

# 2Type FAQ

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## Installation

**Q: How do I install 2Type across a network ?**

**Q: How do I share the 2Type database on a network ?**

**Q: What needs to be installed on my computer for 2Type to run correctly ?**

**Q: Can I run 2Type directly from the server ?**

**Q: Does 2Type work on thin client systems?**

## Users and Groups

**Q: How do I add multiple groups and users?**

**Q: Can I import users using a csv file?**

## Errors

**Q: "The specified module could not be found"**

**Q: "Error – Class Not registered"**

**Q: "I'm sorry there was a problem accessing the 2Type Database..."**

**Q: "Sorry the activity file cannot be loaded, please check that path is correct inside (TextPaths.ini)"**

## General

**Q: I want to log in but my username has disappeared.**

**Q: How can I add my own words to use within the program?**

**Q: I am having problems adding my own words for Falling Words and Teaching Keys**

**Q: How can this program be adapted to suit visually impaired users**

**Q: We cannot get the quotation marks to work.**

**Q: Will 2Type work on Windows 64-bit OS?**

**Q: Is the online version of 2Type the same as the offline version?**

**Q: The online version does not have a certificate**

**Q: I press ctrl + shift + "o" in 2Type and nothing happens**

**Q: I add my name but it saves my surname without a capital letter**

## Installation

**Q: How do I install 2Type across a network ?**

A: See [www.2simple.com](http://www.2simple.com) > Support > Networks for a summary of different ways to install 2Simple programs on a network. These methods apply for 2Type as well. To summarise, you can (1) Install via MSI using GPO (2) Install on the server only, or (3) Install on each local machine. Whichever method you choose, we recommend setting up a centralised database as well – see next question.

**Q: How do I share the 2Type database on a network ?**

A: 2Type uses a database to store pupil names and statistics. The database is by default stored in the "data" folder on the local machine (C:\Program Files\2Simple Software\2Type\Data). The program will work fine on installation since it will access the locally installed database, however you can choose to centralise the database by copying the data folder to a shared network location with [full permissions access](#) to all users. You then need to double-click on "Pathfinder" within the data folder on that network location *from each local pc*. (This sets "mdbPath" in the registry location HKLM\SOFTWARE\VB and VBA Program Settings\2Simple Software\2Type\Settings)

Note that when you double-click on Pathfinder, an hourglass icon will display briefly but you will get no further confirmation message that any action has been done. Most 2Simple programs use ini files in the same folder as the program to store settings, however 2Type is one of the exceptions.

Technical note: you can avoid having to click Pathfinder on each local PC by editing the 2Type MSI before deploying it. You need to set the registry entry for *mdbPath*, as specified above.

**Q: What needs to be installed on my computer for 2Type to run correctly ?**

A: *Adobe Flash Player* (go to [www.adobe.com](http://www.adobe.com) to install the latest version – this does not get installed by the 2Type installation. If your operating system is older than Windows XP, you will also need to install MDAC (Microsoft Data Access Components), available from [www.microsoft.com](http://www.microsoft.com)

**Q: Can I run 2Type directly from the server ?**

A: Yes, but you need to have Adobe Flash installed on each local machine, and you need to set the database location on each local machine (either by navigating to the shared database location and clicking Pathfinder, or by setting the registry location using GPO deployment.)

**Q: Does 2Type work on thin client systems?**

A: Yes it does, although we have had instances where the program becomes slow and unresponsive on this setup. This can be related to how powerful the server is and how many purposes it is used for at the same time – as well as how many pupils are using the program at the same time.

## Users and Groups

**Q: How do I add multiple groups and users?**

A: Click Start > Programs > 2Type > Admin Utility

**Q: Can I import users using a csv file?**

A: Unfortunately this is not currently possible with 2Type.

## Errors

**Q: “The specified module could not be found”**

A: Go to [www.adobe.com](http://www.adobe.com) , click “GET FLASH PLAYER” and install Flash Player on your machine. This does not get installed by the 2Type installation and needs to be installed separately.

**Q: “Error – Class Not registered”**

A: Go to [www.adobe.com](http://www.adobe.com) , click “GET FLASH PLAYER” and install Flash Player on your machine. This does not get installed by the 2Type installation and needs to be installed separately.

**Q: “I’m sorry there was a problem accessing the 2Type Database...”**

A:

- (1) Make sure the database has been correctly located. Navigate to the database (by default C:\Program Files\2Simple Software\2Type\Data) and double-click on “Pathfinder”. An hourglass icon will display briefly but you will get no further confirmation message. (For the technician: when you do this, Pathfinder will set the “mdbPath” field in the registry location: HKLM\SOFTWARE\VB and VBA Program Settings\2Simple Software\2Type\Settings. This setting will apply for all users on that machine.) If your network administrator has moved the database to a shared network location, navigate to this location and click on Pathfinder there. You will need to do this on each machine which has the problem.
- (2) If the program works fine as administrator but not as a pupil, then the problem is most likely permissions related. You need to assign full permissions for all users to the Data folder.
- (3) This error may also happen on some Windows 7 machines. To fix the error, download [http://support.2simpleweb.com/public/fixes/2Type/2Type\\_fix.zip](http://support.2simpleweb.com/public/fixes/2Type/2Type_fix.zip) . Unzip the file and paste the contents over the existing 2Type folder (you will need to have already installed 2Type v3). It will overwrite the existing exe and a few other files. The "DBFolder.xml" file contains the path of the database (it does not use the registry any more in this version, except for the report utility), so this xml file will need to be edited to reflect the location of the shared

database on the server if you have 2Type installed on each machine and the database on the server. Alternatively if you simply delete the xml file, the program will just look in its local folder for the database (ie the "data" folder). Similarly, if the entire program is running from the server, you don't need the xml file.

