

Network Administrator's Guide

NVivo 9

This reference guide has been developed specifically for Network Administrators, or anyone who is installing QSR's NVivo 9 software onto an organization's network.

Read the entire guide, or go directly to the page with the information you need. For additional technical resources, refer to the last page of this guide.

Table of contents

| | |
|---|----|
| Introduction | 2 |
| What is NVivo? | 2 |
| What is NVivo Server? | 2 |
| Before you install | 3 |
| Hardware and software requirements | 3 |
| Compatibility with other QSR software | 3 |
| Managing updates to NVivo 9 | 4 |
| Working with data in a language other than English | 4 |
| Working with NVivo projects stored on a network drive | 4 |
| Installing NVivo 9 without a local database component | 5 |
| Pre-installation checklist | 5 |
| Installing NVivo 9 | 6 |
| Installing NVivo 9 using the Windows Installer (MSI) engine | 7 |
| Important points to note about installation | 10 |
| Activating NVivo 9 | 11 |
| Activating via the Internet | 11 |
| Activating via command line and XML | 12 |
| Contacting QSR to activate | 12 |
| Extending an existing license | 13 |
| Deactivating NVivo 9 | 13 |
| Deactivating via the Internet | 13 |
| Deactivating via command line | 13 |
| Removing NVivo 9 | 14 |
| Removing NVivo 9 using a command line | 14 |
| Removing other components | 14 |
| Further information | 15 |
| For IT Administrators | 15 |
| For NVivo users | 15 |

Introduction

What is NVivo?

NVivo is a Windows desktop application that lets users organize, analyze and visualize information—anything from Word documents and PDFs to videos, podcasts, photos and database tables. Users can organize their material by topic and uncover trends and emerging themes. The visualization tools let them create diagrams, charts or models to present and clarify their discoveries.

Users may store their work (the data they import or create, plus their analysis) as NVivo project (.nvp) files, or as NVivo Server projects if using NVivo Server (see below). If users work with video and audio they may choose to store the files outside of the NVivo project.

For further information about NVivo 9, go to: www.qsrinternational.com/nvivo9

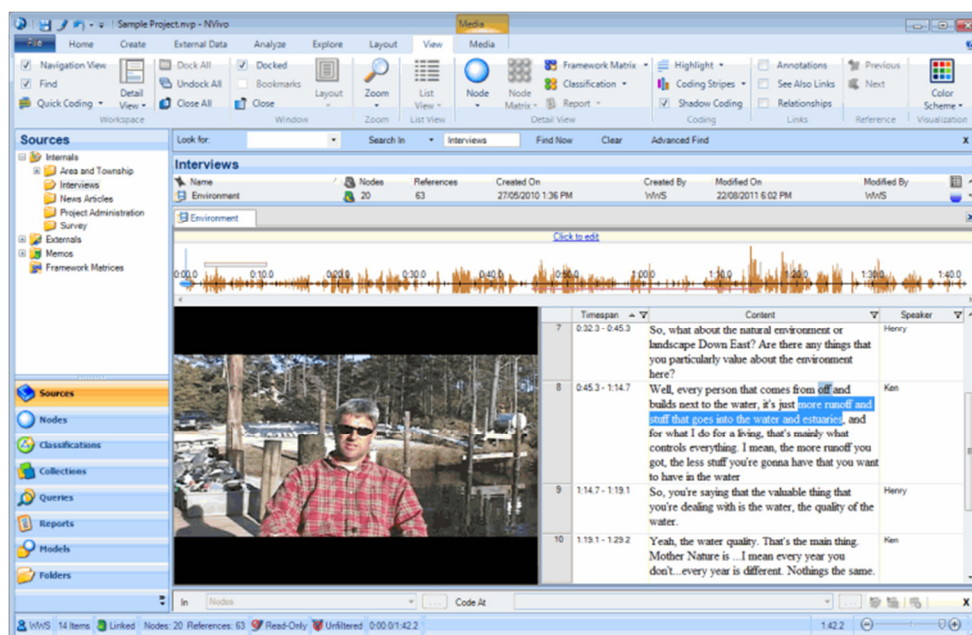


Figure 1: A video and transcript in NVivo 9

What is NVivo Server?

NVivo Server (sold separately to NVivo) allows your organization to store NVivo projects on a secure server, where multiple users can work on the same project at the same time. Users access projects on the server via the NVivo desktop application. Administrators can configure NVivo Server using the browser-based NVivo Server Manager.

This document is about installing the NVivo desktop application NVivo 9.

