

# Installation Instructions

Eduss Math ILS/IMTA v3.2.8 or later

## School Version



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## **Eduss Math ILS/IMTA School Installation Options**

1. Workstation installation with data stored on network server
2. Client-Server installation
3. Stand-alone computer installation (Computer has network card)
4. Stand-alone computer installation (Computer without network card)

## **Minimum Workstation Computer Requirements**

- Operating Systems Supported: Windows 98se, ME, Windows XP, Windows 2000, NT4 with latest SP  
Server Operating Systems: as above, plus Linux
- Processor: Pentium 2 300
- RAM: 32Mb
- Hard Disk Space: 700Mb free
- Screen Resolution: 800x600 or better
- Sound Card: Any windows compatible

***For any troubleshooting that is not covered by these instructions please view the 'Product Support' page on <http://support.eduss.com>***

## 1. Workstation installation with data stored on network server

### Step 1 – Installing Eduss Math ILS/IMTA onto the first workstation

1. Run the installation from the CD-ROM.
2. Follow the installation prompts.
3. When the installation is complete, the product has to be unlocked. To do this, insert the Eduss Math CD and follow the steps below on the network server:
  - a. Create a folder in a location where students, teachers and administrators have full read/write access, called 'Eduss'
  - b. Browse the CD using Windows Explorer
  - c. Open the Drive containing the Eduss Math CD and open the folder "Program Files" then open the folder "EdussMathsILS" and then open the folder "db". In that folder, copy the database file from the CD to the Eduss folder on the server.
  - d. Open the 'Tools' folder
  - e. Open the 'Eduss Auth Control and Service' folder
  - f. Copy 'EdussAuthControl.exe' and 'EdussAuthService.exe' and paste them into the 'Eduss' folder on the server.
  - g. Run the 'EdussAuthControl.exe' from the 'Eduss' folder on the server.
  - h. A message will come up with a URL to the Eduss Unlock Request form, either click on 'Launch' or copy and paste the address into your web browser. **(This can only be done on the server, otherwise the unlock process will not be successful.)**
  - i. When the Eduss Unlock Request form appears, leave the Unlock Code as is, enter the name of the school that is being unlocked, put in the zip/area code, put in a valid email address, choose Maths 3.2.x from the list, choose the country you are in, choose Windows next to platform and click on 'Request Unlock'
  - j. You will be sent an email to the email address you specified in the form. When you receive the email, please follow the steps under 'If you have done a Workstation install with the data stored on a network server (option 2 in the installation manual)' detailed in the email. **(This can only be done on the server, otherwise the unlock process will not be successful.)**
4. Once you have followed the instructions in the email open the 'Eduss' folder on the server. Double click on 'EdussAuthControl.exe' and follow the steps below:
  - a. Click on 'Install'. This will install the Auth Service onto the server.
  - b. Click on 'Start'. This will start the Auth Service on the server.
5. When you have unlocked the program, you need to set up the database path on each workstation.
  - a. Run the Math program on the workstation.
  - b. When prompted for an Admin password, type in a confidential password. Please ensure that you do not forget this, as this will prevent admin tasks from being done.
  - c. After setting the password the program exits. Please run the Eduss Math ILS again.
  - d. When you are prompted for the IP address for the Eduss Authentication Server, make sure that the 'Eduss Auth Service' is running on the server and then enter the IP address of your server. (If you do not know the IP address of your server, you can open Eduss Auth Control on your server and the IP address will be there)
  - e. Click on 'Ok'. If a message comes up saying 'The IP address you have given or the Authentication server is not running on that computer', click on 'Ok'. Click on 'Cancel' on the next message that appears, try running the Math program again and re-entering the IP address, **double check that the 'Eduss Auth Service' is running on the server by opening the 'Eduss Auth Control' on the server.**
  - f. Login as Administrator. Choose Admin from the top menu and select Admin Module.

- g. Click on the System Maintenance tab.
  - h. Create a Backup. To do this click Browse and set the path using Network Places (Windows XP, Windows 2000, Windows ME) or Network Neighborhood (Windows 98). For example '\\servername\eduss\eduss.mdb'. It is not recommended to use mapped network drives.
  - i. Click Backup.
  - j. Now set Database Path to the backup that has just been created. Click Browse next to 'Database Path' and set the path using Network Places (Windows XP, Windows 2000, Windows ME) or Network Neighborhood (Windows 98). For example '\\servername\eduss\eduss.mdb'. It is not recommended to use mapped network drives.
6. That completes the first workstation installation onto the server. You will need to have the 'Eduss Auth Server' running whenever a workstation connected to the server's database is running. The 'Eduss Auth Server' uses very little system resources to run, so it is possible and is recommended to start the 'Eduss Auth Server' and keep it running whenever the server is on. Please see Step 2 below for instructions on setting up the remaining workstations to run the Eduss Math program.

