



## Upgrading ESP Online

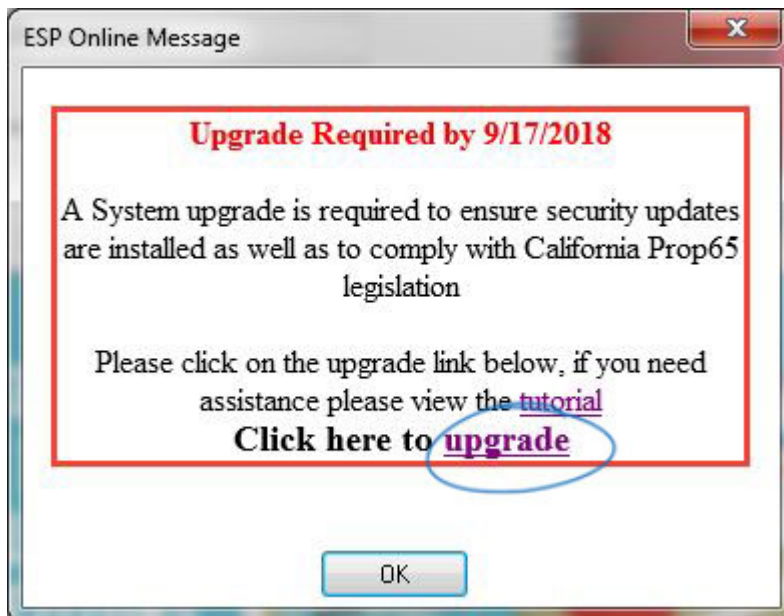
Jennifer M - 2018-09-13 - ESP Online

There are two ways to upgrade your ESP Online. You can open the application and use the upgrade link in the message window or you can click on the upgrade link within the email from ASI.

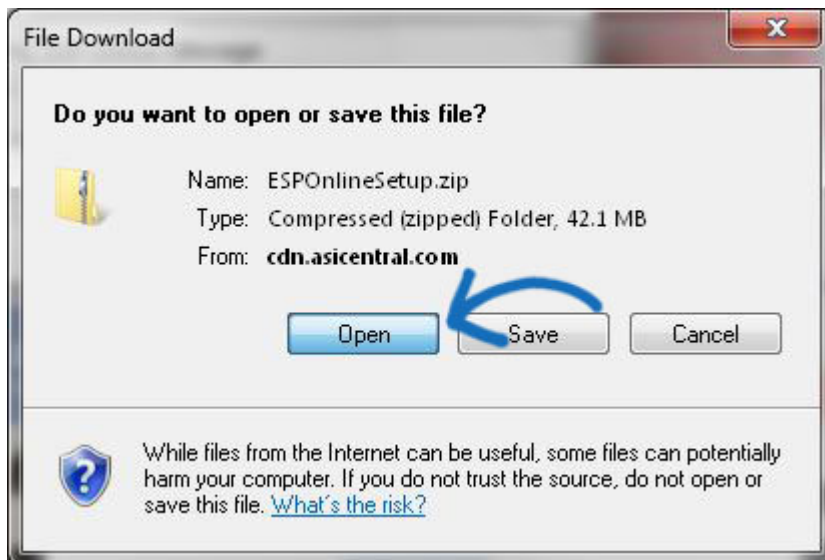
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### Upgrade from ESP Online Message Window

