



Installing the 5.0.4 Patch for Client-Hosted PLATO Web Learning Network

Introduction This document provides instructions on how to install the Client-Hosted PLATO Web Learning Network (CHPWLN) 5.0.4 patch upgrade. Release notes for this and other CHPWLN releases are located at <http://support.plato.com/accountability/chpwltn.asp>.

Benefits This patch corrects a number of courseware issues. This patch also eliminates errors in CHPWLN generated by Internet[®] Explorer and Adobe[®] Shockwave Player 10.1.1 updates, and incorporates components of the 5.0.1, 5.0.2, and 5.0.3 CHPWLN patches. If you do not install this patch, you may receive errors, courseware failure, or black screens when attempting to run courseware in CHPWLN.

Requirements These requirements must be met for proper installation of the patch:

- All users must be logged off the CHPWLN system during the download and installation process.
- The CHPWLN system and courseware must be installed before you can install the 5.0.4 patch.
- The CHPWLN system must be at version 5.0 or 5.0.1, 5.0.2, or 5.0.3 to run the patch.
- The 5.0.4 patch must be installed on each Web and/or middle-tier server.
- All Windows applications must be closed prior to the download process.

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Installing the 5.0.4 Patch for Client-Hosted PLATO Web Learning Network, Continued

Downloading the patch

To download the patch, complete the following steps.

Note

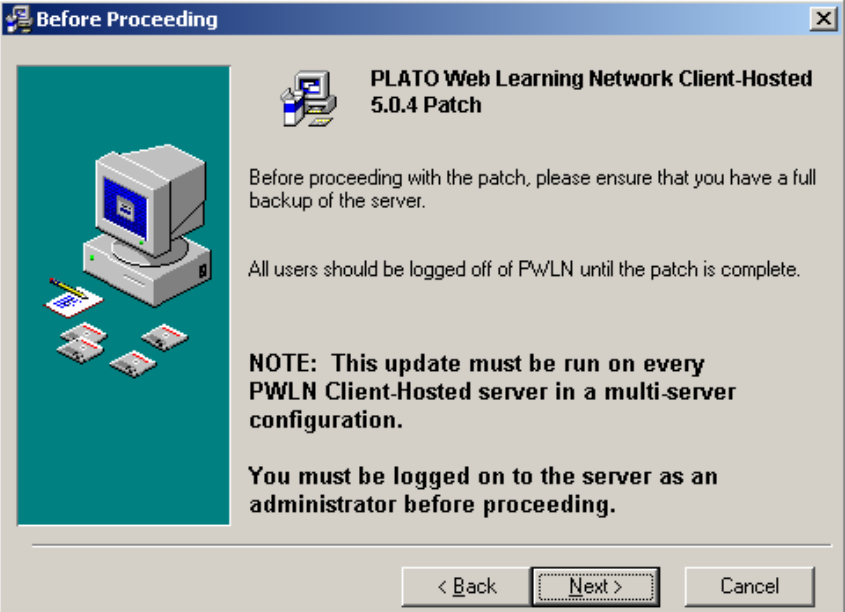
The download and installation should take approximately five minutes to complete.

Step	Action
1	Log on to the Web and/or middle-tier server with administrator rights and internet access.
2	Download the patch from http://support.plato.com/accountability/chpwln.asp . Save the patch setup executable on the Web and/or middle-tier server.
3	Navigate to the patch setup executable on the Web and/or middle-tier server and double-click the icon. Result The executable launches and the Welcome to PLATO Web Learning Client-Hosted 5.0.4 Patch window displays. 