## **Step 2 – Installing Eduss Math ILS/IMTA onto all the other workstations.**

**The following steps should be followed on each workstation.**

1. Run the installation from the CD-ROM.
2. Follow the installation prompts.
3. Now set up the database path.
  - a. Run the Eduss Math ILS.
  - b. When prompted for an Admin password, type in your confidential password. Please ensure that you do not forget this, as this may prevent any admin tasks from being done.
  - c. After setting the password the program exits. Please run the Eduss Math ILS again.
  - d. When you are prompted for the IP address for the 'Eduss Authentication Server', make sure that the 'Eduss Auth Server.exe' is running on the server and then enter the IP address of your server. (If you do not know the IP of your server, you can open the Eduss Auth control and you will see the IP address at the bottom of the window. You only need to type the number that appears and a port number that follows, for example 192.168.1.0:9956. The port number will always be 9956.)
  - e. Click on 'Ok'. If a message comes up saying 'The IP address you have given or the Authentication server is not running on that computer', click on 'Ok'. Click on 'Cancel' on the next message that appears, try running the Mathematics program again and re-entering the IP address, also make sure that the Eduss Auth Server.exe is running on the server.) (Tip: If this works, it will show the login screen. If it does show the login screen, you can copy the config.xml file found in the Mathematics installation folder, "C:\Program Files\EdussMathsILSV" by default, and put it in a shared location on your server. Once you have done this you can copy this file into the Mathematics installation folder on the remaining workstations, and you will not be prompted for the IP next time you run the program, as it will already know where to look.)
  - f. When the login screen appears, login as Administrator. Choose Admin from the top menu and select Admin Module.
  - g. Click on the System Maintenance tab.
  - h. To set the Database Path to the database on the server, click Browse and set the path using Network Places (Windows XP, Windows 2000, Windows ME) or Network Neighborhood (Windows 98). For example '\\servername\eduss\eduss.mdb'. It is not recommended to use mapped network drives.
4. That completes the installation, please see 'After you've installed' on page 9.

## **2. Client-Server Installation**

In this installation the application is installed on a network server and is run from a workstation. This option requires a high bandwidth network and a high-capacity server.

## Step 1 – Installing Eduss Math ILS/IMTA onto the server

1. It is strongly recommended that this be done from a workstation. This will ensure no registry or DLL settings are put onto the server. It will also simplify the setting of the database path so that the program can easily be run from other workstations.
2. **Create an ‘Eduss’ folder on the server. (Make sure that the student and teacher users have read/write/modify access to the installation folder and all of its contents.)**
3. Run the installation from the CD-ROM.
4. Follow the installation prompts. When you are prompted for the path where to install the product, be sure to choose the path to the server.
5. When the installation is complete, the product has to be unlocked. To do this, insert the Eduss Math CD in the server’s CD-Rom drive and follow the steps below:
  - a. Browse the CD using Windows Explorer.
  - b. Open the ‘Tools’ folder.
  - c. Open the ‘Eduss Auth Control and Service’ folder.
  - d. Copy ‘EdussAuthService.exe’ and ‘EdussAuthControl.exe’ and paste it into the Eduss folder on the server.
  - e. Run ‘Eduss Auth Control’ from the Eduss folder. **(Make sure you run this on the server, and not on a workstation)**
  - f. A message will come up with a URL to the ‘Eduss Unlock Request’ form; either click on ‘Launch’ or copy and paste the address into your web browser.
  - g. When the ‘Eduss Unlock Request’ form appears, leave the ‘Unlock Code’ as is, enter the name of the school that is being unlocked, put in the zip/area code, put in a valid email address, choose ‘Maths 3.2.x’ from the list, choose the country you are in, choose Windows next to platform and click on ‘Request Unlock’.
  - h. You will be sent an email to the email address you specified in the form. When you receive the email, please follow the instructions detailed in the email.
6. After you have followed the instructions in the email open the Eduss folder. Double click on ‘Eduss Auth Control’ and follow the steps below:
  - a. Click on ‘Install’. This will install the Auth Service onto the server.
  - b. Click on ‘Start’. This will start the Auth Service on the server.
7. That completes the installation onto the server; please see Step 2 below for instructions on setting up the workstations to run the Eduss Math program.

