



ECi USERS CONFERENCE
Empowerment 2008

Network Management



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Networking Your System

Preparing your Ensite Pro system for your network involves:

- 1 Integrating your DDMS server into your Microsoft® Windows 2000 or 2003 network.
- 2 Setting up users.
- 3 Creating volumes for system information.
- 4 Setting up peripherals.
- 5 Testing each computer workstation and printer. To do this, try logging in to each workstation and terminal and try printing to each printer.

Integrating DDMS Into Your Existing Network

Integrating the DDMS server into your existing network is a variable process and requires a basic knowledge of network systems. Just as your business varies from other dealers, your network system is also unique. For this reason, it can be difficult to address each dealer's existing networking system.

To help you set up your network with the DDMS server, we've included two examples. These examples provide setup procedures for some of the most typical networking situations. However, they don't cover every case — individual procedures for setting up existing networks may vary.

By providing basic guidelines, these examples can help a network consultant modify your network to meet DDMS server specifications. Since this section assumes a basic knowledge of configuring network systems, thorough instructions are not included for each step. Instead, use the following text as a guide to help lead you through the process.

Note: If you are not integrating the DDMS server into an existing network, go to **Setting Up Users**.

Existing Network Settings: Example One

Use this example if your existing network is configured as follows:

Network Type:	Peer-to-Peer
Computers:	Microsoft Windows 2000, 2003, or XP Professional
Protocol:	TCP/IP

If your existing network does not use the above configuration, see **Existing Network Settings: Example Two**.

1 Implement TCP/IP as the first protocol for your existing network. You can do this in two ways:

- As an additional protocol (temporarily delete the other protocols; add TCP/IP so it's first; and then reload the other protocols)
- As a replacement for your existing protocol.

You *must* use a valid, static IP address for your server.

2 Check the server configuration. Be sure the DDMS server is configured as a *stand-alone server* or as a *member server*.

- *Do not configure the server as a domain controller.*
- *Do not* install third-party software on the server without written consent from DDMS. This includes the BackOffice Suite of Products such as SQL Server, SNA Server, Exchange Server, and so forth.

3 Check your network printer attachments. Your network printers should be attached to a dedicated print server device or be attached to a network computer and be shared on the network.

4 Install the printer drivers. Install printer drivers in Microsoft Windows for each printer to be used with the DDMS system.

5 Add the printer for use with DDMS. After your printer is properly installed on the DDMS server and you have successfully printed a test page, you can add the printer and assign it a unique logical printer name, P1, for example. See **Setting Up Peripherals** for help adding printers.

6 Print a test document. After you set up the printer for use with DDMS, restart TBL Server. Then, print a test document to be sure the printer is correctly configured.

7 You can set up Telnet Client software or XNet.

Set up Telnet Client software. Telnet Client software lets users connect to DDMS software from PCs on the network. While you can use any Telnet Client software package, Microsoft Windows systems come with a basic version of Telnet Client software. This software does not include many of the options available through third-party software programs, such as Procomm Plus, Reflections, and so forth. However, if the basic Telnet Client package meets your needs, you can set it up without purchasing a third-party software package.

- To use the Telnet Client software that came with Microsoft Windows, install it using the instructions from Microsoft.

- To use a third-party Telnet Client software package, contact the software's vendor for instructions. To complete the setup, you need to provide the IP address of the server. You may also need to know the server's name.

Existing Network Settings: Example Two

Use this example if your existing network is as follows:

Network Type: Microsoft Windows

Computers: Microsoft Windows 2000, 2003, or XP Professional

Protocol: TCP/IP

- 1 Implement TCP/IP as the first protocol for your existing network. You can do this in two ways:
 - As an additional protocol (temporarily delete the other protocols, add TCP/IP so it's first, and then reload the other protocols)
 - As a replacement for your existing protocol.

You *must* use a valid, static IP address for your server.

You can use a DHCP server to facilitate IP leases for your computer workstations on your network. However, *do not* use the DDMS server as a DHCP server.

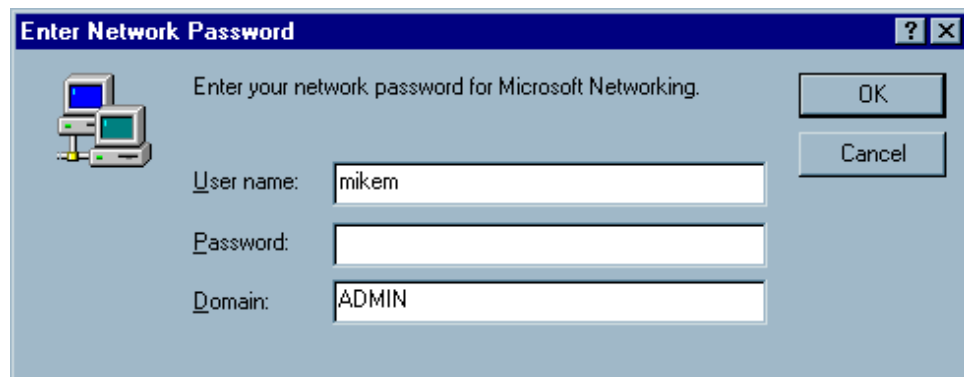
- 2 Check the server configuration. Be sure that the DDMS server is configured as a *stand-alone server* or as a *member server*.
 - *Do not* configure the server as a *domain controller*.
 - *Do not* install third-party software on the server without written consent from DDMS. This includes the BackOffice Suite of Products such as SQL Server, SNA Server, Exchange Server, and so forth.
- 3 Check your network printer attachment. Your network printer should be attached to a dedicated print server device or be attached to a network computer and be shared on the network.
- 4 Install the print drivers. Install printer drivers in Microsoft Windows for each printer to be used with the DDMS system.
- 5 Add the printer for use with DDMS. After your printer is properly installed on the DDMS server and you have successfully printed a test page, you can add the printer and assign it a unique logical printer name, P1, for example. For details, see **Setting Up Peripherals**.
- 6 Print a test document. After you set up the printer to use with DDMS, restart the TBL Server. Then print a test document to be sure the printer is correctly configured.

