

2Animate FAQ

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

Q: Clipart appears with a white background

Q: There's no option to save an AVI file

Q: The webcam button is greyed out

Q: I can't see a print button

Q: How do I save my animation in a format which can be played by other programs?

Q: In teacher options > Animation, I untick "loop animation", and set the number of loops to zero. However when I now save as an animated gif, the animation loops indefinitely.

Q: How do I copy the contents of one frame to the next one ?

Q: I cannot get imported sounds to play in my animation

Q: I am unable to get into the teacher options

Q: I have a network where pupils are not allowed to browse to the C drive. Consequently, when I click on the "clipart" button it does not display the clipart that gets installed with the program

Q: I paste an image into a frame but when I try move the pasted image or resize it, it does not work

Q: How do I add a background?

Q: I have a number of images I want to batch-import into the 2Animate frames. How can I do this?

Q: Does 2Animate run in 800x600 screen resolution?

Q: I save a file and only an animated gif file gets saved, but no .2ani file.

Q: I am unable to play an animation when not logged in as administrator

Q: The images I draw on the frames keep getting squashed towards to the top of the frame

Errors

Q: "Run-time error 0" when trying to view the videos or user guide

Q: "Run-time error 5: Invalid procedure call or argument"

Q: "Run-time error 76: path not found"

Q: "Run-time error 52: bad file name or number"

Q: "Run-time error 438: object doesn't support this property or method"

Q: "Run-time error 449: Argument not optional"

Q: "Run-time error 339: Component ... or one of its dependencies not correctly registered..."

Q: "Run-time error 372: Failed to load control ... your version might be outdated..."

Q: "Run-time error '-2147417848' (80010108): Automation Error - The object invoked has disconnected

Q: "Run-time error 372: Failed to load control 'SeeThroughPicture' from Transpic.ocx..."

Q: "Gif export error. Can't add Bitmap 0." when saving

Q: "2Animate has encountered an error and needs to close"

Q: "Error - File not found (53)" when trying to save in 2Animate Express

Q: Clipart appears with a white background

A: Please contact us for the latest version of the program.

Q: There's no option to save an AVI file

A: 2Animate will automatically save an AVI copy of your animation if it contains sound. You don't need to set anything extra for this – by using the default save settings (.2ani and animated GIF) the program will produce 3 files - .2ani, .GIF and .AVI.

Q: The webcam button is greyed out

A: Open the teacher options screen (ctrl+shift+ the letter "o") and click on the 'animation' tab. Select your webcam from the dropdown list. Go to the 'general' tab and make sure the webcam button is enabled.

Q: I can't see a print button

A: Open 2Animate and press ctrl, shift and the letter “o” to go into the teacher options. Select the “printing” tab and make sure “Show printer button” is selected.

Q: How do I save my animation in a format which can be played by other programs?

A: When you save an animation, it will automatically save both a .ani file (2Animate’s own internal format) as well as a .gif file (an animated gif file which is a standard format which can be played by other programs such as Windows Media Player).

Q: In teacher options > Animation, I untick “loop animation”, and set the number of loops to zero. However when I now save as an animated gif, the animation loops indefinitely.

A: You need to set the number of times to loop in the teacher options to ONE, not ZERO.

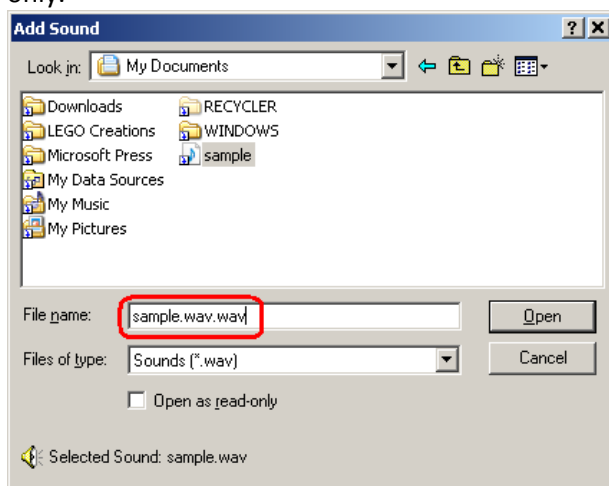
Q: How do I copy the contents of one frame to the next one ?

