

IQSV8
Installation Instructions
Version 8

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Reference Documents

The following documents, which can be downloaded separately, provide additional support for the installation, upgrade and backup processes used for IQSV8.

Reference Document Section	Description
Reference A System Security Requirements	This document describes the system requirements for the three basic scenarios in which IQSV8 can be configured. Security is discussed for each scenario.
Reference B SQL Server Install Instructions (2025 and Express)	This document contains instructions for installing SQL Server 2025 and SQL Server 2025 Express.
Reference C IQSWeb Uninstall Instructions	This document details the steps to uninstall any version of IQSWeb.
Reference D IQSV8 Database Backup/Restore Instructions	If your IT department does not have scheduled periodic backups for your IQSV8 database, this document contains instructions to manually create a backup of your IQSV8 database. It is recommended that you talk to your IT department to understand what backup procedures are in place before manually backing up your database.
Reference E IQSV8 Updating Database Compatibility	This document details the steps to update your database compatibility to a newer version of SQL Server.
Reference F Microsoft Workstation Firewall Settings	This document addresses the Microsoft Windows Workstation Firewall settings related to IIS, when using Desktop Operating Systems for IQSV8 servers for Windows 7 and later.
Reference G IQSV8 Migration Steps	This document details the steps in migrating an existing IQSV8 installation to a new server.
Reference H IQSV8-IRWIN Integration Connection	This document details the steps in requesting IRWIN credentials, configuring IQSV8 to use the credentials, and describes the changes IQSV8 makes to IIS and the computer to run batch processing for IRWIN.

NOTE: If you find errors or other problems during installation, please email or call your IQSV8 representative.

IQSV8 Install/Upgrade Scenarios

Determine the install or upgrade scenario that applies to you in the Upgrade Path below. Then, follow the guidance in the Special Instructions column before continuing.

NOTE: Existing IQSweb users must be using version v7.1.3 before running the installer.

Upgrade Path	Special Instructions
Installing IQSV8 for the first time	<ul style="list-style-type: none"> Follow the installation instructions.
Upgrading from IQSweb V7.1.3	<ul style="list-style-type: none"> CREATE A BACKUP of the IQSweb database (Reference D for database backup instructions). Uninstall current version of IQSweb (Reference C for uninstallation instructions). Do NOT delete your database. Check that your existing database is compatible with newer versions of SQL Server (Reference E for instructions). Ensure compatibility is set to minimum of SQL Server 2016 (130). Follow the IQSV8 installation instructions (except for Step 3) to install and reconnect to your existing IQSweb database.
Moving IQSV8 to a new server	<ul style="list-style-type: none"> CREATE A BACKUP of the IQSweb database on the existing server using Reference G for instruction. Restore the IQSweb database on the new server, creating a new user account for the IQSweb database. Follow the installation instructions as if installing IQSV8 for the first time except for Step 3 which can be omitted due to the database already existing.

IQSV8 IRWIN Connection

IQSV8 no longer requires the use of a local certificate for the IRWIN integration credentials. For new installations, no certificate file will be created. However, **if an existing installation is being upgraded to V8**, you must select the certificate folder location in the NASF folder (App_Data) during the installation to migrate the certificate to the new database location in V8. Once this migration is performed, the certificate file will no longer be needed.

To see more details about the IRWIN integration and to see instructions on requesting the IRWIN credentials and configuring IQSV8 to use the credentials, please see the [Reference H – IQSV8 IRWIN Connection](#).

IQSV8 Configuration Options

From the configurations listed below, determine the IQSV8 installation configuration that applies to your organization.

A. Single Computer/Server (e.g., laptop, non-networked PC, single networked server)

This computer will need to meet all the installation prerequisites (See Installation Prerequisites). This is the simplest option where the Database and Web Application are installed on one machine. Run the installer on this one machine.

Requirements:

- Microsoft Windows 2019 Server or newer (Windows Server 2025 recommended) or Windows 10 or newer (Windows 11 recommended)
- 64-bit OS and CPU are required
- Processor: 1.4 GHz (x64); 2.0 GHz or faster recommended
- Memory: 4 GB RAM minimum required, more recommended
- Hard Drive: 32 GB minimum; 40 GB or greater recommended
- Internet Information Services (IIS) 7.x or higher
- SQL Server 2016 or newer (SQL Server Express also supported)
- Please Note: Windows Server 2022 or Windows 11 or higher is required to enable TLS 1.3

B. Two computers (Web Application and Database Servers)

The web application server will need to have SQL Server 2016 or higher (or SQL Server 2016 Express or higher). The Web server will need to have IIS installed. Run IQSV8.exe on the Web Application Server.

Requirements:

- Web Server - **same as above**
- Database Server
 - Microsoft Windows 2016 Server or newer
 - Processor: 1.4 GHz (x64); 2.0 GHz or faster recommended
 - Memory: 512 MB RAM; 2 GB RAM or more recommended
 - Hard Drive: 32 GB minimum; 40 GB or greater recommended
 - SQL Server 2016 or newer (SQL Server Express also supported)

Installation Prerequisites

The following software is required on the appropriate PC or server (based on your configuration identified in the previous section) before installing the IQSV8 software. You will need administrator rights to the server or PC where IQSV8 will be installed. **Involve your IT staff if you need assistance.**

If installed, these prerequisites appear in the Add/Remove Programs dialog in the Control Panel with the exception of the Windows Operating System.

NOTE: IQSV8 is a 64-bit application. A 64-bit version of Windows and CPU are required.

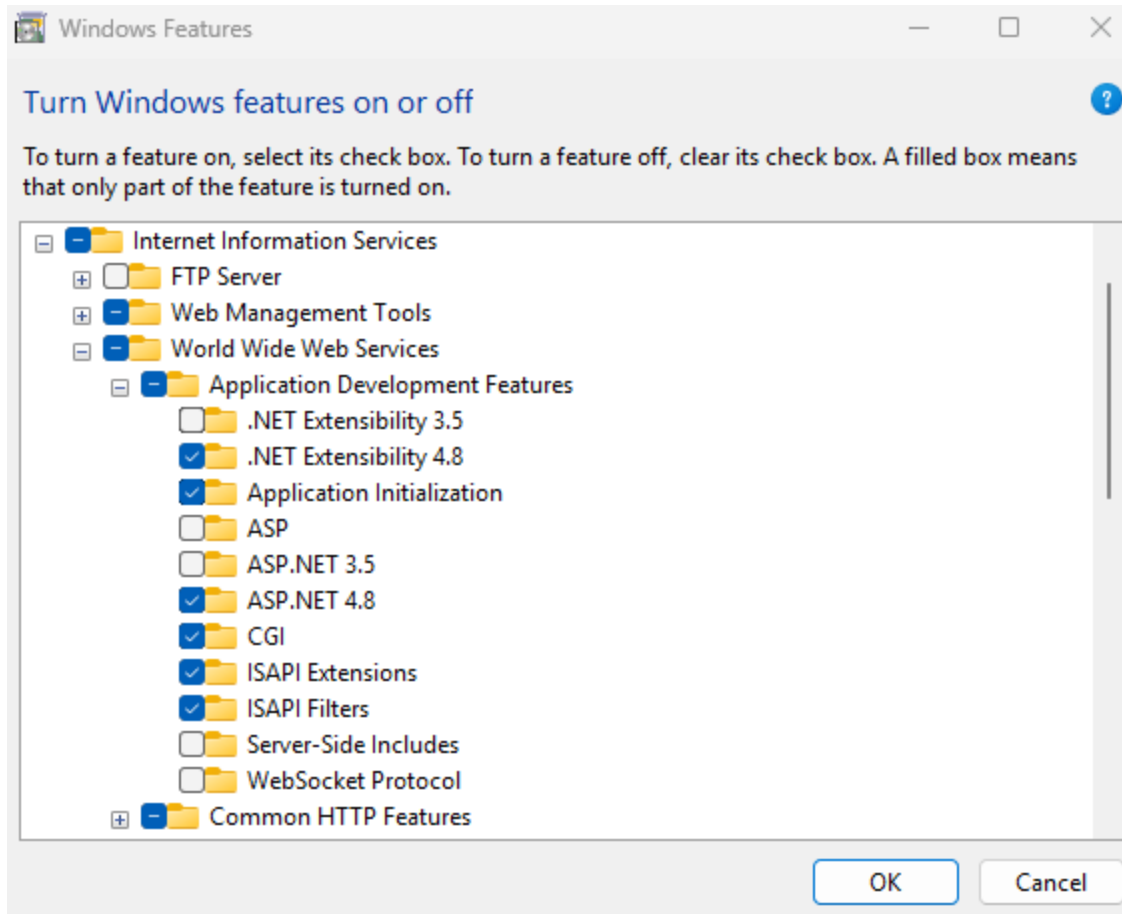
1. Internet Information Services (IIS)

Windows 11: Go to Control Panel->Programs>Programs and Features ->Turn Windows Features On or Off.

- If IIS is installed, there will be a grayed-out checkbox by 'Internet Information Services (IIS)' in the dialog that appears.
- Install by going to Add or Remove Programs in the Control Panel and selecting Add/Remove Windows Components. Select the Internet Information Services (IIS) checkbox in the dialog that appears, along with the Web Management Tools and World Wide Web services, click Next, and follow the prompts. Make sure the following features are checked under **World Wide Web -> Application Development Features:**
 - a. .NET Extensibility 4.8
 - b. Application Initialization
 - c. ASP.NET 4.8
 - d. CGI
 - e. ISAPI Extensions
 - f. ISAPI Filters

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- After the installation is complete
 - Check to make sure that any firewalls that might be running on the PC or Server are configured to allow http traffic on TCP port 80, or TCP port 443 if using HTTPS.
 - Apply any security updates to IIS.
 - Please test that IIS is running by starting your browser and going to `http://<computer name>`.

2. SQL Server 2016 or higher (or SQL Server Express 2016 or higher)

If installing SQL Server, please install the latest version, SQL Server 2025.

(The SQL Server Express 2025 version now has a 50GB database size limit.)

- If installed, appears as Microsoft SQL Server 201x'
- If not installed, go to IQSV8 Reference B for Instructions.

If upgrading from a previous version of IQSweb, ensure your database is compatible with newer versions of SQL Server (See [Reference E](#) for instructions).

****Ensure your SQL Server compatibility is set to the highest level available for the version being used. The minimum should be SQL Server 2016 (130).****

Installation Check List

Please use the following check list to capture information used throughout the installation of IQSV8.

Fill in the Item Name for lines 1 – 2.

NOTE: For lines 1 and 2, you will need to get the name of the appropriate computer based on your install configuration. If you are installing on a single machine, the names recorded for lines 1 and 2 will be the same name.

If you are upgrading from IQSweb V7.1.3 or earlier, fill in the Item Name for lines 3 – 7 and any others that will be the same.

Proceed with the installation. The remaining items will be captured during the following installation steps. You may want to print this page now for easier reference during the installation.