- 7 Set up Telnet Client software. Telnet Client software lets users connect to DDMS software from PCs on the network. This software does not include many of the options available through third-party software programs such as Procomm Plus, Reflections, and so forth. However, if the basic Telnet Client package meets your needs, you can set it up without purchasing a third-party software package.
 - To use the Telnet Client software that came with Microsoft Windows, install it using the instructions from Microsoft.
 - To use a third-party Telnet Client software package, contact the software's vendor for instructions on configuring it correctly. To complete the setup, you need the IP address of the server. You may also be required to provide the server's name.
- 8 Log the DDMS server into the domain. To use network devices, including printers, you must log the DDMS server into the domain.
- 9 Check your group settings. Finally, check to be sure that the Domain Admin Global Group is a member of the DDMS Group. Also make sure it is a member of the local Administrators Group.

How You Log onto Your PC Matters Now

Even if your network worked well with text-based DDMS software, it may need to be modified for Ensite Pro, since the graphical software interacts more with the network. The DDMS text-based software used Telnet to run applications from a PC. The PC's user ID did not matter because Telnet programs do not check this.

Figure 1: The Enter Network Password Dialog Box



Ensite Pro 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 boot a PC that's properly set up on a network, the Enter Network Password dialog box opens. See Figure 1. It includes a network icon (two computers linked together). The Domain box only appears if you have domains set up on your network. (Domains are optional; you do not need them to use Ensite Pro.)

There is another login dialog box that may appear instead, which does not include the word network, and does not have the network icon. If this alternate dialog box opens, your PC is not properly configured for your network.

In the Enter Network Password dialog box, specify a user name and password that are set up for normal user rights.

Note: The network does 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 can even see network drives and printers. However, you cannot use network features such as Ensite Pro.

Your user name must **not** contain spaces; the Ataman TCP Remote Logon Services software cannot work correctly if you have a space in your user name.

Testing Your Setup

To see if your user name and password are correctly set up on your network:

- 1 Go to your DDMS server and click Start.
- 2 Click Programs, select Accessories then click Microsoft Windows Explorer.
- 3 Navigate to your C: drive. If necessary, click + (plus sign) to the left of the C: icon to see the folders it contains.
- 4 Right-click a folder and select Sharing and Security
- 5 In the Sharing tab, click Share This Folder.
- 6 Click Apply, then click OK.
- 7 Start Windows Explorer.
- 8 Double-click the shared folder on the server to open it.

If you can view the contents of the folder, your PC is correctly set up to use network resources, and you can use Ensite Pro.

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If a dialog box prompts for a password to \\servername\IPC\$ (where *servername* is the name of your DDMS server), you do not have permission to access that server. You cannot access Ensite Pro from your PC until this issue is resolved.

- 9 If you're properly set up to use network resources, this procedure is complete.

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 DDMS server a member server in the primary domain.
 - Log the DDMS server into the primary domain using a domain admin account.
 - Set up each person who uses Ensite Pro as a user with a domain account. Remember that user names cannot have spaces. Make sure that users log on to their client machines using these domain accounts.
- If your network does not have a primary domain controller:
 - Remember that this type of network does not validate the login name and password that a user enters. An improper login does not give the user access to the server.
 - Check to see whether the user misspelled his or her user name or password during login.
 - Make sure 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. Remember that user names cannot have spaces.
 - See if the user mistakenly used the the network login instead of the Windows login. If a computer has two different user names and passwords set up, one for Windows and one for the network, there are two login prompts when the machine boots. The name and password that are set up on the server must be entered in the Enter Network Password dialog box.

Setting Up Users

When setting up DDMS users into the Windows local users accounts, users are added to the Power Users group and the DDMS Users Group. Members of the DDMS Users Group are added to the Ataman Telnet Servers Group (the software that lets users connect to Ensite Pro from PCs on the network).

If the DDMS server is a member of a domain users group, users must be added to the domain with the same user name and password.

If the DDMS server is on a peer-to-peer network, users added in TBLConfig must use the same user name and password that is used when logging into the system.

To delete users, right-click the user's name and choose Delete.