For further information about NVivo Server 9, go to: www.qsrinternational.com/nvivoserver9

Before you install

Hardware and software requirements

Before installing NVivo 9, make sure that your computer meets these hardware and software requirements:

| Component | Minimum | Recommended |
|-------------------------|---|---|
| Processor | 1.2 GHz Pentium III-compatible (32-bit) or 1.4 GHz Pentium 4-compatible (64-bit) | 2.0 GHz Pentium 4-compatible or faster |
| Memory | 1 GB | 2 GB or more |
| Display | 1024 x 768 screen resolution | 1280 x 1024 screen resolution or higher For non-English NVivo user interfaces, 1440 x 900 screen resolution or higher is recommended |
| Operating system | Microsoft Windows XP SP2 | Microsoft Windows XP SP2 or later, or Microsoft Windows Vista SP1 or later, or Microsoft Windows 7 |
| Hard disk | Approximately 1 GB of available hard-disk space – or more depending on data storage needs | Approximately 2 GB of available hard-disk space – or more depending on data storage needs |
| Other | | Internet connection |

NVivo 9 is designed to operate on Microsoft Windows natively. If you are running the software on a virtual platform on a Mac, these system requirements may not apply.

Compatibility with other QSR software

NVivo 9 allows users to open and work with projects from previous versions of QSR software: NVivo 8, NVivo 7, NVivo 2, NVivo 1, N6 (NUD*IST 6), N5 and N4.

NVivo 9.1 and NVivo 9.2 (free updates for NVivo 9, released in June 2011 and September 2011 respectively) allow users to open and work with projects created in NVivo 9.0, and with projects from the previous versions of QSR software listed above.

These previous versions can continue to operate on the same computer as NVivo 9. However if you no longer intend to use a previous version, we recommend that you uninstall it before installing NVivo 9.

If you are a site license customer, it is your obligation to ensure 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.

Managing updates to NVivo 9

The following free updates have been made available for NVivo 9:

- NVivo 9.1 was released in June 2011. It provides many enhancements, including significantly improved PDF handling.
- NVivo 9.2 was released in September 2011. It provides more enhancements, including the ability for users to work with NVivo in five interface languages (in addition to English). These languages are French, German, Portuguese, Spanish and Simplified Chinese. In addition, this update delivers support for the Framework method within NVivo.

NVivo provides backward compatibility—if a user with a later version of NVivo attempts to open a project in an earlier format (for example, a user opens an NVivo 9.1 project in NVivo 9.2), the user is prompted to convert the project to the later format. The original project is not modified; instead a converted copy of the project is created.

NVivo does not provide forward compatibility—the user cannot open a project with a later format. For example, if a user wants to open an NVivo 9.1 project, they must have NVivo 9.1 (or later) installed. Or, if a user wants to open an NVivo 9.2 project, they must have NVivo 9.2 (or later) installed.

All users who are working together in a shared project should be using the same version of NVivo. If you install NVivo 9.2 for one user, make sure the other team members are also using NVivo 9.2.

IMPORTANT: If your organization has NVivo Server 9, make sure that this software is up-to-date (SP1 or later) before you update the NVivo 9 software installed on client machines. Only NVivo Server 9 (SP1 or later) can host projects in all NVivo 9 formats, and permit connections from any version of the NVivo 9 desktop application.

Working with data in a language other than English

You can import and work with data in virtually any language in NVivo. If you do 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.

NOTE: In addition to supporting data in virtually any language, NVivo 9.2 (or later) provides five interface languages (in addition to English)—French, German, Portuguese, Spanish and Simplified Chinese. A separate Japanese interface is also available.

Working with NVivo projects stored on a network drive

By default, when users work with NVivo projects that are stored on a network drive, project changes are saved to a local temporary file until the user closes the project. When the user closes the project, the network file is updated with all their changes. To avoid loss of data, users should close the NVivo project before they turn off their computer.

Users can change the network save option in NVivo, so that NVivo updates the network file every time they save. However, for large projects, the save process may take longer to execute (as the data is transferred across the network).

You can also set the network save option when you install NVivo, see 'Installing NVivo 9 using the Windows Installer (MSI) engine' on page 7.

Installing NVivo 9 without a local database component

If your organization has NVivo Server 9, and your NVivo 9 users intend to work exclusively with NVivo Server projects, you may install NVivo 9 without a local database component (SQL Server 2008 R2 Express Edition).

Installing NVivo 9 without a local database component can simplify the deployment of NVivo 9 on virtual desktop environments such as Citrix XenApp. However, if you choose to install NVivo 9 without a local database component, NVivo 9 users cannot work with standalone NVivo project files (.nvp files) – they can only work with NVivo Server projects.

