

## IT U2 WINDOWS DESKTOP INSTALLATION

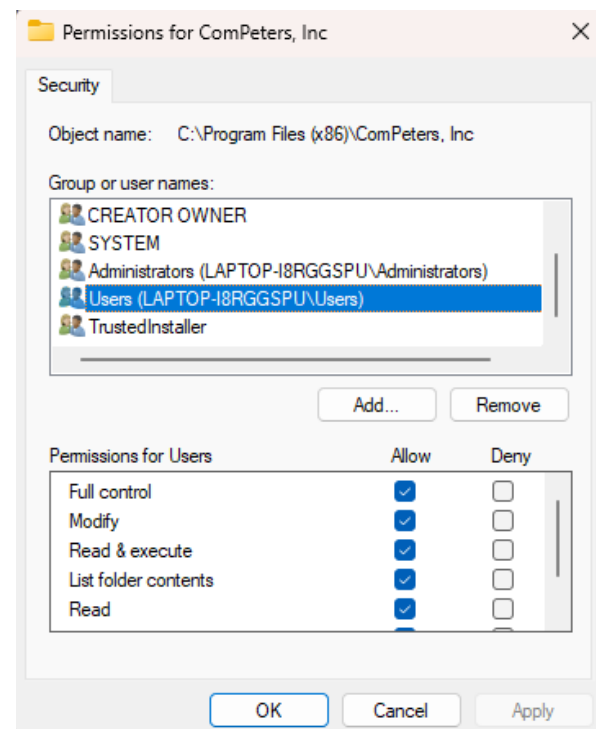
### U2 INSTALLATION INSTRUCTIONS

(Files provided upon installation and training day)

1. Check and install Windows updates
2. Run and click through C++ Runtime (cplusplus runtime) to install or verify higher version is installed
  - a. C++ Runtime 2010 version or higher is required
3. Run and click through Crystal Reports (CRRuntime)
4. Run Utilocate2 setup/installation file
  - a. This will create a folder in specified destination
  - b. Default is C:\Program Files (x86)\ComPeters, Inc
5. Navigate and provide write permissions to "ComPeters, Inc" folder for users in program files
  - a. Right-click folder → Properties → Security → Edit → Select User(s) → Full Control → Apply
6. Run U2 executable
  - a. If not on desktop will be found under C:\Program Files (x86)\ComPeters, Inc\UtiLocate 2

### INSTALLATION TROUBLESHOOTING

- Message: System needs Microsoft v4.0 .NET framework
  - Solution: Download and install Microsoft v4.0 framework
- Issue: Cannot connect to database or no users in dropdown
  - Solution: Open ports 3300 and 3306
  - Solution: Use network with IPv4



## REMOTE SUPPORT

- Install Teamviewer Quick Support on desktop of each users computer
  - Provides a visible password to the user to provide over phone for remote support and password always changes
  - Teamviewer installed version also provides same capability
- Support Contact Information
  - Email: [support@competers.com](mailto:support@competers.com)
  - Number: +1 877-395-1122