**Q: "Sorry the activity file cannot be loaded, please check that path is correct inside (TextPaths.ini)"**

A: There is probably a problem with the 2Type shortcut. To confirm this, try run the 2Type.exe directly from the location where it is installed (by default C:\Program Files\2Simple Software\2Type\ - although in version 2 the main exe was located within the "Teacher Setting" folder). If it works fine when run directly from the exe, it is a problem with the shortcut. Right-click the shortcut and choose properties. Make sure the "Start In" location is not blank – it should be the location of the 2Type executable.

**General**

**Q: I want to log in but my username has disappeared.**

A: If you log in to 2Type with a specific username and then the program gets closed abnormally (for example if you close it using Task Manager or if the computer shuts down unexpectedly) then the next time you use 2Type, that user name will not be displayed. To rectify this, click Start > Programs > 2Type > Admin Utility. You should be able to view the login name on this screen. Select the name and click "Reset User".

**Q: How can I add my own words to use within the program?**

A: Browse to C:\Program Files\2Simple Software\2Type. The subfolders *Text Letters*, *Text Word*, *Text Template* and *Dictation Source* can be customised as required. All the activities can be customised in this way except Falling Letters.

**Q: I am having problems adding my own words for Falling Words and Teaching Keys - I add words in the "Text Word" folder but I get empty circles in Teaching Keys and no words fall in Falling Words.**

A: These 2 parts of 2Type only accept words that are 3, 4 or 5 letters in length. If all the words you have supplied are longer or shorter than this, the program will not work.

**Q: How can this program be adapted to suit visually impaired users**

A: See below for a table of the options that can be changed as required

Feature	How to change it	Applies to
Letter colour	General Options > View > Text Colour	Instruction Keys, Teaching Keys, Typing Practice, Dictation
Font	General Options > View > Fonts	All activities
Keyboard colour	General > Keyboard > Keyboard layout	All except 2Pop
Keyboard font	General > Keyboard > Keyboard font	All except 2Pop
Background colour	Options button for the activity	Falling Letters, Teaching Keys, 2Pop
Activity duration	Options button for the activity	All activities
Falling speed	Options button for the activity	Falling Letters, Falling Words, 2Pop

**Q: We cannot get the quotation marks to work.**

A: This problem will occur if you have your regional settings on your computer set to US keyboard instead of UK. On UK keyboards, the quotation symbol is located on the "2" key. On US keyboards, it is located next to the enter key. (see [http://en.wikipedia.org/wiki/British\\_and\\_American\\_keyboards](http://en.wikipedia.org/wiki/British_and_American_keyboards)) Unfortunately the only current solutions to this problem are

1. Use a UK keyboard and change your regional settings to UK keyboard (control panel > regional options > languages)
2. Use a US keyboard but press the "@" sign whenever you a quotation symbol is expected.

**Q: Will 2Type work on Windows 64-bit OS?**

A: Yes. Bear in mind though that the registry location for the database will be different from what it normally is, ie: HKLM\SOFTWARE\Wow6432Node\VB and VBA Program Settings\... instead of HKLM\SOFTWARE\VB and VBA Program Settings\... Also, the default install location will be different: C:\Program Files (x86)\... instead of C:\Program Files\...

**Q: Is the online version of 2Type the same as the offline version?**

A: Yes, except 2Type online does not have:

- a "sign in" option – you cannot login as different people and typing statistics are not stored.
- the "dictation" part of the program
- the "general options" (change colours & fonts etc , certificate)
- the facility to add your own test files

The online version does have some advantages over the offline version:

- It does not need to be installed
- It will work on Mac and Linux

**Q: The online version does not have a certificate**

A: You can download a pdf version of the certificate from here:

[http://support.2simpleweb.com/public/docs/general/2Type\\_Certificate.pdf](http://support.2simpleweb.com/public/docs/general/2Type_Certificate.pdf)

**Q: I press ctrl + shift + "o" in 2Type and nothing happens**

A: Unlike many other 2Simple programs, teacher options are not accessed in 2Type by using this letter combination. You can instead access the admin utility (which allows you to add add multiple groups and amend users) by clicking Start > Programs > 2Type > Admin Utility. Also, each activity has an "options" button which allows you to customise certain features such as activity duration.

**Q: I add my name but it saves my surname without a capital letter**

A: We have a patch which fixes this error. Download

[http://support.2simpleweb.com/public/fixes/2Type/2Type\\_fix.zip](http://support.2simpleweb.com/public/fixes/2Type/2Type_fix.zip) . Unzip the file and paste the contents over the existing 2Type folder (you will need to have already installed 2Type v3). It will overwrite the existing exe and a few other files. The "DBFolder.xml" file contains the path of the database (it does not use the registry any more in this version, except for the report utility), so this xml file will need to be edited to reflect the location of the shared database on the server if you have 2Type installed on each machine and the database on the server. Alternatively if you simply delete the xml file, the program will just look in its local folder for the database (ie the "data" folder). Similarly, if the entire program is running from the server, you don't need the xml file.

2Simple Software

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