Manually Updating the 5.3 Player Template

This page provides instructions for manually updating the EchoPlayer template, if it was not automatically updated when you upgraded the ESS.

Before doing anything else, clear your browser(s) cache. Sometimes the old templates are retained in the browser cache and subsequently displayed in the Player.

If clearing the cache does not solve the problem, check the existing template file version number. By default the location of the template file is:

> \echo360\content\templates\1f80f82f-91ba-408a-9a23-c74d701fe3f1\echo_files\layout.xml

Open the XML file and check for the version number shown there. For EchoSystem 5.3, the current template version is:

> <echo-version>5.3.37161</echo-version>

If the player version shown is not the current version, use the following steps to replace the player template manually.

IMPORTANT: Before you begin, review ALL of the below steps and be sure you have the proper administrative rights on the ESS server to create and delete files.

1. Contact *customer support* to obtain the Template ZIP file, containing the new template files.
2. Create an \echo_files\ folder somewhere outside of the ESS directory structure. You will use this to temporarily house the extracted template files.
3. Extract the ZIP files into the new \echo_files\ folder.
4. Navigate to the Echo360 content template directory. The default location is:

   C:\echo360\content\templates\1f80f82f-91ba-408a-9a23-c74d701fe3f1

   This directory should contain one file and one folder as follows:

   > echo.htm
   > \echo_files\

5. Delete these two items.
6. Copy the \echo_files\ folder you created in step 2 above (and which should now contain the extracted template files) into the content template directory. This replaces the \echo_files\ directory you deleted.
7. Open the replacement \echo_files\ directory and look for a file named "index.htm".
8. Move the "index.htm" file out of the \echo_files\ directory and up one level, directly into the content templates directory.
9. Rename the "index.htm" file to "echo.htm". This file replaces the echo.htm file you deleted in step 5 above.

The content template directory should again contain one file and one folder as it originally did:

> echo.htm
> \echo_files\

You can now repeat the process identified at the beginning of these instructions to check the \echo_files\layout.xml file for an entry that identifies the current template version.

As always, if you have problems with updating the template manually, please contact *Customer Support* for assistance.