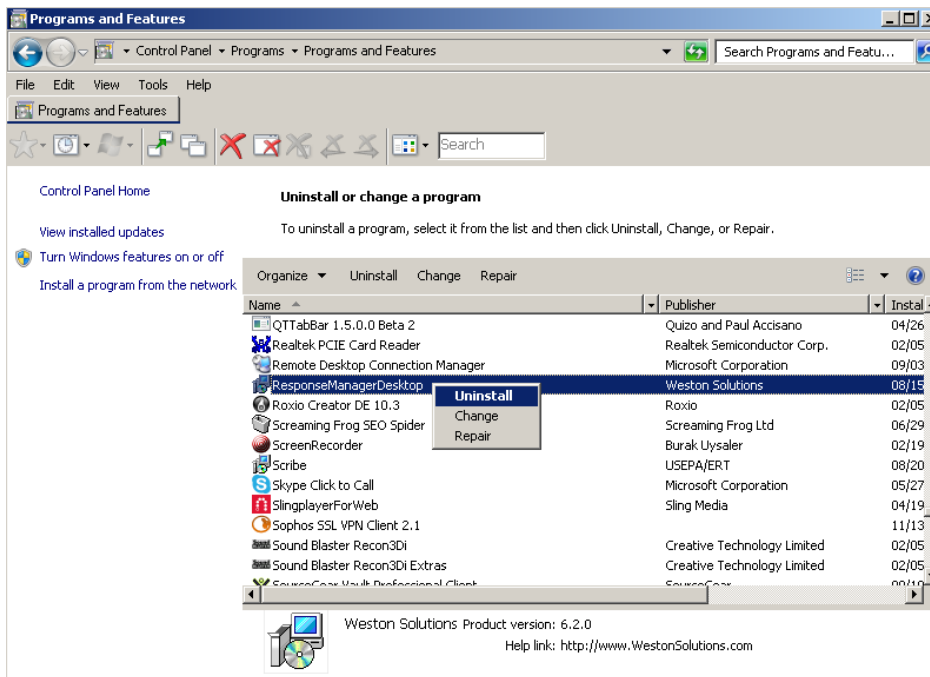


Below are the instructions for installing RM onto a Windows machine. If the machine has Response Manager already installed on the machine, you will need to Un-Install Response Manager before you start.

To Un-Install Response Manager,

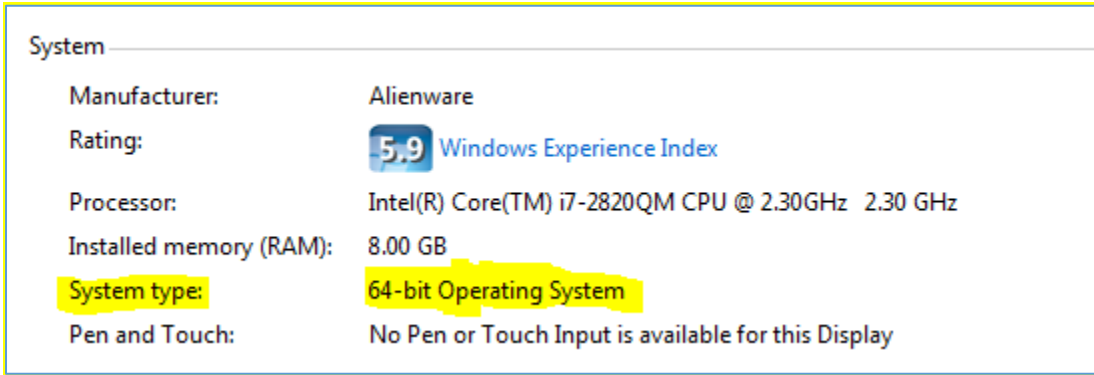
1. Click the Start button
2. Open the Control Panel
3. Click on Programs & Features, Uninstall a Program
4. Find “ResponseManagerDesktop” in the list
5. Right-click and select “Uninstall”



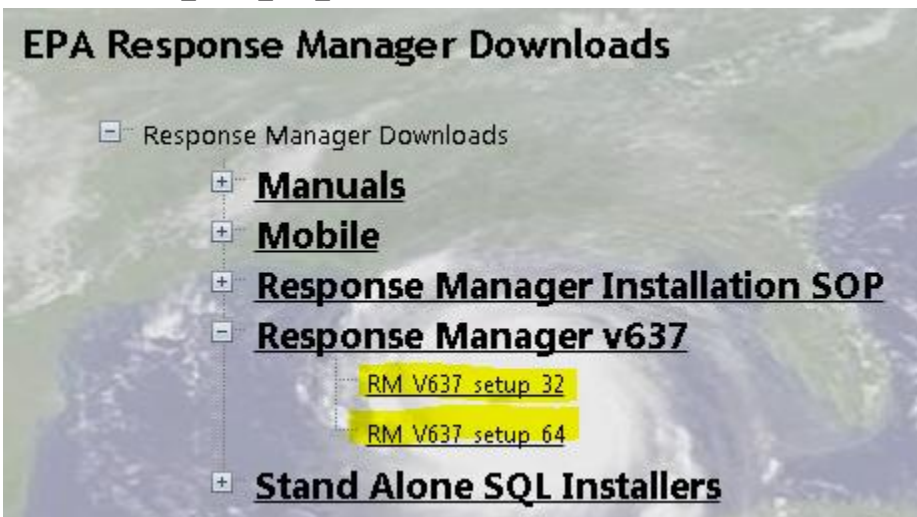
6. Follow the prompts and uninstall the program

