2Create FAQ

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Common Questions

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: All the pages I add become modified so that they have exactly the same content

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

General

Q: I have installed 2Create 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: I'm saving as html, but sound and animation are not saved
A: Please call us to have your version of 2Create updated to 1.5. This version saves as a SWF file.

Q: On the map view, I sometimes spot green circle links which appear outside of any of the pages?
A: There is probably an object in one of the pages which is just outside the border within the edit page screen. Open the page which is closest to the green circle and press ctrl and the letter "a" to select all objects. Click and drag one of the selected objects, and all the objects now move. Use this technique to spot any objects just past one of the page borders.

Q: The program does not seem to display correctly on screen
A: You may have large fonts enabled. To disable this, right-click your desktop and choose PROPERTIES > SETTINGS > ADVANCED. In the DPI dropdown, choose "Normal size" rather than "Large size" and click Apply. You may need to restart your machine for the settings to take effect.

Q: I try save a file but nothing gets saved and I get no error message
A: This can happen 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: If I group a text line with another object, the text loses its transparency
A: Yes, 2Create can only preserve the text transparency if it is not grouped.

Q: Sometimes when we open a saved Learning mode file, we have a smaller selection of felt tips
A: This can happen if you use the "open" button available in the start-up splash screen. When you're opening a file that was created in Learning mode, it's better to click to start a new project in Learning mode from the splash screen, and then click the open button at the top of the screen to open your saved project.

Q: The textboxes have no scrollbars if the text is too long to fit?
A: Yes. If the text is too long you'll need to either (1) increase the size of the textbox, (2) decrease the font size, or (3) use less text.

Q: Does 2Create use relative or absolute paths when storing information about resource files?
A: 2Create uses absolute paths when you save a 2cr file. This applies to
1. Links to files made using Actions>Turn Page>Open File (html / swf / pdf / avi)
2. Links to sound files using Actions>Sound>Import Sound File (wav / mp3)
3. Links to avi video files using the Import button (when you import an avi file this way, if the file is less than 1MB it will be embedded within the swf file when compiled. If the file is larger than 1MB, you will be given the option to either embed or link to it. The link option is similar to option 1 above.)

If you intend to continue working on the same 2Create file on a computer which is not connected to your network, its best to refer to resource files that have a path such as C:\resources, because then they can be available to you on another computer if you create the same folder structure.
When you compile your work into a swf file, imported sound files and embedded avi files are incorporated into the swf file. This is useful, but does mean the file size can increase substantially. Other external references, such as the file links in option 1 above, and linked avi files in option 3, are not stored within the swf file and still retain their absolute path setting.

Q: When I try play the current page, it still compiles all the pages in the file
A: Yes, this is true. There is no option to compile the current page only.

Q: Does 2Create have a fill tool?
A: No, it does not.

Q: Does 2Create work on computers with regional settings other than UK English?
A: Unfortunately, 2Create is not supported on regional settings other than UK English, although if the regional setting is similar to UK English (such as US English), 2Create should work fine. (If the regional settings are set to Italian or Spanish, for example, when you press play you may just get a blank white page. You can still successfully play back the file by right-clicking a page from the main view and clicking "play this page", however there are other issues which do not have workarounds.)

Q: Can I create a hyperlink to a web page?
A: Yes you can. Double-click on an object to open up the "actions" window and select the "turn page" tab. Enter the hyperlink in the "open file" box at the bottom. You can link to the following types of files: swf, html, pdf, avi. To link to an online web page, the web link needs to end with "html". For example http://www.google.com/index.html will work, but not http://www.google.com . If you save your 2create file in swf format and run it within a browser, the hyperlink will work but you may need to amend your Adobe Security Settings beforehand.

Errors

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 339: Component … or one of its dependencies not correctly registered…"
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: "You cannot use this file since it has been compressed. You can save it in another format using Sound Recorder" when importing a sound
A: Open the file in Windows Sound Recorder (Start > Programs > Accessories > Entertainment > Sound Recorder) and resave it in a different wav format, ie click File > Save As, and at the bottom click FORMAT and choose PCM and 22.050 kHz, 16 Bit, Stereo.