Line No.	Install Item	Item Name
1	IQSV8 Server Computer Name (Right click on My Computer, choose Properties, Computer Name tab. Copy Full Computer Name.)	
2	Database Server Name (Launch SQL Server Management Studio (e.g., Start/Programs/Microsoft SQL Server X/Microsoft SQL Server Management Studio <Express>.) Copy the Server Name)	
3	Database Name	
4	Database Server Login Name	
5	Database Server Login Password	
6	IQS Application Virtual Directory	
7	IQSV8 Address	

Installation Instructions

IMPORTANT NOTE: If an error occurs during installation of the web application, an error log file will be displayed in your Notepad application after the setup program is exited.

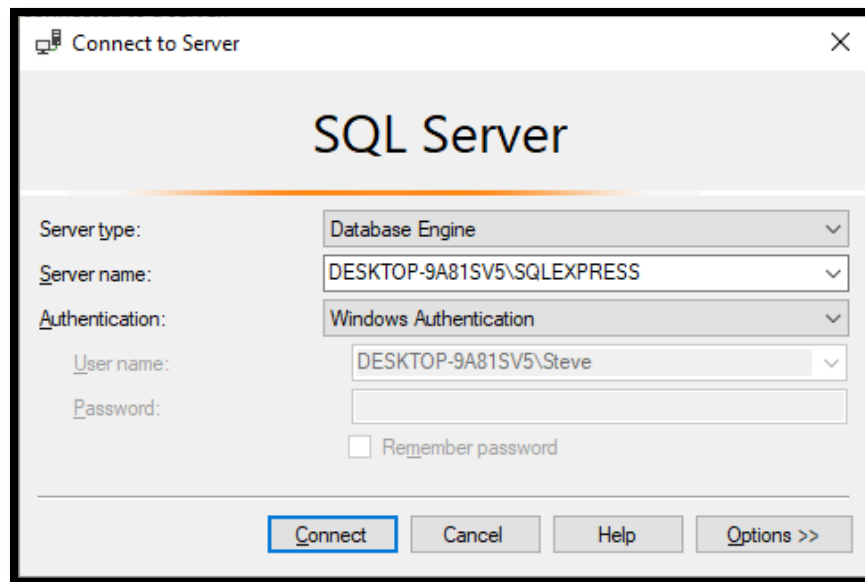
Step 1: Download the IQSV8 Installation Files

There is one setup file for IQSV8. This file comes in a 64-bit version.

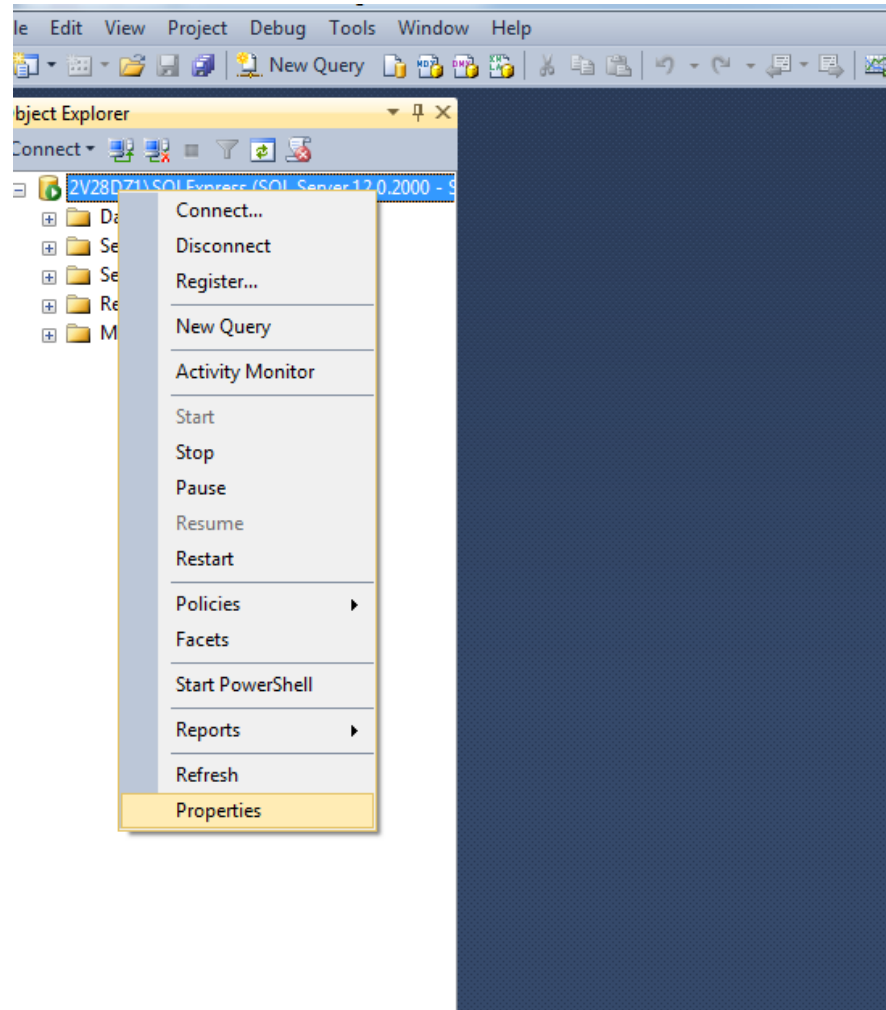
Download the IQSV8 setup file from **IQSV8.exe** from <http://www.vdatasys.com> in the Software/Downloads section.

Step 2: Make Sure SQL Server Accepts Remote Connections

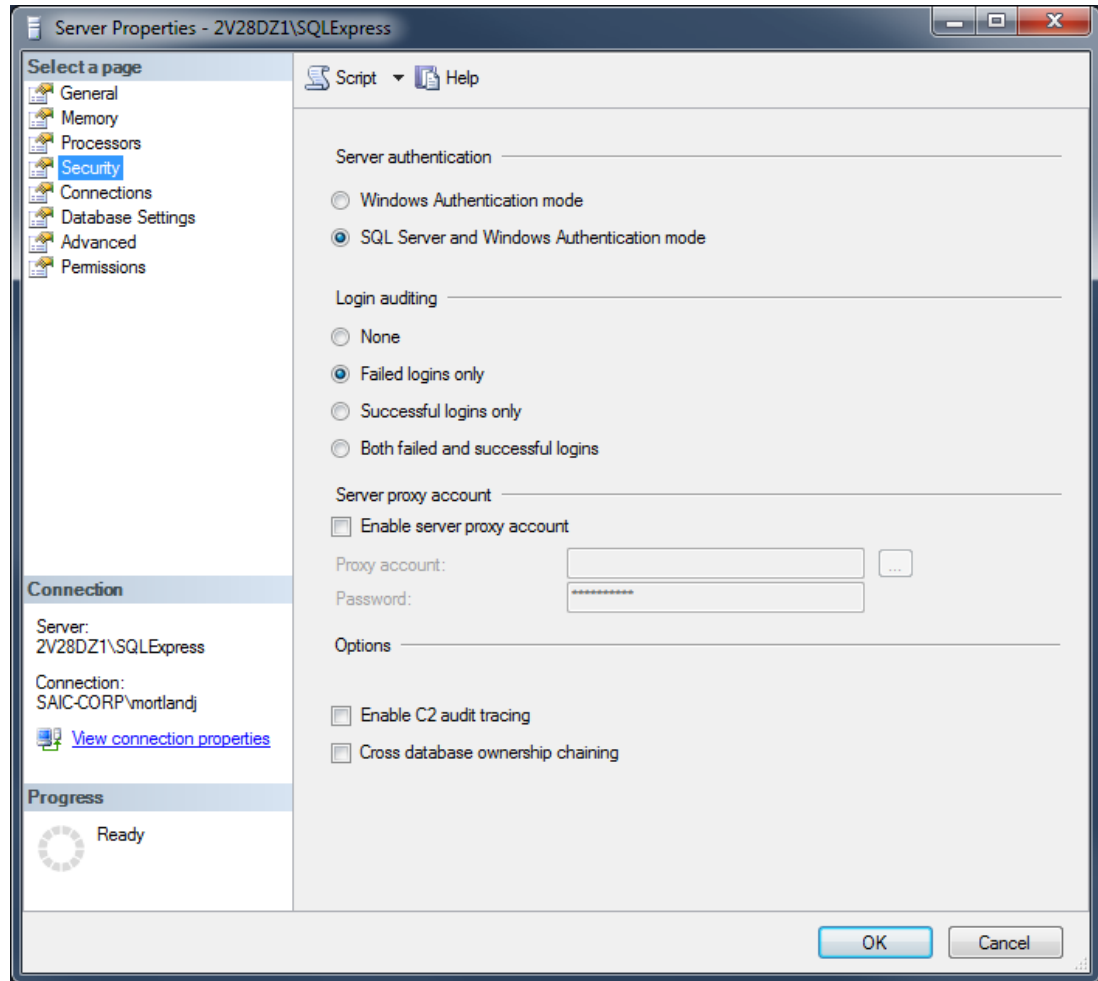
1. If not already done, make sure that the installation of SQL Server accepts remote connections.
 - a. Start SQL Server Management Studio, e.g., go to Start/Programs/Microsoft SQL Server Tools X/Microsoft SQL Server Management Studio <Express>. Select or enter the connection information (Express users can generally accept the default values). Click **Connect** on the Connect to Server screen.



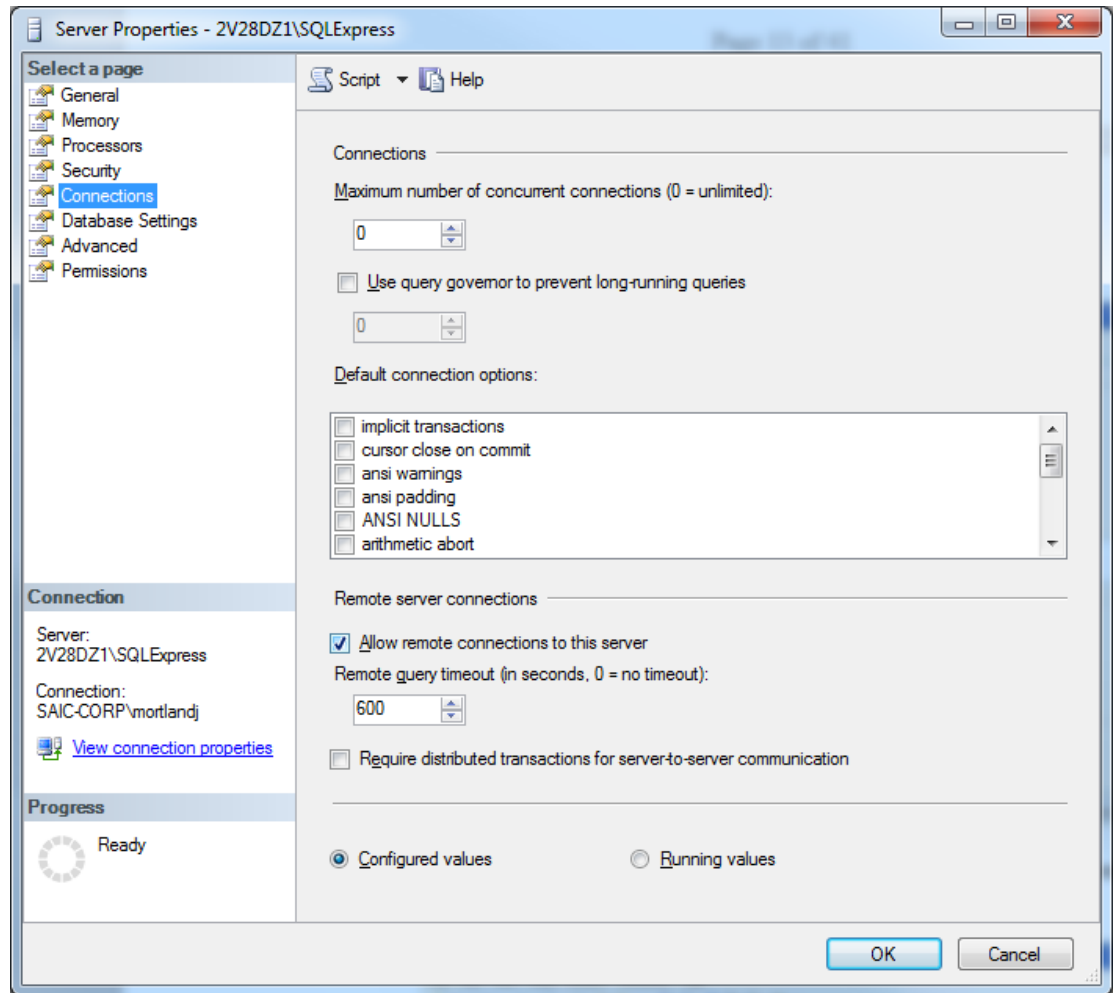
- b. In the Object Explorer (left panel), right-click on the database server and select **Properties**.



