

[How to Install/Upgrade OTTER](#)

Quick Tip Installation Guide

IMPORTANT: Please make sure you back up your OTTER database before making any changes to your system. Go to <http://www.oregon.gov/EMPLOY/TAX/pages/otterhome.aspx> for instructions to Backup/Restore your data. We recommend that you perform a backup at the end of every quarter.

- 1) Go to the OTTER page by clicking: <http://www.oregon.gov/EMPLOY/Businesses/Tax/Pages/OTTER.aspx>
- 2) Click the link that says, 'Download OTTER' to install the latest version of OTTER.
- 3) In the lower left of your Browser the OTTER file will prepare to download and install. Click 'Open' to start the installation/upgrade process.
- 4) You may receive an 'Unknown Publisher' warning; click 'Run' to continue.
- 5) The upgrade installation should start. If OTTER is open, you will receive a pop-up that tells you OTTER is open and needs to be closed. Close OTTER, and click 'Retry.' The installation/upgrade should continue.
- 6) An 'Unknown Publisher,' warning may pop up. Click 'Run' again.
- 7) If you are using Windows 8 or 8.1, you may receive the warning listed below. A screen may come up before this one that says 'OK' or 'More Info,' click on 'More Info' to view this screen. From here, click 'Run anyway.' That will continue the upgrade installation process.
- 8) You may encounter a dialogue box which informs you OTTER will be uninstalled. This is normal. Allow it to uninstall first, then it will proceed with the installation.
- 9) The install shield will now begin installing the 2015 version of OTTER. Click 'Next' to continue.
- 10) Read and accept the End User License Agreement. Then click 'Next.'
- 11) OTTER installs to C:\\Program Files\\Otter32 or to C:\\Program Files (X86)\\Otter32. This location can be changed if necessary. Click 'Next' to continue. Note: To install to a NETWORK, please select the network drive and folder.
- 12) OTTER is now ready to complete the install of the new version. Click 'Install' to continue.
- 13) You have now successfully completed the upgrade/installation of OTTER. Click 'Finish.'
- 14) You must restart your computer to complete the upgrade to 2015. Click 'Yes' to restart your computer.
- 15) Once your computer has restarted, you will see a new OTTER shortcut on your desktop.

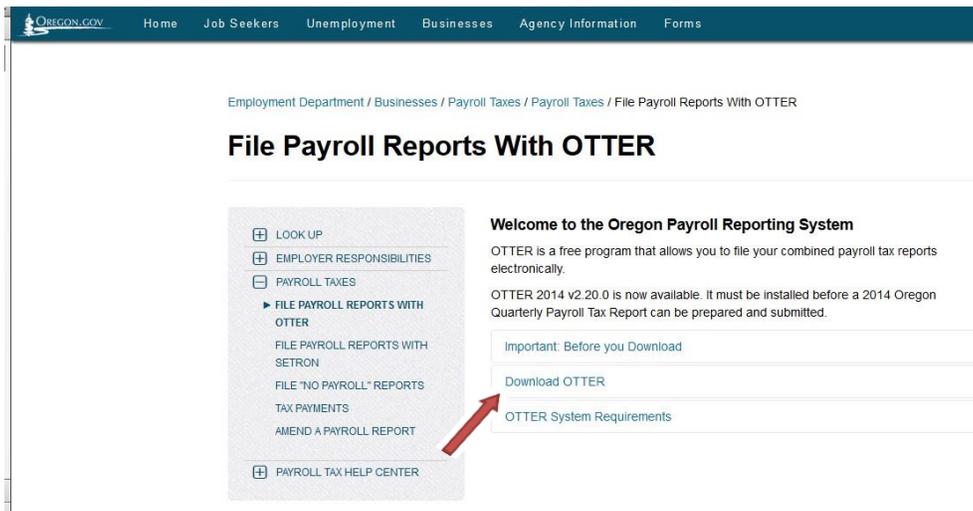
For more detailed instructions, including screen shots, continue reading.

