

2Create A Superstory FAQ

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General

Q: I am unable to access the teacher options using ctrl+shift+“o”

A: This program does not have teacher options.

Q: How do I change the printer?

A: When you click print, the current printer shows in grey on the print dialog box. If you click it, it becomes a dropdown box and you can change the printer. (Note that you cannot change the default printer as you could with some other 2Simple programs.)

Q: How do I use the Journey and Activity screens?

A: See the latest version of the User Guide which has been updated:

http://support.2simpleweb.com/public/docs/userguides/2CASS_UserGuide.pdf

Q: There are some aspects of this program which are not explained in the user guide

A: The User Guide has been updated and the latest version can be found here:

http://support.2simpleweb.com/public/docs/userguides/2CASS_UserGuide.pdf

Q: How do I use the “adv” animations for objects and pictures?

A: This involves adding your own ActionScript code. See the Advanced User Guide here:

http://support.2simpleweb.com/public/docs/userguides/2CASS_UserGuide_Advanced.pdf

Q: How do I use the “Magic AR Paper” template?

A: See <http://support.2simpleweb.com/public/docs/general/AR.pdf>

Q: I installed Flash Player from www.adobe.com but I still get a flash-related error message

A: See http://support.2simpleweb.com/public/docs/general/Playing_swf_files.pdf

Q: When I view the videos using screen res 1024x768, the title bar in the video becomes hidden

A: Currently the best way to fix this is as follows: Go to <http://support.2simpleweb.com/public/fixes/2CASS/> and download the file “video player.exe”. Place it in the videos folder where you have the program installed (by default C:\Program Files\2Simple Software\2CASS\videos), overwriting the existing file with the same name.

Q: What options are configurable in the xml file?

The 2cas2.xml file is located in the same place as the main program file, typically C:\Program Files\2Simple Software\2CASS. Here is an explanation of the settings you might want to change

<working path='MYDOCS' />

<tempfiles path='usertemp' />

<resources path='apppath\resources' />

<clipart path='apppath\clipart' />

<videos path='apppath\videos' />

<objects path='apppath\objects' maxperpage='12' />

- Working path sets the default open and save folder. The install setting is “MYDOCS” which maps to the My Documents folder of the logged in user. It could be changed, for example, to a mapped network drive such as P:\, or a UNC path such as \\ServerName\SharedFolderName.
- Temp Files sets the folder which is used to store temporary files while the program is running. The default is “usertemp” which maps to C:\Documents and Settings\USERNAME\Local Settings\Temp\2cas2 (2000 and XP), or C:\Users\USERNAME\AppData\Local\Temp\2cas2 (Vista and Win 7) This folder almost always has write permissions by default even for restricted users, and so no further permissions modification is required.

- Resources, Clipart, Videos, Objects - sets where the program looks for these folders. “apppath” is a code which tells the program to look in the same folder in which it finds itself in. This does not usually need to be changed, but as with the other path settings, can be hard-coded to any network location.

`<objects path='apppath\objects' maxperpage='12' />`

The second setting above allows you to change the maximum number of objects allowed for each page in the story. The default is 12. Allowed range: 3-20 objects. This does not affect some story types—eg Journey only ever has 1 object, and Flip match and AR have no objects. 2x2 will allow 3 less than the maximum set here, per page.

`<pages maxnum='20' />`

Specify the maximum number of pages allowed per story. Allowed range: 3-24 pages

`<record maxreclength='15' recstopdelays='500' />`

Change the maxreclength to allow more or less time for recording sound.

Recstopdelays specifies the number of milliseconds the program will wait before it stops recording sound, after you have pressed the the stop button.

`<webcam allow='true' />`

Set this to false to hide the webcam button.

`<ar message='For more information about this feature visit www.2simple.com/ar' />`

If you don't want the above message to appear every time you start up the AR screen, set `<ar message="">` above.

Q: Can I add my own background to the Textured screen?