- c. In the Server Properties window, select the Security page (left panel). Make sure that **SQL Server and Windows Authentication mode** under Server Authentication is selected.



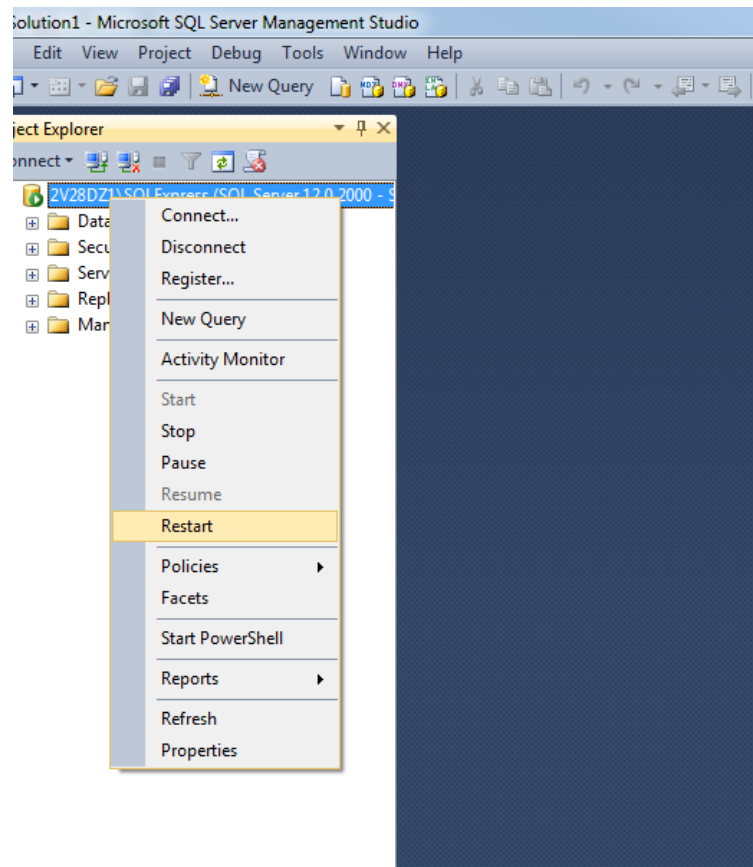
- d. In the Server Properties window, select the Connections page (left panel). Make sure the checkbox for “**Allow Remote Connections to this server**” is checked. Click **OK**.



- e. In the Object Explorer (left-panel), right-click on the Database Server, and then click on **Restart**.

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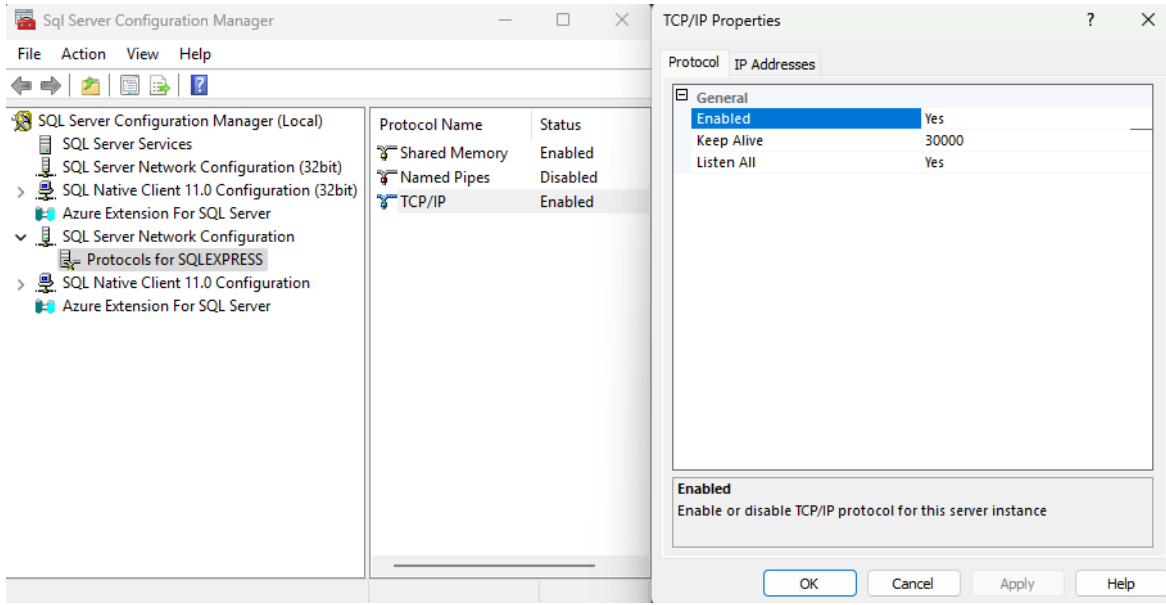
Enable TCP/IP Connections:

NOTE: If you have other applications using your SQL Database, you may have TCP/IP connections enabled already. If that is the case, you may skip this step and proceed to step 4. Some prior installs of IQS may not have this feature enabled already, so it should be verified now.

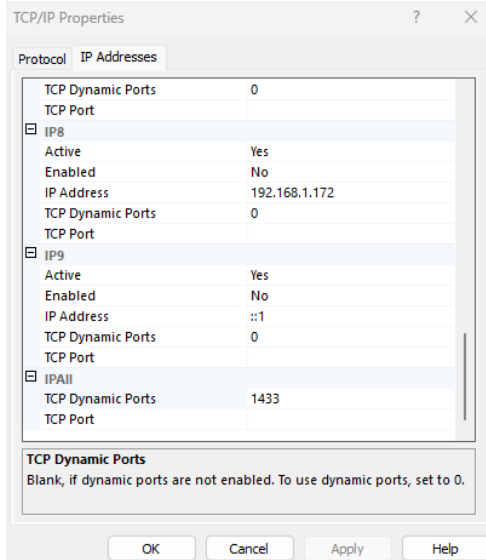
1. Open **SQL Server Configuration Manager** from your Start Menu. If you cannot find the program, open an Explorer window and navigate to
C:/Windows/System32/SQLServerManager{version}.msc
2. Expand **SQL Server Network Configuration** -> **Protocols for SQLEXPRESS** and double-click on **TCP/IP** on the right.

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IQSV8 Installation Instructions



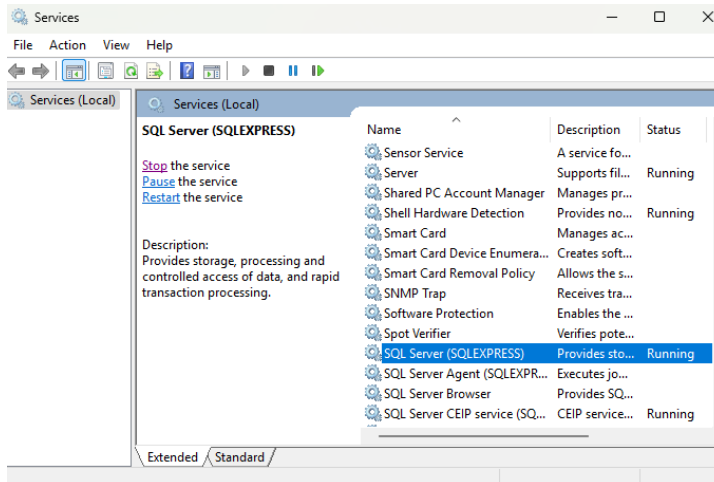
3. Set **Enabled** to **Yes**.
4. Go to the tab **IP Addresses**, scroll down to the bottom, and set **TCP Dynamic Ports** to 1433. If you desire to use a different port for your SQL Server, use that instead. Save all changes.



5. Restart your database process. Go to the **Control Panel**, select **Administrative Tools**, and double-click **Services**.
6. Select **SQL Server (SQLEXPRESS)** in the list and click **Restart** on the left.

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IQSV8 Installation Instructions



Step 3: Create an Empty IQS Database and User Account in SQL Server

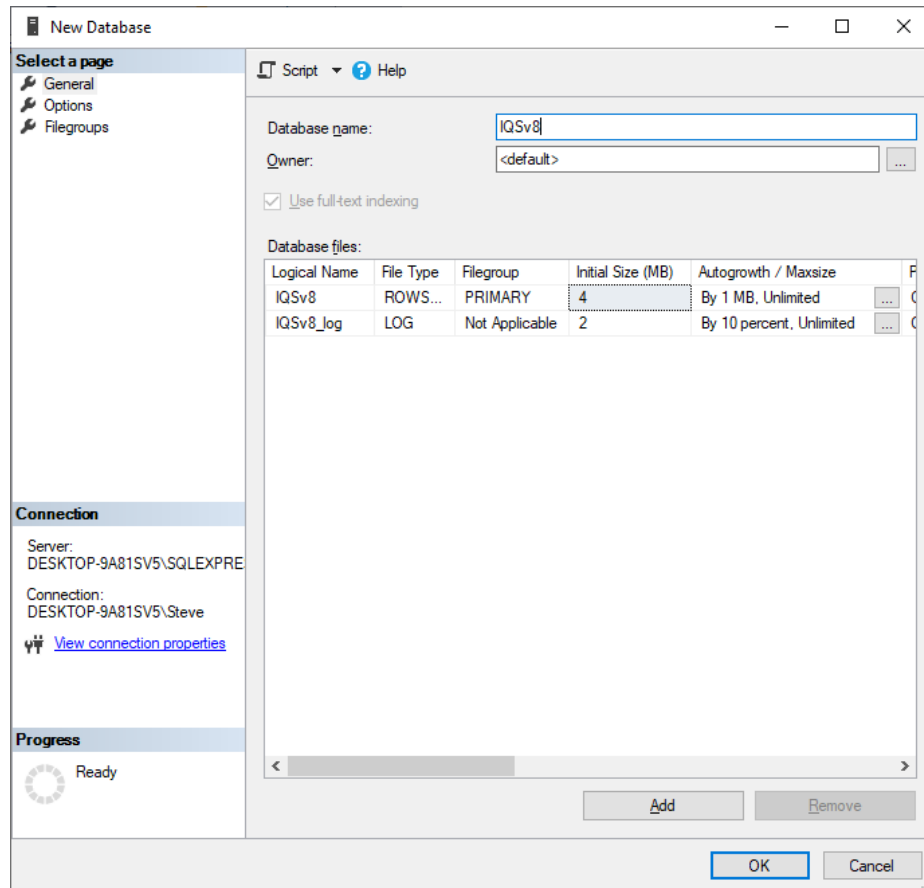
Creating an Empty Database:

IMPORTANT NOTE IF UPGRADING:

If you are upgrading from a previous version of IQS, you may skip this step and proceed to Step 4.

