

Where to find Documentation for this release

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.

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

- 1 Click Support.
- 2 Select Doc.
- 3 Then click Version 5 Doc.

The *What's New In Version 5* handout contains a brief description of all the new features in Version 5.

And remember when using the eNsite program, Help is always at your fingertips. You can simply click the Help button at the top of each window or press F1 at any time. Besides the general help menu, you can also get context sensitive help by placing your cursor in the box that you want a definition for, then press F1.

www.ddms.com

Read This First!

1. Before loading this software update, please verify your current version of software. To verify your software version, use the following instructions:
 - Double-click the TBL Client icon. When the Master Menu appears, the version number appears in the top right-hand corner. For example, it might read Version 5.4.4.
 - Open TBL Server. From the Help Menu, select About TBL. A dialog box appears, displaying your current TBL version.

After you verify your software version, if you received a version of software earlier than your current version, DO NOT load this software. Call DDMS and request the correct version. If you did receive the correct version of software, use the installation instructions included in this document.

2. If you are loading Version 5 software, it contains an A/R conversion that must be run. Follow the installation instructions included in this package and the A/R conversion runs automatically.
3. If you are on Microsoft Windows 2000 and you are installing the client and server, you MUST install Service Pack 2 before installing the DDMS eNsite Pro software.

The amount of time needed to download will vary depending 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.

Use the following instructions to download the program from the web site:

- 1 Go to <http://www.microsoft.com/windows2000/downloads>
- 2 Highlight Downloads and click Service Packs.
- 3 To download click **Windows 2000 Service Pack 2**. Follow the prompts on your screen.

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





**Attention!
Serialized Dealers!**



Notice for Version 5.10.x !

When loading Version 5.10.x software, there are contract and meter billing changes. A new Next Meter Billing Date field has been added to the (EZL) screen. This field determines when a meter can be billed next. (In previous software versions, contracts had dates for the next billing, but meters did not.)

You control how the system determines the next billing date for *both* contract and meter billings by setting the new Update Next Bill Date parameter with the Contract Anniversary Day of Month in the (EZ1B) screen.

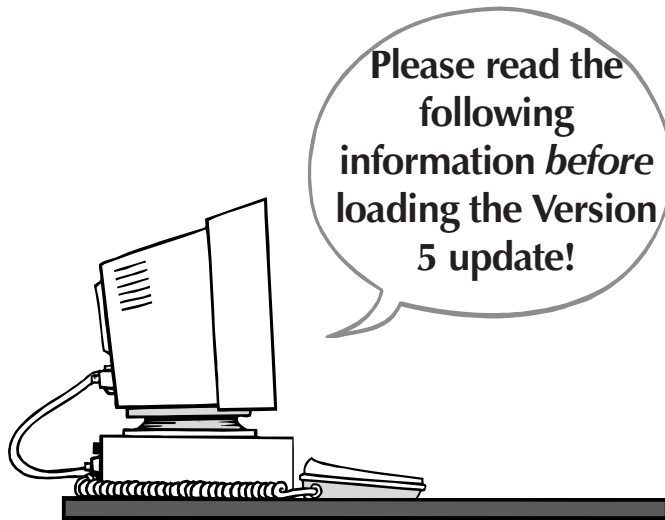
If you set this parameter to **Y**, the system uses the anniversary day of the month to set the next billing date. Suppose you have a contract that runs from 10/2/01 to 10/2/02, and it's set for monthly billings. If you run your billing on 10/5/01, the next billing date will be 11/2/01, because that's the anniversary date.

If you set this parameter to **N** or leave it blank, the system uses the report date to calculate the next billing date. Using the same example, if you bill on 10/5/01, the next billing date will be 11/5/01, since that is one month after this billing's report date.

Note: The report date defaults to the system date, but you can change it when running your billings. You could specify a report date of 10/1/01, for example, even though the default report date is 10/5/01.

**Important Serialized
Notice — Please Read!**





You must convert your A/R Journal files *after* you load the Version 5 update.

