

***RIPPLE EFFECTS***  
Software to *positively* change behavior



*Technology Guide*

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## *Introduction*

If you are charged with the job of installing, maintaining and troubleshooting Ripple Effects behavior training software, this manual can make your job easier.

You may have extensive technical training. You may have very little. You may be a full-time technologist. You may be a part-time “draftee.” Your level of expertise together with the technology available to you, will determine how simple, or sophisticated your installation of our software can be.

Regardless of your expertise or background, you probably have more responsibilities than you have time to fulfill them all. Thus, efficiency is really important. To respect your time and help you be as efficient as possible, we've made it as simple as possible.

# *System requirements*

Ripple Effects software plays on Macs and PC's, and will work on most computers purchased after 1998. There are three requirements that are likely to make the difference in whether it works on a given computer or not. The computer must:

- 1 Have enough storage space** available on the hard drive
- 2 Play sound.** This requires a sound card and headphones (speakers optional)
- 3 Play video.** This requires both hardware and software (we provide the software). If these three things are true, most of the other system requirements will likely be met as well.

## **Detailed System requirements**

### **PC**

Pentium 100 or higher  
Windows 98 or later  
16-bit color  
DVD or CD-ROM drive  
64MB of RAM  
Sound and video cards  
Headphones and Speakers

### **MAC**

Power PC (Mac 7300/200Mhz) or later  
Classic: OS 8.6 or higher  
16-bit color  
DVD or CD-ROM drive  
64MB of RAM  
Sound video cards  
Headphones and Speakers

QuickTime 6.0.3 or higher is required (it will be installed if not on your computer already).

## **Disk space requirements**

Ripple Effects for Kids - 650 MB drive space  
Ripple Effects for Teens - 1.3 GB drive space  
Teaching Coach - 500 MB drive space  
Implementer Training - 650 MB drive space

The programs are delivered on either CD-ROM (up to three disks), or DVD (one disk).

# *Installation overview*

## **1** The basic concepts

- The program's multi media components **must be copied onto each computer** where it will be used. A program called "Start Here" will guide you through this and do the key things for you. The set up takes about 15 minutes. For large-scale installations, there are various approaches for downloading the program from your server to client machines.
- It **takes up a lot of hard drive** space since it's **media-rich** - meaning it has lots of sound and video. Put it on a computer that has lots of storage space and plays sound and video. This media has to go on client machines-you can't run it from the server.
- It deals with **sensitive material, so privacy** is important. User access is password protected. Make sure headphones are available at each computer, so students can listen in private.
- There are **two parts** to the program: **records** created by user input, and Ripple Effects **content** - the videos, graphics, text, and audio.
- **Where you store the user records affects how you use the program.** There are two ways you can store records: stand-alone installation or networked installation.

## **2** Choosing network or stand-alone installation

Where you store the records determines how you use the program. If you store records **locally**, on hard drive it is called a **stand-alone installation**; then users can **ONLY** accumulate Scorecard points and access saved journal entries from that computer. They can log in with a new password onto another computer, but the points and journal entries on the first computer won't carry over.

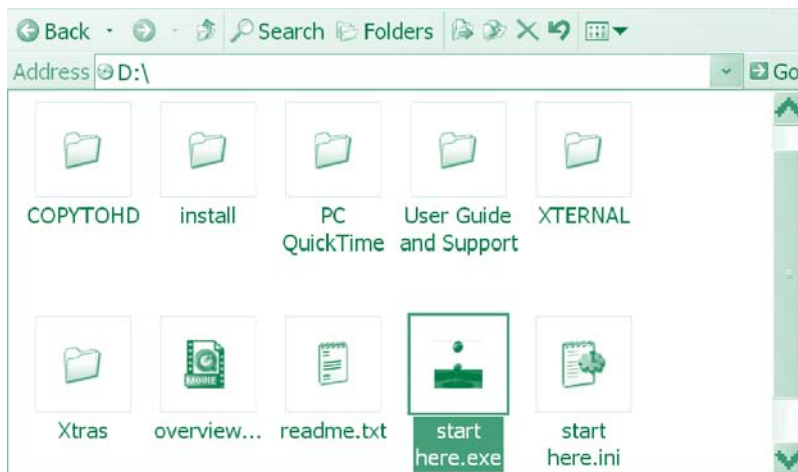
If you store records on a **network** server it is called a **network installation**; users can access their saved files **from any computer that has the software installed, and is connected to the server**. Students don't have to return to the same computer each time in order to find their records. It is much easier for learners to access the program, and for facilitators to track learner progress. Please note that this network installation is more complicated to set up and maintain.