## Step 2 – Set up workstation to run Eduss Math ILS/IMTA from the server.

1. For Windows XP and Windows 2000 workstations.
  - a. Run the “XP ILS Workstation Setup.exe” from the Tools directory. (Tip: you can copy this file into a shared folder on the server that all workstations have access to, and run the file from the shared folder on each workstation.)
  - b. It is important to select ‘All Users’ during installation.
  - c. Move onto step 3.
2. For Windows 98 workstations.
  - a. Run the “ILS Workstation Setup.exe” from the Tools directory. (Tip: you can copy this file into a shared folder on your server that all workstations have access to, and run the file from the shared folder on each workstation.)
  - b. Move onto step 3.
3. For all workstations
  - a. Create a shortcut on the desktop to point to the EdussMathsILS.exe where it was installed on the server.

- b. Once you have created the shortcut, go to one of the workstations and run the Math program from the shortcut.
  - c. When prompted for an Admin password, type in a confidential password. Please ensure that you do not forget this, as this will prevent some admin tasks from being done.
  - d. After setting the password the program exits. Please run the Eduss Math ILS again.
  - e. When you are prompted for the IP address for the 'Eduss Authentication Server', make sure that the 'Eduss Auth Server.exe' is running on the server and then enter the IP address of your server. (If you do not know the IP of your server, you can open the Eduss Auth control and you will see the IP address at the bottom of the window. You only need to type the number that appears and a port number that follows, for example 192.168.1.0:9956. The port number will always be 9956.)
  - f. Click on 'Ok'. If a message comes up saying 'The IP address you have given or the Authentication server is not running on that computer', click on 'Ok'. Click on 'Cancel' on the next message that appears and try running the Mathematics program again and re-entering the IP address, also make sure that the Eduss Auth Server.exe is running on the server. (Tip: If this works, it will show the login screen. If it does show the login screen, you can copy the config.xml file found in the Mathematics installation folder, "C:\Program Files\EdussMathsILSV" by default, and put it in a shared location on your server. Once you have done this you can copy this file into the Mathematics installation folder on the remaining workstations, and you will not be prompted for the IP next time you run the program, as it will already know where to look.)
4. The 'Eduss Auth Server' needs to be running on the server whenever the program is running. The 'Eduss Auth Server' uses very little system resources to run, so it is possible and is recommended to start the 'Eduss Auth Server' and keep it running whenever the server is on. Once this has been done, please see 'After you've installed' on page 8.

### **3. Stand-alone computer installation (Computer has a network card)**

1. Run the installation from the CD-ROM.
2. Follow the installation prompts.
3. When the installation is complete, the product has to be unlocked. To do this, insert the Eduss Math CD and follow the steps below:
  - a. Browse the CD using Windows Explorer
  - b. Open the 'Tools' folder
  - c. Open the 'Eduss Auth Control and Service' folder
  - d. Double click on 'Eduss Auth Control'
  - e. A message will come up with a URL to the Eduss Unlock Request form, either click on 'Launch' or copy and paste the address into your web browser.
  - f. When the Eduss Unlock Request form appears, leave the Unlock Code as is, enter the name of the school that is being unlocked, put in the zip/area code, put in a valid email address, choose Math 3.2.x from the list, choose the country you are in, choose Windows next to platform and click on 'Request Unlock'
  - g. You will be sent an email to the email address you specified in the form. When you receive the email, please follow the steps under 'If you have done a Stand-Alone install on a workstation with a network card (option 3 in the installation manual)'.
    - h. Once you have followed the instructions in the email, move on to step 4.
4. That completes the installation, please see 'After you've installed' on page 8.

### **4. Stand-alone computer installation (Computer without network card)**

Please contact us for instructions on installing the program onto a computer without a network card.

## Eduss Math ILS/IMTA v3.2.0 Instructions

### After you've installed

#### When you first log in

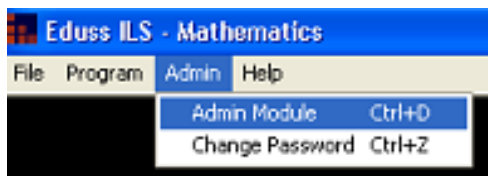
- The first thing you will have to do once you've installed the software is choose an administration password.