A: Go to the location where the program is installed, typically C:\Program Files\2Simple Software\2CASS. Go the following subfolder: resources\graphics\textures. Look at the existing files - they come in pairs of image files, each with the same name but ending with an “r” or an “l”. This tells the program which image goes on the right side of the page and which on the left side. To add your own files, simply add further gif files to this folder in the same way. You can use graphics-editing software to flip your image horizontally if you want to create mirror images (but you do not have to do this - in fact the right and left image files could be completely different). Once you have added these pictures files to the textures folder, they will show up automatically when you right-click the page border in the textured screen. The program will resize the gif files so that they fit in the page, but beware that this can cause a skewing effect if the picture dimensions are different from the page.

Q: How do I make the page navigation arrows larger for SEN use?

1. Make sure you view the swf file on your full screen area (this can be dependent on the html file if you are viewing it from a web page).
2. You can add your own objects to the picture area and give these “jump to page” actions when you click on them. You can make these objects as large as you want.
3. A technical option could be to use ActionScript to increase the size of the arrows. For example, you could set “_root.page1.nextBut._width = 70; _root.page1.nextBut._height = 70;” (see the advanced user guide for more information on ActionScript coding). You could also amend the xml file which defines the layout of screen to make the arrows larger, and this would affect all the stories of that type. All screen layouts are defined by xml files and stored in the \resources\story types\ folder.

Q: When I get to the end of a book can I have a home icon rather than having to click all the way back?

A: Yes – add an object to the last page and give it a “jump to page 1” action as a click event.

Q: Can I control page turning using the keyboard (eg. enter key) for switch accessibility?

A: Yes. See the Switch Access section of the General FAQ in www.2simple.com > support.

Q: Can I get an object to follow a path that doubles back?

A: Yes:

1. Add a line follow path that goes forward and then goes back
2. Edit the object's timeline and add an adv code block on each frame to stop the rotation -

`this._rotation = 0;`

3. Flip the object horizontally when it starts moving in the opposite direction by adding an adv code block in the relevant frame: `if (this._xscale > 0) {this._xscale *=-1;}`
Setting the xscale to a negative number flips the image horizontally. The IF statement ensures it only happens once, since code in the adv block gets executed 30 times.

Q: I am not based in the UK and have problems using this program

A: Unfortunately this program is not currently supported for Regional Settings other than English (UK) and other English variants but do contact us to discuss this further.

Q: Can I use ActionScript to dynamically refer to the current page?

A: As discussed in the advanced user guide, pages can be referred to using `_root.page1`, `_root.page2` etc. Books with pages which turn (Square book, Portrait, Landscape etc) have `root.page1R`, `_root.page2L` (right and left) etc. To dynamically refer to the current page you can use the variable storing the current page number which is named "`_root.curPage`". For example, if you wanted to hide the next page:

```
pg=eval('_root.page' + (_root.curPage+1) );  
pg._visible=false;
```

Q: I set an object to hide on frame 1, but it is still momentarily visible when the story turns to that page

A: This issue affects all page-turning templates (for example "square book" but not "simple"). Even if you set an object to hide or fade-in on the first timeline frame, the timeline itself only starts running after the page has finished being turned, so you see the object momentarily before it gets hidden (this happens even if the object is on the first page of the story). If you want your object to be completely hidden from the first frame in one of these templates, the only current workaround is to hide the object behind another object, and then remove the covering object at a later stage. The covering object cannot be completely white in colour, because white is regarded as transparent by the program.

Q: Can I combine multiple separate stories into a single swf file?

A: There are third-party software packages which might provide this functionality (eg search online for "combine swf files"). However we have not tested this. Alternatively, this can be done manually, although technically it is a very advanced option and is not intended for general use: This is a guideline of how it could be done manually:

1. The separate stories need to be the same type of story, eg all created using the "simple" template.
2. In Windows Explorer, go to each individual saved .2c2 file and rename it to have a .zip extension (to view file extensions, you may need to do the following In Windows Explorer: Click Tools > Folder Options > View, untick "Hide extensions for known file types" and click APPLY.)
3. Unzip the files
4. The text and pictures for each area are stored in separate files, eg "tb0p1.txt" means "text box 0 on page 1" and "bg0p1.png" means "background picture 0 on page 1". Rename the page numbers for all text and picture files into the desired sequence, and place them all in a single folder.
5. Combine the "fileinfo.xml" files for all stories. You should not simply copy and paste the entire contents of each file, rather copy the relevant "page" sections. Rename each page's "num" value, and also the "numpages" property at the top.
6. Rezip the files, and rename the zipped file back to .2c2.

