



CCC ONE® Total Repair Platform

1.3

A Quick Reference Guide for Upgrading to
CCC ONE Estimating from Pathways and
CCC ONE Workflow

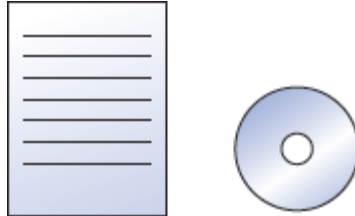
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Step One: Before you begin

Open the CCC ONE package and make sure you have the following items:

1. A DVD Mailer.
2. The CCC ONE DVD.




DVD Mailer and CCC ONE DVD

Estimated time to complete CCC ONE installation:  Three hours
(The installation may take longer depending on the number of computers and users you have to set up.)

Step Two: Plan your install

For optimal performance of CCC ONE, you should complete the following tasks before installing the program.

Estimated time:  10 minutes

1. Add, delete, or update the information about your company and the companies you work with in the Profiles section of CCC Pathways®. This will ensure that the CCC ONE installation correctly imports these profiles into the program.
2. Add, delete, or update the information of the users listed in the Security section of CCC Pathways. This will ensure that the CCC ONE installation correctly imports these users into the program.
3. Select and write down the default CCC Pathways locations of your CCC ONE Estimating to Management System (EMS) folders from Setup > Software > Software Modules > Communications Software Module > Directory Interface tab. Your CCC Pathways EMS locations will no longer function after you complete installing CCC ONE.
4. Make sure your primary computer is always turned on, connected to the Internet, and not set to go into Hibernation mode. CCC ONE Update Manager requires this to keep your software up-to-date by automatically downloading data and program updates over the Internet.
5. To successfully install CCC ONE, you will need to log into Microsoft Windows using an administrator User name and password. If you do not have this information, contact your Computer Systems Administrator.
6. While you are installing CCC ONE, the file scanning feature of your anti-virus program and your real-time backup program could significantly increase the installation time. Consult with your Computer Systems Administrator before temporarily disabling either program.

NOTE: If you are a Multi-Store Operator (MSO), complete these tasks at all your locations.

Step Three: Start the install

1. Insert the CCC ONE DVD in your primary computer's DVD drive.
2. The CCC ONE Welcome screen will open.

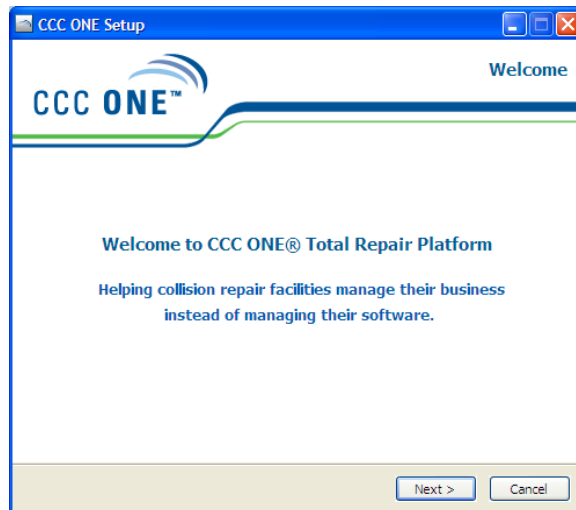
Estimated time:  1 minute




NOTE: If menu does not automatically open, type `d:\setup.exe` in the Run field. If your disk drive is assigned a letter other than d: use that letter.

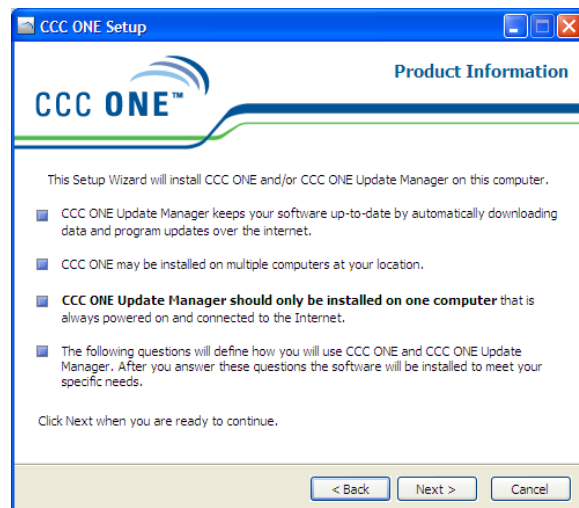
Step Four: Launch the CCC ONE Install Wizard

From the CCC ONE Welcome screen, follow the prompts and answer the questions throughout the installation program to install CCC ONE Update Manager and CCC ONE Program, Data, and Graphics. You may continue using both CCC Pathways and CCC ONE until asked to exit.

