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install new profile

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Install New Profile in Xactimate

Answer ID 3086 | Updated 06/27/2014 01:09 PM

Products

- Xactimate 28 Desktop
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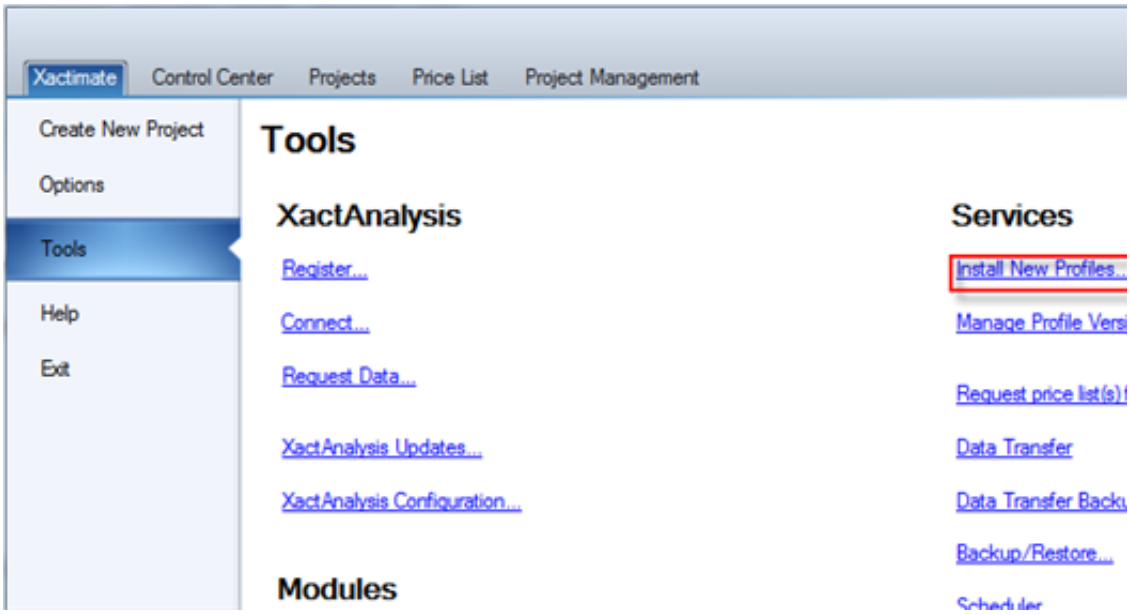
Install a New Profile in Xactimate

[Xactimate 28 Desktop: Install a New Profile Instructions]

[Xactimate 27 and older: Install a New Profile Instructions]

Xactimate 28 Desktop: Install a New Profile

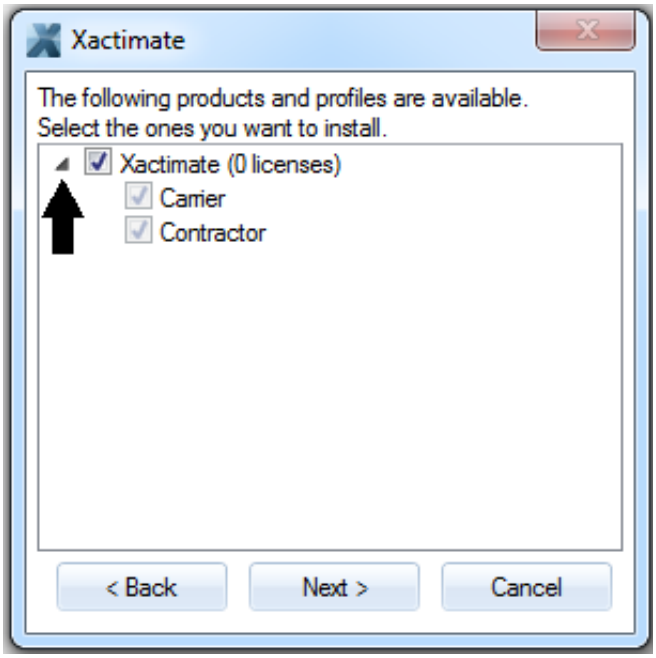
Step 1 On the Xactimate tab, click **Tools**.



Step 2 In the Services group, click **Install New Profiles**.

Note: If you have not registered with XactAnalysis, a message appears giving you the option before **install**ing new **profil**es.

Step 3 After your computer has connected to XactAnalysis, the *Select Products* window opens. Click the arrow to the left of Xactimate (0 licenses) and the available **profiles** will be listed. Select the available **profil**e(s) that you want to **install**.



Step 4 Click **Next** to download the **profil**e(s).

Note: If the **profil**e you need is not available to you, call Xactware's TeleNet Sales to have that **profil**e added to your key code.

For instructions to **install** a new **profile** in Xactimate Online, see AID 2831.

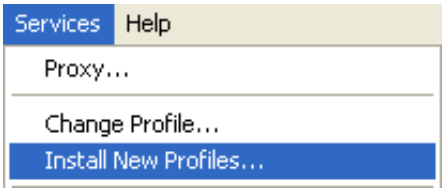
Xactimate 27 and older: Install a New Profile

New **profiles** that have been added to your key code will need to be **installed** via XactAnalysis on the Xactimate Control Center.