A: In the movie strip at the top of the page, click onto one frame and drag to the next, then release the mouse button.

Q: I cannot get imported sounds to play in my animation

A: This is a bug with the latest version of 2Animate (v2.0.76). Here are some workarounds:

1. When you import the sound file, after you have selected the file name you need to manually type in “.wav.wav” (without the quotes) and click Open – see screenshot. If you have your windows explorer set to not hide extensions of known file types, you need to manually type in “.wav” once only.



2. We have a version which fixes this issue – you can download it from here: <http://support.2simpleweb.com/public/fixes/2Ani/> . Download the executable file and paste it over the existing one, which is found by default in: C:\Program Files\2Simple Software\2Animate.

Q: I am unable to get into the teacher options

A: Make sure you press ctrl + shift + the letter “o” from within the program (eg. within Advanced Mode), not just when the 2Animate launcher is open.

Q: I have a network where pupils are not allowed to browse to the C drive. Consequently, when I click on the “clipart” button it does not display the clipart that gets installed with the program

A: Possible solutions to this are

1. Copy the clipart folder from C:\Program Files\2Simple Software\2Animate\Clipart to some shared location on your network. Now when pupils click on “clipart” they can navigate to this shared location and choose a picture.
2. Install and run the 2Animate program itself from a shared location on your network. The default clipart folder will then be visible to pupils. Note that if you run 2Animate this way, you will still need to have the 2Animate dlls installed on each local machine.

Q: I paste an image into a frame but when I try move the pasted image or resize it, it does not work

A: Make sure you have chosen the “select” tool (the dotted square).

Q: How do I add a background?

A: Click the new button, select a size and click ok. You now have the option to choose a background or draw your own. You can only choose a background at the beginning of creating your animation. (Technically, it is possible to change the background at a later stage but this is a very advanced option and not recommended for pupils. If you’re interested, this is how you would do it: save your file and close 2Animate. Rename the file to have a .zip extension rather than .2ani. If you can’t see the extension you will need to, from Windows Explorer, click Tools > Folder Options > View, and untick “Hide extensions for known file types”. Now unzip the file. 2ani files are in fact zip files which have had their extensions renamed – this method is used for a number of 2Simple programs. Within the zip file is a file named BG2s.bmp. This is the background picture – you can amend it as necessary, then zip the files up and rename the zip file to .2ani.)

Q: I have a number of images I want to batch-import into the 2Animate frames. How can I do this?

A: Use 2Animate Express; from the main launcher, click Help&Videos > Utilities > 2Animate Express. Follow the instructions and you will be able to create a simple animation which is just a combination of a series of images. You can save this as an animated gif file, which could then be opened in the main 2Animate program if required.

Q: Does 2Animate run in 800x600 screen resolution?

A: As specified in the user guide, the minimum recommended resolution is 1024x768. It is possible to run 2Animate on lower resolution, but some aspects of the program will not work as expected. For example, the webcam window will not be completely displayed. We have a version which addresses some of these issues – Go to <http://support.2simpleweb.com/public/fixes/2Ani/> , download the executable file and paste it over the existing one, which is found by default in: C:\Program Files\2Simple Software\2Animate.

Q: I save a file and only an animated gif file gets saved, but no .2ani file.

A: This happens 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: I am unable to play an animation when not logged in as administrator

A: This problem occurs more commonly in older versions of 2Animate where the program uses a temp folder located in the same place as the program itself, typically C:\Program Files\2Simple Software\2Animate\Temp. You need to assign users to have full permissions to this folder for the program to work. In the latest version of 2Animate, the program instead defaults to use the environment temp folder of the logged in user for storing temporary work, which is less likely to have permissions issues even for locked-down users.