- Click on 'Submit' and the program will close.
- Open the program again.
- Enter the Username 'admin' and type in the password you have just entered. Remember that the default system admin's username is, 'admin'.



- When the main menu appears access the 'Admin Module' via the top Menu.



## Admin Module

**Administration**

**User Maintenance** | Class Maintenance | System Maintenance

Search Options  
 User Type: All | Grade: All | Search

Last Name	First Name	Username
ADAMS	Ayla Elaine	ADAM0022
BAXTER	Tara Patricia	BAXT0022
BEAZLEY	Sam Robert	BEAZ0011
BENNETT	Georgina Ruth	BENN0025
bob2	bob2	bob2
Cusens	Lorraine	c
Hill	Martin	mhill
Jones	Roy1	roy1
Jones	Roy2	roy2
Long	James	jlong
Marlov	Roh	rnh

User Details

First Name: Ayla Elaine  
 Last Name: ADAMS  
 Username: ADAM0022  
 Password: \*\*\*\*\*  
 Grade: 1  
 User Type: Student

Buttons: Add User, Import Users, Change Grades, Update User, Delete User

### Adding a student

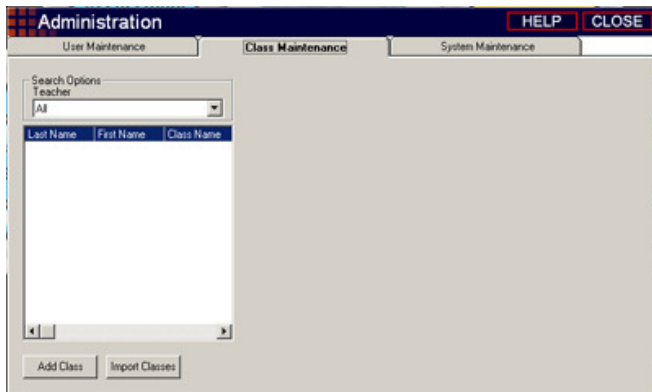
- Login as admin or teacher
- Open 'Admin Module' from the main menu (top left corner)
- Click on 'User Maintenance'
- Click 'Add User' button
- Enter all details on the form
- Choose student's grade
- Select 'Student' from user type
- Click 'Submit' button

### Adding a teacher

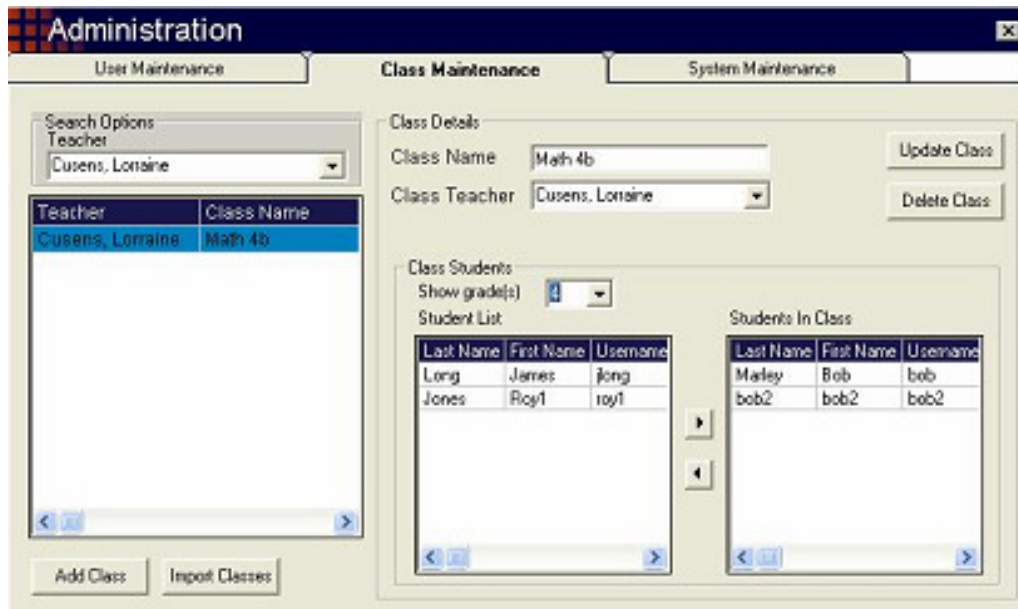
- Login as admin
- Open 'Admin Module' from the main menu (top left corner)
- Click on 'User Maintenance'
- Click 'Add User' button
- Enter all details on the form
- Select 'Teacher' from user type
- Click Submit button