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Installing the 5.0.4 Patch for Client-Hosted PLATO Web Learning Network, Continued

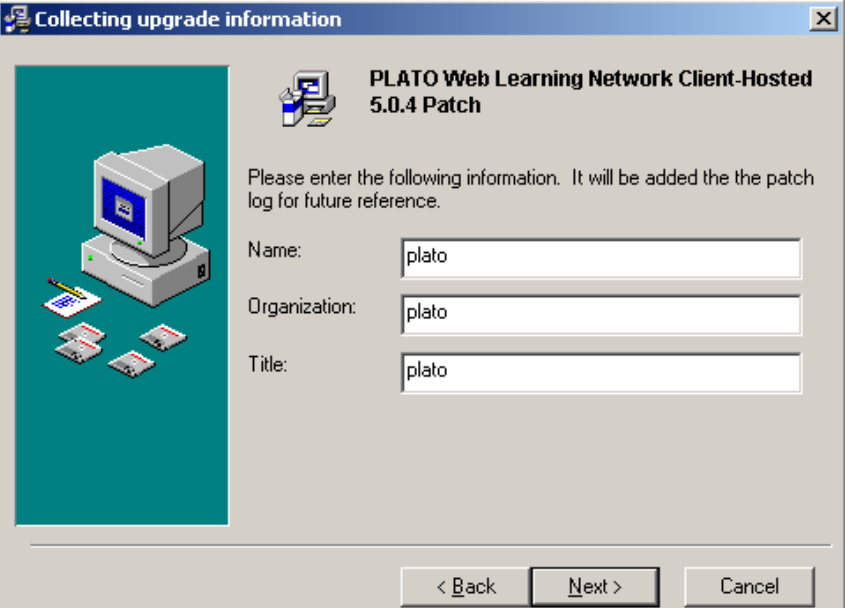
Downloading the patch, continued

Step	Action
4	<p data-bbox="548 562 706 594">Select Next.</p> <p data-bbox="548 632 638 663">Result</p> <p data-bbox="548 667 1073 699">The Before Proceeding window displays.</p> <div data-bbox="553 705 1393 1312"><p data-bbox="829 768 1365 821">PLATO Web Learning Network Client-Hosted 5.0.4 Patch</p><p data-bbox="797 867 1365 919">Before proceeding with the patch, please ensure that you have a full backup of the server.</p><p data-bbox="797 957 1349 989">All users should be logged off of PWLN until the patch is complete.</p><p data-bbox="797 1052 1284 1136">NOTE: This update must be run on every PWLN Client-Hosted server in a multi-server configuration.</p><p data-bbox="797 1167 1268 1220">You must be logged on to the server as an administrator before proceeding.</p><p data-bbox="984 1272 1325 1304">< Back Next > Cancel</p></div>

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Installing the 5.0.4 Patch for Client-Hosted PLATO Web Learning Network, Continued