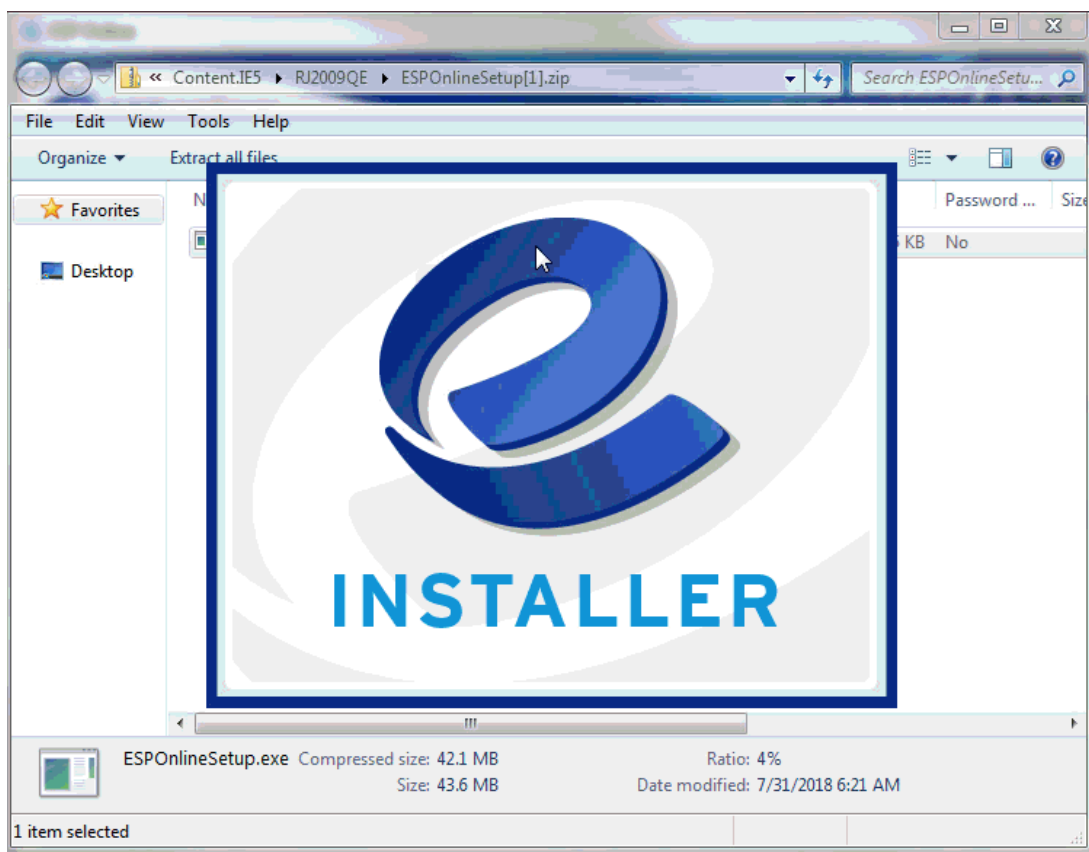
In the ESP Online Message window, click on the Upgrade link.



The File Download window will prompt you to Open or Save the file. Click on the Open button.



The zip file will open in a folder, double click on the ESPOnlineSetup.exe file. You will need to close ESP Online before the installer can run. The easiest way to do this is to close the folder, then close the message window, and then close the program. You can then click on Yes in the Question window to run the Installer.



The installer will run automatically.

**Setup Status**

ESP Online is configuring your new software installation.

Installing

C:\ESPOnline\ltoctx13n.ocx



InstallShield

Cancel

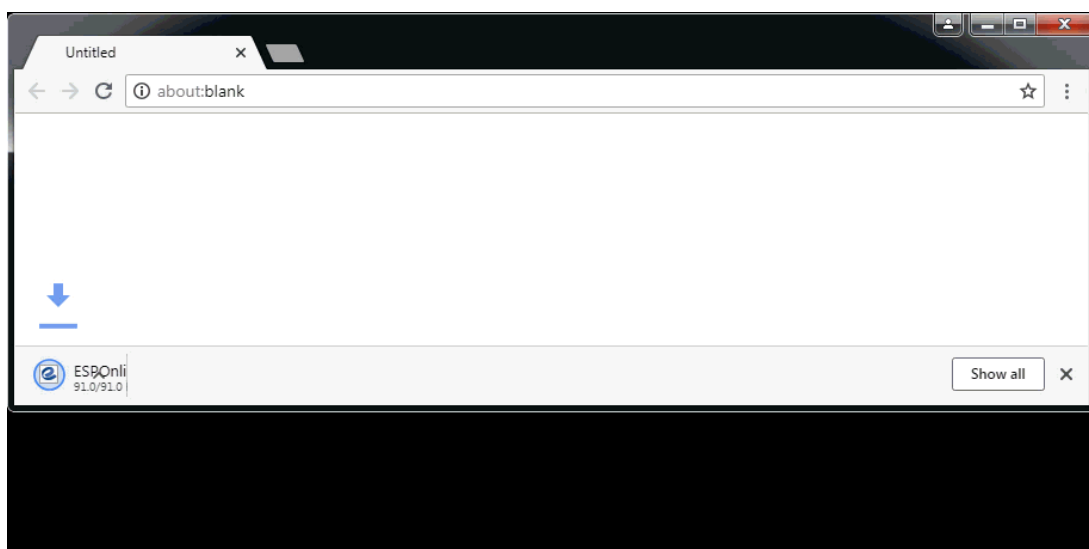
The ESP Online Disclaimer box will display. You can check the box to "Do not show again" to not have this disclaimer appear when you open ESP Online. Then click on the "I Agree" button and log in with your user information.

