

Key Ops

The Newsletter for
Key Operators of
ECI²/DDMS
Systems

Changes in Store for O/PUS Customers

To improve customer service, we are changing the way we ship your O/PUS Database Update. Under the new program, we keep you informed via email so you know when to expect your O/PUS Database Update.

We send the first email mid-month. For March, look for it around the 18th. This email details the update's projected arrival date.

The second email will tell you when we begin shipping. If the projected shipping dates change, we'll send an email update.

How Billing Works

Your O/PUS payments are scheduled for either semi-annual or annual payment. Your payment schedule determines when you receive your invoice. For example, if you sign up in March for semi-annual payment, you receive invoices in March and September. If you sign up in March and pay annually, you receive an invoice each March.

O/PUS Database Updates are

only shipped to customers whose accounts are current. If your billing cycle occurs in March, you should have received your invoice. It must be paid in full for you to receive your O/PUS tape for the April quarter. If you have questions concerning your O/PUS account or if you need a copy of an invoice, please call our Accounting department at 1-888-499-3242.

Learn to Load – Free!

Take the mystery out of your O/PUS Database Load. A new Virtual Classroom training session walks you through the basics. You can watch a live software demonstration on the Internet. Classes are lead by an experienced trainer and include other customers learning the same thing. You benefit from hearing their questions and discussion. And, for a limited time, it's free!

You can register online at www.ddms.com/training/virtualclassroom. Class size is limited, so sign up now!

Training Schedules

PGD/OS, NT or UNIX

March 25 • 1:30-3:30 p.m.

March 29 • 4:00-6:00 p.m.

April 5 • 12:00 to 2:00 p.m.

ASP

March 22 • 4:00 to 5:00 p.m.

April 2 • 11:00 a.m. to 12:00 p.m.

All times are Central Standard. 

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From the Desk of Ines Collazo, AVP, Customer Service

Moving Forward in 2002



Key Initiative #1:
By the end of 2002, ECI² will be the recognized leader in customer satisfaction, delivering reliable, feature-rich products supported by the most responsive, knowledgeable technical staff in the industry.

With ECI²'s Direction 2002, our goal is to be a recognized leader in customer satisfaction. To make that a reality, we've implemented a Continuous Improvement Program in technical support. New practices that are now in place include:

Golden Hours

The time every day when the technical support staff is totally focused on the customer is called Golden Hours. No internal meetings or functions are allowed during this time.

Customer Care Program

A more proactive approach is the key to the Customer Care Program. The Support/Customer Service department is focused on helping you use our products and services more effectively. In addition, we're committed to discovering your concerns and issues and addressing them. Your feedback is critical to our success. We want to know what information you find most helpful and what you want to see on the website. Send us your story ideas and tips. See page 6 for details.

Elimination of Wednesday Training

In the past, technical support was closed two hours a week for training. These sessions have been cancelled so that support staff is available to work with you. All


training is scheduled on an individual basis outside of Golden Hours.

Improved Call Flow Process

We are changing the call flow process for all critical situations in which customers are unable to operate. Instead of handling these critical calls through the queue mechanism with call-backs, they go to the senior support specialists for immediate resolution.

Get Answers Now

We're putting more information on our website so you have immediate access to answers, 24 hours a day. We've also added a new search feature that lets you find what you're looking for quickly. For example, www.ddms.com has back issues of *Key Ops*. If you had a question about increasing contract pricing by percentage, you could look up *Tech Tips* in the September 2001 issue.

The programs mentioned above are only the beginning. We're expanding our popular Virtual Classroom. (See page 5 for details.) We're improving a number of practices such as 24/7 support and technician training, and we're hiring more technicians. We've reorganized into larger pools of cross-trained employees for faster, better customer service. Our goal is to help you make your operations run more smoothly and efficiently. 

Solve ASP connection problems

Your web browser uses a Citrix browser plug-in to connect to your software system. If the plug-in becomes corrupt, it may cause connection problems. Usually, the result is an error message that you are unable to connect to the Citrix Server. Or you may see a blank screen with a red X in the upper left corner of the screen, similar to a missing graphic. You can usually resolve this by reinstalling the browser plug-in. Sometimes, however, you may have to install the desktop version of the Citrix Client. Use the following instructions:

Installing the Browser Plug-in

1. Download the plug-in installation program.

- Go to www.citrix.com/download. Under the heading Downloads, find ALE Web Client. Click **Plug-in (32 bit)** as shown below.

