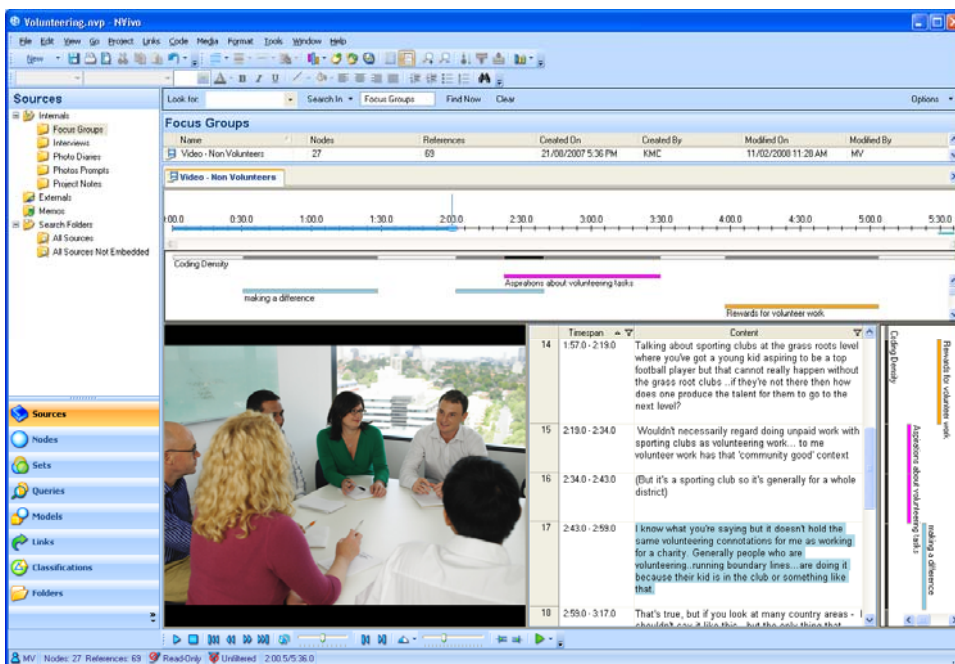


NVivo 8 Network Administrator's Guide

This reference guide has been specifically developed for Network Administrators.

It contains everything you need to know about installing and uninstalling QSR's NVivo 8 software on your organization's network. It also includes important information about system configuration for NVivo and privileges required for users to be able to run the NVivo software.



Contents of the Guide

Introducing NVivo 8	1
Hardware and software requirements	2
Existing QSR software	2
Before you install NVivo 8	3
Installing NVivo 8	4
Installing NVivo 8 using Windows Installer (MSI) engine	5
Important points to note about installation	8
Activating NVivo 8	9
Deactivating NVivo 8	12
Removing NVivo 8	13
Further information	14

Introducing NVivo 8

Videos. Interview recordings. PDF documents. Word documents. Photos. Media clips. Music. Whatever the materials, whatever the language, whatever the project—NVivo 8 lets users explore and analyze their information like never before. It has a wide range of tools to make working in teams more effective, the ability to produce models and charts, and the unique capability to export information as HTML web pages.

NVivo 8 allows users to open and work with projects from previous versions of QSR software: NVivo 7, NVivo 2, NVivo 1, N6 (NUD*IST 6), N5 and N4.

www.qsrinternational.com

Hardware and software requirements

Installing NVivo 8 is a simple process that involves moving through a series of screens. Before installing the software, make sure that your computer meets the hardware and software requirements described below. It is also a good idea to have your license key nearby. You can find this on your NVivo CD sleeve, or—if you downloaded the product—in the download email communication received from QSR.

Specifically, you need the following components to install NVivo 8:

Component	Minimum	Recommended
Processor	1.2GHz Pentium III-compatible	1.6GHz Pentium 4-compatible or faster
Memory	512MB	1GB or more
Display	1024 x 768 screen resolution	1280 x 1024 screen resolution or higher
Operating system	Windows 2000 Professional Service Pack 4	Windows XP Service Pack 2 or later, including Windows Vista Service Pack 1
Hard disk	Approximately 1GB of available hard-disk space	Approximately 2GB of available hard-disk space
Other		Internet connection
Security	Administrator privileges on the particular operating system are required for installation. Users require read/write privileges on their operating system to be able to use NVivo 8.	

