



PLATO[®] Pathways Installation Instructions

for Windows[®] 2000/2003 Server Networks

Version 4.3

Inspired solutions for teaching and learning.[™]

Corporate Headquarters

PLATO Learning, Inc.
10801 Nesbitt Ave. S.
Bloomington, MN 55437
(800) 869.2000
(952) 832.1200 (FAX)

PLATO® Support Services

Website: <http://support.plato.com>
Email: <http://support.plato.com/email>
Voice: 800.869.2200

World Wide Web site

<http://www.plato.com>



Copyright © 1995–2007 PLATO Learning, Inc. All rights reserved. PLATO® is a registered trademark of PLATO Learning, Inc. PLATO Learning is a trademark of PLATO Learning, Inc. PLATO, Inc. is a PLATO Learning, Inc. company. Printed in the United States of America.



QuickTime and the QuickTime logo are trademarks used under license. The QuickTime logo is registered in the U.S. and other countries.

P/N 97608011B
August 2007



Table of Contents

| | |
|---|-----------|
| Table of Contents | i |
| General Information | 1 |
| Purpose | 1 |
| System requirements | 1 |
| Materials | 1 |
| Knowledge requirements for administrators | 2 |
| Knowledge requirements for installers | 3 |
| Preparing the Network | 5 |
| Introduction | 5 |
| How to | 5 |
| Installing PLATO Pathways | 8 |
| Introduction | 8 |
| Before you install | 8 |
| How to | 8 |
| Setting Up Your Workstations | 13 |
| Introduction | 13 |
| WorldView users | 13 |
| How to | 14 |
| Backing Up PLATO Pathways | 18 |
| Introduction | 18 |
| Frequency | 18 |
| What should I back up? | 18 |
| Appendix A: Using the Full-Screen Option | 19 |
| Introduction | 19 |
| DirectX | 19 |
| Graphical Device Interface (GDI) | 19 |
| Recommended | 19 |
| Turning off the Full-Screen option | 20 |
| Appendix B: Contacting PLATO® Support Services | 23 |
| Introduction | 23 |
| Preparation | 23 |
| Methods of contacting PLATO Support Services | 23 |

General Information

Purpose This document walks you through the process of installing the PLATO Pathways 4.3 system on Windows[®] 2000 Server and/or Windows[®] 2003 Server networks.

System requirements Your network file server and workstations should meet PLATO Pathways system and configuration requirements.

Requirements are updated occasionally. Always refer to the requirements page at <http://support.plato.com/requirements.asp> on the PLATO Support Services web site for the most current requirements.

Note to Windows Vista™ Users

If your network consists entirely of Windows Vista workstations, please see the **PLATO[®] Pathways User's Guide for Windows Vista™** in this kit for installation instructions and other useful information related to the operation of PLATO Pathways on the Windows Vista operating system. If your network contains one or more Windows[®] 2000 or Windows[®] XP workstations (mixed environment), it is best if you install the program from one of the non-Vista workstations, using the instructions provided in this document.

Materials Along with this document, you will need the following to install your PLATO Pathways system:

- PLATO Pathways version 4.3 CD (located behind the *PLATO Pathways Installation Materials* tab of your installation kit)
 - Courseware/License Install CD (located behind the *Courseware Installation Materials* tab)
-

Continued on next page

General Information, Continued

Knowledge requirements for administrators

Before PLATO Pathways is installed, a 2000/2003 Server network administrator (or a person with equivalent knowledge and ability) must prepare the network. Knowledge requirements for preparing the network include the following:

- How to navigate through screens and menus on the Windows 2000/2003 Server and other operating system interface and network fundamentals.
- How to disable screen saver, antivirus software, and security programs on the file server.
- How to create a folder at the root of the server's hard drive and share the folder.
- How to create a user and assign change permissions to the user.
- How to map workstation drives to the drive PLATO Pathways is installed on.
- How to log on to the network as an administrator and how to log on to Windows[®] 2000/XP workstations as an administrator.
- How to assign administrator rights (full rights) to the person performing the installation, if someone else will be installing PLATO Pathways after the network is prepared.
- How to install or configure network clients and protocols.
- How to determine hard drive space available for installing the PLATO Pathways system and courseware.
- How to synchronize system dates and times of the file server and workstations.
- How to run system backups.
- How the Windows XP Autoplay feature works if you are using XP.