Converting A/R Journals Files

If you previously loaded Version 4 and performed the A/R Journals conversion, go to the heading **Convert A/R Journals Version 5**.

If you are not sure if you performed this conversion previously, use the following instructions to make sure your A/R journal files have been converted:

- Step 1:** Go to the (Z) screen and select the [E2] Disk File function.
- Step 2:** In the Enter File Name field, type **JNL-AR** and press Tab.
- Step 3:** In the Unit # field, enter the volume serial where this file is located. For example, if your A/R files are stored on Unit #4, type 04.
- Step 4:** The Starting Byte to Display prompt appears. There is a number in parenthesis at the end of the prompt. If this number is 166, this means that your A/R journal files have been converted. If this number is lower, for example 124, your A/R journal files have not been converted.

If you have previously converted the A/R journals, go to the heading **Convert A/R Journals Version 5**. If you have not previously converted these files, go to **Convert A/R Journals Version 4**.

Convert A/R Journals Version 4

After you load your new software, the system will automatically convert your current (A/R) accounts receivable files (in conjunction with the new sales tax enhancements made for Version 4).

However, the system will *not* convert any of your archived A/R journal files. When you purge invoices through either the (O) or (OR) screen, the purged invoices can be completely removed from your system, or you can archive (save) them in an archived A/R journal file.



An archived A/R journal file may be named JNL-AR, which is what the system defaults to name the file when purging, or you may have renamed this file. In either case, to be able to view the older, archived A/R journal files, you must manually convert the files that contain your purged invoices.

To convert your purged A/R journals after the software is installed, use the [B4] Execute Program function in the (Z) System Utilities screen. When the cursor moves to the Enter File Name field, type ;SPCCNVJA. In the Enter Unit # field, press Enter. You can then enter the A/R journal files you want to convert, along with their corresponding volumes.

Go to the heading **Convert A/R Journals Version 5** to complete the conversion of your A/R journal files for Version 5.

Convert A/R Journals Version 5

After you load your new software, the system will automatically convert your current (A/R) accounts receivable files (in conjunction with the new sales tax enhancements made for Version 5).

However, the system will *not* convert any of your archived A/R journal files. When you purge invoices through either the (O) or (OR) screen, the purged invoices can be completely removed from your system, or you can archive (save) them in an archived A/R journal file.

An archived A/R journal file may be named JNL-AR, which is what the system defaults to name the file when purging, or you may have renamed this file. In either case, to be able to view the older, archived A/R journal files, you must manually convert the files that contain your purged invoices.

To convert your purged A/R journals after the software is installed, use the [B4] Execute Program function in the (Z) System Utilities screen. When the cursor moves to the Enter File Name field, type ;SPC:ARSJ5. In the Enter Unit # field, press Enter. You can then enter the A/R journal files you want to convert, along with their corresponding volumes.

Thank you for choosing DDMS!

eNsite

Installing eNsite Software

Installing eNsite Software

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<p>NOTICE: Although eNsite is designed to run under Microsoft Windows 2000, Silver Plus cannot provide technical support for Microsoft Windows 2000. If you require assistance installing or using Microsoft Windows 2000, please contact your vendor or Microsoft.</p>
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Installing eNsite Software

Please read this entire document before scheduling your software installation.

Congratulations! The eNsite software package represents 20 years of experience and innovation, combined with the integration of the most modern database management tools available.

Because eNsite software is a new product, not merely an upgrade, its software requirements and installation are also new.

To take advantage of new features and capabilities of the latest Windows operating system, our software must be programmed to meet that platform's requirements. eNsite version 5.4.2 (or greater) includes advanced features that require it to run on Windows 2000 Server or Professional rather than the Windows NT platform.

Your first installation of eNsite software requires a substantial amount of time. You may check or change network configuration settings, install several new software components on your Silver Plus server, and convert some database files. In addition to updating your Silver Plus server, you load eNsite client software on each workstation that uses the eNsite interface.

Please read these instructions carefully before proceeding.

Silver Plus recommends that you review all the steps included in these instructions and then schedule about a week to accomplish this transition.

