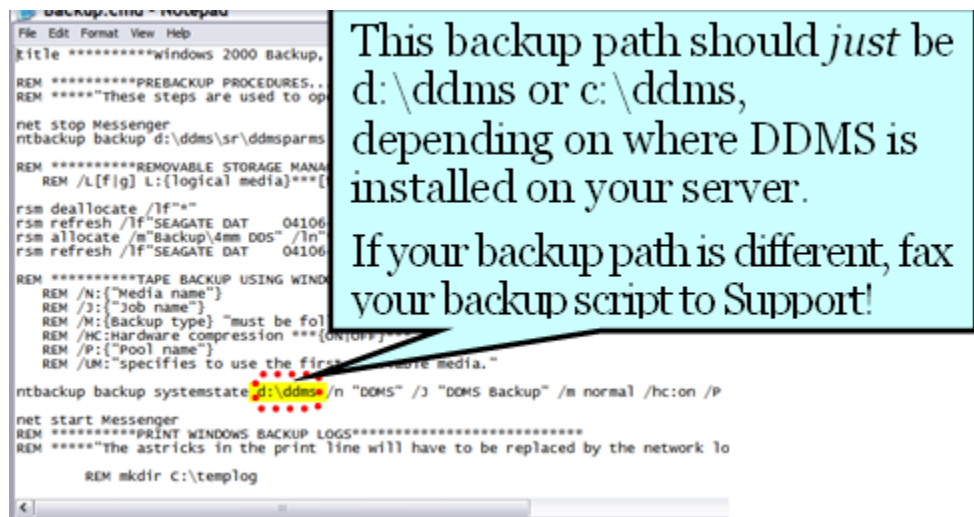
Automatic Proc File Backup

If your backups are being performed automatically through a proc, follow these steps to review your backup script:

- 1 Double-click My Computer on the DDMS server desktop.

Note: Do NOT double-click the backup file, or you will launch the backup!

- 2 Double-click the drive containing the DDMS software (normally D:\).
- 3 Double-click the DDMS folder.
- 4 Double-click the Bin folder.
- 5 Right-click Backup.cmd (or Backup if the list does not show file extensions).
- 6 Select Edit from the pop-up menu.
- 7 Find the backup command path highlighted below:



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- If your backup is set to C:\DDMS or D:\DDMS (the DDMS path on the drive where DDMS is installed), close the file and choose No if prompted to save changes. *No further action is needed. Your backup includes the SQL data.*
- If your backup path is different, choose File then Print from the menu bar, then close the file (choosing No if prompted to save changes). Fax to ECi Technical Support at 682-831-9909. Your support team will contact you to ensure your backups include the SQL data.

If you need assistance, please contact your support team.

STEPS Loading DDMS Software and Version 8



These instructions explain how to load your new software.

- 1 Check your system requirements for servers. For the most up-to-date requirements, please check our web site at www.ecisolutions.com/products/systems/ddms/ddms_equip.htm
- 2 Check your system requirements for clients. For the most up-to-date requirements, please check our web site at www.ecisolutions.com/products/systems/ddms/ddms_equip.htm
- 3 If you are loading DDMS for the first time, see **Network Considerations** on our web site at www.ddms.com/Resources/Support/faq/sw_updates/networkconsider.pdf
- 4 Perform a daily back of your DDMS Files before continuing.

Installing the DDMS Server and Client Software

- 5 Close all applications running, including any anti-virus software or other applications that are part of your start-up.
- 6 Insert the CD in the CD-ROM drive.
- 7 The Installation window opens, as shown in Figure 2. If the TBL Server is running, click Stop TBL Server.

