

## Installation FAQ

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**Q: "Add operation failed. Unable to extract deployment information from the package..."**

**Q: How do I install 2Simple software on a network?**

A: Go to [www.2simple.com](http://www.2simple.com) > support > networks for detailed information

**Q: I can't find an MSI on the CD you have sent me**

A: The latest versions of all 2Simple programs should come with MSI's included on the CD. Please contact 2Simple and we can send you a download link for the MSI

**Q: I click to install but it shows "preparing to install" for a long time and nothing happens**

A: Some 2Simple programs have quite large install files (eg The 2Simple Collection, 2Simple French, Stories 2 Tell) and the installation process can take 5 minutes or more, depending on the speed of the computer. Please be patient. After the "preparing to install" screen completes, you should get the first installation screen appearing, asking you to click NEXT. Continue through the rest of the screens until the progress bar appears and the installation itself starts. Here again, you will need to wait at least 1 minute before the progress bar starts to move. Once the progress bar starts to move, you will have to wait a further few minutes until it completes. We regret that the installation process takes so long but this is unavoidable due to the size of the program.

**Q: I installed a program and it caused problems with other programs which use Adobe Flash Player**

A: Older versions of 2Simple installs included Adobe Flash Player embedded within the install. The version of Flash Player that was embedded is now outdated. All current and new 2Simple installs no longer include Adobe Flash Player embedded within the install – please do not use the old installs. Contact 2Simple and we will provide downloads of the latest installations for you. Many 2Simple programs do indeed require Adobe Flash Player to be installed; to do this you now need to go to [www.adobe.com](http://www.adobe.com) and click “Get Adobe Flash Player”.

**Q: How do I install the software silently?**

A: With the latest 2Simple MSIs, use the command line parameters “/qn” (without the quotes). See the msiexec documentation for other options, eg

`msiexec /i <filepath> /qn` Quiet mode, no user interaction  
`msiexec /i <filepath> /quiet` same as above  
`msiexec /i <filepath> /passive` Unattended mode - progress bar only

<filepath> refers to the full path and name of the MSI. If it contains any spaces it needs to be enclosed in quotations, eg `msiexec /i “C:\Program Files\2Paint a Picture.MSI” /qn`

A quiet install may fail if you have UAC turned on. See below for how to disable the UAC, if required.

**Q: How do I disable the UAC (User Account Control)?**

Please be aware that the UAC is an important part of your security setup, so only disable it if you are sure it’s necessary, and ideally it should be turned back on afterwards. To disable it, go to Start > Control Panel > User Accounts > Turn User Account Control on or off and make sure that the Use User Account Control (UAC) to help protect your computer option is unchecked and press OK (an online search will reveal other ways to do this.)

**Q: I try install the LEGO NXT Driver on XP SP3 and get a message that SP2 is required**

A: Go to [http://support.2simpleweb.com/public/tools/3rd\\_party/LEGO/](http://support.2simpleweb.com/public/tools/3rd_party/LEGO/) and download the driver. Install this locally on each pc.

**Q: When I use the program I keep getting “Please wait while Windows configures...”**

A: MSI installations have a “repair” feature which means that after an installation has been completed, if some of the files that were installed subsequently get removed, the MSI will detect that this has happened the next time you try to run the program, and try to repair (i.e. replace) the missing files. Aside from manually deleting installation files, there are a number of other possible causes for this problem:

**1) Two different MSI installations conflicting with each other**

This could happen, for example, if 2 MSI installations both install a shared Microsoft dll or ocx file into the system32 folder but they install different versions of that file. To resolve this, uninstall the program and re-install with the latest version of the installation (to check if you have the latest version, see [www.2simple.com](http://www.2simple.com) > support > most recent versions). The latest installs minimise these kinds of conflicts by using merge modules for all Microsoft dlls and installing all 3<sup>rd</sup> party dlls to the application folder.

**2) Restrictions of what is allowed to be installed**

On some systems certain shortcuts may not be allowed to be installed, for example desktop shortcuts. The MSI will try to unsuccessfully “repair” the desktop shortcut each time the program runs. To resolve this, contact 2Simple for an installation which does not include desktop shortcuts.

**3) Manual MSI creation using snapshots**

Some network systems provide a method which allows schools to manually create their own MSI packages using a “before and after” snapshot method (eg RM CC3, CC4, Ranger, CSE). While this method works, it’s possible to sometimes capture extraneous files during this process and these files can cause the above problems. Unless you are experienced in using

this method it can be difficult to detect which files should not be included. 2Simple recommends schools to use the existing 2Simple MSIs provided which will not have this problem (in the case of CC3/4, 2Simple have created MSIs specifically for these networks which are available in the "CC3" folder of all cds.)

It is not always easy to diagnose the cause of the above problem. One method which can help is to inspect the event log of the local workstation to see which component in the MSI is causing the conflict. The message in the event log will provide a "GUID" (globally unique identifier) which, when referenced within the MSI itself, allows identification of the problematic component.