# Stand-alone installation

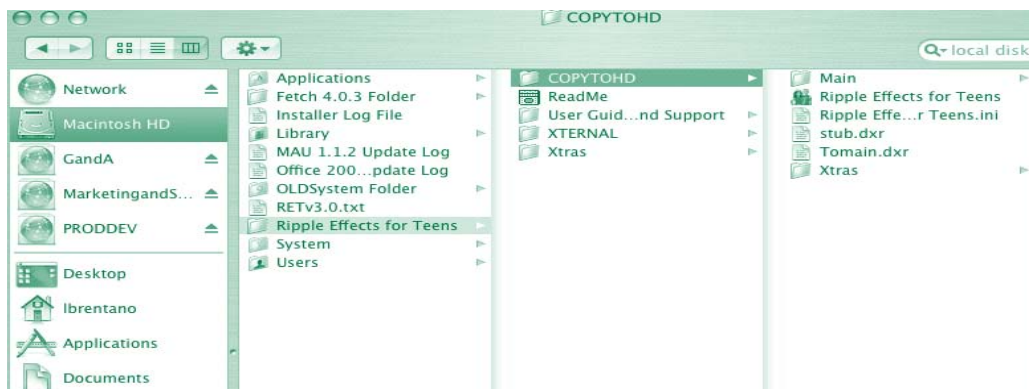
## 1 Choose where to put it

Remember, you need to copy this program onto every computer hard drive where you want to use it. **It won't run right off the disk.**

There's a program on your disk, called **Start Here**, that guides you through the set up process. It usually takes about 15 minutes. The "Start Here" program makes sure that the folders are set up correctly, with the right names, and in the right relationship to each other. Once you've set the program up, don't move, rename, or delete any files or folders.



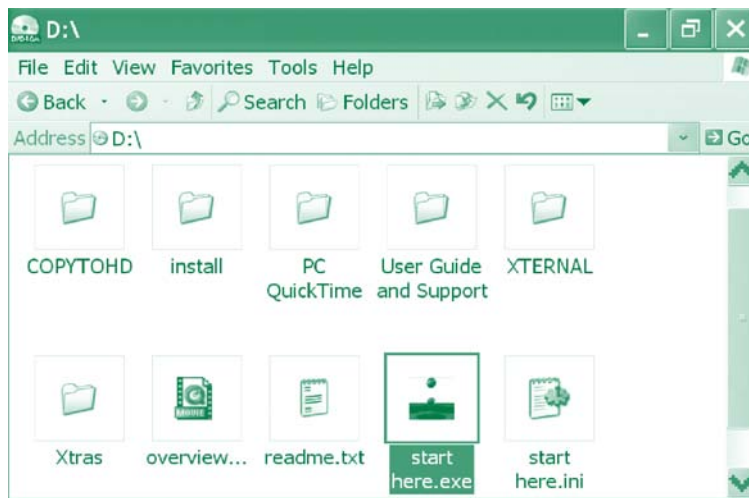
You'll have **to choose where** on your hard drive to put your files, and **how much** to copy. You can put it anywhere on your computer. Choose somewhere that makes sense to you. On PC's, the default location is: C:/Program Files.



## 2 Copy the program

You should **copy the whole program**. That's called a **"FULL" installation, and requires up to 1.3GB free drive space**. It gives you the best performance, and you don't have to worry about having the DVD in the disk drive when using the program. Although technically a minimum installation is allowed; users have convinced us that its not a viable option, especially in school were easily lost. Below are the steps for the stand alone installation:

- Put the Ripple Effects disk into your drive, and wait a minute.
- **PC Users:** in Windows XP a menu may pop up, asking you how you would like your computer to interpret the Ripple Effects disk. Choose "Open folder to view files." If this doesn't happen, just click on My Computer, and then click on the REteens disk. **Or**, choose "Run..." from the Start menu.
- **MAC Users:** look on your desktop for a disk icon that says "Ripple Effects for Teens" and open it. OS X: Look for an icon called "Start Here." Classic: Open the folder "ClassicOS," then locate the "start here" icon.
- Click on "Start Here" to launch the program that will set things up for you. Follow the screens from there.
- When "Start Here" is done, choose "OK." You're done. Now, look for a Ripple Effects software icon on your Desktop. Click it to launch the program.  
**Don't click "Start Here" again.**



### Verify that it works

Once you have the program installed, the next step is to launch it, set up an account, and **make sure all the media are playing correctly.**

**Sound:** Make sure sound is playing when you launch the program. If you click through a few screens and don't hear anything, or the sound is too low, something is wrong. Check that:

- the computer has a **sound card**
- the sound is turned **on** (not muted-check control panel/sound/settings)
- the **volume is set high** enough, both on the computer, and through the program
- sound **preference** is set at the **highest resolution** the machine can handle; and,
- **speakers** are attached to the computer (and they're turned on and plugged in!)