- Click **Yes** to accept the license agreement, then click **Version 4.21.779 English**.

- In the download dialog box, choose **Save Program to Disk**.

2. Once the download is complete, double-click the file **wfplug32.exe**.


3. Reconnect through your browser. If the connection fails, follow the instructions for Installing the Windows Client.

Installing Windows Client

1. Download the Windows Client program.

- Go to www.citrix.com/download. Under the heading Downloads, find ICA Client. Click **Windows Clients**.
- Click **ICA 32 bit Client**, then click **Yes** to accept the license agreement.
- Under the heading English, click **Full PN Version 6.20.985 – English**.
- In the download dialog box, choose **Save Program to Disk**.

2. Once the download is complete, double-click the file **ica32.exe**.

3. Reconnect through your browser. If you still are unable to connect, call ECI²/DDMS support for additional help. 

Tech Tips from the Help Desk presents answers to the questions dealers ask most. It has two formats:

If...Then helps you find solutions: *If* this happens, *Then* you do that.

How Do I... explains how to perform a procedure.

Back issues are available on our website. See page 5 for details.

The screenshot shows the Citrix website's 'Downloads' section. The main heading is 'Citrix Client News'. Below this, there are several news items:

- ICA CLIENTS:** Lists various ICA client versions for Windows and Linux, including 'ICA 32-bit Client', 'ICA 64-bit Client', and 'ICA 32-bit Client (Full PN Version 6.20.985 - English)'. There is a 'Download' link for the English version.
- NEW EXTRACT 2.5.1 ISSUE:** Announces that the Windows 32-bit client is now updated to 2.5.1 with improved Windows XP support.
- NEW EXTRACT 2.5.1 ISSUE:** Announces that the Linux client is now updated to 2.5.1 with improved Linux support.

 A sidebar on the right contains promotional text: 'New reach can give you!', 'Our new Application Computing Server (ACE) Client Adapter enables the savings you can achieve with a Citrix solution.', and 'These ICA clients are the driving component of a hybrid system...'. The footer of the page shows 'March 2002'.

Set up a Windows 2000 Backup

When you convert your operating system to Windows 2000, you must reconfigure your backup. If you convert from PGD/OS to Windows, you must convert your proc to Windows, as well. If you convert from NT to Windows 2000, you are using a Windows proc already. Follow these steps to set up your backup. If you already use Windows 2000 and perform your backup manually, begin with **Step 2**.

When using a new tape, it must first be formatted. To format a tape, put it in the drive and start your backup. At the message This Tape Contains Unrecognized Media, Do You Wish to Format, click **Yes**.

Test the newly formatted tape by backing up any file on your C-drive. (You can do this while TBL Server is running.) Testing ensures the tape is ready to hold backup files launched from a batch script or day-end proc.

d:/ddms/bin folder. If the file **ntbackup.exe** is there, delete it.

1. Download the backup script.

- Go to www.ddms.com/support/win2000.htm. Follow the download instructions for your type of backup tape.

- Save the file to the **d:\ddms\bin** folder. Name the file **backup.cmd**.

2. Using Windows Explorer, find the

3. Right-click **My Computer** and select **Manage**.

4. When the Computer Management window opens, click **Removable Storage**. Then click **Physical Locations**.

5. Right-click your tape drive and choose **Properties**. Click the General tab. In the Inventory Method box, select **Full** and click **OK**.

6. Configure the Windows 2000 Backup program.

- Click **Start**, then click **Programs**.

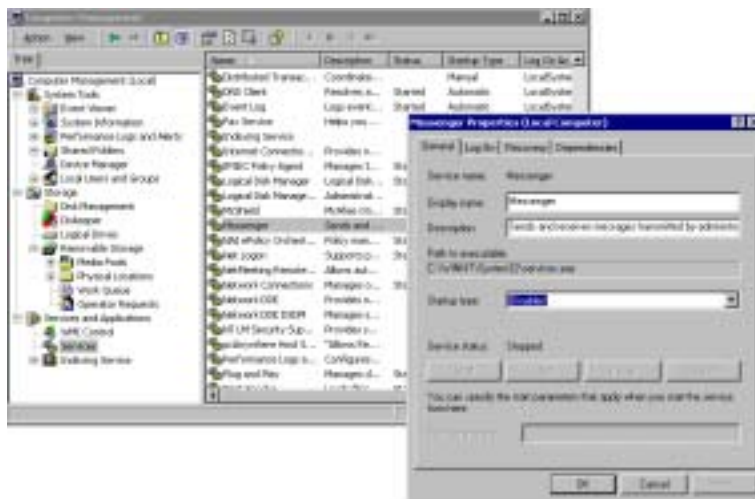
- Click **Accessories**, then click **System Tools**. Click **Backup**.