Continued on next page

General Information, Continued

Knowledge requirements for installers

The person who installs PLATO Pathways must have administrator access to the file server and workstation and the following knowledge and ability:

- How to navigate the workstation operating system, including how to use the mouse, select menus, and choose options.
 - How to find files or folders.
 - How to log on to the network with administrator rights (full permissions in Windows 2000/2003 Server terms), which are required to install PLATO Pathways system and courseware.
 - How to log on to a Windows 2000 workstation as an administrator, if using Windows 2000 workstations.
 - How to disable screen saver, antivirus software, and security software programs if they are running on the workstation.
 - How to install software from a CD.
-

Preparing the Network

Introduction Before PLATO Pathways can be installed, your network administrator or a person with a working knowledge of Windows 2000/2003 Server and networking concepts and procedures must prepare the file server and network.

How to To prepare your network and file server, follow the steps below.

Tip Disable screen saver, antivirus software, and security programs at your file server. Keep them disabled until the entire system installation process for PLATO Pathways is complete.

| Step | Action | | | | | | |
|--|--|-------|---------|---------------------------------|--|--|--|
| 1 | Log on to your Windows 2000/2003 server with administrator rights (full permissions). | | | | | | |
| 2 | At the Windows 2000/2003 Server, click Start > Run . In the Run field, enter winver and click OK . Result An “About Windows” dialog box displays. | | | | | | |
| 3 | Refer to the table below to determine your next step. <table border="1" data-bbox="565 1157 1386 1493"> <thead> <tr> <th>If...</th> <th>Then...</th> </tr> </thead> <tbody> <tr> <td>Service Pack 4 (2000) displays,</td> <td>you already have the correct Service Pack installed; go to step 4.</td> </tr> <tr> <td>Service Pack information does not display,</td> <td>for 2000, download Service Pack 4 from: http://www.microsoft.com/windows2000/downloads/servicepacks/sp4/default.msp for 2003, there is no Service Pack. Go to step 4.</td> </tr> </tbody> </table> | If... | Then... | Service Pack 4 (2000) displays, | you already have the correct Service Pack installed; go to step 4. | Service Pack information does not display, | for 2000 , download Service Pack 4 from: http://www.microsoft.com/windows2000/downloads/servicepacks/sp4/default.msp for 2003 , there is no Service Pack. Go to step 4. |
| If... | Then... | | | | | | |
| Service Pack 4 (2000) displays, | you already have the correct Service Pack installed; go to step 4. | | | | | | |
| Service Pack information does not display, | for 2000 , download Service Pack 4 from: http://www.microsoft.com/windows2000/downloads/servicepacks/sp4/default.msp for 2003 , there is no Service Pack. Go to step 4. | | | | | | |

Continued on next page

Preparing the Network, Continued

How to (continued)

| Step | Action | | | | | | |
|---|---|-------|---------|---|--|--|--|
| 4 | <p>Opportunistic file locking must be disabled if your Windows environment has <i>one or more</i> Windows 2000 Professional with Service Pack 1 or Service Pack 2 workstations.</p> <p>To determine your next step, proceed according to the conditions below.</p> <table border="1" data-bbox="545 709 1408 1081"> <thead> <tr> <th data-bbox="545 709 977 745">If...</th> <th data-bbox="977 709 1408 745">Then...</th> </tr> </thead> <tbody> <tr> <td data-bbox="545 745 977 934">your network has one or more workstations with Windows 2000 Professional with Service Pack 1 or Service Pack 2 operating systems,</td> <td data-bbox="977 745 1408 934">you must disable opportunistic file locking. Go to step 5.</td> </tr> <tr> <td data-bbox="545 934 977 1081">your network only has Windows 2000 Professional with Service Pack 3 or later, or Windows XP,</td> <td data-bbox="977 934 1408 1081">do not disable opportunistic file locking. Go to step 9.</td> </tr> </tbody> </table> | If... | Then... | your network has one or more workstations with Windows 2000 Professional with Service Pack 1 or Service Pack 2 operating systems, | you must disable opportunistic file locking. Go to step 5. | your network only has Windows 2000 Professional with Service Pack 3 or later, or Windows XP, | do not disable opportunistic file locking. Go to step 9. |
| If... | Then... | | | | | | |
| your network has one or more workstations with Windows 2000 Professional with Service Pack 1 or Service Pack 2 operating systems, | you must disable opportunistic file locking. Go to step 5. | | | | | | |
| your network only has Windows 2000 Professional with Service Pack 3 or later, or Windows XP, | do not disable opportunistic file locking. Go to step 9. | | | | | | |
| 5 | At the server, insert the Pathways 4.3 CD-ROM. | | | | | | |
| 6 | Open Windows Explorer and browse to the WINNT folder on the CD. | | | | | | |
| 7 | <p>Right-click the LOCKOFF.REG file and click Merge. Click Yes when prompted.</p> <p>Result Your system updates.</p> | | | | | | |
| 8 | Reboot the server to accept opportunistic file locking changes. | | | | | | |