To install NVivo 9 without a local database component, see ‘Installing NVivo 9 using the Windows Installer (MSI) engine’ on page 7.

Installing 32-bit and 64-bit versions of NVivo 9

Two versions of NVivo 9 are available:

- 32-bit NVivo 9
- 64-bit NVivo 9 for 64-bit Windows 7

The software DVD for NVivo 9 Service Pack 1 (and later) includes both versions, and both versions are also available to download from http://www.qsrinternational.com/support_downloads.aspx

To upgrade from a 32-bit version of NVivo 9 to a 64-bit version, you will need to deactivate and uninstall NVivo 9 prior to installing the new version. If you are considering upgrading, it is important that you first understand any known limitations with the 64-bit version of NVivo 9—refer to <http://redirect.qsrinternational.com/known-issues-nv9-en.htm>

Pre-installation checklist

We recommend that you check the following items before attempting to install NVivo 9:

- You need approximately 2 GB of available hard-disk space on the computer (on which you are installing NVivo 9) during the installation process.
- You must have full Administrator privileges for the computer on which you are installing NVivo 9. After installation, NVivo 9 can be run by a ‘least privileged’ user.
- You should disable Antivirus, Antispam and Firewall applications (such as Norton™ Internet Security) before installing NVivo 9, as these applications can impact the successful installation of NVivo 9’s Microsoft SQL Server Express database component. Importantly, these should be re-enabled after you have installed NVivo 9.
- NVivo 9’s Microsoft SQL Server Express database component cannot be installed on compressed or virtual drives, so if you have set up your computer in this manner to conserve disk space, you will need to install NVivo 9 on an uncompressed drive.
- NVivo 9’s Microsoft SQL Server Express database component cannot be installed on a machine that is running another edition of SQL Server, such as SQL Server Standard Edition.

- If there is an existing installation of Microsoft SQL Server Native Client on your machine then this may need to be uninstalled before you install NVivo 9. 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.
- 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 Reinstall NVivo 9 (you may need to uninstall first if you had previously attempted to install).

Installing NVivo 9

NVivo 9 can be installed using a setup wizard, or silently via the command line. This section describes how to install NVivo 9 using the setup wizard. Installing via the command line is covered in the next section.

In either case, you must have full Administrator privileges for the computer on which you are installing NVivo 9. You will also need your NVivo 9 license key. You can find this on your NVivo 9 DVD case, or—if you downloaded the software—in the download email communication received from QSR.

Follow these steps to install NVivo 9 using the setup wizard:

- 1 Insert the NVivo 9 DVD into the DVD drive. If the DVD menu does not automatically display, locate and double-click the file **NV9Menu.exe** on the DVD. Click **Install now*** to start the setup wizard.

OR

If you obtained NVivo electronically, locate and double-click the **NVivo9.exe** file you downloaded. The installation process starts automatically.

* If you're running a 64-bit version of Windows 7, you have the option of installing either a 32-bit or 64-bit version of NVivo 9.

- 2 Follow the prompts in the setup wizard to:
 - Install any prerequisite components. You may be asked to restart your computer—on restart the installation will continue automatically.
 - Accept the license agreement and enter your NVivo 9 license key.
 - Select the **Complete** set up option, and then select other options as required.

NOTE: If you select the **Custom** set up option and choose not to install the **Project Converters**, users will be unable to convert projects created in NVivo 2, NVivo 1, N6, N5 and N4 for use in this version of NVivo.

Installing NVivo 9 using the Windows Installer (MSI) engine

You can use the Microsoft Windows Installer (MSI) engine to perform a silent installation of NVivo 9. 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 NVivo 9 installer using the following commands:

*For software delivered electronically via download, use: **NVivo9.exe /a***

*For software on DVD, use: **setup.exe /a***

MSI installation is only supported for full installations (not service packs), so if you have a previous version of NVivo 9 installed, you'll need to uninstall first.

Prerequisites

If you intend to install NVivo 9 using the Windows Installer (MSI) engine, you will need to ensure that the prerequisites for NVivo 9 are installed before you install NVivo 9.