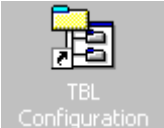
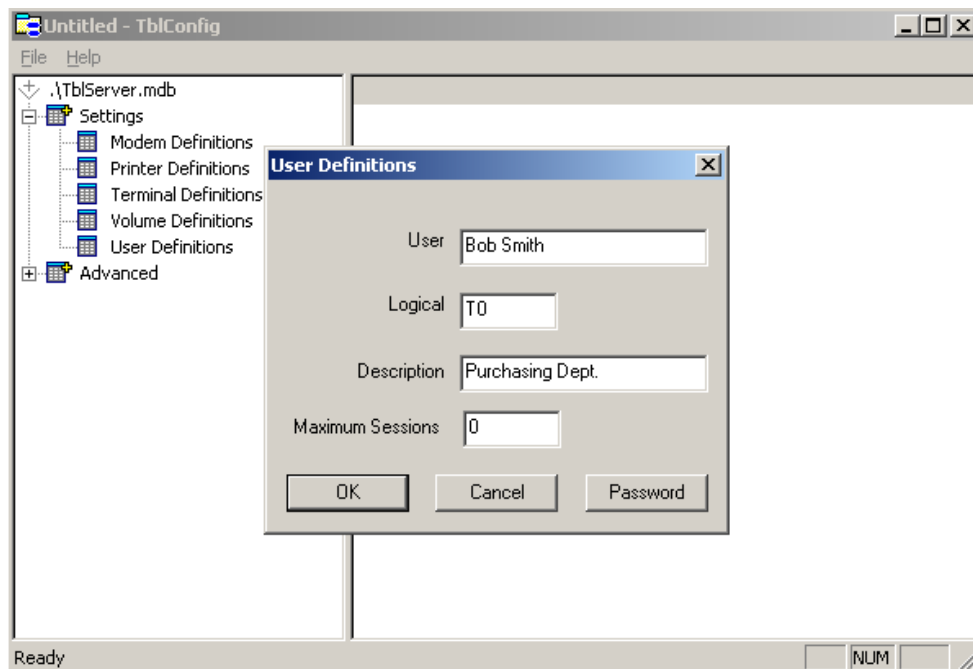
- 1 From your desktop, double-click . The TBLConfig window opens. This window displays your system settings.
- 2 Right-click User Definitions and select Add New. The User Definitions dialog box opens. See Figure 2.
- 3 Create an entry for each user.
 - 3.1 In the User box, enter the name of the user to add. After entering the name, press Tab.

Figure 2: The User Definitions Dialog Box



- 3.2 In the Logical box, assign a logical name for this user's terminal. Logical names are used to identify terminals. These names let you customize a terminal, specifying default printers and locations, for example, and specifying default order entry settings.

Logical names for terminals begin with the letter T, followed by a single numeral: TØ, T1, T2, T3, and so forth. Many users can share the same logical name for their terminals.

Enter the number to assign this user. Highlight the displayed numeral, and type the correct one. If it displays TØ, for example, and you need to specify T3, highlight the Ø and type 3.

You set up logical names for terminals through the (L1) Terminal and Tickets Parameters screen. Until you set them up, you can assign all of your users the logical name TØ which is the default setting for your system.

- 3.3 In the Description box, enter a description for reference purposes. (Descriptions are optional.) For example, you can specify the user's department or title. After you enter the description, click OK.
- 3.4 The Change Password dialog box opens. At the New Password prompt, enter the password to assign this user and press Tab. You can enter up to 31 alphanumeric characters. (This box is case-sensitive. The user must enter the password exactly as it is specified in this box to log into the system.)

Note: User passwords are optional. Leave the password boxes blank if you are not assigning passwords.

- 3.5 In the Confirm Password box, re-enter the password you specified, and click OK.
- 3.6 When the User Definitions dialog box opens, click OK.
- 3.7 Repeat this process for each additional user to set up.

The Advanced folder in the TBLConfig window contains additional information about your system. Do not modify these settings without consulting ECI.

Using Volume Serials

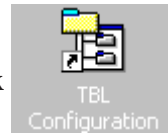
Folders that contain DDMS files are called *units*. Each unit has both a number and a name. For example, your DDMS program files are on unit 4. Unit 4's name is SR (which stands for system residence). A unit's name is called its volume serial. Using the same example, unit 4 has a volume serial of SR.

You use volume serials to specify where your system stores certain kinds of information. For example, volume serial IN may hold your inventory files, and volume serial HI may hold your history files. You specify the volume serial for each group of files through the text-based (LØ) Global Master Parameters screen.

ECi recommends that you leave your volume serials in their default state when you first begin using your system. However, if you change the volumes in your (LØ) screen for any reason, you need to modify the volume serials on your DDMS server to match.

You can view your volume serials in the TBL Configuration window. If necessary, you can also add new volumes.

- 1 From your desktop, double-click



- 2 Under the Settings folder, click Volume Definitions. The volumes currently set up display in the window's right pane. See Figure 3.
 - The Unit column displays the DDMS unit number.
 - The Volume column displays the corresponding volume serial.
 - The Full Path column displays where this information is stored on your hard drive.
 - The Description column displays the information that the unit contains.
- 3 View the displayed volume serials to determine which ones to add or modify.

