System Maintenance

ECi DDMS®

Contents

To get the most up-to-date documentation, read your Ensite Pro online help. Online help is not only available as part of your software, but is updated periodically on our web site. And remember when using the online help program, context-sensitive help is always at your fingertips. Simply place your cursor in the box you have a question about, then press F1.

About System Maintenance

In this session, we discuss maintenance tasks you can perform using Ensite Pro, including:

- Creating File Printers
- TBL Server
- Deleting Temp Files
- Copying, Moving, Deleting Files
- Checking for File Problems
- Purging Autocomm II Temp Files
- Backing Up Files and Restoring Backups
- Maintaining Inventory
- Understaning Month-End Sales Journal Functions
- Remaining and Merging Sales Journals.

Creating File Printers

File printers allow you to print data to a file as opposed to printing on paper. You can set up as many file printers as needed. When reports are run and printed to a file printer, the printout is saved in a .txt format and is easily read using the Microsoft Notepad program.

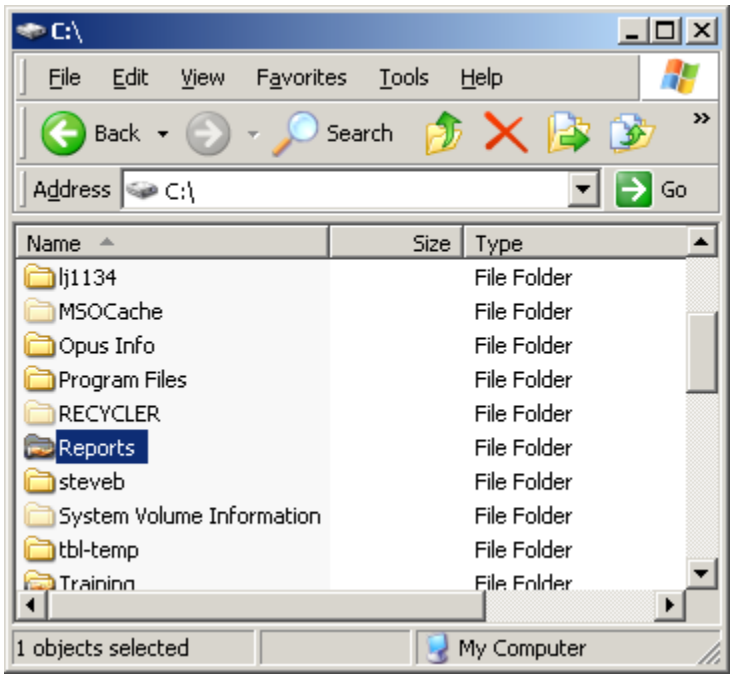


Figure 1: The Reports Folder

How to Create File Printers

1. We recommend you create, and share, a separate folder on the DDMS server C:\ or D:\ drive. In the example shown in Figure 1, a folder named Reports has been created.
2. After the folder has been created, right-click the folder and select the Sharing and Security option.
3. Select the Share this folder option and click Apply at the bottom of the Reports Properties window. Sharing this folder allows all users the ability to view any information contained in the Reports folder.
4. To create individual file printers, click Start and select the Settings option. Select the Printers and Faxes option.
5. Click the Add printer icon to open the Add Printer Wizard dialog box and click Next.
6. Select the Local Printer Attached to this Computer option. Make sure the Automatically Detect and Install My Plug and Play Printer box is clear and click Next.
7. Select the Create a New Port option.
8. Select Local Port from the drop down menu and click Next.
9. A Port Name dialog box opens. This is the path the printer uses to create the .txt document. To complete the port name, type C:\Reports\username.txt or D:\Reports\username.txt, whichever is accurate.
10. Click OK. In the example shown in Figure 2, the file printer was specifically created for John.

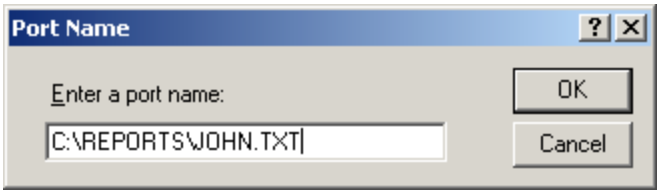


Figure 2: Entering a Port Name

11 In the Manufacturer options shown on the left side, select the Generic Manufacturer option.

12 In the Printers options shown on the right side, select the Generic / Text Only option. Click Next.

13 Select the Keep Exiting Driver (Recommended) option. Click Next.

14 Select a printer name for the printer you just created. Select the No option since this printer is not to be used as the default printer.

15 Select the Do Not Share this Printer option. Click Next.

16 When asked to print a test page, select Yes. Click Next. *ECi strongly recommends that you print the test page.*

17 When your printer settings open, click Finish.

18 The last window in this setup process indicates that a test has been sent to the printer. Open the C:\Reports folder (or D:\) to verify that the test page printed successfully. When you have verified that the test page printed successfully, you must add the printer to TBL Configuration for it to be used by DDMS.

Adding File Printers to TBL Configuration

1 Open TBL Configuration and click the Printer Definitions options. This allows you to see which printer names are currently in use. All of the printer names begin with P.

2 When you are ready to add the printer to TBL Configuration, right-click Printer Definitions and select Add New.

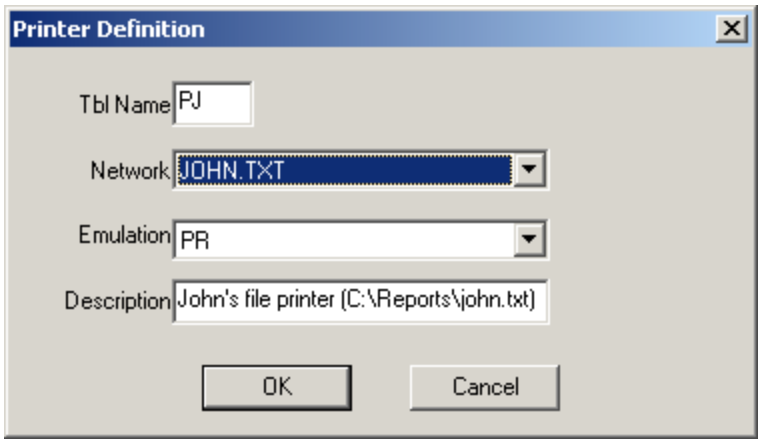


Figure 3: The Printer Definition Dialog Box

3 When the Printer Definition dialog box opens, indicate the name to be recognized by the DDMS program in the TBL Name box. Remember that all printers MUST begin with a capital P.

4 In the Network drop down menu, select the name of the printer you created above. In the example shown in Figure 3, we created the printer John.txt.

5 In the Emulation drop down menu, select the PR option.

6 The Description box is for informational purposes only.

7 TBL server does ***not*** need to be restarted to begin using the new printers.

Advanced/Gateway Definitions

A product is only enabled if it is connected to the DDMS server through a serial cable or your network, but not both. If you're going to connect through your network, you do so using TBL Netcom.

