

2Connect FAQ

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Q: How do I use 2Connect collaboratively ?

2Connect works as a stand-alone concept mapping application, but it can also host collaborative concept maps which are accessed by multiple pupils at the same time.

- **Setting up collaborative mode** - Create a shared folder on the network which each computer has access to. All users need [full permissions](#) to this folder. Now open 2Connect, go into the teacher options (ctrl + shift + the letter "o") and choose the "collaborative" tab. click on the button with the 3 dots in it, to the right of the "shared folder" box, and navigate to the shared folder you have set up. Click ok. You need to do this once on each machine – or alternatively, once you have done this on 1 machine you can copy the "2connect.ini" file - which stores this setting - to each computer on the network (there a number of ways to do this – see www.2simple.com > support > networks > copying settings, for more info.) Once this has been done, you should be able to CREATE a new session or JOIN an existing one.
- **Creating a new session** - Open 2Connect and click SHARE. Type in the name of the new session in the box opposite "new" and click YES. Enter your name and click YES. The session has now been created and other people will be able to join in. A set of rotating green squares between the load and save button indicates to you that this is a collaborative session.
- **Joining an existing session** - Open 2Connect and click SHARE. Click on the radio button besides "Join" and then select from the available sessions that have been created and then click YES. Enter

- your name and click YES.
- **Editing other people's ideas** – this is by default disabled, unless you log in as “teacher”. A teacher also has a facility to see which person has added which idea.
- **Notes**
 - o Each user is limited to 5 ideas per session. This can be changed in the teacher options.
 - o If you press SAVE, this will allow you to exit the session and save to a local file.
 - o The collaborative facility has been reliably tested on a wire network; however it is not supported on a **wireless** network.

Q: I have installed 2Connect on a server only, or on a thin client system, and it is not working properly

A: The Temp folder needs to be configured so that it is unique. See www.2simple.com > support > networks > Installing on a server only, or installing on a thin client system.

Q: When pupils use the program, they start to get each other's work popping up on their screens

A: The program has probably been installed on a server only, or installed on a thin client system. The Temp folder needs to be configured so that it is unique. See www.2simple.com > support > networks > Installing on a server only, or installing on a thin client system.

Q: I have multiple copies of 2Connect open on the same computer and the files seem to combine

A: 2Connect was not designed to work with multiple copies open on the same computer at the same time. Please only open one copy of 2Connect at a time on a particular computer.

Q: I click to add an idea but the mouse icon changes to an hourglass and never changes back

A: You need to grant full permissions to the temp folder, usually located in C:\Program Files\2Simple Software\2Connect\data

Q: How do I change the printer?

A: Go to teacher options (ctrl + shift + the letter “o”), select the GENERAL tab, and choose the printer from the dropdown. Click OK.

Q: How do I import an image?

A: Go to teacher options (ctrl + shift + the letter “o”), select the GENERAL tab. Tick “allow pictures to be imported” and click OK.

Q: How do I stop ideas auto connecting when they are dragged too close to each other?

A: To *modify* the auto link variables, go into the teacher options (Ctrl + Shift + the letter “o”) and choose the IDEAS tab. To limit the effect of auto linking, choose minimum values for “link new ideas to other ideas within X pixels”, “swap links when dragged within X pixels of another idea”, and “stop auto links after X ideas”. This will not however turn auto linking off completely – to do that, close the program down and open the 2connect.ini settings file which is found in the same folder as the program is installed (by default C:\Program Files\2Simple Software\2Connect\). Change the line which starts “stopAutoConnectingAfter” to be equal to 1. Save and exit the file.

Q: How do I add templates to this program (which will appear when I click New > Templates) ?

A: Go to the location where the program has been installed, usually C:\Program Files\2Simple Software\2Connect\. Choose the “templates” subfolder. Currently there is a subfolder within this named “general”. You can add further folders here and they will be displayed in the templates dropdown box within the program. Within the “general” folder (or any other folder you create within the templates folder), simply place a saved 2connect file (with .cn2 extension). All 2connect files you place here will automatically be detected on the templates screen within the program.

Q: I attach an image or other external file to an idea within the concept map, but when I click on the paper clip to view that file within 2Connect, nothing happens

A: 2Connect uses the default program that is associated with the linked file in order to open that file. For

example, if you have linked to a pdf file, it will use Adobe Reader if you have that installed on your computer. However if there is no program associated with the file you have linked to, 2Connect will not be able to view the file when you click on the paper clip. To manually create your own file association, double-click on a file from Windows Explorer. Windows will ask you which program you want to use to open the file. Select the desired program and tick the box which specifies to always open files of this type with the target program.

Q: How do I stop the videos from auto-playing when the program starts up

A: In Windows Explorer, go to the folder where the program has been installed, typically C:\Program Files\2Simple Software\2Connect. In the “videos” subfolder you will find a folder named “intro”. You can either delete or rename this folder, and it will stop the videos from auto-playing (or showing up at all) when you start the program.