To do this, follow the steps below:

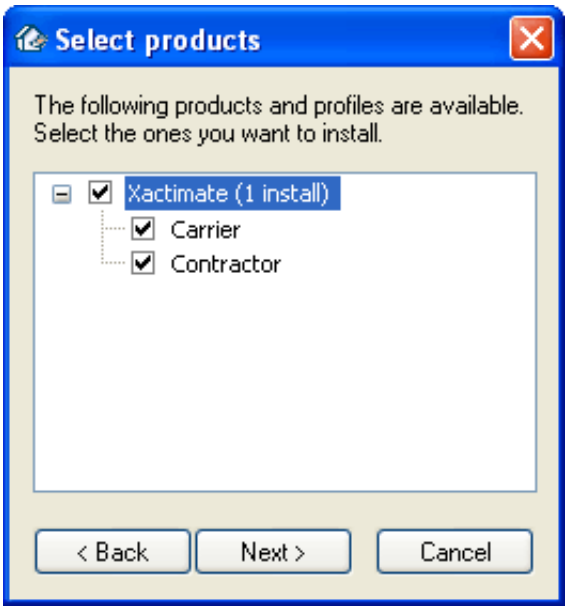
****Important Note**: If using **Xactimate 27**, ensure that the **Inbox** and **Outbox** sections of the Control Center are completely **empty**. If there is anything in the Inbox, Delete or Accept as appropriate. If there is anything in the Outbox, either Delete them or Connect to XactNet to upload. For help locating the Inbox and Outbox, see AID 1886: Locating the Inbox and Outbox in Xactimate.

Step 1 Click the **Services** menu on the Xactimate Control Center and select **Install New Profiles**



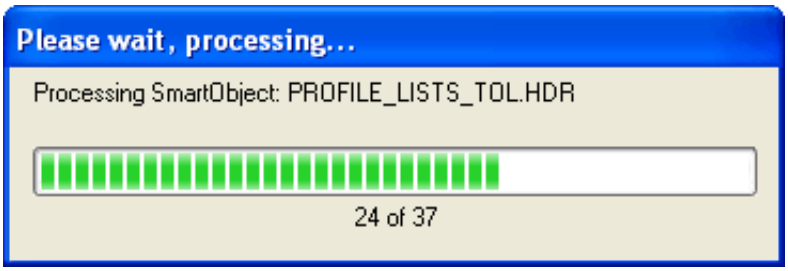
Step 2 After your computer has connected to XactAnalysis, the *Select products* window appears. A list of all the available **profiles** on your key code will appear.

Note: If only the Xactimate line is visible, click the + or the little triangle next to it, to make all the products visible.

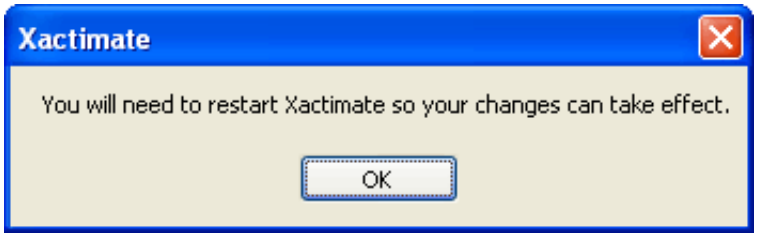


tall, and also any other **profiles** that are already **installed** on your system and then click Next >. Make sure to leave the boxes next to your existing **installed Profiles** checked.

Step 4 Xactimate runs through a system process and downloads the correct **profile**(s).



Step 5 When the process is completed, a message appears, informing you that you must restart Xactimate in order for the change to take effect. Click OK.



Step 6 Xactimate will automatically close. Log back into Xactimate and verify that the correct **profile**(s) have been added by selecting **Change Profile** from the **Services** menu.

> **Important Note:** In **Xactimate 27.5 UC (27.6)**, click **Services** and **Manage Profile Versions**. (In Xactimate 24 click the **Change Profile** icon .) In **Xactimate 28,** click the **Xactimate** tab, click **Tools**, and then click **Manage Profile Versions** under Services**.**

Step 7 If you are using Xactimate 25 or Xactimate 27.0 to 27.3, change to the **Profile** that was just added by selecting **Services** - **Change Profile**, and double-click that **Profile**. And then, to update the system to which this new **Profile** is actually **installed**, click the **Connect** button in the upper right corner of the Control Center to connect to XactNet/XactAnalysis.

> **Important Note:** If using **Xactimate 27.5 UC (27.6) or Xactimate 28**, just make sure to select the new **profile**, as needed, when creating a new project.

If the **profile** you need is not available, select **Manage Profile Versions** from the Services menu. It will list **profiles** that are on the key code but that may require a multi-version of Xactimate. If you need a multi-version license, call Xactware's TeleNet Sales at 1-800-424-9228.

> **Note:** Xactimate versions 27.6 and Xactimate 27.5 UC are the same version. In the future all references to 27.6 will be updated to show 27.5 UC.

For assistance at any time please contact us through Live Chat, available 24/7 at our eService Center® http://eservice.xactware.com. For a nominal fee, telephone support is also available Monday through Friday, 6:00 AM to 6:00 PM MST at 800-710-XACT(9228).

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