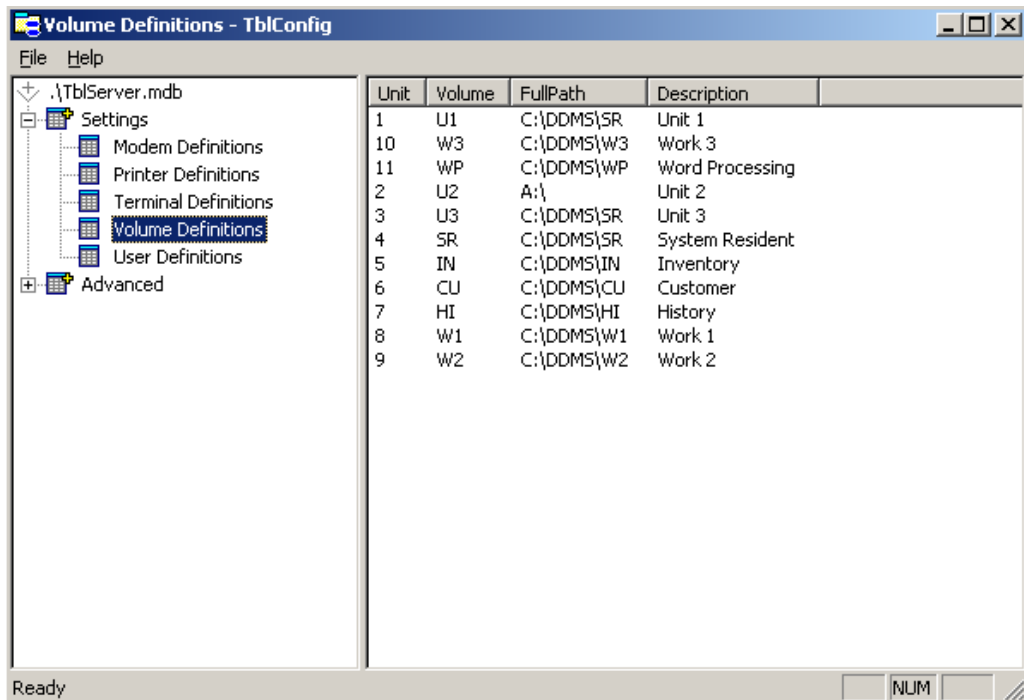


Figure 3:
Current Volume
Settings

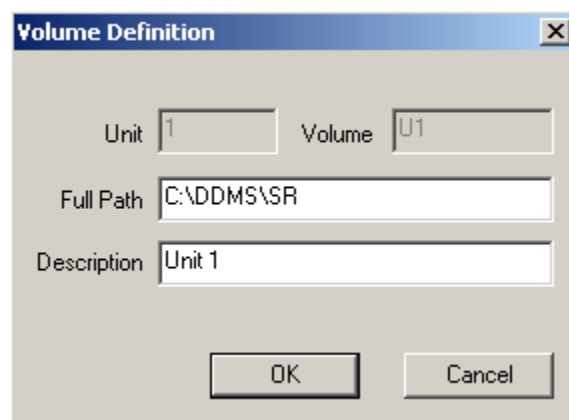
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- To modify existing volumes, right-click the number of the unit to change, and select **Modify**. (You cannot modify the Unit or Volume boxes; these boxes can only be set when you add new volumes.)
- To add a new volume, right-click **Volume Definitions** and select **Add New**.

Note: Never modify a volume that begins with the letter U: U1, U2, U3, and so forth.

- 4** The Volume Definition dialog box opens. See Figure 4. If you are modifying an existing volume, go to **Step 6**.
- 5** When you add volumes, you must assign them a unique unit number. In the Unit box, enter the number of the unit to add and press Tab.
- 6** In the Volume box, assign this unit a volume serial. *Use uppercase characters only*. Volume serials determine where groups of files are created. Volume serials usually have two characters, such as W1, HI, or IN, but you can use up to four characters.
- 7** In the Full Path box, enter the path and folder name for this volume. For example, if your DDMS software is installed on your D: drive, and you are creating a W4 volume serial, you would specify D:\DDMS\W4. Enter the path for this volume serial, and press Tab.
- 8** In the Description box, enter a description for reference purposes. For example, if you are creating a work unit, you could enter Work Unit. After you enter the description, click OK.

Figure 4: The Volume Definition Dialog Box



- 9 The new volume serial is added to the list. You can continue to add or modify as many volumes as necessary.

Installing Ensight Pro Graphical Client on a Workstation

You can install Ensight Pro Graphical Client on your Microsoft Windows 2000, 2003, or XP Professional workstation. You must also install Microsoft Internet Explorer 4.01 or greater on the workstation. (Microsoft Windows 2000, 2003, or XP Professional automatically have a new version of Microsoft Internet Explorer.)

Note: You must do this when you load Ensight Pro for the first time. When you update the server with subsequent versions, the workstations should be automatically updated. However, if for any reason they are not (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.

- 1 Shut down all applications that are running, including any anti-virus software or other applications that are part of your startup.
- 2 Insert the Ensight Pro Interface CD into the CD-ROM drive on your workstation. If the AutoRun menu starts, go to **Step 7**. If not, go to **Step 3**.
- 3 Open Windows Explorer and click the CD-ROM drive.
- 4 Double-click the ensightpro/client folder.
- 5 Double-click the Disk 1 folder.
- 6 Double-click Setup.exe.
- 7 The Graphical Client window opens. Click Next to continue.
- 8 Follow the prompts on your screen. ECI recommends that you accept the defaults. When finished, you must reboot your system.
- 9 When the system reboots, open Ensight Pro by double-clicking Graphical Interface Client on your desktop.
- 10 At Enter the Name of Your MTS Server, enter the name of your DDMS server or its IP address and click OK. In the Terminal ID box, enter the terminal ID from the (L1) screen parameters. (This is only necessary when logging in for the first time.)

To find the name of your server:

- 10.1 On the server, click Start, point to Settings and select Network and Dial-Up Connections.
- 10.2 Right-click the network connection you use and select Properties.

- 10.3** Click Internet Protocol (TCP/IP) and then click Properties. The General tab displays the IP address.

Setting Up Workstations for Text-Based Applications

Your DDMS system has both text-based and graphical applications. Users can use either version since both write information to the same files. Currently, some applications exist only as text-based applications. Although your system will eventually have a complete set of graphical applications, most users will access the text-based applications until all of them have graphical counterparts.

