

# i2 iBase 8 Release Notes

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*i2 iBase* is i2's investigative database. It provides capabilities to configure the database, capture the data, and perform analysis all in a controlled environment; it fully integrates with *i2 Analyst's Notebook 8*.

*iBase 8* can be installed on its own or as part of *i2 Analyst's Workstation 8*. Installing *iBase 8* will automatically uninstall *iBase 5*.

Existing *iBase 5* security files and databases must be upgraded to *iBase 8* in order to make available the new features in *iBase 8*. *iBase 5* users can continue to work in an *iBase 5* database using an *iBase 8* client but these users cannot use the new features in *iBase 8* until the database is upgraded.

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## Release Contents

The *iBase* 8 release includes the following program features—some of which are separately licensed:

Program feature	Description
<i>i2 iBase</i> 8	Use <i>i2 iBase</i> 8 to work with either MS Access or SQL Server databases.
Designer	Use <i>i2 iBase</i> 8 to design and administer <i>iBase</i> databases and security files.
Tools	Use Audit Viewer and other tools to maintain <i>iBase</i> databases.
Scheduler	Use <i>i2 iBase</i> 8 <i>Scheduler</i> to schedule batch imports and exports.
Coordinate Extensions	Use <i>i2 iBase</i> 8 to store data entered using multiple coordinate systems, in the same <i>iBase</i> database.
Schema Update	Use <i>i2 iBase</i> 8 to update database schemas from a template (requires <i>i2 iBase</i> 8 <i>Designer</i> ).
Database Replication	Use Microsoft SQL Server merge replication to enable distributed use of <i>i2 iBase</i> 8.
<i>i2 iBase</i> GIS Interfaces 8	Interface to GIS products (excluding Google Earth which is provided by a plug-in to <i>Analyst's Notebook</i> ). See the <i>i2 iBase GIS Interfaces 8 Release Notes</i> for details.
Administration Center	Documentation for <i>iBase</i> administrators.

**Note:** *iBase Coordinate Extensions* was developed using GEOTRANS v2.4, a product of the National Geospatial Intelligence Agency and U.S. Army Engineering Research and Development Center. Use of GEOTRANS in connection with the *iBase* software does not indicate endorsement or approval of the product by the Secretary of Defense or the National Geospatial Intelligence agency.

## What's New In This Release?

A white paper that describes the new features in this release is available from your supplier. Information on the new and enhanced features is also available by selecting **What's New** from the **Help** menu in *iBase* or *iBase Designer*.

## Notes for existing *iBase* users

Installing *iBase* 8 replaces any installation of *iBase* 5. It is not possible to run version 5 and version 8 simultaneously on the same computer.

**Note:** Uninstalling *iBase* 5 *Scheduler* will not remove the Scheduler database. The database contains details of database connections, tasks and triggers and can be used with a new installation.

## Compatibility with *iBase* 5 security files and databases

*iBase* 8 security files and databases cannot be opened in *iBase* 5.

## Upgrading iBase 5 to version 8

You will need to upgrade existing version 5 security files and databases to *iBase* 8. However, in order to minimize disruption during a phased upgrade, *iBase* 5 users can continue to work with *iBase* 5 security files and databases in *iBase* 8, although they will not be able to use any of the new features in *iBase* 8.

**Note:** Once you have upgraded the security file and database, you cannot then log on to the security file or open the upgraded database using an earlier version of *iBase*. Before upgrading, we strongly recommend that you read the *Upgrading to i2 iBase 8 and i2 Analyst's Workstation 8* white paper. This white paper also discusses upgrades from SQL Server 2000 to SQL Server 2005/2008.

## Compatible companion products

You may have licensed one or more *iBase* companion products. The following versions of companion products also work with *iBase* 8:

- *i2 Analyst's Notebook* 8.0.5
- *i2 iBase GIS Interfaces* 8
- *i2 TextChart* 8

If you have installed *iBase* 8 as part of *Analyst's Workstation* 8, then the following versions also work with *iBase* 8:

- *i2 Analyst's Notebook* 8.0.5
- *i2 iBase GIS Interfaces* 8
- *i2 Data Miner* 8

## Microsoft Office

*iBase* interoperates with applications in the following versions of Microsoft Office:

- Office 2003 (all editions)
- Office 2007 (all editions)

*iBase* can work with documents created by the following versions of Microsoft Office:

- Office 2000 (all editions)
- Office XP (all editions)
- Office 2003 (all editions)
- Office 2007 (all editions)

**Note:** Office 2007 is not supported if the Office 2007 Compatibility pack is installed for Office 2003.

## Supported data sources

*iBase* 8 can import from a number of databases including Microsoft Access 97, Access 2000 and SQL Server using OLE DB. The availability of other databases depends on the OLE DB providers loaded on the computer.

