CLASC 3.4.1 Win7x32 Installation Instructions

Following are instructions for installing the CLASC 3.4.1 Client/Server combination workstation utilizing the autoinstall CD that is enclosed. Please make sure that you are installing this on a 32 bit Windows 7 workstation and that no other Oracle installations exist.   Different installations exist for the various OS platforms on which you might choose to install. Please contact support@topdollarsolutions.com if you need to request a different installation set. As CLASC is a COTS product, our test platforms include only standard Microsoft installations and any company or site modifications to the OS can affect the installation outcome. You should be logged into the system as an administrator for the installation.

The instructions that follow will install the CLASC system with default data and with all of the forms and options installed on a single system to be able to utilize the entire CLASC system from one workstation. Please email support@topdollarsolutions.com or call (850) 651-9506 with any questions.

1. Copy the installation CD to the local C:\ drive into a directory named CLASC_CD. You can remove this directory after completing the installation.
2. Open the C:\CLASC_CD folder. Right mouse click on the file CLASC_341_W7_Combo.exe and choose Run as Administrator.
3. The CLASC 341 server installation is a silent unattended installation. This process runs approximately 3 – 5 minutes in the background and will complete with an automatic reboot of the workstation. During this time you will not see an update on the screen. Should the need arise; you can check status in the C:\CLASC\CLASC_INSTALL\clasc_install.txt file.
4. If necessary, secure the system according to site security policies in accordance with Oracle and Windows guidelines for product security settings.
5. After the system restarts, the CLASC server and workstation icons will be present on the desktop. This will allow usage of both the server options as well as the client forms. CLASC is a simple electronic customer sign in system. In short, open the CLASC_Shortcuts folder and choose Queue 1 (only a single queue is enabled by default). Open the SIGNIN1 shortcut to sign in a test user by filling out the screen information and clicking SIGN IN. To sign the customer out, open the TRIAGE1 form in Queue 1 and choose CALL CUSTOMER. This screen is designed to clock the amount of time service reps take to serve customers, so if you choose CUSTOMER SERVED in less than 60 seconds you will get an informational text box asking if you 'Served a customer in less than 60 seconds". To close out the record choose CUSTOMER SERVED.
6. All CLASC functions, both client and server, can be tested from the single workstation. See the CLASC_Admin Guide for information on system functionality.