Q: I press the green play button and nothing happens
A: You need to grant full permissions to the temp folder, usually located in C:\Program Files\2Simple Software\2Create\Temp files. You also need to have Flash Player installed (go to www.adobe.com to do this.)

Q: The program will not run
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: "Sorry! SetupPrinterInfo Problem getting printer information from the system…. (484)"
A: This error happens if you have no printers installed on your computer and you try startup this program. A workaround is to install a "PDF Printer" on your computer, just so that there will be at least one printer in your list. A PDF Printer is a "fake" printer that shows up on your list of printers and when you choose to print to it from any program, will "print" to a PDF file. An example PDF Printer is PDF Creator http://sourceforge.net/projects/pdfcreator/ .

Blank Screen

Q: I get a blank white screen when I press play, for any file I try
A: This indicates a problem with the installation itself. Try un-installing and re-installing the program - or alternatively run the DLL installer for this program which you can download from www.2simple.com > support > downloads

Q: I get a blank white screen when I press play, for a specific file only
A: This has a number of possible causes. Below are some steps you can take to resolve the issue, but because the process is not straightforward you are welcome to email the problematic file to 2Simple tech support and we will amend it and send it back to you.
Steps to solve:
1) **Turn on verbose error logging -** Go to the location where 2Create is installed (by default C:\Program Files\2Simple Software\2Create) and open the configuration ini file named "2mmtk.ini". If this file does not exist, run 2Create once and then exit; this will create the file. Modify the line from errorHandleMode=ignore to errorHandleMode=warn. Now when you open 2Create and try play a problematic file, it should provide more information on the nature of the problem.
2) **Examine the error message**
   <u>Missing sound recording</u> - "…Error opening file for reading …Snd1p3. …tempSnd1.wav (-2147475454)".
   (explanation: A sound recording for a specific object cannot be found in the 2cr file. You need to either remove the reference to the sound file or re-record the sound.)
   <u>External sound not found</u> - "…Error opening file for reading. … Snd1p3. …sample.mp3 (-2147475454)"
   (explanation: The .2cr file makes reference to an audio or video file which it can no longer find – you need to fix or remove this reference. Once you export your file to swf format, all resources are embedded within the swf file and you should not have this problem - the exception is linked AVI files and files referenced in the "open file…" option in the Actions > Turn page window; these are not stored within the swf file).
   <u>UNC path</u> - "…Error opening file for reading … Snd1p3 … C:\…\temp files\\\2sfs01\…\sample.mp3 (-2147475454)"
   (explanation: You cannot reference an external file using a UNC path – ie. one which begins with "\\". Please use a mapped drive instead.)
   <u>Invalid Object</u> - "Object has invalid content. Object id: f3p6. File name: …\SWFpic3p6.wmf. (-2147475450)"
   (explanation: 2Create has encountered an object which it is unable to deal with – most likely you will need to delete the problematic object.)
3) **Identify the problematic page**
   The error message will tell you which page has the problematic object (there may be more than one problematic object – the 2nd one will only be revealed when the first one is corrected.)
   "p3" in the error messages above indicates that the problem is on the 3rd page, except for the last error where "f3" indicates the page number. Now that you know the page, it can make things quicker to compile if you save a temporary copy of the 2Create file and delete the contents of the other pages by dragging them to the bin at the bottom left. Now you can test the problematic page by right-clicking it and selecting "play this page". (Another way to work out which is the problematic page is to use a process of elimination - simply delete the contents of some of the pages and see if the file compiles successfully – continue to do this until you have found the problematic page.)
4) **Identify and fix the problematic object**
   <u>Sound</u>: If the problem is with a sound file, you can identify which objects play sound by moving the mouse over different objects on the page. When the mouse hovers over an object which plays sound, "play sound" will be displayed in grey at the bottom left of the edit page screen. When you double-click this object, the target sound will be displayed on the top right in the blue title bar which appears. You can match this target sound file with the error message to determine if this is the problematic object. See above for how to fix the problem for each specific error.
   <u>Other</u>: If the problem is not sound-related, you will need to use a process of elimination to determine which object is responsible. Select and delete some objects on the page and then test to see if the page compiles (make sure you are doing this on a test copy of the file, not the original. You may also want to turn off the auto-save feature while you are doing this - Open the teacher

options (ctrl + shift + the letter "o"), click the Files tab, and untick "automatically resave file". Pressing ctrl + "A" within a specific page will select all objects on that page, and will help identify some objects you may have missed (dragging with the mouse over a specific area on the page can also help with this). Problematic objects might be almost off the edge of the page (use ctrl-A and drag all objects to get it back to the main part of the screen). Often a problematic object might be a small dot-sized object (which might be invisible unless selected) which can simply be deleted.