## System Requirements for iBase Clients

For latest details on system requirements, supported operating systems and any other additional requirements check the i2 Web site:

- For customers in North and South America:  
[www.i2inc.com/support/system\\_requirements/](http://www.i2inc.com/support/system_requirements/)
- For customers in the UK or the Rest of the World:  
[www.i2.co.uk/Products/system.asp](http://www.i2.co.uk/Products/system.asp)

### Hardware requirements for iBase clients

At release, these are the minimum desktop hardware requirements for *iBase*:

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**Requirement**

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1.4 GHz processor computer  
512 MB RAM  
500 MB free disk space for installation, plus space to store chart data (this does not include disk space required for prerequisites)  
XGA capable graphics card (1024 x 768 high color (16 bit)) and color monitor  
Mouse or Trackball  
USB Port or Parallel Printer Port (for local dongle)  
CD-ROM drive or network access (for installation)

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For better performance and for running a combination of i2 products a higher specification is recommended:

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**Requirement**

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At least 2 GHz processor computer  
At least 1 GB RAM  
At least 1 GB free disk space for installation plus space to store chart data (this does not include disk space required for prerequisites). Total disk space requirements depend on the number of i2 products to be installed.  
SXGA capable graphics card (1280 x 1024 high color (16 bit)) and color monitor  
Mouse or Trackball  
USB Port or Parallel Printer Port (for local dongle)  
CD-ROM drive or network access (for installation)

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When considering your system requirements, you also should take the following into account:

- If you are planning to install *iBase GIS Interfaces*, you should check the system requirements for any GIS applications you use as these may exceed the recommendations given.
- For large databases the performance will depend on the amount of memory on each client using the database and not just on the file server hosting the database file.
- The underlying operating system may affect your hardware requirements. For example, Windows XP and Vista consume more resources for the core operating system than

Windows 2000, so it might be necessary to increase the amount of recommended RAM for this platform.

## Operating systems for iBase 8 clients

At release these are the supported operating systems for *iBase* 8 clients:

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### Operating System

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#### Desktop operating systems

Windows Vista Business/Enterprise/Ultimate x86 (32-bit) and x64 (64-bit) SP1 or later

Windows XP Professional x86 (32-bit) and x64 (64-bit) SP3 or later

Windows 2000 Professional SP4 (or later) and Security Update KB835732, or Update Rollup 1 (KB891861)

#### Server operating systems offering thin client environments

Windows Server 2008 x86 (32-bit) and x64 (64-bit) with Terminal Services enabled

Windows Server 2003 Standard/Enterprise x86 (32-bit) and x64 (64-bit) SP2 or later with Terminal Services enabled

Windows Server 2003 R2 Standard/Enterprise x86 (32-bit) and x64 (64 bit) SP2 or later with Terminal Services enabled

Windows 2000 Advanced Server SP4 or later with Terminal Services enabled

All server operating systems are also supported with Citrix MetaFrame Presentation/Xen App Server 4.0 or later.

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**Note:** Wireless networking and Wide Area Networks (WANs) are not suitable for use with *iBase* because all client machines require a continuous network connection to the *iBase* database.

*iBase* is supported on the Western Europe & USA, Central Europe, Cyrillic, Turkic, Arabic and East Asian regional versions of the supported operating systems.

**Note:** You cannot open a non-Unicode *iBase* database that has been created in a different language environment to your own.

If *iBase Database Replication* is installed, support is restricted to the English versions only.

## Windows 7

*iBase* 8 has been tested with the pre-release versions of Microsoft Windows 7 Ultimate and i2 plans to support the Windows 7 Platform.

## Virtual Machine Environments

*iBase* 8 is supported in Virtual Machine environments running on any of the operating systems listed above. If any issues are found and are reproducible by i2 in the following virtual machine environments:

- Citrix XenServer

- VMWare Workstation 6 or later
- VMWare ESX Server 3 or later
- Microsoft Hyper-V

i2 will treat as an issue and attempt to fix or offer a workaround as long as the cause is not within the VM vendor's software layers.

### Additional third party software

*iBase* requires that Microsoft .NET Framework 2.0 SP1 is present on the installation system. A compatible version of Microsoft .NET Framework is included on the CD.

