

Preparing for and installing the Escape Online Client on your Windows 7 or later computer 13 March 2014

BEFORE YOU BEGIN

- Ensure that you have the most current version of the Escape client installation package. This is available for download by each school district's I.T. department from SCOE's Secure FTP site
 - Do NOT use older installers
- While the client installation is a self-contained package containing all of the Escape software and supporting files, Escape requires some external applications and plugins to deliver a complete experience, particularly for the Help and Tutorial features.
- Ensure that your computer has the most current versions of the following:
 - Adobe Reader or Adobe Acrobat
 - Adobe Flash Player Plugin (not just the ActiveX component)

 Adobe Acrobat XI Pro	Adobe Systems	1/16/2014	4.72 GB	11.0.06
 Adobe AIR	Adobe Systems Incorporated	1/7/2014		3.9.0.1380
 Adobe Creative Suite 6 Design Standard	Adobe Systems Incorporated	10/24/2012	3.66 GB	6
 Adobe Flash Player 12 ActiveX	Adobe Systems Incorporated	3/11/2014	6.00 MB	12.0.0.77
 Adobe Flash Player 12 Plugin	Adobe Systems Incorporated	3/12/2014	6.00 MB	12.0.0.77

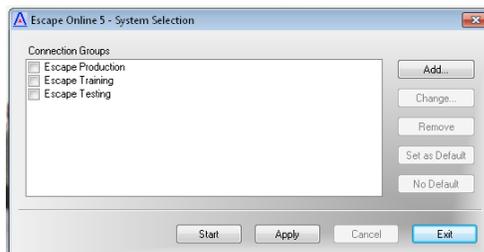
- Ensure that the current login has administrator privileges on the computer, or that a user with comparable permissions is performing the installation using "Run As..."

LAUNCH THE INSTALLATION PACKAGE - Online5Client_Solano.msi

- The installer may perform several re-starts during the course of installation. This is normal.
- **IMPORTANT** – your installation is not complete until the next steps are done!

CONNECT TO ONE OF THE ESCAPE SYSTEM ENVIRONMENTS

- The installer may show up to three different system environments. Most users will be working in the live Production environment



- When the connection is made, Escape will download and run the latest update, and install any secondary software needed (in particular, the Escape Document Viewer needed for Tutorials)



- IMPORTANT – continue even if you get a warning message that software registration failed.

VERIFY THAT THE INSTALLATION IS COMPLETE

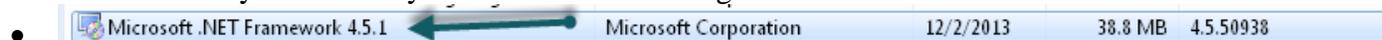
- Open Control Panel...Programs and Features, and ensure that you have the following new entries in addition to the pre-requisites described in the first section



and



- If you are installing on a Windows XP computer, note the following:
 - SCOE cannot support or help you troubleshoot problems that may occur on Windows XP machines because this operating system has reached its end of life, and is no longer supported by Microsoft
 - When installing on Windows XP computers, the Escape installer will also install the Microsoft.NET framework 3.5
 - You can check this installation in Control Panel...Add and Remove Programs...Windows Features
 - Windows 7 and later operating systems automatically include a newer version of this, which you can verify in Control Panel...Programs and Features



UNINSTALLING or RE-INSTALLING

- Uninstall both the Online5 Client and the Escape Document Viewer applications using the Uninstall feature in the Control Panel
- Run the “ClientCleanup.bat” batch file to remove residual files and registry entries
 - This is also available for download by I.T. staff with logins to our SFTP site.
- Re-boot the computer
- If this is a re-installation, perform the steps shown in the first part of this document.