**Video:** After launching the program, click on the "topics button", choose any topic, and then click on a lit up "Model" button you see along the bottom. A movie should play. If a movie doesn't play, there's a problem. Check that:

- the computer has the **hardware** to play video
- the right version of the video **software, QuickTime**, is installed (6.0.3 or later).  
This version is included on your disk and can be installed from there.

**NOTE:** if you didn't do a FULL installation, then the movies in the program will run off the DVD or CD-ROM, so the Ripple Effects software disk must be in your disk drive for the movies to play.

**Color:** Choose any topic and look at the first photograph. If the face looks blotchy, the computer may be set wrong for color. If possible, set your color monitor to display in 1000s, also called 16 bit, color. To do this, go to your Control Panel, Choose Monitor/Display, and choose 1000s from the list of choices.

## *Network installation*

The advantage of using a network version of Ripple Effects software is that you can share records on a central server, so that no matter what computer students use, their records are kept in a single place. This has tremendous advantages not only for administrative record keeping, but for reinforcing learning for students. Nonetheless, installing and maintaining the network version is considerably more complicated than a stand-alone set up. Most lay people can easily do a stand-alone installation. We recommend all network installations be handled by an experienced technical support person or system administrator.

Network and stand-alone versions are contained on the same installation disks. For those disks, network capability is enabled from within the installation process.

You can install the software on either a typical client-server network or a peer-to-peer network. **If you use a peer-to-peer network, remember that the Windows operating system generally limits you to ten systems that you can link.** In a client server network there is no such limit on the number of clients connected to the server.

You DON'T run the software directly from the server, but if you want to “push” copies of the client-side software from the server to multiple client machines, you should install the program on the server. For the program to work over the network, only two folders and two files need to be installed on the server. All the other parts of the program-sounds, text, graphics, movies- and the main program files must be installed on each individual desktop client computer. You “configure” how each locally installed program will access shared files when you install the program on the client machine. For large-scale installations, you should configure it centrally, and then copy or “push” that tested configuration down to the client machines.

## 1 Confirm that you can access the server from client machines

Each time a student logs on and uses the program, the Ripple Effects program writes material to a personal record for that student. For the network version of Ripple Effects programs to run successfully the program on the client machines (but not necessarily individual users) must have **both read and write access** to two files in a server-based directory. This requirement is similar to many other networked-based programs used in educational settings, such as Plato and Nova Net.

One of the most common technical challenges with the network set-up of Ripple Effects programs is that **network permissions** may be set up in a way that blocks necessary server access. Remember that the program carries out the read/write activity. Individual program users never have direct access to the files on the server or even know that these read/write functions are going to the server.

### To make sure that the client machines have read/write access you can:

- Create a secure partition of a server hard drive (that can be separated from sensitive materials on that server) with only the STUDENT and CONFIG files in that partition.
- Use commercially available security software systems such as Fortress™, which can give Ripple Effects programs the client permission to read and write specific directories.
- Simply allow programs (not individual users) in the user space on a client machine to access the necessary files.



## 2 Install the program on a client machine, or on the server for configuration only.

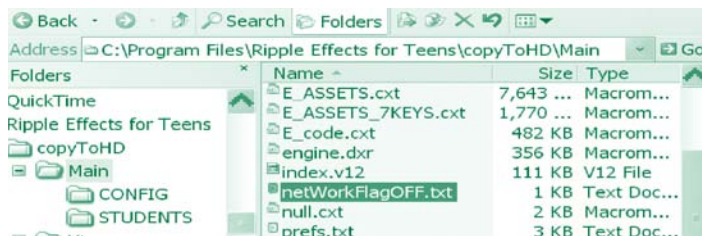
Launch the installer program “start here” and follow the steps from there. Do a FULL installation. You can install it on the server, but test it on at least one client machine first.

## 3 Activate network features

Change the name of the one installed file, networkflagOFF.txt, in order to activate the network functionality. You do this after installation on the client machine is complete.

To find this file, go to the Ripple Effects program folder you've installed and locate the \Copytohd\Main folder. Inside it you'll find the file “networkflagOFF.txt.”

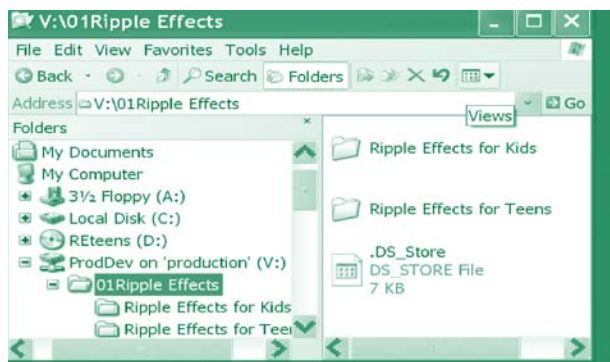
Rename the networkflagOFF.txt file to networkflag.txt, by deleting the letters “OFF”. Basically you're deleting the flag that turned the network capability off.