If you're using a network, be sure that your computer workstations are set up for use with your DDMS server. First, be sure that all of your workstations are set as follows:

- Each workstation must be in an Ethernet network.
- Each workstation must be configured using the TCP/IP set of protocols.
- Each workstation must be running Microsoft Windows 2000, 2003, or XP Professional.

Once you verify that all of your workstations meet these guidelines, set up the Telnet Client software for use with the DDMS system. While you can purchase a third-party Telnet client software package, Microsoft Windows operating systems have a Telnet Client version that you can use.

Note: To use a third-party Telnet Client software package, contact the software's vendor for instructions on configuring it correctly. To complete the setup, you need the IP address of the server. You may also need the server's name.

To start a Telnet session on a workstation:

- 1** Click Start and select Run.
- 2** In the Open box, type **telnet** followed by the IP address or host name of the server. If your DDMS server's IP address is 192.168.100.1, for example, you type telnet 192.168.100.1.
- 3** Click OK.
- 4** When the system displays a window requesting your account name and password, enter your account name and password. You need to specify a user name and password that have been set up through the TBL Configuration program. For details, refer back to **Setting Up Users**.
- 5** After you enter your account name and password, the system displays the DDMS Master Menu.

If you use the Telnet client software on the workstation frequently, you can create a desktop icon.

- 1 Right-click on the workstation desktop. Click New and select Shortcut.
- 2 In the Type The Location Of The Item box, type **telnet**, followed by the IP address or host name of the server. You might type telnet 192.168.100.1, for example.
- 3 Click Next.
- 4 When the Select A Title For The Program dialog box opens, enter a name for the desktop shortcut icon, DDMS System, for example.
- 5 Click Finish.
- 6 The desktop icon you created for the Telnet Client displays. Double-click to test it.
- 7 The system prompts you to enter your account name and password. After you enter the information, the system displays the DDMS Master Menu.

Setting Up Peripherals

As you use your system, you may need to add peripherals such as printers and terminals. You add, change, and view peripherals using your TBL Configuration software.

Setting up a printer involves three basic steps:

- Connecting the printer to your network.
- Setting up the printer through Microsoft Windows.
- Configuring your printer for Ensite Pro.
- Setting up a file printer.

Connecting a Printer to the Network

To use a printer on your system, you need network access. You can connect a printer to a PC and then share the printer, or you can connect your printer to a network print server. Make sure you know the network name assigned to this printer.

Note: ECi does not recommend the use of serial-interface printers with Ensite Pro. While some customers have used serial interface printers successfully, many have experienced reliability problems. ECi does not support the use of serial interface printers with the DDMS software and is not responsible for any problems you may experience.

Setting Up the Printer through Microsoft Windows

When you set up a printer, you must first add the printer through Windows. Then, you must enter information for the printer to communicate with your DDMS software.

- 1 Click the Start button, choose Settings, and then Printers.
- 2 Double-click Add Printer.
- 3 When the Add Printer Wizard starts, follow the prompts on screen.
- 4 When you finish adding the printer, enable Xon/Xoff on your printer. You do this through the printer's own configuration utility. Refer to your printer's documentation for instructions.

Configuring Your Printer for Ensite Pro


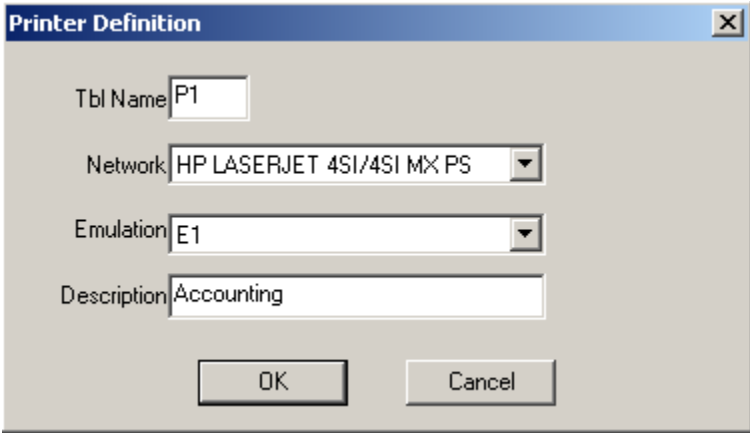
- 1 From your server's desktop, double-click . The icon shows a folder with a printer and the text 'TBL Configuration' below it.
- 2 When the TBLConfig window opens, click Printer Definitions to highlight it. The printers you have set up display in the window's right pane, including the dummy printer, PØ. (This replaces B:.)
- 3 Right-click Printer Definitions, and choose Add New. The Printer Definition dialog box opens, as shown in Figure 5.
- 4 In the Tbl Name box, click behind the letter P and enter the logical number of the printer, 1, 2, or 3, for example. Press Tab.

Figure 5: The Printer Definition Dialog Box



The screenshot shows a dialog box titled "Printer Definition" with a close button (X) in the top right corner. It contains four input fields and two buttons at the bottom. The fields are: "Tbl Name" with the value "P1", "Network" with a dropdown menu showing "HP LASERJET 4SI/4SI MX PS", "Emulation" with a dropdown menu showing "E1", and "Description" with the value "Accounting". The "OK" and "Cancel" buttons are located at the bottom center.

Each printer must have a logical number. If you specify the same logical number for several printers, the first one available is used.

- 5 In the Network box, select the printer to add. (Both local and network printers set up under Microsoft Windows appear on this list.)
- 6 In the Emulation box, click Epson Emulation.
- 7 In the Description box, you can enter any text for your own reference that describes this printer. For example, you could enter Invoice Printer.