**Upgrade from Link Within Email**

After clicking on the [installer link](#) from the email, you will be prompted to download the installer:

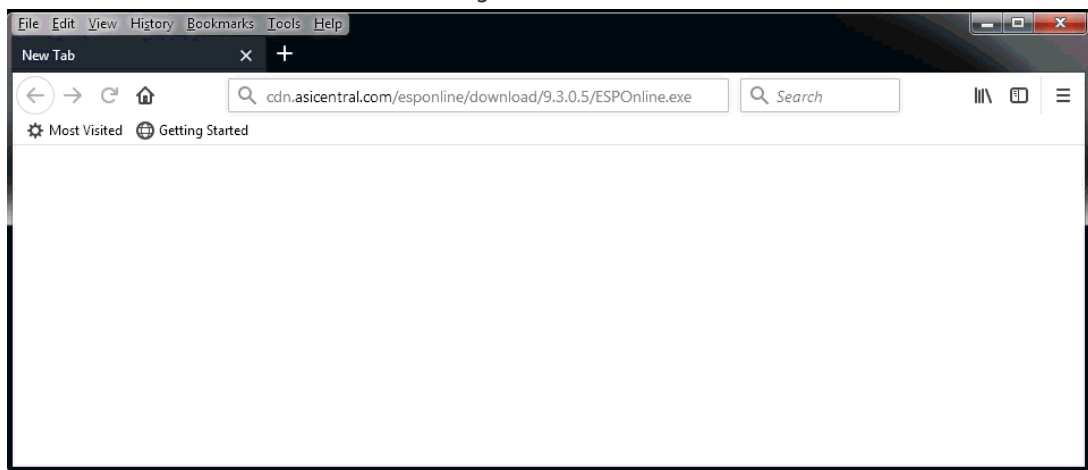
**I'm using Google Chrome**

After clicking on the link from the email, the installer will be downloaded and displayed at the bottom of the browser window. Click on the download to run it.

**I'm using Mozilla Firefox**

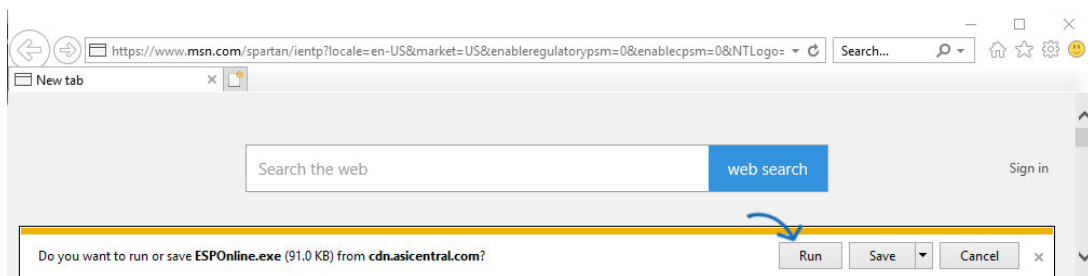
After clicking on the link from the email, you will see the "Opening ESPOnline.exe" window.

Click on the "Save File" button. The file will be saved in Downloads. Click on the Downloads icon to view the file and click on it to begin the installation.