Q: When editing an object's timeline, I cannot see bin which allows me to delete actions

A: This happens if you are using a screen resolution of 800x600. The minimum recommended resolution for this program is 1024x600. If you nonetheless would like to use the program on 800x600, you can workaround the above problem by dragging the timeline window a little to the left (you can also delete an action without using the bin as follows: select the action by starting to drag it and then press delete, while dragging).

Q: I want the person's leg to rotate faster

A: If you add a "person" object to your story (the one with the green legs and arms, indicating that they can

be animated individually), and add a “leg rotate” action to the object timeline, this will cause the leg to rotate when you press play. Adding multiple animations to the same timeline cell will have a cumulative effect, so adding 2 leg rotate actions will cause it to rotate twice as fast and twice as far. If you want the leg to rotate faster but NOT further, you can achieve this using ActionScript. Please note that this is a very advanced option, not suitable for beginners. Open Windows Explorer and go to the folder C:\Program Files\2Simple Software\2CASS\objects\humans\front flexi. Open the file “01rt leg acw.as”, for example. This is the ActionScript file which describes what animation should happen when you want the right leg to rotate anticlockwise. You can open the file using Notepad. The file will show:

```
onClipEvent(enterFrame){_root.ob.p2._rotation-=2;}
```

This tells the program that the person’s right leg (named “p2”) needs to have its rotation decreased by 2 degrees every frame. Since there are 30 frames per second in the program, this code will be executed 30 times in the space of 1 second, and the leg will rotate a total of 60 degrees. We can make the leg rotate faster by changing it, for example, to `_root.ob.p2._rotation-=6;` The only problem now is that the leg will end up rotating $6 \times 30 = 180$ degrees. To stop the leg rotating after 60 degrees, we can define a variable in the startup code section (right-click the green triangle)

```
var leg_rotations:int=0;
```

And in the code we can change it to

```
onClipEvent(enterFrame){
    _root.leg_rotations++;
    if (_root.leg_rotations < 10) {_root.ob.p2._rotation-=6;}
}
```

This tells the program to only run the rotation code 10 times, rather than 30. This will cause the leg to rotate 60 degrees as it originally would have done, but 3 times faster.

Q: The text has shrunk and I can't expand it

A: The text boxes automatically resize the text to make sure everything fits. If you continue typing until you reach the end of the textbox, any more text added will cause all the text to automatically resize to be smaller. Sometimes a child may add a number of ENTER or SPACE characters extra spaces at the end of a sentence. As these are interpreted as text, the program will resize the text downwards. As the text box is 'full' you won't be able to resize it back upwards. The solution to this is to remove any enter characters or spaces that come after the last word (place the cursor at the end of the text and hold down the 'delete' key). Once the extra space is gone you will be able to resize the text again (This can happen in 2Publish+ as well.)

Q: The dll installer download link for this program points to the dll installer for 2Do It Yourself

A: 2Create A Superstory uses exactly the same dlls as 2Do It Yourself, so it was not necessary to create a different dll installer for it.

Q: I cannot drag an object to the bin to delete it

A: Select the object with your mouse and press the delete button.

Q: I am using a mac keyboard which does not have a delete button – how do I delete an object?

A: On a mac keyboard press “Fn” and backspace together to get delete.

Q: I set an object or page to fade in, but after fading in it is still partially transparent

A: You need 2 “fade in” actions to fully fade in. You can place these actions in the same frame, or in subsequent frames to achieve a slower fade in effect.

