2Simple Collection FAQ

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

Common Issue:

Q: I installed the Collection on a 64-bit OS and the launcher program icons are all greyed out
A: Windows 64-bit OS installs 32-bit applications to C:\Program files (x86) instead of the usual C:\Program files. The collection launcher isn't smart enough to realize this. The current solution to this problem is to manually edit the progdata.xml file which is by default located here: C:\Program Files\2Simple Software\2Simple collection\Launcher\data\. Open it in Notepad and click Edit > Replace. Replace all instances of "C:\Program Files\" with "C:\Program Files (x86)\" **(note that it is important to include the last "\" in "C:\Program Files\" when searching and replacing otherwise you will end up replacing other parts of the xml file incorrectly)**, then save and exit. You can copy this xml file to other machines using one of the methods described in www.2simple.com > support > networks > copying 2Simple settings across a network.

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Q: What is the 2Simple Collection?
A: The Collection is a set of 28 programs from 2Simple - 2Animate, 2Calculate, 2Connect, 2Control NXT, 2Create, 2Create A Story, 2Draw, 2Email, 2Handwrite, 2Investigate, 2Paint A Picture, 2Publish+, 2Review+, 2Simulate, 2Type, Alphabet Soup, DevTray, Infant Toolkit, Literacy Collection, Maths City, Maths Games 1, Modelling Toolkit, Music Toolkit, Photo Simple, Science Simulation, Simple City, Stories 2 Tell, Talking Stories

Q: Are all 2Simple programs included within the 2Simple Collection?
A: No – the following are not included – 2Do it Yourself, 2Simple French, 2Simple Spanish, Maths City 2, 2Assess, 2Create A Superstory, 2Start English. Our website Purple Mash is also not part of the Collection.

Q: What is the best way to deploy the Collection across a network?

A: We recommend deploying the individual program MSIs to each machine using Group Policy. For more info on how to install using GPO, see www.2simple.com > support > networks. Originally, we also provided "combined" MSIs which included all the programs within them, however we no longer distribute these combined installs (see below). When deploying the individual program MSIs via GPO, it may be better to assign the installs to subsets of computers (using organizational units), or not assign all 28 programs at once, so as not to stress your network. Note also that if you assign all 28 MSIs at once, the local workstations, when rebooted, may take an hour or more to install all the programs since the total size is just under 3GB. You will not be able to use the workstation during this time, so it may be best to reboot the computers at the end of the day if you plan to install all 28.

For a few 2Simple programs (which use centralized resources) it can save time to install them to a single server location and run them from there, rather than install on each local machine. To read more about this option, see www.2simple.com > support > networks.

Q: Why do you no longer distribute the combined installs?
Originally, we provided "combined" MSIs which included all 28 programs within them (these were contained within the "disk 1" of the box set with a green "start here" circle.) However, we no longer distribute these combined installs. We instead recommend deploying the individual program MSIs (contained in disk 2, if you have the box set of 3 disks). The versions of some of the programs within the combined installs (such as 2Publish+ and 2Create A Story) are now out of date. Additionally, it can be difficult to deploy the combined installs via GPO because the size of the combined installs can put stress on a network during installation. It is also less easy to change / remove individual programs via GPO when using the combined installs.

Q: Why are there 3 disks that come with the Collection?
A. Please note we no longer send out 3 disks – we now send out only 1 disk which contains the individual installs for each program. If you do have 3 disks, the only one you need to use is disk 2. Disk 1 contains combined installations which incorporate most of the Collection programs (these combined installs are now out of date). Disk 2 contains individual installs of each of the 28 programs. Disk 3 is a CD rather than a DVD and is provided for schools that do not have DVD drives. However like disk 1 it also contains a combined install which is now out of date, so it's best to use disk 2 instead.

Q: How should I install the Collection on RM CC3 / CC4?
A: Each of the 28 programs has its own individual CC3 / CC4 package which can be deployed through the RMMC. We provide these on a separate DVD on request. For more information see www.2simple.com > support > networks > CC3 / CC4.

Q: Should I uninstall any existing 2Simple programs before installing the Collection?
A: Ideally, yes. The Collection install does not uninstall or update any existing installs of 2Simple programs on your computer, so if you don't uninstall any existing programs you may have them installed in 2 separate places after you install the Collection. This will not stop the programs from working but does waste disk space as well as possibly cause confusion if different program versions or program settings are involved.

Q: How much disk space do all the installs take up?
A: After installation, the files take up just under 3 GB of space.

