

Permissions FAQ

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Q: I have a problem using 2Simple software - how do I know if it is permissions related ?

Q: 2Create A Story - press play / save / go the next page - "Runtime error 75: Path/file access error..."

Q: 2Create A Story - press save - "Sorry. This file couldn't be saved here."

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

Q: I make changes in the teacher options but when I exit and re-open the program, the changes are lost.

Q: I've shared my 2Type /2Email /2Review database and set security permissions but I still have problems.

Q: How do I change permissions on a file or folder?

Q: Permissions Summary - Which 2Simple files and folders do pupils need write access to?

Q: How do I assign permissions via GPO?

Q: I have a problem using 2Simple software - how do I know if it is permissions related ?

A: Try run the program while logged in as administrator. If it works as administrator, and not when logged in as a pupil, the problem is permissions related.

Q: 2Create A Story - press play / save / go the next page - "Runtime error 75: Path/file access error..."

A: You need to give full permissions for all users to the 2Create A Story Temp folder (see below).

Q: 2Create A Story - press save - "Sorry. This file couldn't be saved here."

A: The 2 possible solutions to this error are

- (1) Give pupils full permissions to the main program folder, ie C:\Program Files\2Simple Software\2Create A Story
- (2) Change to "standard dialog boxes" for opening and saving. To do this, open the Teacher Options (press ctrl + shift + the letter "o"), go to the General tab and click the button with the 3 dots on the bottom right. Now select Standard Dialog Boxes on the bottom left and click OK and OK again.

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

A: Either 2Type cannot locate the database or it can locate it but does not have sufficient permissions. For info on how to address either of these issues, see the 2Type FAQ.

Q: I make changes in the teacher options but when I exit and re-open the program, the changes are lost.

A: You need to either give full permissions to the program's "ini" file, or make the change in the teacher option while logged in as administrator.

Q: I've shared my 2Type /2Email /2Review database and set security permissions but I still have problems.

A: Make sure you have **SHARE** permissions set in addition to SECURITY permissions. Right click the folder on the server and choose "properties" and then the "sharing" tab. Click on the "permissions" button and make sure the group "Everyone" has full control.

Q: How do I change permissions on a file or folder?

A: While logged in as administrator, right click the file or folder and choose "properties" and then the "security" tab. Click "add" and add the group named "Everyone". Assign it full permissions. Now click "advanced", and tick 'Replace permission entries on all child objects with entries shown here that apply to child objects'. Click 'OK' then 'Apply'.

Q: Permissions Summary - Which 2Simple files and folders do pupils need write access to?

- (1) Temp files :

2Create, 2Create A Story, 2Connect, Infant Video Toolkit, 2Animate - require full access for all users to the temp folders which are located by default here:

C:\Program Files\2Simple Software\Infant Video Toolkit\Application\temp files

C:\Program Files\2Simple Software\2Create\Temp files

C:\Program Files\2Simple Software\2Create A Story\Temp files

C:\Program Files\2Simple Software\2Connect\data

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

The installation should grant these permissions itself, but older installations might not do this.

The 2Animate temp folder above is only used by 2Animate Express and not the main 2Animate application.

(2) App Folder:

2Animate, 2Connect, 2Create, 2Create A Story, Infant Video Toolkit – The “app” folder is the folder in which the main program exe file is located, for example “C:\Program Files\2Simple Software\2Create A Story”. If Simple dialog boxes are chosen for the programs above, then the app folder requires full permissions for all users. This is not required for Standard dialog boxes.

(Tech note: when simple dialog boxes are used for the above programs, when you save a file, the program creates and then subsequently deletes a temporary file in the app folder. The problems that can occur in this instance are:

2Animate - saves an animated gif file but no 2ani file. Does not give an error message.

2Connect - “Sorry, the file couldn’t be saved here. (Path/File access error – 75)”

2Create - no error message, but no file gets saved.

2Create A Story - “Sorry. This file couldn’t be saved here.”

2Publish - “Cannot save this file. (WriteZip) tempFileName: ckz_1.zip. Cannot open temporary file”

(3) Databases:

2Type, 2Review, 2Email – these programs use databases which require full permissions for users.