Q: How do I delete pages?

A: Right-click the page border and choose “delete page”.

Q: When you add clip art to a picture which already has a background, it obliterates the background leaving the whole page white around the clip art image

A: After you have selected an image or clipart to import into 2CASS, it is possible to choose for that image to

not import into the whole picture area. See pg 15 of the 2CASS userguide (www.2simple.com > support for the most up-to-date version) – the relevant section is quoted here: *“If you have felt-tips selected, your image will automatically get pasted into the whole picture area. If you have advanced tools selected, the same thing will happen except you will also get displayed 8 blue squares around the edges of the picture. Drag these squares to resize the image, move the image to a different position by clicking and dragging the interior. Click outside the image or press enter or escape to finalize.”* Using this method will still result in a white square around the clipart image that has been imported, however. To achieve full transparency, try the following: On the right hand edge of the screen you have a list of different objects available. Select the “shapes” category, indicated by a simple empty square. Within this category are a circle and a square shape. Drag the square onto the main canvas area. The “object edit window” will now be displayed. Right-click and import the desired clipart image. Click OK and OK again. You should now have an object with proper transparency (and which can be dragged around) which does not interfere with the background.

Q: When I drag an animation to the timeline, the animation icon gets distorted

A: This issue has occurred on some Windows 7 machines. While the animation icon that gets dragged looks fine, the original animation icon on the top left may get distorted. To fix this issue, right-click the shortcut for 2Create a Superstory and go to the “compatibility” tab. Select the box “disable desktop composition”, press “apply” and “ok”.

Sound

Q: I click on the “import sound” button when editing an individual object, and all I get is a click sound?

A: You need to drag the import sound icon to the timeline of the object – the import sound dialog box will then be displayed.

Q: Can I use lip syncing with an imported sound?

A: No, this can only be done with a recorded sound. In reality, it is technically possible to use an imported sound but it is difficult and thus not recommended. If you’re interested, this is how you would do it: Add an object to the page, drag a microphone to the timeline and record a sound. Click ok to finish editing the object. Minimise the program and open Windows Explorer. Navigate to the program’s temp folder, usually located in C:\Documents and Settings\USERNAME\Local Settings\Temp\2cas2 (2000, XP) or C:\Users\USERNAME\AppData\Local\Temp\2cas2 (Vista, Win 7). In this folder you will find a randomly named wav file which is the sound recording that has just been completed. You can replace this wav file with any other wav file of your choosing and lip syncing should now work with the “imported” file. (Note – the Local Settings folder (2000, XP) and the AppData folder (Vista, Win 7) may be hidden by default – to view them, select “Tools” from the Windows Explorer title menu (if the title menu is hidden, press the “alt” key to display it). Then select Folder options > View. Select "show hidden files, folders and drives")

Q: I record a sound but it plays back crackly

A: One known solution to this issue is as follows: Open your sound recording settings by double-clicking the speaker icon on the bottom right corner of your screen (If you do not see it, click Start > Control Panel > Sounds and tick "show volume control on taskbar"). Click Options > Properties and make sure you have RECORDING selected (If it is greyed out, you may need to change the mixer device from the dropdown at the top). Make sure all the boxes at the bottom are ticked and click OK. You should now see the “Recording Control” window. Make sure microphone is selected. If there is an “advanced” button beneath the microphone slider, click it. In the new window which appears now, check if you have an option for “microphone boost”. If this option is available, tick it.

Q: I drag an import sound action to the timeline but the icon disappears after I have chosen a sound file

A: This problem has been known to occur with a specific type of mp3 file format. The import icon is in fact still there but as a white square (which can still be dragged around) and it does play back correctly when you press play. The only known workaround to this issue is to resave the sound file in a different format. Known working formats are mp3: 64 kbps, stereo, 22 kHz, and wav: PCM, 44.1 kHz, 16 Bit, stereo.

Speech Bubbles

Q: Any speech bubbles I add to my story appear non-transparent, within a grey box.