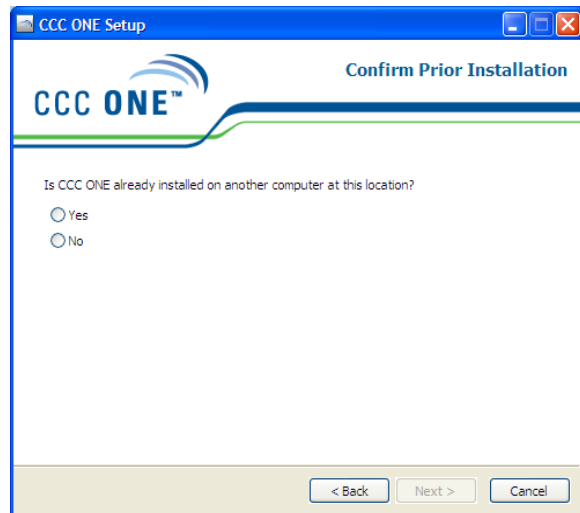


Estimated time:  60 minutes, depending on the speed of the DVD drive, the computer, and the Internet connection.

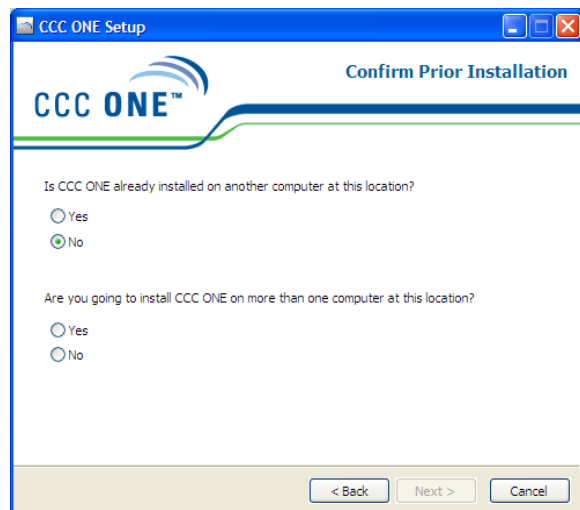
The Product Information screen lists important reminders about installing CCC ONE. Carefully read the information and click the Next button when you are ready to continue.



If you are installing CCC ONE on your primary computer, click No on the Confirm Prior Installation screen. Then click the Next button to continue.

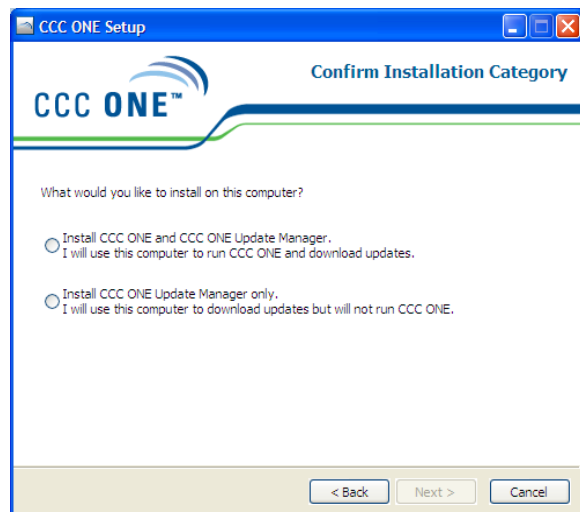


If you are going to install CCC ONE on more than one computer at this location, click Yes. Then click the Next button.

