

APOLLO 9.0

FREQUENTLY ASKED QUESTIONS

GENERAL INFORMATION:

How can I contact IRI Tech Support for help?

There are several web pages for Apollo Suite on the Information Resources Web Site. You can use the following URL's to access these web pages:

Global Technical Support Web Site:

www.infores.com/public/support/techsupp/apollo/apollo.htm

Apollo Technical Support Phone

Phone support for Apollo Suite is available through the following Software Technical Support phone numbers:

United States and Canada	Tel#: Toll Free 1-866-262-5973 (choose option 2 then option 1) Email: technical.support@infores.com
Europe and Latin America	Tel#: +44 1344 746222 (United Kingdom) Email: support.uk@infores.com
Asia/Pacific	Tel# +61 2 9211 7088 (Australia) Tel# Toll Free calling from Australia: 1800 223 444 Tel# Toll Free calling from New Zealand: 0800 446 179 Email: support@metiri.com.au

Apollo Technical Support Fax

To submit questions or comments by fax, use the numbers listed below:

Fax information to: Attn: IRI Software Technical Support

United Kingdom	+44 1344 746001
Asia/Pacific	+61 2 9212 6077
United States	781-672-4560

What information should I have ready for Technical Support if I ever have to contact them?

When contacting technical support please give your:

- Name
- Company's Name
- Work number
- Call back number
- Version of Apollo
- Version of Windows
- Details relating to your problem. For example if you are having printing problems: the type of printer, the print driver. If you were having network related problems: what type of server etc...

Where can I find information on Apollo Training in the US?

www.infores.com/public/us/training/us_trn_generalcourse.htm

Where can I find information on Apollo Training outside the US?

www.infores.com/public/us/training/us_trn_location.htm

What are the System Requirements for Apollo 9.0?

Operating System Requirements:

- Windows XP Professional
- Windows 2000 Professional
- Windows NT 4.0 with Service Pack 6a or greater

All Personal Computers will need:

- Microsoft Windows XP Professional Windows 2000 Professional or Microsoft Windows NT 4.0 with Service Pack 6a.
- A Windows-compatible monitor. A VGA or higher resolution is required.
- A Windows-compatible mouse.
- A CD-ROM drive.
- A 3.5" floppy disk drive.
- A serial port or usb port if you want to use an authorized Apollo bar code reader or an electronic caliper.

Apollo Suite Minimum System Requirements:

- IBM® or compatible PC
- System Processor: Intel Pentium 800 MHz
- System RAM: 256 MB or greater
- Hard Drive Space Free: 500 MB or more

Apollo Suite Recommend System Requirements:

- IBM® or compatible PC
- System Processor: Intel Pentium 2.4+ MHz
- System RAM: 512 MB or greater
- Hard Drive Space Free: 1 GB or more available space on the hard drive

In your hardware requirements, a CD-ROM Driver is listed, is the Apollo CD only for installation purposes or is the CD needed to run the software?

- A CD-ROM is required to install Apollo, but will not be needed after to run the software, but often product images are acquired on CD format.

Do I need a floppy drive?

- A floppy drive is required for use with Apollo.
Copy Protection can only be delivered on diskette.

What do I do if my PC does not come with a floppy drive?

- You will need to obtain a portable floppy drive with a USB port.

NEW TO APOLLO 9.0:

What files can Apollo 9.0 Open?

Apollo can open the following file formats:

- Apollo Binary Files (*.BIN)
- Apollo Sections (*.APB)
- Apollo Section Databases (SECTION.DAT)
- Apollo Classic Section Databases (APOLLO.DAT)
- ASCII (*.ASC)
- ProSpace (*.PSA)
- Spaceman II (*.S2)
- Spaceman III (*.PLN)
- Intercept (*.ICP)
- Relational Database (*.map)
- Extended Markup Language (*.XML)
- Compressed Extended Markup Language (*.XMZ)

What file format needs to be used to Save sections with extended fields in Apollo 9.x?

- Relational Databases (*.map)
- Extended Markup Language (*.XML)
- Compressed Extended Markup Language (*.XMZ)

How can I tell what is new in each version of Apollo?

1. From Apollo
2. Select HelpStation on the menu bar and open HelpStation
3. Open "Welcome to Apollo" chapter
4. Click 'What's New?'

How can I tell what version of Apollo I have?

1. From Apollo
2. Select HelpStation on the menu bar
3. Click About Apollo Suite
4. Version number is listed there

What are some of the new features or enhancements that are included in Apollo 9.0?