## 4 Designate a storage area on the server and copy files to it

Designate a central place on the server where Ripple Effects program records will be stored. A good way is to create a shared server volume or folder and call it something that makes sense like “Ripple Effects” or “Ripple Effects for Teens.” If you are installing multiple Ripple Effects programs we recommend you create a Ripple Effects volume on your server, and then create sub-folders for each program. For example:

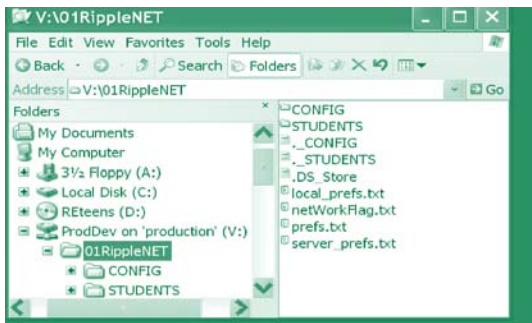
Ripple Effects  
Ripple Effects for Teens  
Ripple Effects For Kids



If at all possible do NOT move this folder or volume on the server. If you do, you'll need to adjust the information on every client computer to tell it to look for program records in the new location.

A. Inside the designated volume, drive, or folder copy two folders and their contents from the CopytoHD folder you've installed locally:

STUDENTS  
CONFIG



These two folders are located on your Ripple Effects folder, in COPYTOHD>MAIN. They each contain a file that must be present for the network set up to work. STUDENTS contains students.txt, and CONFIG contains topics.txt.

**B. PC ONLY:** Verify that both these files and folders are marked “archive.” To do this, go to properties and uncheck “read only.” If they are marked read only, the program won't launch.

These two folders and the files they contain must be named exactly as they are above, with no extra spaces or characters. These are the only steps you need to take at the server level. Make note of the exact path to reach the STUDENTS and CONFIG folders.

## 5 Map the network drive to the local machine (Windows only)

On PC's running Windows 95 and higher you have to “map” the server volume to which you've moved the “STUDENTS” and “CONFIG” folders to one of the client machine's logical drives.

To do this, right mouse click on the “My Computer” icon. Under the “Tools” drop down menu, select the “Map Network Drive” from the menu that appears. In the dialogue box that shows up, use the “Drive” field's drop-down menu to select a drive letter.

In the “Path” field use the drop-down menu to select the path to the server volume where you've stored your shared records. Make sure the “Reconnect at log-on” box is checked so you don't have to repeat this procedure every time you want to run the program. Be sure to hit the “OK” button. Make a note of the Drive Letter you've selected.

## 6 Edit the “prefs” file so it knows where to look for shared records.

You'll find a file called “prefs” in the Ripple Effects program where you installed it. describes a PATH that instructs the Ripple Effects program on the client computer where to look for its shared files. You need to edit the information in the “prefs” file to correctly point to the shared volume you created in step 4. You'll get an error message if you try to launch Ripple Effects programs without first editing this “prefs” file. To set up this “prefs” file, do these things:

Locate and open the “prefs” file by clicking on the following folders: Ripple Effects for Teens > COPYTOHD > Main > prefs

The “prefs” file has text already in it- sample paths for PC and Mac systems, plus instructions. Pick the Mac or PC option, to match the computer you're on. Edit the lines so that they describe a complete path from the local hard drive to the location of the folders called **STUDENTS and CONFIG** on the server. Insert the volume, drive, or folder name for every layer you click through to get to the folders called **STUDENTS and CONFIG**.

If you are pointing to a server volume there must be a colon “:” between the volume name and the first folder on the volume. Then separate each folder by a backslash “\” on PCs, and by a colon (:) on Macs. Use no extra spaces or other punctuation. Make sure you've copied the names of the volume, drive, or folder EXACTLY.

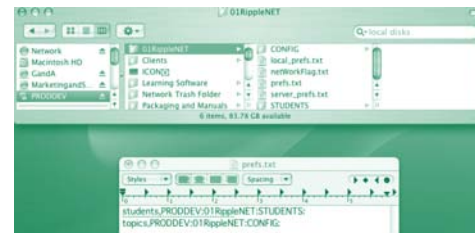
A sample prefs file path looks like this:

### On a PC



```
students,V:\Rippleeffects\RETeens\Students\  
topics,V:\Rippleeffects\RETeens\Config\
```

### On a Mac



```
students,PRODEV:01RippleNET:STUDENTS:  
topics, PRODEV:01RippleNET:CONFIG:
```

So, on a PC and where the shared files are on a server volume called "Ripple Effects" in a folder called "Ripple Effects for Teens," your path would look like this:

```
students,Ripple Effects:\Ripple Effects for Teens\STUDENTS\  
topics,Ripple Effects:\Ripple Effects for Teens\CONFIG\
```

When you're done, DELETE everything else in the "prefs" file, including the words "Mac" and "PC", and the instructions, leaving ONLY the two lines you edited that start with "students," and "topics." Save the "prefs" file, quit, and launch the program.