Q: The images I draw on the frames keep getting squashed towards to the top of the frame

A: This is a known issue with 2Animate on 800x600 screen res. The issue is as follows: Start up 2Animate and choose Simple mode (the issue does not occur in Advanced mode). Draw something in frame 1, then click to select frame 2. Now click back and select frame 1. At this point the drawing gets squashed towards the top of the frame. A similar issue occurs when dragging the contents of one frame to another. As stated in the user guide, 800x600 is not a supported resolution; this issue does not occur on higher screen resolutions such as 1024x768. However, if you nonetheless need to use 800x600, there is a workaround for this bug; when you start up 2Animate in Simple mode, click NEW before creating your animation. Once you have done this, the problem should be resolved.

Errors

Q: “Run-time error 0” when trying to view the videos or user guide

A: Go to www.adobe.com and install Flash Player.

Q: “Run-time error 5: Invalid procedure call or argument”

A: This error can occur when using 2Animate Simple mode, and clicking open. It will only occur if (1) you have enabled “standard” dialog boxes in the teacher options, and (2) have selected “My Docs” as the default working directory. This error has not been known to occur in 2Animate “Advanced” Mode. The possible solutions are:

1. Use Simple dialog boxes (although this means that in 2Animate Simple mode, the users cannot browse to different folders when opening and saving)
2. Untick the “Use My Documents Folder” box in the teacher options. If your My Documents folder maps to a specific drive letter, you can specify that instead as the default working directory.
3. Use a version which fixes this – go to <http://support.2simpleweb.com/public/fixes/2Ani/> . Download the executable file and paste it over the existing one, which is found by default in: C:\Program Files\2Simple Software\2Animate.

Q: “Run-time error 76: path not found”

A: This error can happen if your default work folder for this program is your My Documents folder, but My Docs points to a server location which no longer exists. For more information, see http://support.2simpleweb.com/public/docs/general/Saving_And_Opening.pdf > The “My Documents” folder is pointing to a location on the server which does not exist

Q: “Run-time error 52: bad file name or number”

Q: “Run-time error 438: object doesn’t support this property or method”

Q: “Run-time error 449: Argument not optional”

Q: “Run-time error 339: Component ... or one of its dependencies not correctly registered...”

Q: “Run-time error 372: Failed to load control ... your version might be outdated...”

Q: “Run-time error '-2147417848' (80010108): Automation Error - The object invoked has disconnected from its clients”

A: Make sure you have the latest version of 2Animate installed (see www.2simple.com > support > most recent versions). If you don’t, contact 2Simple for a download link. If you already have the latest version installed, 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: “Run-time error 372: Failed to load control ‘SeeThroughPicture’ from Transpic.ocx...”

A: This error may be preceded by 2 other “Run-time error 0” messages. To resolve it, download and install Microsoft VB runtime from the following location:

http://support.2simpleweb.com/public/tools/3rd_party/Microsoft/VB_runtime/vbrun60sp6.exe

Q: “Gif export error. Can’t add Bitmap 0.” when saving

A: Make sure your default save path exists and can be written to (check the default save path in the teacher options or 2Animate.ini file). For CC3/CC4 networks, you may have to edit the default save path and instead of “MYDOCS”, set it explicitly to the N:\ drive.

Q: “2Animate has encountered an error and needs to close”

A: If the event log refers to "faulting module dlbxtwds.ds" this may indicate a corrupt graphics card.

Q: “Error - File not found (53)” when trying to save in 2Animate Express

A: You need to give full permissions to the following folder:

<C:\Program Files\2Simple Software\2Animate\Application\Temp>

(in some versions of 2Animate, the “Application” folder will be absent). This folder is used by 2Animate Express when saving a file. Note that 2Animate Express is a separate program from the main 2Animate program, and the main 2Animate program stores its temporary files in a different location - the local environment temp folder:

C:\Documents and Settings\USERNAME\Local Settings\Temp (2000, XP)

C:\Users\USERNAME\AppData\Local\Temp\ (Vista, Win 7)

The environment temp folder almost always has write permissions by default even for restricted users, and so no further permissions modification is usually required for these folders.

2Simple Software

support@2simple.com

020 8203 1781

Last updated 10 Mar 2011