NOTE: The instructions for a new install and upgrade are almost virtually the same. The difference is whether you choose upgrade or new install.

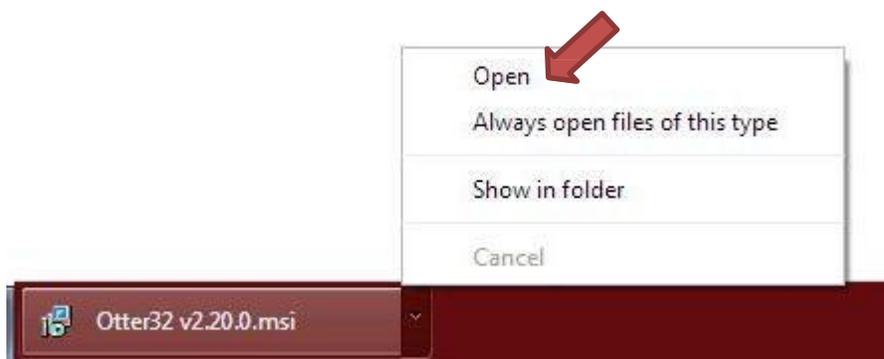
1. Go to the OTTER Home Page at the following link:

<http://www.oregon.gov/EMPLOY/Businesses/Tax/Pages/OTTER.aspx>

2. Click the link that says, 'Download OTTER' to begin the installation/upgrade of OTTER 2015



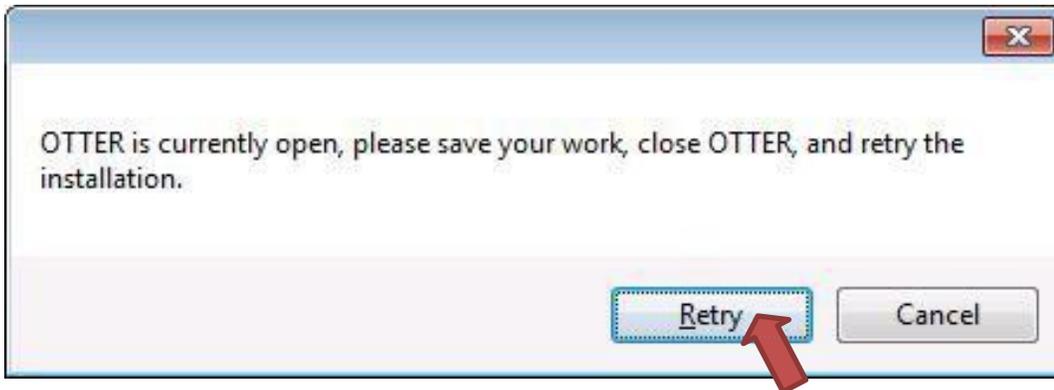
3. In the lower left of your Browser the OTTER file will prepare to download and install. Click 'Open' to start the upgrade process.



4. You may receive an 'Unknown Publisher' warning; click 'Run' to continue.



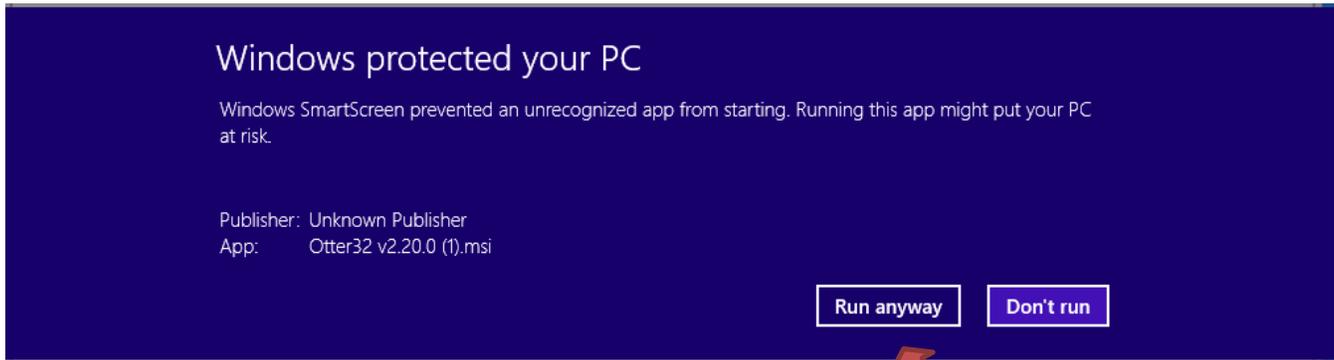
5. The upgrade installation should start. If OTTER is open, you will receive a pop-up that tells you OTTER is open and needs to be closed. Close OTTER, and click 'Retry.' The upgrade should continue.