2Type - The “data” folder and its subfolders and files

2Review - The file “alexandria.mdb”

2Email - The “Server” folder and its subfolders and files (in particular the Mailbank and Mailbox folders)

C:\Program Files\2Simple Software\2Type\Application\data

C:\Program Files\2Simple Software\2Review+alexandria.mdb

C:\Program Files\2Simple Software\2Simple Email (Sorter)\Server

If you choose to have a 2Type or 2Review database on a central server, that folder needs to have full permissions (for more info, see the www.2simple.com > support > networks > setting up shared network resources.)

(4) Shared Resources:

2Investigate, 2Connect, Maths Games 1 – these programs use files that are often stored on a shared network location, and which require full permissions.

2Investigate – Any shared collaborative databases stored on the network.

2Connect – Any shared collaborative concept maps stored on the network.

Maths Games 1 – Any shared network area where scores are collated.

(For more info on setting these up, see the www.2simple.com > support > networks > setting up shared network resources.)

(5) Ini Files

Many 2Simple programs use “ini” files to store configuration settings for the program. These are located in the same folder as the program is installed. Once you have made any changes in the teacher options and then exited the program, the changes will be saved to this ini file. However in some cases non-admin users will not have write permissions to this file. If this is the case, there will not be an error message, but any settings changed in the teacher options will not be saved the next time the program is run.

(6) Save Location

Obviously, the programs require write permissions to the location where files are saved. Most 2Simple programs default to My Documents. Sometimes we have found that technicians disable *delete permissions* on save folders and this can cause problems saving.

- a. For any 2Simple program, if you try to *save over an existing file* within a folder which has delete permissions disabled, you will get an error message.
- b. For 5 programs (**2Animate, 2Connect, 2Create, 2Create A Story, 2Publish+, Infant Video Toolkit**), if standard dialog boxes are used when saving, the save folder specifically requires delete permissions in addition to write permissions in order to save a file at all. This is because the program creates and then subsequently deletes (or renames) a temporary file in the save folder. See individual program FAQs for errors that can occur in this situation.

2Animate: no error message. An animated gif file gets saved, but no .2ani file.

Evidence that this problem is occurring will be the appearance of numerous files with names starting "ckz" in the save folder, either in the form ckz_1.zip, ckz_2.zip (2Create, 2CAS, 2Connect, 2Publish) or ckz_ABCD.tmp (2Animate, 2Publish+). These are the temp files which were unable to be renamed into the actual file to be saved. It is actually possible to recover the saved files by manually renaming the temp files to have valid 2Simple extensions. Assuming you know which program was used to create the file, you can simply change the file extension to the relevant one for the program (2Animate – 2ani, 2Publish+ – 2pp, 2Create – 2cr, 2CAS – 2cs, 2Connect – cn2, 2Publish – 2pb.)

To resolve this problem, you need to either enable delete permissions on the save folder, or change the dialog boxes to simple rather than standard. However if you change to simple dialog boxes, you need to enable full permissions on the app folder (see above) since this is where the temporary file will be created.

(7) Environment Temp

Many 2Simple programs use the local environment temp area to store temporary files -