1. Create an empty IQS database and IQS user account in SQL Server.
NOTE: Please do not use the character sequence \$*#~ for the database server, database name, database username, or database password.
 - a. In the Object Explorer (left panel), right-click on the Databases object and select **“New Database”**.

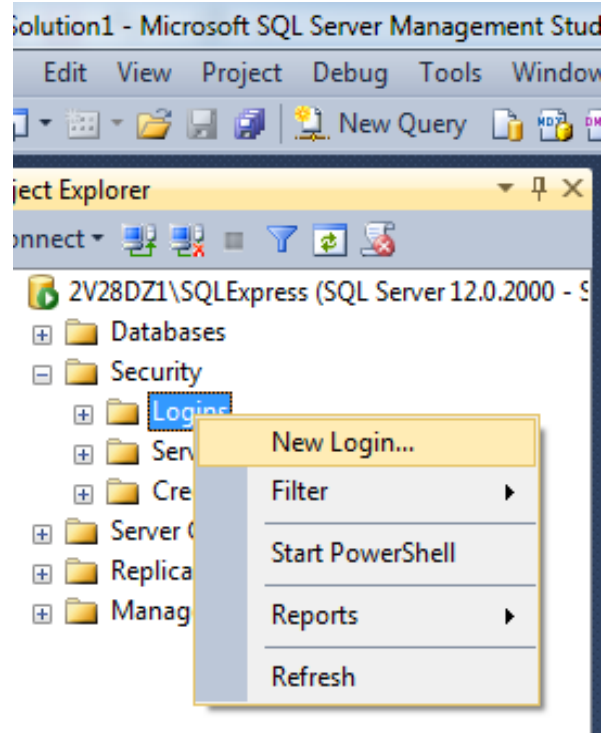
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IQSV8 Installation Instructions



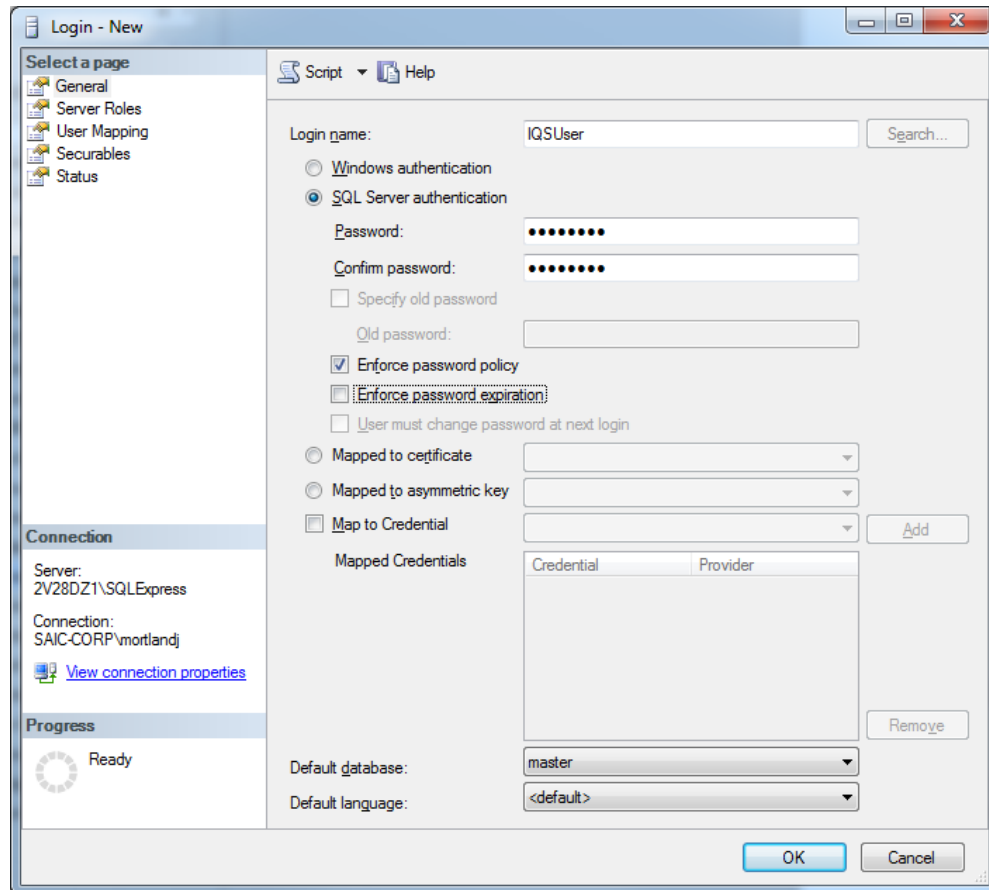
- c. Click **OK**.
NOTE: If you happened to click Add before clicking OK you might get an error. Remove any blank lines showing in the Database Files section before clicking OK. Do this by highlighting the line and clicking **Remove**.
- d. In the Object Explorer (left panel), expand the Security object and right-click on Logins. Select “**New Login**”.

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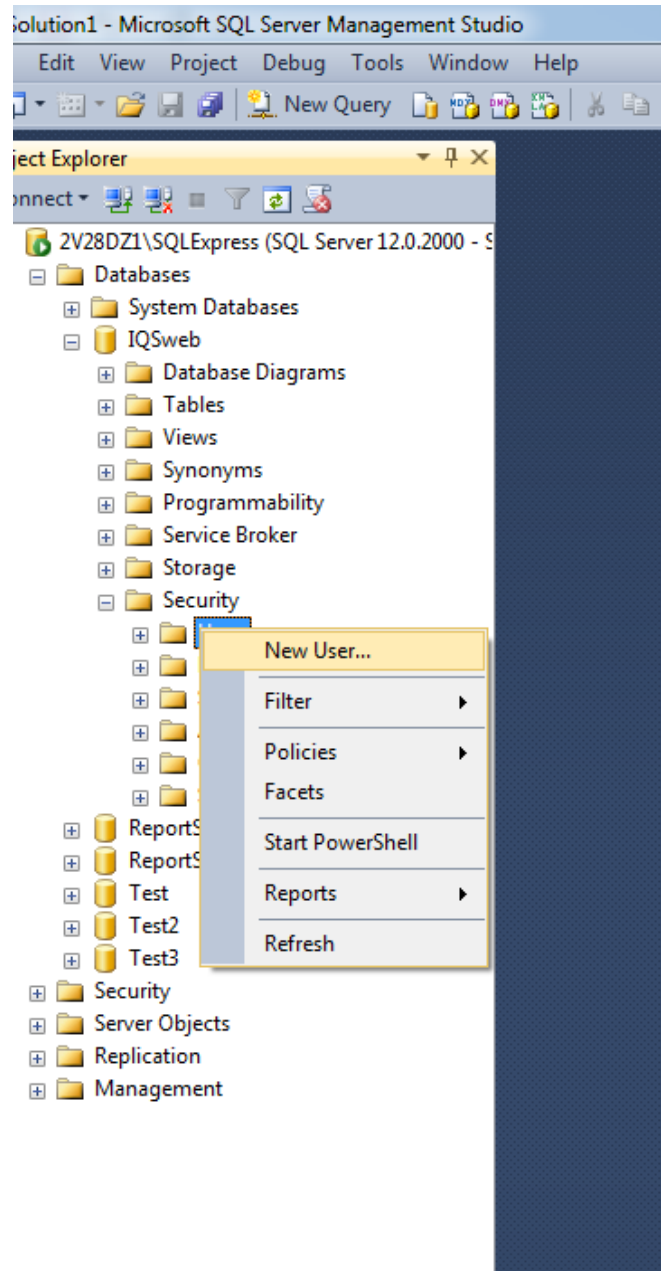
- e. On the Login - New screen, enter the **Login Name**, e.g., **IQSuser**. **Select the SQL Server Authentication** radio button. Enter a **Password** and confirm the password. Continue to the next steps **BEFORE** clicking OK.



- f. Document the value you enter for Login Name in Line 4 of the Check list, **DATABASE SERVER LOGIN NAME**
- g. Document the value you entered for password in Line 5 of the Check list, **DATABASE SERVER LOGIN PASSWORD**
- h. Uncheck the **User must change password at next login** and **Enforce password expiration** checkboxes. You can optionally uncheck the **Enable password policy** checkbox, depending on your organization's security policies.
- i. Click **OK**.
- j. Go into the Object Explorer, expand the Databases object and find the new database you created. Expand the new database object and then expand the database's Security object. Under the Security object, right-click on **Users** and select "**New User**".