*iBase* needs the Microsoft MDAC libraries version 2.6 (or later). On Windows 2000 systems, an appropriate version of the MDAC libraries must be installed before installing *iBase*. MDAC 2.8 SP1 is included on the CD in the folder `Pre-requisites\MDAC`. Alternatively, you can download the latest version, or a different language version, from: <http://www.microsoft.com/download>

*iBase* requires that `reportviewer.exe` is installed. This program is included on the CD in the `Pre-requisites` folder.

The documentation provided with *iBase* is available electronically in Adobe PDF format. In order to display this documentation, a PDF viewer must be present on the installation system.

### Additional requirements for use with SQL Server

If you intend to install SQL Server 2005 Client Components then you must also install MDAC 2.8 SP1, which is included on the CD in the folder `Pre-requisites\MDAC`.

**Note:** If you are planning to use SQL Server 2005 or SQL Server 2008 then any client machines, where SQL 2000 client components have previously been installed, will require Microsoft SQL 2005 Backward Compatibility Components.

You may want to install the SQL Server Client Network Utility on any client that is to be used to configure the connection to the server, either using *iBase Designer* or the *iBase Database Configuration* utility. This allows the *iBase* configuration tools to find and list available servers.

## System Requirements for iBase Servers

The overall success of *iBase* is dependent on using a suitable server machine to run the SQL Server instance. The volume of data, the number of clients and the type of analysis work will combine to determine the specification of the server machine. For example, *iBase* systems that use Search 360, Alerting and Audit History will make greater demands on your server. Suitable machines are specialist high performance server machines with high performance disk subsystems and large amounts of physical memory and disk space.

For latest details on system requirements, supported operating systems and any other additional requirements check the i2 Web site:

- For customers in North and South America: [www.i2inc.com/support/system\\_requirements/](http://www.i2inc.com/support/system_requirements/)
- For customers in the UK or the Rest of the World: [www.i2.co.uk/Products/system.asp](http://www.i2.co.uk/Products/system.asp)

## Supported operating systems for iBase servers

The supported operating systems for server side *iBase* are:

- Windows Server 2008 x86 (32-bit) and x64 (64-bit)
- Windows Server 2003 and Windows Server 2003 R2 Standard/Enterprise SP1 or later
- Windows 2000 Server/Advanced Server SP4

**Note:** Wireless networking and Wide Area Networks (WANs) are not suitable for use with *iBase* because all client machines require a continuous network connection to the *iBase* database.

## SQL Server versions

The supported SQL Server versions/editions for *iBase* servers are:

SQL Server 2008	Standard Edition Enterprise Edition Workgroup Edition Express Edition
SQL Server 2005	Standard Edition SP2 or later Enterprise Edition SP2 or later Workgroup Edition SP2 or later Express Edition SP2 or later
SQL Server 2000	Standard Edition SP4 Enterprise Edition SP4 Personal Edition SP4 <b>Note:</b> SQL Server 2000 is not supported on clients with Windows Vista.

*iBase* does not support case-sensitive SQL Servers.

The SQL Server language version must match the operating system regional setting if it is available, or be English if not available. The default SQL Server collation sequence for the operating system must be used.

## Using firewalls on a server machine

If you want to access an *iBase* database on a remote machine, any firewall on the remote machine must be configured to allow SQL Server access. This particularly affects Windows XP SP2 where the Windows Firewall is enabled by default. For further details please refer to the following Microsoft Knowledge Base article:

Article ID 841249: *How to configure Windows XP Service Pack 2 (SP2) for use with SQL Server*

You can also find additional information if required from SQL Server Books Online: How to: Configure a Firewall for SQL Server Access, or from this Knowledge Base article:

Article ID 823938: *How to configure an instance of SQL Server to listen on a specific TCP port or a dynamic port*

## Secure Socket Layer (SSL) Encryption

Microsoft SQL Server uses Net-Libraries for the communications between clients and server, one of which handles Secure Socket Layer (SSL) encryption. The security of data exchanged between SQL Server-based *iBase* clients and the server can be increased by enabling SSL encryption. Enabling SSL will increase the work performed by the SQL Net-Libraries resulting in slightly slower performance of the *iBase* applications.

## iBase Database Replication

*iBase Database Replication* is only supported with servers on Windows Server 2003 and Standard/Enterprise editions of SQL Server 2000, 2005 or 2008.

