

Xactimate 27 Help sheet

The following steps will guide you through how to update Xactimate 27 to a newer version using a downloaded service pack file or a DVD that contains the newer version of Xactimate 27.

***Note:**

- ü Before running an update, make a backup of any important data you have to a location that would be easy to find. The best way to backup Xactimate data is to use the Data Transfer Backup utility.
- ü New installs must have an available install on account keycode.
- ü Please turn off or temporarily disable your browser's pop-up blocker.
 - Most web browsers allow you to temporarily disable their pop-up blocker by holding down the Control key when you click the URL.
- ü An upgrade can run quicker and smoother if your project smart list is cleared out as much as possible. You should delete files that are completed, uploaded or closed
 - **NEVER delete a project that is in process.**
 - **NEVER reject projects from your inbox.**
- ü Your inbox and outbox must be clear of items.
 - If you have any "Rejected" claims in your outbox you will need Xactware to run a utility to remove them, DO NOT upload "Rejected" items.
- ü Add specific carrier profiles through Xactware Sales at 800-424-XACT (9228) **during business hours of 7:00 AM to 5:00 PM, Mountain Time, Monday through Friday**
 - Nationwide – version 27.3
 - Hartford – Version 27.3
 - USAA – Version 27.1

System Requirements

- An **Internet connection** is required throughout the **Service Pack** process as Xactimate will continue to connect to receive additional updates.
- The Windows user running the updates must have **Administrative rights**, or at least be able to run Xactimate with administrative rights.

Installation download; **save to desktop:**

1. **Xactimate 27.3 FULL version:** http://download.xactware.com/xm8/27.3.88.73556_Setup.exe

or

2. **Xactimate 27.3 UPGRADE from 27.1 version:** http://download.xactware.com/xm8/27.3.88.73556_Update.exe

For multi-install users: http://download.xactware.com/xm8/27.1.32.59919.M_Setup.exe

Step 1 - Download the service pack file (or insert the DVD if you have).

From a DVD: Insert the DVD.

If the setup doesn't automatically begin, open Computer (or in XP, My Computer) and right-click on the DVD-Rom drive that contains the install DVD.

From the downloaded file: Double-click on the downloaded file to run it.

Step 2 - Select English and press OK.

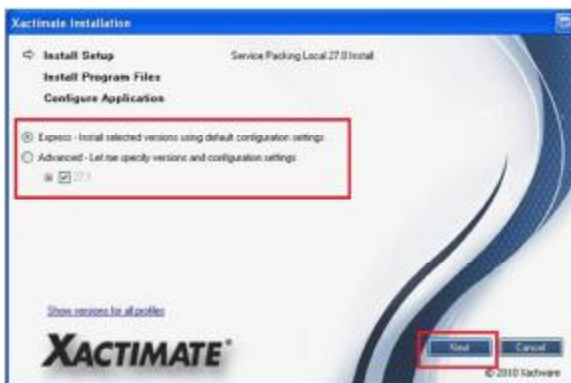
Select English and press ok to install in English.



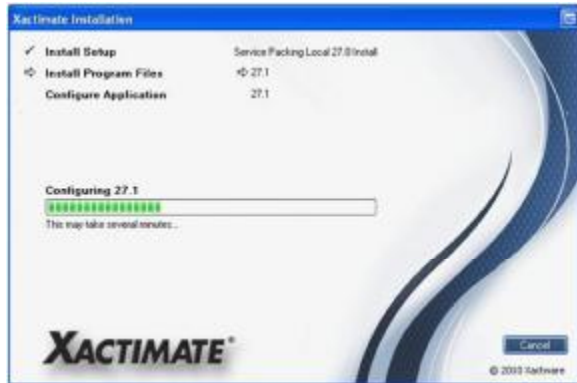
Step 3 - Accept the License agreement and press Next.



Step 4 - Select Express and press Next.

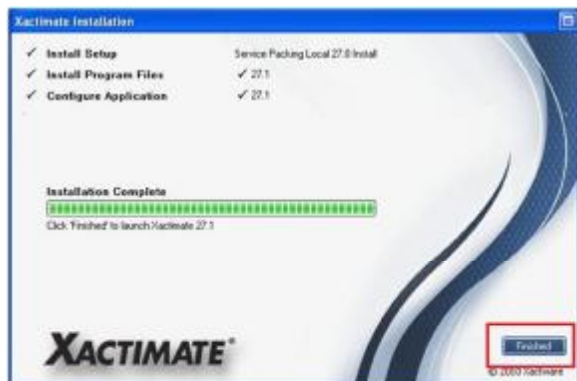


The install process will then perform the Xactimate service pack upgrade. This will create an automatic backup of your data in the process of upgrading. Depending on the number of projects in Xactimate, this automatic backup may take a little while.



Step 5 - Push "Finished" to close the installation.

When the update has completed, there will be a **Finished** button where the **Cancel** button was before. Click Finished.



To verify the updated version, open Xactimate and click **Help - About Xactimate**.

Other Online Account Service Links

Click here to start or renew your Xactimate subscription

<http://www.xactware.com/store/SelectCat.do?catId=19&prodsFound=-1&category=Xactimate>