- New Relational Section Database
- New Relational Pmaster Database
- Decorations viewed in 3-D mode
- 2 new sample sections yogurt and beverages
- New file format xml, xmz and relational databases
- Hundreds of new custom fields called "Extended Fields"

PMaster RELATIONAL DATABASE:

How do I move products or a subset of products from a pminfo.dat Pmaster into a New Access Relational Database Pmaster?

1. Create a .csv file

From Apollo:

1. Open a pminfo.dat pmaster
2. Open the PMinfo Relational Export.apw template
3. From Edit, Select all or holding down the CTRL key select only the desired product rows.
4. Select Edit, Copy To, Save as file type select .csv file.
5. Type in a file name.
6. Save the csv file.

Continue on next page

2. Create an Empty Database

Open Apollo

1. From File, New Product Master, **Relational PMaster Database [Access]...**
2. Select the first choice: **Create a new Access PMaster Database**
3. Browse to desired location where you want your Database to reside
4. Enter a name for your map file, click Save then, click Continue.
(a map file and mdb file are created in the desired location)

3. Importing Data from a .csv file into an Access Relational Database

Open MS Access

1. From File, Open the PMaster database you want to import the product information into
2. Select File, Get External Data, Import, Select File of type Text file
3. Browse to and **Import** the csv file you saved from Apollo
4. From the Import Text Wizard
5. Select **Delimited**, Click Next
6. Choose **Comma** as the field delimiter
7. Place a check in **First Row contains field Names**, Click Next
8. Select **"In an Existing Table"**, from the drop down select **Products**, Click Next
9. Click Finish (data is imported from the csv file to the products table)

How do I create a data file (.csv, .txt or .xls) from an Access Pmaster Relational Database?

From Apollo

1. Select File, New Section.
2. From the Description tab, Type in any desired name in the **"Section Name"** field.
3. From the Dimensions tab, Type **1** in **"Number of Shelves"** field, click OK.
4. Select File, Open Product Master.
5. Select Files of Type: **Relational Database**.
6. Open Pmaster map file, Click on **"Browse and Edit"** and select the Pmaster map file.
7. Select desired filtering values from the hierarchies, if any.
8. Click **"List"** button.
9. Select products by holding down the **Shift** key to select groups of products or use the **CTRL** key to select individual products.
10. Click on the **"Add to Planogram"** button.
11. Click **"Done"** button, then **"Close"** button, this will close the Access Pmaster Relational Database.
12. From the Section Worksheet select Edit, Select All or hold down the **CTRL** key and select only the desired product rows.
13. Select Edit, **Copy To**, and select the desired output file type.
14. Type in a file name, click Save.

What is fastest way to Refresh from a section to Relational Database Pmaster or to Refresh from a Relational Database Pmaster to a section?

Select All Fields and All Items

What needs to be done to share an Access Relational Section or Pmaster Database with someone else?

1. Send the section or pmaster.mdb and .map file.
2. Place both the .mdb and .map file into the same folder, such as the Relational Section Database or the Relational Pmaster Database folder
(Note: If the database is large, Zip it before sending it.)

From Apollo

3. Select File, New Section Database, Relational Section Database [Access]...or New Pmaster Database, Relational Pmaster Database [Access]...
4. Select the third option: Connect an Access Section /Pmaster Database.
5. Browse to location of .mdb and .map file, select map file and click Open.
6. Add a Description if desired. Click Continue.

You are now able to access the database from Apollo 9.x from File> Open Section> File of Type "Relational Database". Browse to the file location, select map file and click Open.

RETAILER AND STORE INFORMATION:

If I have Retailer or Store information in my section open in Apollo, what will happen to it if I save the section to a Relational Section Database where there are separate retailer and store tables?

- Saving a section to a Relational Section Database does not save retailer or store data from the section. Relational Section Databases handle retailers and stores as separate entities represented in a hierarchy.
- If the section is new, you should provide new retailer or store data via the Edit 7Retailer Table and Edit Store Table Relational Database utilities and assign the section to the retailer and/or store in the hierarchy when saving.
- If the section was opened from a single section file (e.g. *.apb), and there is meaningful data in the retailer or store records, it would be better to bring the section into the database via the Load Single Sections utility where you will be guided through the process of either moving retailer and store data to those tables, keeping it with the section, or dropping it.

(NOTE: Once a section has been saved to a relational section database it may be re-saved to a single section file. Any Retailer or Store data can be saved in this manner, but will have their numbers set to zero.) ["For more information see the Apollo HelpStation topics on Editing Retailer Data and Editing Store Data."](#)

How does Apollo 9 0 handle Retailer and Store fields used as headers or footers when working with a relational section database and a section that is related to multiple stores or retailers?

