

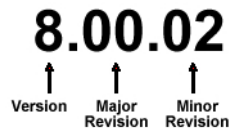
Electronic Service Control

Version 8

Client Patch Guide

To Patch or Not To Patch

Patches are designed to update your existing copy of ESC to the latest revision available for the version you have installed. They cannot be used to upgrade ESC from one version to another.



For example: A patch could be used to upgrade your ESC installation from version 8.00.01 to 8.00.02 because only the revision number is changing. You could not patch from version 7.00.31 to 8.00.02 because the version number would change.

To determine your current patch level, open ESC and note the patch number shown on the opening screen. Write the patch level down in the field provided below.



Patch _____

Check Patch Level

Complete the following steps to see if a more recent revision is available.

1. Open your Internet Browser and go to the following site:
<http://www.coastalcomputercorporation.com/html/updates80.html>
2. When prompted for a password, enter the word **power** in all lowercase letters.
3. Check the version shown on the **ESC - Client Patch** line. If it is higher than your existing version, click the **Download** button on the same line. If the version is the same or lower than the one currently installed on your computer, there is no need to upgrade. If you are not running ESC Version 8, please download and read the directions on the **ESC - Client** line instead.



Check Patch Level *(Continued)*

4. Click **Save** to copy the program to your computer.
5. Note the name of the file and the location where it will be saved in the spaces provided below before clicking **Save** again.

File Name _____

Location _____

6. Since this file will be needed to upgrade every ESC Client, now would be an excellent time to copy this file onto a shared network location or USB driver/CD. Of course the file can also simply be downloaded directly onto each computer, although this generally takes more time.

Making a Backup

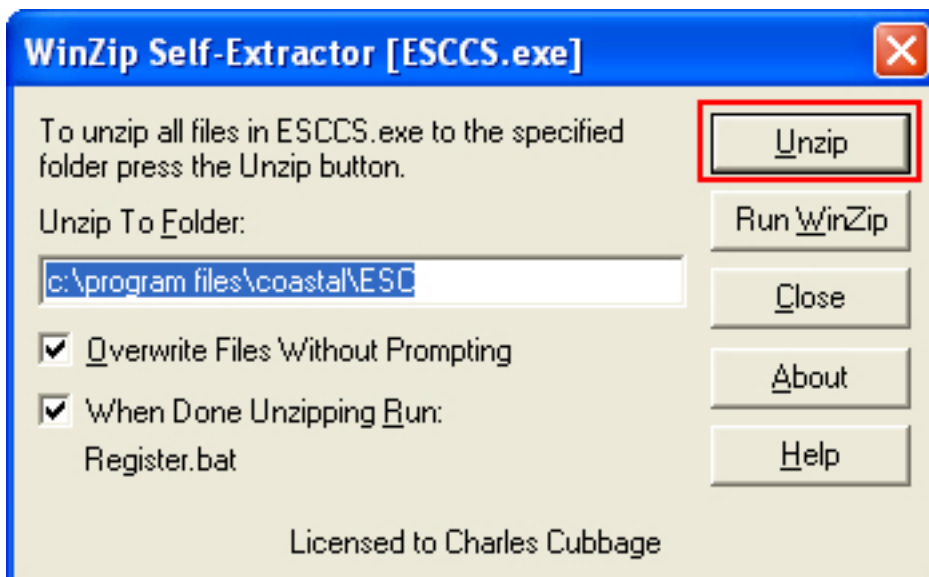
Before installing the upgrade, you need to make a backup of your existing data. This can be accomplished by performing the following steps from within any ESC Client.

1. Click **File | Backup Your Data**.
2. Note the file name and location of the data on the following screen.
3. When the backup is complete and click **OK**. Copy the file shown in the previous step onto a different computer or back it up to a tape/USB drive/zip disk/CD/DVD/etc. Keep that copy for at least 1 month.

Installing the Patch

Once the backup is complete you are ready to install the patch.

1. Have all users exit ESC.
2. Exit all programs on the computer (including ESC).
3. Locate and double-click the file you wrote down above.
4. Click the Unzip button to decompress the patched files and put them in their proper location. If you installed ESC to a different directory, enter that directory in the appropriate field first.



Installing the Patch *(Continued)*

5. Click OK once the files have been decompressed. This will cause a quick batch file that will complete the patch process to run.
6. Repeat this process on each computer that has the ESC Client installed.



Do not allow anyone back into ESC until the patch has been applied to all computers.

Upgrading the Database

After installing the latest patch, the previous database may need to be converted. To do this simply open ESC on one computer. Be sure to logon to the **ADMIN** account. If the data needs to be converted it will be. This process should not take more than 10 minutes on most computers. Once the conversion is complete, everyone can get back into ESC normally.