**Q: Can I run 2Simple Software from a UNC path (ie a path starting with \\ ) ?**

A: While this method will work for many 2Simple programs, it has not been exhaustively tested and some programs do have problems with this method (see below). If you want to run software from a shared network area, its best to use a mapped drive in which case most of the issues listed below will be resolved. Make sure you also read the notes on [www.2simple.com](http://www.2simple.com) > support > networks > Installing on the server only.

*Known issues when running 2Simple software from a UNC path:*

**2Calculate:** Videos, activities, clipart and clipsounds not accessible

**2Create A Story:** Unable to run via UNC path; a run-time error will be displayed. A runtime error will also occur if the program is running locally but tries to import a sound via a UNC path.

**2Create:** Project will not run if any clipart or clipsounds are added (it will only display a blank page). This will also happen if the program is running locally but tries to import a sound via a UNC path.

**2Control NXT:** Unable to run via UNC path.

**2Email:** Works intermittently but the connection to the 2Email server is sometimes lost.

**Devtray:** Unable to save to a UNC path, and the videos don't play.

**Q: Can I use larger mouse pointers with 2Simple Software? Can I make the mouse move slower?**

A: Yes, in general you should be able to amend these settings using the Control Panel in the same way that you would with other Windows programs. Click Start > Control Panel > Mouse. Choose the "Pointer Options" tab to change the pointer speed. Choose the "Pointers" tab to change the mouse cursor. There are websites where you can download (for free) large mouse pointers, for example : <http://www.ace-centre.org.uk/index.cfm?pageid=F5F26649-3048-7290-FEA80B8B637BF760> However please note that there are some exceptions to this – for example in programs which use painting tools (like 2Paint, 2Publish etc), you will not be able to change the "felt tip" mouse icon which is used while painting, or the other mouse icons which are used when different painting tools are selected.

**Q: How do I know if I have the latest version installed ?**

A: See our website for a listing of the latest versions of each program: [www.2simple.com](http://www.2simple.com) > support > most recent versions.

**Q: What do the 2Simple installations do?**

1. Copy files to target destination, by default C:\Program Files\2Simple Software\...
2. Install Microsoft dlls/ocxs to system32 folder and register them using merge modules
3. Copy 3<sup>rd</sup> party dlls / ocxs to program folder and register them
4. Create start menu and desktop shortcuts
5. Add file associations if required
6. Assign full permissions to some files or folders – eg temp folders, database files.
7. 2Email server install sets up the "sorter" as a service
8. 2Type adds a registry entry specifying the database location

9. Installed separately:
  - a. Adobe Flash is required by many 2Simple applications but is not included within the main install – go to [www.adobe.com](http://www.adobe.com) to get the latest install for this
  - b. 2Control NXT has 2 elements which are not part of the main installation and need to be installed separately - Microsoft .NET Framework and the LEGO NXT driver.

**Q: 2Simple Programs don't work on on Ranger network – after installing a 2Simple program such as Infant Toolkit, when I try launch the program it displays briefly but then disappears straight after that. It works fine as administrator.**

A: The problem might be solved by the following:

- Open up the Ranger Administrator control panel
- On the left, select Security > Groups > Pupils
- On the right, select the Applications tab.
- In the main area on the right side you will now have a section entitled “Illegal applications”. These are applications which Ranger will close down automatically as soon as they are opened.
- Look through the list. If there is an entry named “Project1 – Microsoft Visual Basic [design]”, select it and click “Remove” at the bottom right. By clicking remove we are allowing programs with that name to be run – including many 2Simple programs which have this basic name.

**Q: How do I prevent desktop shortcuts being installed?**

A: We have created alternative installations for all our programs which do not include any shortcuts. Please contact us for a download link.

## Errors

**Q: “Error 1327. Invalid drive...”**

A: This error can sometimes occur if drive letters have been changed on your computer or if a registry key contains an incorrect value in a Data field. One quick solution which may work is to temporarily map the drive referred to in the error message for the duration of the install, and then unmap it afterwards. A more technical and accurate solution would be to search the registry for entries which contain this incorrect drive letter and amend them, although please only do this if you have the technical knowledge and experience to do so (**Important: Modifications to the Windows registry, if not done correctly, can cause serious problems to a Windows system. Before editing the registry, please make sure to back it up.**) This error is documented on a number of websites if you search for it online - for instance, see <http://support.microsoft.com/kb/327763> and <http://kb2.adobe.com/cps/404/kb404946.html> where this error is referenced with regards to installations of other products.

**Q: “Error 1335: The Cabinet file ... required for this installation is corrupt and cannot be used”**

A: One possible cause of this error is that the cd you are using is damaged. Please contact 2Simple for a new cd or a download link.