If you are working with a Relational Section Database, and if a section is related to two or more retailers or stores, any Retailer and/or Store fields macro selected for headers and footers cannot be shown.

NOTE: You may set up specific templates using the Extended Description and Measure Fields or by typing the desired information directly into the header or footer section box.

PMaster PMinfo.DAT:

How do I create a new empty Product Master?

1. From Apollo.
2. Select File on the menu bar.
3. Click New Product Master.
4. Select the directory in which you want the new PMaster to reside in.
5. This will create 3 files in the select PMaster folder.
 - Pminfo.dat
 - Pminfo1.k
 - Pminfo2.key

Click Open

How do I set my Product Master directory as the default to when I open a Pmaster file?

To set your default PMaster:

1. Select File.
2. Click Setup.
3. Click View Options.
4. Click the bar under 'Product Master Path' .
5. Locate the PMaster folder you want to use.
6. Click OK.

What files make up the Apollo Product Master? Do I have to send all these files to someone if I want them to be able to open the PMaster?

The PMaster file consists of three files:

- Pminfo.dat
- Pminfo1.key
- Pminfo2.key

Yes, all three files must be included when you send a PMaster through e-mail.

How do I copy data from one PMaster to another PMaster?

If you want to share information from PMaster to PMaster

1. Open the first PMaster
2. Open the second PMaster
3. Place the two PMasters next to each other
4. Highlight the product(s) you want to drag over
5. Hold down the CTRL key, right click, drag and drop the highlighted products into the other PMaster

How can I refresh item information from my Section to my PMaster or my PMaster to my Section?

To 'Refresh' one column at a time:

1. Open an Apollo section.
2. Open a PMaster.
3. Highlight the Item Worksheet.
4. Highlight a particular column/field
(To select more than one hold down Ctrl and click the headings).
5. Use Worksheet on the menu bar
6. Click Refresh (or F7)
7. Select whether you would like to refresh from Section to PMaster or PMaster to Section.
8. If you select Section to PMaster you now have the options Add, Update, and Add and Update.
9. Click OK.

To 'Refresh' the whole Item Worksheet:

1. Open an Apollo section.
2. Open a PMaster.
3. Highlight the Item Worksheet.
4. Highlight the empty box in the top left-hand corner of the Item Worksheet.
5. Select Worksheet on the menu bar.
6. Click Refresh (or F7).
7. Select whether you would like to refresh from Section to PMaster or PMaster to Section.
8. If you select Section to PMaster you now have the options Add, Update, and Add and Update.
9. Click OK.

NOTE: The Item Worksheet must be highlighted when refreshing from PMaster to Section or Section to PMaster.

Option 1

1. Choose which line to start on in the copied file. If you have a header in your other application start at the line from where the information is coming from.
2. Select the fields in the left column. Click Remove to move the field to the right column.
3. Add the fields IN ORDER AS THEY APPEAR IN THE COPIED FILE that you would like to import.
4. Click OK.

Option 2

1. From another application (such as Excel or Lotus 123), open the file containing the data and save the file as either a .csv or .txt file.
2. From Apollo. Open the Section to import the information into the section.
4. Select File.
5. Click Import.
6. Check Match by UPC or Stockcode, most people match by UPC.
7. Check Add Unmatched if you would like to add items to the shopping cart.
8. Choose which line to start on, if you have a header in your other application start at the line from where the information is coming from.
9. Select the fields in the left column - Click Remove to move the field to the right column.
10. Add the fields IN ORDER AS THEY APPEAR IN THE COPIED FILE.
11. Click OK.

COPY PROTECTION:

How do I Remove/Install Copy Protection after the install?

Follow the steps below:

1. Insert Apollo 9.0 Copy Protection diskette in the floppy disk drive.
2. Click Start.
3. Select Programs.
4. Select Apollo Suite 9.0.
5. Click on Copy Protection Utility.

This will bring up the Copy Protection Utility screen.

To Install Copy Protection from the floppy diskette to the Hard Drive

6. Select Install Copy Protection
7. Click OK

OR

To Remove Copy Protection from the Hard Drive to the floppy diskette

6. Select Remove Copy Protection
7. Click OK

What is the name of the folder that Copy Protection resides in?

The name of the folder is AX NF ZZ.

What are some things that could corrupt my Copy Protection?