**Note:** The Publishers and Subscribers in a replicated *iBase* system must all use the same version of SQL Server—you cannot use a combination of SQL Server versions in the same replicated *iBase* system.

Windows Terminal Services, optionally with Citrix Presentation Server v4, is needed if you want to administer all replicated databases from the publisher site. It also provides users with network access to alternative replicated databases in the event of local server failure.

## Additional requirements for Search 360

You may need to install an iFilter for each document type you want to search. iFilters for Microsoft Office 2003 are likely to be installed already but you may need to install iFilters for Office 2007. Installing Adobe Reader 9.1 will install an iFilter for PDF documents. See the Administration Center for further details.

## Additional requirements for Full-Text Search

Search 360 is the recommended replacement for Full-Text Search. However, if you want to use Full-Text Search, you must install the Full Text Search components from the SQL Server installation CD.

To allow Full-Text Search indexes to be built for Microsoft Office 2007 documents as well as PDF documents, you need to install the appropriate iFilters on your server. See the *Administration Center* for details.

## Authorization Information

i2 products are licensed products and require a dongle containing a valid permit in order to run. *iBase 8* uses the same dongle permits as previous versions of *iBase*. Therefore existing users do not require a replacement dongle. A dongle exchange will however be required for customers using additional license options.

*iBase* can be licensed using local or network dongles. It is recommended that the *iBase Designer* permit be used from a local dongle for data security reasons.

For maximum security the Extended Access Control option for *iBase Designer* can be supplied on a Hardlock local dongle if required. This helps to maintain physical security. See the *Administration Center* document, *Managing Access Control*, for a fuller discussion of the issues surrounding the security of access control.

**Note:** Outside of the Americas, contact your supplier for details of the Extended Access Control option.

### **NetHASP License Manager**

If you use a NetHASP authorization solution (network dongle), you are required to use License Manager 8.20, or higher.

Version 8.31 can be found on the product CD in the following location:

CD Drive:\Dongle\HASP Server\Windows

Further details regarding the installation of the License Manager are available in the NetHASP License Manager Guide.

### **NetHASP timeout**

A timeout value is set for each client workstation so that the NetHASP server releases permits after 60 minutes of application inactivity. This prevents permits from being held indefinitely if they are not released at the end of a session.

### **NetHASP authorization**

You will need to know which copy of the NetHASP configuration file (`Nethasp.ini`) you are currently using for your i2 product(s). You may have one for each i2 product, located next to its executable, or you may be using a global copy, located in the `WINDOWS` or `WINDOWS\System32` folder.

It is recommended that you use a global NetHASP configuration file for all of your *iBase* applications. To use your existing license settings, you should move your original `Nethasp.ini` to your Windows system folder (e.g. `C:\WINDOWS\System32`) and delete any other copies. (These are typically located next to i2 application executables.) You may wish to keep a backup copy elsewhere on your system. See the *NetHASP License Manager Guide* for more details.

### **Product Authorization in a Virtual Machine environment**

If you are using i2 software in a virtual machine (VM) environment you will need to consider the following for reliable product authorization.

#### **Hardlock (USB/Parallel Port)**

If you are using Hardlock (standalone) dongle you need to ensure that your virtual machine environment has support for the port type of the dongle you are using (USB or Parallel).

#### **NetHasp (USB/Parallel Port)**

i2 strongly recommends that NetHasp (network) dongles and the License Manager software is installed in a non virtual machine environment on the same network as the i2 products that require authorization.

## **Documentation and Examples**

The *iBase* documentation is updated for this release and, with the exception of the *Administration Center*, is automatically installed with the product.

## Information for administrators

Information specifically for administrators of *iBase* and *Analyst's Workstation* is provided in the Administration Center. To install this documentation from the product CD, select the Custom installation option. An **Administration Center** shortcut will be added to the **Start** menu under the **i2** program group. You can also run the Administration Center from the CD by double-clicking on `AdministrationCenter.chm` in the `Administration Center` folder.

**Note:** The Administration Center must be run on a local drive—you cannot view its contents over the network.

### i2 Products Packaging and Deployment Guide

The *i2 Products Packaging and Deployment Guide* is supplied on the CD in PDF format. The guide location is:

CD:\i2 iBase 8\Deployment\Documentation

### White papers

The following white papers are available from your supplier.