6. An 'Unknown Publisher,' warning may pop up. Click 'Run' again.

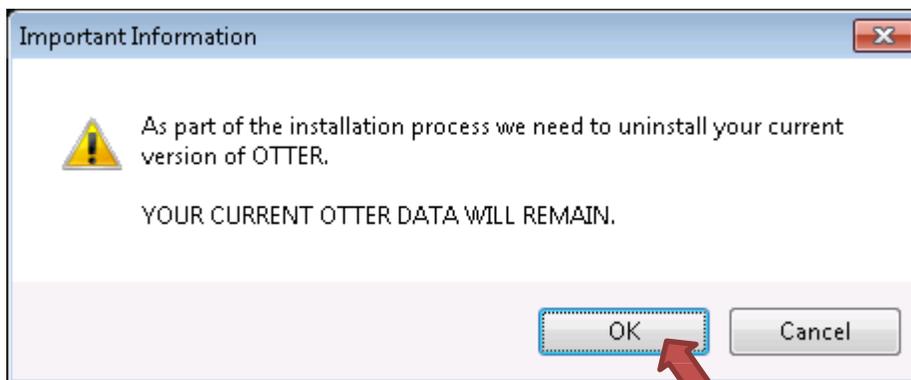


7. If you are using Windows 8 or 8.1, you may receive the warning listed below. A screen may come up before this one that says 'OK' or 'More Info,' click on 'More Info' to view this screen. From here, click 'Run anyway.' That will continue the upgrade installation process.

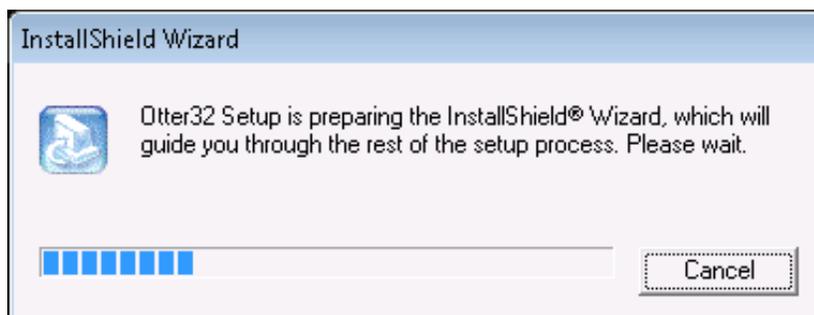


8. You may see a dialogue box that the previous version of OTTER is being uninstalled. Click 'OK' to continue. If not, proceed to step 13.

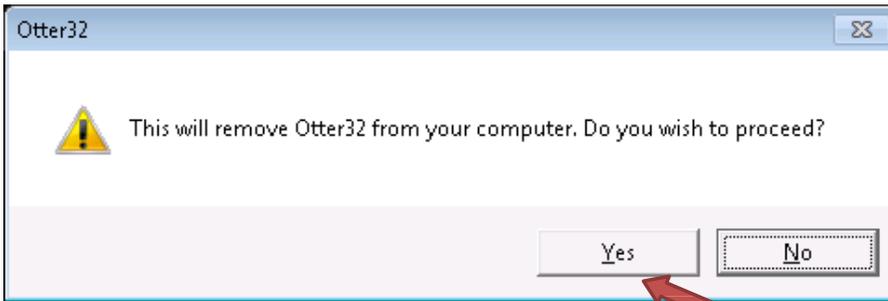
IMPORTANT: Your existing OTTER data will remain.



