

Retail Pro 9 Systems Engineer (RPSE) Certification Exam

Study Guide

SKILLS MEASURED

The examination competencies listed below are the competencies being addressed in the written examination and/or practical assessment. Additionally, this list includes the specific tasks (and sub-tasks) you should be able to accomplish for each competency.

Use this list to help you prepare for the certification exam.

Installing Retail Pro 9 & Associated Applications

- *Handling Retail Pro 9 Server Installations*
 - *Understand the minimum hard disk space, RAM, and operating system requirements to install and run a Retail Pro 9 Server*
 - *Perform a new installation of Retail Pro 9 Server*
 - *Troubleshoot common problems that may occur when during a Retail Pro 9 Server installation*
 - *Apply a Maintenance Pack to Retail Pro 9 Server*
 - *Uninstall Retail Pro 9 Server and the Oracle database*
 - *Understand the services required to run Retail Pro 9 Server and how to stop and start those services*
 - *Locate and modify the TNSNAMES.ORA file and understand the impact of any modifications made*
- *Handling Retail Pro 9 Client Installations*
 - *Perform a new installation of Retail Pro 9 Client with remote executables*
 - *Perform a new installation of Retail Pro 9 Client with local executables*
 - *Understand steps required to connect a Retail Pro 9 client to the Server from within the same network domain or from outside the network domain*
 - *Access different Retail Pro 9 databases from the same computer*
- *Handling Retail Pro 9 Report Viewer Installations*
 - *Perform a new installation of Retail Pro 9 Report Viewer*
 - *Apply a Maintenance Pack to Retail Pro 9 Report Viewer*
 - *Uninstall Retail Pro 9 Report Viewer*
 - *Perform a new Retail Pro 9 Report Viewer client installation*
- *Handling ECM Installations*
 - *Perform a new installation of ECM*
 - *Apply a Maintenance Pack to ECM*
- *Understanding the networking requirements for a Retail Pro 9 server/client implementation*
 - *Understand the role of all networking components involved in a Retail Pro 9 server/client implementation, including switches, routers, DNS servers, and gateways*
 - *Understand how to secure a Retail Pro 9 network using software/hardware firewalls*

Planning a Retail Pro 9 Implementation & Deployment

- *Understand the common deployment options for Retail Pro 9*
 - *Understand the differences between the various deployment methods – Centralized, Distributed/Classic and Regionally Centralized*

- Understand the advantages/disadvantages for each deployment method – Centralized, Distributed/Classic and Regionally Centralized

Setting up, Configuring, Scheduling and Troubleshooting ECM

- *Understanding the General Sequence of Events During Communications*
 - Understand how data is communicated between different Retail Pro 9 systems
 - Understand the file format used during communications
 - Understand the basic data encryption/decryption process occurring during communications
 - Understand the various programs involved during communications
 - Understand the general timeline when updating a Retail Pro 9 client/server network using ECM
- *Creating and Configuring ECM Stations*
 - Create a new ECM station
 - Understand the differences between the various station types
 - Understand what compress/not compress data that is being communicated
 - Understand the different methods for communication – Internet, FTP, Disk and Modem
 - Understand the differences between communicating changes using the “All” vs. “Differences” options
 - Understand how Profile Tools are used to determine how Inventory descriptions, Qty, Price, Cost, employee accounts are controlled in a multi-station environment
- *Creating and Using New Station Profiles*
 - Create a new station profile
 - Load a profile to a station
- *Using the Initialization Function*
 - Understand when stations are typically Initialized
 - Understand the different data areas are involved in an initialization
- *Using the Regeneration Function*
 - Understand when regenerating history is typically necessary
 - Understand the different data areas involved when regenerating history
- *Understanding the Role of Confirmation Files*
 - Understand the role of confirmation files, when they are created and their movement throughout the communications process
- *Creating and Using Movelist*
 - Understand common uses for a movelist, including updating layouts, document designs and translation files across different Retail Pro systems
 - Create a new movelist
 - Create a new movelist template
 - Create a new movelist from a template
- *Using the Scheduler Tool to Automate Communications*
 - Use the Retail Pro Scheduler to create tasks needed to automate communications
 - Create the appropriate schedule of tasks to handle different Retail Pro configurations
- *Troubleshooting Common ECM Problems*
 - Locate and interpret ECM log files in order to troubleshoot ECM problems
 - Use trace files to locate problems occurring during communications

Database Troubleshooting

- *Understand the basic troubleshooting steps*
 - Checking the three key Retail Pro services
 - Reboot the system
 - Check disk space
 - Check Windows Event Viewer

- *Understand how to run Technicians Toolkit to determine if there is a licensing or database issue*
- *Analyze Alert Logs and Trace Files*
- *Make necessary repairs*
- *Recover from a Backup*
- *Review Alert Logs*
 - *Check for ORA messages*
 - *Use ADRCI or manually review Alert Logs to check for errors*
- *Diagnose Client-Server Connection Issues*
 - *Use LSNRCTL tool to check the status of TNSListener*
 - *Check firewall settings and if needed modify to allow Port 1521 and Oracle.exe*
 - *Understand the benefits/risks of resetting the Winsock Catalog*

Backup & Recovery

- *Create Backups*
 - *Create a Complete Backup and understand what is included in this kind of Backup*
 - *Create an Incremental Backup and understand what is included in this kind of Backup*
 - *Know how to schedule a Backup to occur on a regular basis*
- *Understand Different Recovery Options*
 - *Learn how to restore from a Backup using a Complete Recovery, a Full Recover, or a Point-In-Time Recovery, and understand the differences between these three options*
- *Understand and implement a Cold Backup/Recovery*

Performance Optimization

- *Use Performance Optimization Techniques to Allow for Windows Best Performance*
 - *Understand how to adjust settings to allow for Windows best performance, such as: Processor Scheduling, Paging Size, DEP Settings, Event Viewer, Max Memory, UAC...*
 - *Know which services are considered “unnecessary”*
 - *Know how to defrag the computer*
- *Use Performance Optimization Techniques to Allow for Retail Pro Best Performance*
 - *Understand what can be done in order to allow for Retail Pro best performance, such as: adjusting screen designs, reindex and tune the database, presize the data files, maintain archive logs & control files*

Licensing

- *Understanding Sites and Seats*
 - *Define a “Site”*
 - *Define a “Seat”*
 - *Be able to determine the # of sites/seats required for a given configuration*
 - *Determine the connection types that are counted towards the seat limit*
- *Activating Primary and Secondary License Servers*
 - *Understand the difference between Primary and Secondary License Servers*
 - *Understand the relationship between the Primary License Server and the Stores Table*
 - *Activate Primary and Secondary License Servers using TCP/IP*
 - *Activate Primary and Secondary License Servers using the File Drop method*
 - *Understand the role of hardware signatures*
 - *Deleting Secondary License Server Profiles*
- *Deactivating License Servers*
 - *Deactivate a previously activated License Server*
 - *Perform a forced deactivation of a previously activated License Server*
- *Understanding licensing logs*