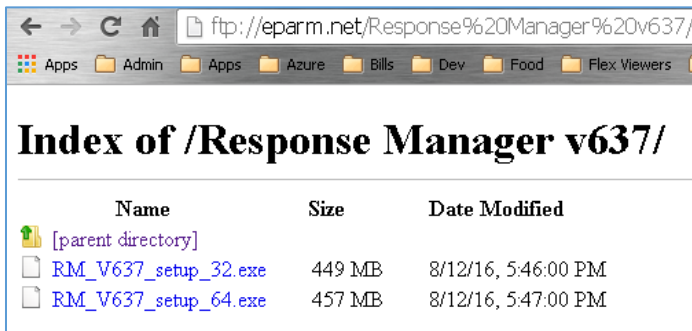
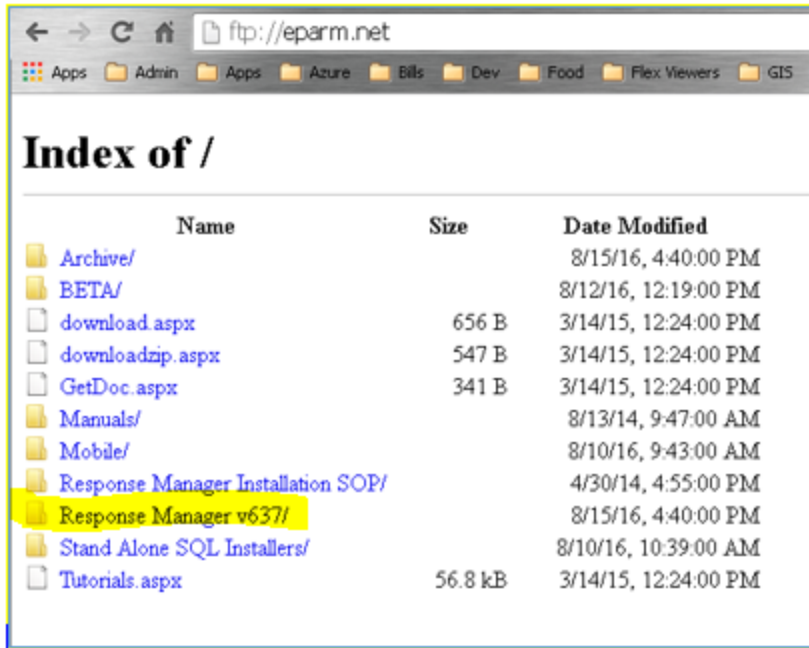
To Install Response Manager,

1. Ensure your Windows login has Administrator rights
2. Determine if the machine is 64-bit or 32-bit
 - a. Click the Start button and right-click on Computer
 - b. Select Properties
 - c. Half way down the window, it will list the version

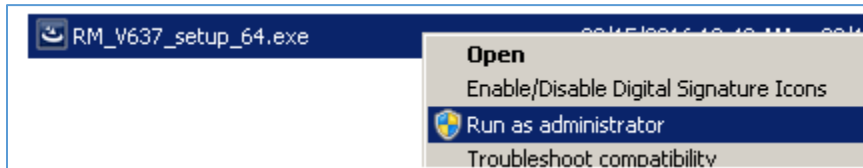


3. Download the Installation files from FTP site or NDOW.net website
 - a. Go to ftp://eparm.net
 - b. Username: rminstall
 - c. Password: Waterfall8
 - d. Directory: Response Manager vXXX (XXX being the version number)
 - e. For 32-bit machine, click and download "RM_VXXX_Full_32.exe" file For 64-bit machine, click and download "RM_VXXX_Full_64.exe" file

