



PLATO[®] Pathways Upgrade Instructions

*for Windows[®] 2000/2003 Server
and Novell Netware[®] Networks*

Version 4.3

Inspired solutions for teaching and learning.[™]

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General Information

Purpose This document walks you through the process of upgrading your PLATO Pathways system on a network using Windows 2000 Server, Windows 2003 Server, or Novell NetWare.

System requirements Your network file server and workstations should meet PLATO Pathways system and configuration requirements. Always refer to the requirements page at <http://support.plato.com/requirements.asp> on the PLATO Support Services web page for the most current requirements.

Note to Windows Vista™ Users

You must upgrade from version 4.2 to 4.3 before setting up your Windows Vista workstations on the network. Windows Vista is not compatible with PLATO Pathways 4.2. Please refer to the **PLATO® Pathways User's Guide for Windows Vista™** document in this kit for information on running PLATO Pathways on Windows Vista workstations.

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

- PLATO Pathways version 4.3 CD (located behind the *PLATO Pathways Upgrade Materials* tab in your upgrade kit).
-

Knowledge requirements for administrators Before you upgrade PLATO Pathways, you or your network administrator must prepare the network. Preparing the network requires the following knowledge:

- You know how to map new workstations to the network drive on which PLATO Pathways is installed, if you are adding new workstations to the network.
 - You know how to disable screen saver, antivirus software or security software programs that are running on the file server.
 - You know how to run a complete system back up or back up the entire \PWAY folder.
 - You know how to synchronize the system date and time of your file server and workstations.
 - You should be familiar with Windows XP Autoplay feature if you are using Windows XP.
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General Information, Continued

Knowledge requirements for upgrades

After the network has been properly prepared, you will need to know the following to upgrade PLATO Pathways:

- How to navigate and use your workstation operating systems, including how to use the mouse, select menus and choose options.
 - How to log on to the network with administrator rights or permissions, which are required to upgrade 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 workstations.
 - How to locate specific files or folders.
-

Process overview

The table below identifies the stages of the PLATO Pathways upgrade process for your network.

Stage	Description
1	Prepare your network for the upgrade.
2	Upgrade PLATO Pathways.
3	Back up your system.



Preparing Your Network

Introduction

We assume that at the time PLATO Pathways was first installed, you or your network administrator set up the network properly by performing the following tasks:

- For Novell NetWare networks, a drive has been mapped to the root of the volume where you intend to upgrade PLATO Pathways. For Windows 2000/2003 Server networks, a shared folder named PLATO has been created.
- The user *pathways* was created at the server and students are members of the user *pathways* and have been assigned correct rights to the shared PLATO folder or volume. (Correct rights are *full* rights for Novell Netware and *change* permissions for Windows 2000/2003 Server).
- Opportunistic locking has been disabled if your file server runs Windows 2000 Server.

If you are not sure if your network was set up properly when PLATO Pathways was installed, please give these instructions to your network administrator or contact PLATO Support Services.

How to

Before you upgrade PLATO Pathways, you or your network administrator must follow the steps below.

Step	Action
1	Disable any screen saver, antivirus software or security software programs that are running on the file server. Keep them disabled until the entire process of upgrading PLATO Pathways system and courseware has been completed.
2	Run a complete system backup or back up the entire \PWAY folder.
3	Make sure all workstations that will be used to run PLATO Pathways have been mapped to the network drive PLATO Pathways is installed on. (If you are adding new workstations to the network, map them now.) Note If you use a subdirectory, you must map the workstation to the root of the directory the \PWAY folder is located in.

Continued on next page

Preparing Your Network, Continued

How to (continued)

Step	Action
4	<p data-bbox="548 457 1398 636">Make sure the person who will be upgrading PLATO Pathways has administrator rights or permissions to the drive or volume PLATO Pathways is installed on and administrator rights or permissions to the workstation that will be used to upgrade PLATO Pathways.</p> <p data-bbox="548 678 1398 779">Note For Novell NetWare networks, the person who upgrades PLATO Pathways must be able to log in to the NetWare server as <i>admin</i> or an admin equivalent.</p>
5	<p data-bbox="548 787 1398 856">Verify the system dates and times at the file server and at all workstations are synchronized.</p> <p data-bbox="548 898 1398 1033">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>



Upgrading PLATO Pathways

Introduction These instructions are for upgrading PLATO Pathways network systems from version 4.2 to 4.3.

If you are running PLATO Pathways versions 2.X, 3.0.X, 3.5, 3.8.X or 3.9.X you must run one or more incremental upgrades before you can upgrade to PLATO Pathways 4.3.

Visit our Support website at <http://support.plato.com/> and click the **Contact Us** link to access the PLATO Pathways Upgrade Request form.

How to To upgrade your PLATO Pathways system, follow the steps below.

Step	Action
1	Close PLATO Pathways on all workstations on the network (make sure all users have exited from the Pathways signon screen).
2	At the workstation from which you will run the upgrade, log on to the network with administrator rights or permissions. You must also log on to the workstation as an <i>administrator</i> . Note To upgrade PLATO Pathways system, you must have a login that has the rights or permissions to gain administrator access to the PLATO Pathways folders on your file server and workstation. See your network administrator if you need help.
3	Close any applications and disable any screen saver, antivirus software, and security software programs that are running on the workstation.