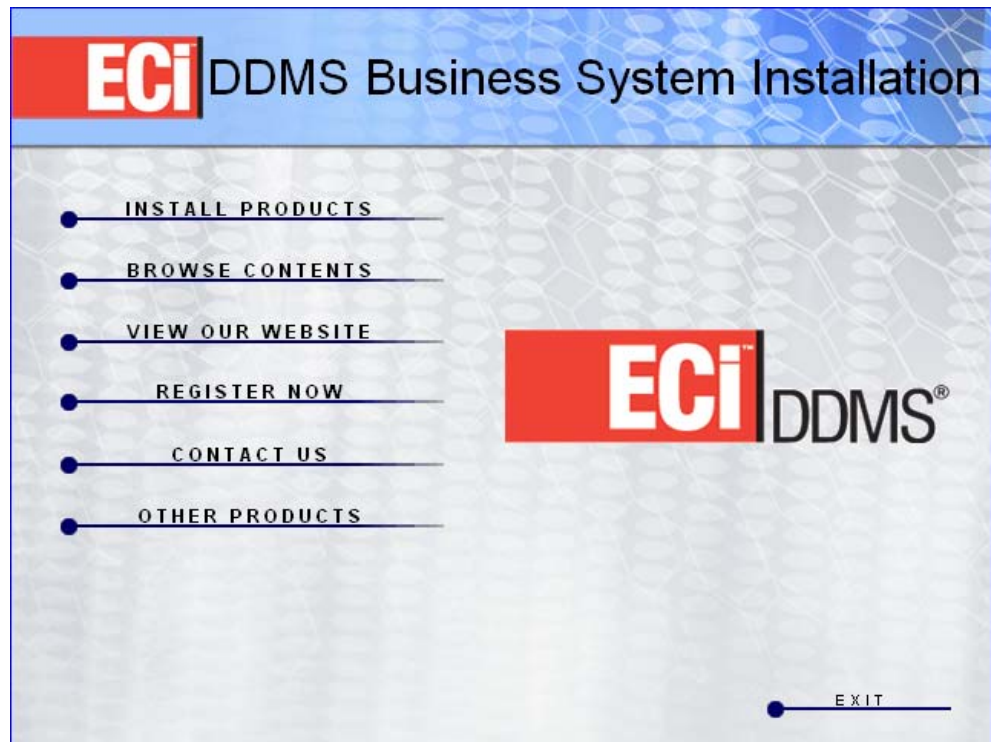


Figure 2: The Installation Window

Note: If the Installation window does not open, scroll to the CD-ROM drive on your computer and double-click Launch.exe.

8 Click Install Products.

Note: You can update from version 8.13 and later using the following instructions. If you are currently on an earlier version, contact DDMS support for assistance.

9 The Install Products window opens.

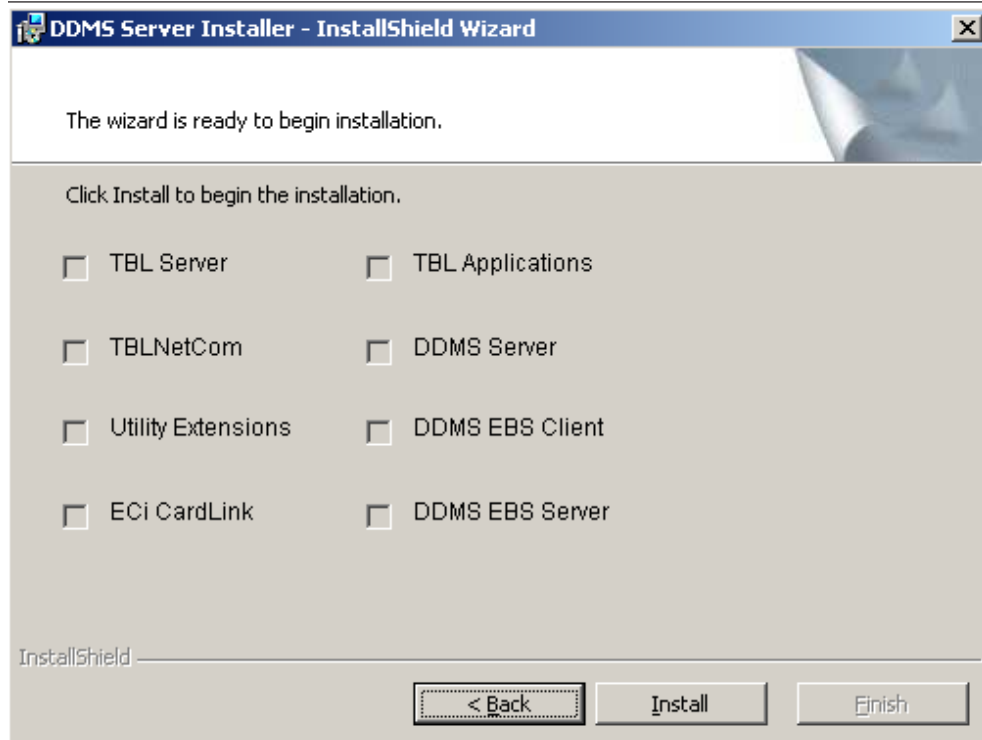
- Click Install DDMS Server to install the server software.
- Click Install DDMS Client to install the client software.