A: You need to change the colour depth of your display to 32 bit instead of 16 bit. To do this, right click your desktop and choose properties > settings, and select "Highest (32 bit)" from the colour quality dropdown, then click APPLY.

Q: The speech bubble gets larger when my object gets larger

A: This issue could occur, for example, if you added a "person" object to your screen and then assign it a "walk and grow" animation, as well as a speech bubble. If you go to C:\Program Files\2Simple Software\2CASS\objects\humans\front\walk and grow.as , you will see that the animation causes the object's xscale and yscale to increase by 0.4 periodically. To counteract this, add your own ActionScript code to the object's timeline (using the "Adv" action) and type in the following:

```
this.speech._xscale-=.4;
```

```
this.speech._yscale-=.4;
```

Errors

Q: "Run-time error 13: Type mismatch" when printing

A: This is a known bug with the current version of the program. It will occur if you open a saved file by *double-clicking* it from outside the program, and then try print it. After this error occurs, the next time you open the program make sure you click the NEW button and start a new file, otherwise this error will continue to occur even when printing files opened using the OPEN button. The only current workaround for this problem is to make sure you open files using the yellow OPEN button within the program; printing will then work fine.

Q: "Run-time error 68: Device unavailable" when opening or saving

A: Check that your My Documents folder exists and is accessible, since this is where 2Create A Superstory defaults to when loading and saving. If the working path setting in the 2cas2.xml has been amended, check that the new path points to a folder that exists and is accessible (The 2cas2.xml file is usually located in C:\Program Files\2Simple Software\2CASS). If the working path setting is still listed as "MYDOCS" and you are have a problem with your My Documents folder which you are unable to fix, you can amend the working path setting to a different folder on open and save.

Q: "Run-time error 76: Path not found" when clicking open

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 339: Component ... or one of its dependencies not correctly registered..."

A: If the component is named "Flash.ocx" or "FLDbg9b.ocx" or similar, go to www.adobe.com and install Flash Player. For more info: http://support.2simpleweb.com/public/docs/general/Playing_swf_files.pdf Otherwise, you should run the DLL installer for this program which you can download from www.2simple.com > support (or un-install and re-install the program, which will also re-install the dlls.)

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

A: 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 380: Invalid property value"

A: This error is caused by attempting to open a 2c2 file that was created on a different computer, and a specific font was used in the document has not been installed on the computer which is trying to open the

file. Possible solutions:

- (1) Install the desired font on the current computer
- (2) Open the file on the original computer, change to a standard font and resave the file.
- (3) Open the file on the original computer and save as a swf file. The swf file contains everything it needs to be viewed, including fonts. You should then be able to view the swf file on other computers which do not have the target font installed.
- (4) If you do not have access to the original computer and do not know the font that was used, you can manually edit the 2c2 file and change the font that is being used. This is an advanced option and would be done as follows:
 - a. Rename the file – change the extension from .2c2 to .zip (all 2Create a Superstory files are in fact zip files. To view file extensions, you may need to do the following In Windows Explorer: Click Tools > Folder Options > View, untick “Hide extensions for known file types” and click APPLY.)
 - b. Unzip the file.
 - c. Edit the fileinfo.xml file using any text editor such as Notepad. Search for “font” and go through all font entries, changing to standard fonts such as “arial”.
 - d. Save and close the file, rezip the files, and rename the zipped file back to .2c2.

Q: “Run-time error -2147418113 (8000ffff): Method ‘~’ of object ‘~’ failed”

A: This error can indicate a problem with an imported or recorded sound:

1. **If you import a sound file which is in a format that the program cannot handle.** To resolve this, open the sound file in Windows Sound Recorder (Start > Programs > Accessories > Entertainment > Sound Recorder) and resave it in PCM format, eg click File > Save As, and at the bottom click FORMAT and choose PCM and 22.050 kHz, 16 Bit, Stereo. This error has been known to happen when importing a sound recording that was made using an Easi-Speak microphone/recorder. An alternative solution in this case is to store the sound files in mp3 format, which these devices are able to do, and which works fine within 2Create A Superstory.
2. **If you add a record sound action and then press OK without having recorded anything.** To rectify this problem, simply delete the record sound action in the timeline for the relevant object. (If you have a number of different objects each with its own sound recording, it may be difficult for you to identify which is the problematic one. In this case, you are welcome to send the file to us and we will fix it for you. Alternatively, if you have some technical background, you can do the following:
 - a. Rename the saved file – change the extension from .2c2 to .zip (all 2Create a Superstory files are in fact zip files. To view file extensions, you may need to do the following In Windows Explorer: Click Tools > Folder Options > View, untick “Hide extensions for known file types” and click APPLY.)
 - b. Unzip the file.
 - c. There are 2 possible problems to look out for in the unzipped folder: (1) 0 KB sound files, and (2) wav files referred to in the fileinfo.xml file which do not exist at all in the unzipped folder. (Note that recorded sound files are given random names, eg SZ38QMLD6CXK.wav)
 - d. If you find any problematic wav file references, make a note in the fileinfo.xml file about which object the sound files refer to. You should be able to work out which page the object is on, and what number object it is on the page (eg “n=1”). Rather than make changes directly to the xml file (which you can do if you want), it will be easier to re-open the file in 2Create a Superstory and simply delete the relevant reference to a record sound action. To do this within the program, go to the target page and find the relevant object. To view an object’s number, click on it once with your mouse and the number will appear in light blue on the top right corner of the screen (eg “ob 1” for object number 1).

Q: “Sorry. This file couldn't be saved here. (Path not found).” when saving

A: The program is unable to find the default save location (“working path”) as specified in the 2cas2.xml file (this settings file is located in the same place as the main program file, typically within C:\Program Files\2Simple Software\...) If you haven’t changed this setting, the program will use the “My Documents” folder when you save and open. One instance in which My Docs is not accessible is if it 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.

The problem could also happen if you have manually amended the setting to a location which does not exist, in which case you should re-edit that setting so that it refers to a file location which does exist.

Q: "Sorry. This file could not be opened. [DoOpenFile] Invalid property value (380)" when opening

A: see above "Run-time error 380: Invalid property value" when opening

Q: "Sorry. This file could not be opened. [DoOpenFile] File not found (53)" when opening

A: This error has been known to occur in the following situation: install 2Create A Superstory, then install an *old* version of 2Animate, then run 2Create A Superstory and try open a saved file. The solution is to uninstall the old version of 2Animate, and contact us for a download of the latest version. You may also need to uninstall and re-install 2Create A Superstory, or run the 2Create A Superstory DLL installer which you can download from www.2simple.com/support . (Technical explanation: 2Animate and 2Create A Superstory both install and use dll and ocx files, and some of these files are common to both programs. However, 2Animate installs an older version of these files which are incompatible with 2Create A Superstory. For more information on dlls, see

<http://support.2simpleweb.com/public/docs/general/General.pdf>)

If the above error only happens for one specific file rather than all files you try open, it could indicate that the file is not really a valid 2c2 file, but rather a file of a different type that was mistakenly saved with a .2c2 extension.

Q: "No 2cas2.xml settings file"

A: This error can occur if the program has been installed on a central server location only, and the user tries to run the program from a local workstation. It is actually possible to set up the program this way, but you need to install the dlls on each local workstation. See

<http://support.2simpleweb.com/public/docs/general/Networks.pdf> for a summary of the different ways to install our programs on networks.

Q: "2Create a Superstory is already running on your computer"

A: This error can occur if you try to start 2CASS but it is already running on your computer. On Tablet PCs, this error can occur even after you have exited 2CASS and try to start it up again. (To confirm you have a Tablet PC edition of Windows, right click My Computer and choose Properties.) On Tablet PCs, 2CASS remains running in the *processes* tab in the Task Manager even after you have exited the program (it won't show up in the *applications* tab). Currently the only workaround on a Tablet PC is to stop the process manually from the Task Manager.

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