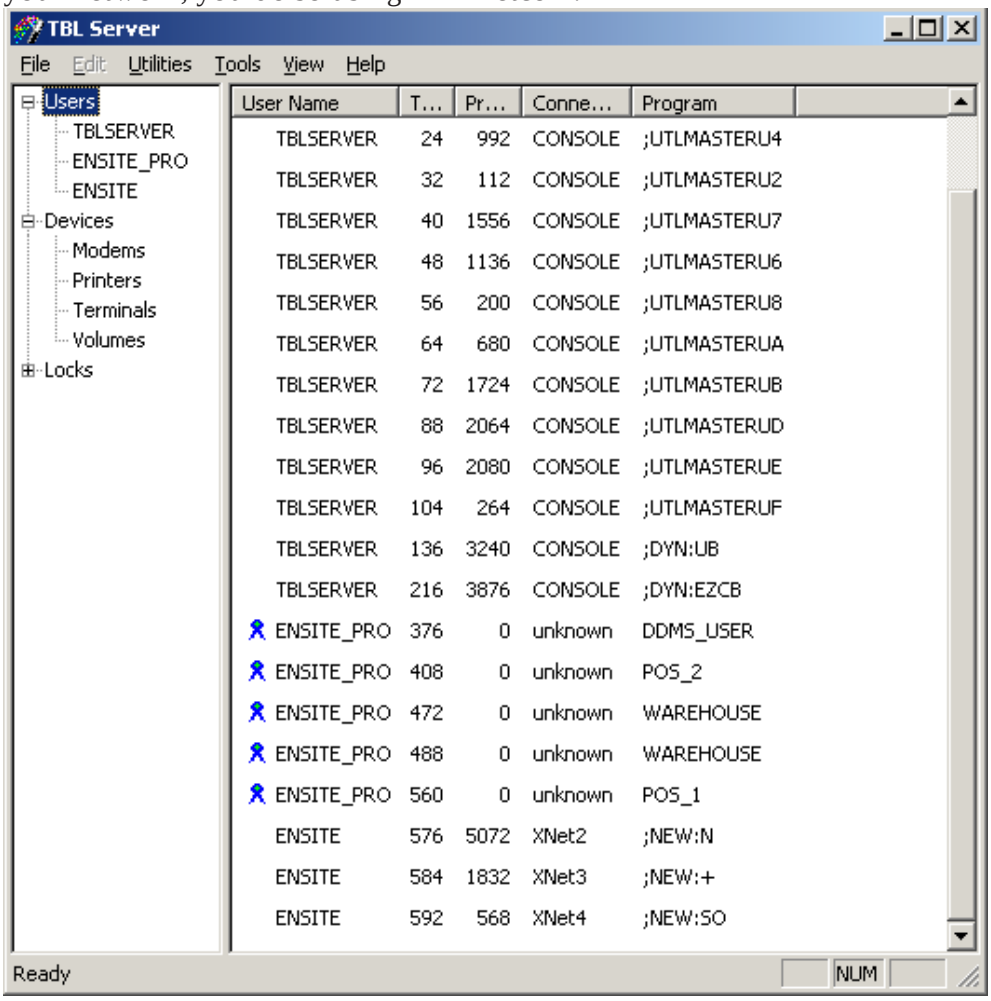


Figure 4: Viewing Users in TBL Server

TBL Server

When you buy a DDMS system, part of your cost includes a specific number of concurrent sessions (licenses). Normally, when you close a session, the system frees the license it was using for that session, so it's available for the next user. If users don't close their sessions properly, the TBL software may not recognize that session has been ended, and that license remains in use. If this happens several times during the course of the business day, the system may indicate all licenses are in use when a user attempts to open another session.

The number of licenses being used is identified by a blue ribbon on TBL Server. To determine how many licenses are being used, open TBL Server and click on Users in the left side of the window. The processes and users are displayed on the right side. Using the example in Figure 4, we can identify there are five licenses being used. Looking closer, we can see the user Warehouse is using two licenses.

The user name ENSITE refers to a telnet (text) session that was opened by one of the Ensite Pro users. These ENSITE listings are not using any of the available licenses as they do not have the blue ribbon next to the username.

How to Free Up Licenses

In the situation above, if the user Warehouse only has one Ensite Pro session running at their workstation, you have to kill the session tied up at TBL Server.

1. Click Ensite_Pro on the left side of TBL Server to display the users.
2. Right-click the session to free up for another user. See Figure 5.

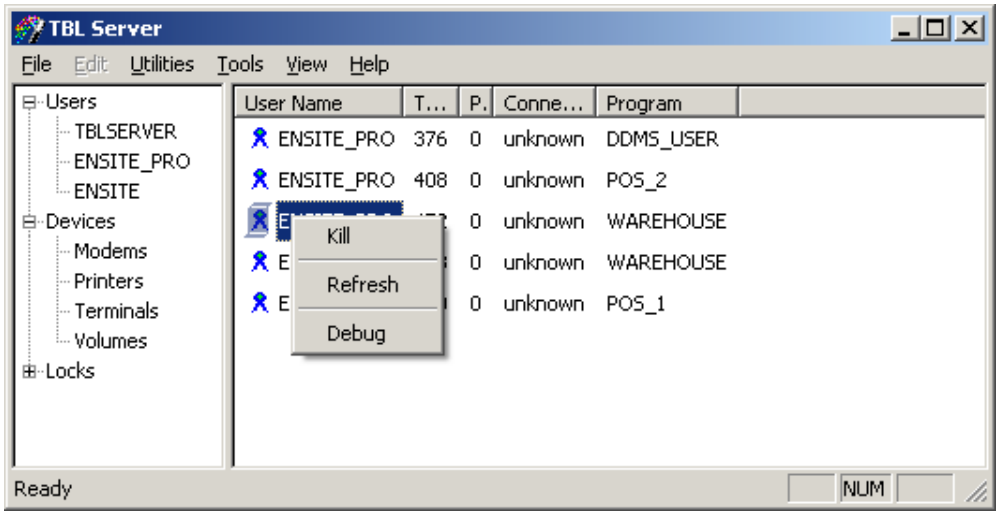


Figure 5: Selecting a Session to Kill

3 Select the Kill option from the menu.

4 At the Are You Sure prompt, click OK. See Figure 6.

5 On the menu at the top of TBL Server, click View. Select Refresh. The session you killed should disappear.

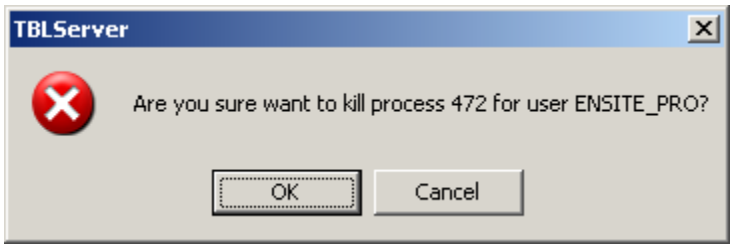
To prevent unnecessarily tying up licenses, instruct users of the proper way to close their sessions.

- To close Telnet sessions created by Ensite Pro (i.e. Custom Customer Reports), press the Escape key until the window closes.
- To close Ensite Pro windows (i.e. Customer Database), click the Close Window icon located on the toolbar.
- To close Ensite Pro sessions, click the Exit icon on the Master Menu.
- To close text based windows, press the Escape key until the Master Menu opens, and press the = (equal sign) in the Program Selection field.

Starting and Stopping TBL Utilities

Some dedicated procedures require you to Stop TBL Utilities. Stopping TBL Utilities frees up system files for file and system utility procedures such as backing up or restoring files, renaming or copying files, reindexing, and executing certain utility programs. It also locks out users from logging into the graphical software, and locks all text-based applications and databases. Starting TBL Utilities again restores the system for use by clients.

Figure 6: The Are You Sure Prompt



Stop Utilities

Before you attempt to place the system in a dedicated state, first check the TBL Server window to make sure that all users and processes are no longer using the system.

1. Click Utilities on the menu bar.
2. In the drop down menu, click Stop.

Start Utilities

Once you finish the procedures requiring stopped utilities, follow these steps:

1. Click Utilities on the menu bar.
2. In the drop down menu, click Start.

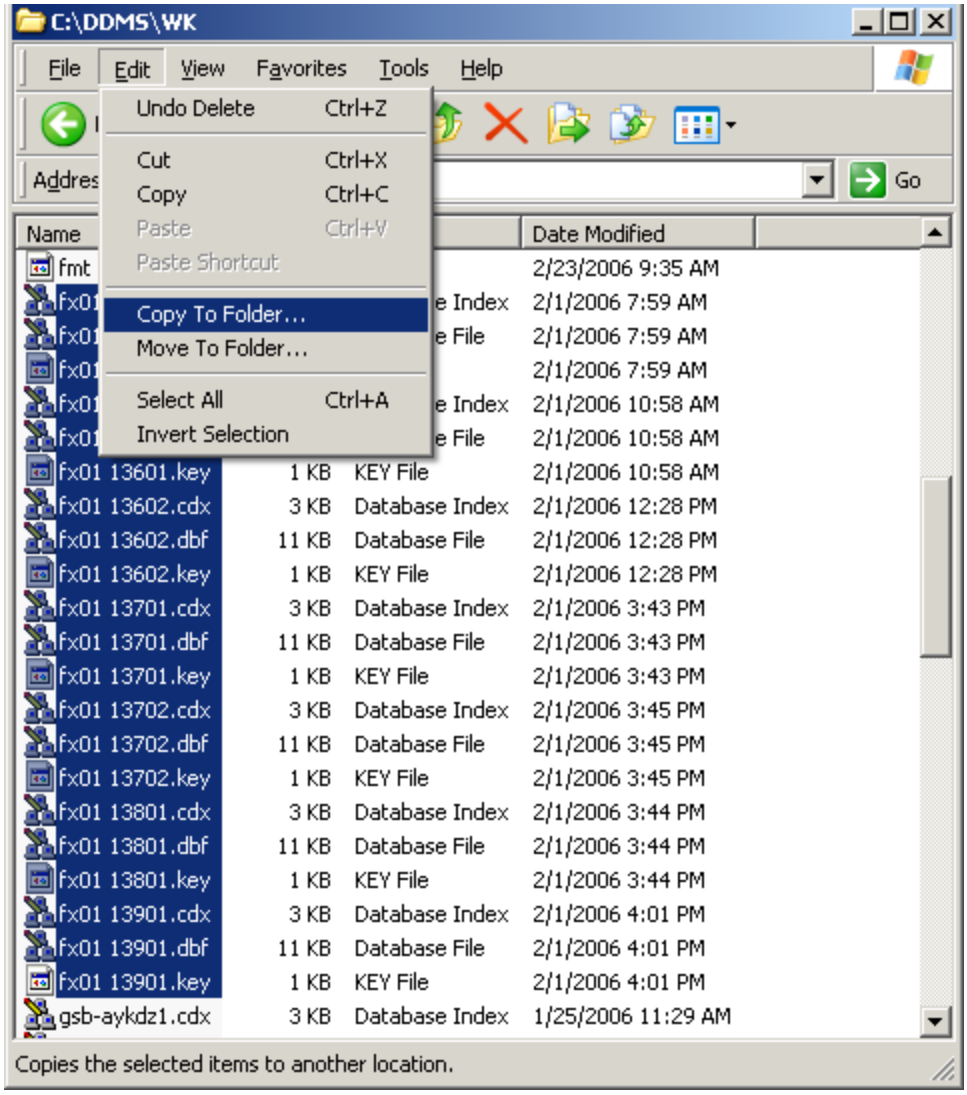


Figure 7: Selecting the Copy to Folder Option

Copying, Moving and Deleting files in Windows

Copying files allows the same file to reside in two places.

Moving files simply moves files from one place to another.

Deleting moves files and folders to the Recycle Bin. These files are no longer accessible unless you restore them.

Copying Files

1. Highlight the file to copy by clicking the file once. To copy more than one file at a time, you can use the Shift key to highlight several files that are grouped together, or you can use the Control (Ctrl) key to highlight several files within a folder.
2. Once you have highlighted all the files to copy, click the Edit menu and select the Copy to Folder option, as shown in Figure 7.
3. The Copy Items dialog box opens, as shown in Figure 8. When you have determined where to copy the files, highlight the file folder and click Copy.

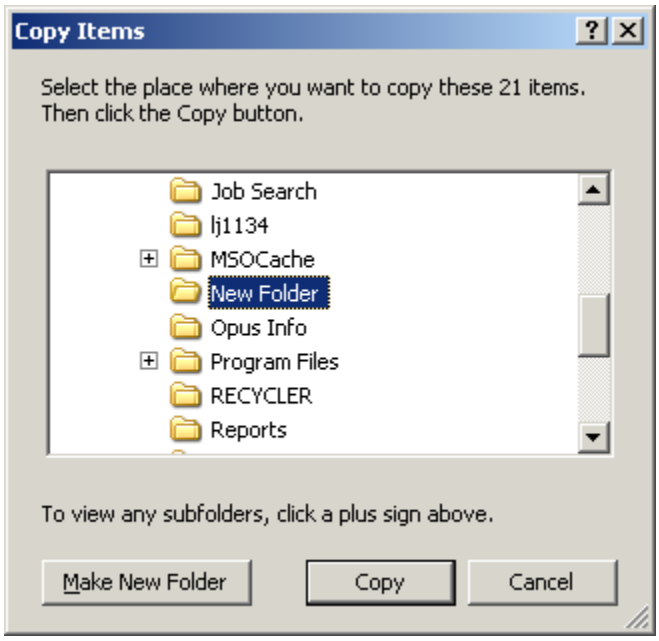


Figure 8: Selecting the Share This Folder Option

4 If the files already exist in the folder being copied to, you are prompted to confirm the replacement. See Figure 9.

Moving Files

1 Highlight the file to move by clicking once on the file. To move more than one file at a time, you can use the Shift key to highlight several files that are grouped together, or you can use the Control (Ctrl) key to highlight several files within a folder.

2 Once all the files to be moved have been highlighted, click Edit on the toolbar, and select the Move to Folder option.

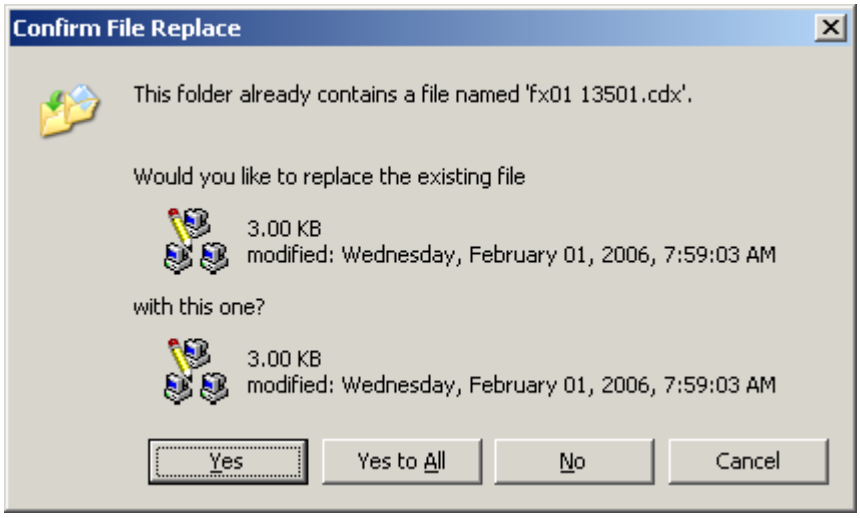
3 A Move Items dialog box opens. When you have determined where to move the files, highlight the file folder and click Move.

4 If those files already exist in the folder to which you are moving, you are prompted to confirm the replacement.

Deleting Files

1 Highlight the file to delete by clicking the file. To delete more than one file at a time, you can use the Shift key to highlight several files that are grouped together, or you can use the Control (Ctrl) key to highlight several files within a folder.

Figure 9: The Confirm File Replace Prompt



2 Once all the files to be deleted have been highlighted, click the Delete icon on the toolbar, as shown in Figure 10.

3 At the Are You Sure prompt, click Yes. See Figure 11.

4 When you click Yes, the files you highlighted to be deleted are moved from the folder to the Recycle Bin.

5 Although these files are no longer accessible, they are taking up available memory on the server. To free this space, right-click the Recycle Bin icon on the Windows desktop and select the Empty Recycle Bin option.

6 When you are prompted to confirm deleting the files, they are removed from the Recycle Bin.

Which Files to Routinely Delete

You should routinely delete the following:

- Temp files. (See the heading **Deleting Temp Files on Your DDMS Windows Server** for details.)
- Files created by AutoComm II and stored on the DDMS work volume serial. AutoComm II file names begin with the letters FX.
- Files on the DDMS work volume that begin with either FMT or SEL. These files are created when a print job or request is ended (killed) through TBL Server.

