

## Getting Help

- Access the I-Suite website at: <http://isuite.nwcg.gov>
- Contact the I-Suite Helpdesk at: (866) 224-7677

## Additional Install Steps

After installing ISuite, complete the following steps if running ISuite on Windows 7. Must be logged in to Windows with an Administrator account to run ISuite.

### Additional Install Steps

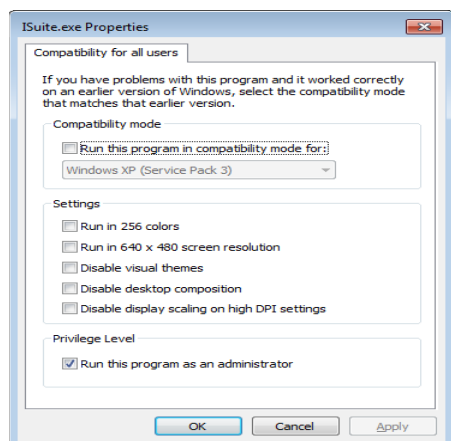
#### 32 bit:

1. Browse to C:\Program Files\ISuite.
2. Right Click on the **ISuite.exe** file.
3. Choose **Properties**, click on the **Compatibility** Tab.
4. Click on the **Change Settings for all users** button.
5. Under Compatability Mode, check the box that says **Run this program in compatability mode for** and select **Windows XP** from the dropdown.
6. Under **Privilege Level**, check the box that says **Run this program as administrator**.
7. Click **OK** to close.

#### 64 bit:

1. Browse to C:\Program Files (x86)\ISuite.
2. Right Click on the **ISuite.exe** file.
3. Choose **Properties** and click on the **Compatibility** Tab.
4. Click on the **Change Settings for All Users** button.
5. Under Compatability Mode, check the box that says **Run this program in compatability mode for** and select **Windows XP** from the dropdown.
6. Under **Privilege Level**, check the box that says **Run this program as administrator**.
7. Click **OK** to close.

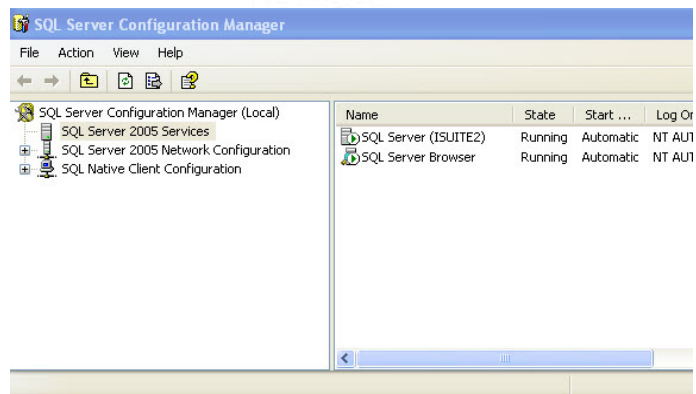
**NOTE: Most users find Service Pack 3 to be sufficient. If problems occur try using Service Pack 2.**



## Additional Uninstall Steps

### Prior to Uninstall

1. Double click the **SQL Server Configuration Manager** icon on the desktop.
2. Click on **SQL Server 2005 Services** in the left pane.
3. Right click on **SQL Server (ISUITE2)** and select **STOP**.



### Windows 64 bit only

The following error message may display during uninstall, click **OK** and continue uninstalling as normal.

