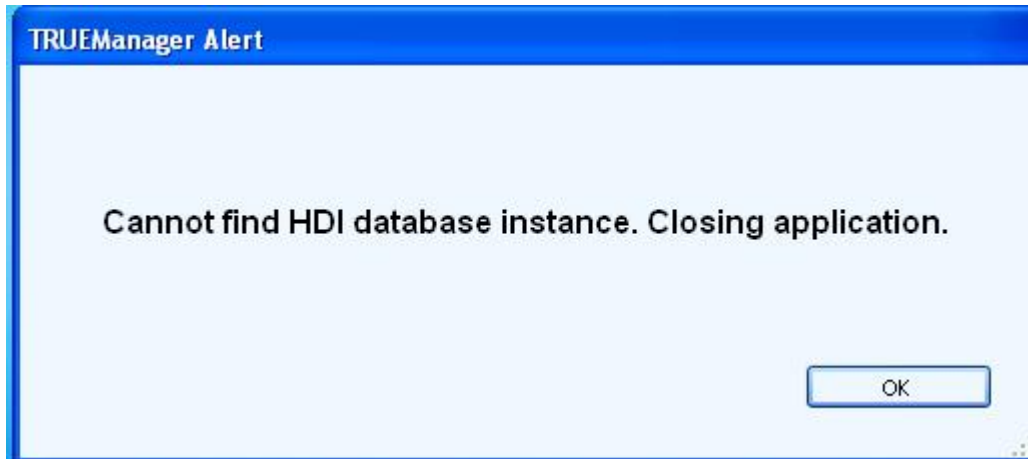


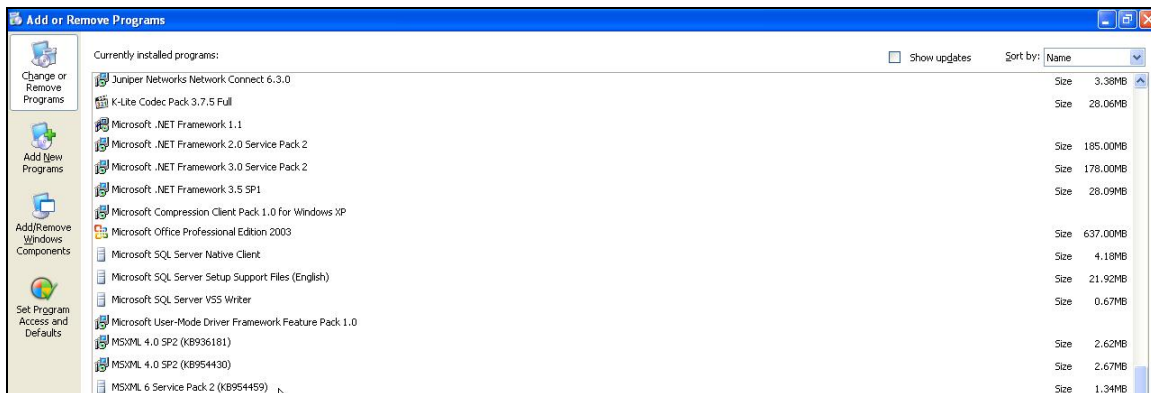
## Installation Troubleshooting Guide

**Problem:** The following alert appears during installation of the TRUEmanager™ software.



### Solution:

1. Go to “Start.”
2. Click “Settings.”
3. Click “Control Panel.”
4. Select “Add and Remove Programs.”
5. Look for “MSXML 6 Service Pack 2 (KB954459)” in the list of programs.