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.

- 1 We recommend you create, and share, a separate folder on the DDMS server C:\ or D:\ drive. In the example shown in Figure 6, 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.

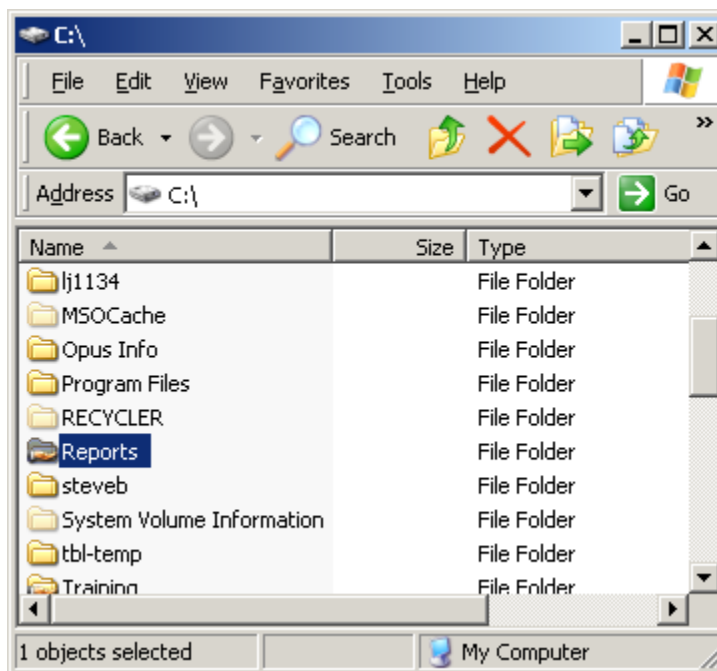


Figure 6: The Reports Folder

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- 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 7, the file printer was specifically created for John.
- 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 Existing 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.*

Figure 7:
Entering a Port Name

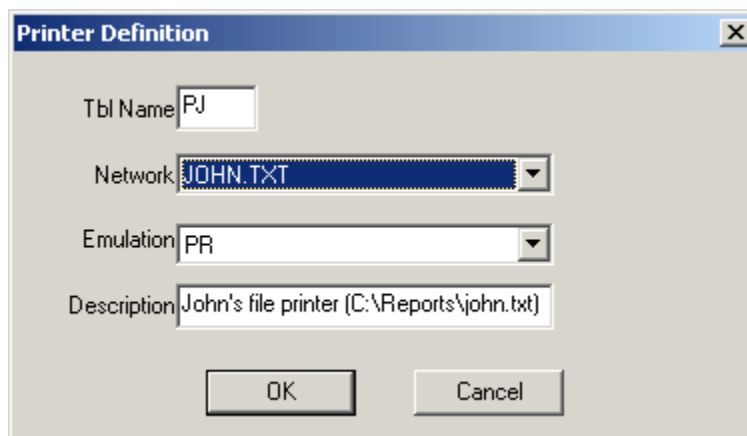


- 17 When your printer settings open, click Finish.
- 18 The last window in this setup process indicates that a test has been sent to the printer. Open the C:\Reports folder (or D:\) to verify that the test page printed successfully. When you have verified that the test page printed successfully, you 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.
- 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 8, 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.

Figure 8: The Printer Definition Dialog Box




Maintaining Your Ensite Pro System

Maintenance is an important part of protecting and preserving your data.


Stopping (Killing) a Process

Occasionally, you may need to stop a process that a user has performed. For example, when a modem is hung up or the printer is not online.

- 1 From the Microsoft Windows desktop, click  TBL Server in the taskbar at the bottom of the screen. The TBL Server window opens. (This window displays system users, and device information. It also displays any records or modems that may be locked on your system.)
- 2 Click the user with the process to stop. The user displays in the window's right pane along with the program running.
- 3 To stop the process, right-click the user's name and select Kill.
- 4 At the Are You Sure You Want To Kill message, click OK.

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, ECi 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.

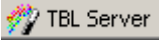
- 1 Insert a backup tape into your drive.
- 2 *Make sure that you quit any programs currently running, including TBL Server. Open files are not backed up.* To close TBL Server:
 - 2.1 Click  TBL Server in the lower taskbar.
 - 2.2 When the TBL Server window appears, choose File and select Exit.
 - 2.3 At the Warning message, click OK.
- 3 Click Start, point to Programs, then Accessories, then System Tools, and select Backup.
- 4 Click the Backup tab.
- 5 Click the DDMS folder (which is on either drive C: or D:) to only backup DDMS files. (If you have DDMS files in any other folder, select it, as well.)
- 6 In the Backup Destination box, select the tape drive.
- 7 Click Start Backup.

Always reboot your system before backing up.

- 8 In the Backup Job Information dialog box, click OK. The files you selected are backed up.

Restoring Files From Tape

Occasionally, you may need to restore volumes or files from a backup tape to your hard drive. When you restore files, remember that each DDMS file has three separate files: a .dbf, .cdx, and .key. To restore a specific file, you must restore all three DDMS files to your hard drive for your data to be complete.

