



*Technology Guide
For Ripple Effects Programs*

Contents

Introduction 2

System requirements, 3-4
Delivery, 5

Installation Concepts 6

Stand-alone mode, 6
Network, 6
Cloud mode, 7

Installing the Program – Basic Installation 8

Installing to a personal computer, 8-9
Installing to iPad, Chromebook, Android, 10

Installing the Program – Advanced Installation 11

Cloud mode, 11-12
Network mode, 12-14

Installation Tips 15

Switching to network mode after using stand-alone, 15
Installing on multiple computers by copying over network, 15-16

Maintaining the Program 17

Removing programs, 17
Saving user records, 17

Supporting Program Users 18

Data Manager app, 18
User accounts, passwords, privacy, 18-19
Administrative features - Version 5.0 and up, 20

Program Data Files 21

User records, topics file, 21
Data files – where to find, backing up, 22
Copying customized topic lists, 22
Deleting and moving records, 22-23
Upgrades and data, 23-24

Problem Solving 25

Solving problems installing or logging in, 25-27
Solving problems in network mode, 28-29

Customer Support 30

Addendum: Ripple Effects Programs Version 4.4 and Lower 31

Introduction

You have been charged with the job of installing and maintaining *Ripple Effects* programs; now what?

You may have extensive technical training; you may have very little. You may be a full-time technologist; you may be a part-time "draftee." Either way, this manual will help guide you. Parts of this manual are only for professional technologists. Other parts make it possible for program people to get *Ripple Effects* up and running their own.

Regardless of your expertise or background, you probably have more responsibilities than you have time to fulfill them all. Thus, efficiency is really important. Please let us know if there are issues we have not covered, or where explanations are unclear. It helps us make your work easier. We truly appreciate your efforts to get *Ripple Effects* up and running for your kids, teens, and staff.

Please call Toll-free: 888.259.6618 (8:00am-5:00pm PST) or email support@rippleeffects.com

System requirements

Ripple Effects programs are made for PC/Mac, tablets and Chromebooks. Apps are installed directly on Mac, Windows, or iPads through download links, CD, or the App Store. The online version has application software and student database install on a Web server and runs on a Chromebook.

This guide refers to the following programs:

- *Ripple Effects For Teens*
- *Ripple Effects For Teens Rural*
- *Ripple Effects For Kids*
- *Ripple Effects For Staff*
- *Ripple Effects Screen for Strengths*
- *Ripple Effects Data Manager*
- *Bouncy's You Can Learn*
- *Bouncy Teacher Edition*
- *Bouncy School Edition*
- *Bouncy's Howmuch-ometer*

PC/Mac apps

The device must have enough space on the hard drive, play sound, and play video. This means:

Desktop/laptop/notebook:

- Windows 7 and above
- 2.33GHz or faster x86-compatible processor, or Intel Atom™ 1.6GHz or faster processor for netbook class devices
- MAC OS X 10.7 and higher
- 512MB of RAM (1GB recommended)
- Ability to play audio, headphones

Program sizes

- *Ripple Effects For Teens* (2.5GB)
- *Ripple Effects For Teens Rural* (2.5GB)
- *Ripple Effects For Kids* (1.5 GB)
- *Ripple Effects For Staff* (2.5 GB)
- *Ripple Effects Screen for Strengths* (100 MB)
- *Ripple Effects Data Manager* (55 MB on Windows/85 Mac)

iPad apps

- Generation 2 or higher. iOS 6.2 or higher
- Ability to play audio, headphones

Program sizes

- *Ripple Effects for Teens* (2.5 GB)
- *Ripple Effects for Teens Rural* (2.5 GB)
- *Ripple Effects for Kids* (1000 MB)
- *Ripple Effects for Staff* (2.0 GB)
- *Screen for Strengths* (40 MB)
- *Bouncy's You Can Learn* (522 MB)
- *Bouncy's Teacher Edition* (555 MB)
- *Bouncy's School Edition* (555 MB)
- *Bouncy's Howmuch-ometer* (21.9 MB)

Chromebook

Chromebook purchased after June 2014, Chrome browser version 46.0.2 or newer.

Program sizes

- *Ripple Effects For Teens* (2.5GB)
- *Ripple Effects For Teens Rural* (2.5GB)
- *Ripple Effects For Kids* (1.5 GB)
- *Ripple Effects For Staff* (2.5 GB)
- *Ripple Effects Screen for Strengths* (100 MB)
- *Ripple Effects Data Manager* (55 MB Windows/85 Mac)

Delivery

PC/Mac apps

The program is downloaded from a secure website.

iPad apps

The app is downloaded from the Apple App Store (iPad). When applicable the iPad version also requires an activation code provided by *Ripple Effects* for each device.