After this first installation, future eNsite upgrades should be relatively quick and simple procedures performed on the server only.

By spacing these procedures out over 4 or 5 days, you can minimize business down time for installation and take a little time to confirm that each step is thoroughly completed without error. Although some installation steps are dedicated, you can continue normal procedures *between* each installation step.

By design, every PC running the eNsite client software checks the server for newer programs each time you log in. If the eNsite server software has been upgraded, the client software updates itself from the server, and then completes the login process. However, when major new features are added, you may be instructed to update each client manually with a separate software installation.

Installation at a Glance

The basic steps for installing eNsite are listed below. For each step that requires a more detailed description, a reference to the appropriate heading is included below.

- 1 Check for all included items in this package (see **Package Contents** below).
- 2 Completely read these instructions prior to installing any software.
- 3 Review and acquire the required software components, where necessary (see **Minimum Software Requirements for your Windows 2000 Server or Professional** and **Minimum Software Requirements for Client Workstations**).
- 4 Make sure your network is correctly set up for eNsite (see **Network Considerations**).
- 5 Load the latest Silver Plus TBL (Text Based Language) software and the latest Version 5 application software (see **Loading Silver Plus TBL Software and Version 5**).
- 6 Run the ;SPCFLDS file conversion program (see **Running the ;SPCFLDS Program**).
- 7 Complete and return the included eNsite Authorization Request form.
- 8 Install the eNsite Server software (see **Loading eNsite Graphical Server Software**).
- 9 Install the eNsite Graphical Client software (see **Installing eNsite Graphical Client on a Workstation**).

Package Contents

- eNsite software CD
- Installing eNsite Software (this document)
- eNsite Authorization Request form.

Minimum Software Requirements for your Windows 2000 Server or Professional

- DDMS Text Based Language (TBL), latest version*
- Silver Plus applications, latest version*
- Microsoft Windows 2000 Server or Professional
- Microsoft Internet Explorer 4.01 (with Service Pack 2) or later

* The latest versions of Silver Plus TBL and the Silver Plus applications are included on the eNsite CD.

Minimum Software Requirements for Client Workstations

You can install eNsite Graphical Client on a PC if it has the following software installed:

- Windows® 98SE/NT 4.0 (with Service Pack 4.0) or greater/2000 (with Service Pack 2.0)/Me/XP Professional
- Microsoft Internet Explorer 4.01 or later.

Remember to always check our web site at www.ddms.com for the latest in system requirements.

Network Considerations

Before you can use eNsite, each user must be properly set up on your network.

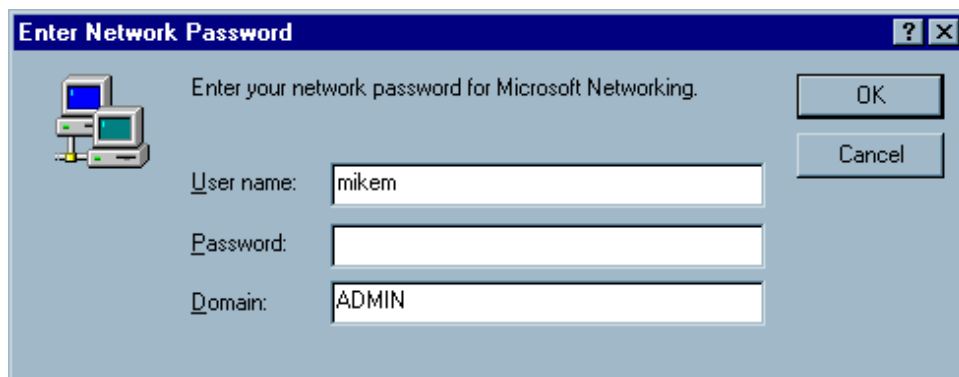
Note: This section does not contain complete, step-by-step instructions; detailed network instruction is beyond the scope of this document. You need your network administrator's help to check each of the considerations discussed here.