Working with data in a language other than English

If you intend to work with data in a language other than English, you must ensure that the language has been installed on your computer. Refer to the Microsoft Windows online help for more information.

Existing QSR software

For site license customers: existing versions of NVivo (NVivo 7, NVivo 2 or NVivo 1), N6 (NUD*IST 6), N5 or N4 software can continue to operate on the same computer as NVivo 8. There is no need to uninstall these programs. It is crucial however; that the total number of QSR software products installed does not exceed the permitted number you are entitled to have under your site license agreement.

Before you install NVivo 8

NVivo 8 is an extremely powerful software program. This is due in part to its use of the database component Microsoft SQL Server 2005 Express Edition, which is installed as part of the NVivo 8 installation process. Like any software, Microsoft SQL Server 2005 Express Edition has its own required hardware and software platform configurations.

We recommend that you check the following items before attempting to install NVivo 8:

- 1 You must have full Administrator privileges for the computer on which you are trying to install NVivo 8. After installation, NVivo 8 can be run by a 'least privileged' user.
- 2 You should disable Antivirus, Antispam and Firewall applications (such as Norton Internet Security) before installing NVivo 8, as these applications can impact the successful installation of the SQL component. Importantly, these should be re-enabled after you have installed NVivo 8.
- 3 Microsoft SQL Server Express Edition cannot be installed on compressed or virtual drives, so if you have set up your computer in this manner to conserve disk space, you need to install NVivo 8 on an uncompressed drive.
- 4 If there is an existing installation of Microsoft SQL Server Native Client on your machine then this must be uninstalled before trying to install NVivo 8. It will be replaced during the installation process. You can uninstall this via the **Control Panel>Uninstall a program**. Refer to Microsoft Windows online help for detailed instructions on how to uninstall a program.
- 5 If the **C:\Program Files\Microsoft SQL Server** directory or any of its subdirectories have the 'Compress' or 'Encrypt' options enabled, then SQL Server may not install or run correctly. You can check this by using the following steps:
 - a Open **Windows Explorer**.
 - b Navigate to **C:\Program Files\Microsoft SQL Server**.
 - c Right click on this folder and select **Properties** from the context menu.
 - d In the **General** tab, click on the **Advanced** button and ensure both the 'Compress...' and 'Encrypt...' checkboxes are unchecked.
 - e Then reinstall NVivo 8 (you may need to uninstall first if you had previously attempted to install).

Installing NVivo 8

Follow these steps to install NVivo 8 from the setup.exe:

- 1 Insert the NVivo CD into the CD drive. If the install does not start automatically, double-click the setup.exe file.

OR

If you downloaded NVivo electronically, locate and double-click the NVivo8.exe file.

The **InstallShield Wizard** is displayed. It lists the components that need to be installed before installing NVivo.

- 2 Click **OK** and follow the prompts to install the components.
When the components are installed, the **QSR NVivo 8** window is displayed.
- 3 Click the **Next** button.
The **License Agreement** is displayed.
- 4 Read the agreement and, if you agree, click the **I accept the terms of the license agreement** option.
- 5 Click the **Next** button.
The **Registration** window is displayed.
- 6 Enter the **license key**. You can find this on the NVivo CD sleeve, or – if you downloaded the product – in the download email communication received from QSR.
- 7 Click the **Next** button.
The **Setup Type** window is displayed.
- 8 Choose the **Complete** set up option—this is recommended for most users. The set up options are:

Option	Description
Complete	<p>The application is installed with project converters for the following previous versions of the software: NVivo 2, NVivo 1, N6 (NUD*IST 6), N5 or N4.</p> <p>This means you can open projects created in these previous versions.</p> <p><i>Note: You can open and work with NVivo 7 projects in NVivo 8. You do not need project converters to open these projects.</i></p>
Custom	<p>Choose the Next button and clear the items you do not want to install:</p> <ol style="list-style-type: none"> 1 Application - the NVivo application. 2 Project Converters - these are required for converting NVivo 2, NVivo 1, N6 (NUD*IST 6), N5 or N4 projects for use in this version of NVivo.