10 The Install Wizard window opens. Read the information; click Next.

11 The Choose Destination Location window opens. This box defaults to the D:\DDMS folder (or wherever your software is installed). Click Next to accept the default.


12 The Enter the Authorization Key box opens. (If you previously entered this authorization key, it should be display on screen. Click Next.) If entering the key for the first time, enter the authorization key in the box. You can enter this number with or without the dashes. Click Next.

Note: If the ReadOnly File Detected dialog box(es) appear, click Yes.



**Figure 3:
Installing
DDMS Server
Software**

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- 13 The DDMS Installer window opens, as shown in Figure 3. Click Install.
- 14 Each check box is marked after the software installation is complete. During the update, type **C** when prompted to continue.
- 15 When the Printer field appears, go to the heading **Printing the Software Update Report**.
- 16 When the update is complete, click Finish.
- 17 If you are prompted to reboot, click Yes.
- 18 When the system reboots, double-click the  icon on your desktop.
- 19 If you are installing DDMS for the first time, the Enter the Name of Your MTS Server prompt appears. Enter the name of your DDMS server or its IP address and click OK.

Note: If you don't know the name of your DDMS server, right-click My Computer on the server's desktop. Select Properties then click the Identification tab. The name of your DDMS server appears in the Computer Name field.

Some networks have problems recognizing the server name. In this case, you can specify the server's static IP address instead.

- 20 When installation is complete, you must share the DDMS/Client/Support folder (if you've previously done this, you don't need to do it again).
 - 20.1 In Windows Explorer, navigate to the DDMS/Client/Support folder.
 - 20.2 Right-click the folder, and select Sharing and Security from the menu.
 - 20.3 Click the Sharing tab then select Share This Folder.
 - 20.4 Click Permissions and select Read access only.
 - 20.5 Click OK.

Printing the Software Update Report

- 1 The Printer prompt appears. To print the conversion information, press Enter to accept the default printer or enter a different printer number. After the report prints, carefully review it to see that each conversion was successfully completed.

Note: If the report lists an error message, this indicates that an error occurred in the conversion program. To protect the integrity of your data, your software will be unauthorized until you contact the ECI Customer Support Department for assistance.

- 2 When the update is complete, click Yes, I Want to Restart My Computer Now then click Finish.
 - 3 To restart the AutoRun menu after you've rebooted your computer, you can open and close the CD-ROM *without* removing the ECI DDMS CD.
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Note: If you are installing DDMS for the first time, make sure you read **Network Considerations** on our web site at http://www.ddms.com/Resources/Support/faq/sw_updates/networkconsider.pdf before installing DDMS.

Proc Files Changes May Be Necessary

A proc file is simply a recorded set of keystrokes that run a selected program or report just as if you were manually entering the keystrokes yourself. Proc files can be valuable tools to automate certain repetitive procedures. In fact, many of you use proc files on a daily basis to handle routine procedures like your day-end backup and reports.

ECi is continually adding new functions and capabilities at the request of our customers. Sometimes it is necessary to add new fields and prompts to existing files and programs to implement these enhancements that have been requested.

If you use proc files to run any of these programs that have changed, you may need to modify the keystrokes in those proc files to allow for the additional new prompts and fields.

To help determine if your proc files need to be changed, please review all the documents included in this installation package. If your proc files include any of the screens or programs that are mentioned in these documents, you need to print out the proc files and confirm that the keystrokes are correct.

Note: If you don't know how to change your proc files, you can fax them to ECI DDMS Support at (682) 831-9909, or contact the proc's author (for example, an independent consultant).

After you have reviewed these documents and made any necessary changes to your proc files, you should also carefully review the results or reports produced by your proc files the next couple times they are run to insure they produce the desired results.