**Q: “Error 1606. Could not access network location...” when trying to install**

A: The installation is looking for a folder, for example My Documents, but it cannot find the folder because the registry is telling it to look in a network location which cannot be accessed. This can occur, for example, if you normally use a laptop at a school but you are trying to run the installation from home while you are not connected to the school network. The solution is either to wait until you are connected to the school network again before installing the software, or edit the Windows

Registry on your computer. Editing the registry is only recommended if you have the technical knowledge and experience to do so (**Important: Modifications to the Windows registry, if not done correctly, can cause serious problems to a Windows system. Before editing the registry, please make sure to back it up.**) Typically, you would search within the registry for the network location specified in the error message and then amend as necessary. For example, in HKCU\Software\Microsoft\Windows\CurrentVersion\Explorer\User Shell Folders you might need to (temporarily) amend the "Personal" and "My Pictures" entries to %USERPROFILE%\My Documents and %USERPROFILE%\My Documents\My Pictures (Win XP) This issue is documented online as well – for example see <http://support.microsoft.com/kb/886549>

**Q: "Error 1720. There is a problem with this windows installer package. A script required for this install to complete could not be run..."**

A: Browse the CD to the following folder "3rd party\Microsoft Windows Scripting Runtime" and run the install located within. You can also download the install from [www.microsoft.com](http://www.microsoft.com) (search for "Windows Script"). Alternatively click Start > Run and type "regsvr32 C:\WINDOWS\system32\scrrun.dll" (excluding quotations) and press Enter.

**Q: "Error 1904. Module ... failed to register ..."**

1. A possible cause of this is that you are using an old installation version. Check that you are using the latest version here: on [www.2simple.com](http://www.2simple.com) > support > most recent versions. If you don't have the latest version, contact 2Simple for a download link.
2. This error will also occur if you try install 2Simple software to a remote drive, even if you are logged in as administrator. Solutions:
  - (1) Please install the software on the computer's local drive.
  - (2) Alternatively, if you want to run software from a server but prefer not to install any software directly to the server machine, you can achieve this as follows: rather than trying to install the software to directly a shared network drive from one of the local workstations, install the software on a local workstation to the default path on the C drive and then, once the install has completed, copy the program files to the shared network drive. (This method will work for all programs except 2Email which requires the server part to be installed on the server, rather than just copied).
  - (3) Alternatively, you \*can\* install direct to a shared network drive from a local workstation, and simply click "ignore" when you get the 1904 error messages. This is because if you are going to be running the software from a server, you will need to run the DLL installer for that program on each machine anyway, so the fact that the initial install failed to register the DLLs is irrelevant.

For more information on installing software on a server, see [www.2simple.com](http://www.2simple.com) > support > networks > Installing on a server only.

**Q: "Error 1926. Could not set file security for file... Verify that you have sufficient privileges..."**

A: This error will occur when you try install 2Simple software to a remote drive, even if you are logged in as administrator. Please install the software on the computer's local drive. See "Error 1904. Module ... failed to register ..." for more information

**Q: "Cyclic Redundancy error" when trying to install**

A: There is most likely a problem with the cd. Contact 2Simple for a new cd.

**Q: "Fatal error - installation ended prematurely because of an error" (Vista, Win 7)**

A: There are a number of possible solutions to this error

1. **Vbscript.dll needs to be registered**

Download "dllregsvr.exe" from <http://support.2simpleweb.com/public/tools/DLL/>. Once downloaded, double-click it, click BROWSE and navigate to C:\Windows\System32 (for 64 bit Windows, go instead to C:\Windows\syswow64.) Select vbscript.dll and click OPEN. Click REGISTER. (As an alternative to using dllregsvr32.exe, you can instead use regsvr32 from the command line: "regsvr32 %SystemRoot%\system32\vbscript.dll" or "regsvr32 %SystemRoot%\syswow64\vbscript.dll") If done correctly, a message should appear saying that the registration of the DLL succeeded. The UAC (User Account Control) may need to be turned off to register this correctly, so if it hangs or does not work, try to disable UAC and then register it again (see separate FAQ question above for how to disable the UAC). Now try the installation.

## 2. Silent install

Try install the MSI silently (see separate FAQ question above for more info)

## 3. Antivirus

This error is sometimes caused by antivirus software preventing the install. Try temporarily disabling your antivirus software.

## 4. IE settings

This error is sometimes caused by high browser (IE) security settings. Try lower the settings temporarily.

**Q: "The System administrator has set policies to prevent this installation"**

**Q: "Add operation failed. Unable to extract deployment information from the package..."**

A: This may occur when assigning a large MSI via GPO (such as the Collection 2 combined install – although note that we do **not** recommend using the combined Collection installs via GPO). To resolve this issue, download and install the MS hotfix from <http://support.microsoft.com/kb/925336> (2003 Server only). In addition, make sure that the server has a minimum 3GB of space on the Operating System Drive (usually C:). Also make sure your desktop machines have a minimum of 3GB spare on the C Drive. The above errors may also occur when installing the MSI on a stand-alone machine. The above errors have also been known to relate to machine drive mappings (see "Error 1327. Invalid drive..." above) – attempt to install locally to see if this is the case.

2Simple Software

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