- When the Backup window opens, click **Tools**, then click **Options**.

- When the Options window opens, click the General tab. Check all the boxes except Verify Data After the Backup Completes. Leave this box clear. Click **OK**.

- Click the Backup Log tab. In the Log Backup box, select either Detailed or Summary. Click **Apply** and **OK**. Close the Backup window.

8. The backup configuration is complete. 




Find it on the Web

Back issues of *Key Ops* and *Key Ops Dispatch* contain a wealth of information. To find any of these topics, go to www.ddms.com/support/pubs/keyops.htm. Click the issue listed next to your topic of interest.

A/P Checks, Voiding	Feb 2001	O/PUS	
A/R Tips	July 1999	Contract dates, Correcting	Oct 2001
Backorders, Assigning & Allocating	Jan 2000	Housekeeping, Inventory	July 2001
Contract Price by %, Changing	Sep 2001	Housekeeping, O/PUS	Apr 1999
Cost Flow, Order Entry	July 1998	Sales Flyers, Removing	Dec 2001
Dealer Station		Sales Journals, Merging	July 2001
Authorization, Setting up	Feb 2001	Sales Journals, Renaming	Jan 2001
Guest Users, Setting up	Oct 2001	Shortcuts, Keyboard	May 2001
Laundry Lists, Setting up	Feb 2001	Stock Class/Dept, Setting	Oct 2000
Logos & Pictures, Adding	Dec 2001	Tax Tables, Setting Federal	Jan 2000
Making Work Easier	Mar 2001	Troubleshooting	
Earnings, Posting retained	Oct 2001	ASB	Mar 2000
Finance Charges, Backing out	July 2001	Backorder Flush	May 2001
Maintenance		Backups	Jan 2001
Backups, Verifying	Jan 2001	Files, Windows	Apr 2001
Backups, Troubleshooting	Jan 2001	Tickets	Feb 2001
Backups, Restoring Windows	Apr 2001	Tickets, Finding lost	Apr 1998
Compressing Fields, Windows	Apr 2001	Windows, Adding users	Mar 2001
Day-end Reports, Printing	May 2001	Wrap-n-Label	Feb 2002
Period-Ending Procedures	Nov 2001		Sep 1999
National Drop Ship	Feb 1999	Wrap-n-Pack	Feb 2002


Global Users Conference—June 6-8

What's become of the **DDMS National Users' Meeting?** Originally planned for April, the meeting has become the ECI² Global Users Conference. It was re-scheduled for **June 6-8, 2002** to avoid a conflict with the AOPD-TriMega Joint Meeting. The schedule change also allows us to expand the venue to accommodate DDMS, UBC, Maytech and ECI² customers.

As more information becomes available, we will post it on our Website. Check our home page at www.ddms.com for a link to the latest information on the ECI² Global Users Conference. 

Learning Virtually Anywhere

Our Virtual Classroom lets you attend live classes without leaving your desk. Watch, listen, and interact as an experienced instructor walks you through a software application. We limit class size so the instructor can answer individual questions. Our latest class offering is **Loading O/PUS**. Learn the critical functions required to update your item files electronically.

For more information, go to www.ddms.com/training/virtualclassroom.htm. You can sign up on the Internet, too. Learn how to really make the system work for you without leaving your desk! 



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Send us your ideas

We need your help! Part of our ECI² Direction 2002 initiative is to provide improved customer communication. We want to know what information you'd like to see. What's most helpful to you?

As a key operator, you use your computer system every day. You've probably found a solution no one else has thought of yet. We'd like you to share your tips and techniques with the rest of us. Tell us what's worked well for you and what hasn't.

Email your ideas, comments and helpful hints to keyops@ddms.com. Please include your name and your company information. 🗝

Key Ops goes digital

Key Ops Dispatch, the electronic version of *Key Ops*, delivers timely, useful information to your desktop every month. It has become so popular with customers, we're suspending quarterly publication of the printed version. However, you'll still receive a printed version of the year-end *Key Ops* with everything you need to know to close your books on the year.

If you haven't been receiving *Key Ops Dispatch*, we may not have your current email address.

Send an email to keyops@ddms.com. Please include your name, your company's name, your company's address and your account number. 🗝