How You Log onto Your PC Matters Now

Even if your network worked well with text-based Silver Plus software, it may need to be modified for eNsite, since the graphical software interacts more with the network. The text-based software uses Telnet to run applications from a PC. With Telnet, the PC's user information does not matter, because the network does not check it.

eNsite works with Microsoft Transaction Server which checks the network user name and password to see if a particular user has permission to access this software.

When you start a PC that's properly set up on a network, you should see a Login dialog box like this:



The screenshot shows a Windows-style dialog box titled "Enter Network Password". The dialog has a blue title bar with a question mark icon and a close button (X). The main area is light blue and contains a small icon of a computer on the left. The text "Enter your network password for Microsoft Networking." is centered. Below this are three input fields: "User name:" with the text "mikem", "Password:" which is empty, and "Domain:" with the text "ADMIN". On the right side of the dialog, there are two buttons: "OK" and "Cancel".

Notice that this dialog box is titled Enter Network Password, and it includes a network icon (two computers linked together). The last box in this dialog box, Domain, only appears if you have domains set up on your network. (Domains are optional; you do not need to set them up to use eNsite.)

There is another Login dialog box that may appear instead. It does not include the word network, and does not have the network icon. If this alternate dialog box appears, your PC has not been properly configured for your network.

If the Enter Network Password window does appear, you must specify a user name and password that are set up for normal user rights.

Note: The network will not check your user name and password when you log on, unless you have domains set up. If you click Cancel instead of entering a password, for example, your PC functions normally -- you'll even be able to see network drives and printers. However, you will not be able to use network features or eNsite.

A Simple Test

To see if your user name and password are correctly set up on your network, do the following:

- 1 Go to your eNsite server, and click Start.
- 2 Click Programs, and then click Windows Explorer.
- 3 Navigate to your (C:) drive. If necessary, click the plus sign (+) to the left of the (C:) icon, so that you can see the folders it contains.
- 4 Right-click a folder, and select Sharing ... from the menu.
- 5 Click the Shared As option.
- 6 Click OK.
- 7 Now go to your Client, and start Windows Explorer. Navigate to Network Neighborhood*servername*\C drive.
- 8 Attempt to open the folder you shared on the eNsite server by double-clicking it.

If you can view the contents of the folder, your PC is correctly set up to use network resources, and you'll be able to use eNsite.

If you see a window that prompts for a password to *servername*\IPC\$ (where *servername* is the name of your eNsite server), then you do not have permission to access that server. You will not be able to access eNsite from your PC until this issue is resolved.

- 9 If you're properly set up to use network resources, go to **Checking your Protocols**.

If you're not properly set up to use network resources, your network administrator should check the following:

If your network has a primary domain controller:

- Make the eNsite server a member server in the primary domain.
- Log the eNsite server into the primary domain using a domain admin account.
- Set up each person who will use eNsite as a user with a domain account.
- Make sure that users log on to their client machines using these domain accounts.

If your network does not have a primary domain controller:

- When you log onto this kind of network, it accepts any login name and password you enter; it does not check to see if the name and password have user rights. However, if you attempt to access network resources, such as your eNsite software, the network will then check, and if your login information does not have the appropriate rights, you'll receive an error message.
- Check to see whether the user misspelled her user name or password when logging in.
- Make sure that the user's PC has Client for Microsoft Networks installed, and that it is installed correctly.
- If the user does not have a valid user account with normal user rights, set up an account. Have the user log off, and then log on using the new name and account.
- See if the user mistook the Windows logon for the network logon. If a computer has two different user names and passwords set up, one for Windows and one for the network, you'll see two logon prompts when the machine boots. The name and password that are set up on the eNsite server must be entered in the Enter Network Password dialog box.

Checking Your Protocols

eNsite makes use of the TCP/IP protocol. This protocol must be the first one your eNsite server tries to use. (If the NetBEUI protocol is the first one the server tries to use, it can cause problems with eNsite.)

To see if TCP/IP is installed as the first protocol, follow these steps:

- 1 Go to the eNsite server, click Start, then Settings, then Control Panel.
- 2 Within the Control Panel, double-click Network.

- 3 When the Network window appears, click the Protocols tab.
- 4 The TCP/IP protocol should be the first one listed.