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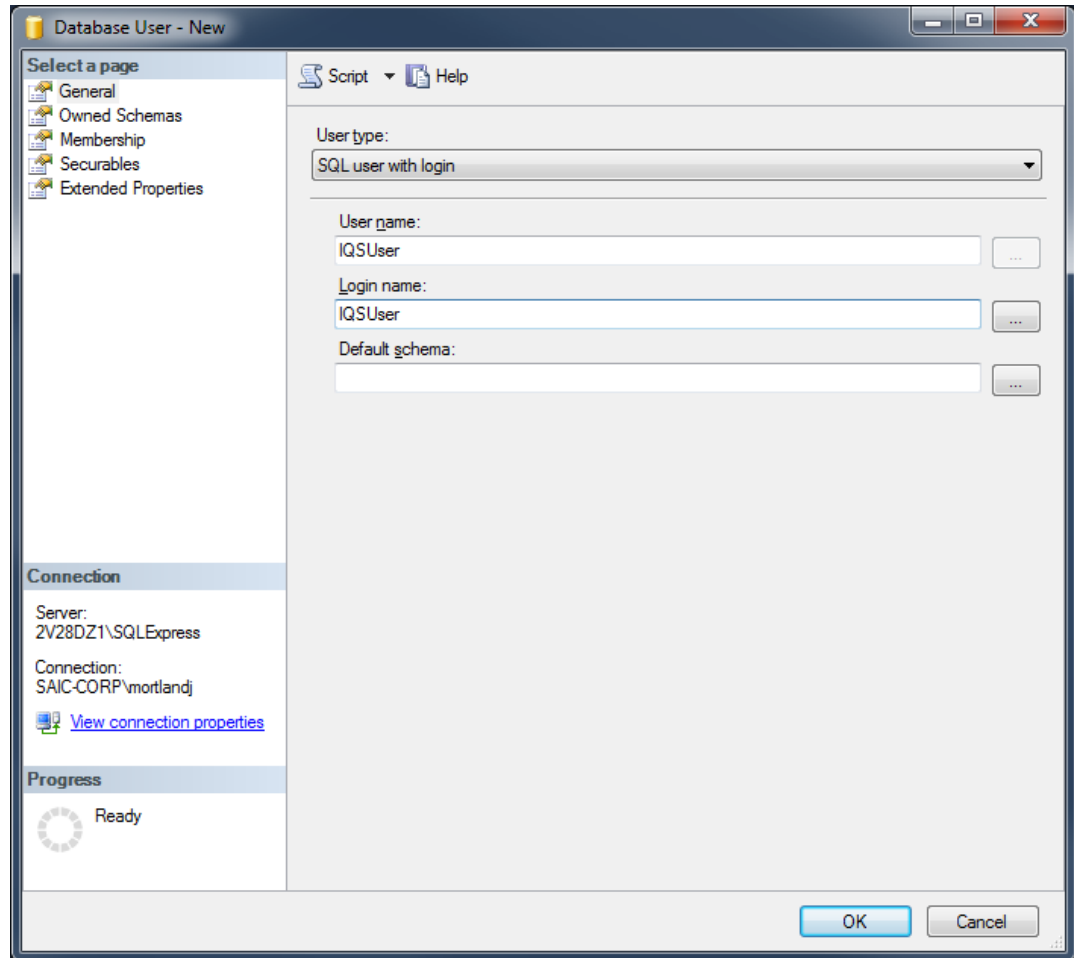
IQSV8 Installation Instructions



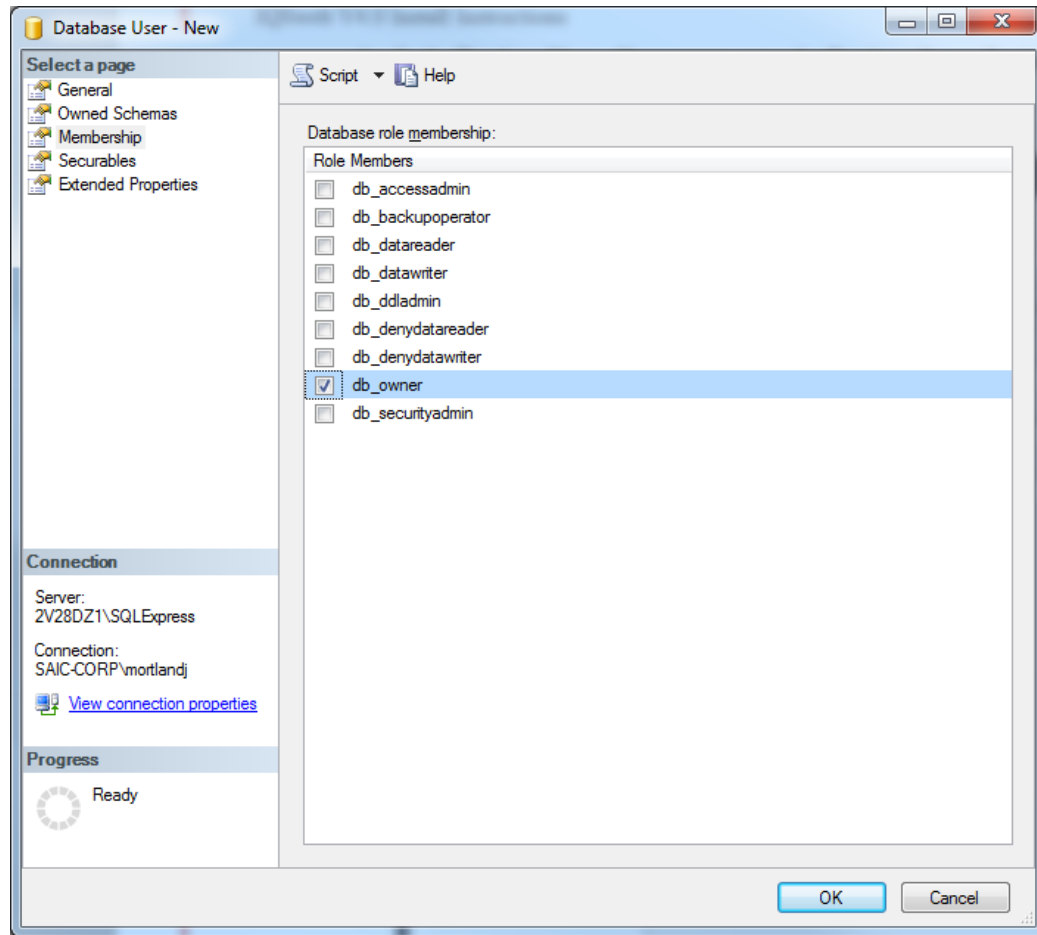
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- k. In the Database User – New screen, enter the Database Server Login Name from line 4 of the Check List in the **User Name** and **Login name** fields.



- l. Click on the “**Membership**” page on the left. **NOTE:** Certain versions of SQL Server Management Studio will show the **Membership** section in the **General** page.
- m. In the “Database role membership” section at the bottom, check the “**db_owner**” checkbox. You may need to scroll down to see this role.



- n. Click **OK**.
- o. Exit SQL Server Management Studio by selecting File and then Exit from the top menu.



If your web.config file has been modified for your agency's installation of an earlier version of IQSv8.0., make a copy of that file and save it away from the directory where IQS will now be installed. The installation process will reset it to the original default format and your instance of the IQS application may not start up correctly. Changes could include, but are not limited to, proxy settings or encryption.*

Also, document the location of the IQS site in the IIS Manager screen where the application is loaded if you manually moved it to a different place, i.e. the root versus the default site where originally installed.

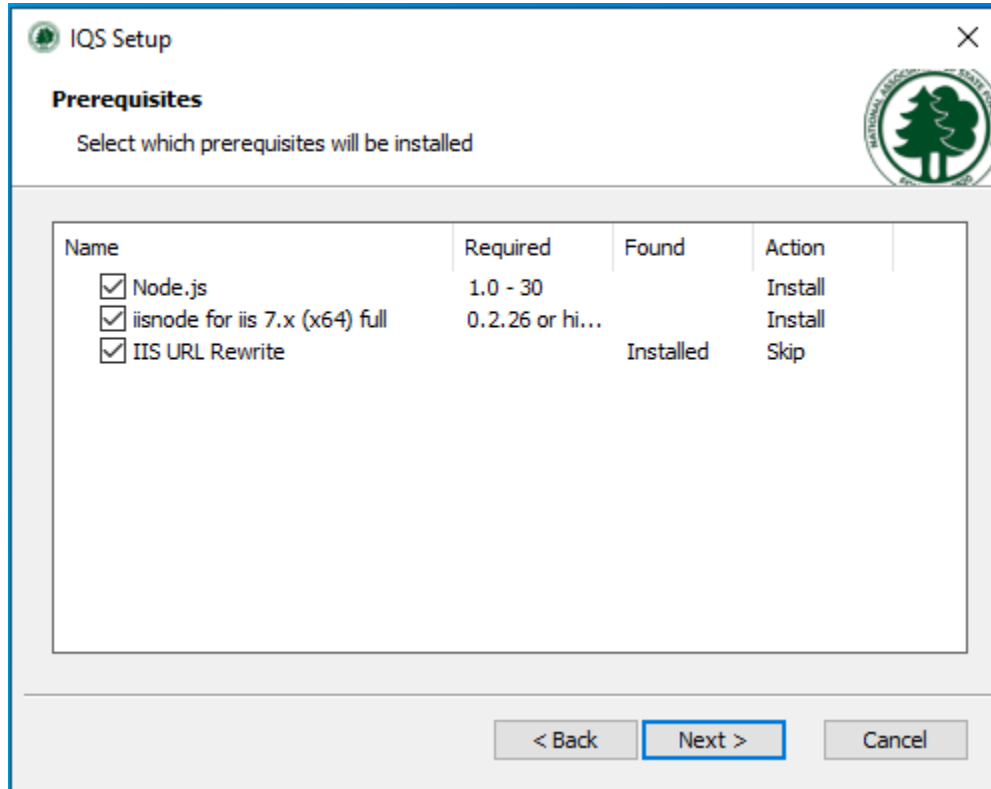
Step 4: Install the IQSV8 Application

Depending on your configuration (see Configuration Options) start the file **IQSV8.exe** on the appropriate computer.

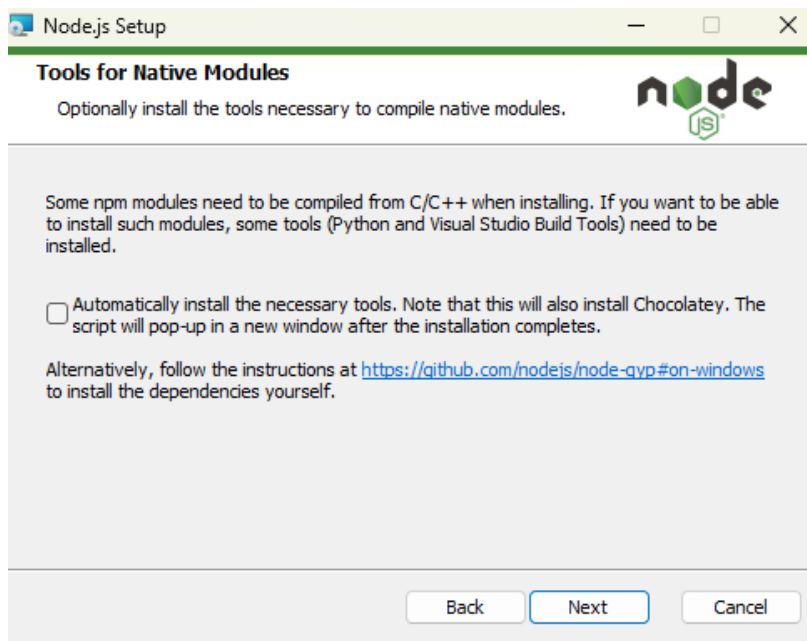
1. Double-click the IQSV8.exe file to begin the installation.
2. On the IQSV8 Welcome screen, click **Next**.



- It will now show any prerequisite software, along with the installation status, that it will need to automatically download and install. Click **Next**.



