


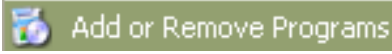
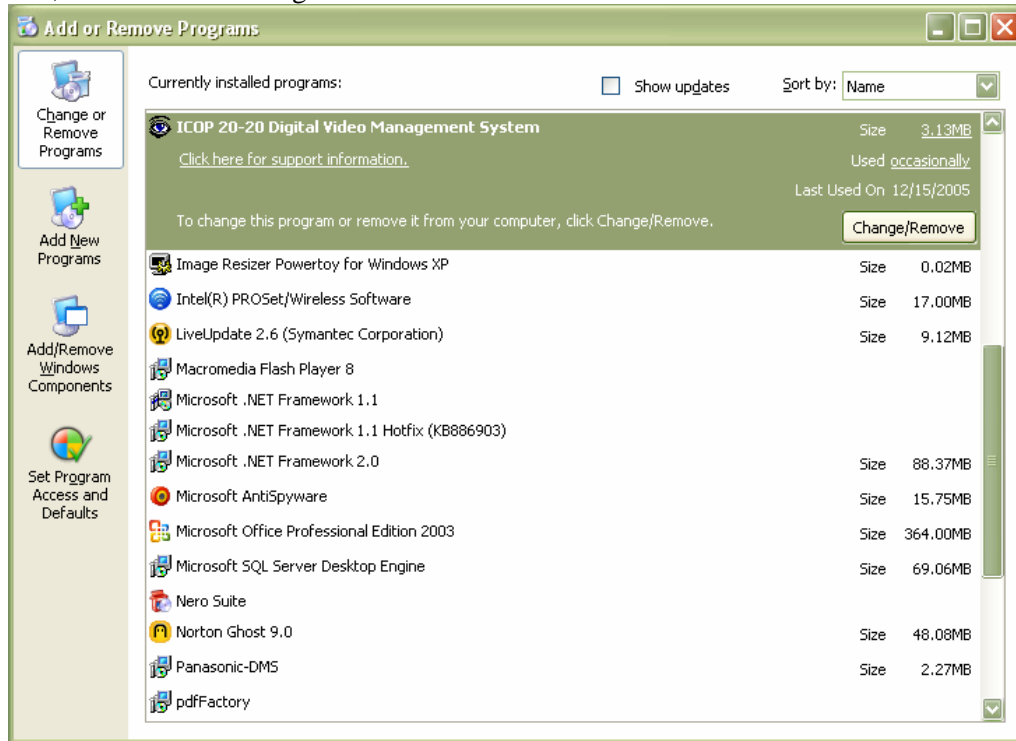


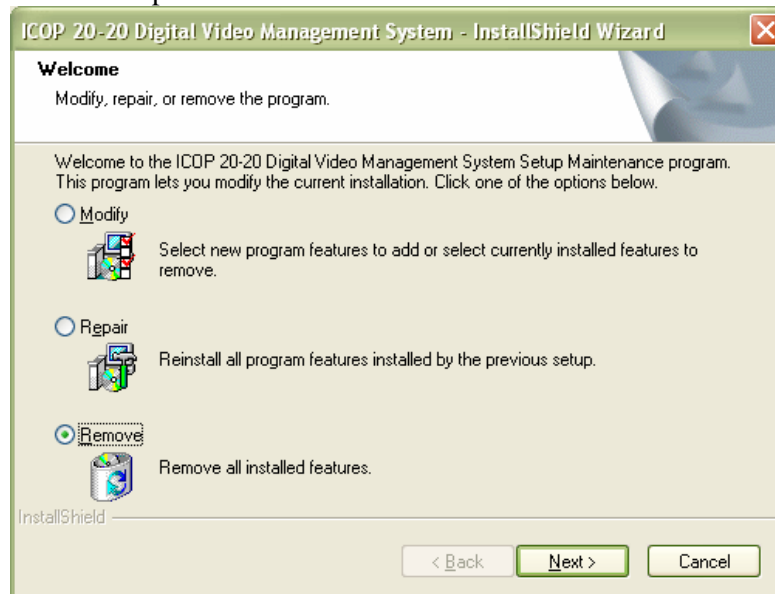
Uninstalling and reinstalling the ICOP 20/20 PC Viewer Application