- *i2 iBase 8 Product Overview*
- *What's New in i2 iBase 8*
- *Upgrading to i2 iBase 8 and i2 Analyst's Workstation 8*
- *iBase 8 Security Overview*
- *Using i2 iBase 8 with i2 TextChart 8*
- *Using TextChart and iBase 8 together with iBase Live*
- *Using i2 iBase 8 in a Distributed Environment*
- *i2 iBase 8 Database Replication Product Overview*
- *i2 iBase 8 Database Replication Deployment Guide*

## Information for users

The following manuals are supplied in PDF format for *iBase 8*:

Manual Title	Part Number
<i>i2 iBase 8 Quick Start Guide</i>	2144
<i>i2 iBase 8 User Guide</i>	2143
<i>i2 iBase 8 Reporting Guide</i>	2140
<i>i2 iBase 8 Importing Guide</i>	2223
<i>i2 iBase 8 Designer Guide</i>	2141

i2 manuals are example based and are designed to help users learn how to use the software. You should install the User Guide database with the software so that users can work through the examples.

The manuals are typically installed to:

```
C:\Program Files\i2 iBase 8\Resources\Language\Documentation\User Guides
```

## Example material

An example database called *Designer Guide* is installed with the product for use with the *i2 iBase 8 Designer Guide*; instructions for setting up the database are given in the manual.

An example database called *User Guide* is installed with the product for use with manuals such as the *i2 iBase 8 User Guide*; instructions for setting up the database are given in the *iBase* help.

Both databases can be opened from the **i2 ▶ i2 iBase 8 ▶ Documentation** program group on the Windows start menu.

## Utilities

*iBase* 8 utilities are accessible from the Windows **start** menu in the program group: **i2 ▶ i2 iBase 8 ▶ Tools**. For information on using these utilities, see the *Administration Center*.

## Installation

Before installing *iBase* please check that your system meets all the requirements described in *System Requirements for iBase Clients* on page 4.

**Note:** If you use SQL Server databases, you may want to keep a copy of *iBase* 5 on one of your machines for managing connections to SQL Server databases that have not yet been upgraded to *iBase* 8. For example, to change the connection details of an *iBase* 5 database, for example after moving it to a new server, you must use the SQLDBConfig utility supplied with *iBase* 5 or *Analyst's Workstation* 3.

## Installing when iBase is the only i2 product installed

Due to a problem with the Microsoft XML 4 SP2 components, a major upgrade from *iBase* 5 to *iBase* 8 can remove these components. This problem occurs when *iBase* 5 is the only i2 product installed on the computer and an upgrade to *iBase* 8 is performed. If this problem occurs, the *iBase* 8 installer will report Error 28101 and terminate the upgrade with the message that *iBase* 5 must be uninstalled before installing *iBase* 8. However, there are benefits from performing a major upgrade rather than uninstalling *iBase* 5 because the upgrade will retain the feature settings from the *iBase* 5 installation.

To avoid the error described above and allow a major upgrade, there are two workarounds available:

- Install another i2 product alongside *iBase* 5 before attempting the upgrade. An example would be to install *i2 ChartReader* 8. This is a free chart viewing application.
- Install *iBase* 8 with the command line property `I2_UPGRADE_NO_ERROR=1` which overrides the error and, after the install, performs an MSI Repair operation which will correct the removal of the MS XML 4 components. How to set a command line property is explained in the *i2 Products Packaging and Deployment Guide*, which is provided on the product media.

## Installation steps

Please read the *i2 iBase GIS Interfaces 8 Release Notes* before installing *iBase* as it is important to install *i2* and third-party applications in the correct order.

### Using Setup.exe

**Note:** Administrator privileges are required in order to install *iBase*.

To install *iBase*:

1. Close all applications that you might have open.
2. If present remove any USB Authorization Device (Dongle).
3. Insert the product CD into your computer's CD drive.

The installation will start automatically. If it does not start automatically, you need to browse to the CD to run `Setup.exe` in the folder `i2 iBase 8`.

4. Follow the prompts. You will be asked for the setup type:

<b>Typical</b>	Installs <i>iBase</i> along with its documentation.
<b>Complete</b>	Installs: <i>iBase</i> and <i>iBase Designer</i> all tools apart from the <i>iBase</i> Index Service Configuration tool and <i>iBase Database Replication</i> all the documentation, including the <i>Administration Center</i>
<b>Custom</b>	Allows you to select which parts of <i>iBase</i> you require.  <b>Note:</b> For blue 8 world, you must install the interfaces while logged on as the user who will run the interface—this user needs to be a local administrator.  We recommend that you install the <i>Administration Center</i> on machines used by system and database administrators as you may need to refer to it in order to set up and configure your installation.