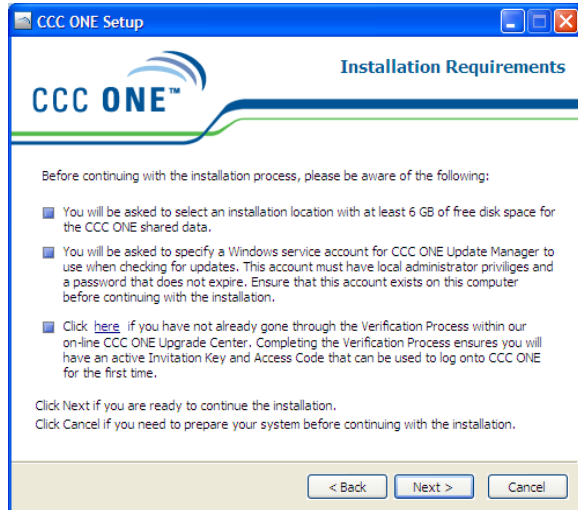


Use the Confirm Installation Category screen to tell the Setup Wizard how you will use CCC ONE on this computer.

Typically, both CCC ONE and CCC ONE Update Manager are installed on the same computer. However, if you are going to use this computer to download updates only, just install CCC ONE Update Manager.



Read the requirements listed on this screen. If you need to prepare your computer before continuing with the installation, click the Cancel button otherwise click the Next button.

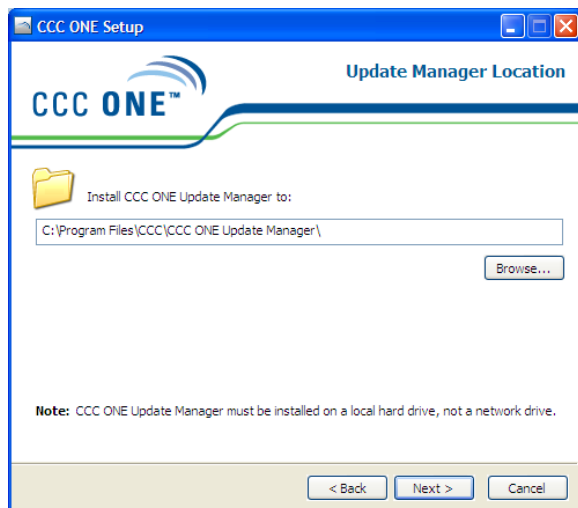


You must read and accept the License Agreement before you can download, install, or use CCC ONE. You can click the Print button to print the License Agreement for your records. Click the Next button to continue.



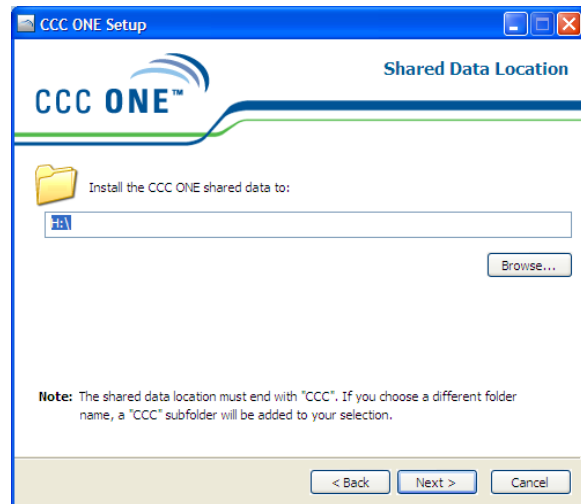
The Update Manager Location screen lets you choose a folder on your computer's local hard drive where CCC ONE Update Manager will be installed.

NOTE: CCC ONE Update Manager must be installed on only one computer at your location.



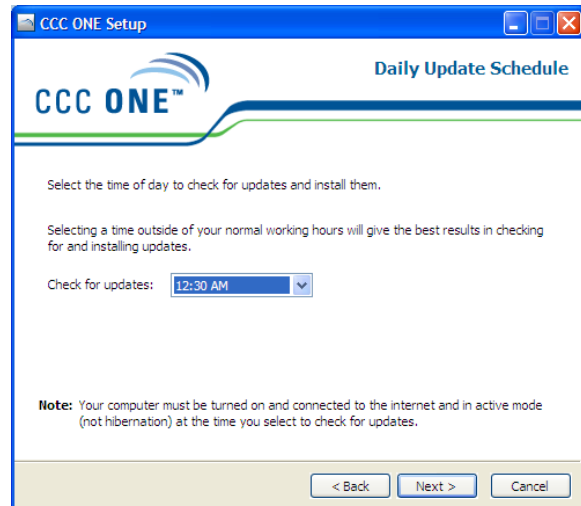
CCC ONE Data has to be installed to a Shared Data Location.

NOTE: The folder you choose on this screen must be on a hard drive that is mapped to a drive letter and also be shared on the network.