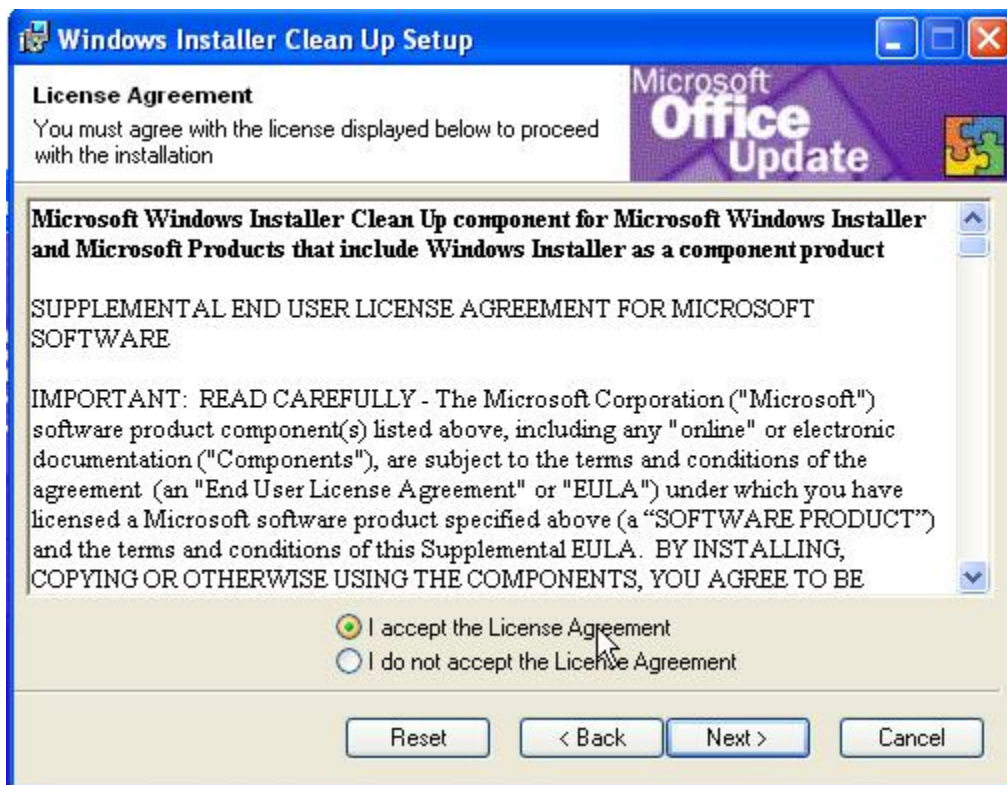


6. If you already have the Windows Installer Clean Up, go to Step 12.
7. If you do not have the Windows Installer Clean Up program, download the program at <http://support.microsoft.com/kb/290301>.
8. Follow the instructions to install the Clean Up program.

# TRUEmanager™



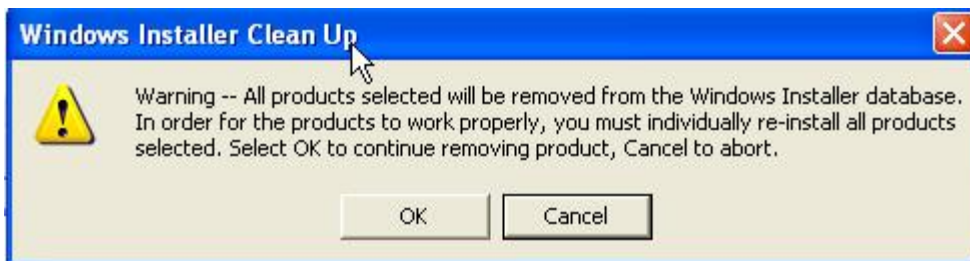
9. Click "Next."



10. Please select, "I accept the License Agreement," and click "Next."
11. Click "Next" again and then, "Finish."
12. Go to "Start." Select, "Windows Installer Clean Up" in program list.



13. Highlight, "(All Users) MSXML 6 Service Pack 2 (KB954459) [6.20.1099.0]" and click, "Remove."



14. A warning message will pop up. Ignore the message and click "OK" to continue.
15. Once completed, restart your computer.
16. After restart, uninstall the TRUEmanager DMS and re-install it again.