5. Follow the prompts to complete the installation.

The following shortcut will be installed: **i2 ▶ i2 iBase 8**

**Note:** If you installed the Coordinate Extensions option then, when you first start *iBase*, the following message may be displayed: An application plug-in failed to load: `i2 iBase Bulk Coordinate Converter`. This indicates that a required environment variable has not yet been applied. To resolve this problem either log off from Windows or restart the computer.

### Alternative installation options

Advanced options for installing this product are described in the *i2 Products Packaging and Deployment Guide*. This explains how to perform automated and silent installs and use the advanced features provided by the Windows Installer (MSI), and includes details on customizing installed files, details of third party software installed and language specific files.

## Configuring an installation of iBase 8

Information on setting up your installation is available in the Administration Center. This covers features such as iBase Scheduler, Search 360 Index Configuration, alerting configuration, auditing setup, and the configuration of bulk import and XML import.

**Note:** If you use the Reason for Action facility, you should update your command groups. In *iBase Designer*, select **Tools ▶ Database Setup ▶ Update Command Groups**.

## Known Limitations

### Alerting

*iBase* does not support Alerting jobs running at the same time as automated imports. Automated imports include import specifications, batch import specifications, bulk imports and use of iBase Scheduler. Alerting jobs must stop before the import starts and only start again once the import has completed.

You can control the scheduling of alerting jobs in the Alerting Configuration dialog (in *iBase Designer*). More advanced scheduling options are available in SQL Server Management Studio. You can also manually disable alerting jobs in the Alerting Configuration dialog by clicking the **Schedule** button and turning off the **Enable** check box.

**Warning:** Do not click the **Suspend Alerting** button as this will remove your alerting jobs.

### Moving an iBase 5 database requires that you upgrade it

If you move an *iBase 5* database, you will need to open it in *iBase 8 Designer* in order to associate the security file with the database file. This action will require you to upgrade the database. Issue 8766.

### Record lists

At this release you can only display a maximum of 32,767 records in a record list. Record lists are displayed when you use commands such as Records, Browse, Query and so on.

### Replication

Contact i2 Technical Support for information on using *iBase Database Replication* and Alerting. For details of using *iBase Database Replication* with Audit History and Search 360, see the *Administration Center*.

### SQL Server 2000 databases

The following new features are not supported when using SQL Server 2000:

- Search 360
- XML import and export

The following limitations also apply:

- In Audit Viewer, any details are truncated to 4000 characters (Issue 8411)
- Audit History does not support Document, Picture, Hyperlink, or Multi-line text fields.

## SQL Server Express

There is no facility in SQL Server Express edition to manage the scheduling of Alerting or Search 360. For information on how to schedule Alerting and Search 360 using Windows scheduling, contact i2 Technical Support.

## Unicode support

In the Report Wizard, the Standard Report format does not support Unicode characters. As a workaround, you should select the Rich Text Format option. (Issue 8995)

## Microsoft Vista Known Limitations

### What's This? Help is not natively supported in Windows Vista

*iBase* uses Windows Help (WinHlp32.exe) to deliver What's This? Help functionality. Microsoft is not shipping Windows Help with Vista. You can download a compatible version of Windows Help from Microsoft Download site <http://go.microsoft.com/fwlink/?LinkID=82148>

More information can be found on Microsoft Knowledge Base <http://support.microsoft.com/kb/917607>

### i2 files cannot be indexed and searched by the Vista search mechanism

The files created by i2 Products cannot currently be indexed and searched by the Windows Vista search mechanism.

### Document Properties do not work on Windows Vista

Some entries in the summary information are not visible on Windows Vista. The 'Description' and 'Origin' sections are not visible through Explorer.

## Contacting i2

Technical support is available to anyone whose organization has opted for our annual support program. If you have a question and cannot find a solution in the online help, you can send an e-mail to the i2 Technical Support team.

- For customers in North and South America, e-mail [support@i2inc.com](mailto:support@i2inc.com).
- For customers in the UK or the Rest of the World, e-mail [support@i2.co.uk](mailto:support@i2.co.uk).

**Note:** If your i2 software was purchased from one of our distributors, please contact your supplier for technical support.

i2 International and i2 Americas Consulting services work with customers to understand specific requirements and then determine the best methods to get these requirements met through custom development, on-site training, or alignment with the right system integrator or product vendor.

For further information, contact your i2 supplier, or visit the i2 Web site at: [www.i2group.com](http://www.i2group.com).