Chromebook

The program is delivered through a URL. Built in logic directs proper capture and storage of student usage data to the server-based student database.

Installation Concepts - Teens/Kids/Staff/Data Manager

PC/Mac

Apps can be configured to run in stand-alone, network (student credentials and data stored on a files server LAN) or cloud modes (student credentials and data stored on a HIPAA compliant web server hosted by *Ripple Effects* or your district). NOTE: While *Ripple Effects* server is HIPAA compliant, users that self-host may not necessarily be HIPAA compliant.

iPad

Programs purchased from *Ripple Effects* with activation code, or downloaded directly from App Store. While they can be used in stand alone, **to track student data, Teens and Kids iPad apps MUST be in cloud mode**, hosted on a *Ripple Effects* server (NOT self-hosted).

Chromebook

Must be run in cloud mode.

Stand-alone mode

Stand-alone mode is the default, basic installation mode, and it's all you need if you're using the program on only one device. *Ripple Effects* user records (with log-in info, scorecard, encrypted brain journal and blocked topics) are stored on the Users/Shared (Mac) or Users/Public (Windows) location in a folder named **Ripple Effects Data**. If users want to keep track of their progress, or continue the program from where they left off, they have to use the same computer every time they log in.

Network Mode – personal computers ONLY

Network mode allows student records go to a shared space, allowing students to log in from any computer anywhere within the connected area. You can also set specific file paths if you wanted to track data from different schools within the same network. Computers must be connected through a network. This allows students to use any computer, anywhere within the connected area.

Cloud Mode – personal computer, iPad, Chromebook (constant internet connection required)

The advantage of using the cloud data management option for *Ripple Effects* is that you can share records on a central web server so that no matter what computer or device students use, or where, their records are kept in a single place. (For students using devices at home, when web server is self-hosted, it must be available publicly.) Cloud mode has tremendous benefits not only for administrative record keeping, but also for reinforcing learning for students. In cloud mode, student data is captured whenever they use any device (with the software on it) that is connected to the Internet. If a device is not connected to the Internet, students can still use the program, and their data will be synced to the cloud data location the next time that device has an internet connection.

Installing the Program – Basic Installation for Teens/Kids/Staff/Data Manager/Screen for Strengths

IMPORTANT WARNINGS:

****Ripple Effects installers require administrator privileges, but security protocols differ by school district and by individual site. Be sure you have proper permission to install new software on the intended computer before proceeding.**

**** ALWAYS UNINSTALL (Windows) or DELETE (Mac) older versions of the program before reinstalling.**

**** Deleting iPad version in Stand Alone mode will delete student data. (See “Removing Programs”)**

Personal computer

Installing from the download:

After purchasing the program or requesting a preview, we will send you a download link via email.

1. Click on the download link from the email and your computer will start downloading (PC) or unzipping (Mac) the *Ripple Effects* Installer. Not all Mac browsers automatically unzip. In that case you must manually unzip it.



PC Users: Once the installer has downloaded, there will be a file that begins with: **RETeens** (or REKids or REStaff or DataManager or Screen for Strengths) and ends with: **Installer.msi**. Double click on the file, and the program will install. This will take several minutes depending on speed of your computer.

Mac Users:  Once the installer has downloaded, there will be a file that begins with: **RE Teens** (or RE Kids or RE Staff or SFS or DataManager) and ends with: **.mpkg**. Double click on this file to start the installation process. This will take several minutes depending on speed of your computer.

2. Launch the program from the icon on the computer desktop to test it.

Installing from the DVD

1. Put the *Ripple Effects* disk in the DVD drive.

PC Users: When prompted, choose "Open folder" to view files and double click on

the installer icon: 

Mac Users: The folder for the DVD will appear on your desktop, open it and click

on the packages installer icon: 

2. Follow installer prompts. The installers check your computer for minimum requirements, asks you where you want put the program, copies all the necessary files to your hard drive, and puts a shortcut/alias on your desktop to launch *Ripple Effects*.

3. Installing the program can take up to 15 minutes. When it's finished, there's a message: "Congratulations, the installation of *Ripple Effects* is done."