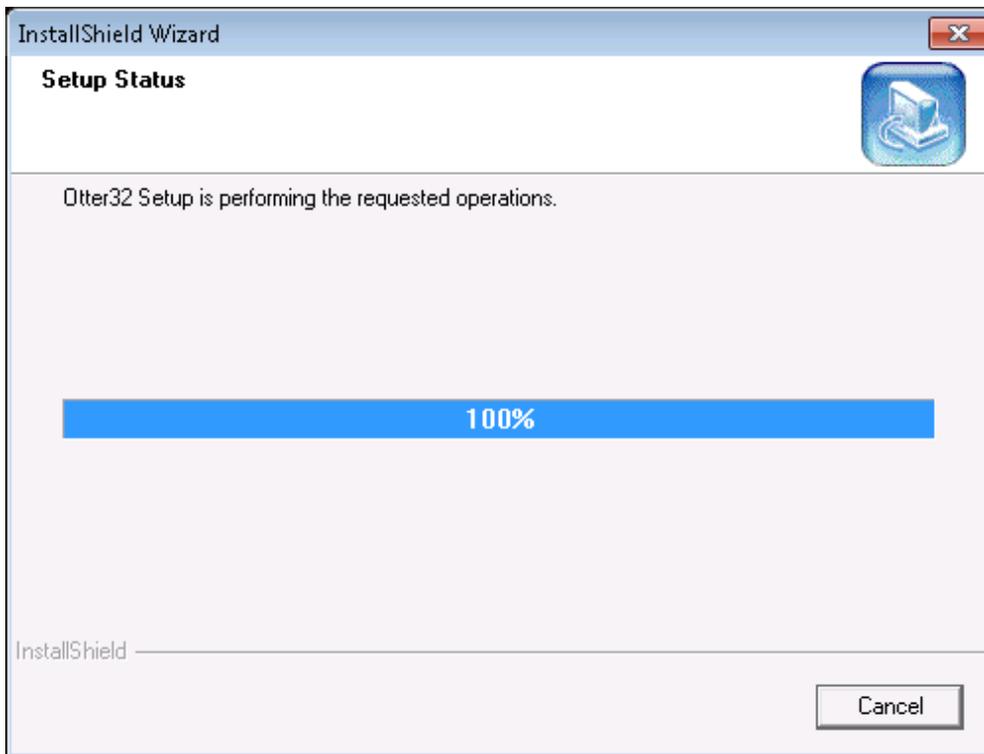
9. The install should begin preparation to uninstall the older version of OTTER.



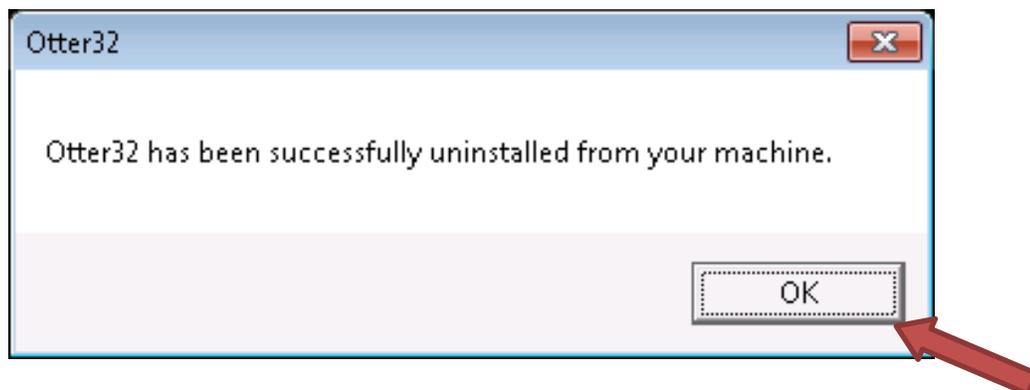
10. A warning will appear asking if you wish to proceed with the uninstall. Click 'Yes.'