Continued on next page

Preparing the Network, Continued

How to
(continued)

| Step | Action |
|------|---|
| 9 | Log on to your Windows 2000/2003 server with administrator permissions. |
| 10 | At the server create a PLATO folder and share the PLATO folder as PLATO. |
| 11 | At the server, create a user <i>pathways</i> with <i>change</i> access to the shared PLATO folder. |
| 12 | At the workstation from which you will install PLATO Pathways, map drive Q: (or any available letter) to the shared PLATO folder. |
| 13 | Map all workstations that will be used to run PLATO Pathways to the PLATO share folder. |
| 14 | <p>Verify the system dates and times at the file server and at all workstations are synchronized.</p> <p>CAUTION If the system dates and times on the workstations and file server are not synchronized, PLATO Pathways databases may become corrupt and report data may be incorrect.</p> |

Installing PLATO Pathways

Introduction This section covers how to install the PLATO Pathways system.

Before you install Before you install the PLATO Pathways system, be sure of the following:

- Your network administrator has set up the file server and network according to the instructions starting on page 5.
- Your network administrator has given you the required administrator rights (full permissions) to perform the installation.
- Your network administrator has disabled any screen saver, antivirus software, or security software programs that are running on the server.
- The workstation you will be using to install PLATO Pathways is mapped to the PLATO share on the network drive where you intend to install PLATO Pathways.
- Close all applications and disable any screen saver, antivirus software, and security programs that are running on the workstation.

When you have verified that the above steps were taken, continue with the installation of the PLATO Pathways system.

How to To install your PLATO Pathways system in a Windows 2000/2003 Server network with Windows workstations, follow the steps below.

| Step | Action |
|------|--|
| 1 | Log on to the network with administrator rights (full permissions) and then log on to the workstation as an administrator. Note To successfully install the PLATO Pathways system, you must have administrator access to the network and workstation. |

Continued on next page

Installing PLATO Pathways, Continued

How to (continued)