If it is, go to **Step 5**.

If TCP/IP is not listed, do the following:

- Write down the settings for each protocol that's installed, and then delete them.
- Install TCP/IP. When you do, specify a static IP address; do not use a dynamic address obtained from a DHCP server. (You specify these settings on the IP Address tab, under TCP/IP Properties.)
- If necessary, reinstall the protocols you deleted. *This completes the procedure.* To continue installing eNsite Pro, go to the heading **Loading Silver Plus TBL Software and Version 5**.

If TCP/IP is listed, but is not the first protocol, do the following:

- Write down the settings for each protocol other than TCP/IP that's installed, and then delete them.
 - If necessary, reinstall the protocols you deleted. (This will make the TCP/IP protocol first.)
 - Go to **Step 5**.
- 5 Make sure that your TCP/IP protocol is set to use a static IP address. To check:
 - Make sure that you're on the Protocols tab, and highlight TCP/IP Protocol.
 - Click Properties.
 - If the IP Address tab is not open, click it.
 - If you're set for a static IP address, the Specify an IP Address option should be selected, and a static IP address should be specified in the IP Address field.

If you have Obtain an IP Address From a DHCP Server selected, you need to obtain a static IP address and change your settings appropriately.

Loading Silver Plus TBL Software and Version 5

These instructions briefly explain how to load your new software. If you need assistance with any of these steps, please call Silver Plus Support. Follow these instructions:

- 1 Insert the CD in the CD-ROM drive.

- 2 The DDMS Web Page Information text box appears. After reading the displayed text message, close the text box.
- 3 The Installation Window appears. If the TBL Server is running, click Stop TBL Server.
- 4 Insert a tape into the tape drive and click **Backup DDMS Files**.
- 5 Select your operating system, Microsoft Windows NT or Microsoft Windows 2000, and follow the prompts on your screen.
- 6 When the Backup window appears, click the Backup tab.
- 7 Click the C: and D: boxes to back up both drives.

Note: These instructions assume that your drive is partitioned into two drives: C: and D:. If it's not partitioned or is assigned another letter, substitute that letter here. If your drive is E:, for example, select E: to backup.

- 8 Click the Start Backup button. The system backs up the drives you selected.
- 9 When the backup is complete, click **Update TBL Software**. (Updating TBL software will install TBLNetComm and UtilExt. The system will also update the Java runtime environment if it is required.)

Note: Before you update the TBL software, you should compare your current version with the version number printed on the CD-ROM. To see the version number of your current TBL software, open TBL Server, click Help, then click About TBLServer.

- 10 Click Read Update Information. When you finish reading this information, close this text box.
- 11 Click Install Software Update.
- 12 When the update is complete, click Finish.
- 13 When the second installation screen appears, click Back to return to the first installation screen.
- 14 From the first installation screen, click Update DDMS Software.
- 15 Read the text box that appears, then click Next.
- 16 The TBL Server Window opens and is minimized.
- 17 The files were copied to your drive and now the system launches the conversion program. (The conversion program screen may be behind the open window. To access the screen, minimize the current open window.)

- 18 You must enter the conversion password to continue. Type **4LOAD** and press Enter.
- 19 When the update is complete, type **C** to continue.
- 20 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 file was successfully updated.

Note: If the report lists an error message, this indicates that an error occurred when the file was updated. In order to protect the integrity of your data, your software will be unauthorized until you contact the Silver Plus Customer Support Department for assistance.

- 21 Click Finish to complete the update.
- 22 When the update is complete, click Restart System.
- 23 Click Yes, Reboot to restart your system.

Running the ;SPCFLDS program

The Silver Plus NT text-based software that you currently work with uses a dBase file system. That dBase file system also offers features and functionality that the text-based software didn't need. The eNsite software takes full advantage of these additional features. The ;SPCFLDS program will modify all the necessary database files to make these features available to the eNsite Interface. After your databases have been modified, they will still be compatible with the Silver Plus text-based software.