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Upgrading PLATO Pathways, Continued

How to (continued)

Step	Action								
4	<p>Put the PLATO Pathways version 4.3 CD-ROM into the workstation's CD-ROM drive.</p> <table border="1" data-bbox="565 562 1386 940"> <thead> <tr> <th data-bbox="565 562 977 600">If...</th> <th data-bbox="977 562 1386 600">Then...</th> </tr> </thead> <tbody> <tr> <td data-bbox="565 600 977 680">the Adobe® Acrobat® license agreement screen displays,</td> <td data-bbox="977 600 1386 680">go to step 5.</td> </tr> <tr> <td data-bbox="565 680 977 827">the Adobe Acrobat license agreement screen does not display,</td> <td data-bbox="977 680 1386 827">open My Computer and then open your CD-ROM drive. Double-click SETUP.EXE. Go to step 5.</td> </tr> <tr> <td data-bbox="565 827 977 940">a message displays indicating you must update settings,</td> <td data-bbox="977 827 1386 940">click OK to restart your system. Repeat steps 1 and 2, and then go to step 5.</td> </tr> </tbody> </table>	If...	Then...	the Adobe® Acrobat® license agreement screen displays,	go to step 5.	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 5.	a message displays indicating you must update settings,	click OK to restart your system. Repeat steps 1 and 2, and then go to step 5.
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a message displays indicating you must update settings,	click OK to restart your system. Repeat steps 1 and 2, and then go to step 5.								
5	<p>Click OK to accept the Adobe Acrobat license agreement.</p> <p>Result The Welcome screen displays.</p>								
6	<p>Click Next on the Welcome screen.</p> <p>Note A message displays, prompting you to close all applications and disable screen saver, antivirus software, and workstation security programs. If you have not already done so, disable them and click OK.</p>								
7	<p>Click OK to run the Database Repair Utility that verifies the Pathways databases.</p> <p>Result The Database Repair Utility runs. The length of this process depends on the amount of student data on your system.</p> <p>CAUTION The progress bar may remain at 0% for several minutes as it prepares to scan files completely when scanning large tables. This behavior is normal for the repair utility. DO NOT ASSUME THE UTILITY IS FROZEN AND PRESS CTRL + ALT + DELETE to end the task. You may corrupt your database tables if you do.</p>								

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Upgrading PLATO Pathways, Continued

How to (continued)

Step	Action
8	<p>Click Fix it if any database errors occur while the repair utility is running.</p> <p>Result Once the utility completes, the upgrade begins copying system files into the PWAY folder.</p>
9	<p>If a dialog displays indicating that the IDAPI Net Directory is missing, click Yes to remove references to this missing directory.</p> <p>Result The IDAPI folder is created and the upgrade automatically continues.</p>
10	<p>Follow prompts to install QuickTime[®] 6. We recommend you accept all the default settings.</p> <p>Note If you receive a prompt stating that you have a later version of QuickTime, click OK to continue—do not uninstall the QuickTime version you have.</p>
11	<p>The Intel Indeo[®] video setup program begins. Follow the prompts to install the Indeo video.</p>
12	<p>Click OK to restart your workstation to complete the PLATO Pathways system installation.</p>
13	<p>When your workstation restarts, log back on to the network and workstation as an administrator.</p> <p>Note When logging on to the workstation for the first time after upgrading to version 4.3, you may receive a dialog box displaying the message “Confirm File Replace.” If this occurs, select the No to all option. You will then be able to continue.</p>



Backing Up PLATO Pathways

Introduction Once you install the PLATO Pathways System software and courseware, set up each workstation 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)
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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 to allow 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

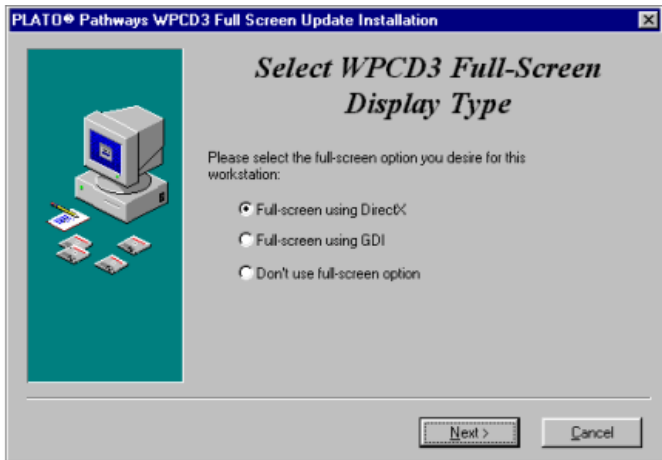
Do not perform these steps at a file server!

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 and then click Delete . CAUTION Be very careful not to delete the entire WINDOWS or WINNT folder. Only delete the \PWAY folder, which is <u>inside</u> the WINDOWS or WINNT folder.
4	Delete the C:\WINNT\WCMIWS.INI file or the C:\WINDOWS\WCMIWS.INI file. CAUTION Be very careful not to delete the entire WINDOWS or WINNT folder! Only delete the WCMIWS.INI file, which is <u>inside</u> 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 prompts to install QuickTime 6. We recommend you accept all the default settings.</p> <p>Note If you receive a prompt stating that 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 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, please be prepared to provide your unique PLATO ID number that is included on a set of stickers located 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 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
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