| Step | Action | | | | | | | | |
|--|--|-------|---------|--|---------------|--|--|---|--|
| 2 | <p data-bbox="544 457 1403 527">Put the PLATO Pathways version 4.3 CD into the workstation's CD-ROM drive.</p> <table border="1" data-bbox="565 562 1386 940"> <thead> <tr> <th data-bbox="565 562 976 600">If...</th> <th data-bbox="976 562 1386 600">Then...</th> </tr> </thead> <tbody> <tr> <td data-bbox="565 600 976 680">the Adobe® Acrobat® license agreement screen displays,</td> <td data-bbox="976 600 1386 680">go to step 3.</td> </tr> <tr> <td data-bbox="565 680 976 827">the Adobe Acrobat license agreement screen does not display,</td> <td data-bbox="976 680 1386 827">open My Computer, and then open your CD-ROM drive. Double-click SETUP.EXE. Go to step 3.</td> </tr> <tr> <td data-bbox="565 827 976 936">a message displays indicating you must update settings,</td> <td data-bbox="976 827 1386 936">click OK to restart your system. Repeat steps 1 and 2, and then go to step 3.</td> </tr> </tbody> </table> | If... | Then... | the Adobe® Acrobat® license agreement screen displays, | go to step 3. | the Adobe Acrobat license agreement screen does not display, | open My Computer, and then open your CD-ROM drive. Double-click SETUP.EXE . Go to step 3. | a message displays indicating you must update settings, | click OK to restart your system. Repeat steps 1 and 2, and then go to step 3. |
| If... | Then... | | | | | | | | |
| the Adobe® Acrobat® license agreement screen displays, | go to step 3. | | | | | | | | |
| the Adobe Acrobat license agreement screen does not display, | open My Computer, and then open your CD-ROM drive. Double-click SETUP.EXE . Go to step 3. | | | | | | | | |
| a message displays indicating you must update settings, | click OK to restart your system. Repeat steps 1 and 2, and then go to step 3. | | | | | | | | |
| 3 | <p data-bbox="544 978 1403 1016">Click OK to accept the Adobe Acrobat license agreement.</p> <p data-bbox="544 1052 1403 1121">Result The Welcome screen displays.</p> | | | | | | | | |
| 4 | <p data-bbox="544 1129 1403 1167">Click Next on the Welcome screen.</p> <p data-bbox="544 1203 1403 1272">Result The Select Destination Directory screen displays.</p> | | | | | | | | |
| 5 | <p data-bbox="544 1281 1403 1318">Click Browse to open the Select Destination Directory dialog box.</p> | | | | | | | | |
| 6 | <p data-bbox="544 1318 1403 1388">Select the mapped network drive where you intend to install PLATO Pathways. Click OK.</p> | | | | | | | | |
| 7 | <p data-bbox="544 1392 1403 1430">Click Next.</p> <p data-bbox="544 1465 1403 1535">Result The Close Other Programs dialog displays.</p> | | | | | | | | |
| 8 | <p data-bbox="544 1543 1403 1581">Click Next.</p> <p data-bbox="544 1617 1403 1686">Result The Ready to Install dialog displays.</p> | | | | | | | | |

Continued on next page

Installing PLATO Pathways, Continued

How to (continued)

| Step | Action | | | | | | | | |
|---|--|-------|---------|--|---|---|---|---|--|
| 9 | <p>Click Next.</p> <p>Result Files begin copying to the server. When the process completes, the workstation Welcome screen displays.</p> | | | | | | | | |
| 10 | <p>Click Next.</p> <p>Result Files continue to copy.</p> | | | | | | | | |
| 11 | <p>Refer to the table below to determine your next step.</p> <table border="1" data-bbox="565 863 1386 1346"> <thead> <tr> <th data-bbox="565 863 977 905">If...</th> <th data-bbox="977 863 1386 905">Then...</th> </tr> </thead> <tbody> <tr> <td data-bbox="565 905 977 1052">the workstation from which you are running your PLATO Pathways install has DirectX[®] installed,</td> <td data-bbox="977 905 1386 1052">select the Full-screen using DirectX option. Click Next.</td> </tr> <tr> <td data-bbox="565 1052 977 1234">you are not sure whether the workstation from which you are running the PLATO Pathways install has DirectX installed,</td> <td data-bbox="977 1052 1386 1234">select the Don't use full-screen option. Click Next.</td> </tr> <tr> <td data-bbox="565 1234 977 1346">the WPCD3 Full-Screen Option dialog does not display,</td> <td data-bbox="977 1234 1386 1346">your system is already configured properly for this option. Go to step 12.</td> </tr> </tbody> </table> <p>Result The installation automatically continues.</p> <p>Note You can change your full-screen options later, once you determine whether DirectX is installed on your system. For more information about doing so, refer to <i>Appendix A: Using the Full-Screen Option</i> on page 19.</p> | If... | Then... | the workstation from which you are running your PLATO Pathways install has DirectX [®] installed, | select the Full-screen using DirectX option. Click Next . | you are not sure whether the workstation from which you are running the PLATO Pathways install has DirectX installed, | select the Don't use full-screen option. Click Next . | the WPCD3 Full-Screen Option dialog does not display, | your system is already configured properly for this option. Go to step 12. |
| If... | Then... | | | | | | | | |
| the workstation from which you are running your PLATO Pathways install has DirectX [®] installed, | select the Full-screen using DirectX option. Click Next . | | | | | | | | |
| you are not sure whether the workstation from which you are running the PLATO Pathways install has DirectX installed, | select the Don't use full-screen option. Click Next . | | | | | | | | |
| the WPCD3 Full-Screen Option dialog does not display, | your system is already configured properly for this option. Go to step 12. | | | | | | | | |
| 12 | <p>Click Yes to install a PLATO Pathways shortcut icon on your desktop.</p> | | | | | | | | |