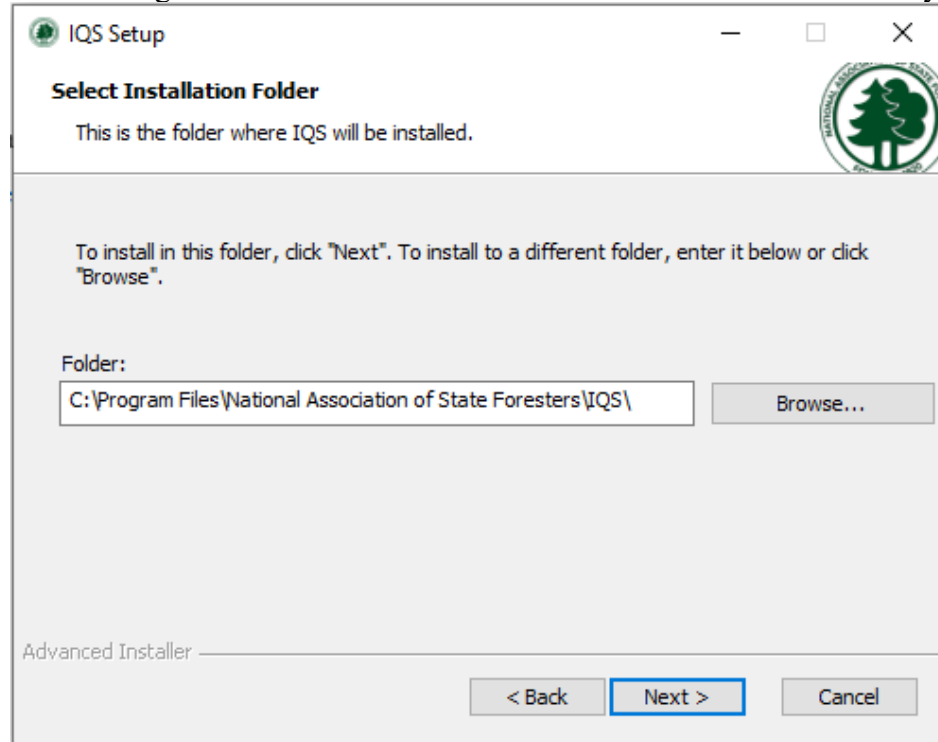
Note: If the screen below should open during the installation, just click **Next**.



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4. Select the **folder** where the IQSV8 Service will be installed. The default location is in the “C:\Program Files\National Association of State Foresters” directory



5. Click **Next** to continue.
6. Configure the database connection. Refer to the [Installation Check List](#) as described in the next steps for each value to be entered.

SQL Database
Configure IQS Database Connection ...

Installation of IQS v8 requires the use SQL Server 2016 or higher to run. If you need further details, refer to the installation documents on the IQS web site :

Database Server Name:

Database Name:

Database Server Login Name:

Database Server Login Password:

Test SQL Connection < Back Next > Cancel

7. Enter the **Database Server Name** from line 2 of the Check List.
NOTE: if your SQL Server installation accepts remote connections from a non-standard port (not 1433), enter the Server in the following format: <server>,<port#>.
8. Enter the **Database Name** from line 3 of the Check List.
9. Enter the **Database Server Login Name** from line 4 of the Check List.
10. Enter the **Database Server Login Password** from line 5 of the Check list (case sensitive).
11. Click **Test SQL Connection** to check that the database connection is working.
12. Click **Next** to continue.

Enter the virtual directory you want to use for IQS. **This will be part of the URL that your end users will use when they access IQSV8.** Generally, you can select the default Virtual Directory of IQS. A virtual directory is required.

The **Optional IIS Settings** group holds advanced settings for IIS. By default, the installer will use your Default Web Site to host the application. Only change this setting if you have a custom Web Site configured already in IIS. The installer will also automatically create a new Pool for IQSV8 if no choice is made in the

Application Pool setting. Only change this setting if an existing pool is to be used.

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Web Site Configuration

Enter the virtual directory for the application

Name for IQS Website Virtual Directory:

IQSV8

Optional IIS Settings

SITE: "http80" WEBAPP

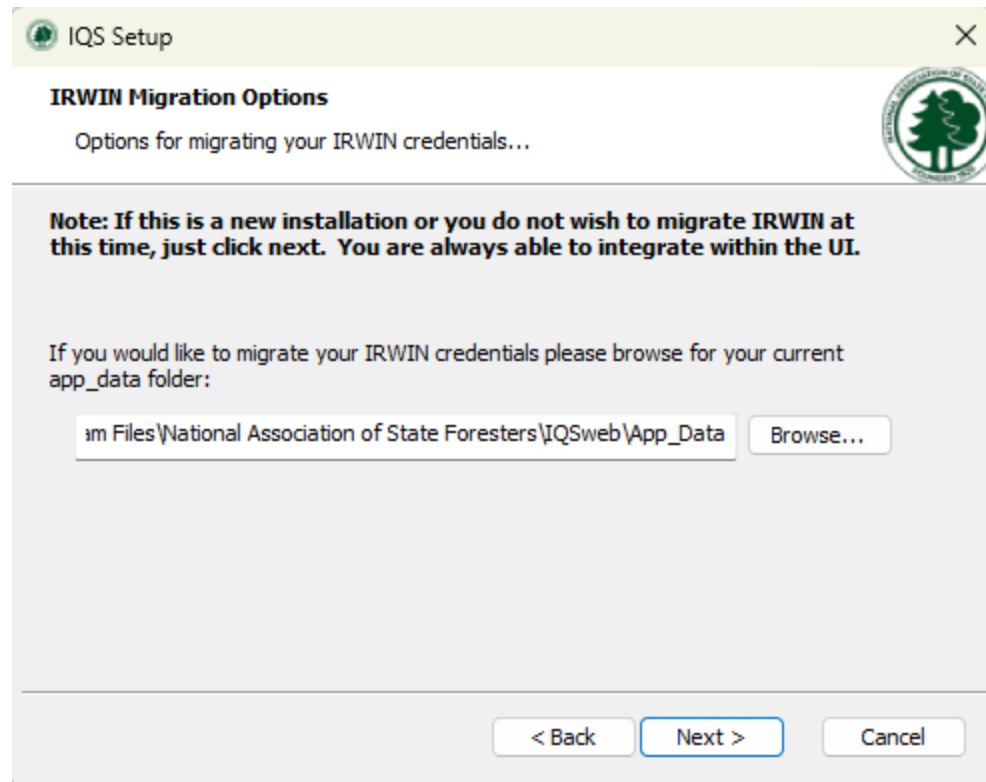
Application Pool:

IQSV8_POOL

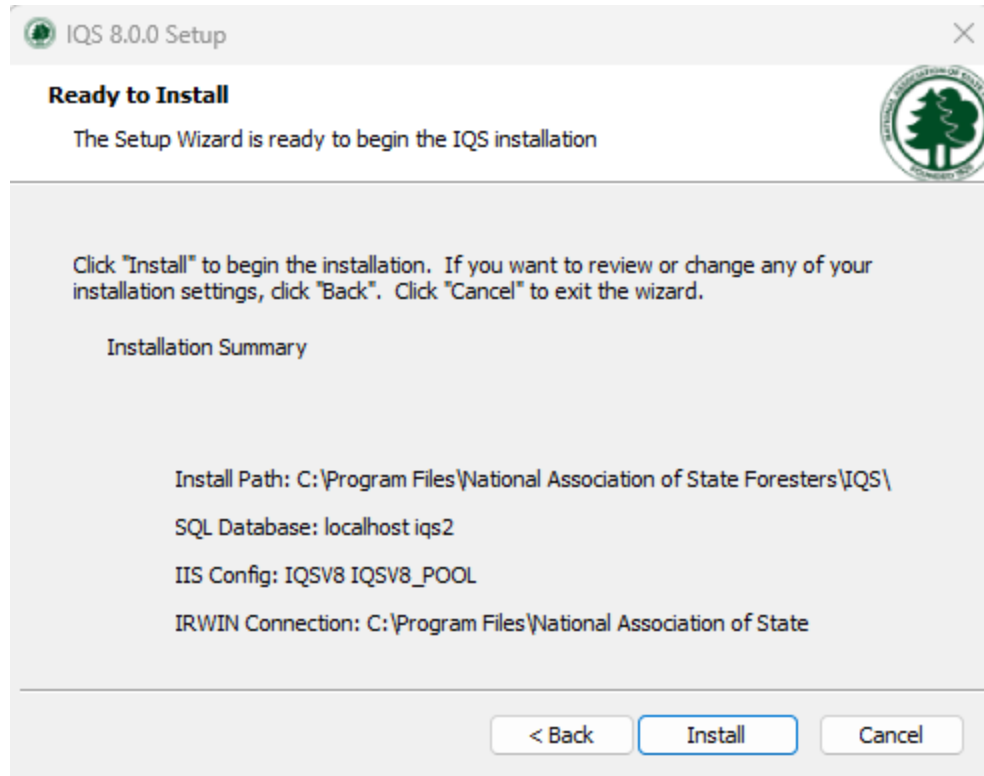
Note: These settings are for advanced use cases only. In the majority of installations these should not be changed. Please consult the installation guide for details.

< Back Next > Cancel

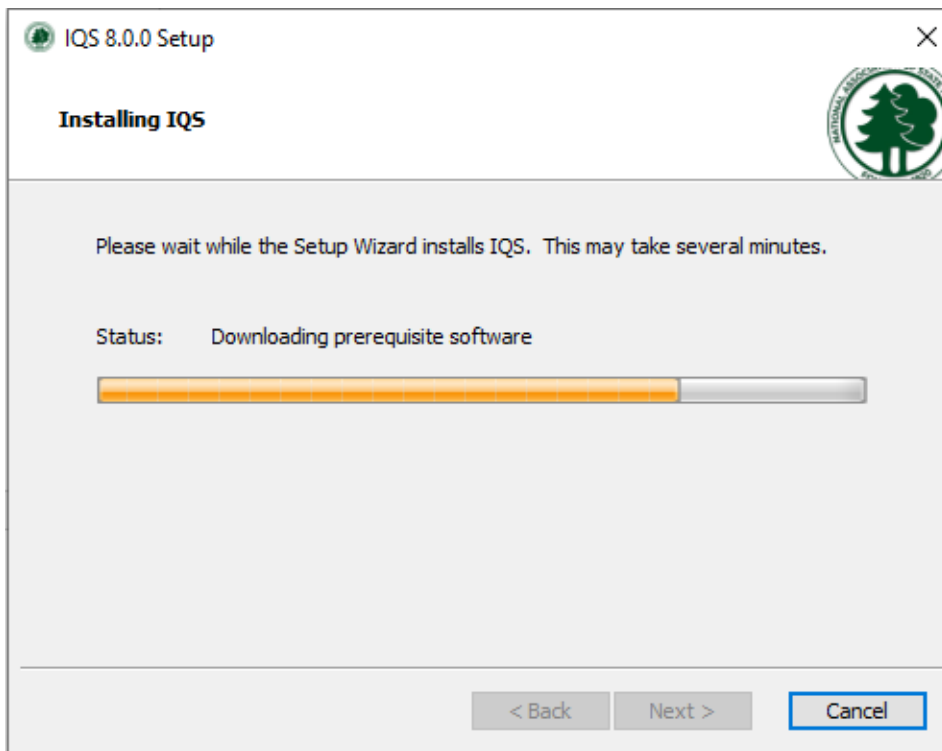
13. Document the value you entered for Virtual Directory in Line 6 of the Check list, ***IQS APPLICATION VIRTUAL DIRECTORY***.
14. Document the ***IQSV8 ADDRESS*** in line 7 on the Check List for use later. The format for this URL will be http://<IQS Web Application Server Computer Name (line 1)>/<IQS Application Virtual Directory (line 6)>.
15. Click **Next**.
16. If you are **upgrading** from an existing version of IQS that is integrated with IRWIN, select the App_Data folder containing your IRWIN connection certificate. This is typically located in the Program Files, National Association of State Foresters, IQSweb folder. This choice is only required for upgrades to existing IQS installations. **If this is your first time using IQS or you do not wish to use IRWIN integration, simply press Next to skip this step.**