Figure 10: The Delete Icon

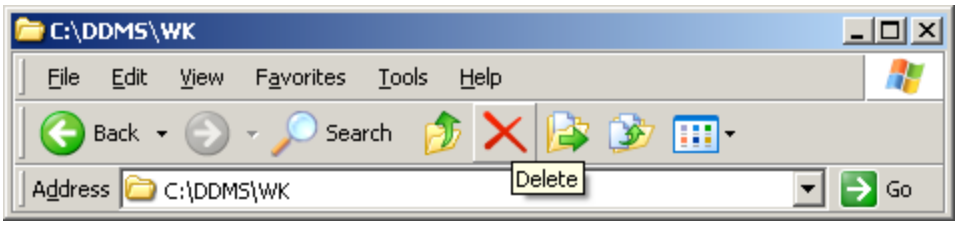
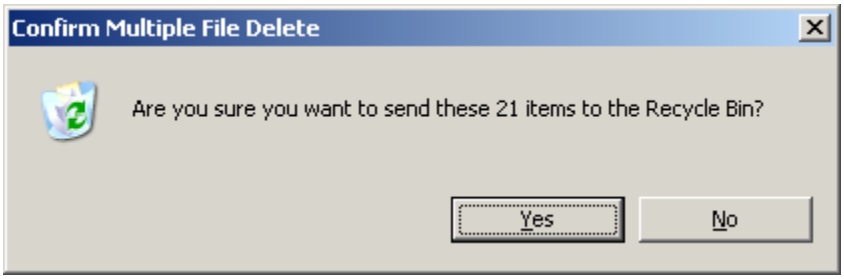


Figure 11: The Confirm File Delete Prompt



Deleting Temp Files on Your DDMS Windows Server

Another way to delete temp files is by using a Windows program called Disk Cleanuup. To access this program in Windows, click Start> Programs> Accessories > System Tools > Disk Cleanup.

In a Microsoft® Windows® environment, many software operations use temporary (temp) files. Customers who use Ensite Pro occasionally experience a Cannot Create Program Workspace Temp Files Windows error. This error occurs when there are too many temp files in the Environment Variable temp directory. These temp files need to be deleted.

Locate the Environment Variable temp directory, and delete the files.

1. On your desktop, right-click the My Computer icon and select Properties.
2. Click the Advanced tab.
3. Click the Environment Variables button.
4. In the User Variables box, you should see TEMP and TMP, as shown in Figure 12.

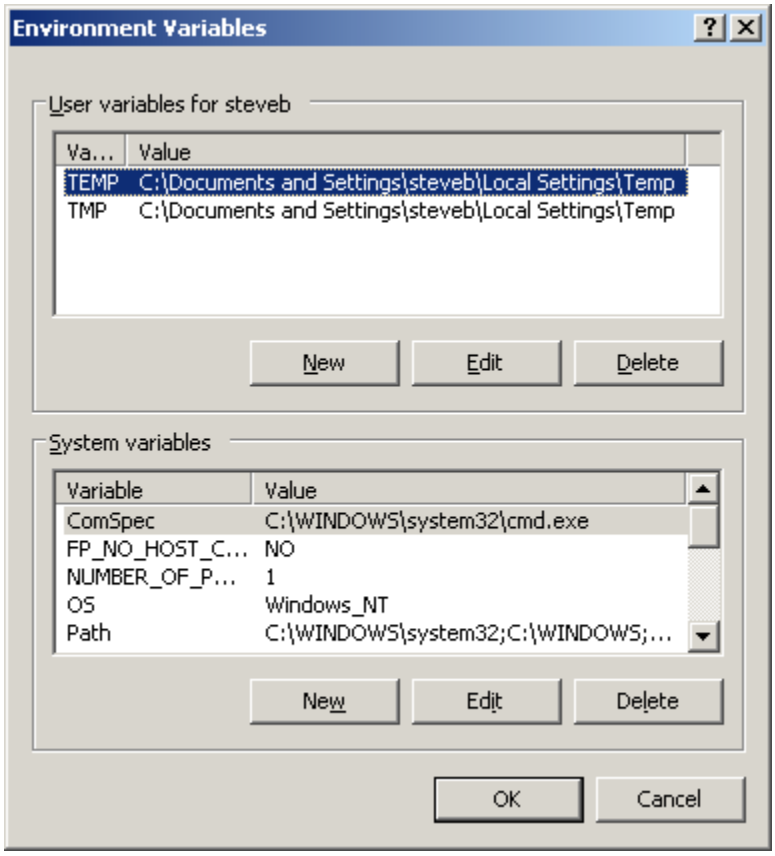


Figure 12: The User Variables Box

5 Highlight either the TEMP or TMP lines shown, and click Edit.

6 When the Edit User Variable dialog box opens, highlight the Variable Value box and right-click to copy this setting.

7 After you have copied the path, continue to click Cancel until the Properties dialog box closes.

8 Double-click My Computer on the Windows desktop. Place your cursor in the Address box at the top of the window and right-click.

9 Select the Paste option and the Variable Value shown in Figure 13, (%USERPROFILE%\Local Settings\Temp) displays. Press Enter.

10 The Temp folder lists multiple temp files that can be deleted. On the toolbar, click Edit and select the Select All option. This highlights all the files in the temp folder.

11 On the toolbar, click File and select the Delete option.

12 When you are prompted to delete multiple files, select Yes.

Note: Not all the files can be deleted. Typically, any file with a Last Modified Date of the current date cannot be deleted. To find the temp file date, you may need to adjust your Windows setting to see the details. To view file dates, click View at the top of the toolbar and select the Detail option.

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13 There is no requirement to close TBL Server to perform this function. If you continue to receive the Cannot Create Program Workspace Temp Files error, contact ECi Technical Support.

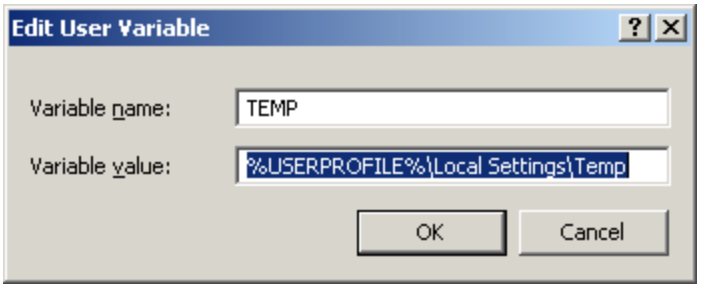


Figure 13: Entering the Variable Value

Checking for File Problems on the Windows Platform (Diags)

If your system experiences occasional lockups, or if a function stops working, you may have file problems. Your system includes a diagnostics program that can check your files, and identify any problems it finds. This section explains how to run this program, and how to resolve the more common file problems.

You can run this program in two modes: with the auto fix option, which attempts to repair any problems it finds; or without auto fix, where the program simply reports any errors, and you fix them later.

1 *This procedure is dedicated if you select the auto fix option*. If you select that option, no one else can use the system until you finish checking the files. However, you can check files without using the auto fix option while others use the system. If you intend to use the auto fix option, close TBL Server first.

1.1 Click TBL Server in the lower task bar.

1.2 When the TBL Server window appears, select File and select Exit.

1.3 At the Warning message, click OK.

2 Double-click My Computer (on the Windows desktop).

3 Double-click the drive that stores your DDMS software. In most cases, your DDMS software is loaded on the D:\ drive.

4 Double-click the DDMS folder.

5 Double-click the BIN folder.

6 Double-click  diag.exe.

7 When the TBL/NT Diagnostic window appears, specify the DDMS folder to check first in the Directory box. It defaults to the DDMS\SR folder, which contains the program libraries and other files.

If you know which folder contains the files you need to check, specify it and go to **Step 9**.

If you need help determining which folder to check, go to **Step 8**.

8 To determine which folder contains the files to check, restart TBL Server to open a TBL (text-based) session, and go to the (LØ) Global Master Parameters screen. The lower right corner of this screen is labeled Volume Serials. It lists the volume serial for each type of file on your system. Each volume serial is a folder on your server. For example, the inventory volume serial is IN, therefore this folder contains the inventory files.

Since all of these folders are within the DDMS folder, you could check the inventory files on this system by typing D:\DDMS\IN in the Directory box. Once you identify the volume to run diags on, close the TBL Client session and TBL Server.

9 For the program to attempt to correct any problems it finds, click the Auto Fix box.

10 Start the process by clicking Diagnose Files.

11 If you selected the Auto Fix option, the program tries to fix any problems it encounters. If it succeeds, the response shown in Figure 14 appears.

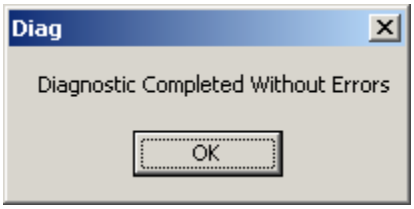
If these instructions fail to repair a problem, go to **Step 13**.