4. Launch the program from the icon on the computer desktop to test it.

Installing to iPad

1. Download program you want from the Apple App Store:

<https://itunes.apple.com/us/developer/ripple-effects/id899624213>

2. Enter activation code received from *Ripple Effects* upon purchase. The activation code is used only once for each device (or via a mobile device management system), and includes cloud information that assures the *Ripple Effects* programs will store data for each organization. **iPad versions of *Ripple Effects* must use cloud mode to monitor student data.**

Installing to Chromebook

Programs are installed and hosted on a user's server by the IT department. For details on setting up this Web server, please contact *Ripple Effects*.

Installing to Android

Please contact *Ripple Effects* support for basic Android installation.

Installing the Program – Advanced Installation for Teens/Kids/Staff/Data Manager/Screen for Strengths

With advanced installation, user records are maintained in a central location either on a server on a district LAN or a web server hosted by the district or by *Ripple Effects*. Thus a user can log in with a current *Ripple Effects* user name and password from any connected device to continue using the program and their scorecard will be up to date. This is the best choice for program installation on more than one computer at a site.

For personal computer and iPad the media for the *Ripple Effects* programs, which requires between 150 MB and 2.2 GB of disk storage, will reside on local computer or tablets used by students. Only the student data files, which require approximately 50KB per student login ID, will reside on the server or web server. For Chromebook, media is stored on a server.

Setting Up Cloud Mode

Personal computer

Installing cloud mode with installer (preferred)

To store data on the cloud you will need to **run the Personalized Cloud Installer** BEFORE running the programs:

1. Open and download Personalized Cloud Installer link from *Ripple Effects* (**RE {YOURSCHOOLNAME}.mpkg** for Mac or **RE CLOUD_Install.msi** for PC).
2. Open and download the program.

Installing cloud mode manually

Within **Ripple Effects Data** are folders for each product, each with a **CONFIG** and **STUDENTS** folder. On the client machine, this folder **MUST** be located in the Users/Public (Windows), Users/Shared (Mac) location. To install cloud mode manually, switch “**cloudFlagOff.txt**” to “**cloudFlagOn.txt**”. Then, open

cloudFlagOn.txt file and replace the line: “REPLACE THIS LINE WITH LOCATION ID FROM *RIPPLE EFFECTS*” with the ID received upon purchase.

- Root directory (usually C:)\\Users\\Public\\Ripple Effects Data

- TEENS (OR KIDS/STAFF)

- CONFIG

- blockedTopics.sqlite

-cloudFlagOff.txt ← **REPLACE WITH cloudFlagOn.txt**

-“REPLACE THIS LINE WITH LOCATION ID FROM *RIPPLE EFFECTS*” ← Replace with the ID received from *Ripple Effects*.

iPad

Clients who are running iPad versions on *Ripple Effects*’ cloud will have cloud installation handled when you enter the provided activation code.

Setting Up Network Mode

Setting up and maintaining the network version is more complicated than a stand-alone or cloud set up and requires access to a file server. **We recommend all network installations be handled by an experienced technical support person or system administrator.**

1.) Install the *Ripple Effects* program on a desktop or laptop computer (See basic installation), this is called the “Client”.

2.) Within *Ripple Effects* Data are folders for each product each with a **CONFIG** and **STUDENTS** folder. On the client machine, this folder **MUST** be located in the Users/Public (Windows), Users/Shared (Mac) location. Create and name a share on your server in the *Ripple Effects Data* folder. **Set permissions** so all users of the program have read/write/modify permissions on the share. Make sure these permissions are inherited by all subfolders and files. This is necessary because

students' encrypted journal entries are stored with their usage files. If your system does not currently allow students to write to the server, you need to partition it to create this shared space. You can use an existing share, a different share name, and subfolders to suit your environment.

3.) Copy the "Ripple Effects Data" folder (with its subfolders) from the client computer into the server share. On the Windows PC it's in the Users/Public folder; on a Mac it's in the Users/Shared folder.

4.) On the **Client** computer, locate the "**networkFlagOff.txt**" file. Look inside the "Ripple Effects Data" folder, then in the folder with the program name (like "TEENS"), and then inside the "CONFIG" folder.

5.) Change the name of the "**networkFlagOff.txt**" file to "**networkFlagOn.txt**."

6.) Open the "networkFlagOn.txt" file and edit the text. Replace what is there now ("-- REPLACE THIS LINE WITH NETWORK LOCATION OF STUDENT DATA --") with the actual path to the folder that has the particular program's (i.e., "TEENS," or "Kids" or "Staff") "STUDENTS" folder in it on the server. Be sure to use the correct syntax for the file path, depending on the platform.