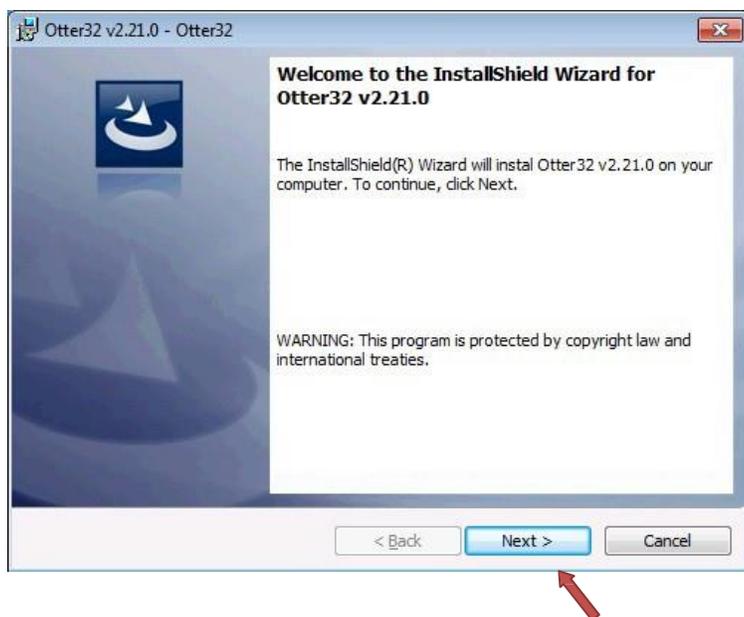
11. You will receive a status box as the previous version of OTTER is uninstalled.



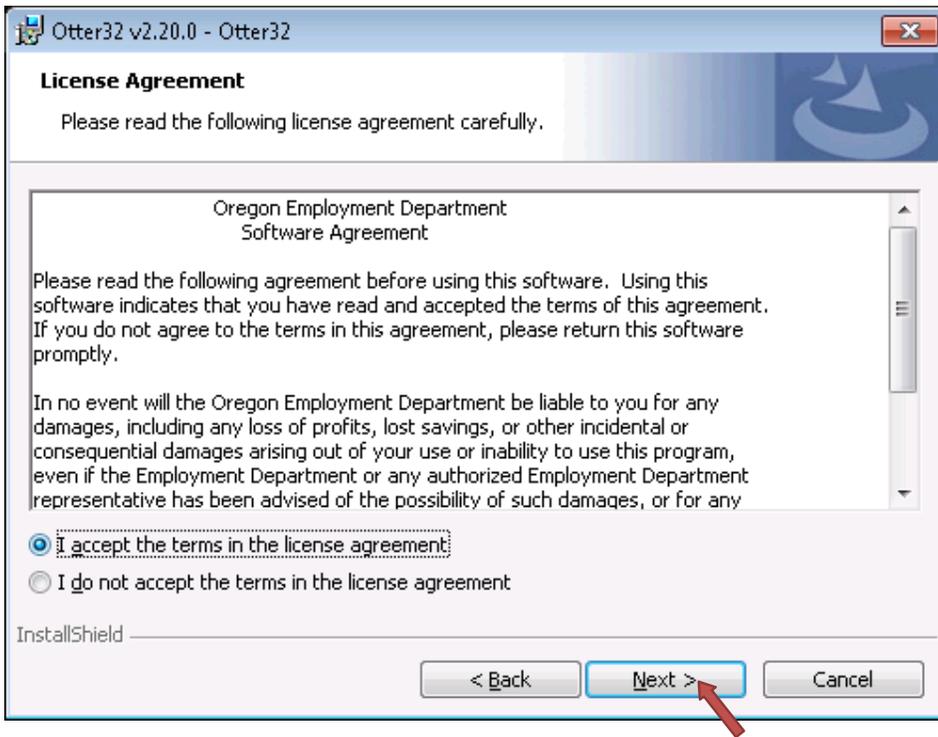
12. Once the previous version of OTTER is uninstalled, you will receive a message confirming the removal. Click 'OK' to continue the upgrade process.