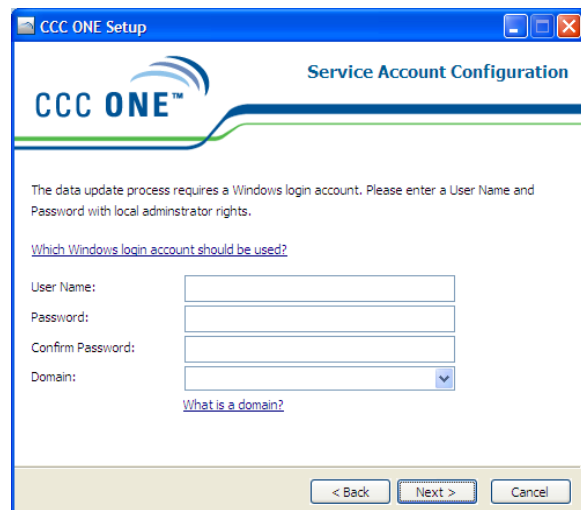
Next, select the time of day to check for updates and install them using the Daily Update Schedule screen. Select a time outside of your normal working hours for best results.

NOTE: Your computer must be turned on, connected to the Internet, and not set to go into Hibernation mode for the Daily Update to work.



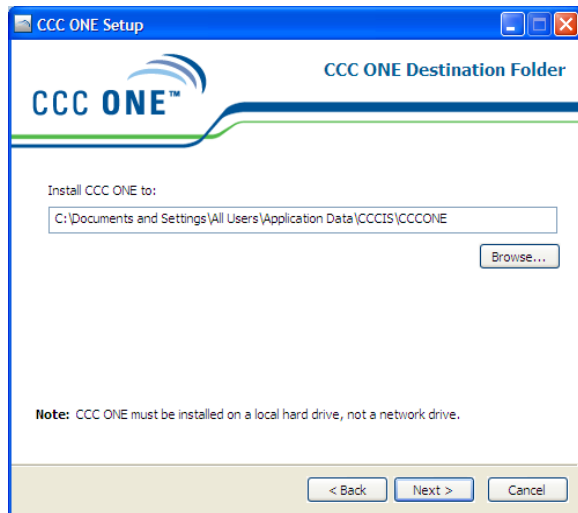
On the Service Account Configuration screen, enter the Microsoft Windows User Name and Password that you use to log into this computer. If this user name does not have administrator rights, use an administrator User Name and Password. The user name account must have a password and already be configured on your local computer or domain.

CCC ONE Update Manager requires this information to successfully update your data. If you do not have this information, contact your Computer Systems Administrator.

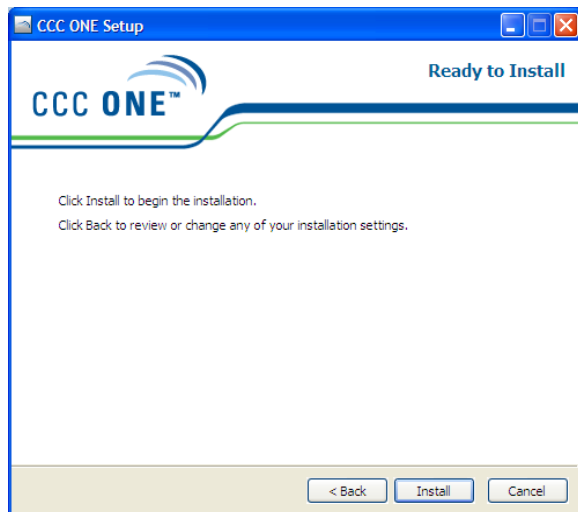


The CCC ONE program will be installed to the Destination Folder.

NOTE: CCC ONE must be installed on a local hard drive, not a network drive.

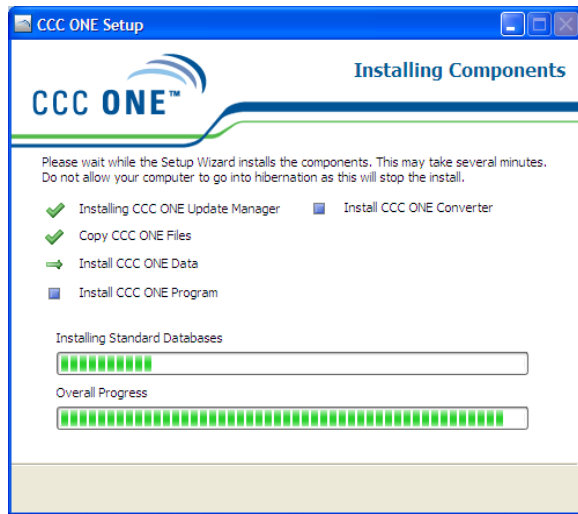


Click the Install button on the Ready to Install screen to begin the installation.