For Windows PC use UNC form like this:

```
\\servername\sharename\Ripple Effects Data\Teens\
```

For Mac it will look like this:

```
//servername/sharename/Ripple Effects Data/Teens/
```

7.) Test to make sure it's working by logging on to the Client machine as a regular *Ripple Effects* user (NOT an Admin user), and start the program. After completing a first time log in, there should be a new user database file inside the "STUDENTS" folder on the server. If you test the topic blocking feature, it should update the "**blockedTopics.sqlite**" file inside the "CONFIG" folder on the server.

8.) If you've successfully set-up and tested Network mode on one client machine, you can make the same changes to the "networkFlagOff.txt" files on the other clients. You can also replace the "CONFIG" folders on the other clients with the

“CONFIG” folder from your first configuration.

Note: If the stand alone “Ripple Effects Data” folder is not available, the server side Data folder can be created on the server, and the two folders inside it, STUDENTS and CONFIG, can be copied from the *Ripple Effects* program folder on the client.

Installation Tips for Teens/Kids/Staff/Data Manager/Screen for Strengths

Switching to network mode after using stand-alone

If you were using *Ripple Effects* in stand-alone mode before switching to network or cloud mode, it will take an extra step for your existing users to be able to log in as returning users and for you to see their user records on the network.

- 1.) After you've copied the "Ripple Effects Data" folder from a client into the server share, copy the user database files from inside each client's "STUDENT" folder into the "STUDENTS" folder you just copied up to the server. Do this before you overwrite any other client "CONFIG" folders with the newly configured one.
- 2.) If you're blocking topics in stand-alone mode and want those topics to be blocked in network mode, copy the blockedtopic.sqlite file from the CONFIG folder on the client into the CONFIG folder on the server.

Installing *Ripple Effects* on multiple computers by copying over a network

If you are installing to multiple computers that are connected to a server, you don't need to install the program and configure it individually on every client. After installing the program on one client, you can copy the program folder up to a server and then down to the other clients from the server with remote software installation/deployment utilities from companies like Microsoft or Desktop Central. You can also copy directly from one computer to another without a server, if they can be connected.

- 1.) Copy the desktop shortcut. Program folder and shortcut must go to same location on all computers, if not, you'll have to make a new shortcut on the client. Copying works for stand-alone, network and cloud modes. Make sure you've configured your original installation (customized topics and/or set up network mode) and tested it, before copying it to other locations.

2.) If you're copying over a network installation on PCs, you'll still have to map drives to the server share on each client to the same drive letter as the original you will need to update the networkFlagOn.txt file.

3.) If you have computers that are not connected to a server but do have USB ports, you can copy an installed version from one computer to another across a Flash drive or external hard drive instead.

4.) You cannot copy over a Mac installation to a PC or vice versa. You can copy Mac installations over a Windows server to another Mac, or a PC version across a Mac server to another PC. You can copy between Windows 7 and up, but you have to adjust the shortcuts since these and the program will usually go to different folders in each version.

Maintaining the Program

Removing Programs

Uninstalling *Ripple Effects* programs is easy.

Mac

Simply drag their folders and files to the Trash.

Windows

Use the Control Panel to uninstall the program(s).

iPad

Delete using the standard long touch and touch the delete symbol by the program's icon.

NOTE: Deleting iPad version in Stand Alone mode will delete student data.

Note: Network mode

In network mode you will also have to delete program data folders in the server share.

Saving user records

If you're deleting a stand-alone version, you may need to save current user records or customized topics lists. If you're re-installing to fix a damaged or corrupted copy, or moving a licensed copy from one computer to another, you definitely want to do this.

1.) Save records by copying out the database and **blockedtopics.sqlite** files from inside the **STUDENTS** and **CONFIG** folders. *You don't need to do this for a network mode program, since the data files are on the server.*

Supporting Program Users – Teen/Kids/Staff/Data Manager/ Screen for Strengths

Support users by helping them know what to expect from the program. Here are the basics:

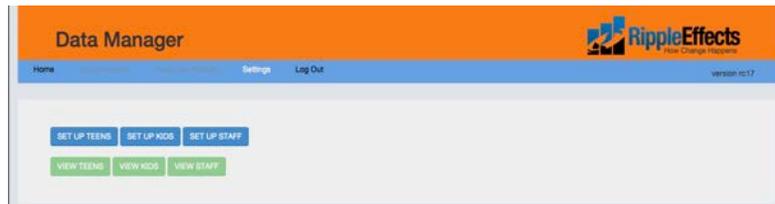
Data Manager app

The Data Manager App is designed to be used by staff in concert with *Ripple Effects for Teens* and *Kids*. The app enables implementers to track individual and group progress against assigned goals.

