

## 2Do it Yourself FAQ

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### Errors

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

A: Open the “2diy.ini” settings file located where the program is installed, usually C:\Program Files\2Simple Software\2DIY. Check all the *file location settings* (such as VidsLocation , dataPath, soundPath, ClipartLocation, AScoreEgPath) actually refer to paths which exist and are accessible to the program. One cause of this error is if you have installed the program to the server only and then try access it from a workstation, the ini file contain references to a local C or D drive of the server but from the perspective of the workstation it needs to be referred to through a mapped drive such as P: for example.

**Q: “Run-time error 68: Device unavailable”**

A: If you are running the software on an RM CC4 network, try change the workstation security level for that computer to NONE in the RMMC. You may need to restart the workstation after you have done this.

**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](http://www.adobe.com) and install Flash Player. For more info: [http://support.2simpleweb.com/public/docs/general/Playing\\_swf\\_files.pdf](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](http://www.2simple.com) > support (or un-install and re-install the program, which will also re-install the dlls.)

**Q: “Run-time error 429: ActiveX component can’t create object”**

A: Un-installing and re-installing the program should fix this, or alternatively run the DLL installer for this program which you can download from [www.2simple.com](http://www.2simple.com) > support > downloads. Additionally, go to [www.adobe.com](http://www.adobe.com) and install Adobe Flash Player.

**Q: “Run-time error 484: Problem getting printer information from the system...”**

A: This error happens if you have no printers installed on your computer and you try startup this program. A workaround is to install a “PDF Printer” on your computer, just so that there will be at least one printer in your list. A PDF Printer is a “fake” printer that shows up on your list of printers and when you choose to print to it from any program, will “print” to a PDF file. An example PDF Printer is PDF Creator <http://sourceforge.net/projects/pdfcreator/> .

**Q: “2DIY is already running on your computer”**

A: This error can occur if you try to start 2DIY but it is already running on your computer.

**Tablet PCs:** On Tablet PCs, this error can occur even after you have exited 2DIY 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, 2DIY 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). You can stop the process manually from the Task Manager for a quick workaround, but we recommend the following which will properly fix the problem:

1. Make sure you are using the latest version of 2DIY (currently 1.3.172 as displayed in the bottom right corner of the main launcher window of the program). If you do not have the latest version, contact 2Simple for a download link.
2. Once you have the latest version installed, run the program once and then exit it, to generate the “2diy.ini” file.
3. Open the 2diy.ini file which is by default located in C:\program files\2Simple Software\2DIY. Look for the entry near the bottom “run2DIYStopperOnExit=False” and change “False” to “True”. Save and exit the file, and now try 2DIY again.

**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 (“workingdir”) as specified in the 2diy.ini 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](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 couldn't be opened.”**

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](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: “Sorry. This file couldn't be opened. [DoOpenFile] Method '~' of object '~' failed (-2147467259)”**

**Q: “Run-time error -2147418113 (8000ffff): Error: File C:\...\temp\2diy\splash.swf cannot be loaded”**

A: The first error can happen if you try open a cloze activity which has had an instruction screen added to it. The 2<sup>nd</sup> error message can happen if you press ok to the first error message and then press play. Unfortunately the 2DIY cloze screen does not currently support the use of an instruction screen. To fix an existing problematic file, open the instruction screen and untick “show this info page” on the bottom left corner of the window.

**Q: 2DIY freezes when trying to edit the instruction window**

A: This error happens when running 2DIY on Slovenian regional settings. When this happens, the only way to close down the program is by using the Windows Task Manager. There is currently no fix for this problem.

**Q: “The network folder \\2sfs01\homedirs\... that contains My Documents is unavailable...”**

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](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

## ActionScript

**Q: Where can I find examples of using Actionscript code with 2DIY?**

A: See [http://support.2simpleweb.com/public/docs/FAQ/2DIY\\_ActionScript.pdf](http://support.2simpleweb.com/public/docs/FAQ/2DIY_ActionScript.pdf)

## Games

**Q: When playing a game activity within my browser, I press a direction key but nothing happens**

A: You need to first click with your mouse anywhere within the game, so that it has the "focus". After this, it should be able to respond to the keyboard.

**Q: When I drag all 10 suns to the canvas, a sun with a plus appears on the right**

A: If you press the sun icon with the plus, 10 additional suns will be generated for you, which you can then drag to the main canvas again (similarly for apples and monsters). The maximum number of objects allowed in the game is 100, although you will probably find the performance will degrade well before this limit is reached.

