

# Installing I-Suite



## Getting Help

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

## Before you begin

To download and install software on an agency PC, you must follow that agency's regulations and requirements. You may need Administrator access granted. For more information, contact your agency System Administrator. If the computer will be the server or you will be running the application in stand-alone mode, make sure to use the Server installation.

## I-Suite system requirements

To install and run the I-Suite application, your PC must have the following minimum system requirements:

- Microsoft XP with Service Pack 2 or Windows 7.
- Administrator privileges.

## Key points to remember – for CTSP's

- Backup the incident database many times during the day, especially after significant data entry.
- Setup Auto backups to an external location (i.e., USB drive, external hard drive) as often as necessary or frequently save manually backed up files to an external location.
- When using the server version of I-Suite as a client, the following procedures will decrease login time and improve system performance:
  - Right click the I-Suite shortcut.
  - Click **Properties**
  - In the **Target** field, add a space -c to the end of the Target location. The follow example illustrates this (e.g., "C:\Program Files\ISuite\ISuite.exe" -c)
  - To return to normal server functionality, remove the space -c.

## Downloading I-Suite from the web

### To download the I-Suite application from the I-Suite website

1. Start your Internet browser.
2. In the **Address** box, enter <http://isuite.nwcg.gov>.
3. On the **Welcome to I-Suite** webpage, click **Download**.
4. On the **Download** webpage, click the appropriate version of **I-Suite** to download.
5. On the **File Download** dialog box, click **Save**.
6. On the **Save As** dialog box, browse to the folder in which to save the file, and then click **Save**.

## Before Installing I-Suite

### To install I-Suite on your personal PC

If you are installing version 10.01.00 or higher and have a previous version of I-Suite installed, perform the following steps before installing the new I-Suite application:

1. Detach and copy any databases that you want to keep to a folder outside of the c:/Program Files/I-Suite folder.
2. Un-install I-Suite from Start/All Programs/I-Suite Group.
3. Delete the c:/Program Files/ISuite folder.

## Installing I-Suite

Make sure to exit all applications before starting the installation process. Follow the InstallShield Wizard instructions to install I-Suite. The InstallShield will create and install the I-Suite application to the correct folders. **DO NOT** select a different **Destination Folder**. Once the installation process is complete, click **Finish** to restart your computer.

1. On your desktop or in the folder in which the downloaded file was saved, double-click the appropriate downloaded file.
2. On the **InstallShield Wizard** dialog box, click the **Next** button to continue with the installation.
3. Once the installation is finished, click the **Finish** button on the **InstallShield Wizard** dialog box.

After you restart, you must login with Administrative Privileges.

4. Follow the steps in the next section to log into I-Suite with **Administrative Privileges**.

## Initial I-Suite Login

### To login for the first time after installing I-Suite

If this is your first time logging in after installing I-Suite, you will need to click the **Initial Server Setup** button. **DO NOT** enter a User Name and Password or select a database when logging in for the first time.

1. Launch the I-Suite application.
2. Leave the **User Name** and **Password** boxes blank.
3. Click the **Initial Server Setup** button.

4. On the **New User** dialog box, complete all of the boxes for the new **DB Admin User**. Make sure to follow the specified password formatting conventions. When finished, click the **OK** button to save the user to the database.
6. After I-Suite opens, you can **Attach**, **Copy**, or **Create** a new database.
7. A database password is required. The database password for the **Training** database is **Isuitetraining1!**
8. To create a new incident, open the **Data Admin** module under **Modules** on the **Main Menu** (See Help for more information).