



IT INSTALLATION & INFO SHEET

Installation Instructions

Files provided upon installation and training day

1. Run and click through Crystal Reports (CR-runtime file)
2. Run Utilocate 2 setup.exe
3. Provide Write permissions to “Competers inc” folder for users in program files
4. Open ports 3300 and 3306

TROUBLESHOOTING ISSUES:

Message - System needs Microsoft v4.0 .NET framework

Solution - Download and install Microsoft v4.0 framework

Remote Support

- Teamviewer Quick support file on desktop of each users computer
 - Provides a visible password to user to provide over phone for remote support and password always changes
- Teamviewer installed version also provides same capability

Cloud Solution Recommended

- No special permissions required for server side debugging and data management of Utilocate
- Always full access
- Less resources and stress on your IT team