Continued on next page

Installing PLATO Pathways, Continued

How to (continued)

| Step | Action |
|------|--|
| 13 | <p>Follow prompts to install QuickTime[®] 6. We recommend you accept all the default settings.</p> <p>Note If you receive a prompt stating you have a newer version of QuickTime, click OK to continue—do not uninstall the QuickTime version you have.</p> |
| 14 | <p>During the installation of PLATO Pathways on a Windows 2000/XP workstation, the Intel Indeo[®] video setup program runs. Follow the prompts to install the Indeo video.</p> |
| 15 | <p>Click OK on the Installation Finished dialog box.</p> |
| 16 | <p>Click OK to restart your workstation when prompted to do so.</p> <p>Result Your workstation restarts and the network login dialog box displays.</p> |
| 17 | <p>If you installed PLATO Pathways from a Windows 2000 workstation, log back on to the network with administrator rights and log back on to the workstation as an administrator.</p> |

Setting Up Your Workstations

Introduction After you install PLATO Pathways, you must set up each Windows 2000 and Windows XP workstation to allow your students to run PLATO Pathways.

WorldView users If you are a WorldView courseware user, you need to log in at each workstation with full local-administrator rights and run the SETUPWVU.EXE located in the PWAY\CW\WVU2 folder on the network drive. Otherwise, learners who do not have full administrator rights will receive an error message and will not be able to run courseware.

You may want to consider running this courseware-related executable during workstation setup.

Note

Learners logged in to the workstation without full local-administrator rights may still see a harmless "Corrupted Install Detected" message when they try to run WorldView courseware. Students can click OK on the error and continue to successfully run courseware.

Continued on next page

Setting up Your Workstations, Continued

How to

You must complete the following tasks at each workstation that students will use to run PLATO Pathways:

- Map the drive to the PLATO share and run the workstation setup program to create a shortcut icon.
- Map the drive and assign correct permissions using SETPERMS.VBE.

Task 1 — Map Drive and Run the Workstation Setup Program

| Step | Action | | | | | | |
|---|--|-------|---------|---|---|---|---|
| 1 | Log on to the workstation as an administrator. | | | | | | |
| 2 | Map a drive to the PLATO share if you have not already done so. | | | | | | |
| 3 | Use My Computer (not Network Neighborhood) to open the drive PLATO Pathways is installed on, and open the \PWAY folder. Double-click WSETUP.EXE , which runs the workstation setup program. Note During the WSETUP process, some workstations may generate a dialog box displaying the message “Confirm File Replace.” Select the No to all option. The WSETUP process will continue. | | | | | | |
| 4 | Click OK on the Adobe Acrobat License Agreement screen and follow the prompts to allow the Workstation Setup program to continue. | | | | | | |
| 5 | Refer to the table below to determine your next step. <table border="1" data-bbox="565 1310 1386 1499" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th>If...</th> <th>Then...</th> </tr> </thead> <tbody> <tr> <td>you know DirectX is installed on the workstation,</td> <td>choose Full-screen using DirectX option.</td> </tr> <tr> <td>you are not sure that DirectX is installed,</td> <td>choose the Don't use full-screen option.</td> </tr> </tbody> </table> | If... | Then... | you know DirectX is installed on the workstation, | choose Full-screen using DirectX option. | you are not sure that DirectX is installed, | choose the Don't use full-screen option. |
| If... | Then... | | | | | | |
| you know DirectX is installed on the workstation, | choose Full-screen using DirectX option. | | | | | | |
| you are not sure that DirectX is installed, | choose the Don't use full-screen option. | | | | | | |
| 6 | Click Yes when you are prompted to place a Pathways shortcut icon on the desktop. | | | | | | |

Continued on next page

Setting up Your Workstations, Continued

How to (continued)