- 9 Click the **Change** button if you want to change the default location for the application. Software is commonly installed under **Program Files**.

- 10 Click the **Next** button.
The **Select Program Folder** window is displayed.
- 11 By default, the install will create a program folder for all your NVivo icons. To put the items in another folder, enter a new folder name.
- 12 Click the **Next** button.
The **Desktop Shortcuts** window is displayed. The selected items will appear as icons on your desktop—if you do not want these icons, clear the check boxes.
- 13 Click the **Next** button.
The **Language** window is displayed.
- 14 Select the user interface language you want to use—this language will be used for all menus and dialog boxes within NVivo.
- 15 Click the **Next** button.
The **Ready to Install Program** window is displayed.
- 16 Check the settings in the **Current Settings** list. To change a setting, click the **Back** button. To continue the installation, click the **Install** button.
- 17 When the files have been copied, the **Installshield Wizard Complete** screen is displayed. By default, the **Show the readme file** option is selected. The readme file contains general information and updates about NVivo. If you do not want to view the file now, clear the check box.
- 18 Click the **Finish** button.
To start NVivo, double-click the **QSR NVivo 8** icon on your desktop.

Installing NVivo 8 using Windows Installer (MSI) engine

You can use the Microsoft Windows installer to perform a silent installation on a client machine. A silent installation is undertaken entirely from the command line and requires no user interaction.

The MSI file and program files can be extracted from the setup.exe installer using the command **setup /a**. MSI installation is only supported for full installations, so if you have a previous version of NVivo 8 installed, you will need to uninstall first.

Prerequisites

If you intend to install NVivo 8 using Windows Installer command line techniques, you will need to ensure that the prerequisites for NVivo 8 are installed before you install NVivo 8.

Microsoft Installer Packages are available for download from the following locations:

Microsoft .NET Framework 2.0

<http://download.qsrinternational.com/Software/NVivo8/Components/DOTNETFX.EXE> (22.4 MB)

Microsoft SQL Server 2005 Express Edition SP2

<http://download.qsrinternational.com/Software/NVivo8/Components/SQLEXPRESS.EXE> (55.3 MB)

Crystal Reports for .Net Framework 2.0 (x86)

http://download.qsrinternational.com/Software/NVivo8/Components/CRRedist2005_x86.msi (16.1 MB)

Quick Time Player for Windows 2000: QuickTime Player 7.1.6

<http://download.qsrinternational.com/Software/NVivo8/Components/QuickTime716Installer.exe> (19.0 MB)

Quick Time Player for Windows XP and Vista: QuickTime Player 7.4.1 (or later)

<http://download.qsrinternational.com/Software/NVivo8/Components/QuickTimeInstaller.exe> (22.2 MB)

Windows Media Player for Windows 2000: Windows Media Player 9

<http://download.qsrinternational.com/Software/NVivo8/Components/MPSetup.exe> (13.3 MB)

Windows Media Player for Windows XP and Vista: Windows Media Player 11

<http://download.qsrinternational.com/Software/NVivo8/Components/wmp11-windowsxp-x86-enu.exe>
(24.5 MB)

Later releases of the above components may become available. However we recommend that you use the versions listed above, as these have been tested with NVivo 8.

NVivo 8 uses Windows Installer 3.1 which is available for download from www.microsoft.com.