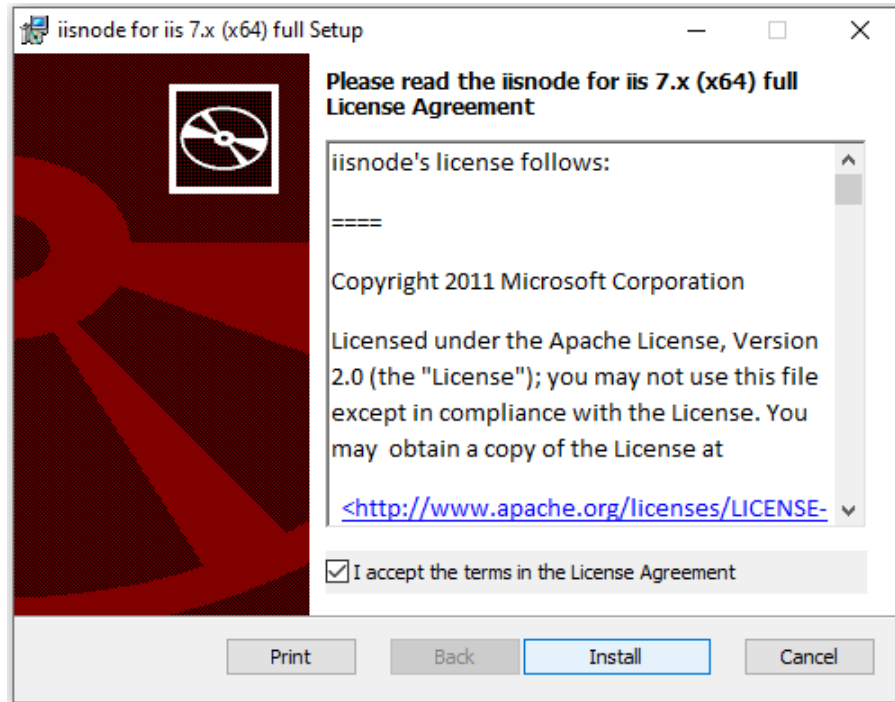
17. **IMPORTANT (Upgrades Only):** If you skip this step when upgrading from an integrated version of IQS, your IQSV8 installation will NOT be connected to IRWIN, and you will have to manually enter your IRWIN username and password inside the application. **If you have forgotten these credentials, you must NOT skip this step.**
18. Click **Next**.
19. A summary of your choices will be displayed. Click **Install** to confirm that you want to start the installation.



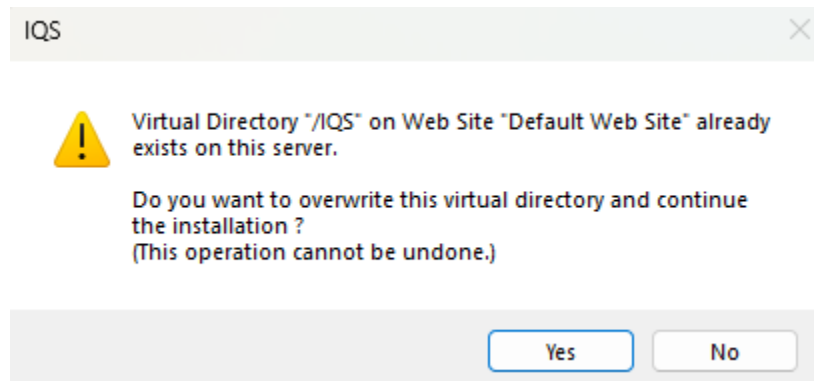
20. The installer will then resume. This process may take a few minutes.



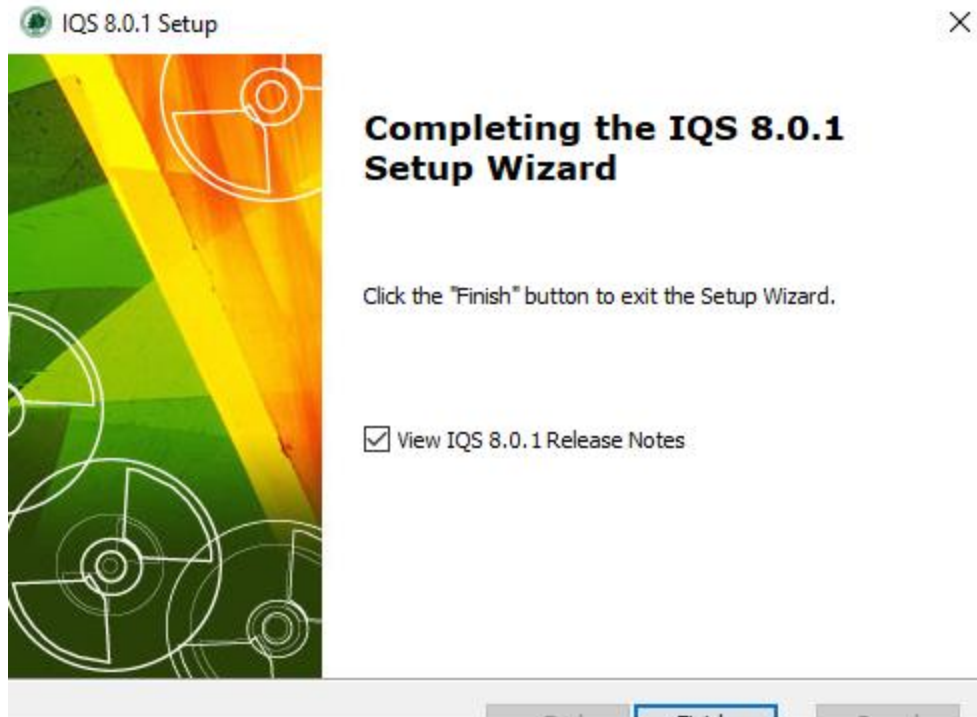
21. If prerequisite software needed to be installed, you will now see installer wizards for those. Agree to the terms and click install.



22. The installer will finish. Click **Finish**.

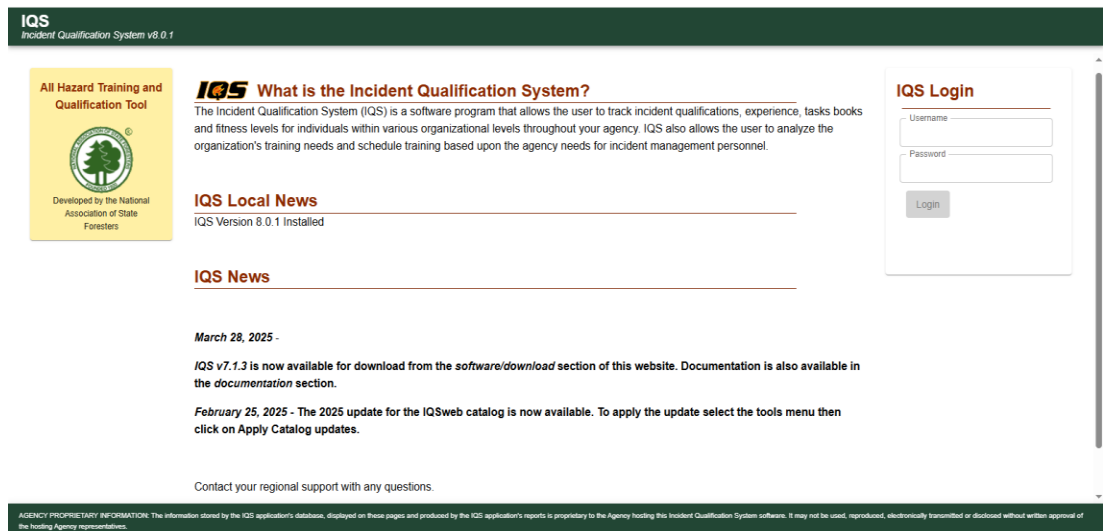


You may receive this message based on the previous location that IQSweb had been installed. Click 'Yes' to allow the installer to finish.



23. You can test the installation by opening a web browser and going to the IQS web application. The address will be line 7 from the Check List. **The first time the application loads may take longer than normal.**

24. You should see a login page as follows:

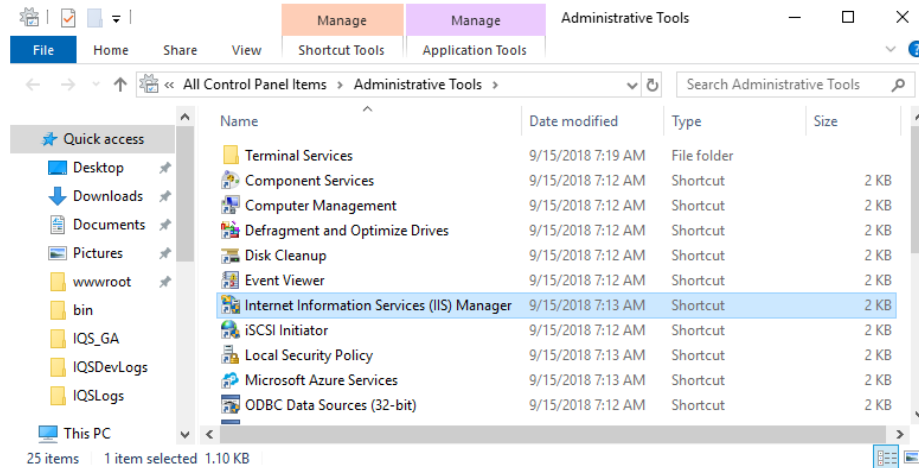


25. If you do not see the login page and the IQS site is not coming up, restart the application in Internet Information Services (IIS).

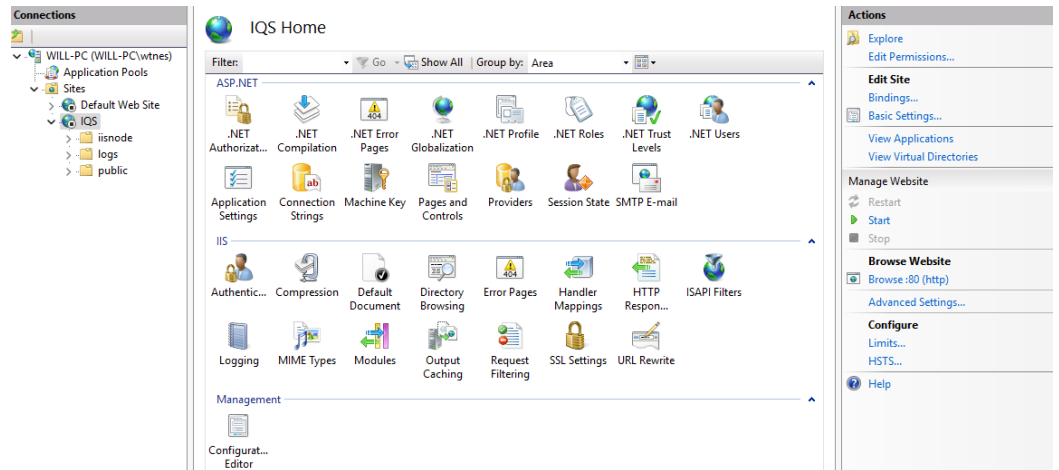
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- i. Go to the **Control Panel**, select **Administrative Tools** and double-click **Internet Information Services (IIS) Manager**:



- ii. Click the caret to expand the server, expand Sites, then select IQS.
- iii. On the right side of the screen, select "Start" if the start button is not already greyed out. This will start the IQS application.