The ;SPCFLDS program will modify all of your active database files. Depending on the size of your files and the amount of history you wish to convert, this program could take anywhere from 30 minutes to two hours. In addition to current files, the program will read your parameters and automatically convert old sales and purchase order journals. If you want to minimize installation time, these file names can be temporarily removed from the parameters screens. These old files can be converted individually at a later time. However, the history queries in the eNsite Interface will not be able to read these files until they have been converted.

Use the following instructions:

- 1 In the TBL Server window, click the Utilities menu and click Stop.
- 2 From the Silver Plus Master Menu, go to the (Z) System Utilities screen and select the [B4] Execute Program function.
- 3 In the Enter File Name field, type **;SPCFLDS** and press Enter.
- 4 The system will run the ;SPCFLDS program.

Note: You must complete and return the included eNsite Authorization Request form before you can continue with the installation.

Loading eNsite Graphical Server Software

When you begin the installation, the system will check to see if the required Microsoft programs have been installed. If the installation does not detect these applications, you will get an error message indicating which programs need to be installed. The installation will stop so that you can install these programs.

To install the graphical software:

- 1 Shut down all applications that you may have running including any anti-virus software or other applications that are part of your start-up.
- 2 Insert the eNsite CD into the CD-ROM drive on your Silver Plus server.
- 3 When the installation window appears, click Update eNsite/eNsite Pro.
- 4 In the eNsite Software Update window, click Install Server Software.
- 5 The eNsite Server Install window appears. Click **Next** to continue.
- 6 Follow the prompts on your screen. DDMS recommends that you accept the defaults.
- 7 Wait for the Install Shield button to clear from the task bar.
- 8 When finished, click the Back button and restart your system.
- 9 When the system reboots, your DDMS\Client\Support folder must be set up for sharing.

To share the folder:

- Open Explorer and locate the D:\DDMS\Client\Support folder. (Your software may be installed on a different drive, for example, C:. However, the D: drive is the default.)
 - Highlight the D:\DDMS\Client\Support folder and right-click.
 - Select Sharing.
 - In the Sharing tab, click Shared As then click Apply.
 - Click OK. Close Explorer.
- 10 Double-click the eNsite Graphical icon that was loaded on your desktop.
 - 11 The Enter the Name of Your MTS Server prompt appears. Enter the name of your Silver Plus server and click OK.

Note: If you don't know the name of your Silver Plus server, right-click the Network Neighborhood icon on the server's desktop. Select Properties then click the Identification tab. The name of your Silver Plus 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.

Installing eNsite Graphical Client on a Workstation

You can install eNsite Graphical Client on your Windows 98SE, NT, or 2000 workstation. You must also install Microsoft Internet Explorer 4.01 or greater on the workstation. If your workstation is on Windows NT, it must be version 4.0 (with Service Pack 4.0) or greater.

Note: You must do this when you load eNsite for the first time. When you update the server with subsequent versions, the system should automatically update the workstations. However, if this fails to happen for any reason (because there are several versions released between the software you have and the new one you're loading, for example), you can use the procedure below.

Follow these steps to install the eNsite Graphical Client:

- 1** Shut down all applications that you may have running, including any anti-virus software or other applications that are part of your start-up.
- 2** Insert the eNsite Interface CD into the CD-ROM drive on your workstation.
- 3** When the installation window appears, click Update eNsite/eNsite Pro.
- 4** In the eNsite Software Update window, click Install Server Software.
- 5** The eNsite Client Install window appears. Click **Next** to continue.
- 6** Follow the prompts on your screen. DDMS recommends that you accept the defaults.
- 7** Wait for the Install Shield button to clear from the task bar.
- 8** When finished, click the Back button and restart your system.
- 9** When the system reboots, open the eNsite program by double-clicking the Graphical Interface Client icon on your desktop. The Enter the Name of Your MTS Server prompt appears. Enter the name of your Silver Plus server or its IP address and click OK.

Note: If you don't know the name of your Silver Plus server, go to the server and right-click the Network Neighborhood icon. Select Properties then click the Identification tab. The name of your Silver Plus 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.