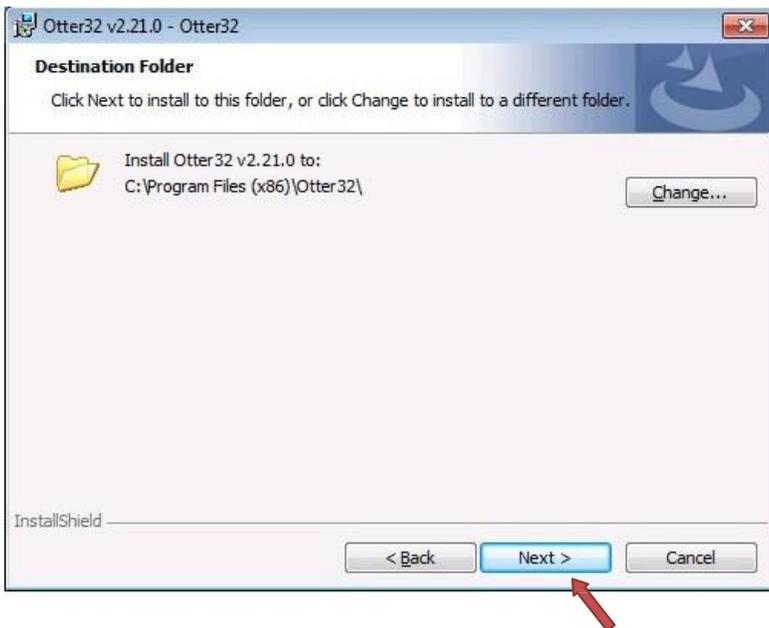
13. The install shield will now begin installing the 2015 version of OTTER. Click 'Next' to continue.



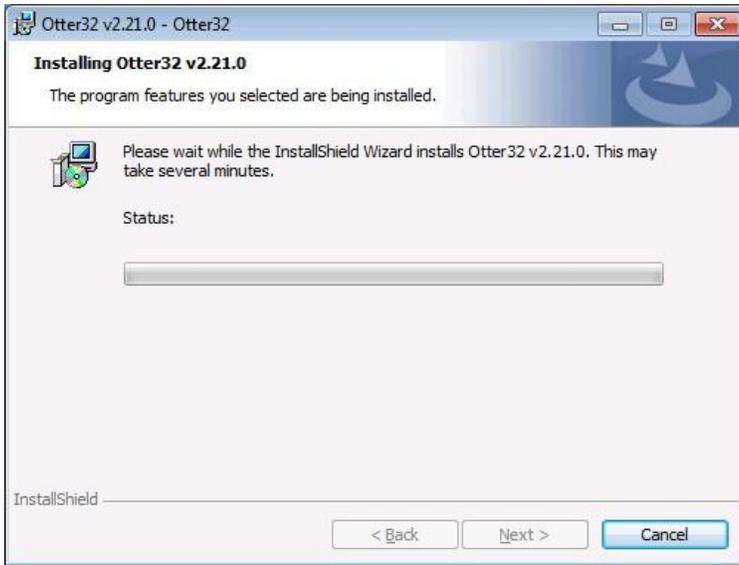
14. Read and accept the End User License Agreement. Then click 'Next.'