### Adding a Class

- Login as admin or teacher
- Open 'Admin Module' from the main menu (top left corner)
- Click on 'Class Maintenance'



- Click 'Add Class' button
- Enter a class name
- Choose 'Teacher'
- Click 'Submit' button
- Now you can choose the students to add to your class



- Students can be added by double clicking on their name
- Students can also be added using the arrow buttons
- You can add several students simultaneously by selecting them and using the arrow button

**Bulk Importing Users and Classes from the School Database**

- Insert the Eduss Mathematics CD
- Using 'Explorer', on the CD open the Tools : Data Import Template folder
- Copy the Class Import and User Import templates onto your hard drive
- Ensure that the template properties are not set to 'read only'
- Open the templates
- Export the User and Class data from the school database and copy it into the Excel spreadsheet templates. Save all changes.

- For additional information view the comments in the spreadsheets by moving the cursor over the column headings
- Login as 'administrator'
- In the 'User Maintenance' section of the 'Admin Module', click on the 'Import Users' button and follow the prompts
- In the 'Class Maintenance' section of the 'Admin Module', click on the 'Import Classes' button and follow the prompts

#### **Making a backup of the database**

- Making regular backups is very important
- Login as 'administrator'
- In the 'System Maintenance' section of the 'Admin Module', click on the 'Browse' button in the 'Create a Backup' section, to select where to save the backup database
- Click on the 'Backup' button

## **Automated Module**

#### **Recommended for all students**

- Automatically determines where students missed crucial concepts.
- Intelligently selects assessment exercises to identify problem areas.
- The smart Assessment Tutorial will fix learning gaps.

#### **Adding an Assessment**

- Login as a 'teacher'.
- Click on 'Automated Module' on the main menu
- Click on the 'Add Assessment' button
- Select a Year Level (for example, choose 1 if you wish to assess the student/s on Year 1 exercises)
- Select the exercises you wish to assess
- Select a class (Ensure that the student/s you wish to assess is in this class)
- Enter an assessment title
- Set the number of questions per exercise
- Set the pass rate
- Click 'Test Beyond Level' if you want a student/s to be tested beyond their level
- Click Submit button

For further information on using the Assessment Module, go to the Assessment Module section in the 'How Eduss Works' part in the program.

#### **Doing an Assessment**

- Login as a 'student'
- Click on 'Automated Module' on the main menu
- Select the assessment you wish to do

- Click on the 'Next Exercise' button
- Follow the prompts until the assessment has been completed

For further information on using the Automated Module, go to the Automated Module section in the 'How Eduss Works' part in the program.

### **Assessment Tutorial**

- The Eduss Math system automatically adds a tutorial based on the student's needs when an assessment is complete.
- The smart Assessment Tutorial will automatically select appropriate exercises to fix learning gaps.
- The tutor will persist with exercises until the student has mastered the topic.

#### **Doing an Assessment Tutorial**

- When students do an Assessment and the system identifies gaps in students' knowledge an Assessment Tutorial is created automatically. Students can then work through this to enable them to acquire the missing skills. The system will persist until they have reached the appropriate level.
- Login as a 'student'
- Click on 'Automated Module' from the main menu.
- Select the Assessment Tutorial from the Assessment Tutorial list
- Click on the 'Next Exercise' button.

For further information on using the Assessment Tutor, go to the Assessment Tutor section in the 'How Eduss Works' part in the program.

### **Targeted Learning**

- The Targeted Learning Tutor enables a student to assess themselves on particular topics between specified year levels.

#### **Adding a Targeted Learning Tutorial**

- Login as a 'student'
- Click on 'Targeted Learning' on the main menu.
- Click on 'Add Tutorial'
- Enter a tutorial title
- Set the number of questions per exercise
- Set the pass rate
- Define the target range (for example if you wish to set a tutorial for a year 1 student that assesses them on exercises from year 1 to year 4, then put the number 1 into the first box then number 4 into the second.)
- Select the subjects you wish to complete for the tutorial
- Click on 'Submit'

#### **Doing a Targeted Learning Tutorial**

- Login as a 'student'

- Click on 'Targeted Learning' on the main menu.
- Select the tutorial from the 'Targeted Learning Tutorial List'
- Click on the 'Next Exercise' button
- Follow the prompts until the tutorial has been completed

For further information on using the Targeted Learning Module, go to the Targeted Learning Module section in the 'How Eduss Works' part in the program.