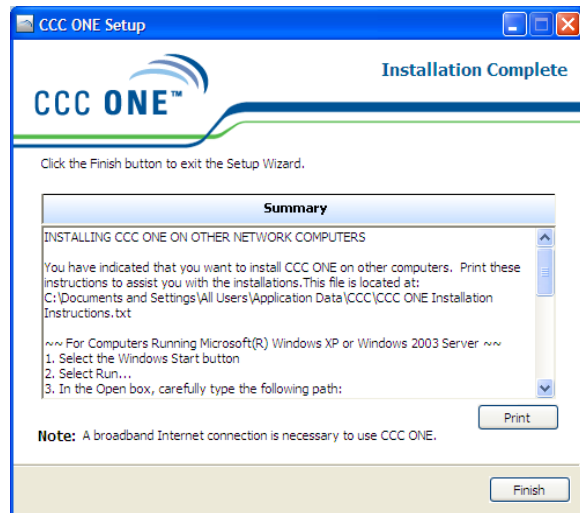
As the Setup Wizard installs the various components of CCC ONE, the Installing Components screen displays the progress of the installation process.

NOTE: Do not allow your computer to go into Hibernation mode as this will stop the installation process.



The Installation Complete screen displays a Summary of the instructions for installing CCC ONE on other network computers.

NOTE: Click the Print button to print these instructions to assist you with installing CCC ONE on other network computers.



Step Five: Install CCC ONE on other Network Computers (Optional)

This step is only necessary if you are installing CCC ONE on other computers on the network. Follow the installation instructions on the Summary page you printed out after installing CCC ONE on your primary computer.



Step Six: Installing CCC ONE on all Computers at all Locations (For MSOs Only)

If you are a Multi-Store Operator, you **must** complete the following tasks and understand the important information below before continuing. This will ensure a more successful upgrade of CCC ONE on all your computers at all your locations.

Estimated time: Will vary depending on the number of locations and number of computers.

1. Complete all the steps above on all your computers at all your locations.
2. Send an e-mail to CCCONUpgrade@cccis.com with your company name, address, phone number, and the number of locations and computers you have installed CCC ONE to. Your e-mail will start the upgrade process for your company's set up on the CCC ONE servers.
3. Once your company has been set up on the CCC ONE servers, you will receive a notification e-mail asking you to proceed with the next step – Run the CCC ONE Workfile Converter. You will receive this e-mail within 72 hours.

IMPORTANT: You must run the CCC ONE Workfile Converter on the primary computer at all your locations. The CCC ONE Workfile Converter will convert your CCC Pathways workfiles to CCC ONE. CCC Pathways estimates will be merged with existing CCC ONE Repair Workflow opportunities and repair orders. Any additional changes to the estimates and uploads will need to be made in CCC ONE.

Once you run the CCC ONE Workfile Converter at one location, CCC ONE Estimating will be available at all your locations. However, you will not receive any of your assignments at the remaining locations until you do run the CCC ONE Workfile Converter at those locations.

Step Seven: Run the CCC ONE Workfile Converter

STOP! Do not run the workfile converter until you have installed CCC ONE on all computers at all locations.

The CCC ONE Workfile Converter will convert your CCC Pathways workfiles to CCC ONE. CCC Pathways estimates will be merged with existing CCC ONE Repair Workflow opportunities and repair orders. Any more changes to estimates and uploads will need to be made in CCC ONE.

Estimated time: Will vary depending on the number of workfiles in CCC Pathways.

(Each In Process workfile will take about six seconds and each Storage workfile will take about two seconds.)

1. Exit from both the CCC Pathways and CCC ONE programs. Then from your primary computer, run the CCC ONE Workfile Converter using Start > All Programs > CCC ONE > CCC ONE Workfile Converter.
2. You must first agree to receive your assignments in CCC ONE instead of CCC Pathways.
3. Next, the workfile converter will check for items in your In Box and Out Box, and that CCC Pathways is not currently running on any computer on the network.
4. Follow the prompts and answer the questions to convert your CCC Pathways workfiles.