Q: What causes problematic objects to be created ?
A: One known cause is the following: Add a text line object to a 2create page (using the red "A" button) and add some text to it. Now if you decide to delete the object, you can either drag it to the bin or select the object and press "delete". Either of these delete methods work fine. However, if you attempt to delete the object by double-clicking it, deleting all text, and clicking "yes", this seems to delete the text line object but in fact leaves a dot-sized object on screen (invisible unless selected) which causes an error if you press play. To resolve this, simply select the object and press delete.

Q: When I add clipart to a file and press play, I get a blank white screen
A: If you are running the program directly from a server via a UNC path (ie one that starts with \\) then this problem will occur. You can run 2Create directly from a server, but it is best to do this via a mapped drive.

Clipart

Q: The clipart folder categories do not correspond with what is inside
A: This is caused by installing version 1.5 over a previous version. Please remove all versions of 2Create and reinstall version 1.5

Q: How do I add more clipart to 2Create?

A: You can click on the "Import" button at the top of the page and then browse to picture files and drag them into your project (bmp, jpg, gif, png, tif, wmf, 2dr (2draw)– and avi video files). You can also import by right-clicking on the canvas in the edit card screen and clicking "import". Right-click import supports 2 additional formats - ico and emf. However with both of the above methods, the pictures imported will **not** have transparency within 2Create (except 2dr files). The only way to add transparent clipart in 2Create is to use wmf files, and to add them in the same place where the existing 2Create clipart is located. See below.

Q: How do I add more transparent clipart to 2Create?
A: You can only do this with **wmf** files – unfortunately transparency is not supported for any other picture format. You need to add them in the same place where the existing 2Create clipart is located – this is by default C:\Program Files\2Simple Software\2Create\clipart. In the clipart folder are various clipart subfolders. Each subfolder has a corresponding bmp thumbnail file with the same name, which is used to display that folder in 2Create. You can add clipart within an existing subfolder, or you can create your own subfolder and a corresponding bmp thumbnail. Within each subfolder you will find all the existing wmf clipart. Each wmf file also has a corresponding bmp thumbnail with the same name. If you add your own wmf files, be sure to also add the corresponding bmp thumbnails. The bmp thumbnails should be 80x80 pixels in size. Once you have added your own clipart, you can import it by clicking on the clipart button.

Printing

Q: How do I change the printer?
A: Go to teacher options (ctrl + shift + the letter "o"), select the PRINTING tab, and choose the printer from the dropdown. Click OK.

Q: How do I print individual pages ?
A: Open the relevant individual page and click the print button

Q: I try print an individual card and it prints to the wrong printer
A: First, check your printer is set correctly in the teacher options (ctrl + shift + the letter "o"). The setting in the teacher options overrides the windows default printer. There is however a slight inconsistency for files created in LEARNING mode (one of the 3 options you choose when creating a 2create file – learning / basic / standard). For files created in learning mode, when you print individual cards, 2create will ignore the printer as selected in the teacher options and instead print to the windows default printer.

Q: When I print an individual card it does not print to full A4 size
A: That is correct, printing individual cards in 2Create only prints to approximately size A5 on an A4 piece of paper. Using print screen is the only known workaround for this issue. (You could alternatively export the file to swf format, open the swf file in your web browser and print from there, but this does not work 100%; it produces black borders around the printed page)

Q: When I print an individual card it prints out tiny
A: First make sure you are not printing out the overview screen; when you click print, you should have the individual card that you want to print open. If this does not solve the problem, try the following: go to the teacher options and change the printer to "XPS Document Writer". (If you don't see the XPS printer, you may need to install it from this website: http://www.microsoft.com/download/en/details.aspx?id=11816) When you print to the XPS printer, a "save as" dialogue box will appear. Choose a convenient location to save, then open the resultant file and print to your normal printer.

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