1. Goto , then , then , then 

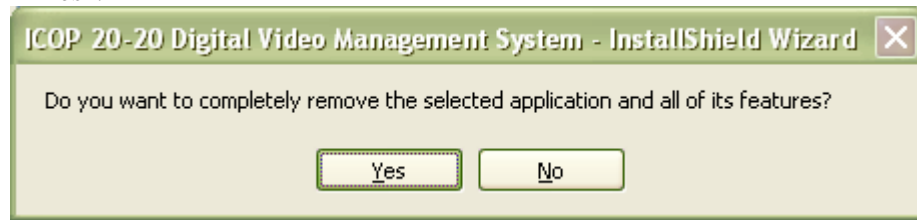
2. When the below screen appears, select the ICOP 20/20 Digital Video Management System, and click on “Change/Remove”.



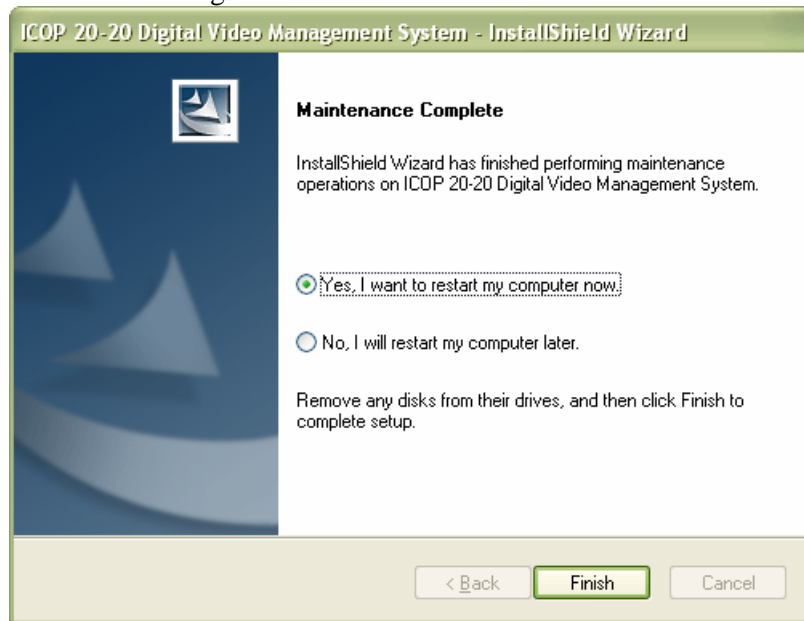
3. Select the “Remove” option and click “Next”.



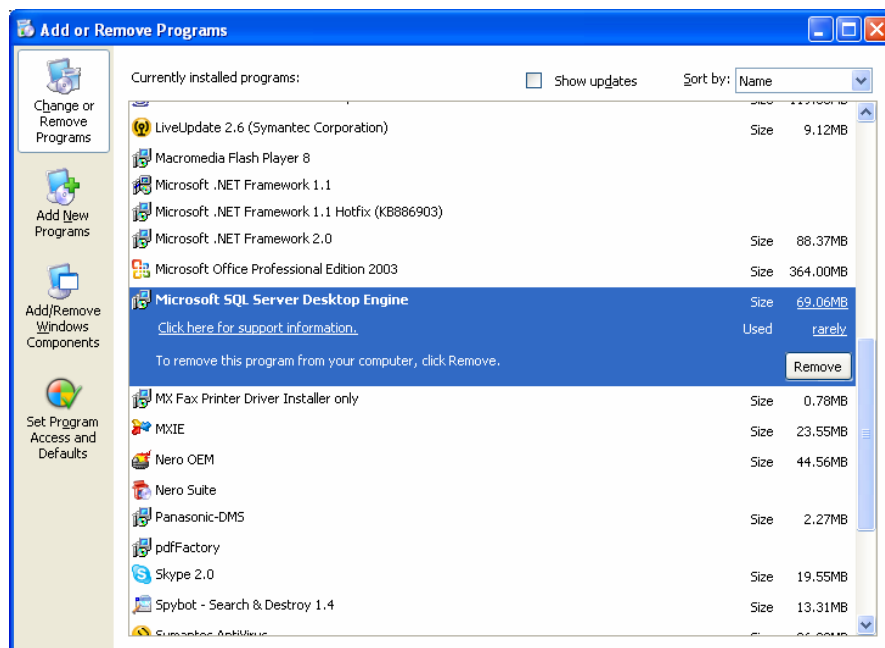
4. Click “Yes”.



