How Do I …

Administer the E2 Shop System Enterprise Edition

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There are a few things you should consider now that you have installed E2 Shop System (E2SS) Enterprise Edition; keeping up with software updates and maintaining your database.

Updating E2

During the installation of E2SS, a Windows Scheduled Task was created for you called **E2 Automatic Upgrade Detection**. This scheduled task is set to run each morning. It will access the Internet and check the server at Shoptech for new updates. If there is a new version available, it will be downloaded for you. Users that are members of the **Admin** security group will receive a message when E2SS Office is started that an update is available. You can choose whether to apply the update or not. If you click Yes and have people using any part of E2, then you will get a message telling you the user and computer where the program is still open. Once all E2 related applications are closed or stopped you will be able to complete the update, this includes the **E2 Data Collection Service**. If you answer No, you can continue working in E2 and apply the update at a later time. When you do apply the update, much of the process is automated. Provided that you have closed all of instances where an E2SS application is running including the **E2 Data Collection Service**, the update process will stop the **running E2SS Windows Service** and the **E2SS Windows Service Worker** service, apply the new files, and restart the main services again. If someone tries to start any E2SS related application they will get a message telling them that the program cannot be opened until the update has completed. Once the updated files have been applied and you login to E2SS Office again, you may get a prompt to run updates on the database. If you receive this prompt you must allow the database update(s) to complete before anyone can use E2SS.

****Note: If you use Ethernet based Data Collection, you will need to restart the E2SS Data Collection Service through the Configuration Manager to ensure that all processes are running.**

If any part of the update process does not complete or you receive errors, please contact Shoptech Support at 800-677-9640 option 2 as soon as possible.

You are able to modify the scheduled task to either disable it altogether (not recommended unless you are going to manually check for updates on a regular basis) or change the frequency that it will check for updates. If you are going to modify the task, it can be found by going to **Control Panel | Administrative Tools | Task Scheduler**. Click on the **Task Scheduler Library** at the top of the left pane. In the center pane locate the task called **E2 Automatic Upgrade Detection**. Double click on this task. On the Triggers tab, you can modify the frequency and times of day that the task will run by clicking the **Edit** button. Once you have made your changes you may be prompted to enter the user id and password that were designated for the task during the installation of E2SS.

You can manually check for updates by opening the **E2SS Configuration Manager** on the server. With the Configuration Manager open, select your database from the drop down menu in the upper right corner. Next, select **Update or Modify E2** from tabs on the left. Click the **Update E2** button. If an update is available, you can select **Yes** to apply it or **No** to ignore. The same process detailed above will occur to update the application suite.

Maintaining your database

There are two aspects of database maintenance that you should consider at this time. First, make sure that you incorporate backing up the E2SS database into your company's disaster recovery plan. We would recommend that you take some time to test your plan as well. Make sure that you know how to restore your database and even more importantly are successfully able to restore the database should there be a disaster.

The second aspect concerning your database relates to the core functionality of a transactional data storage system like SQL Server. A SQL Server database typically consists of 2 files; the data file (*.MDF) and the transaction log file (*.LDF). If proper maintenance/backups are not performed, the transaction log could potentially grow until it has used up the available free space on your disk drive. If you allow this to happen it could cause serious problems with your server.

Please work with the person responsible for your computers/network to make sure at the very least your database is getting backed up regularly.

By default, the E2SS database was probably created using the Full Recovery Model. This means that SQL Server is expecting you to not only make Full backups of the database, but also Transaction Log backups. By using the Full Recovery Model and making regular transaction log backups (multiple ones through the course of the day are possible) you would be able to recover your database to a point in time just prior to the failure and ensure minimal data loss. This will also help to trim the transaction log and keep it from growing too large.

You can leave your database set at the **Full Recovery Model** to allow for the greatest amount of data to be recovered. Please be aware that with this setting you MUST make regular Full AND Transaction Log backups.

Alternatively, you can set the E2SS database to use the **Simple Recovery Model**. With the Simple Recovery Model SQL Server expects you to just make Full backups. In this case, the transaction log will be truncated by SQL Server when certain conditions are met and when a Full Backup is completed.

Regardless of the Recovery Model you choose, it is imperative that you configure and verify your backup strategy for your E2SS database(s). If you are using SQL Server Workgroup or Standard Edition, this process can be automated using the Maintenance Plan Wizard provided in SQL Server. If you are using SQL Server Express Edition, you will either need to do these processes manually or script them to run as Scheduled Tasks outside of SQL Server. You should work with the person responsible for your Network/Computers to configure these backups. If you have questions, please contact Shoptech Support at (800) 677-9640 option 2 for the Hardware team.