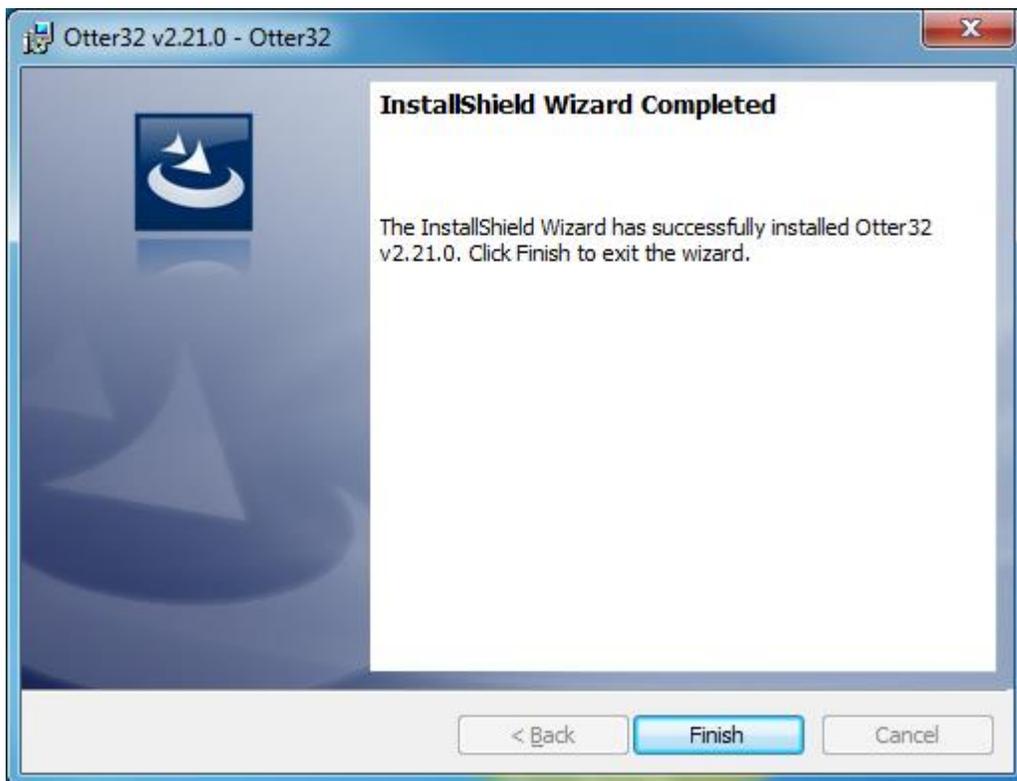
15. OTTER installs to C:\\Program Files\\Otter32 or to C:\\Program Files (X86)\\Otter32. This location can be changed if necessary. Click 'Next' to continue. Note: To install to a NETWORK, please select the network drive and folder.



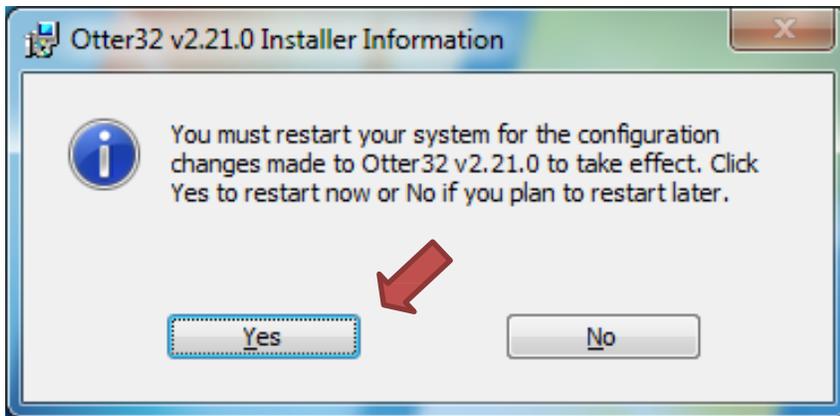
16. OTTER is now ready to complete the install of the 2015 version. Click 'Install' to continue. After clicking "Continue," OTTER may prompt you to enter an Administrator's password. If you know this, please enter it when prompted. If you do not, you need one of your I.T. staff to assist you with the installation.



17. You have now successfully completed the upgrade installation of OTTER Version 2.20.0. Click 'Finish.'



18. You must restart your computer to complete the upgrade to 2015. Click 'Yes' to restart your computer.



19. Once your computer has restarted, you will see a new OTTER shortcut on your desktop.



Thank you for using OTTER!

For support or other questions, call 503-947-1544 option 6, or e-mail OED_Taxinfo_User@oregon.gov.