Performing a silent install

1 Go to the command line prompt.

2 Install the .NET Framework 2.0 using the following command line:

```
DOTNETFX
```

3 Install the SQL Server 2005 Express Edition using the following command line:

```
SQLEXPRESS /qb ADDLOCAL=ALL SQLAUTOSTART=1 INSTANCENAME="QSRNVivo8"  
SQLCOLLATION="Latin1_General_BIN"
```

4 Install Crystal Reports for .NET 2.0 using the following command line:

```
CRRedist2005_x86.msi /qb
```

5 Install QuickTime Player using the following command line:

For Windows 2000: QuickTime716Installer.exe /qb

For Windows XP and Vista: QuickTimeInstaller.exe /qb

6 Install Windows Media Player using the following command line:

For Windows 2000: MPSetup.exe /qb

For Windows XP and Vista: wmp11-windowsxp-x86-enu.exe /qb

7 Install NVivo using the following command line:

msiexec /Option <Required Parameter> [Optional Parameter]

The following command line options are supported:

Install Options	Description
</package /i> <Product.msi>	Installs or configures a product
/a <Product.msi>	Administrative install - installs a product on the network
</uninstall /x> <Product.msi ProductCode>	Uninstalls the product

Display Options	Description
/qn	Sets user interface level - No UI

Logging Options	Description
/l[i w e a r u c m o p v x + ! *] <LogFile>	<ul style="list-style-type: none"> i - Status messages w - Nonfatal warnings e - All error messages a - Start up of actions r - Action-specific records u - User requests c - Initial UI parameters m - Out-of-memory or fatal exit information o - Out-of-disk-space messages p - Terminal properties v - Verbose output x - Extra debugging information + - Append to existing log file ! - Flush each line to the log * - Log all information, except for v and x options
/log <LogFile>	Equivalent of /!* <LogFile>

Setting public properties

[PROPERTY=PropertyValue]

The following public properties can be used:

Public property	Can be defined using...
License key (no hyphens)	PIDKEY="XXXXXXXXXXXXXXXXXXXXXXXXXXXX"
Installation directory (optional)	INSTALLDIR="C:\Program Files\QSR\NVivo 8"
Start menu folder (optional)	QSR_START_MENU="QSR\NVivo 8"
NVivo 8 desktop shortcut (optional)	QSR_DESKTOP_APPLICATION=1 (include) or 0 (remove)
Tutorials desktop shortcut (optional)	QSR_DESKTOP_TUTORIAL=1 (include) or 0 (remove)
Allow deactivation via user interface (optional)	QSR_UI_DEACTIVATION=1 (allow) or 0 (disallow)
Allow automatic software update notifications (optional)	QSR_UPDATE_NOTIFICATIONS=1 (allow) or 0 (disallow)
Default user interface language (optional, and license key specific)	QSR_LANGUAGE_CODE="xx-XX" (e.g. en-US) Note: If this property is not defined, the installer sets the default user interface language to the first available language of the license key. The available languages depend on the terms of your license—contact QSR International for more information.

Important points to note about installation

Sample project and data

NVivo installs a sample project and supporting data to assist new users to learn the software. The sample project and data is installed in the following locations:

For Windows 2000 and XP:

C:\Documents and Settings\All Users\Shared Documents\NVivo 8 Samples

For Windows Vista:

C:\Users\Public\Public Documents\NVivo 8 Samples

If the permissions installed by NVivo 8 are modified, this sample project data may not be accessible for all users.

Automatic services

The SQL Server (QSRNVIVO8) service is configured to start automatically. This service provides NVivo 8 with database access to project files. It is configured to start automatically on workstation startup, operating under the Network Service account.

If the configuration of this service is changed so that it does not start automatically on workstation startup, NVivo 8 will attempt to start the service when it is launched. If the current user does not have the necessary system permissions to start this service, NVivo 8 will fail to launch. Any security software that checks for automatic services should be set to allow this service to start.

Registry keys

NVivo 8 requires all users to have full read/write access to the appropriate areas of the registry in order to operate. These are:

HKEY_LOCAL_MACHINE/SOFTWARE/QSR; and
HKEY_LOCAL_MACHINE/SOFTWARE/Environment

NVivo sets these permissions during the installation process and no action is required by the Network Administrator. However, if the registry permissions installed by NVivo 8 are modified after installation, NVivo 8 may fail to launch.

Activating NVivo 8

After installing NVivo, you have a limited amount of time before you are required to 'activate' the product. Product activation is a simple and secure process that ensures only valid licenses are used to operate the software.