**Q: If I edit any duplicated object its picture goes blank**

A: Yes, this is a minor bug with the current version of the program. 2DIY by default shows pictures of suns / apples / baddies so that you know which object is which to start off with. When you start drawing on an object, this default picture will disappear. The same thing happens with duplicated objects because 2DIY still thinks the object is “clean” and has not been edited yet. The workaround for when this issue happens is to go back to the original object which you first edited, right-click and copy the picture and then paste it into the object whose picture blanked out. If you intend to use the “duplicate” action a number of times, it’s a good idea to remember which object you used as the source of the original duplication, and continue to use that one for subsequent duplications.

**Q: I am unable to add text to objects in the games screens**

A: It is possible to do this, but after you have finished typing your text within the object picture, you must remember to click elsewhere on the object picture, or select a different painting tool, or press enter, to finalize the text you have added. If you do not do this, the text will be lost. Note that once you have finalized this text in this way, it becomes part of the background graphic, and the only way you can subsequently edit it is to remove the text using the eraser and retype it

**Multi choice**

**Q: The questions don't display all the text when pressing play**

A: If there is an enter character in the question text, this can cause this problem to happen, although it's not immediately obvious as the enter character does not cause this problem in "design" mode.

**Q: Can I allow more time for individual questions to be answered?**

A: No, this setting is not configurable.

**Q: In 800x600 screen resolution I cannot see the back and next buttons at the bottom of the screen**

A: This program has a recommended resolution of 1024x768 or greater.

**Cloze**

**Q: How do I change the text formatting in the Cloze activity**

A: You can change the text size using the two "A" buttons at the bottom left of the cloze area. If you want to change the font or colour, the only way is to type the text into a text editor outside of 2DIY (for example Microsoft WordPad). When you are done, select the text, copy it, and paste it (using ctrl+ "v" rather than the paste button) into 2DIY cloze. The "import" button in 2DIY cloze can be used to import text, but it does not preserve any text formatting.

**Q: The wrong words are being hidden when I press play**

A: This problem can occur if there is more text than fits on screen. Please restrict the amount of text you use so that it all fits on the screen.

**Q: When I press play I get a print screen utility appearing and Cloze doesn't work; when I exit the print screen utility, the Cloze game does play but all the text except for the words on the side are missing**

A: This problem can occur because the 2Simple program uses the "printscreen" utility at this point, but the third-party print screen utility also has a hotkey set to launch when "printscreen" is used. A workaround to this is to change the hotkeys for the print screen utility. For example, we have had this issue reported for a program named ""HardCopy". To change the HardCopy hotkeys, open up that program and click on the options tab. There are 2 hotkeys to change on this screen. You can change them to anything other than "Print Screen" – even hotkeys such as "ALT + Print Screen" / "CTRL + Print screen" / "SHIFT + Print Screen" are fine.

**General**

**Q: There are no teacher options when I press ctrl + shift + the letter "o"**

A: Correct, there are no teacher options for 2DIY. You can still make changes to some settings by directly editing the 2diy.ini file, usually located in C:\Program Files\2Simple Software\2DIY. For example, you can change the default open and save folder with the "WorkingDir" setting, and the default printer with "iniPrinterName" (the printer name typed exactly right.)

**Q: How do I change a printer?**

A: When you click print, the print dialog box appears with the selected printer displayed in grey. If you click on the printer, the grey text becomes a dropdown box and you can select a different printer.

**Q: How do I change the default open and save folder ?**

A: On other 2Simple programs you would be able to do this via the teacher options. Here you need to edit the “ini” file manually. Make sure 2DIY is closed, then navigate to C:\Program Files\2Simple Software\2DIY and open the file “2diy.ini”. Amend the line “WorkingDir=MYDOCS” as required, for example if you want to make P:\ the default folder, amend it to be “WorkingDir=P:\”

**Q: How do I upload and embed SWF files online?**

A: See [http://support.2simpleweb.com/public/docs/general/Playing\\_swf\\_files.pdf](http://support.2simpleweb.com/public/docs/general/Playing_swf_files.pdf)

**Q: I installed Flash Player from [www.adobe.com](http://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](http://support.2simpleweb.com/public/docs/general/Playing_swf_files.pdf)

**Q: The program does not seem to display correctly on screen**

A: You may have large fonts enabled. To disable this, right-click your desktop and choose PROPERTIES > SETTINGS > ADVANCED. In the DPI dropdown, choose “Normal size” rather than “Large size” and click Apply. You may need to restart your machine for the settings to take effect.

**Q: Can I use the keyboard only when using 2DIY?**

A: To a limited extent, yes. See the Switch Access section of the General FAQ in [www.2simple.com](http://www.2simple.com) > support.