- 1 Insert the tape into your drive.
- 2 *Make sure that you quit any programs that are currently running, including TBL Server. Open files cannot be restored.* To close TBL Server:
 - 2.1 Click  in the lower task bar.
 - 2.2 When the TBL Server window opens, choose File and select Exit.
 - 2.3 At the Warning message, click OK.
- 3 Click Start, point to Programs, then Accessories, then System Tools, and select Backup.
- 4 When the Backup window opens, click the Restore tab.
- 5 Microsoft Windows keeps a catalog of backups. The information you restore must have a catalog entry before you can restore it.
 - If the information on your tape is cataloged, icons appear in the left pane.
 - If there is only the File icon in the left pane, go to **Step 8**.
 - If the information on your tape is not cataloged, either the New Import Media dialog box opens or there is an Import icon in the left pane.
 - If the New Import Media dialog box opens, go to **Step 6**.
 - If there is an Import icon in the left pane, go to **Step 7**.
- 6 In the New Import Media dialog box, catalog the information on your tape.
 - 6.1 Select Allocate This Media To Backup Now.
 - 6.2 Click OK and go to **Step 8**.
- 7 If there is an Import icon in the left pane:
 - 7.1 Click the plus sign (+) next to the Import icon to display the entries.
 - 7.2 Right-click the entry from which to restore data.

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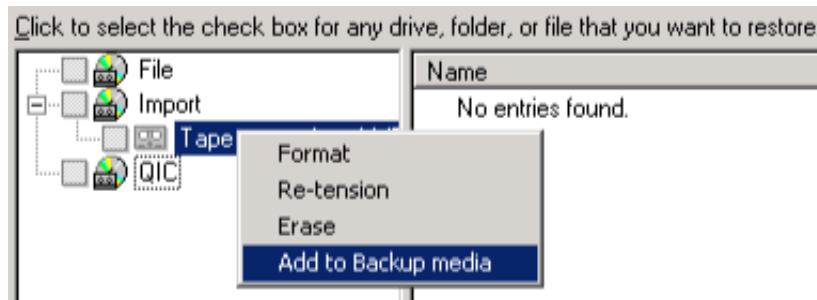
7.3 Select Add To Backup Media. See Figure 9.

- 8 Click the plus sign (+) by the QIC icon to open it.
- 9 The cataloged entries on your tape appear in the right pane. Double-click the appropriate entry. Your system reads the tape and displays the drives that you backed up.
- 10 You can restore an entire volume by selecting the corresponding folder. You can also restore individual files within a folder.

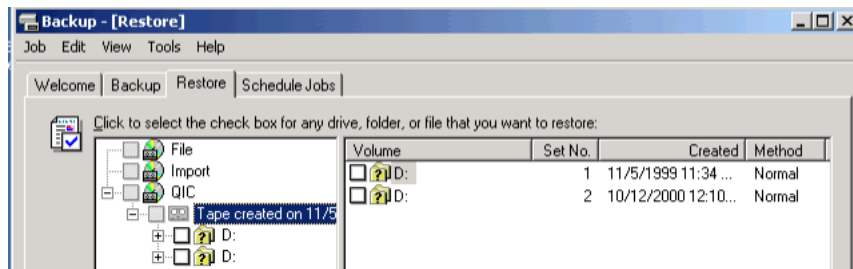
Double-click the drive that contains the folders or files to restore.

If there is more than one entry for the correct drive, check each of them for the folder or files to restore. See Figure 10.

**Figure 9:
Adding To
Backup Media**



**Figure 10:
Selecting
Multiple Drives**



- 11 Once you find the correct drive, open the DDMS folder by clicking it. A folder for each volume serial included on this backup appears in the left pane. See Figure 11.
- 12 To restore an entire volume, click the corresponding folder. A blue check mark indicates that you selected an entire folder.

To restore individual files, double-click the appropriate folder and then select the files. *If you specify files, be sure to select all three files: a .dbf, .cdx, and .key. If you do not select all three, you are only restoring part of the data.*

In Figure 12, all three of the circled files must be selected to restore the C-MASTER file. The files you select have blue check marks and the folder containing these files has a gray check mark. The gray check mark indicates that some of the files it contains have been selected, but not all.

Figure 11:
Folders For Each
Volume Serial

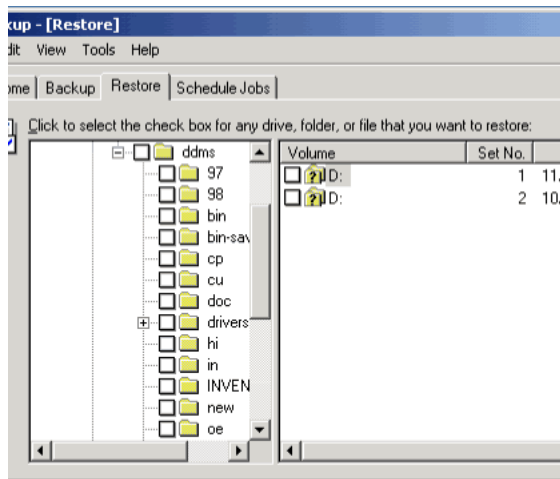
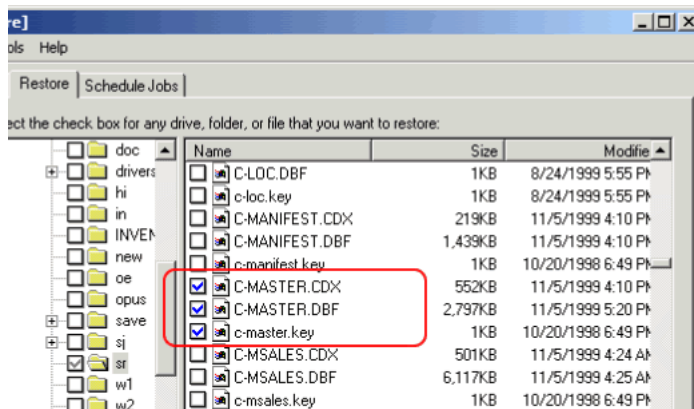


Figure 12:
Selecting All
Three Files To
Restore



Network Management

13 After selecting all the files or volumes to restore, select a location in the Restore Files To box.

- **Original location:** Restores files to the folders from which they were backed up and may overwrite existing files with the same name.
- **Alternate location:** You can 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:, an IN folder is created on C:.

