

# **Electronic Service Control Version 8**

## **Single User Upgrade Guide**

# Upgrade Directions

## Before You Begin

Thank you for choosing to upgrade to Electronic Service Control (ESC) Version 8. These directions will walk you through the entire upgrade process.

## Minimum System Requirements

Before you begin the upgrade you need to collect a bit of information. The first thing to look at is the new minimum system requirements. Changes from the Version 7 requirements are highlighted in **red**. Please make sure your system meets these minimum requirements before continuing.

## Single User Requirements

- Processor: Pentium III 500Mhz
- Memory: 512MB RAM
- Free Hard Drive Space: 500MB
- Other Drives: CD-ROM or DVD-ROM
- Operating System: **Windows 2000, XP or Server 2003. Windows 98 & ME are no longer supported.**
- Required Software: Internet Explorer 6.0 or later, current Virus Protection software
- Optional Software: **QuickBooks:** If you are integrating with QuickBooks, all QuickBooks installations MUST be at QuickBooks 2003 or higher. ESC integrates with the following QuickBooks products: *Pro, Premier, Contractor's Edition, Accountant's Edition* and *Enterprise Solutions (v2.0 or higher)*. Previous versions of QuickBooks (QuickBooks 2002 or lower) and *QuickBooks Simple Start* and *QuickBooks Basic* are not compatible with ESC.

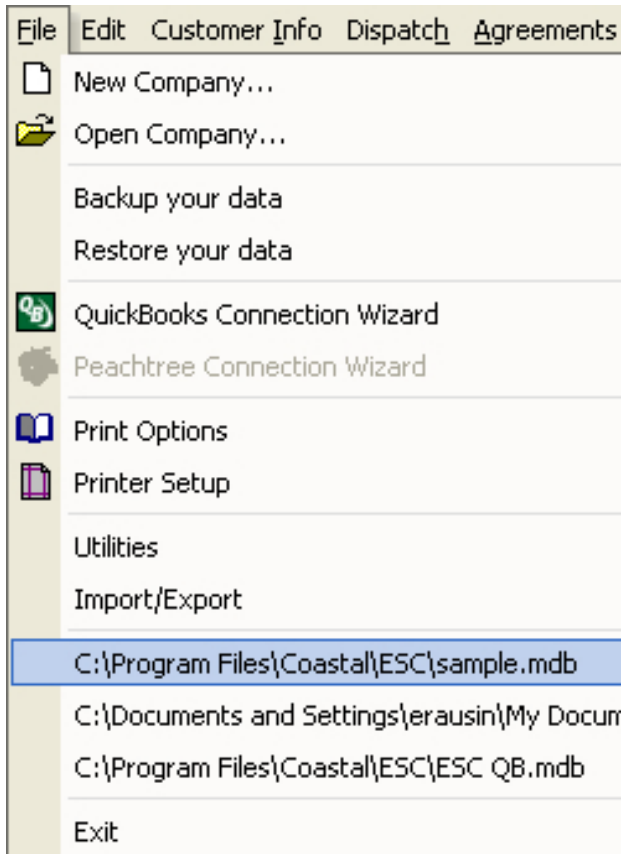


**Peachtree: If you are integrating with Peachtree, you MUST be running Peachtree 2006 Complete or Premium. This version of ESC will NOT work with previous versions of Peachtree.**

*Note: In all cases, we recommend that all Windows Critical Updates and Service Packs are applied to the computer before installing new software.*

## Collect Information

Now that you have confirmed your system meets the minimum requirements, you just need to write down the location of the database before proceeding with the upgrade. Click the **File** pull-down menu from within ESC and write down the line that follows the **Import/Export** item (as highlighted below).



1. Data Location \_\_\_\_\_

## Making a Backup

After you have collected the information necessary for the upgrade, you need to make a backup of your existing data. This can be accomplished by performing the following steps from within ESC.

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.

## Download New Version

The last step you need to perform before starting the upgrade is to download the new version. This can be achieved by completing the following steps.

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. Click the **Download** button on the **ESC - Single User** line.



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 \_\_\_\_\_

## Uninstall Previous Version

You are now ready to uninstall the previous version of ESC. This is a necessary step. It is completely safe and will not affect your data in any way.

1. Exit all programs on the computer.
2. Click **Start | Control Panel**.
3. Select **Add or Remove Programs** from the resulting list.
4. Highlight **Electronic Service Control** from the list of available programs and click **Remove**. Select **Yes** to uninstall the software.

## Install Version 8

Now that ESC no longer exists on the computer, you can install the version you downloaded earlier.

1. Exit all programs on the computer.
2. Locate and double-click the file you wrote down above.
3. Click the **Next** button when the resulting screen appears.
4. Read the license agreement and agree to the terms before clicking the **Next** button.
5. Enter your **User Name** and **Company** information before clicking the **Next** button. Be sure to leave the installation options set to **Anyone who uses this computer**.
6. Unless you initially changed the installation directory when you first installed ESC, simply click **Next** to accept our default directory. If ESC was previously installed to a different location, click the **Change** button to set the path to the same location.
7. Click **Install** to begin the installation.
8. After the installation is complete make sure the **Launch the program** box is **UN**checked, then click **Finish**.

## Upgrading the Database

After installing ESC Version 8, the previous database needs to be converted to support the new features.

1. Click **Start | All Programs | Electronic Service Control | ESC** to launch the program. This should open ESC but will not open your last company.
2. Click **File | Open Company**.
3. Use the information you collected earlier in the upgrade procedure to fill out the resulting screen.

At this point the data should start converting. If you are converting from Version 7, the entire process should take between 0 - 50 minutes depending on the size of your database. If you are converting from an earlier version of the software, please allow several hours for the conversion to take place.

## Additional Components

Once you have successfully upgraded ESC to Version 8 and converted your database *it is essential* the following components of the ESC software be upgraded **if** they are currently installed:

- **ESC Peachtree Server** - Most single user installations will be directly connecting to Peachtree. If the ESC Peachtree Server is installed, however, it **MUST** be updated.

## Checking it Out

Now that you have successfully completed the upgrade, see the What's New in Version 8 help topic (**Help | Help Topics | Welcome to Version 8 | What's New in Version 8**) for details on everything that has changed.