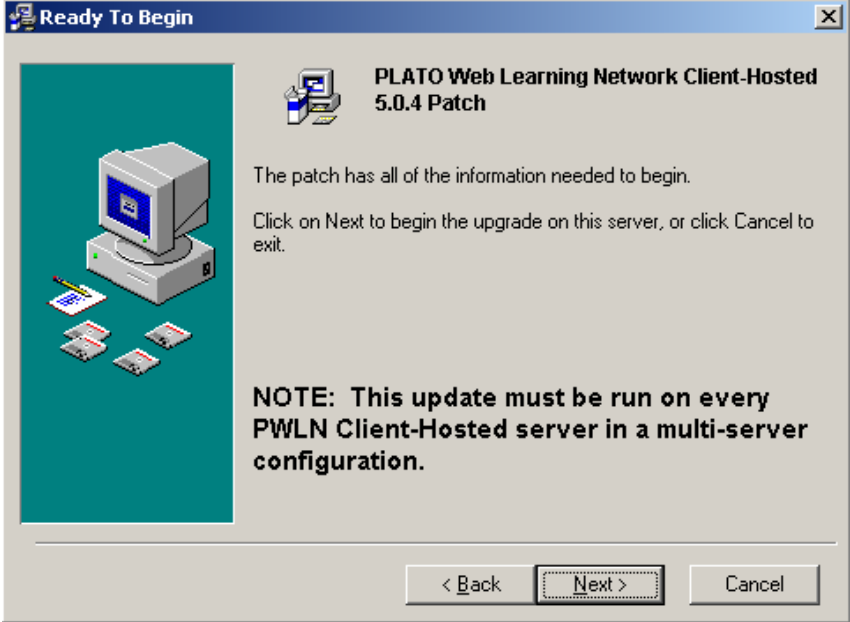
Downloading the patch, continued

Step	Action
5	<p data-bbox="548 562 706 594">Select Next.</p> <p data-bbox="548 632 638 663">Result</p> <p data-bbox="548 667 1239 699">The Collecting upgrade information window displays.</p>  <p data-bbox="553 705 1393 1308">The screenshot shows a window titled "Collecting upgrade information" with a close button (X) in the top right corner. On the left is an illustration of a computer monitor on a base with several floppy disks in front of it. To the right of the illustration is a printer icon and the text "PLATO Web Learning Network Client-Hosted 5.0.4 Patch". Below this is the instruction: "Please enter the following information. It will be added the the patch log for future reference." There are three text input fields: "Name:" with "plato", "Organization:" with "plato", and "Title:" with "plato". At the bottom are three buttons: "< Back", "Next >", and "Cancel".</p>

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Installing the 5.0.4 Patch for Client-Hosted PLATO Web Learning Network, Continued

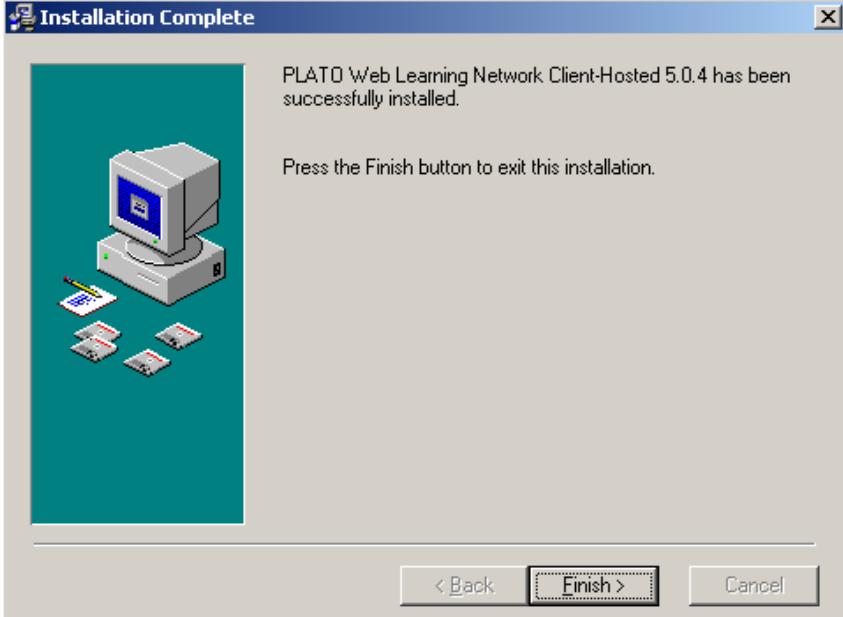
Downloading the patch, continued

Step	Action
6	<p data-bbox="548 562 1052 594">Enter user information and select Next.</p> <p data-bbox="548 632 639 663">Result</p> <p data-bbox="548 669 1045 701">The Ready To Begin window displays.</p> <div data-bbox="548 707 1393 1325"></div>

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Installing the 5.0.4 Patch for Client-Hosted PLATO Web Learning Network, Continued

Downloading the patch, continued

Step	Action
7	<p>Select Next.</p> <p>Result The Stopping Services window displays briefly, followed by the Installation Complete window.</p> 
8	<p>Select Finish.</p> <p>Result The setup application returns to the executable file location.</p>
9	<p>Execute the patch on all remaining Web and/or middle-tier servers.</p>

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