Q: Do the programs require Adobe Flash Player?
A: Yes, most do. We recommend that Flash Player is installed on your computers by going to www.adobe.com and clicking "Adobe Flash Player". If you have a box set of 3 disks and are installing the individual installs from disk 2, make sure the version of the disk is 1.0.1. The original version of the disk contained installs with an outdated version of Adobe Flash Player. The latest installs no longer include Flash within them. Contact 2Simple support for the latest versions and we will email you download links.

Installation Problems

Q: I insert the a Collection disk into my CD drive but it is not recognised

A: Most likely you're trying to read a DVD using a CD drive. See the next question.

Q: My computer does not have a DVD drive – how do I install the Collection?
A:
1. If the computer you're trying to install on is connected to your network, insert disk 2 (if you have the box set of 3 disks) into a computer which *does* have a DVD reader, and copy the entire contents to a shared location on the network. Now use the MSIs to deploy the Collection across the network using GPO. Alternatively, once the contents of the DVD are on a shared area of the network, you can simply run the installations manually from the computer which has no DVD drive by browsing to the network location and double-clicking the install file.
2. If the computer is **not** connected to your school network, you can copy the individual installs to the computer using a USB Flash memory stick, and then install them.
3. Another alternative is that you can contact us and we can send you download links for all the installations

Q: "Add operation failed: Unable to extract package information..."
Q: "The System administrator has set policies to prevent this installation"
Q: I am unable to install the software – it takes too long / freezes
A: These errors has been known to occur when trying to deploy the combined Collection installs either directly or via GPO, and are due to the large size of the install. However please note that the combined installs are now out of date and we recommend you install using the 28 individual installs per program.

The Collection Launcher

Q: What is the Collection Launcher?
A: It is a small program which can be used to easily link to all 28 2Simple programs. It is available as a separate installation MSI (It was also included within the combined installs but these are now out of date.) The Launcher will automatically attempt to find any 2Simple programs that have been installed on your computer. If it finds them, it will display their icons and you should be able to run them from the launcher. If the videos are accessible, you can view them by clicking on the small "V" to the right of the program. If the 2Simple programs have not been installed, or were not installed in their default locations, the launcher will not find them. You can instead manually locate them by going into the teacher options (Ctrl + Shift + the letter "o"). Within the teacher options you can double-click on any program and then navigate to where that program is installed. Select the program and click OPEN. The launcher will remember this choice. Using the teacher options, you can also hide selected programs by unticking them and change the order in which programs are displayed by dragging the program names up or down.

Q: If I install the individual program MSIs, will the Launcher MSI clean up the desktop shortcuts?
A: No. The individual program MSIs will install their own shortcuts to the start menu and desktop, and the collection launcher MSI will not affect these – it will simply add its own shortcut to the start menu and desktop. If you do not want the individual program shortcuts on the desktop, contact 2Simple and ask for download links of the individual program MSIs which do not contain shortcuts (simply deleting the individual desktop shortcuts that have already been installed is not recommended since the program MSIs will automatically try to repair these and place them back).

Q: If we add further programs later, will the Launcher pick these up automatically?
A: The Launcher will only try to find the 28 programs within the Collection. You can however manually add further programs to the Launcher – see below.

Q: How do I add programs to the Collection Launcher?
A: You need to manually editing the progdata.xml file.
- This is usually here: C:\Program Files\2Simple Software\2Simple collection\Launcher\data\
- This file will not exist initially – it is generated the first time you run the launcher.
- Open the file in Notepad and turn off word wrap to see each program listed on its own line.

- <order> dictates the display order, for example p2='11' means the 2nd list entry is displayed 11th.
- <program name> has the following sections
    - Program name – as seen in the launcher window.
    - Path – where to find the program
    - Picpath – where to find the icon (removing this section will use the default icon)
    - Desc – The description which appears on mouse hover
    - Videopath – where to find the videos
- To display new programs
    - Copy an existing line and modify its contents as appropriate
    - Amend the ORDER line. Eg. add *p29='29'* to add a new entry at the bottom.
    - Save and exit the file, then mark it as **read only** using right-click > properties. If you don't do this, the next time you open the launcher, your changes will be lost.
- To avoid having to make the above changes on every machine, you could consider running the launcher from a central server location, in which case there will be only one xml file to change.

Q: I have problems running 2Type from the Collection Launcher

A: A number of problems can occur if the launcher runs 2Type via a UNC path (*Instruction Keys* and *2Pop* give errors when run: "Sorry the activity file cannot be loaded…" *Teaching Keys* starts up but just displays empty circles. *Falling Words* –no words fall. *Typing Practice* – only the word "false" is displayed.) A UNC path is one which starts with \\. If you are using the Launcher to point to the 2Type exe on a shared folder on your server, it needs to be via a mapped drive. (Note that if you launch 2Type directly from a UNC path rather than through the Collection Launcher, this works fine.)

2Simple Software
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