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

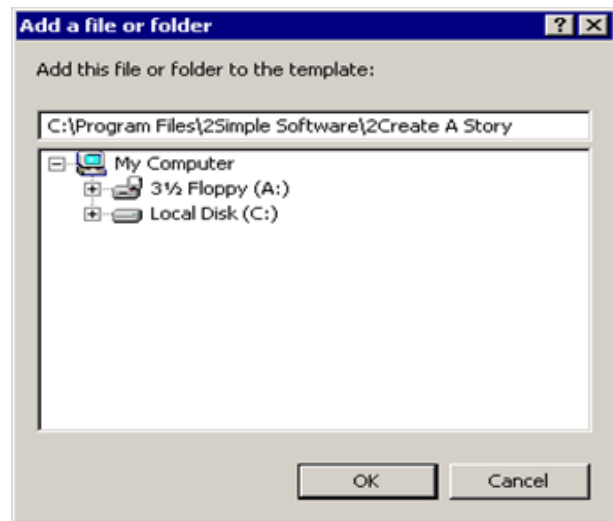
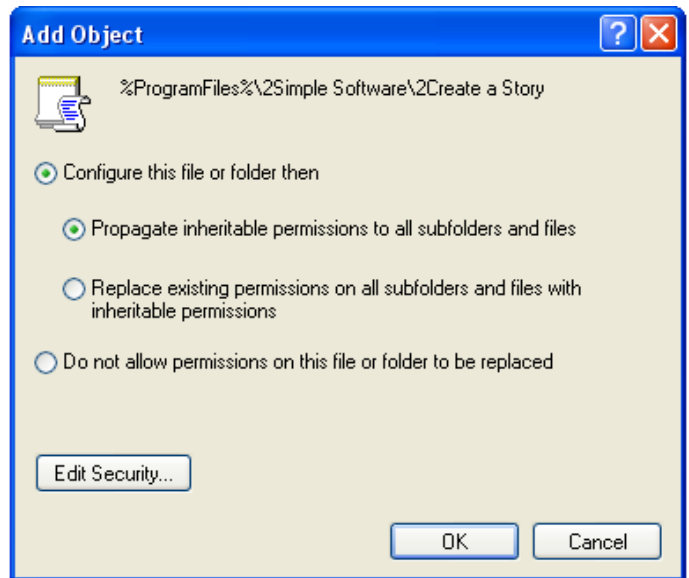
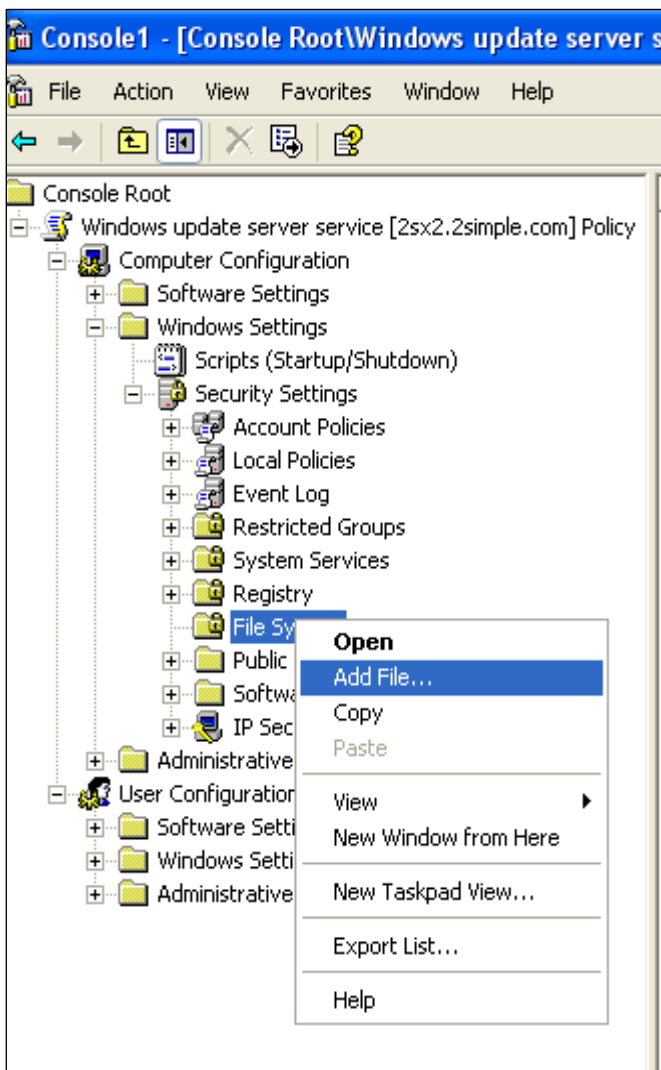
C:\Users\USERNAME\AppData\Local\Temp\ (Vista, Win 7)

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

(Tech notes: The programs usually create their own subfolder within the environment temp folder, for example \2assess, \2diy, \2pubplus, \2cas2 (2Create A Superstory). 2Animate uses the root environment temp folder. 2Create A Superstory, 2DIY – when saving (in both simple and standard save mode), these programs create and then subsequently delete a temporary file in this folder; similarly for 2Assess and 2Publish+ with simple save mode.)

Q: How do I assign permissions via GPO?

- (1) Open the GPO editor and expand "Windows Settings" in the folder tree. Choose File System, right-click it and choose "Add File..."
- (2) An "Add File or Folder" window will appear. In the text field type: **C:\Program Files\2Simple Software\2Create A Story** (for example)
- (3) When you click OK, a permissions window will open. If "domain users" is not listed, click "Add" and add "domain users" and give this group full permissions.
- (4) On clicking OK, in the next window which appears make sure the first option ("propagating inheritable permissions") is chosen, and click OK.
- (5) To replicate this across your network, go to Start > Run and type **gpupdate /force** and click OK.



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