- Copying the AX NF ZZ folder
- Removing Copy Protection to a floppy disk other than the 3 ½" Floppy Copy Protection Disk that comes with Apollo.
- Trying to email the AX NF ZZ folder
- Performing a System or Hard Drive Scandisk
- Performing a System or Hard Drive Defrag
- Performing Virus Scans without excluding the *.ekb file
- Adding new service packs
- PC service & repair
- Re-imaging of the hard drive
- Bios Changes

Should I do remove the Copy Protection using the Copy Protection Utility. if I ever need to have work done on my PC?

Yes.

What should I do if my virus scan is corrupting my Copy Protection?

In most virus scan applications there is a section for exclusions. You should exclude the *.ekb files from the virus scan.

How do I find out the Serial Number for my Apollo software?

Apollo 9.0 software has a unique serial number for each copy protection diskette. The serial number can be found in two locations:

Location 1:

The Serial Number is printed on the floppy copy protection diskette.

Location 2:

1. From Apollo
2. Select the HelpStation on the menu bar.
3. Click on About Apollo Suite.
4. Under the Copyright, the serial number will appear on the left side as a 10-digit number with the first five digits all zeros.

How do I locate the Options Code for my Apollo software?

Apollo has a number of options available.

An Option Code number appears in the 'About Apollo Suite' dialog box.

To read the Option Code from an installed version of Apollo, do the following:

1. From Apollo.
2. Select the HelpStation on the menu bar.
3. Click on About Apollo Suite.
4. Under the Copyright, the Option Code will appear on the right side as an 11 digit alphanumeric.
5. Call Tech Support in order to find out what this code has activated in Apollo.

ADDITIONAL INFORMATION:

How can I sort my items in a worksheet?

Option 1:

1. Click on the Item Worksheet to make it the active window.
2. Select the column fields you want to sort.
3. Choose Worksheet on the menu bar.
4. Click Sort.
5. Select either Ascending or Descending.

Option 2:

1. Click on the Item Worksheet to make it the active window.
2. Right click on the column heading of the field you want to sort on.
Choose either Sort Ascending or Sort Descending.

Can shelves be renumbered from top to bottom or bottom to top?

Shelves can be renumbered from TOP/BOTTOM or BOTTOM/TOP.

To set shelf renumbering direction:

1. Select File on the menu bar.
2. Click Setup.
3. Click General.
4. Click Shelf Renumber Direction.

How do I break down Yearly or Monthly Movement into Weekly Movement?

Movement data must be in Weekly form:

To break down data:

- For Yearly add 0.0191 to the Movement Adjusted Factor Field in Item Detail.
- For Monthly add 0.2301 to the Movement Adjusted Factor Field in Item Detail.

This will automatically convert the Movement data into Weekly Movement.

How do you control whether or not Product Labels are printed?

1. Make the Planogram the active window.
2. Select Planogram on the menu bar.
3. Select Labels.
4. Product Labels tab will appear.
5. To choose the labels, Click 'Select Labels'.
6. Add the appropriate fields.
7. Click OK.
8. Put a Check in the 'Print Labels on Schematic' box.

IMAGES:

What Images Can Apollo use for VIVID Mode?

Listed below are the file types and their extensions that Apollo supports.

Vivid Images:

These IRI proprietary image files will only work with IRI software. They can be stored on the hard drive in any directory and have the following format:

1. xxxxxxx.eg1 front view image
2. xxxxxxx.eg4 side view image
3. xxxxxxx.eg5 top view image

Where xxxxxxx is the UPC number represented in BASE 36 format.

Other Images:

Apollo is also compatible with many other popular image types.

The following list shows those that can be used with Apollo:

- *.BMP Windows Bitmap
- *.JPG JPEG
- *.PCX PCX
- *.TGA Targa 16 & 24 bit images
- *.TIF TIFF
- *.TGA Targa (*.1, *.2, *.3 UPC) & (*.1, *.2, *.3 EAN)

How do I name Image Files on my Hard Drive?

For Apollo Suite 9.0, you can name your images in two ways:

Traditional Method:

Place the images in a folder with the name of the first five (or six) numbers of the UPC.

Use the last five numbers of the UPC plus an extension for its filename.

Long Method:

Use the full UPC plus an extension for its filename.

How do I name images using complete UPC's?

With Apollo Suite 9.0, you can use the entire UPC plus an extension to define the images' view.

1. From Apollo.
2. Select File on the menu bar.
3. Click Setup.
4. Click Image Options.
5. Change the File Length to Long, Traditional.

The file names are defined based on:

1. UPC plus _1 (underscore 1) for Front view
2. UPC plus _2 for Side view
3. UPC plus _3 for Top view

The extension is the image type (.BMP, .PCX, .TIF, .TGA, .JPG).