14 The type of restoration you're doing is displayed to the right of the Restore Files To box. See Figure 13.

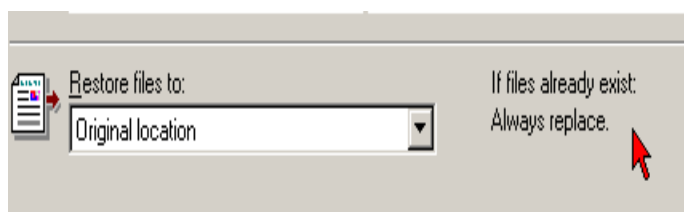
You can select:

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

If the displayed options are not adequate, go to the Tools menu and select Options. Click the Restore tab, select the appropriate option, and click OK.

15 Click Start Restore.

Figure 13: The Restore Files To Box



Shutting Down the System

You should not turn off your DDMS server by pressing the power button or by removing power until you first perform a shutdown procedure. This procedure prevents you from losing valuable data and stops all processes that may currently be using the system's resources.

- 1 From the server's desktop, click Start, and choose Shut Down.
- 2 In the Shut Down Windows dialog box, select Shut Down.
- 3 Click OK.
- 4 After the system has completely shut down, you can safely turn off your computer. (Many systems turn the power off automatically.)

Using Terminal Servers

Terminal server is a Microsoft application that allows multiple users to log on to one computer and utilize applications on the server with the majority of processing being done on the server.

DDMS' Ensite client is a client server application and is designed to share the processing load between the client and the server. This creates network traffic and speed issues if the client software is loaded on a workstation that accesses DDMS over the internet.

With a terminal server on the same network as the DDMS server running your client software, ninety percent of your internet traffic is eliminated.

Terminal server provides much flexibility. If all users are at the same location and using the same terminal ID, you can load one instance of the client and it can be used by all. If you have users in different locations with different IDs, you can load an instance for each user and change the INI file to meet each users' needs.

One issue with using terminal server is that the client software does not automatically load when upgrading software on your DDMS server.


Appendix: Dedicated Functions

Dedicated functions are procedures that can only be performed when no one else is using the system.

Performing a dedicated function while other people are using the system can cause loss of information and corruption of files.

Many of these functions are necessary for periodic maintenance of the system. You should perform these procedures at the end of the business day to prevent interrupting daily activities.

Performing a Dedicated Function

- 1 Turn off all terminals.
- 2 Make sure that all reports and batches are finished.
 - 2.1 Click  TBL Server .
 - 2.2 In the TBL Server window, click each user name. If there is activity for that user, it appears in the right pane.
 - 2.3 If you find activity for any user, wait until it's finished before beginning your dedicated procedure. The display for a particular user does not update while being displayed. To refresh the display, right-click the user's name, and select Refresh from the menu.
- 3 Perform your dedicated function.
- 4 Check the TBL Server again to make sure the dedicated function is complete.
- 5 Reboot the system before allowing other users to resume work.
 - 5.1 From the server's desktop, click Start then select Shut Down.
 - 5.2 In the Shut Down Windows dialog box, select Restart.
 - 5.3 Click OK.

Dedicated Period Ending Procedures

Day-End

- Daily procedure (M)[A]
- A/R batch release (O)[OA]
- A/P batch release (Q)[QA]
- P/O purge (S)[SP]
- Exceptions report (TR)[I]

Month-End

Customer month-end (AH)[M]
Vendor month-end (C)[M]
Inventory month-end (E)[M]
Salesperson month-end (HY)[M]

Year-End

Customer year-end (AH)[Y]
Vendor year-end (C)[Y]
Inventory year-end (E)[Y]
Salesperson year-end (HY)[Y]
Clear inventory hits (+A)[Z]
Clear customer hits (+E)[G]

Parameters Screens

Changing the next number field in any parameter screen.

Purging

Accounts Receivable (OR)[D]
Accounts Payable (QR)[C]
Purchase Order Entry (S)[SP]

Reindexing Files

Customer (AH)[R]
Inventory (EH)[R]
Pick (order entry) (T)[TE]
Salesperson (HY)[R]
Personnel (HN)[R]
Vendor (C)[R]
Item Alias (ES)[R]
Serial (EZP/EZG)

Releasing Batches

Accounts Receivable (O)[R]

Accounts Payable (Q)[QR]

General Ledger (WA)

Special Screen Functions, if modifying data

Customer (+A)

Accounts Receivable (+B)

Vendor (+C)

Accounts Payable (+D)

General Ledger (+J)

Sales journal history (+U)

Inventory (+E)

Reset inventory (+P)

Utilities

Execute program (Z)[B4]

Execute Proc file (Z)[B6]

Copy single file ((Z)[C2]

Sort a file (Z)[C4]

Merge files (Z)[C5]

Delete single file (Z)[F4]

Delete data records (Z)[F6]

Rename a file (Z)[F7]