Installing NVivo 9 and its prerequisites requires **Windows Installer 4.5**, which can be downloaded (if not already installed) from:

<http://www.microsoft.com/downloads/details.aspx?FamilyID=5a58b56f-60b6-4412-95b9-54d056d6f9f4>

Windows Installer Packages for NVivo 9's prerequisites are available for download from the following locations:

Microsoft .NET Framework 3.5 SP1

<http://download.qsrinternational.com/Software/NVivo9/Components/dotnetfx35.exe> (231 MB)

Microsoft SQL Server 2008 R2 SP1 Express Edition (x86) - For the 32-bit version of NVivo 9 only

http://download.qsrinternational.com/Software/NVivo9/Components/SQLEXPRESS_x86_ENU.exe (106.0 MB)

Microsoft SQL Server 2008 R2 SP1 Express Edition (x64) - For the 64-bit version of NVivo 9 only

http://download.qsrinternational.com/Software/NVivo9/Components/SQLEXPRESS_x64_ENU.exe (117.0 MB)

Quick Time Player 7.7 - For the 32-bit version of NVivo 9 only

<http://download.qsrinternational.com/Software/NVivo9/Components/QuickTimeInstaller.exe> (37.1 MB)

Windows Media Player 11 (x86) - For Windows XP and Vista only

<http://download.qsrinternational.com/Software/NVivo9/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 9.

Performing a silent install (32-bit version of NVivo 9)

- 1 Go to the command line prompt.
- 2 Install Microsoft .NET Framework 3.5 SP1 (if not already installed) using the following command line:

```
dotnetfx35.exe /qb
```

- 3 Install NVivo 9's Microsoft SQL Server 2008 R2 SP1 Express Edition database instance using the following command line:

```

SQLEXP_x86_ENU.exe /QS /ACTION=INSTALL /FEATURES=SQLEngine
/INSTANCENAME=QSRNVivo9 /SQLCOLLATION=Latin1_General_BIN
/SQLSVCSTARTUPTYPE=Automatic /SQLSVCACCOUNT="NT AUTHORITY\NETWORK SERVICE"
/SQLSYSADMINACCOUNTS="BUILTIN\ADMINISTRATORS"
/IAcceptSQLServerLicenseTerms="True"

```

NOTE: Omit this step if you wish to install NVivo 9 without a local database component. See 'Installing NVivo 9 without a local database component' on page 5 of this document.

- 4 Prepare to install QuickTime Player 7.7 by using this command line to extract its component packages:

```
QuickTimeInstaller.exe /extract
```

Then install each of its component packages using the following command lines:

```

AppleApplicationSupport.msi /qb
QuickTime.msi /qb DESKTOP_SHORTCUTS=0
AppleSoftwareUpdate.msi /qb

```

- 5 Install Windows Media Player 11 for Windows XP and Vista only (if not already installed) using the following command line):

```
wmp11-windowsxp-x86-enu.exe /q
```

- 6 Install NVivo using the following command line:

```
msiexec /Option <Required Parameter> [Optional Parameter]
```

NOTE: For a list of command line options and public properties, refer to the tables in 'Command line options and public properties' on the following page.

Performing a silent install (64-bit version of NVivo 9)

- 1 Go to the command line prompt.
- 2 Install Microsoft .NET Framework 3.5 SP1 (if not already installed) using the following command line:

```
dotnetfx35.exe /qb
```

- 3 Install NVivo 9's Microsoft SQL Server 2008 R2 SP1 Express Edition database instance using the following command line:

```

SQLEXP_x64_ENU.exe /QS /ACTION=INSTALL /FEATURES=SQLEngine
/INSTANCENAME=QSRNVivo9 /SQLCOLLATION=Latin1_General_BIN
/SQLSVCSTARTUPTYPE=Automatic /SQLSVCACCOUNT="NT AUTHORITY\NETWORK SERVICE"
/SQLSYSADMINACCOUNTS="BUILTIN\ADMINISTRATORS"
/IAcceptSQLServerLicenseTerms="True"

```

NOTE: Omit this step if you wish to install NVivo 9 without a local database component. See 'Installing NVivo 9 without a local database component' on page 5 of this document.

- 4 Install NVivo using the following command line:

```
msiexec /Option <Required Parameter> [Optional Parameter]
```

NOTE: For a list of command line options and public properties, refer to the tables in 'Command line options and public properties' on the following page.

Command line options and public properties

The following command line options are supported:

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

| Display Options | Description |
|------------------|-----------------------------------|
| <code>/qn</code> | Sets user interface level - No UI |

| Logging Options | Description |
|--|---|
| <code>/[[i w e a r u c m o p v x + ! *] <LogFile></code> | <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 |
| <code>/log <LogFile></code> | Equivalent of <code>/!*</code> <LogFile> |