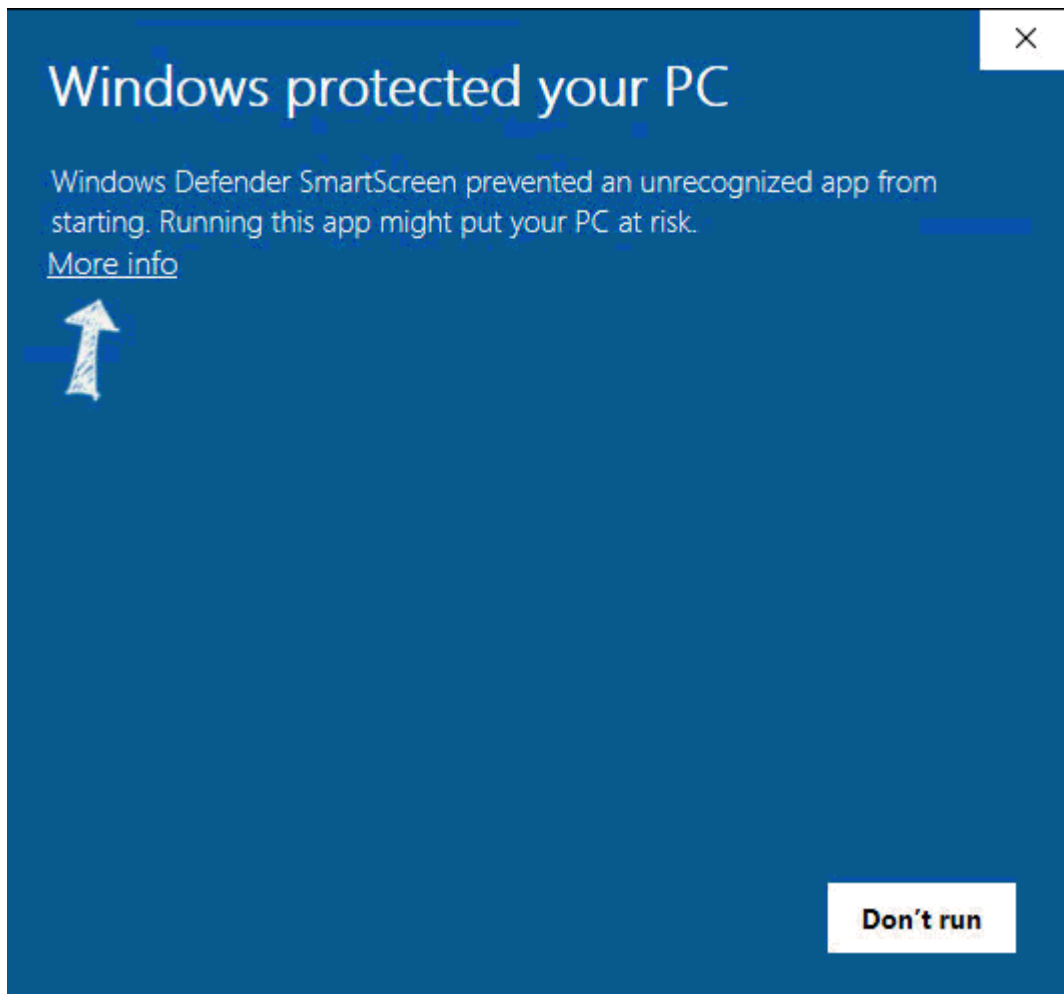
### I'm using Internet Explorer

After clicking on the link from the email, the installer will be shown at the bottom of your browser. Click on the Run button.

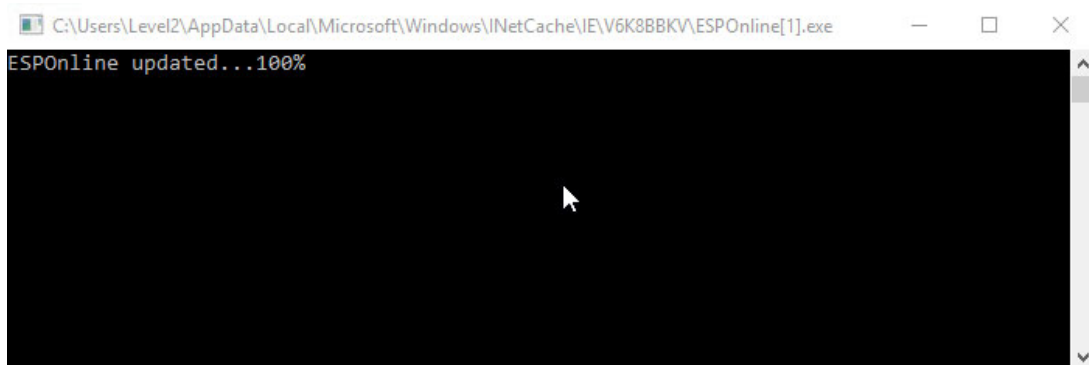


### I'm seeing a Windows Defender warning. What should I do?

Windows Defender may pop up a warning about the installation. Click on [More Info](#) link. On the next window, click on the "Run anyway" button.