Task 1 continued

| Step | Action |
|------|--|
| 7 | Follow prompts to install QuickTime® 6. We recommend you accept all the default settings. Note If you receive a prompt stating you have a newer version of QuickTime, click OK to continue—do not uninstall the QuickTime version you have. |
| 8 | Click Next on the Indeo® Video Interaction Setup screen. |
| 9 | Click Yes to accept the license agreement. |
| 10 | Select No on the “read release notes” message. |
| 11 | Click OK on the Installation Finished dialog box to exit the installation program. |
| 12 | Click OK when prompted to restart your system. |

Task 2 — Map drive and Assign Correct Permissions

| Step | Action |
|------|--|
| 13 | After the computer restarts, log on to the workstation as the user <i>pathways</i> . A <i>pathways</i> user profile will automatically be created when you log on. Note You or your network administrator created the <i>pathways</i> user in the <i>Preparing the Network</i> section on page 5. |
| 14 | Map drive Q: to the PLATO share. Notes If your network drive is different than Q:, substitute your network drive letter for Q:. Important: Mapping drive Q: in this step is different than mapping the workstation drive while you were logged on as an administrator in task 1. While you are logged in as the user <i>pathways</i> , you must map your drive to the PLATO share to give the <i>pathways</i> user access to PLATO Pathways. |
| 15 | Log off the workstation as the user <i>pathways</i> . |

Continued on next page

Setting up Your Workstations, Continued

How to (continued)

Task 2 continued

| Step | Action |
|------|---|
| 16 | Log back on to the workstation as an administrator. |
| 17 | Locate and double-click the SETPERMS.VBE file in the Tools folder on your Pathways 4.3 CD-ROM to run the SETPERMS utility. |
| 18 | <p>If you have already installed all of your PLATO courseware, click Yes to continue.</p> <p>Result A message displays explaining what the SETPERMS utility will do.</p> |
| 19 | Click Yes to continue. |
| 20 | Select the drive on which PLATO Pathways is installed, then click OK . |
| 21 | <p>Enter the User or Group used for PLATO Pathways, then click OK.</p> <p>Result A message displays, reporting that permissions will be set for the User or Group you selected.</p> |
| 22 | <p>Click Yes to continue.</p> <p>Note Please wait while the utility runs. When the utility is finished, the following message displays:</p> <p>Workstation permissions are now set for user/group... Click OK to exit.</p> |

Continued on next page

Setting up Your Workstations, Continued

How to (continued)

Task 2 continued

| Step | Action |
|------|--|
| 23 | Click OK . |
| 24 | <p>The workstation is now configured and ready to run PLATO Pathways.</p> <p>Repeat steps 17-23 at each workstation that needs to be configured to run PLATO Pathways.</p> <p>Note If you see the following message:</p> <p>Unable to move the current user's PLATO Pathways icon to the All Users Desktop!</p> <p>either the PLATO Pathways shortcut was not found in the current user's desktop folder or the shortcut is already in the All Users folder. If the shortcut does not appear in the C:\DOCUMENTS AND SETTINGS\ALL USERS\DESKTOP folder, then you must copy the shortcut to that location from where it was installed.</p> |

Backing Up PLATO Pathways

Introduction Once you install the PLATO Pathways System software and courseware, set up, and configure each workstation, you need to back up the entire \PWAY directory, including all its files and subfolders. Please see your network administrator if you need help.

Frequency Make sure you or your network administrator run frequent backups on a routine basis. As part of your backup routine, you may wish to run a minimum backup instead of a full backup of PLATO Pathways from time to time.

What should I back up? At a minimum, you must back up the following files and folders on the file server:

- **:\PWAY\DB** (contains user information, student data)
 - **:\PWAY\PRIVATE** (contains user information, student data)
 - **:\PWAY\PRIVDB** (contains user information, student data)
 - **SYSID.PWY** (an important system file for Pathways on networks)
 - **WCMISYS.INI** (an important system initialization file for Pathways on networks)
-

Appendix A: Using the Full-Screen Option

Introduction When you run the setup program (WSETUP.EXE) for the first time at a workstation, you are prompted to choose a full-screen option. The full-screen option allows you to display your Windows-based PLATO courseware in a full-size window using Microsoft® DirectX® or GDI.