Ripple Effects data management system automatically generates easy to read and export these reports.

- **Enter the password** you received upon purchase.

- NOTE: For the desktop version, the first time you launch, *Data Manager* will search your system for *Teens*, *Kids* or



Staff files. **Select the program** for which you want to see data. If you don't have the student software on your computer or want to look at data in an alternate location, click on the "Settings" command in the menu to point *Data Manager* to the correct location.

Please refer to the *Data Manager Quick Start Guide* or www.rippleeffects.com/datamanager for more on student tracking capabilities.

User accounts and passwords

Every user must set up an account to get into the program. The account consists of first name, last name, and a password.

Students need to remember the name and password they signed in with, and use the same one every time; **NOTE: There is no way for us to recover forgotten passwords.** If users forget them, they'll have to start over and will lose access to

their points in the Scorecard and their actual Brain/ Journal entries. However, the *Data Manager App* will allow administrators to retrieve data on points and completed topics for any student login.

If you are running stand-alone versions (not on a network), **students must use the same computer every time.** Otherwise, they won't find their account.

Privacy

For the privacy of users, *Ripple Effects* software is password protected. No one can access student Brain /Journal records, except the student with a password, even through data files. In addition, except for their name, all student-specific information (including their password) is encrypted via private key, 128-bit AES encryption.

The only part of users' experience that educators have access to, either in the Data Manager (V. 5.0 and up), or Student Tracking (V. 4.4 and below), is the Scorecard, which hold the records of each user's *completion* of the interactive parts of the program (Got Its, Brains, and Profiles), but not the *content* of journal entries or profile results.

In Data Manager, only skill-building (Strengths) topics are tracked by name. Other topics are reported as complete, but with the generic name "personal exploration" not the actual topic name. Topic names for a subset of personal exploration related to "discipline" can only be seen with an additional level of secure password. Points for all topics are counted in the total score, even if their individual names don't show.

For your part, to protect students' privacy, be sure they quit the program when finished using it. If the program is open when they get to a computer, they may find themselves in someone else's account and compromise both users' confidentiality. The program automatically exits after ten minutes of inactivity.

Administrative features - Version 5.0 and up (See Addendum for versions 4.4 and below)

Customizing topics

Logging in as an administrator allows you to customize your topic list. Simply create a user or sign in the same way a student would, but enter the admin password provided with purchase.

NOTE: Be sure to log out as administrator when you're done, or students will have access to full topic list.

Administrators or educators may decide that certain topics in the programs are inappropriate for a particular group or setting. Any topic can be blocked so it does not appear in the program, and can be added back in at any time.

To delete topics (or add them back in) you need to:

- Log into *Ripple Effects* as an administrator with your special password. Choose "Customizing Topics" from the home screen
- Click on the topic you want to remove
- Click a topic again to add it back in
- When you're done, choose "Save" to save your customized topic list.
- **Log out as administrator so students don't have access to full topic list**

Program Data Files

There are two kinds of data files that record changes to a *Ripple Effects* program as it's being used: the user records and the topics file.

User records

The user records and private, encrypted contents of database record a user's Log-in information, their Brain journal entries, and their progress on the Scorecard. User data files are inside the **STUDENTS** folder. They look like this: **tarvi_t1.db** (though the .db extension may be hidden on your computer).

Data from these files cannot be read outside the program. Scorecard data can be seen by Administrators through the Data Manager App (version 5 and up), or through Student Tracking button (Version 4.4 and lower).

Because user files will be created during the log-in process, log-in and customization information must be read from data files by all users, and since these files will be modified by users as the progress through the program, all Windows or Mac users must have full permissions set to these files. As noted earlier, in some cases, this may require partitioning a drive to allow students to write directly to a server.

The topics file

If educators choose to customize the topic list, the '**blockedTopics**' file records which topics will be blocked from appearing in the program. The '**blockedTopics**' file is inside the **CONFIG** folder.

Where to find data files

Stand-alone mode:

Data files are stored in STUDENTS and CONFIG folders.

Users/Shared (Mac) → Ripple Effects Data → **OR**

Users/Public (Windows) → Ripple Effects Data **OR**

Application Sandbox (IOS) → Ripple Effects Data

Network mode:

Data files are stored on the server share.

