



Request Utility – Update Instructions

This document explains the periodic updates for your Bigfoot CMMS Request Utility. Please follow these instructions carefully. You must be logged in as Administrator.

If you are running the software on a network, your database files are typically on a server and should not be affected. However, nobody should run the software until all stations have been updated.

Computer experts and Common Sense agree:
Do a backup before you upgrade any program.

Go to Web site: <http://www.bigfootcmms.com/support/update.asp>

1. Download and save the **Request Utility Update.exe** to your computer, *do not run from the web site*.
2. We recommend saving it to your desktop or a folder you can locate easily.
3. Make sure that Bigfoot is closed on ALL stations. This goes for the Request Utility as well. Bigfoot should not be running **any** place until all of the stations are upgraded.
4. Using Windows Explorer or My Computer, navigate to the location where you downloaded the software.
5. Double click **Request Utility Update.exe**
6. Follow the instructions on the screen. In most cases, the default answers should suffice.
7. Copy the **Request Utility Update.exe** to each station already using the Bigfoot Request Utility and execute on that station. You cannot administer the update to all machines while you are sitting at your PC, no matter how powerful your administrative privileges are. Some companies prefer to use a “thumb drive” (flash drive – about the size of a pack of gum) to transport the files among the PCs; if you do, make sure that you copy the programs **from** the thumb drive **to** the destination computer. The whole idea is that the executable upgrade must reside on the PC being upgraded. Put the file on the target computer, then pull the trigger (double click)!

If you have questions, email the help desk support@bigfootcmms.com or dial (603) 574-4520, (9-5 EST M-F).