12 If you did not select the Auto Fix option, and the program finds an error, it displays the prompt Try to Fix [Filename]. Click Yes to let the program attempt to fix the file. If the program repairs the file, the procedure is complete. If it tries to fix the file and fails, go to **Step 13**.

13 *Repairing files is a dedicated procedure.* Remember that on the Windows platform, each DDMS file has three parts: a .cdx, .dbf, and .key. The P-MASTER file, for example, consists of P-MASTER.CDX, P-MASTER.DBF, and P-MASTER.KEY. Unless you have all three, you do not have the entire file. The four most common errors that the diag program may report are:

- Can't find .CDX: This message indicates that the .cdx portion of the file in question is missing. Restore *all three parts* of the file (.cdx, .dbf, and .key) from a recent backup tape.

Figure 14: Message when Selecting the Auto Fix Option



- Can't find .DBF: This message indicates that the .dbf portion of the file in question is missing. Restore *all three parts* of the file (.cdx, .dbf, and .key) from a recent backup tape.
- Can't find .KEY: This message indicates that the .key portion of the file in question is missing. Follow these steps:

13.1 Right-click Start and select the Explore option.

13.2 Navigate to the folder that contains the bad file (D:\DDMS\IN for example).

13.3 Move the .cdx and .dbf parts of the file to another folder. (One way to do this is to right-click the file name and select Cut; then right-click the folder to move to, and select Paste.)

13.4 Open TBL Server.

13.5 Go to the screen that uses the bad file. If you're trying to repair I-AUX, for example, go to the (E) Inventory Master screen. (If you're using Ensite Pro, you would open the Inventory window instead.)

13.6 Press the Esc key until you return to the Master Menu.

13.7 Close TBL Server.

13.8 Return to Windows Explorer, and move the .cdx and .dbf parts of the file back to their original location. When you see a prompt for confirming the file replacement, click Yes to All.

- Bad Dbase file: This message indicates that the database index does not match the information in the .dbf part of the file. Usually, if you select the Auto Fix option, the program can repair this for you. If that fails, restore *all three parts* of the file (.cdx, .dbf, and .key) from the most recent backup tape.

Purging Autocomm II Temp Files

Each time a fax or email is sent through Autocomm II, a temp file is created. This temp file is retained in the Autocomm (&) DDMS Faxing screen. By retaining old faxes and emails in the (&) screen, you have the ability to re-send any past email or fax, if necessary. Occasionally, you should delete these files so only current files are stored. To purge temp files in the (&) screen:

1 From the DDMS text-based Master Menu, type &

2 When the (&) screen opens, select the [7] Monitor option.

3 Select **P** to purge.

4 At this point, you can enter a purge from and to date.

5 At the Are You Sure prompt, type **Y**.

6 When the cursor appears in the Action field, type **I** to inquire and verify that the temp files are no longer shown.

Backing Up DDMS Files

In the course of a business day, you are continually adding new files and changing existing ones. To maintain your valuable data, DDMS recommends that you back up your DDMS system files at least once a day, as part of your day-end procedures. Performing regular backups ensures that you have an accurate and complete audit trail of your business activity. This lets you review or recover information at a later date without having to recreate it manually.

Windows backup software gives you an array of choices that may be confusing when it comes to your DDMS files. For example:

- What drives, folders, and files should you select for your DDMS backup?
- What should be the backup destination?
- What should be the backup media or file name?
- Where do you start?

The steps below detail exactly what options to select in Windows Backup to ensure a complete backup of your DDMS system.

1 Choose a new backup tape (or one you can overwrite), and insert it into the server's tape drive.

Note: Make sure it is acceptable to destroy and overwrite any data that exists on your tape.

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2 *Quit any programs that are running, including TBL Server. The system does not back up any file that is open.*

To close TBL Server:

- Click TBL Server in the lower taskbar.
- When the TBL Server window appears, choose File and select Exit.
- At the Warning message, click OK.

3 Click Start, point to Programs, then Accessories, then System Tools, and select Backup.

4 When the Import Media Present dialog box appears, check Allocate all Compatible Import Media to Backup.

5 Click the Backup tab.

6 Click the plus (+) sign next to the hard drive icon labeled D:

7 Place a check mark in the box next to the yellow folder labeled DDMS.

8 In the Backup Destination box, select the appropriate backup device (i.e. QIC, 4mm or 4mm DDS).

9 For Backup media or file name, select New Media.

10 Click the Start Backup button.

11 If this is your first backup, when the Backup Job Information dialog box appears, click the Advanced button.

   11.1 In the Advanced Backup Options dialog box, select to compress the backup data to save space (if this option is available).

   11.2 Click OK.

   11.3 In the Backup Job Information dialog box, click OK. The system backs up the drives you selected.

   After you set this option once, the system retains it for future backups.

   Depending on the size and speed of your system, the backup process may take several minutes. You may close the Backup window when it is complete.

Using the Right Tape for Your Drive

You must use the correct tape for your drive, or none of the recommendations for verifying backups and restoring tapes help. When you get a new tape drive with a larger capacity, you must purchase new tapes for that drive.

To select the right tape, you must know which tape drive you have, and then select tapes the manufacturer recommends for that tape drive.

This is ultimately your responsibility, but we can provide you with a few guidelines.

DDMS tape drives come in two basic types: QIC and DAT. QIC (quarter-inch cartridge) tapes are large, about 4” x 6”. DAT tapes are much smaller — about the size of a cassette tape.

DAT Tape Drives

DAT tape drives sold by DDMS have a small tape. The tape may or may not have the name Seagate printed on them. You can use tapes with a DDS 3 format, a DDS 4 format, or a DAT 72 format.

If you decide to use a DDS 3 format, you should use a 12/24 GB drive.

If you decide to use a DDS 4 format, you should use a 20/40 GB drive.

If you use a DAT 72 format, use a 36/72 GB drive.

QIC Drives

Some older QIC drives do not have doors. These drives were made by Wangtech. If you have one of these and do not know its capability, call ECi Support for assistance.

QIC tape drives with doors are made by Tandberg. They come in two sizes: 1.2GB or 2.5/5GB. To determine which size you have, first look at the bottom of the door. If the bottom of the door says 2.5/5GB SL4, you have a 2.5/5 GB drive.

The 2.5/5GB drive can store 2.5GB uncompressed or 5GB compressed. You can use the following tapes with these drives:

- Imation Magnus 2.5
- Verbatim DC9250
- Sony QD9250.

A 1200MB (1.2 gigabyte) drive can use any of the following tapes:

- Imation Magnus 1.2
- Verbatim DC9120
- Sony QD9120.

Restoring Backups under Windows

Occasionally, you may need to restore volumes or files from a backup tape to your system's hard drive. When you restore files, remember that each DDMS file consists of three separate files: a .dbf, .cdx, and .key. To restore a specific DDMS file, you must restore all three parts to your hard drive.

1. Make sure there is no backup tape in the tape drive.
2. Right-click My Computer and select Manage.
3. When the Computer Management window opens, open the Storage options by clicking the + sign.
4. Open the Removable Storage options by clicking the + sign.
5. Open the Media Pools options by click the + sign.
6. Open the Backup options by clicking the + sign and then clicking the 4mm DDS option.
7. On the right side of the window, you see various medias that have been created during backup. Each of the medias should list an Idle, Allocated state in the far right column. Right click anywhere on the right side of the window , select the All Task option and select the De-allocate option.

8 When each of the medias indicate Off-line Media in the Library column, highlight all medias on the right side of the screen and Delete them using the red X at the top of the window. Once this has been completed, close the Computer Management window.

9 Insert the most current backup tape into your drive.

10 Click Start, point to Programs, then Accessories, then System Tools, and select Backup.

11 When the Backup window appears, click the Restore tab.

12 When the New Import Media dialog box opens, catalog the information on your tape by selecting Allocate this media to Backup now.

13 On the left side of the window, select the media to restore from by clicking the + sign to the left. At this time, the tape begins cataloging the media to be restored.

14 You can restore an entire volume by selecting the corresponding folder, or you can also choose to restore individual files within a folder by opening the appropriate folder.