5. **Do not** restart after clicking “Finish”.

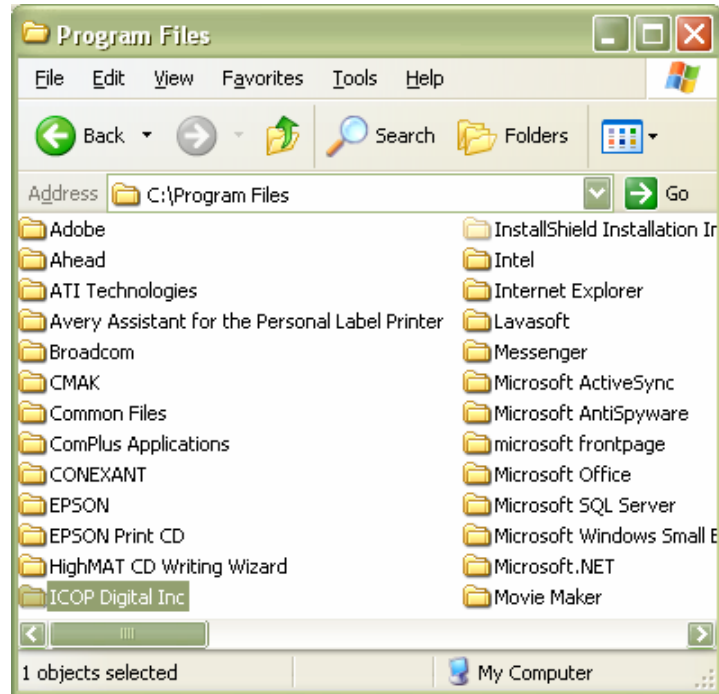


6. Follow the same procedure to uninstall Microsoft SQL Desktop engine from Add/Remove Programs:

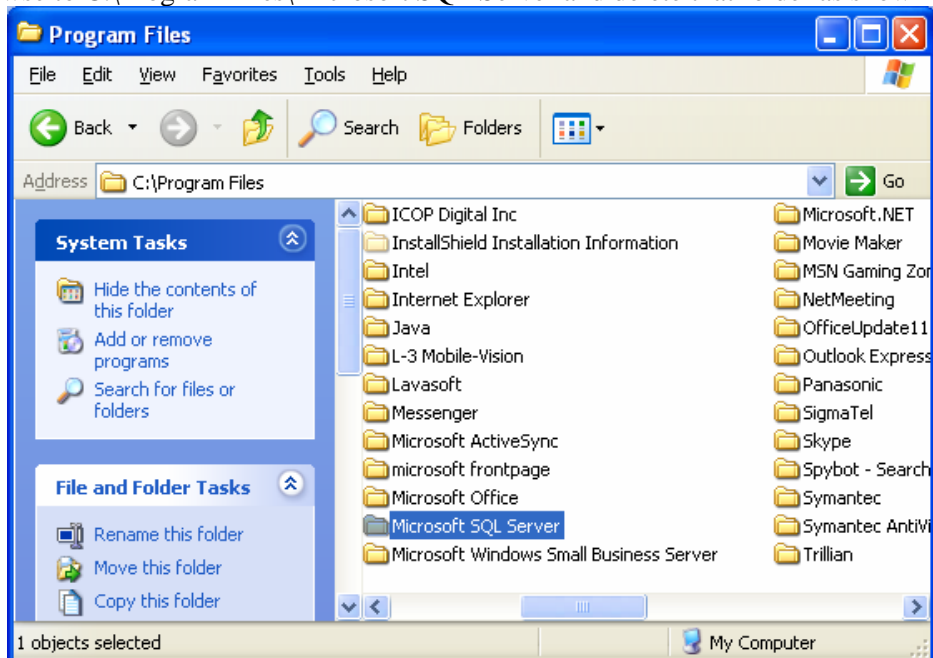



7. When both applications have uninstalled, **restart your ICOP server or PC.**

8. Once you've rebooted, Browse to C:\Program Files\ and delete the "ICOP Digital Inc" folder.