You can activate your license via the Internet or by contacting QSR. Each instance of NVivo 8 needs to be activated, so if you are installing NVivo 8 in an onsite laboratory or across a network, activation is required from each workstation.

Activating via the Internet

If you are connected to the Internet, you can activate your license online:

- 1 Ensure that you are connected to the Internet.
- 2 On the **Help** menu, click the **Activate License** option (or **Activate Now** on the activation reminder). The **Activate** dialog box is displayed.
- 3 Click **Activate via Internet**.
- 4 Enter your details. Those marked with an asterisk (*) must be provided.
- 5 Click **Activate** to complete your product activation.

Activating via command line and XML

If required, you can perform a 'silent' activation on a computer. A silent activation is done entirely from the command line and requires no user interaction.

NVivo 8 can be activated via the Internet using a command line script and XML file. A sample XML file can be downloaded from QSR at:

<http://download.qsrinternational.com/Document/NVivo8/SampleActivation.xml>

The following script needs to be run on each computer you intend to activate:

```
nvivo -a <activation filename> [-u <username> [-p <password>] [-d <domain>]]
```

This command performs a silent product activation of NVivo using the activation details in the specified activation file. Note: If your organization's proxy server requires your activation request to be authenticated, you may optionally specify a username, password and/or domain. This information is not retained by QSR International.

Activation file format

```
<?xml version="1.0" encoding="utf-8" standalone="yes"?>
<Activation>
  <Request>
    <FirstName>John</FirstName>
    <LastName>Sysadmin</LastName>
    <Email>admin@yourorg.com</Email>
    <Organization>Your Organization</Organization>
    <Department>Your Department</Department>
    <AddressLine1>Level 2</AddressLine1>
    <AddressLine2>100 Main St</AddressLine2>
    <City>Boston</City>
    <State>MA</State>
    <Country>USA</Country>
    <Zipcode>02129</Zipcode>
    <Fax>+1-555-555-5555</Fax>
    <Phone>+1-555-555-5555</Phone>
  </Request>
</Activation>
```

NOTE: Fields in bold are mandatory. You must use a valid email address or the activation will fail. Also, abbreviations must be used for the following countries:

For United States of America use USA

For United Kingdom use UK

Contacting QSR to activate

If you do not have an Internet connection, you can send an activation request to QSR by email, mail, fax or phone. Then, enter the activation key provided by QSR to activate your license.

To send an activation request by email, mail, fax or phone:

- 1 On the **Help** menu, click the **Activate License** option (or Select **Activate Now** on the activation reminder). The **Activate** dialog box is displayed.
- 2 Click **Activate via Email, Mail/Fax or Phone**. Note: if you only access your email using an Internet browser (web mail), you cannot activate NVivo by email.
- 3 Enter your details. Those marked with an asterisk (*) must be provided.
- 4 Click the **Generate** button to obtain an **Installation Key**. (This must be provided to QSR along with your details).
- 5 If you are activating by email, click the **Send** button. NVivo will generate an activation request email using your default mail client. Send this email to QSR.
OR
If you are activating by mail, fax or phone, click the **Print** button to print the **Activation Request** form. Contact QSR using the details provided on the form.

Entering the Activation Key provided by QSR:

- 1 On the **Help** menu, click **Activate License**.
The **Activate** dialog box is displayed.
- 2 Click **Activate via Email, Mail/Fax or Phone**.
- 3 In the **Activation Key** field, enter the Activation Key provided by QSR.
- 4 Click the **Activate** button.

Extending an existing license

You can extend an existing license that is about to expire via the **Help>Extend License** menu option.

Alternatively you can extend a license using the following command:

```
nvivo -e xxxxx-xxxxx-xxxxx-xxxxx-xxxxx
```

Note 1: The hyphens are required when extending a license via command line.

Note 2: After you have extended an existing license, your new license will need to be activated.

