

Key Ops Dispatch

August/September 2002

Vol. 2, No. 5

Included in this issue:

- ~Dealer Station™ Upgrade Slated for Mid-August
- ~Consolidated Online Help To Be Released This Fall
- ~Web Help Now Offers Full Index and Search Functions
- ~New Online Form for Documentation Feedback
- ~Reminder: Log Support Calls Online
- ~Troubleshooting Initialization Failure (DDMSTools.dll) for eNsite and eNsite Pro
- ~Updated: Setting Up Order Authorizations for Dealer Station
- ~To Subscribe or Unsubscribe

From Ines Collazo, AVP Customer Services:

Dealer Station™ Upgrade Slated for Mid-August

We plan to release a new version of Dealer Station™ DDMS Edition on August 18, 2002. You will soon receive an email describing the new version's features.

Consolidated Online Help To Be Released This Fall

We are pleased to announce that completely updated documentation will be available this fall with the next General Release. The Documentation department is transferring all the text-based Documentation Manuals into the online Help, which was originally designed for graphical software. This effort will also consolidate all instructions to reflect the latest text-based and graphical versions.

The goal is to serve you better and provide the following benefits:

- All instructions for the core software (both text-based and graphical) are in one place.
- All instructions will apply to the latest release.
- It will be easier to search for the best answer to your help needs.

Online Help will be available in two versions:

- Web Help (updated on our Web site)
- Windows Help (which will be part of the software's installation, as well as a downloadable file available on our Web site).

For more information about the enhancements that will be part of this General Release, please see "What's New in Version 5" at <http://www.ddms.com/support/doc/ver5doc.htm>, which is updated weekly.

Web Help Now Offers Full Index and Search Functions

Our Documentation department has enhanced the Web Help for eNsite Pro by adding an Index tab and Search tab, in addition to the existing Contents links.

The updated Web Help is available on the Version 5 Documentation page at <http://www.ddms.com/support/doc/ver5doc.htm> (in the blue Online Help section, click the link for eNsite Pro online help). eNsite Pro Web Help now provides the following functions:

- Contents links are organized into books (one per DDMS module), with icons that link to subtopics.
- Index lists key words in alphabetical order, and the text entry field at the top of the Index allows you to specify the first few letters of the Index entry.
- Search does a full-text search of the key words you specify in the Search text entry field, and displays all relevant Help topics.

New Online Form for Documentation Feedback

We are always open to your ideas for continual improvement, and we want to make it easier for you to communicate those ideas.

If you have feedback or corrections to report for documentation, please use our new online documentation feedback form at http://www.ddms.com/support/doc_feedback.htm.

Reminder: Log Support Calls Online

As you may know, we have instituted an online form for you to submit Support requests. This form is located at <http://www.ddms.com/support/supportcall.htm>. You can enter detailed information about your problem here instead of waiting on hold for a tech. This new feature will save you time; your Support tech will have more information about your issue before calling you the first time.

Please try this form the next time you need to send an e-mail to Support. And let us know what you think - do you like this new feature? Can you think of anything we can do to make it even easier? Please send any comments or suggestions to keyops@eci2.com.

Troubleshooting Initialization Failure (DDMSTools.dll) for eNsite and eNsite Pro

If you have installed or re-installed eNsite or eNsite Pro and are attempting to start the program on the client PC (also known as the workstation), you may get an initialization error that reads:

```
"eNsite (Pro) failed to initialize.  
Authorization: Could not make a connection to the TBL Utilities.  
File not found: DDMSTools.dll. eNsite (Pro) Execution Stopped.  
[OK]"
```

This error means that your client is not communicating with your DDMS server. To learn how to fix the problem, see [File #217: Troubleshooting Initialization Failure \(DDMSTools.dll\) in eNsite and eNsite Pro](#), which is included with this e-mail.

Updated: Setting Up Order Authorizations for Dealer Station

With Dealer Station™ DDMS Edition version 2.5 (released May 18, 2002), an approver username is required whenever you specify an Authorized Order Dollar Limit greater than zero. If you specify an order limit while adding a new user account or updating an existing user account, you may be prompted to specify an Approver Username.

To learn how to use the updated Order Authorizations feature, see our updated [File #89: Setting Up Order Authorizations for Dealer Station](#), which is included with this e-mail.

To Subscribe or Unsubscribe

Key Ops Dispatch, an e-mail newsletter, comes free of charge to all DDMS customers.

To update your e-mail address, or to unsubscribe, write to keyops@eci2.com