- To restore an entire volume, click the corresponding folder on the left side of the window. A blue check mark indicates that you selected an entire folder.
- To restore individual files, double-click the appropriate folder on the left side of the window and select the specific files from the right side of the window. If you restore specific files, be sure to select all three parts of each file (the .cdx, .dbf and .key). You must restore **all** three parts to restore the DDMS file. In Figure 15, all three of the files must be restored to restore the C-MASTER file.

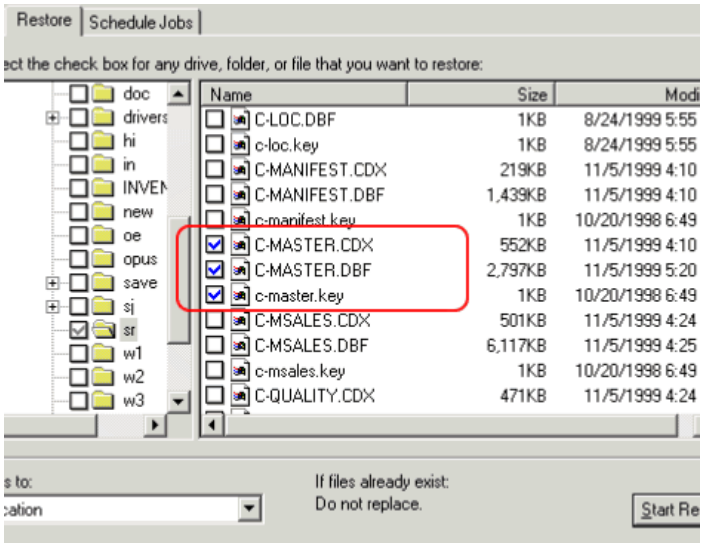

Figure 15: Selecting Files to Restore

Note that the files you select have blue check marks and the folder containing these files has a gray one, as shown in Figure 15. The gray check mark means that some of the files it contains have been selected, but not all.

15 After selecting the files to restore, select the appropriate option in the Restore Files To box:

- Original location: Restores files to the folders they were backed up from, and may overwrite existing files with the same name.
- Alternate location: Lets you specify a different location for your files. This option creates the necessary folders within the folder you specify. If you're restoring the IN folder, for example, and you select an alternate location of C:, the system creates an IN folder on C:.

16 The type of restoration you're doing is displayed to the right of the Restore Files To box. The option below always overwrites the exiting files with those from your backup tape.

17 You have three options to choose from:

- Do not replace any existing files
- Replace files only if the existing file is older
- Always replace existing files.

If the displayed option is not what you need, go to the Tools menu, and select Options. Click the Restore tab, select the appropriate option, and click OK.

18 Click Start Restore.

19 When the necessary files have been restored, close the Windows Backup Wizard and restart TBL Server.

Disk Defragmenter

Microsoft Windows includes a program called Disk Defragmenter. You can use this program to analyze local volumes and to locate and consolidate fragmented files and folders on your computer's hard drive. This ensures that each occupies a single space on the volume. This lets your system gain access to your files and folders and save new ones more efficiently. By consolidating your files and folders, disk defragmenter also consolidates the volume's free space, making it less likely that new files will be fragmented.

Note: This is a dedicated procedure. Make sure no one else is using the DDMS system at this time.

---

1. From your Windows desktop, click Start then Programs. Select Accessories, click System Tools, then Disk Defragmenter.
2. The Disk Defragmenter dialog box opens, as shown in Figure 16.
   - Highlight the drive to defrag, for example, C:\ or D:\. (You only need to defrag your DDMS files therefore, if your DDMS files are on D:\, highlight the D:\ drive.)
   - To have the system determine whether defragmentation is needed at this time, click Analyze. The system runs a check and prompts you as to whether defragmenting is necessary.
   - To defragment, click Defragment.

Maintaining Inventory in the (ML) Screen

The (ML) System Maintenance Procedures screen lets you launch utility programs quickly and easily. This screen was specifically designed to automate processes that were previously executed through the (Z) System Utilities screen using the [B4] Execute Program function. This screen consolidates common system maintenance and trouble shooting programs in one screen.

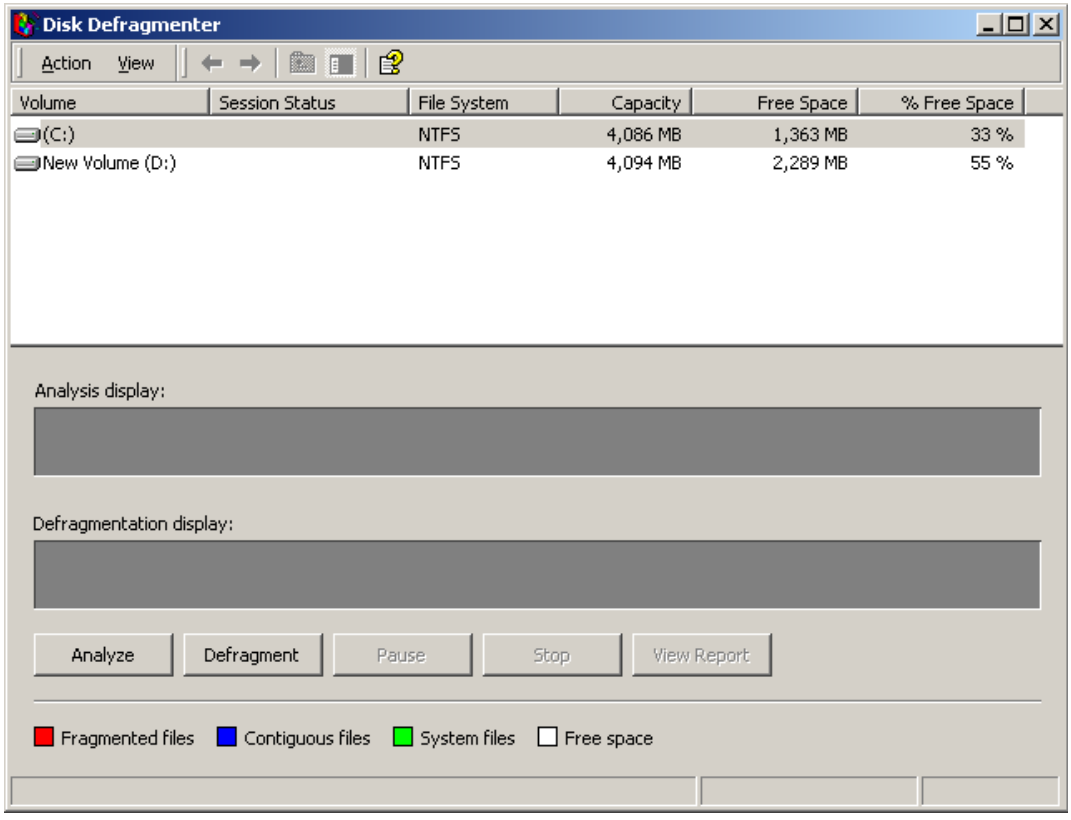

Figure 16: Disk Deframenter

The (ML) screen can be accessed from the (M) Operational Procedures screen by selecting the [L] System Maintenance Procedures screen. When you attempt to access the screen, the system requires you to enter a password. The password provides additional security by allowing you to monitor who has access to these programs and functions. You can set this password in the new ML Password field in the (LM) Operational Procedures Parameters screen. If you do not have a password, simply press Enter at the Enter Password prompt. The system displays the (ML) screen.

Deleting Records

Two programs can help you maintain your inventory files, as shown in Figure 17. These include the ;SPCKILLOC and ;SPCNO_DUP programs. DDMS recommends that you run these programs approximately every six months.

- The ;SPCKILLOC program is designed to delete records that have an invalid location key (a blank location, a location with a leading zero, or a location with an alpha character). For detailed instructions, see the heading **Deleting Invalid Inventory Locations (;SPCKILLOC)**.
- The ;SPCNO_DUP program deletes duplicate records in the Inventory Usage file. When you run this program, the system keeps the first record it finds and then delete any duplicates of that record.