## 7 Test until it works.

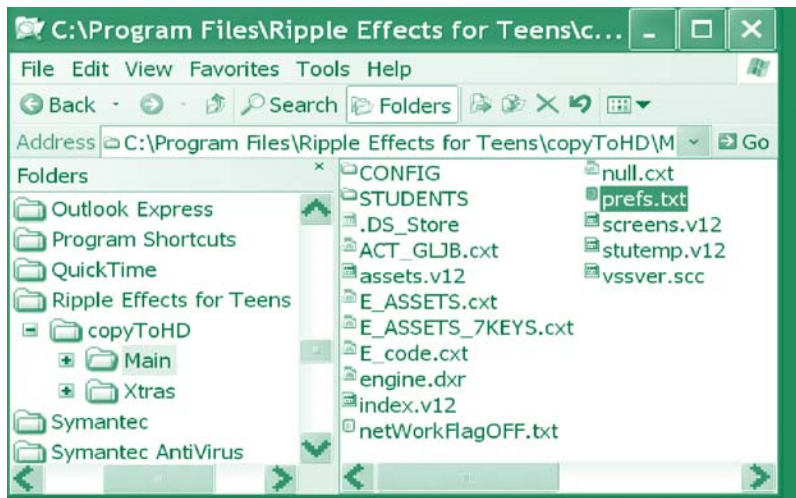
Launch Ripple Effects program. If you get an error message right away or a message that says "some files you need to run this program are on the server and the server isn't available," that means something isn't set up right. Usually the problem is either the "prefs" file or the mapping of the network drive on PCs. If necessary, **adjust permissions. Users must have read-write access to the server folder** where records are stored. Two other common problems are that the students.txt and topics.txt files aren't inside the folders on the server, or, on PCs they are marked "read only." Go back and check each again.

Keep troubleshooting, and trying to launch the program. Use this chapter as a resource, or call Ripple Effects if you're stumped. When you are able to get to the screen where you can create a new user, you've got things correctly set up.

## 8 Now copy the "prefs" file and install the program on all client machines

**A.** Now that you have a working "prefs" file, you can use that one to finish the set-up process on the rest of the machines.

**B.** Install the program on every computer you'd like to use it on. As part of the installation process a "prefs" file will be placed in the newly installed Ripple Effects file folders on the desktop. Replace it with the working one, unless you've downloaded the program from a working version on your server.



# *Maintenance and support*

Part of ongoing support is making sure users know what to expect from the program. Here are the basics.

## **1 Dealing with accounts and passwords**

- Every user must set up an account to get into the program. The account consists of first name, last name, and a password.
- Educators use the letters RFT then the serial number as their password to open up student progress tracking and web blocking features.
- Once a network installation has been set up, to modify it, technology administrators must use the letters RFN then serial number as their password to open up network features.
- IMPORTANT! To protect student privacy, let students know to quit if the program is open when they start. If it's open, they may be in someone else's account. They should quit, and log in with their own name and password. When you're done, you should quit, as well.
- Students need to remember the name and password they signed in with, and use the same one every time. There is no way to find out passwords. If they forget it, they'll have to start over again and will lose the points they've earned as well as their journal ("Brain") entries.
- Let students know to use the same computer every time, unless you know that Ripple Effects software is running on a network. Otherwise, they won't find their account.

## **2 Privacy issues**

For the privacy of users, Ripple Effects software is password protected. No one can access student journal records, except the student with a password. No one can track which topics are looked up. The ONLY thing educators have access to are records of each user's points for completing the activities. This is called the "Scorecard."

### 3 Deleting topics

Administrators or educators may decide that certain topics are inappropriate for a particular group or setting. You can block any topics that appear on the topic list. When you block them, they disappear temporarily from the program. You can add them back in at any time.

To customize the topic list, you need to:

- Open up the educator features in the program, by logging in using your RFT + 5-digit serial number as your password. If using a network setup, the Network Admin must sign in with "RFN + 5-digit serial number" to block and add back in topics.
- Choose "customizing topics" from the home screen.
- Click on any topic you wish to remove. It will turn green and become underlined, to indicate it's been blocked. Click a topic again to add it back in.
- When you're done, choose "Save" to save your customized topic list. You must QUIT and restart.
- When you open Ripple Effects software back up, the topics you blocked will no longer appear in the program.
- To add a topic back in, repeat steps one and two then, when you get to step 3, click on the topic again, and it will reappear.
- To customize topic lists on a network version, sign in as the network administrator (RFN plus your five-digit serial number), click on blocking topics, and proceed as above.

### 4 Projection capability

If you have projection capability with your computer, it will work fine with this program. Be sure the projector is on, before you boot up the computer, so it can find the program.