Deactivating NVivo 8

You can deactivate the NVivo 8 license on a particular computer. For example, if you get a new computer, you should deactivate the NVivo license on your old computer, before installing and activating NVivo on your new computer.

Deactivating via the Internet

To deactivate NVivo:

- 1 Ensure that you are connected to the Internet.
- 2 If you have an NVivo project open, you must close it before you can deactivate the license—on the **File** menu, click **Close Project**.
- 3 On the **Help** menu, click the **Deactivate License** option.
- 4 Click **Yes** to confirm.
NVivo deactivates the license and displays a message confirming that the license has been deactivated.
- 5 Click **OK**.
The NVivo application automatically closes.

Deactivating via command line

NVivo 8 can also be deactivated via the Internet using a command line script. The following script needs to be run on each computer you want to deactivate:

```
nvivo -deactivate [-u <username> [-p <password>] [-d <domain>]]
```

This command performs a 'silent' deactivation of the NVivo license.

Note: If your organization's proxy server requires your deactivation request to be authenticated, you may optionally specify a username, password and/or domain. This information is not retained by QSR International.

Removing NVivo 8

The procedure for removing NVivo software varies depending on whether you are running Windows 2000, Windows XP or Windows Vista.

In this guide, we provide the steps for removing NVivo from Windows Vista. If you are running Windows 2000 or XP, refer to the Microsoft Windows online help for instructions on how to remove an installed program

To remove NVivo software installed on Windows Vista:

- 1 On your Windows **Start** menu, click the **Control Panel** option.
The **Control Panel** is displayed.
- 2 Click the **Uninstall a program** option.
- 3 Select **QSR NVivo 8** from the list of currently installed programs.
- 4 Click the **Uninstall** button.
You are prompted to confirm the removal of QSR NVivo 8.
- 5 Click **Yes**.
The NVivo software is removed from your computer.

Removing other components

NVivo relies on a number of other components to run, and if they are not already present when you install the software, NVivo will install them for you. However, when NVivo is uninstalled, these components remain on the workstation. These components can be removed individually using the **Uninstall a program** function which can be accessed from your computer **Control Panel**. You should only uninstall them if you are certain that they are not utilized by other programs on your computer.

The components to be removed, in order, are:

- 1 Crystal Reports for .NET Framework 2.0
- 2 Microsoft SQL Server 2005 Express Edition
- 3 Microsoft .NET Framework 2.0
- 4 Quick Time Player 7
- 5 Windows Media Player 9 (for Windows 2000) or Windows Media Player 11 (for Windows XP and Vista)

Further information

For further information about NVivo 8 or for useful tips on using the software, please refer to the following resources:

- **NVivo Help** provides comprehensive information about working with NVivo. You can choose to access offline help that is installed with NVivo or get the most up-to-date help via the web.
- The guide to **Getting Started** with NVivo 8 will help users to get up and running in NVivo. This guide is available from the QSR website. A PDF version of the guide is also installed with the software in the location: C:\Program Files\QSR\NVivo 8\Documentation.
- **NVivo Tutorials** can be accessed from the **Help** menu in the software. Some help topics also include mini 'show me' movies that provide a quick demonstration of the task at hand. Note: to run the tutorials and 'show me' movies you will need Adobe Flash Player. If you do not have it installed, you will be prompted to download the player from the Adobe website: www.adobe.com
- The **QSR website** (www.qsrinternational.com) provides an extensive range of resources to assist NVivo users including:
 - Frequently asked questions
 - Materials to help you get started including tutorials
 - Resource articles, including a list of 'what's new in NVivo 8'
 - Access to the QSR support team
 - Access to the QSR forum (<http://forums.qsrinternational.com>)
 - Information about training workshops in your area

To locate the website resources you need, search the 'knowledgebase' in the Support section.

- The **QSR Support Team**—our expert support team provides direct one-on-one assistance. For more information visit: http://www.qsrinternational.com/support_contact-support.aspx

Note: A range of 'getting started' resources are available from the QSR website and we encourage you to make them accessible to QSR software users in your organization by posting a link on your website or Intranet – http://www.qsrinternational.com/support_getting-started.aspx