Ripple Effects Data → Teens/Kids/Staff → STUDENTS

Ripple Effects Data → Teens/Kids/Staff → CONFIG

Cloud Mode:

Contact *Ripple Effects* or your IT administrator

Backing up data files

We recommend backing up your data files; if your data files get damaged or lost, they cannot be recovered. You can do this by hand or with back-up software. They are the only part of the program that really needs to be backed up, since the program can be reinstalled and populated by data files from the back-up.

Copying customized topic lists

You can block the same set of topics on all computers.

- 1.) Copy the customized **blockedtopics.sqlite** file onto another computer
- 2.) When you're done customizing that one, just copy the b file from that **CONFIG** folder into the other computers' CONFIG folders.

Removing user records

Personal Computer/Chromebook:

To remove a user, find their user data file in STUDENTS and delete it. Usually students log in with their real names or nicknames, but sometimes you just have to guess. The user data filenames are made from the first five letters of the last name, an underscore, the first letter of the first name, and a number in the order in which they first logged in. For example, Juan Silvera would show up as silve_j1.db. Jessica Silverstein, who first logged in a month after Juan, would show up as silve_j2.db.

Important:

NEVER delete the file students.txt from the STUDENTS folder. ALWAYS BACK UP before deleting.

iPad

Contact *Ripple Effects* to find out how to remove student records from iPad.

Warning: Deleting iPad version in Stand Alone mode will delete student data.

Moving user records

You can move user records from a program on one computer to another, and users will show up and be able to continue where they left off on the new computer. Just copy them out of one **STUDENTS** folder, and paste them into the other STUDENTS folder. In this way you change the computers on which you're using your licensed copies of the program without affecting your work with students.

Make sure to keep your student data groups separate. *Teens* and *Kids* need to be in different folders. There is nothing inherent in the programming to distinguish the user files in one *Ripple Effects* program (*Kids*, *Teens*, or *Staff*) from any of the other programs. If you are using these programs together, be sure to set up and maintain their records in separate places/folders.

Upgrades and Data

It is important to back up old files during any upgrade to not lose important student data.

Pre-version 4.2 records will NOT work in version 5.0 and later

Because of the change to SQL databases starting in version 4.2 of *Ripple Effects* programs, user records from older versions of the programs (in v12 format) cannot be read by or imported into the new version. If you are upgrading to version 5.0 or higher and there are Scorecards and journals you want to keep from a 4.0 or earlier version, you will have to export them or print them from that version before deleting it.

New log-ins required

Anyone that started using *Ripple Effects* in an older version will have to log into version 5.0 or later as a first time user under "New Account." They can use the same name and password from the old version. Once they're in, they will not see their old Scorecard or Brain entries in Memories. Of course the next time they sign in, they can use "Already Signed In."

There is no way to bring their Scorecard and Brain Memories from a 4.0 or earlier version into the new version. But they can print or save them before deleting the old version.

Combining exports

While you cannot import the data from an older version of *Ripple Effects* into a new one, you can combine exports from the new and old versions if you export Brain journals or Scorecards in the same file format (for example, Brains as Word documents and Scorecards as Excel workbooks).

Problem Solving

Troubleshooting while installing and logging in

No internet, can't get program from download

Problem: You cannot download the program from the link provided

Solution: Please contact us for an installation DVD. If your computer doesn't have a DVD drive, but still has the basic requirements to run a *Ripple Effects* program, there are other ways to get it installed.

Download doesn't work

Problem: You click the file you downloaded, and nothing happens.

Explanation: Clicking on a download link doesn't install the program; it sends a **.MSI** or **.mpkg** file of the program to your computer. That file will be on your desktop, in your download folder, or any other place you've set up on your computer to receive downloads. The downloaded **.msi** or **.mpkg** file must be on the hard drive of the computer you want to install it to – it can't be somewhere else like on a flash drive or server.

Solution: Find the downloaded file on your computer. Make sure the downloading is complete (it can take a while). Make sure it's been unzipped (if for some reason it's still in a **.zip** file, double-click to unzip it). Then double-click to launch it. Make sure the file is on your hard drive, and not somewhere else.

Error: No sound or video card

Problem: An error message tells you that you can't install the program because your computer doesn't have a sound or video card.

Explanation: The *Ripple Effects* installer requires that the computer you're installing have the capacity to play the audio and video in the program. This usually comes up if you're trying to install to a server, not a client.

Solution: If you do need to install to that computer, see "Installing by copying folders directly from the DVD," on page 9.

Users can't see the *Ripple Effects* icon to start program

Problem: The *Ripple Effects* icon showed when you installed the program and tested it, but now students can't see it on the desktop.

Explanation: When you installed the program, the desktop shortcut/alias was created on a desktop that is not shared by student users on this computer.