## 5 Internet access

Built into the program is a connection to Ripple Effects companion web site. Users access the site by clicking on the “web” button at the top of their screen.

To take advantage of this function, you must have a web browser installed on your computer. If there is any problem with web access from within the program, you can use your browser to access the site directly by typing in [www.rippleeffects.com](http://www.rippleeffects.com).

You can block web access from within the program. Log in as an administrator (use your serial number as your password), choose “Block Web Access”. This will prevent users from getting to the web from within the Ripple Effects software program.

## 6 Deleting Student/User Records

To get rid of student records for your former students (or for any other reason), you only need to find them and delete them from the program's folder. Here's how:

### Finding student records on stand-alone versions

Student records get stored on the hard drive, inside the Ripple Effects program folder. To find them:

**A.** On a computer running Windows, look for the "My Computer" icon, either on the desktop, or from the "Start" menu. Double click, and then select your computer's "C:" drive (your Local Disk or Drive). Double click the C: drive and find the folder "Program Files."

**Tip:** If you cannot locate the Program Files folder or it's showing up faded-out, make sure you've logged on to the computer as an administrator (with the appropriate password). You may also have to suspend a protection program such as Fortress.

**Tip:** If you can't find the program folder in the Program Files, it may have been installed somewhere else. If so, you can try to locate the folder by using the Windows "Search" feature. Search all files and folders; type in the name of the Ripple Effects program you are using; start by searching the C: drive, then try others.

**On a MAC,** locate your hard drive, and then locate the folder where you stored your Ripple Effects application. You can also use the find tool on the MAC.

The Ripple Effects program folder will be named for the program you've got installed: Ripple Effects for Teens, Ripple Effects for Kids, Teaching Coach, etc. Each program folder contains all the student files for users of that program.

**B.** Open the program folder (i.e. Ripple Effects for Teens) and locate the "COPYTOHD" folder. Open it. Inside it, locate the "Main" folder. Inside the Main folder you should now see a folder called "STUDENTS". This is the file where student records are stored.



**C.** This STUDENTS folder contains all the student or user files. Their file type is V12. The V12 file name extension may not appear after the file name, but you can always see it by selecting the "Details" view from that window's "View" menu and looking in the "Type" column.

**D.** Find the files you want. They are listed by the students' last names and first initials. The V12 file name is made up of the first five letters of the student's last name, an underscore, the first letter of their first name, and a number from the order in which the student first logged on. For example, Juan Silvera would show up as silve\_j1. Jessica Silverstein, who logged the semester after Juan, would show up as silve\_j2.

**E.** Once you've identified which files you want, you can copy, move, and/or delete them. If they are still in use by active students, make sure you COPY them to another location. Do NOT MOVE them, or they will be gone from the program, and students won't find their records when they go to sign in.

If you are copying them, it's best if you create a folder named for your school, and the date, and put them inside that. So, for instance, create a folder called King Elementary051605 (for King Elementary School student records, copied over on May 16, 2005), and copy the student records into that.

F. Follow this same process to delete student records that you don't want. Right click on the file, and choose "Delete," or drag them to the Trash.

**IMPORTANT: Make sure that you do not delete or move a text document inside the STUDENTS folder called "students" or "students.txt." The program won't run without it.** If you accidentally delete it, it can always be copied from the original program disk.

**Tip:** To avoid accidental erasure, you can always make a copy of the STUDENTS folder on your desktop before you start deleting student records. That way, if you've deleted one you wish you had kept, you can always copy it from your desktop back-up.

## 7 Upgrades

If you install upgraded versions of already installed Ripple Effects software, you need to decide how to integrate existing records with new records. One option is to delete existing records before installing the new program. This works for students who are no longer using the program. You cannot use student records created with pre-3.0 versions of Ripple Effects software, in the 3.0 version. It has new engineering, and doesn't work with the old files. If you try to connect the new program to old program student records, you'll get an error message saying that you are using an unregistered version of v12. Move or delete the old records, and install a new students folder. Please call Ripple Effects Support if you are migrating large numbers of student records to version 3.0 programs.

# ***Problem-solving and troubleshooting***

Here are some situations or problems that could potentially come up, with explanations of why they could occur and what to do to solve them. They are divided into problems that occur at the desk top level and problems that are related to network installation.

## **Problems at the desk top level**

### **1 Problems opening the program**

**Problem 1:** You tried to get in to the program, but got an error message that says “You clicked on the CD to start the program, but it won't work from the CD. You have to click on the files that are stored on your computer hard drive to start this program. Look for a file called “Ripple Effects software” on your hard drive, and click on that to get started.

**Explanation:** You may have inadvertently tried to start your program off the CD or DVD instead of off your hard drive. You have to run it on your hard drive for it to work.