Q: When I use 2Connect as a wordbank for other programs, the words get all crunched up

A: To use 2Connect as a wordbank, click on the green arrow on the top right corner, and then choose to connect to any other third party application. The computer then switches to show the application and unmaximises 2Connect. If you now click on a word within 2Connect, it should get inserted into the other program. The problem referred to above is that when 2Connect unmaximises, all the words within the concept map get squeezed together and are less easy to access. Two ways to address this are:

1. You can resize the 2Connect window by dragging its edges. As you make it larger, the concept map will increase in size correspondingly.
2. Resize the words using the 2 “A” buttons on the bottom left. Sometimes decreasing the size can help make the words less squashed together.

Q: I open up a saved file and all the ideas have moved to the top left corner of the screen

A: Unfortunately this is a known bug with 2Connect on computers with regional settings which do not have a *comma* as a thousands separator and a *period* as a decimal point. There is no known workaround for this problem other than to change your regional settings when you are using this program.

Q: I click an idea to insert it into a 3rd party application but nothing happens

A: First make sure you have connected successfully to the other application: click on the green arrow at the top right corner of the 2Connect screen, then go to “Start a new file in” or “Connect to” and select an application (see pages 15 and 16 of the user guide for more info.) Once you have done this, 2connect should unmaximise, become semi-transparent, and its title bar should change to include the name of the application and file that it is connecting to. Make sure the cursor is blinking as normal within the text area of the 3rd party application. This means it has “focus” and can accept input – from a keyboard, or in this case from 2connect. Now you should be able to simply click on an idea in your concept map and it should get inserted into the connected application. If you still have problems after having done all this, you may need to drag the ideas to the application rather than click on them.

Q: I’m unable to save my 2connect file as a bmp / jpg / png file

A: On Vista and win 7 machines, if you try save your 2connect file in one of the above formats, you may get an error message “the file cannot be saved here”, after which the title bar of the program disappears. There is no known resolution for this problem, but you can workaround it by using a PDF printer to save the file in PDF or PNG format (see the printing FAQ for more information).

Q: When I print my 2connect file, some arrows point in the wrong direction

A: This is a slight bug in 2connect and occurs whenever you manually change the direction of an arrow by right-clicking on a link. When you manually change the arrow direction in this way, it looks fine on screen but reverses back to the original direction when printed out. The only way to resolve this issue is to delete the link and manually recreate it so that the arrow points in the desired direction in the first place.

Errors

Q: “Run-time error 48: Error in loading DLL”

A: Go to www.adobe.com and install Adobe Flash Player.

Q: “Run-time error 68: Device unavailable”

A: If you are running the software on an RM CC4 network, try change the workstation security level for that computer to NONE in the RMMC. You may need to restart the workstation after you have done this.

Q: “Run-time error 76: Path not found”

A: Check the data folder exists within the 2Connect program folder. On Ranger networks, when a package is created this folder is sometimes excluded because it is empty to start off with.

Q: “Run-time error 380 Invalid Property Value” on startup

A: This error can occur if your colour depth setting for your monitor is 256 colours, which sometimes happens if are accessing the program through a thin-client type system. Change to a higher colour depth setting and try again.

Q: “Run-time error 380 Invalid Property Value” when trying to print

A: Go to teacher options (ctrl + shift + the letter “o”), select the GENERAL tab, and make sure the correct printer is selected from the dropdown. Click OK.

Q: “Run-time error 380: Invalid Property Value”- when right-clicking an idea or clicking “A” at the top and then the last option in the dropdown

A: One of the default fonts listed in the 2connect.ini file does not exist on your computer. These are: Arial, Courier New, Comic Sans MS, Verdana, Times New Roman. The solution is to go into the teacher options (Ctrl + Shift + the letter “o”), choose the TEXT tab, and choose a set of 5 fonts which are installed on your computer.

Q: “Run-time error 339: Component ... or one of its dependencies not correctly registered...”

A: If the component is named “Flash.ocx” or “FLDbg9b.ocx” or similar, go to www.adobe.com and install Flash Player. Otherwise, you should run the DLL installer for this program which you can download from www.2simple.com > support (or un-install and re-install the program, which will also re-install the dlls.)

Q: “Run-time error 372: Failed to load control...”

A: Un-installing and re-installing the program should fix this, or alternatively run the DLL installer for this program which you can download from www.2simple.com > support > downloads.

Q: “Run-time error 482: Printer error” when trying to print

A: This error happens if you have no printers installed on your computer and you try print.

Q: “Run-time error 30003: Invalid Parameter” when exporting to 2Create

A: One known cause of this error is if one of the ideas which is being exported is listed as having an associated image but the image does not actually exist – this can be seen in the concept map as an idea whose display area is large enough to accommodate a picture but just displays a blank white square instead. To remove this “non picture”, right-click the idea and click “remove picture”.

Q: “Sorry. This file couldn’t be saved here.”

A: This error happens if you try save to a location which has delete permissions disabled (and you are using standard dialog boxes.) For more information on this error, see <http://support.2simpleweb.com/public/docs/general/Permissions.pdf>

Q: “The network folder \\2sfs01\homedirs\... that contains My Documents is unavailable...”

A: This error can happen if your default work folder for this program is your My Documents folder, but My Docs points to a server location which no longer exists. For more information, see http://support.2simpleweb.com/public/docs/general/Saving_And_Opening.pdf > The “My Documents”

folder is pointing to a location on the server which does not exist

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