Solution: Log back into the computer as an administrator, locate the shortcut/alias to the program executable, and move it to a desktop that is shared by all *Ripple Effects* users (and make sure those users have permissions set to launch it). On Windows 7 try the Public Desktop, on Windows XP the All Users Desktop. On the Mac you may have to create a new alias to the appropriate user's desktop.

Blank screen after clicking icon

Problem: You launch the program but get a blank screen.

Explanation: This computer has been running *Ripple Effects* with several different users for a while, or a lot of other programs, and its memory is overloaded.

Solution: Force quit the program and restart the computer before launching *Ripple Effects* again.

Error "You typed a different first name, last name, password"

Problem: When logging in, you get a message saying you've typed something incorrectly, or that it doesn't recognize your name or password, even though you know you've already logged in and set up an account.

Explanation: You could have typed your first name, last name, or password incorrectly. Be sure to check if caps are locked. But if you're running the programs in stand-alone mode, it's more likely you logged in on a completely different computer, and your information is stored on that other computer, rather than the one you're on.

Solution: If you are using a stand-alone installation, you must use the computer where you set up your account the first time; that's where your records are stored. If you know you're on the right computer or in network mode, try logging in again. Make sure to write down the name and password that you signed in with.

Error: “Someone has already signed in with that name”

Problem: When logging in the first time, you get a message saying that someone has already signed in with your name.

Explanation: You may have mistakenly chosen "First Time" instead of "Already Signed In" on the first screen.

Solution: If you have already signed in, make sure to choose the "Already Signed In" button at the first screen. If you really are a new user, sign in using a nickname.

Some Memories or Scorecard points are missing

Problem: A student is sure they wrote and saved some "Memories" in the Brain journal for a topic and added points to their Scorecard the last time they used the program, but now they're not showing up.

Explanation 1: If you have more than one stand-alone installation, they may have been on another computer and written those memories there.

Solution 1: Unless you are using a networked version of the program, always have students use the same computer. There is no way to join memories or Scorecards from different computers.

Explanation 2: Someone else had signed in and left the program open when the student with the missing memories took over without first quitting and logging in with their own name. If so, their memories will be stored under the other student's name.

Solution 2: Make sure everyone always signs in and start the program from scratch, using their own password. Choose “Already Signed in” and log in again. Make sure you are using the correct password. The program automatically exits after ten minutes of inactivity.

Troubleshooting in Network Mode

You've running in Network mode, but now you get a server error message

Problem: You've been using the program in network mode. Now, when you try to launch the program, you get an error message saying, "Some files you need to run this program are on the server, and the server isn't available."

Explanation: The program was set up correctly in network mode, but the client has lost its connection to the server, or something has changed on the server share: permissions settings, files or folders may have been moved, renamed, or deleted.

Solution: Verify that the client has a connection to the server outside *Ripple Effects* and that the proper drive letter is still mapped to the server share. Double check the server share to make sure it's configured as before and that all necessary folders and files are in place.

You're setting up Network mode and you get a server error message

Problem: This is the first time you're setting up the program in network mode. When you try to launch the program, you get an error message saying, "Some files you need to run this program are on the server, and the server isn't available."

Explanation 1: When you're first setting up the program, the most common problem is that the file paths in **prefs.txt** to **STUDENTS** and **CONFIG** are not set correctly.

Solution 1: Double and triple check the file paths in the **networkFlagOn.txt** . Also make sure that all other text has been eliminated from the file, as well as any extra spaces.

Explanation 2: The drive letter on the client was not mapped to the server, or to the incorrect location on the server.

Solution 2: Map or remap the client drive. Make sure that the server can be accessed from that drive letter; if not, choose one that works.

Explanation 3: The correct folders aren't on the server, or don't have the right names.

Solution 3: Check that the program's data folder is on the server inside the share you created and properly named. Make sure this folder has one called "STUDENTS" the other called "CONFIG"

Explanation 4: The data folders are there on the server, but permissions are not set to full control for *Ripple Effects* users.

Solution 4: Set permissions on the folders to full control for *Ripple Effects* users, and inherited by all sub-folders and files. Make sure that anyone using the program on the client can create, read, and write to files in the data folders on the server.

Explanation 5: There are no read and write privileges from the client machine to the server volume where records are stored. Permissions are often set up in a way that blocks this function.