26. **FIRST TIME IQSV8 USERS:** You can login with (case sensitive):

Username: IQSweb

Password: IQSweb\$2025

You will be prompted to change your password on the first login.

Once logged in to IQSV8, will need to enter NEW user ids for all of your IQS users.

USERS THAT HAVE UPGRADED:

If you have upgraded from a previous version and are using your pre-existing database, your same login ids from the previous version are available.

27. After logging in, you should see a page similar to the one below. No persons will be displayed if you are installing IQSV8 for the first time.

The screenshot shows the 'My Persons' interface. At the top, there are several dropdown menus for filters: 'State Wildcard', 'Org Level 1', 'Org Level 2', 'Org Level 3', 'Org Level 4', and 'Org Level 5', each with '(Wildcard)' as the selected option. Below these is a search bar with 'Name' selected and a 'GO' button. To the right of the search bar is an 'Integration Only' checkbox. Below the search bar is a table with columns: F, RT, Q, Name, Team/Crew, OrgPath, Integration, Email, Work, Cell, Qual, Training, and Experience. The table contains one row with the name 'Test Person' and various other fields.

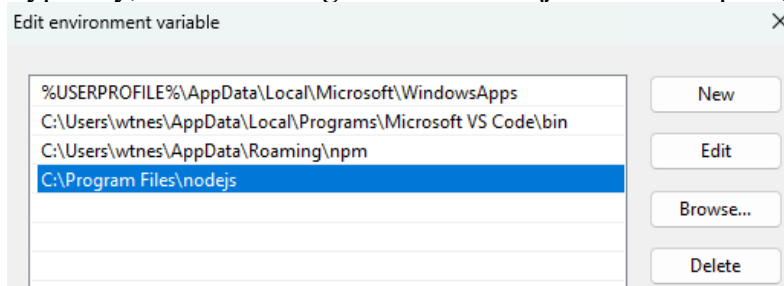
Click on the User icon in the top right and select Help for further information.

NOTE: The URL for the new application's location has changed slightly. If you have it bookmarked, go the address and remove the '**login.aspx**' from the end and save the new site. Alert other users of this change as well.

Installation Troubleshooting

If you experience an issue during or after installation, follow these steps to resolve potential issues.

1. *The IQSV8 site shows "The iisnode module is unable to start the node.exe process"*
 - a. First, try and restart Windows, especially if this is your first time installing IQSV8. If the issue persists, verify that Node.js is installed by going to the Control Panel, Add or Remove Programs, and verify that Node.js is in the installed programs list. If Node.js is already installed, you may need to set your Windows PATH variable to point to Node.js. In the Control Panel, select System Properties, select the Advanced, tab, select Environment Variables, and add the path to your Node.js installation as a variable. Typically, this is **C:\Program Files\nodejs**. Once complete, restart Windows.

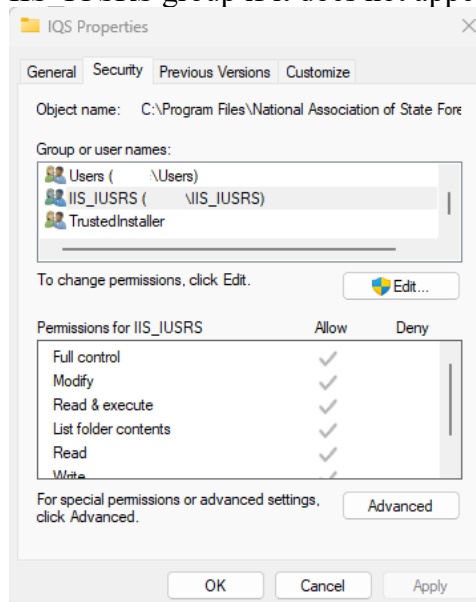


If restarting Windows is not acceptable, you may restart the IIS process by running the **iisreset** command in your command prompt as an administrator.

2. *The IQSV8 site shows an error screen saying “IQS was unable to start”*
 - a. Ensure your IQSV8 site is able to connect to the database. You can check log files to see if the connection was a success. Open your IIS Manager, select your IQSV8 site and click Explore to open the folder IQSV8 is installed in. From there, open the folder “logs” and locate the most recent **combined-*{today’s date}*.log** file and open it. If your site is able to connect to the database, you will see the message “**Database Connecting**” followed by “**Database Connected Successfully**”. If you do not see the success message, your database is not accessible. Review the installation steps above for configuring your database. In most cases, adjusting the connection string in the web.config file will solve the issue. Ensure Encrypt=true is enabled if you have mandatory encryption on your database. Also, see troubleshooting step 11 below if you use a Named Instance to connect (eg. SERVER\SQLEXPRESS).

3. *The IQSV8 site shows Error 500 “Configuration data for the page is invalid”*
 - a. Ensure all prerequisite applications are installed, specifically IISNode and IIS URL Rewrite. You can verify these features are installed by going to your Control Panel -> Add or Remove Features. You should see installed **IIS URL Rewrite Module 2** and **iisnode for iis 7.x (x64) full** in the list.
 - b. Ensure the Windows features from prerequisite step 1 are installed per the screen shot. Specifically, the Internet Information Services should have all **World Wide Web Services** and **Application Development Features** enabled.

4. *The IQSV8 site shows Error 404 “Not Found”*
 - a. Ensure that your IIS process has the permissions to read the IQS program folder. If you have attempted to copy the installation from one computer to another, these permissions may need to be manually set. Right click the IQS folder Properties -> Security and verify IIS_IUSRS has full control. Press Edit -> Add -> Advanced -> Find Now to show the IIS_IUSRS group if it does not appear. In the Allow list, check Full Control.




5. *I forgot to select my App_Data folder during installation, and I do not know my IRWIN password.*
 - a. If you forgot to choose your App_Data folder during installation, and you are migrating from IQS 7.x and are already integrated, your new IQSV8 installation will not connect to IRWIN until you enter your IRWIN credentials inside IQSV8. See the [Reference H – IQSV8 IRWIN Connection](#) for further details. If the IRWIN password is completely lost, however, and you did not select the App_Data folder during installation, you must manually adjust the application settings to point to the folder. Go to your installation directory and locate the file **web.config** and open it with a text editor. Locate the line labeled **appDataPath** and update the value to your App_Data folder path, as such:

```
<add key="appDataPath" value="C:\Program Files\National Association of State Foresters\IQSweb\App_Data" />
```

6. *I selected my App_Data folder during installation, but my IQSV8 did not connect to IRWIN upon login.*
 - a. Your App_Data folder must be present on the computer running IQSV8 after installation is complete, during your first time login and setup. If you installed IQSV8 on a computer then copied the files to another, you must copy the App_Data folder along with it, if you did not log in and verify your installation at least once. You should also verify that the IIS_IUSRS role has access to read the App_Data folder, so that it is able to read the credentials in. See the troubleshooting Step 2 above for details on how to grant access to a folder.
7. *When going to IQSV8 in my web browser, I only see a white screen.*
 - a. Verify that you have not adjusted the Virtual Path of your IQSV8 installation in IIS from the initially specified value during installation. If you have, you must adjust your web.config file to use this new path. Go to your installation directory and locate the file **web.config** and open it with a text editor. Locate the line labelled **vDirPath** and update the value you are using in IIS. For example, if IIS shows your IQSV8 running at the path /IQSV8, your configuration should specify “/IQSV8” as well (including leading slash).
8. *My agency uses a different version of Crystal Reports. Is it still necessary to retain the runtime version that IQSweb used?*
 - a. No, IQSV8 no longer uses Crystal Reports to generate the reports within the IQS application. It is safe to delete the Runtime version that was needed for previous versions of IQSweb. Make sure it is the one shown below:

```
<add key="vDirPath" value="/IQSV8" />
```

 SAP Crystal Reports runtime engine for .NET Framework (64-bit)	SAP	12/20/2017	302 MB	13.0.13.1597
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9. *My agency uses a proxy server to reach the database*

- a. This is a sample way to configure your proxy settings in web.config under

```
<appSettings>
...
<add key="useProxy" value="true" />
<add key="proxyHost" value="{YOUR_PROXY_HOST}" />
<add key="proxyPort" value="{YOUR_PROXY_PORT}" />
<add key="proxyProtocol" value="{YOUR_PROXY_PROTOCOL}" />
<add key="useProxyAuth" value="false" />
<add key="proxyAuthUser" value="{YOUR_PROXY_USER}" />
<add key="proxyAuthPass" value="{YOUR_PROXY_PASS}" />
</appSettings>
```

10. *My agency uses self-signed certificates, and I receive an error such as “Unable to verify the first certificate”*

- a. If your CA certificate is in the Windows trust store already, you can tell IQS to trust it by adding the following key to the web.config under the appSettings node:

```
<appSettings>
...
<add key="NODE_OPTIONS" value="--use-system-ca" />
</appSettings>
```

If the CA is not in the trust store, or the above setting does not resolve the problem, you can disable the CA check by adding the following key instead of the above:

```
<add key="NODE_TLS_REJECT_UNAUTHORIZED" value="0" />
```

11. *My SQL Server is configured to use a Named Listener (eg. SERVER\SQLEXPRESS) and IQS is unable to connect to the database*

- a. Named Listener support requires IQS V8.0.3 or higher. Ensure the SQL Server Browser service is enabled and set to auto-start. From the Control Panel, go to Services (gear icon), and locate SQL Server Browser. Doubleclick the service and set Startup type to “Automatic”, then press Start.

12. *IQS starts up and installs fine, but some pages such as “Person/Org” appear blank with an error warning, while others load fine.*

- a. Ensure your SQL Server compatibility level is set to SQL 2016 or higher (aka 130). Open SQL Server Management Studio, right click the IQS database, choose Properties, Options, then set the Compatibility Level to SQL Server 2016 or higher. The latest version available is preferred.

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13. *IQS starts up and installs fine, but I am unable to “update” or “delete” any information, only view or create.*
 - a. Ensure the WebDAV module for IIS is not enabled for the application by going to IIS manager, select the IQS application, then click Modules. If the WebDAV module is present, select it and chose Remove.
14. *My agency uses a firewall and I need to know what services IQS needs to be able to reach so the firewall can be configured*
 - a. Your firewall must allow outbound traffic to the following domains: irwin.doi.gov, vdatasys.com on port 443/HTTPS. You must also allow traffic to your SMTP server and database as necessary.