The following public properties [PROPERTY=PropertyValue] can be used:

| Public property | Can be defined using... |
|--|--|
| License key (mandatory when performing a silent install) | <pre>PIDKEY="XXXXXXXXXXXXXXXXXXXXXXXXXXXX"</pre> <p>NOTE: the license key should be entered without hyphens.</p> |
| Installation directory (optional) | <pre>INSTALLDIR="C:\Program Files\QSR\NVivo 9"</pre> |

| Public property | Can be defined using... |
|---|--|
| Start menu folder (optional) | QSR_START_MENU="QSR\NVivo 9" |
| NVivo 9 desktop shortcut (optional) | QSR_DESKTOP_APPLICATION=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) | <p>QSR_LANGUAGE_CODE="xx-XX" (e.g. en-US)</p> <p>The languages available in NVivo 9.2 (or later) are:</p> <ul style="list-style-type: none"> • English (en-US) • Chinese (zh-CN) • French (fr-FR) • German (de-DE) • Portuguese (pt-BR) • Spanish (es-MX) <p>If this property is not defined, the installer sets the default user interface language to English.</p> <p>A separate Japanese version of NVivo 9 is also available. The Japanese version provides all the interface languages listed above, and in addition provides:</p> <ul style="list-style-type: none"> • Japanese (ja-JP) <p>For the Japanese version, if this property is not defined, the installer sets the default user interface language to Japanese.</p> |
| Allow the NVivo application option 'Participate in the Customer Experience Improvement Program' (optional) | <p>QSR_UI_INSTRUMENTATION=1 (allow) or 0 (disallow)</p> <p>NOTE: This property is available if you are installing NVivo 9.1 or later.</p> |
| For projects stored on a network drive, specify when updates to the project are saved to the network (optional) | <p>QSR_NETWORK_SAVE=0 (on project close) or 1 (on project save)</p> <p>NOTE: This property is available if you are installing NVivo 9.2 or later.</p> |

Important points to note about installation

Sample project

NVivo installs a sample project to assist new users to learn the software. The sample project is installed in the following location:

For Windows XP:

C:\Documents and Settings\All Users\Shared Documents\NVivo 9 Samples

For Windows Vista and Windows 7:

C:\Users\Public\Documents\NVivo 9 Samples

On installation, file system permissions for the sample project are set so that all users have full read/write access.

Automatic services

Unless you have chosen to install NVivo 9 without a local database component (see ‘Installing NVivo 9 without a local database component’ on page 5 of this document), the SQL Server (QSRNVIVO9) service is configured to start automatically on workstation startup, operating under the Network Service account.

This service provides NVivo 9 with database access to standalone NVivo project files (.nvp files).

Any security software that checks for automatic services should be set to allow this service to start.

Registry keys

NVivo 9 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 9 are modified after installation, NVivo 9 may fail to launch.

Deploying NVivo 9 using a disk image

If your organization has an NVivo 9 site license, you may choose to deploy NVivo 9 to multiple workstations by installing it once and copying the disk image to the individual workstations.

However, you must activate NVivo 9 on each individual workstation that it is deployed to—see the section on ‘Activating NVivo 9’ below.

Activating NVivo 9

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.

Licenses may be activated via the Internet or by contacting QSR. Each instance of NVivo 9 needs to be activated, so if you are installing NVivo 9 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 Click **File**, point to **Help**, and then click **Activate License** (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 9 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/NVivo9/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.

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. For more information, refer to the NVivo 9 Help.

Extending an existing license

You can extend an existing license that is about to expire. Click **File**, point to **Help**, and then click **Extend License**.

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

Deactivating NVivo 9

You can deactivate the NVivo 9 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—click **File**, and then click **Close**.
- 3 Click **File**, point to **Help**, and then click **Deactivate License**.
- 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 9 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 9

To remove NVivo 9:

- 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 9** (or **QSR NVivo 9.x**) from the list of currently installed programs.
- 4 Click the **Uninstall** button.
You are prompted to confirm the removal of QSR NVivo 9.
- 5 Click **Yes**.
The NVivo software is removed from your computer.

Removing NVivo 9 using a command line

Alternatively, to remove the NVivo 9 software using a command line, run the following command:

```
msiexec /x {82184A1C-52B8-438F-A79B-8D7580114987} /qb
```

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 using the setup wizard, 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:

- Microsoft SQL Server 2008 R2 SP1 Express Edition
- Microsoft .NET Framework 3.5 SP1
- Quick Time Player 7
- Windows Media Player 11

Further information

For IT Administrators

Go to: www.qsrinternational.com/it-admin for further resources for both NVivo 9 and NVivo Server 9, including:

- Licensing information
- Frequently asked questions and answers
- Tutorials for users
- User guides

For NVivo users

An extensive range of free resources are available to help NVivo users to get up and running. We encourage you to make them widely available by posting a link on your organization's Intranet for example. Here's the link: <http://www.qsrinternational.com/getting-started>

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