Solution 5: To make sure client machines have read and write access, you can create a secure partition of a server hard drive (that can be separated from sensitive materials on that server) with only the STUDENT and CONFIG files in that partition. If you use commercially available security software systems such as Fortress, make sure you give the *Ripple Effects* programs on the client permission to read and write to specific directories on the server. Alternately, simply allow programs in the user space (not individual users) on a client machine read/write access the necessary files.

Customer Support

We at *Ripple Effects* are committed to doing whatever is necessary to make our programs work for you.

If you run into a problem that's not covered here, or if the suggested solution is not working for you, please contact us immediately so we can aid you to solve it effectively. The more information you have about the technical details of your system, the more quickly we'll be able to help solve the problem.

Call toll free: 888-259-6618 (9:00am-5:00pm PST)

E-mail: support@rippleeffects.com

Fax: 415-227-4998

For purchasing information: info@rippleeffects.com www.rippleeffects.com

Addendum – Support for Version 4.4 and below

Administrative features, version 4.4 and below

Admin log in

Logging in as an administrator allows you to track student usage, customize your topic list and gain web access. Simply sign in the same way a student would, but enter the Admin password provided with purchase. To see Discipline topics you will need to enter the Discipline password. If you are using Cloud or Network, you will need to enter the Network password.

Student tracking

From this button you can see the Scorecards of all the students who are using the program on this computer, or on all computers connected in network mode. You can also print their Scorecards, or export the information from their Scorecards as text to a spreadsheet or word processing application, like Excel or Word.

- To see a student's Scorecard, click on their name in the window on the right.
- To export their Scorecard use the "Export" button and then choose where and how you want to save it.
- To print their Scorecard use the "Print" button and then choose your printer. If you're on a Mac, you can also save it as a PDF file from the print window.

A student Scorecard shows only the name of topics and the activities they completed for that topic (Brain, Got Its, Profiles). It does not show what they wrote in the Brain journal. The only way to print the Brain, is to ask students to do so when they are logged into the program with their name and password.

Customizing topics

To delete topics (or add them back in) you need to:

- Log into *Ripple Effects* as an administrator with your special password. Choose "Customizing Topics" from the home screen.
- Click on the topic you want to remove.
- Click a topic again to add it back in.
- When you're done, choose "Save" to save your customized topic list.

- The "Copy to Disk" button creates a copy of your customized topic list that you can import into the *Ripple Effects* program on other computers, to block the same topics there.
- You must QUIT and restart. When you open *Ripple Effects* software back up, the topics you blocked will no longer appear in the program.

Access web

Built into the program is a Web connection to a companion Website. Users access the site by clicking on the "web" button at the top of their screen.

You can block access to the Web from within the program through the "access web" button. Then choose "click here to block web access." A message confirms Web access is blocked. To restore Web access, choose the "click here to enable web access" button instead, and wait for the confirmation.

Upgrades/Data

Printing or exporting from old v12 files

To print or export data from pre-version 4.2 v12 database files, you must still have an older version of the *Ripple Effects* program installed: any version 3 for Teens, any version 3 or 4.0 for Kids, any version 2.0 for Staff.

To print or save student Brain journals, your students must log into the program with their name and password, and print or save their journals from the Brain button. They need to click "Memories" and then use either the Print or Save on disk buttons from the Memories window.

To print or export Scorecards, you can log in as an administrator with your special password (see p. 14), choose "student tracking" and then use the print or export buttons (see p. 16). You can also ask students to print or save their own Scorecards from their log-ins.

Problem solving

Error creating new user

Problem: When you try to create a new account, or sign in, you get an error saying "error creating new user" and the program quits.

Explanation: This is a rare error in a network mode installation of 4.2 version or later of the program. This happens because permissions are set incorrectly or have been over-ridden by the computer or a student record has gotten corrupted. Corrupted records usually this just prevents that user from accessing the program. However, it is theoretically possible that other users are affected by the corrupted file.

Solution 1: Set permissions on the folders to full control for *Ripple Effects* users, and inherited by all sub-folders and files. Make sure that anyone using the program on the client can create, read, and write to files in the data folders on the server.

Solution 2: Determine the corrupt file, go to your STUDENTS folder on the server, and delete the file. There is no visible, simple way to tell which file is the corrupt one. There are two things you can try, depending on how many records are in the STUDENTS folder, and how much troubleshooting time you have. One way is to sign in to *Ripple Effects* program as an administrator, start up student tracking and check each student name - a corrupt file will display that no data is available. The file for that student should be deleted.

If this does not work, save the folder with all student records and send that folder to *Ripple Effects* Tech support. We will examine the folder and identify the corrupted file and send a "clean" "STUDENTS" folder back to you.



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