## **Practice Exercises**

### **Running Practice Exercises**

- Log on as a teacher, student or admin
- Click on 'Practice Exercises' on the main menu
- Set the number of questions per exercise (10 by default)
- Select the topic and subtopic of the exercise subject
- Select the appropriate exercise to run

For further information on using the Practice Exercises, go to the Practice Exercises section in the 'How Eduss Works' part in the program.

## **Homework Module**

### **Setting homework**

- Login as a teacher
- Click on 'Homework Module' on the main menu
- Click on the 'Set Homework' tab
- Click on 'Set Homework' button
- Enter the homework title
- Select the class
- Set the due date by clicking on the Calendar icon
- Set the number of questions per exercise (10 by default)
- Click on 'Add Exercises'
- Wait a moment for a new selection screen to appear
- Select the exercises you wish to set for homework
- Click on 'Submit Homework Details' button

For further information on using the Homework Module, go to the Homework Module section in the 'How Eduss Works' part in the program.

### **Updating homework**

- Login as a teacher
- Open the Homework Module from the main menu
- Click on the 'Set Homework' tab
- Select the homework you wish to update
- Add/edit exercises or edit the homework details

- Click on 'Update Homework' button

## **Outcomes Module**

### **Setting outcomes test/s**

- Login as a teacher
- Click on 'Standards' on the main menu
- Click on 'Add Standards Test'
- Select the exercises you wish to set for the test
- Select a class
- Select a level
- Enter a test title
- Set the number of questions per exercise (10 by default)
- Set the pass rate (60% by default)
- Check Test Beyond Level if you want a student to be tested beyond their level
- Click on Submit button.

For further information on using the Outcomes Module, go to the Outcomes Module section in the 'How Eduss Works' part in the program.

## **Reports Module**

### **Viewing Class Assessments**

- Login as a teacher
- Click on 'Reports' on the main menu
- Click on Class Reports
- Complete steps 1 & 2
- If you want to see a summary of the class assessments
  - Select summary report in step 3 (under class assessments)
  - Select the assessment from the list on the right
- If you want to see individual student's detailed reports
  - Select individual student detailed reports in step 3 (under class assessments)
  - Select either all, or one student
  - Select the assessment

For further information on using the Reports Module, go to the Reports Module section in the 'How Eduss Works' part in the program.

### **Viewing Automated Tutorial Reports**

- Login as a teacher
- Click on 'Reports' on the main menu
- Click on Class Reports

- Step 1 – Select a teacher from the list
- Step 2 – Select a class from the list
- If you want to see all student's detailed reports
  - Select all students detailed report (under Automated Tutorials)
  - Select the tutorial from the list on the right
- If you want to see an individual student detailed report
  - Select individual student detailed report (under Automated Tutorials)
  - Select the student from the list on the right
  - Select the tutorial from the list on the right

### **Viewing Homework Reports**

- Login as a teacher
- Click on 'Reports' on the main menu
- Click on Class Reports
- Step 1 – Select a teacher from the list
- Step 2 – Select a class from the list
- Select summary report (under homework)
- Select the homework from the list on the right

### **Viewing Test Reports**

- Login as a teacher
- Click on 'Reports' on the main menu
- Click on Class Reports
- Step 1 – Select a teacher from the list
- Step 2 – Select a class from the list
- Select summary report (under test)
- Select the test from the list on the right

### **Viewing Outcomes Reports**

- Login as a teacher
- Click on 'Reports' on the main menu
- Click on outcomes reports
- Step 1 – Select a teacher from the list
- Step 2 – Select a class from the list
- Define the outcomes ranges
- Select the outcomes from the list on the right

## **Test Module**

### **Setting tests**

- Login as a teacher
- Click on 'Testing' on the main menu
- Click on 'Set Test'

- Enter test title
- Select class
- Set the due date by clicking on the calendar icon
- Set the number of questions
- Click on Add Exercises
- Wait a moment for a new selection screen to appear
- Select the exercises you wish to set for the test
- Click Submit Test Details button

For further information on using the Test Module, go to the Test Module section in the 'How Eduss Works' part in the program.