**Solution:** Quit out of the program, then restart by clicking on the Ripple Effects program icon on your hard drive. Eject the Ripple Effects software CD or DVD from the disk drive, just to make sure you can't click on the CD or DVD by mistake. If the program isn't already on your hard drive, then insert the disk and click “Start Here” to get the program properly set up on your computer.

**Problem 2:** You put in the disk and tried to use it, but it didn't work.

**Explanation:** You can't play the program file on the disk, because part of the program involves saving and accessing user files on your hard drive. The engine of the program MUST be copied onto your hard drive before it will play.

**Solution:** Again, make sure the program is set up properly on the computer you are using. Launch the “Start Here” installer program, and/or read the instructions on setting it up, before trying again. When at least minimal installation is complete, try again.

**Problem 3:** When logging in, you get a message saying you've typed something incorrectly, or that it doesn't recognize your name or password, even though you know you've already logged in and set up an account.

**Explanation:** You could have typed your first name, last name, or password incorrectly. But, more likely, you logged in on a completely different computer, and your information is stored on that other computer, rather than the one you're on.

**Solution:** If you are using a stand alone installation, you must use the computer where you set up your account the first time, that's where your records are stored. Or, try logging in again. Make sure to write down the name and password that you signed in with.

**Problem 4:** When logging in the first time, you get a message saying that someone has already signed in with your name.

**Explanation:** You may have mistakenly chosen "First Time" instead of "Already Signed In" on the first screen. If not, another user may have the same first and last names as you. The program needs a unique name in order to track each individual user.

**Solution:** If you have already signed in, make sure to choose the "Already Signed In" button at the first screen. If you really are a new user, sign in using a nickname.

## 2 Problems with the movies

**Problem:** The movies don't play

**Explanation:** The program needs certain movie software to be able to play the movies. This software, QuickTime, has to be the right version to play -- version 6.0.3 or later. If you have an earlier version installed, movies won't play.

**Solution:** Install the right version of QuickTime. Quit out of the Ripple Effects software program. Find your program disk, put it in your disk drive, and open it. Look for a folder called QuickTime. Launch the QuickTime installer, and follow the steps from there.

### 3 Problems with sound

**Problem:** The sound quality is poor. It drags and/or you can't hear it very well.

**Explanation A:** Your speakers are either not plugged in, not turned on, or have the volume turned down.

**Solution A:** Make sure the wires going from the speakers to the computer are connected. Check to see if a power button needs to be turned on (often by pushing in.) Make sure it's plugged in. Check the volume control, and turn it up.

**Explanation B:** Your sound quality preferences are set too low, or "mute" is checked.

**Solution B:** To get the best sound, check your settings in the control panel.

### 4 Problems with display size

**Problem:** When you see the program on other people's computers it takes up more of the screen than on yours.

**Explanation:** Your monitor preferences are probably set higher (and thus your screen size smaller) than theirs. Monitor preferences set resolution levels on the screen in pixels per inch. The more pixels per inch you choose the smaller space they need to be concentrated in.

**Solution:** You can change the size of the picture on your screen by changing the resolution of your monitor. Go to monitors or display, and settings, and select one of the numbers shown. The smaller the display numbers, the larger things will be on your monitor. 640 x 480 is maximum size. The program is designed to display at this size so that the "picture window" on the main screens feels almost like a mirror to students users. If it's much smaller, they are unlikely to identify with kids in the photos or videos. You can change to 832 x 624 if you want things to appear somewhat smaller, and 1024 x 768 if you want the screen to be even smaller. But remember, each decrease in perceived size from the user's perspective, can result in learning losses. You can experiment by clicking on different numbers, and see which layout you prefer.

## 5 Problems with losing records

**Problem:** You know you saved “memories” after writing in the Brain/Journal, but your memories aren't showing up when you click the “memories” button.

**Explanation A:** You were on another computer and your memories are being held there. Things that get saved are saved on the computer hard drive or the server. So if you use the program on different computers, unless the computers are linked in a single network, only the hard drive where you last used it will save the information you did on that computer.

**Solution A:** Unless you are using a networked version of the program, always use the same computer.

**Explanation B:** Someone else had signed in and the program was already running for them, when you took over. If so, your memories will be stored under their name.

**Solution B:** Always sign in and start the program from scratch, using your own password. Make sure you quit when you are done. Quit if it's open when you get there.

## 6 Problems with the web connection

**Problem:** You click on the “web” button, but it doesn't connect you to the Ripple Effects web site.

**Explanation A:** The computer you are on may not be connected to the Internet.

**Solution A:** Check to see that if you have a LAN or modem connection. If you do, make sure all the proper cables are connected.

**Explanation B:** A second possibility is that your organization uses some blocking mechanism that prevents or limits web access. Ripple Effects software deals with social-emotional issues. Its products include topics related to sexuality, which may cause it to be blocked.

