Public Information Request CD-ROM Instructions

Running the application from a CD
- Insert the CD-ROM into your PC, on your desktop double click "My Computer" and double click the CD-ROM Drive. If that does not open the CD folder, right-click on the CD-ROM icon and select Explore
- Double click PIR.EXE to open the application. If you have autorun enabled on your CD-ROM drive, the application will start automatically

Running the application from your computer
- Insert the CD-ROM into your PC, on your desktop double click "My Computer" and double click the CD-ROM Drive. If that does not open the CD folder, right-click on the CD-ROM icon and select Explore
- Copy the contents of the CD and Paste them to your computer
- Double click PIR.EXE (in the location where you copied the files) to open the application

Troubleshooting
- Note that when exporting to MS Excel, you are limited to 64K records due to MS Excel limitations. MS Excel must be installed on your PC in order to use the export to Excel feature.
- If you already have MS Access installed and prefer to use the database tables directly, copy the database to your desktop and make sure that the readonly property is unchecked in the file properties. If you get an error trying to open the database, you may need to convert it to your version of Access. This can be achieved by opening MS Access and clicking on Tools -> Database Utilities -> Convert Database-> To current version of MS Access on the toolbar menu. Once the process is completed, open the newly converted database
- If you get a "The database is read-only" error, make sure that the database is not on the CD-ROM drive and that the readonly property is unchecked in the file properties
- For all other Public Information Request questions, call 617-727-3110