

Skills Manager 8.2 Upgrade Installation Guide

Please have a qualified computer services or information technology representative assist you with the installation of this upgrade. If you do not have access to such a resource our technical support staff will be delighted to assist you.

Read the following instructions thoroughly before you begin installation.

STEP 1: What's New in this Version?

This upgrade contains new features, improvements, and important patches. To view illustrated Release Notes describing all improvements in this upgrade prior to installation, click on the link below or launch your Web browser and Copy/Paste the link into the address field of your browser.

<http://www.crownpointetech.com/download/SM802Notes.pdf>

NOTE: Users can also view the Release Notes from the Skills Manager menu after the upgrade is installed by doing the following . . .

1. **Sign In** to Skills Manager.
2. Choose **Help** from the main menu.
3. Choose **“What's New in this Version?”** from the pop-up menu.

STEP 2: Download the Version 8.2 Upgrade

1. Click on the link below or launch your Web browser and Copy/Paste the link into the address field of your browser.

<http://www.crownpointetech.com/SMsupport.htm>

2. When the web page is displayed, click on the **Download Now** icon.
3. When prompted to Run or Save the file, choose **“Save the file to disk”**.
4. Save the file in your **Desktop** folder. (This may require several minutes depending on the speed of your Internet connection.)
5. When the download is completed, close your Web browser.

STEP 3: Before you install Skills Manager 8.2

1. Confirm that the version of Skills Manager currently installed at your location is **Version 8.x**. If you do not know your version number . . . launch Skills Manager and you will find the version clearly displayed on the Sign-In form.

CAUTION! You must have Skills Manager 8.0 or higher installed to install this upgrade! If you have an earlier version installed DO NOT PROCEED with the installation but contact Crown Pointe Support immediately at 503-466-1414.

2. Have all users **exit** Skills Manager so that the software and database are not in use.

3. Make a **fresh and complete backup** of your entire Skills Manager folder, including all sub-folders and files. If you encounter difficulties while upgrading your software or converting your data, a backup will allow you to recover quickly and without losing important data.

CAUTION! Do not proceed with the installation without a fresh backup of your Skills Manager folder!

STEP 4: Install Skills Manager 8.2

If Skills Manager was previously installed on a network server, please use the Network Installation instructions provided below. If installed on a single workstation, use the Stand-alone Installation instructions on the following page.

Network Installation

This update must be applied from a workstation that already has Skills Manager installed. Preferably the workstation used to install the software originally, or one used to install the last update. If Skills Manager is installed on a network server, **DO NOT** apply this update directly at the Server.

From a workstation . . .

1. Log in to the network using an account with security rights that will permit the setup process to create and remove folders and files within the Skills Manager root folder.
2. Close all other Windows applications.
3. Locate the icon labeled **SM802.exe** on your Windows Desktop and double-click the icon to launch the program.
4. Carefully follow the instructions displayed on the monitor.
5. Setup will select the appropriate destination folder automatically. (It retrieves the destination from an existing Skills Manager desktop shortcut, or the program start menu.)
6. When prompted for a password, enter the password value provided by our support staff.
7. When you reach the last step of the Setup, click the **Finish** button.
8. **Launch Skills Manager.** If the upgrade was successful you should see "**Version 8.2**" displayed on the Sign-In form. If this is not the version displayed, then Skills Manager may have been in use during the installation, or the network account you are using may not have sufficient privileges to update the Skills Manager software files, or the upgrade was installed to the wrong drive letter or folder.

NOTE: When upgrading a previous version of Skills Manager it is not necessary to perform a Workstation Setup on client computers.

Stand-alone Installation

1. Close all other Windows applications.
2. Locate the icon labeled **SM802.exe** on your Windows Desktop and double-click the icon to launch the program setup.
3. Carefully follow the instructions displayed on the monitor.
4. Setup will select the appropriate destination folder automatically. (It retrieves the destination from an existing Skills Manager desktop shortcut, or the program start menu.)
5. When prompted for a password, enter the password value provided by our support staff.
6. When you reach the last step of the Setup, click the **Finish** button.
7. **Launch Skills Manager.** If the upgrade was successful you should see "**Version 8.2**" displayed on the Sign-In form. If this is not the version displayed, then Skills Manager may have been in use during the installation, or the network account you are using may not have sufficient privileges to update the Skills Manager software files.

Final Details

After confirming that the upgrade was successful, you may delete the **SM802.exe** icon on your desktop. It is approximately 16MB in size and you will not need it again.

Support

If you need assistance, please contact **Skills Manager Support** via telephone at **503-466-1414** or e-mail at **SMsupport@crownpointetech.com**.