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First make sure that no network clients are using interMediate. The updater will run only when the database administrator is the only user. An easy way to do this is to Quit FileMaker and then log on to interMediate as its Administrator. Other users can't log on until the update is complete and the administrator has logged off.

Resolute Systems sends updaters via a file transfer service, compressed as ZIP files. Save the compressed updater file to the desktop then Quit the browser. Double click the attachment to extract a folder called *interMediate xxx Updater*, which appears on the desktop. *interMediateUpdater.fp7* is inside this folder with an updated copy of the *interMediateHelp.fp7* file and two updated guides. Open the interMediate Folder and place all of these files inside it, replacing the version that was already there and taking care to avoid double clicking *interMediateUpdate.fp7*. The interMediate folder should be in the top level of the system disk, usually found in the top right corner of the desktop.

Log on to interMediate as the Administrator, then click Start and go to the Housekeeping screen.

Click the button to Back Up interMediate. A complete copy of the database is placed in the interMediate Back Up folder, which is inside the interMediate Folder.

Click the orange window control to put FileMaker in the Dock, then open the interMediate Back Up folder. The new back up copy is called *interMediateBackUp* (NB no spaces). Rename it by adding the date to the name, without any punctuation. A date format of *25Dec05* can be used in a file name. Close the interMediate Back Up folder window.

Restore FileMaker by clicking its icon in the Dock.

Click the button to Update. Answer both questions to confirm that the database has been backed up and a new updater has been placed in the interMediate folder. The updater may ask for a user name and password:

user name Administrator (not case sensitive)

password administration (all in lower case letters)

(If interMediate was installed recently and its default admin password has never been changed, this password dialogue won't appear.)

The updater shows the progress of the update. Click OK when it finishes, then wait for a few moments while it tidies up. When a message appears confirming that the process has finished, click the Exit button.

Re-start interMediate with the administrator log on. This is now:

user name Administrator (not case sensitive)

password administration (all in lower case letters).

Go to the Users screen and re-enter the users' accounts. The database will allocate new default passwords for each user. Inform the users of their new passwords. The first time each user logs on, the database will ask for the password to be changed, so it becomes private to the user.

Use Edit This User and Change Password to change the administrator password.

Exit interMediate or Change User to a Manager or User account to continue working as usual.

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