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NOTE: After the CCC ONE Workfile Converter has completed the conversion process, log into CCC ONE on your primary computer. This will automatically start the merge process between the CCC Pathways estimates and the existing CCC ONE Repair Workflow opportunities and repair orders. You may continue using CCC ONE while the merge process is running, however you may not be able to edit any estimates until the merge process is complete.

Step Eight: Log into CCC ONE


1. Run CCC ONE using the icon on your Microsoft Windows desktop. The CCC ONE Welcome screen opens.



2. Enter your current CCC ONE User Name and Password.
3. Click the Login button to continue.

Step Nine: Run the First-Time Use Wizard

After you first log into CCC ONE, the first-time use wizard will run to help you configure the information converted from CCC Pathways, including workfiles and profiles. You will be able to set preferences such as labor prompts and estimate options.

Estimated time:  15 minutes

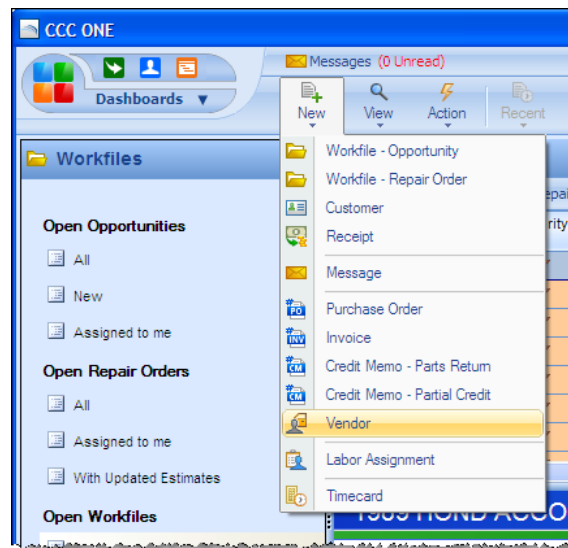


Step Ten: Set up your Alternate Parts Vendors

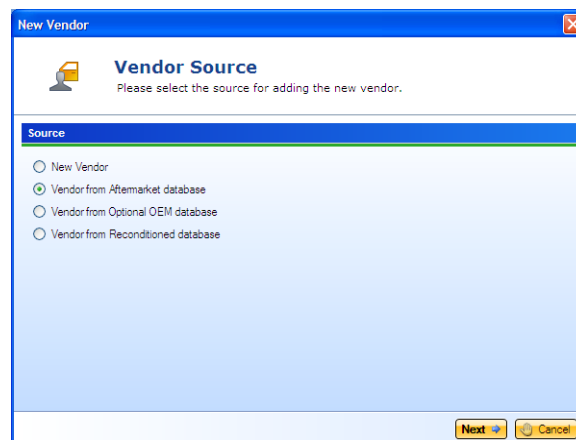
On your primary computer, set up your Aftermarket, Optional OEM, and Reconditioned Vendors to make sure you have the most current Alternate Parts.

Estimated time:  10 minutes

1. Click on New and then Vendor.




2. Select the type of Alternate Parts Vendors you want to set up and click the Next button.



3. Follow the prompts on the screen to select and set up your Alternate Parts Vendors.

Step Eleven: Set up your CCC ONE File Import and Export directories (Optional)

If you used the Estimating to Management System (EMS) import and export feature in CCC Pathways for programs other than CCC ONE Repair Workflow, you will have to set up the import and export directory information again. Examples of these programs are third-party claims applications and parts ordering applications.

Estimated time:  5 minutes

1. Select Configure > Machine Settings from the menu bar. The Machine Settings screen opens.
2. Click the + sign to the left of Import/Export, and then select the EMS options for extract rules and extract points.
3. Click the File Export and the File Import links, and then enter the directory information in the fields.
4. When you are finished, click the OK button, and then click the Yes button to save the information.

NOTE: You must set up your CCC ONE File Import and Export directories on all the computers you installed CCC ONE on. Use File Import to bring in EMS files for estimates, supplements, and part price changes on the computer. Use File Export to send EMS files to other programs.

Step Twelve: Safely Store the CCC ONE DVD

Once complete, remove your CCC ONE DVD and store it safely. That's it! You are now ready to write an estimate with CCC ONE.

If you need help, call the dedicated CCC ONE Technical Support team at 877-207-3725.