DirectX DirectX was created by Microsoft to give multimedia-rich programs better and faster performance. You may or may not already have DirectX installed on your Windows workstation.

Graphical Device Interface (GDI) Graphical Device Interface is a Windows standard for representing graphical objects and transmitting them to output devices such as monitors and printers.

Recommended We recommend using the latest version of DirectX if you want your PLATO Courseware to run in a full-size window.

Note

Using GDI to change your screen size or resolution may alter the entire desktop.

Continued on next page

Appendix A: Using the Full-Screen Option, Continued

Turning off the Full-Screen option

If you want to turn off your Full-Screen Option or try a different option, follow the steps below at the workstation.

CAUTION

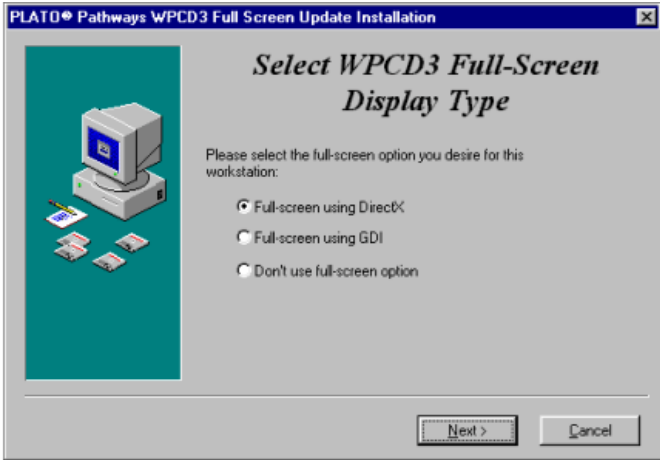
Do not perform these steps on a file server!

| Step | Action |
|------|---|
| 1 | At the workstation you want to change, disable any screen saver, antivirus software, or security software programs you have running. |
| 2 | Open the C: drive in My Computer or Windows Explorer, then open the \WINDOWS or \WINNT folder. |
| 3 | Right-click on the \PWAY folder, then click Delete . CAUTION Do not delete the entire WINDOWS or WINNT folder. Only delete the \PWAY folder, which is inside the WINDOWS or WINNT folder. |
| 4 | Delete the C:\WINNT\ WCMIWS.INI file or C:\WINDOWS\ WCMIWS.INI file. CAUTION Do not delete the entire WINDOWS or WINNT folder. Only delete the WCMIWS.INI file, which is inside the \WINDOWS or \WINNT folder. |

Continued on next page

Appendix A: Using the Full-Screen Option, Continued

Turning off the Full-Screen option (continued)

| Step | Action |
|------|--|
| 5 | <p>Use My Computer or Windows Explorer to navigate to the drive PLATO Pathways is installed on, and then open the \PWAY folder. Double-click WSETUP.EXE.</p> <p>Result The workstation setup program starts and the Full-Screen Update Installation dialog box displays.</p>  |
| 6 | Choose the option you wish, then click Next . |
| 7 | Click Yes when you are prompted to create a Pathways shortcut icon on the desktop. |
| 8 | <p>Follow the prompts to complete the QuickTime installation. We recommend that you accept the default settings.</p> <p>Note If you receive a prompt stating you have a newer version of QuickTime, click OK to continue—do not uninstall the QuickTime version you have.</p> |
| 9 | Restart your workstation when you are prompted to do so. |

Appendix B: Contacting PLATO® Support Services

Introduction If you have a software support contract with PLATO Support Services, you have a number of options to help you keep your PLATO Pathways system running smoothly. These options include a support website, email access, software upgrades and courseware enhancements, and a help desk staffed by experienced analysts.

Preparation If you contact PLATO Support Services, please be prepared to provide your unique PLATO ID number, which is included on a set of stickers behind the *Support Services* tab in your PLATO Pathways kit.

If you cannot locate your unique PLATO ID, please email support@plato.com to request your ID number and sticker set.

Methods of contacting PLATO Support Services If you experience problems or have questions at any time, you can contact PLATO Support Services using the following methods:

- Web site: <http://support.plato.com>
 - Submit an e-mail request: <http://support.plato.com/email>
 - Phone number: 800.869.2200
-

