Simple City FAQ

For the latest version of this document please go to www.2simple.com > support

Q: I can open the map but when I click on it nothing happens
Q: When I try to print the screen zooms up into the corner
Q: The program is not working as expected
Q: "Error – Class Not registered"
Q: I try to install this on Windows 7 but it stops in the middle …
Q: There is no save button in this program – we need evidence of children's work
Q: When I run the program I get a blank white screen

Q: I can open the map but when I click on it nothing happens
A: Make sure you have the latest version of Adobe Flash Player installed from www.adobe.com. If this does not help, check all users have read / write access to the data folder (by default C:\Program Files\2Simple Software\Simple City\data).

Q: When I try to print the screen zooms up into the corner
A: Contact 2Simple for the latest version which fixes this issue. Alternatively download "Simple City Printing.zip" from http://support.2simpleweb.com/public/fixes/SimpleCity/printing/ and replace the relevant swf files in the data folder.

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: "Error – Class Not registered"
A: Go to www.adobe.com , click "GET FLASH PLAYER" and install Flash Player on your machine. This does not get installed by the Simple City installation and needs to be installed separately.

Q: I try to install this on Windows 7 but it stops in the middle saying that the file in Windows is newer than the one being installed and would I like to replace the newer ones with the older ones. The files are: c:\windows\system32\jscript.dll, vbscript.dll, scrrun.dll, dispex.dll, scrobj.dll, wshom.ocx, wshext.dll, cscript.exe, wscript.exe, wshcon.dll
A: Please contact 2Simple for the latest install which corrects this

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\Simple 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 Simple City swf file directly. Download the Simple City swf and html files from http://support.2simpleweb.com/public/fixes/SimpleCity/swf/ and place them in the Simple City program folder (typically C:\Program Files\2Simple Software\Simple 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.