

Maths City 1 FAQ

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Q: The program is not working as expected

A: Make sure you have the latest version of Adobe Flash Player installed from www.adobe.com

Q: The main map screen is unresponsive

A: Make sure all users have read access to the **data** subfolder (ie C:\Program Files\2Simple Software\Maths City 1\data). You may need to add security group “authenticated users” to the list of groups who have read permissions to this folder. In rare cases we have found that users require modify permissions on the main program folder as well.

Q: There is no save button in this program – we need evidence of children’s work

A: To save evidence of children’s work, we recommend printing to a PDF printer. This will save work as a pdf file. See <http://support.2simpleweb.com/public/docs/general/Printing.pdf> for more information.

Q: When I run the program I get a blank white screen

A: Try the following:

1. Install Adobe Flash Player
2. Make sure all users have read permissions to the program folder, typically C:\Program Files\2Simple Software\Maths City. In rare cases we have found that users require modify permissions on the main program folder as well.
3. If neither of the above works, check if the program works fine when you are logged in as administrator. If it works fine as admin but not as a pupil user, it may be a permissions issue with “Zinc”, a plugin which converts a swf file to an exe format. To workaround this problem, you can run the Maths City swf file directly. Download the Maths City swf and html files from <http://support.2simpleweb.com/public/fixes/MathsCity/swf/> and place them in the Maths City program folder (typically C:\Program Files\2Simple Software\ Maths City). Double-click the html file to have it run in your web browser. Internet Explorer may give you a security warning when you try launch the program – click allow.

2Simple Software

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