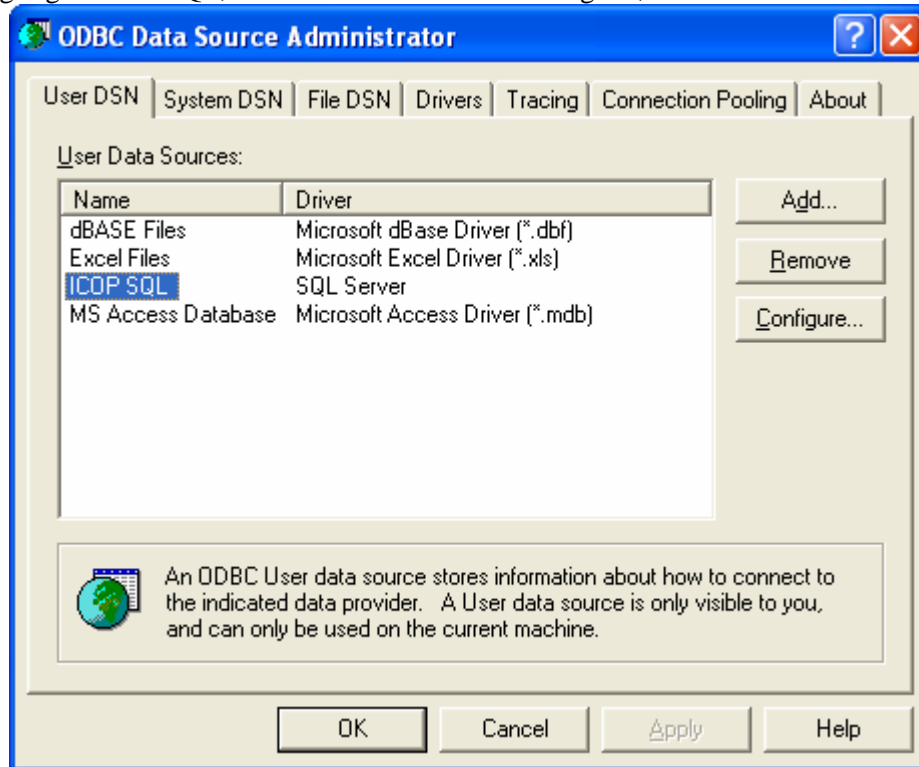


9. Browse to C:\Program Files\Microsoft SQL Server and delete that folder as shown below.



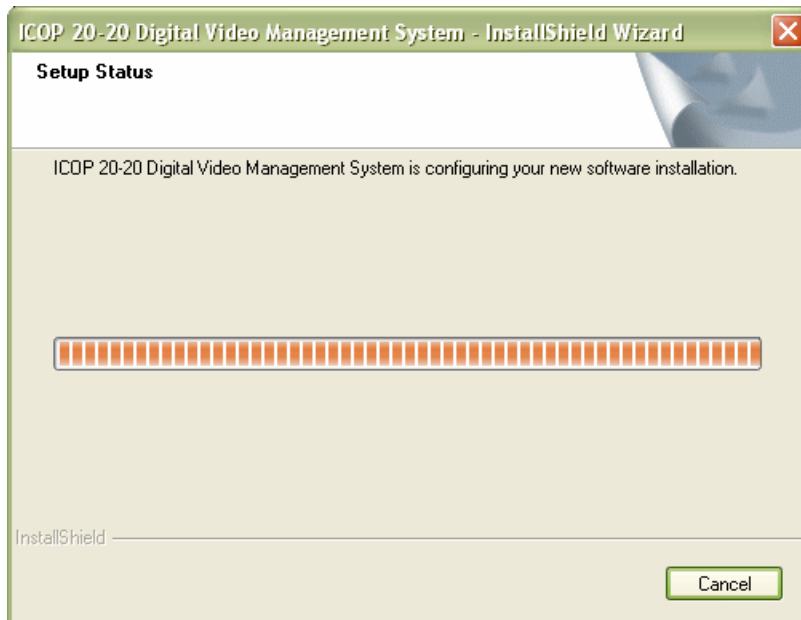
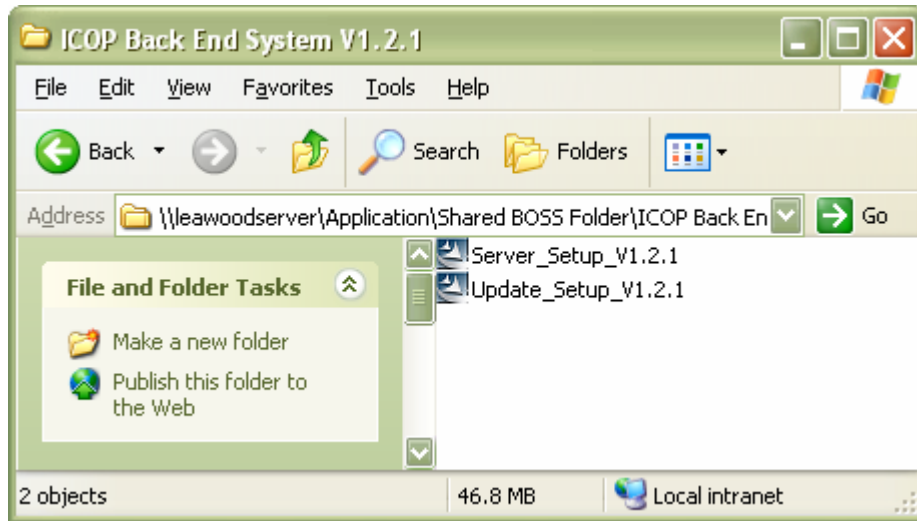
Goto , then  Settings, then  Control Panel, then ADMINISTRATIVE TOOLS, then Data Sources (ODBC):