Figure 17: The Delete Options in the (ML) Screen

```
10:40:32          (ML) System Maintenance Procedures (01/12/04)          03/22/06
================================================================================
                   A. Print System Console             (;SPCCONSOL)
                   B. Pick File Data Dump              (;SPCPRTPM )
                   C. P/O File Data Dump               (;SPCPRTPO )
                   D. Bad Numbers Report               (;SPC:NBR  )
                   E. Report Writer Analysis           (;SPC:RWA  )
                   F. Format Conversion Program        (;SPC:FMT  )
                   G. Find Binaries in Data File       (;SPCFINDBN)
                   H. Find Data Files with Binaries    (;SPCFINDBU)
                  *I. Clean Binaries from Data File    (;UTLCLEAN )
                  *J. PGD Disk Test                    (;UTLDSKTST)
NOTE:              K. Check for Crossed Files          (;UTLRESET )
Programs noted     L. Verify Tape                      (;TAPVERIFY)
with an '*' may    M. Tape Read                        (;TAPREAD  )
be dedicated.      N. Tape Drive Utilities             (;TAPTAPE  )
Check documenta-  *O. Delete Duplicates from I-AUX     (;SPC:NODUP)
tion for proper   *P. Delete Bad Inventory Locations   (;SPC:KILOC)
use.              *Q. Change Item Keys                 (;SPCCHGIT )
                  *R. Reset Application Utilities      (;UTLLDUTL )
                   S. Print Communication Log File     (;SPC:PRTLO)
================================================================================
                        Letter of Requested Function [.]
```

Deleting Invalid Inventory Locations (;SPCKILLOC)

Occasionally, your supplemental inventory files may contain invalid inventory locations. These invalid locations may be blank, begin with a Ø, or contain letters. The supplemental files that may contain invalid locations include I-WHL, I-HISTORY, I-COLUMNS, I-AUX, and I-PRICE. Invalid inventory locations can cause a number of problems. They can make your Inventory Extended Dollars report inaccurate and cause problems when loading O/PUS updates.

The program described below finds and deletes any invalid inventory location numbers.

This is a dedicated procedure. Make sure no one else uses your system until it's complete.

1. We recommend that you back up your inventory files. (They all start with the letter I, such as I-AUX and I-COLUMNS.)
2. Go to the (M) screen and select the [L] System Maintenance Procedures function.
3. At the Enter Password prompt, specify the password which is set in the ML Password field in the (LM) screen. If you enter fewer than four characters, press Enter. If the ML Password field is blank, press Enter.
4. In the (ML) screen, type **P** to select the Delete Bad Inventory Locations function.
5. At the Dedicated Program message, make sure no one else is using your system, and press Enter.
6. At the Are You Sure prompt, type **Y**.
7. At the Are You Ready to Begin prompt, type **Y**.
8. The system displays each file name as it checks, and counts the deleted records. The process takes from 10-60 minutes. When the End of Program message appears, press Enter to return to the Master Menu.

Deleting Duplicate Files from I-AUX (;SPCNO_DUP)

This is a dedicated procedure. Make sure no one else uses your system until it's complete.

1. We recommend that you back up your I-AUX file.
2. Go to the (M) screen and select the [L] System Maintenance Procedures function.
3. At the Enter Password prompt, specify the password which is set in the ML Password field in the (LM) screen. If you enter fewer than four characters, press Enter. If the ML Password field is blank, press Enter.

4 In the (ML) screen, type O to select the Delete Duplicates from I-AUX function.

5 At the Dedicated Program message, make sure no one else is using your system, and press Enter.

6 At the Are You Sure prompt, type **Y**.

7 In the Enter Volume Serial for I-AUX field, press Enter to accept the default volume serial, or enter the volume serial where the I-AUX file is stored.

8 At the Are You Sure prompt, type **Y**.

Understanding Month-End Sales Journal Functions in the (MI) Screen

Several files added to the DDMS system increase the number of journal files that must be renamed at month-end. Renaming or merging sales journals manually is very time-consuming and prone to errors. But, in keeping with DDMS' commitment to increasing your efficiency, the task of renaming and merging journal files is now much easier. The (MI) screen lets you automate these tasks and helps you manage the sales journal and all of its related files quickly and easily. In this screen, you can rename the journal files, copy them from one unit to another, and even merge them into existing files.

If you have set up a list of sales journals and volume serials in the (LGA) screen (also part of the credit returns application), you can update this list automatically. In addition, you can also specify that the system update the Additional Journal Name field in the (L8) Manifest and Route Parameters screen automatically.

While you are not required to use the new journal management program to rename or copy the journal files, we strongly recommend that you do. When you rename files manually, you run the risk of overlooking an important file or index that you need to use the system properly. For example, this is the information you need to properly credit the customer, use summary billing, and search for tickets in order entry. By using the (MI) screen, you can help ensure that you do not accidentally miss a file when copying or renaming. It also helps you keep consistent naming schemes for all of the files and prevents you from using duplicate file names.

Renaming and Merging Sales Journals

As stated, renaming your sales journals in (MI) [R] is part of your general month-end procedures. Before renaming your sales journals, you should have completed the following procedures: suspend procs, period-end backup, day-end, and auto-billing procedures.

Renaming sales journals is a dedicated function. *All Clients must be at the Master Menu.* If you see the File Operation Failed message during this procedure, recheck all terminals.

How Do I Choose a Naming Convention?

Each sales journal must begin with two unique characters, because the system renames several associated files, as well. Do not use the same characters as you did last year. This causes renaming difficulties later.

Using a pattern to rename files can prevent problems. For example, use the last digit of the year (2006) as the first digit of the sales journal name. Use a letter (A - Z) as the second letter of the name, as shown below. You can store 120 sales journals on one volume.

6AJAN-S = Jan 2006 7AJAN-S = Jan 2007 6BFEB-S = Feb 2006 7BFEB-S = Feb 2007 6CMAR-S = Mar 2006 7CMAR-S = Mar 2007

For detailed instructions on renaming sales journals, see the heading **Renaming Sales Journals**.

Why Do These Errors Occur When I Rename Sales Journals?

When you rename the sales journals, one of the following two error messages may occur:

- If the [File Name] already on file on unit [##] — Any Key to Continue message appears, the system is attempting to rename a file or subfile to one that already exists. However, overwriting an existing sales journal file is not allowed. You must use a different naming convention.
- If the File Operation Aborted message appears, a process running in TBL Server is currently utilizing the files. Usually, this means someone has a terminal running Order Entry or another application. Renaming your sales journals is a semi-dedicated function. Everyone *must* be out of Order Entry before you rename your sales journals. However, going into maintenance mode or stopping TBL Utilities is not absolutely necessary for this particular procedure.

Can I Merge Sales Journals into a Single Year-to-Date File?

For day-to-day operations, we recommend using individual monthly sales journals, not a single year-to-date journal. As a year-to-date file grows, it can cause noticeable slow downs in order entry history retrieval.

However, you can also keep a year-to-date file to make reporting easier. You can merge sales journals any time of the year or at year-end.

1. Go to the (MI) screen, and select the [M] Merge Files action code. See Figure 18.
2. In the File Name field, enter the monthly sales journal to merge into the yearly journal.
3. In the To File Name field, enter the file name for the yearly journal, and the volume serial on which it resides. For example, the 2005 file might be named Y5SALES-S.
4. At the Delete Original Files After Copy / Merge prompt, type **N** to save your monthly sales journals.
5. At the Update (LGA) Journal Names When Copying or Renaming prompt, press Enter.
6. At the Update (L8) Manifest Additional Journal Name prompt, press Enter.
7. Repeat Steps 2 - 7 for each monthly file you are merging.

Renaming Sales Journals

As part of your month-end procedures, rename your sales journal. The current month's journal, JOUR-S, gets saved under another name.

