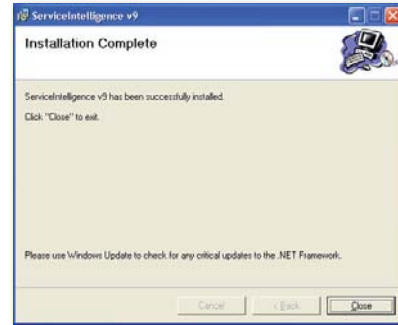
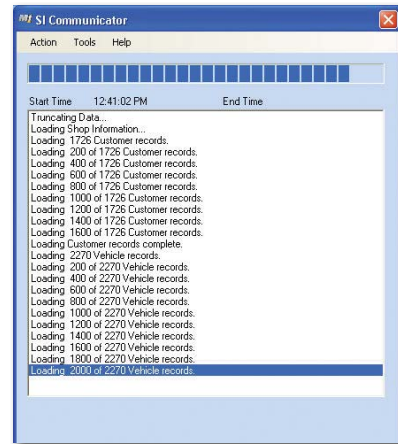


11. You will be presented with an “Installation Complete” dialog. Click **Close** to continue.



12. (A) The final step is for the SI Communicator to process your database looking for maintenance history items and for appointments in your schedule. *This may take several minutes and is finished when the last line on the screen says “Process Complete.”*



- (B) You may now close the SI Communicator by clicking the **X** in the upper right hand corner.

13. The ServiceIntelligence Version 9 product will launch when you click on the **SI Free** button on the Customer, Vehicle, RO tab screens in your management system.



14. Appointments from your shop management systems Schedule will appear in the Free SI window with the option to “Send” a reminder e-mail for that appointment. This is a complimentary new feature for all shop management customers.

**STOP** **CLOSE ALL OPEN PROGRAMS BEFORE PERFORMING THIS UPDATE.**

Perform the Q4 Winners Circle Update as usual. Then in a Repair Order screen click the **SI Free** to begin the installation.



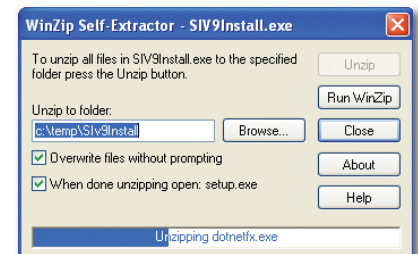
**Attention**

The installation for ServiceIntelligence Version 9 may take up to 20 minutes or more. It is suggested that you install this program during non-peak business hours as it may affect your computers performance during the installation.

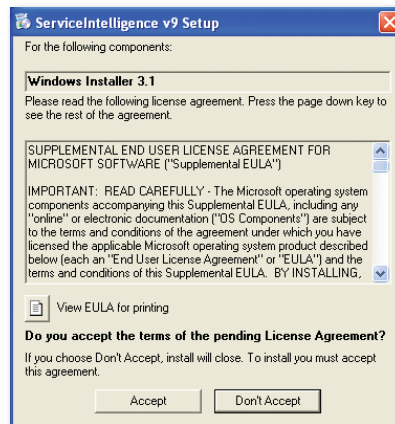
1. Click on the **Install ServiceIntelligence Now** link located in the lower right hand corner.



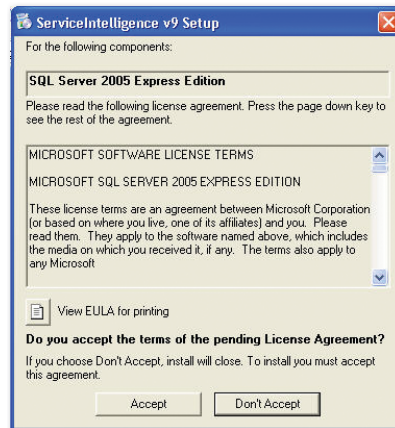
2. WinZip Self-Extractor displays the location where files will be copied. Click on **UnZip**.



- The product requires Window Installer 3.1 to be installed. If not already installed, the Windows Install 3.1 End User License Agreement screen appears. Click **Accept** to continue.

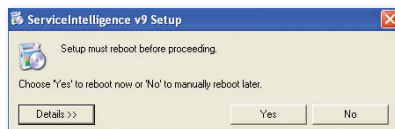


- The product requires SQL Server Express to be installed. Click **Accept** on the Microsoft SQL Terms and Conditions screen. The installation of SQL Express will take several minutes. You can continue to use your computer during this time.



Next you will see the Installing Windows Installer Progress screen.

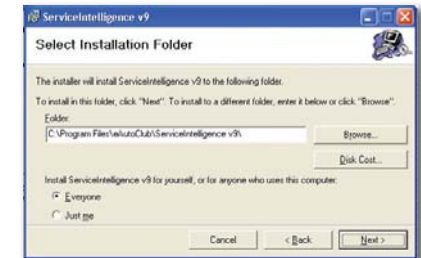
- If Window's Installer 3.1 is installed, setup must re-boot before proceeding. Click **Yes** to continue. After re-booting installation continues.



- After the MS SQL Server installs you will click **Next** at the "Welcome to the ServiceIntelligence v9 Setup Wizard."



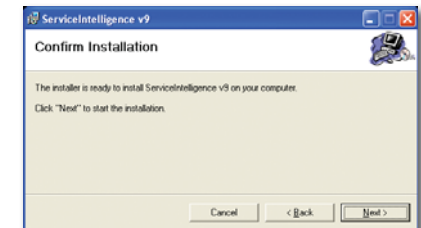
- At the "Select Installation Folder" screen click **Next** to install the program in the default location.



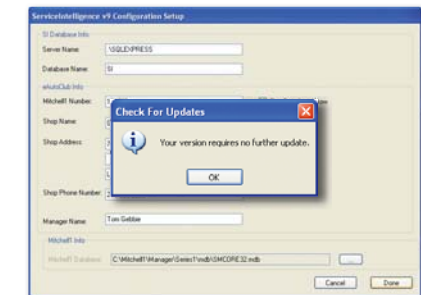
- After reviewing the Mitchell 1 End User License Agreement select **"I Agree"** and click **Next**.



- At the "Confirm Installation" screen click **Next**. Installation continues.



- (A) After the Install Wizard has completed you will be presented with "ServiceIntelligence v9 Configuration Setup" screen. Select **Done** in the bottom right hand corner.



- (B) Check For Updates screen click **OK**.