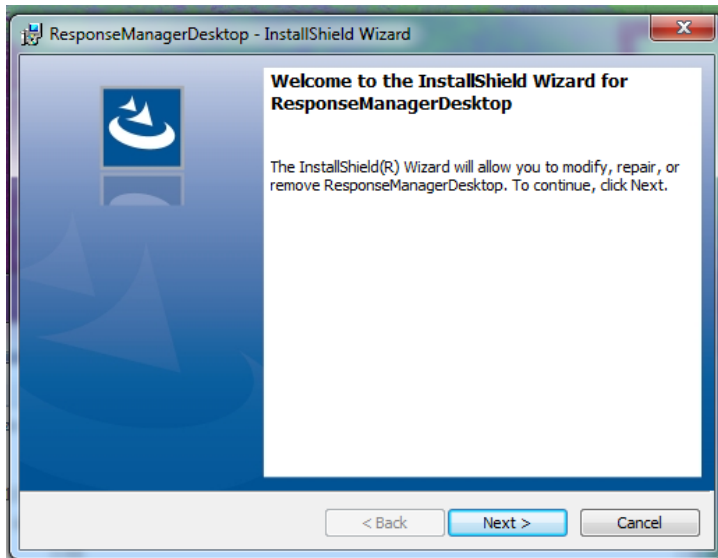




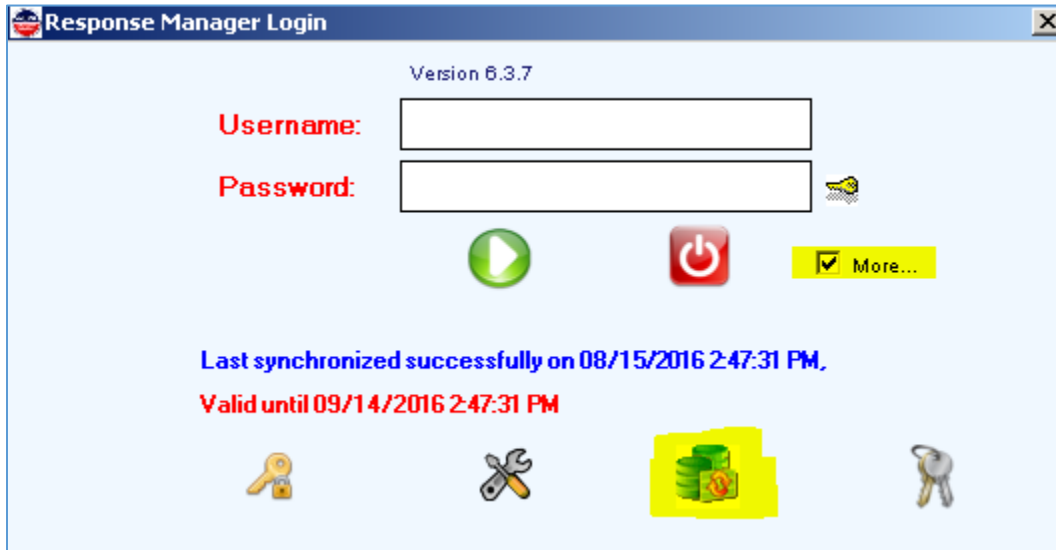
4. After download, launch the install package by right-clicking on the file and using the "Run as Administrator" option



5. Perform a default installation of Response Manager by clicking "Next" at each screen



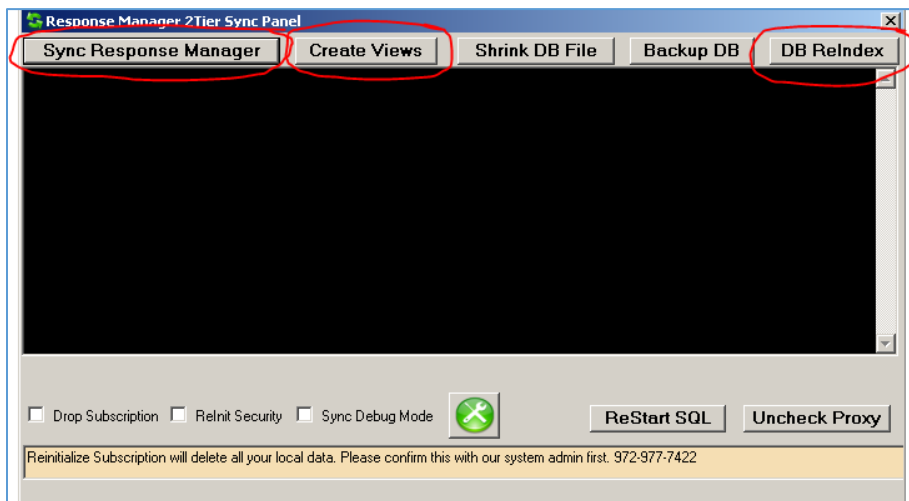
6. After Response Manager is installed, launch the Response Manager application
7. Click the More... checkbox
8. Click the Sync button highlighted in the picture below to open up the sync panel.



9. When the Sync Panel opens, click the Sync Response Manager button

NOTE: The green button in the bottom center is NOT the sync button. You will need to click the "Sync Response Manager" button in the upper left corner.

10. After sync, click the Create Views button
11. Click the DB ReIndex button to improve Response Manager performance



12. Verify you can log in to Response Manager by entering your username and password