Figure 18: The (MI) Sales Journal Month-End Procedure Screen

```
10:45:05     (MI) Sales Journal Month-End Procedure  rev. (01/13/04)    03/22/0
================================================================================
[M]  (C=Copy Files, M=Merge Files, R=Rename Files)
File Name [JOUR-S    ]  Volume [CU??]  To  File Name [PREV-S    ]  Volume [CU??
Delete Original Files After Copy/Merge Y/N ?
Update (LGA) Journal Names When Copying or Renaming Y/N ?
Update (L8) Manifest Additional Journal Name Y/N ?
 *Place An "X" Next To The Files To Copy/Merge/Rename.
          File  From     File  To       Records
         [.........]    [.........]    [......]
         [.........]    [.........]    [......]  * Note: A Blank "File To"
         [.........]    [.........]    [......]    Name Indicates That The
         [.........]    [.........]    [......]    "File From" Does Not Exist
         [.........]    [.........]    [......]    Or Contains No Records.
[.]      [.........]    [.........]    [......]
[.]      [.........]    [.........]    [......]
[.]      [.........]    [.........]    [......]
[.]      [.........]    [.........]    [......]
[.]      [.........]    [.........]    [......]
[.]      [.........]    [.........]    [......]
[.]      [.........]    [.........]    [......]
[.]      [.........]    [.........]    [......]
================================================================================
```

You need to use a naming convention that lets you quickly identify the month and year for each sales journal. One way is use the month and year as the first four characters. Suppose you were using this method throughout 2000. At the end of January 2000, you renamed that month's sales journal as 0100-S.

- 01 = the month
- 00 = the year
- followed by -S, indicating it's a sales journal. (The -S is optional.)

Using this convention, when you perform the February month-end procedures, you rename that month's sales journal as 0200-S.

When you rename the sales journal, the system automatically renames a number of subfiles, using the first two characters you specify. Suppose you rename your January sales journal as 0100-S, as we mentioned. Each subfile gets renamed by replacing the first two characters with 01, like this:

- JO-SPECIAL becomes 01-SPECIAL
- JO-LINE becomes 01-LINE
- JO-INDEX becomes 01-INDEX.

This method works fine for that year. However, at the end of January 2001, you would name the sales journal 0101-S. This causes a problem: you already have subfiles that begin with 01 from 2000, and now the system is trying to rename subfiles for 2001 using the same two characters.

If you try to do this, the system displays this error message, for example:

[01-SPECIAL] Already on File on Volume [xx]

In this example, there was already an 01-SPECIAL from January 2000, so it cannot make one for January 2001.

How You Can Solve It

There are three ways to solve this problem:

- Use a different volume serial for each year's sales journals. You can have two files with the same name on your system, as long as they are on different volume serials.
- Use a different naming convention each year, so that the first two characters are unique. Other conventions you might use include:
  - Use letters for the month. For January 2001, for example, use JA01-S.

Note: If you use this method, you must make some provision for two pairs of months that share the same first two letters. These months are March and May, and June and July. We suggest the following initials for these months:

MA = March
MY = May
JU = June
JY = July.

- Put a different letter in front of the month each year. For example, January 2001 might be A101-S, and February would be A201-S. Next year, you start with the letter B: January 2002 is B102-S, February is B202-S, and so forth. You need unique second characters for the last three months of the year, so you do not duplicate A1 as the first two characters. You can use the initial for October, November, and December, so your journals for these months are AO01-S, AN01-S, and AD01-S.
- At year-end, merge the entire year's sales journals into a single file. Before you begin, back up the entire year's sales journals on a tape, and save the tape. Then merge the files using the [M] Merge action code in the (MI) screen.

  After you merge the year's sales journals, delete the individual sales journals for that year before you do January's month-end.

Once you have a file naming convention that works, rename your sales journals at month-end.

1 Go to the (MI) screen, and select the [R] Rename Files action code.

2 In the File Name field, press Tab to accept JOUR-S, which is the default.

3 In the Volume field, press Tab to accept the default volume serial.

4 In the To File Name field, specify the new name for this sales journal. If you do not fill the field, press Tab.

5 The Volume field defaults to the volume serial specified in the Sales Jour field in the (LØ) screen, which is the volume serial that probably contains your existing sales journals.

If your naming convention requires using a different volume serial, specify it here. Go to **Step 6**.

If you're not switching volume serials, press Tab to accept the default. Go to **Step 8**.

6 If you specify a different volume serial for the renamed sales journal, the Copying to a Different Volume Serial prompt appears. Type **Y** if this is the correct volume serial. Type **N** if this is not correct. If you specify **N**, the cursor returns to the action code field so you can start over.

7 If you're copying to a different volume serial, the cursor moves to Delete Original Files After Copy / Merge. Type **Y**.

8 In the Update (LGA) Journal Names When Copying or Renaming field, you have the option of adding your newly renamed sales journal to the list of sales journals the system checks when you do a credit return. When a customer returns an item, the system checks the archived sales journals in the (LGA) screen to find the original invoice.

Note: In addition to credit returns, the system also uses the (LGA) screen when you print, fax, e-mail, and inquire on invoices. For these reasons, ***most dealers set this field to Y***.

Type **Y** to add the newly renamed file to the (LGA) screen. Type **N** to not update the (LGA) screen.

9 In the Update (L8) Manifest Additional Journal Name field, you have the option of adding the newly renamed sales journal to the (L8) screen. When you create shipping manifests, the system searches the journals specified in the (L8) screen for invoices that meet the limits set for the manifest.

Note: If you use the shipping manifest, we recommend you set this field to **Y**.

Type **Y** to add the newly renamed file to the (L8) screen. Type **N** to not update the (L8) screen.

10 Your system specifies a new name for each subfile of the JOUR-S file. The File From column lists the possible subfiles for JOUR-S. The File To column lists the new name for each, using the first two characters of the new journal name you specified. (If some names are missing from the File To column, it's because the subfile is either empty or does not exist.)

The cursor appears in the first [X] field. Press Enter to rename all the subfiles.

11 At the Are You Sure prompt, type **Y**.

The (LGA) Screen

When you rename JOUR-S at the end of each month in the (MI) screen, you can then add the renamed sales journal to the existing list in the (LGA) Sales Journals Parameters screen. See Figure 19.

1. Go to the (LGA) screen, and select the [N] New Journal action code.
2. The cursor moves to the G/L Location field. To add a new journal for the default location, the location assigned to this terminal in the Loc field of the (L1) Terminal and Ticket Parameters screen, press Tab. To add a new journal for a different location, enter the number and press Tab.
3. The sales journal in the 1) field of the Journal Name column moves to the 2) field, the journal in the 2) field moves to the 3) field, and so on. If you have 12 journal names listed, the twelfth journal name moves off of the list.
4. The cursor remains on the first line of the Journal Name field. Enter the name of the sales journal to add and press Enter. The cursor returns to the action code field.

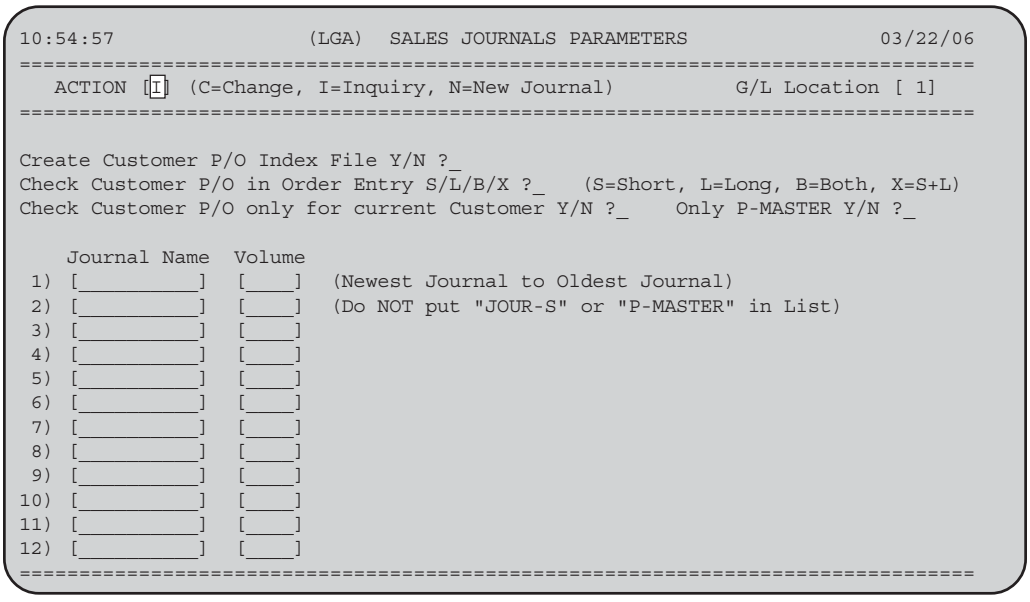

Figure 19: The (LGA) Screen