**Q: How can I print out work that a child has done?**

A: Once a child has created an activity within 2DIY, there is a print button at the top left of the screen which can be used to print out the activity. If you want to print out work that has been done within a particular activity once it has already been started, you need to do this as follows: Save your work as an SWF file (see the user guide for more info on how to do this: [www.2simple.com](http://www.2simple.com) > support > downloads and updates), and then open the SWF file using your web browser (such as Internet Explorer or Firefox). Now at any stage during your use of the activity, you can print from the browser.

**Q: The “furry” pen tool is displayed on screen with a normal feltpen icon instead?**

A: This occurs on screen resolution 800x600. The user guide specifies 1024x768 as the minimum supported resolution for this program. It is possible to remain using 800x600 but then switch to a higher res when running this program – see <http://support.2simpleweb.com/public/docs/general/general.pdf> for more information on switching between screen resolutions.

**Q: In Puzzles > Jigsaw, I try change the background colour but nothing happens**

A: The background colour can be changed by clicking the button just below the white canvas. Note that the colour change is only shown when you click on the play button (the green triangle).

**Q: Any text I add becomes non-editable**

A: Text that is added using the text tool in 2DIY remains editable until you press play or save your file, after which it becomes part of the background graphic. If you still want to edit the text at this stage, you will need to remove it with the eraser and then retype the text. Note that while the text is editable, you can also move it, resize it, and recolour it. Text within game objects works slightly differently –see below.

**Q: In the Placing activity, I cannot get the items to snap back if not placed correctly**

A: The “snapBackIfWrong” option (accessible by right-clicking the play button) needs to be set to “true”. Additionally, this option only has any effect when used in the [last 3 Placing activities](#) (this is indicated by a green arrow appearing in the thumbnail for these 3 activities). This setting is ignored in the first 3 activities.

**Q: When I open a saved game, the apples / monsters / suns are not where they’re supposed to be**

A: This will happen if you open a game while your computer has a different screen resolution than what was used when the file was saved. This typically happens if you open a saved file on a different computer. This

problem only applies to the following parts of 2DIY – Collecting, Journey, Platform, Snake, Maze. Note that once you have created a SWF file, that file can be played on any screen resolution and should scale to fit correctly. We recommend that you complete work on a game using the same screen resolution throughout.

**Q: If I play a Pairs game multiple times, 2DIY stops displaying the matched cards at the bottom**

A: This issue only happens if you play the same Pairs game multiple times without clicking stop. If you press stop (or press refresh if playing the game from your browser) then you will see the matched cards again, the next time you play. This issue is properly fixed in the latest version of 2DIY – contact 2Simple for a download.

**Q: In the platform game, I press play and the background goes blank**





















A: This is a known issue with 2DIY which occurs if you edit the player settings to have “no sound”. To edit the player settings, right-click the player window just to the top right of the main canvas, then click on “sound”. If you click on the bottom left no sound icon, this is what causes the problem. As a workaround, choose any other sound for the player (which will get played each time the player jumps.) If you do not want any sound for the player, you could choose the “record sound” option and record a short, silent sound clip. This issue does not happen in the other game activities such as Collecting, Journey, Snake, Maze.

**Q: Sounds aren't playing back at all**

A: This is a known issue which happens in the following cases: choose a correct sound / incorrect sound / time up sound / target score reached sound / lose life sound for any of the activities which have this option. All works fine for that activity, however if you then start another activity (without closing down and restarting 2DIY), sound will not work for that 2nd activity when you press play. This affects most activities. If you restart 2DIY in between the 2 activities, all works fine with the 2nd activity. If you are working on an activity which has this problem, save it, restart 2diy, re-open the file, and re-attach the sound files. This problem is exacerbated with the multi choice quiz. In multi choice, if you choose one of the above sounds types for the quiz, then any subsequent sounds you add even within the same game will not be played. The workaround in this case is to add the correct / incorrect / time up sounds after you have added all other sounds.

**Q: Please provide descriptions of each animation**

A: These animations are accessible from MultiDrag, Placing, and all games except Catching.

	No animation
	Move left
	Move right
	Move up
	Move down
	Rock
	Spin anticlockwise
	Spin clockwise
	Walk left
	Walk right
	Fade (multidrag, placing)
	Roll right (multidrag, placing)
	Grow
	Oscillate horizontally
	Oscillate vertically
	Random (monsters)
	Chase (monsters)
	Flip horizontally (apples and suns)
	Flip vertically (apples and suns)
	Add actionscript code

2Simple Software  
[support@2simple.com](mailto:support@2simple.com)  
020 8203 1781