### **Updating tests**

- Login as a teacher
- Click on Testing from the main menu
- Click on the 'Set Test' tab
- Select the test you want to update
- Click on the 'Add/edit Exercises' button or edit the test details if needed
- Click on Update Test

## Troubleshooting

**When I run the Mathematics program on a client, it asks me for an IP Address. I have entered the correct IP Address but it keeps asking me for this. How do I solve this problem?**

To solve this problem, please check the following:

1. Make sure you have installed and unlocked the Eduss Auth Service by opening the Eduss Auth Control. If you can see a window that has installation options on it, then you have unlocked the Eduss Auth Control properly. If you see a window with a URL in it, then you have not unlocked the Eduss Auth Server successfully. Check that you requested the unlock from the computer that you will be running the Auth Server on, if you didn't please request another unlock and you will be sent a new unlock. Once you receive the unlock, try installing the unlock again, and see if that solves the problem
2. Check that the Eduss Auth Service is running on the computer that has the IP Address you are entering in the Mathematics program by opening the Eduss Auth Control. If the word's **Install** and **Start** are highlighted, then it has not been installed or started. Please click on **Install** and then **Start**. Once this is done, please try running the program on a client again
3. If none of the above fix the problem, please visit <http://support.eduss.com> for our knowledge base

**The program is asking me to enter my Admin password. I do not remember putting one in, what is my password?**

The program asks you to enter an Admin password the first time you run the program. The password that you typed when you first started the program should be your admin password. If you can't remember this password:

1. It is possible that you are using an old database from a previous install of the Mathematics. If you had a previous install of the Mathematics program, please try using the Admin password you used when running the previous version
2. If someone else installed the program, they may know what the password is, as they may have entered it after installation
3. If you still cannot remember the admin password, and no work has been done on the program by any students or teachers, you can overwrite the database. To do this:
  - a. Ensure that the Mathematics program is closed
  - b. Insert the Eduss Mathematics CD in your server's CD-Rom drive
  - c. When the auto run menu appears, close it
  - d. Explore the CD
  - e. Open the Program Files folder
  - f. Open the EdussMathsILS folder
  - g. Open the db folder
  - h. Copy eduss.mdb

- i. Open the Eduss Mathematics folder that resides on your server
- j. Open the db folder
- k. Paste eduss.mdb into that folder, overwriting the existing file.  
**WARNING:** Doing this will overwrite any previous data that has been recorded. Only do this if you are certain there is no data that you wish to keep.

**I cannot locate my Network Neighborhood in the install path part of the installation, how do I install the program?**

This is due to a fault in the Install Shield application we have used to develop the installer. Please map the drive before attempting to do the install. Then you will be able to browse to that drive and install into your desired folder. It is recommended you un-map the drive when you are finished the install.

**Does the program have a client install?**

Please refer to the manual for the type of install you are doing. The Client/Server requires a small workstation setup to be run, while the Workstation installation type requires a full install of the program on each workstation.

**After the install I run the program and receive an error message about read/write settings, but they are all valid for all users.**

Please email your settings.mdb file to support@eduss.com, as this may be due to running the program over the network via a path that not every machine can access. The settings file is located in the program directory, and is named 'settings.mdb'.

**The auth server is running on the server, but every now and then the workstations aren't finding it**

Please check to make sure the server is not logging off when running the system tray version of the Auth Server (the Auth Server.exe file, not the service)

**Do I need the disc in the server to run it?**

No, the School version does not require a disc

**Is it possible to set up one workstation with Eduss and ghost it across?**

Yes it is possible. After following the installation instructions and you have successfully installed the Mathematics program onto the first workstation, you are able to ghost the image across to the rest of the workstations.

**Does Eduss support Novell?**

We have had cases in the past where getting the program to run in the Novell environment was successful. Please contact Eduss Technical Support for information regarding this type of install.

**Where can I find the updates that the manual mentions?**

Please go to [www.eduss.com](http://www.eduss.com) and follow the 'Product Support' links

**The program is asking me to unlock it with a floppy disc**

If you had a previous install of Eduss on that system, please un-install the new one and remove all evidence of the Eduss program before re-installing.

**I have updated, but all the old users are still there**

Please make sure you have removed all previous evidence of Eduss from the system before installing the newer version. If you didn't do this before installing, please un-install the program and do so, then re-install.