Long File Name - Front View:

For .BMP, .PCX, .TIF, .TGA, .JPG:

- 3800002727_1.bmp
- 3800002727_1.pcx
- 3800002727_1.tga
- 3800002727_1.tif
- 3800002727_1.jpg

Long File Name: All Views

For Targa:

1. Front - 3800002727.1
2. Side - 3800002727.2
3. Top - 3800002727.3

NOTE: In Targa - UPC or EAN The _1, _2, and _3 are not used, because the extension defines the front, side or top view as .1, .2 and .3 respectively. (16 Bit = 32,000 colors)

Traditional Image Naming:

In general, there exists three parts to an image file name:

1. Manufacturer Number
2. Product (Item) Number
3. View

Image naming:

For BMP, PCX, TIF, JPG, or TGA

Create a manufacturer number directory for every manufacturer for which there is an image:

- Manufacturer's # is the first 5 digits of a 10 digit UPC or
- First 6 digits of an 11 digit UPC.

EXAMPLE:

UPC's = 5400000001 3780000001 7800000001

Directories would be: c:\54000; c:\37800; c:\78000

The file names are defined based on the item number.

- The last 5 digits of the UPC plus _1 (underscore 1) for Front view
- The last 5 digits of the UPC plus _2 (underscore 2) for Side view
- The last 5 digits of the UPC plus _3 (underscore 3) for Top view

The extension is the image type (.BMP, .PCX, .TIF, .TGA, .JPG).

Example: All file names would be 00001_1.bmp for bitmap images because 00001 is the last five digits of UPC 5400000001, 3780000001 and 7800000001.

NOTE: Every file must be placed under the correct manufacturer directory. If the image is placed in the wrong directory, the image will not come up in Apollo.

How do I set up Apollo to read images from my hard drive or CD-ROM Drive?

To access ANY supported image in Apollo, the correct setup must be established. You can change your settings by doing the following:

1. From Apollo.
2. Select File on the menu bar.
3. Click Setup.
4. Click Image Options.

In the lower right corner there is an Images section:

- **Paths:** Click to specify the path(s) of the images on the hard drive.
- **Types, Order:** Click to set the image type and the order of selection. The order, top to bottom, specifies the search order that Apollo uses to look for image types. The most frequently used image type should be listed first.
- **CD Drives:** Specify either the CD drive or any drive on the PC where Apollo will be able to read images.
- **Aliases:** To create an UPC Image Alias List.

NOTE: There is a 'Show Me' file in the HelpStation on images.

PRINTING:

I am having trouble printing what should I do?

Questions to Ask:

Answering the following questions will give you a better idea of what the problem could be:

- Can I see it correctly in Print Preview? (If yes, the problem is specific to the printer or print driver)
- Is the problem specific to one section? (If not, the problem is specific to the printer or print driver)
- Am I having problems printing in a specific mode? (vivid, symbol, box, SKU, 3D)
- Are there error messages? (If so, when are they occurring, and what are they telling you?)
- Is this the only computer or printer that is having the problem?

BAR CODE READERS:

What bar code readers does Apollo support?

Apollo 9.0 supports 2 types of bar code readers.

LS4004i with a RS-232 serial port

LS4008i with a USB port

Installation of the LS4004i:

Connect the scanner gun to the RS-232 serial port on your PC. (Important: To prevent damage, do not connect the scanner gun to any port other than an RS-232 Port.)

1. From Apollo.
2. Select File.
3. Click Setup (The Setup dialog box is displayed).
4. Select the Item/Shelf Defaults tab.
5. Select the Bar Code Reader Setup drop down box.
6. For the L 4004 select COM1:9600,N,8,1 (if COM1 is your active port).

Apollo sets the communications port and communications protocol for the bar code reader.

Installation and use of LS4008i

1. Plug the USB in the USB port.
2. Open a section, highlight a shelf, click on the add item icon, place your cursor to the far left in the add item dialog box and begin scanning.

NOTE: LS4008i is not integrated with Apollo you may need to adjust your input method for clone and find.

How do I test the LS 4004i bar code reader using Hyper Terminal?

1. Click Start
2. Select Programs
3. Select Accessories
4. Select Hyperterminal
5. Click HyperTerminal
6. Enter a name for the test session (Test)
7. Select Connect Using: Com1 (or Com 2)
 - baud rate = 9600
 - parity = N
 - data bits = 8
 - stop bits = 1
 - flow control = Xon/Xoff
8. Click OK Scan an item and check that the UPC appears correctly

While every precaution has been taken to ensure the accuracy of this document, Information Resources, Inc. does not warrant that this document is error free. The information contained in this document is subject to change without notice and does not represent a commitment by Information Resources, Inc.