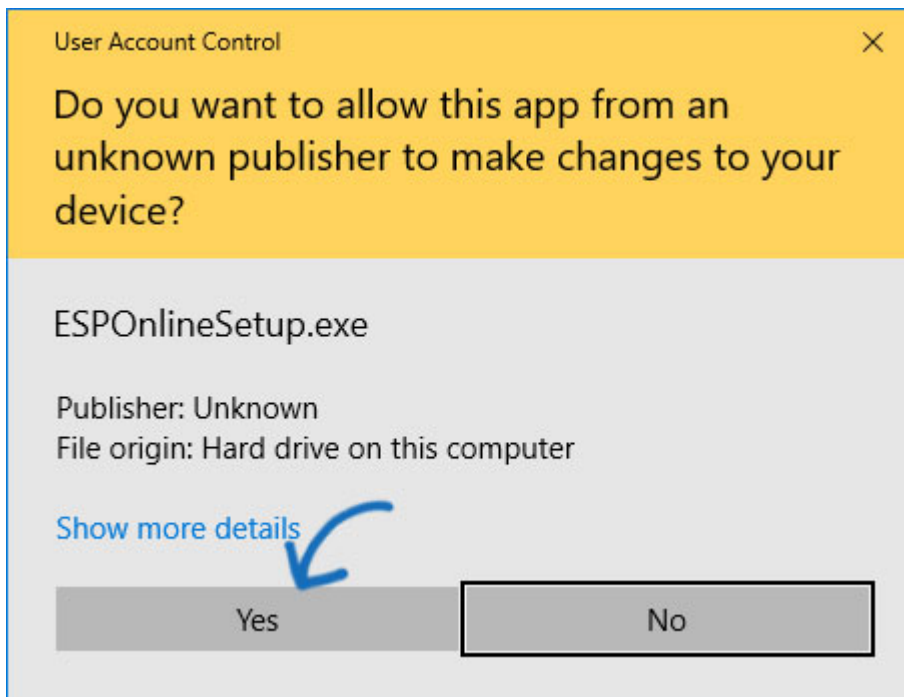


The installer will run a file. It will look like a black box with some text and links flashing by.

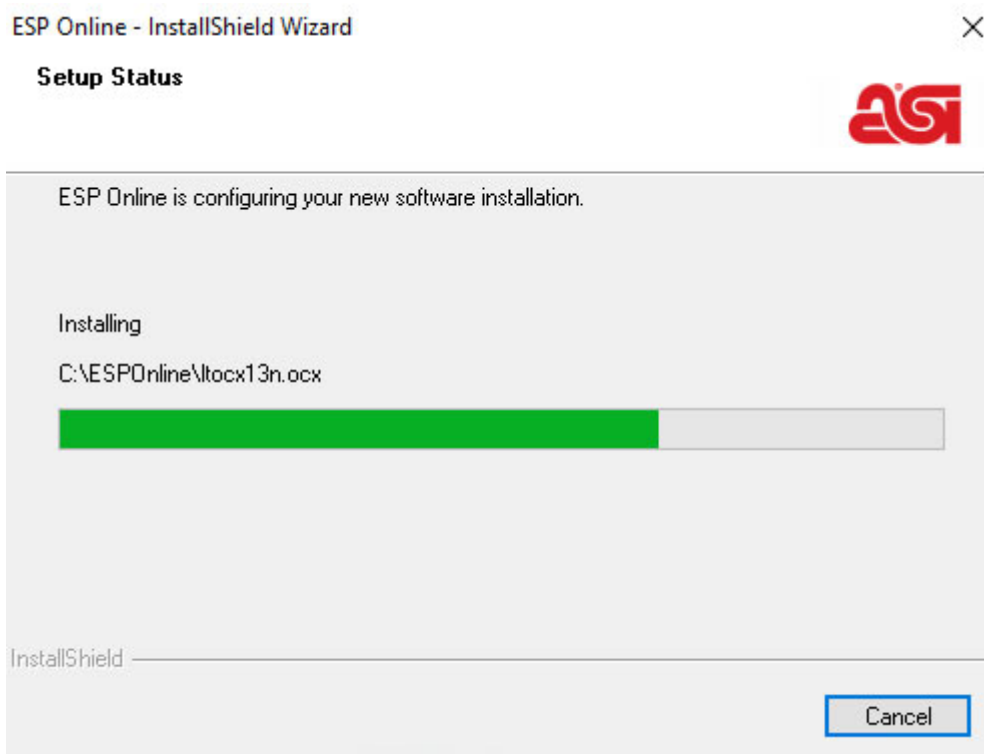


Next the User Account Control window will appear stating: **Do you want to allow this app from an unknown publisher to make changes to your device?**

Click on the "Yes" button.



The installer will run automatically.



The ESP Online Disclaimer box will display. You can check the box to "Do not show again" to not have this disclaimer appear when you open ESP Online. Then click on the "I Agree" button and log in with your user information.