

TROUBLE SHOOTING GUIDE

To help users of NurseSquared avoid possible issues, we have put together the following trouble shooting guide:

- 1) If for some reason buttons or controls that should be present on-screen do not appear, please be sure to set your Screen resolution to 1024 x 768 or higher.
- 2) If for some reason an error containing "Int32" occurs when trying to interact with the software after successful log-in the following path will resolve this issue:
 - a) Remove the N2 software via the Control Panel >> Add Remove Programs if using Windows XP or Control Panel >> Programs and Features if using Windows Vista
 - b) Remove all .NET Frameworks except .NET 1.1 beginning with removing .NET 3.5 and then removing .NET 2.0
 - c) Go to Microsoft's website at the following URL
<http://www.microsoft.com/downloads/details.aspx?familyid=333325FD-AE52-4E35-B531-508D977D32A6&displaylang=en> and download .NET 3.5 only – DO NOT DOWNLOAD .NET 2.0
 - d) Re-install N2 from download URL given by your faculty
- 3) Please be mindful to report all issues through your faculty. If these issues cannot be resolved at the School level then your faculty will report them to NurseSquared for resolution.