

Retail Pro 9 Systems Engineer (RPSE) Certification Exam Preparation Guide

OVERVIEW

Candidates should use this preparation guide to prepare for the Retail Pro 9 Systems Engineer (RPSE) Certification Exam. Retail Pro International, LLC does not identify the format in which the exam will be presented, but this preparation guide is intended for the candidate to use regardless of the exam format.

Note: This preparation guide is subject to change at any time without prior notice and at the sole discretion of Retail Pro University and Retail Pro International, LLC.

About this Exam

The Retail Pro 9 Systems Engineer (RPSE) exam will measure your knowledge of Retail Pro 9 implementations, including server/client installations, setting up communications, backup and recovery of the system, and licensing. This certification exam includes both a written exam and practical assessment:

- The written exam assesses your overall competency in several different areas. You must score a minimum of 80% (across all competencies) in order to pass the certification exam

Written Exam Duration: 1 hour

- The practical assessment is designed to test your ability to apply your knowledge. This assessment must be passed (along with the written exam) in order to pass the certification exam

Practical Exam Duration: 1.5 hours

SKILLS MEASURED

The competencies listed below are being addressed in the written exam and/or practical assessment. For more detailed information, review the study guide associated with this certification exam.

Installing Retail Pro 9 & Associated Applications

- Handling Retail Pro 9 Server Installations
- Handling Retail Pro 9 Client Installations
- Handling Retail Pro 9 Report Viewer Installations
- Handling ECM Installations
- Understanding the networking requirements for a Retail Pro 9 server/client implementation
- Understand the common deployment options for Retail Pro 9

Setting up, Configuring, Scheduling and Troubleshooting ECM

- Understanding the General Sequence of Events During Communications
- Creating and Configuring ECM Stations
- Creating and Using New Station Profiles

- Using the Initialization Function
- Using the Regeneration Function
- Understanding the Role of Confirmation Files
- Creating and Using Movelist
- Using the Scheduler Tool to Automate Communications
- Troubleshooting Common ECM Problems

Database Troubleshooting

- Understand and be able to implement the basic troubleshooting steps
- Using different methods to review alert logs
- Knowing how to respond to different ORA errors
- Handling client-server connection issues

Backup & Recovery

- Creating system backups using different methods: complete or incremental
- Understanding how to schedule backups
- Recovering Retail Pro from a backup using one of three methods: complete, full, point-in-time
- Creating and implementing a cold backup/recovery

Performance Optimization

- Optimizing Windows to allow for best performance, including: turning off indexing, adjusting processor scheduling, adjusting paging size, change DEP settings...
- Optimizing Retail Pro to allow for best performance, including: adjusting memory target, presizing the data files, adjust screen designs...

Licensing

- Understanding Sites and Seats
- Activating Primary and Secondary License Servers
- Deleting Secondary License Server Profiles
- Deactivating License Servers
- Understanding licensing logs

PREPARATION TOOLS AND RESOURCES

Even though there are no prerequisites for this certification exam, you may find the following resources useful when preparing for the exam:

Online Courses

- Retail Pro 9 – RPSE Prep Course

Classroom Training

- Retail Pro 9 – RPSE Prep Course

Online Resources/Reference Materials

- RPSE_Study Guide.doc