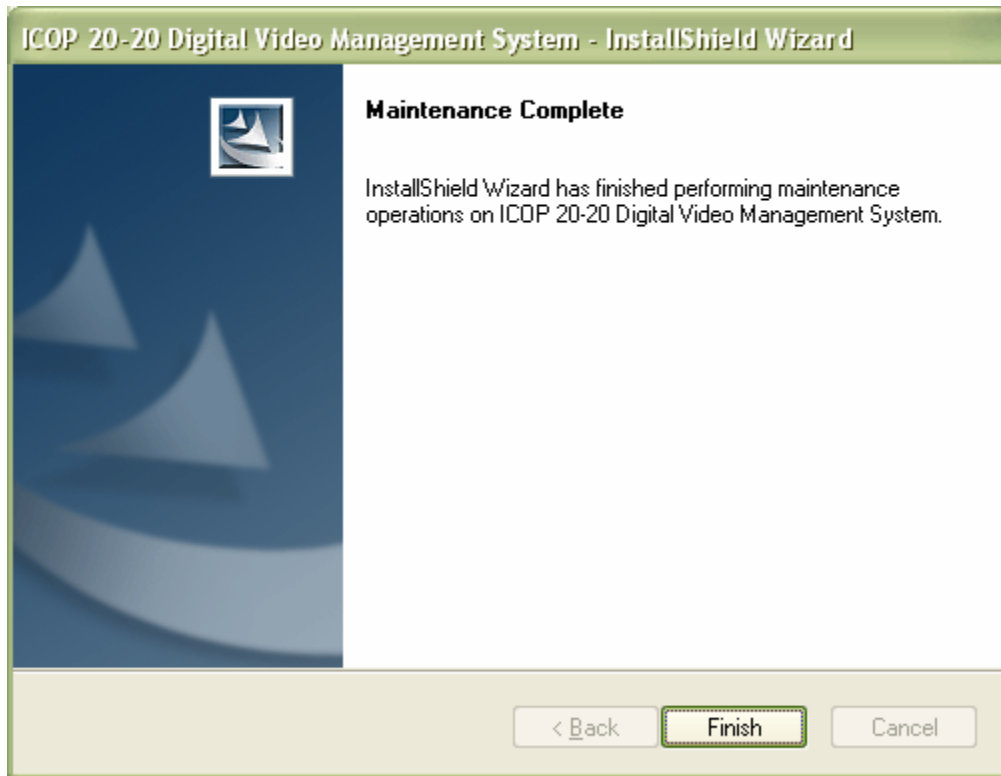
10. Highlight ICOP SQL, and click remove. When it's gone, click "OK".



11. Reboot.

12. Browse to the installation files on your ICOP install CD or your server. Run the **Server_Setup** file, and follow all the prompts, taking the defaults.





13. Click finish. **Reboot your PC** before attempting to run program. Application is now reinstalled.

Please feel free to call ICOP TECH SUPPORT with any issues or questions:

ICOP™

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**Technical Support:
(866) 621 - 5500**