**Solution B:** A system administrator can work directly with the supplier to exempt the site from the filtering software, or enable web access.

## Problems at the network level

### 7 Problems at start up

**Problem 1:** You try to launch the network version, but get an error message saying “Some files you need to run this program are on the server, and the server isn't available”

**Explanation A:** The correct folders and/or files aren't on the server.

Solution A: Check that you've got a folder called “STUDENTS” that contains a file called “students.txt”, and a folder called “CONFIG” that contains a file called “topics.txt.”

**Explanation B:** Those files are there, but are marked “read only,” when they need to be marked “archive.”

**Solution B:** “Right click” on the files, choose “properties”, and click on “archive” (or uncheck “read only.” Choose “Apply.”

**Explanation C:** The drive isn't mapped (affects Windows PCs only). The “prefs” file doesn't correctly describe the path to the server volume. The drive letter may be wrong, there may be an extra space, a typo, or an incorrect folder.

**Solution C:** Double check for clerical errors, including drive letter. Make sure Windows systems are mapped correctly.

**Explanation D:** There are not read and write privileges from the client machine to the server volume where records are stored. Permissions are often set up in a way that blocks this function.

**Solution D:** To make sure client machines have read and write access, you can:

- Create a secure partition of a server hard drive (that can be separated from sensitive materials on that server) with only the STUDENT and CONFIG files in that partition.
- Use commercially available security software systems such as Fortress, which can give the Ripple Effects programs the client permission to read and write to specific directories.
- Simply allow programs in the user space (not individual users) on a client machine to access the necessary files.

**Problem 2:** When you try to create a new account, or sign in, you get a script error saying "error creating new user" and the program quits.

**Explanation:** This error only occurs on network installations, and most often occurs when you have a class or group of students simultaneously setting up accounts for the first time. Often, the first few users are able to sign in, and then suddenly, no one else is, and this script error appears every time someone tries to enter the program. This happens because a student record has gotten corrupted. As soon as the STUDENTS folder contains a corrupt file, no one else can create a new account, or access an existing one.

**Solution:** Go to your STUDENTS folder on the server, and delete the file. There is no visible, simple way to tell which file is the corrupt one. There are several things you can try, depending on how many records are in the STUDENTS folder, and how much troubleshooting time you have.

Possible ways to remove only the corrupted file(s), not all student files:

- Delete the one with the latest time stamp
- Delete the record of the last person you know who was able to sign in (i.e. if Rosie signed in, then Terrell couldn't, it's likely that Rosie's record is the corrupt one)
- Delete them one by one until someone is able to successfully sign in

You'll need to make these changes in the students folder, then try signing in, until you are able to do so successfully.

If none of these strategies work, or you don't have time to troubleshoot, your best choice is to delete all student records, and start from scratch having students sign in. To prevent a repeat of the same problem, try having smaller groups of kids -- say 5-10 at a time-signing in for the first time, rather than a whole class.

If you keep getting this error, you may need to switch to a stand alone setup.  
Problems related to network stability.

## 8 Problems related to network stability

**Problem 1:** Clients are getting dropped randomly from the network, and/or

**Problem 2:** The network is running very slowly under moderate loads

**Explanation:** These are usually hardware problems. Servers may have insufficient system memory. Servers may have too few large disks. Routers and hubs may be under configured for the network traffic. As with any networked application, if the underlying network has performance and/or stability problems, then Ripple Effects programs will be affected and may not function properly.

**Solution:** Upgrade hardware, or settle for desk top installation.

**Problem 3:** Login times for students are VERY slow (greater than 3 minutes).

**Explanation:** Servers with insufficient system memory, servers with a small number of large disks, routers and hubs under configured for the network traffic

**Solution:** If you can't do anything about the hardware configurations, just tell students to have patience. Once they get logged in the program performance will be unaffected

**Problem 4:** (Very Rare ) You get the error message: "relate.exe has generated some errors and will be closed by Windows."

**Explanation:** Corruption of student records on the server has caused program to fail to start.

**Solution:** Locate the corrupt record (usually there is only one) and remove that record from the STUDENT folder on the server. Please contact Ripple Effects technical support (1-888-259-6618) if this error occurs.

### Customer service

We at Ripple Effects are committed to doing whatever is necessary to make our software work for you. If you run into a problem that is not included here, or if the suggested solution is not working for you, please contact us immediately so we can help you solve it effectively. The more information you have about the technical details of your system, the quicker we'll be able to help solve the problem. **Call toll free:** 888-259-6618 (9am-5 pm PST). **E-mail:** [help@rippleeffects.com](mailto:help@rippleeffects.com). **Fax:** 415-227-4998. **Web:** [www.rippleeffects.com](http://www.rippleeffects.com). **Write:** Ripple Effects, Inc., 101 Spear Street, Suite 226, San Francisco, CA 94105.