

mCLASS Software Installation

The following instructions will lead the Administrator through the process of installing mCLASS software on both PCs and Palm devices as well as enabling users to access mCLASS reports online. Instructions are provided both for individual installations as well as large-scale installations. For answers to specific installation questions, please see the Troubleshooting Guide which begins on page 4.

Installation Terminology

- **mCLASS:Sync:** The Wireless Generation software that installs assessment applications to the handheld and synchronizes assessment data
- **WGSync:** An application that sits on the handheld computer and holds the user's Wireless Generation username and password
- **Sync Station:** A desktop or laptop computer that is used to synchronize mCLASS products
- **Public Sync Station:** A Sync Station that will be used by many users, and has the synchronization of personal information disabled

mCLASS Installation Guide for Windows

This guide provides instructions for installing mCLASS products on a computer running on Microsoft Windows 98 or higher. It includes an introduction, instructions for setting up a Sync Station, instructions for setting up a Palm OS handheld, and troubleshooting tips.

Windows NT/2000/XP Instructions

On Windows NT/2000/XP systems, it is necessary to have administrative privileges on the system to perform the following:

- Installation of Palm Desktop
- Installation mCLASS:Sync
- The first synchronization of a particular handheld with the computer

This last part occurs because the first time a new device syncs to a system, it looks like an entirely new piece of hardware to Windows. Administrative privileges are necessary to add any new hardware to such a system.

Palm Desktop installation not only copies files to the hard drive, but also stores many settings on the computer that are necessary for its operation. However, these settings are stored only for the user that is logged on at the time of installation. If another user is logged in, HotSync will not work properly. Thus it is necessary to install Palm Desktop and mCLASS:Sync for each Windows user that will be logged in while syncing at a sync station.

This combined with the fact that administrative privileges are necessary to install Palm Desktop presents a problem when the normal user is not an administrator; if Palm Desktop is installed as the administrative user, it will not work for the normal user.

The workaround for this is to follow this procedure:

1. Log into the system as an administrator

2. Grant administrative privileges to the normal user
3. Log out of the system, and log in as the normal user
4. Install Palm Desktop
5. Install mCLASS:Sync
6. Synchronize the handheld(s) to the computer
7. Log out and back in as an administrator
8. Return the normal user's privileges to normal.

Installing Palm Desktop

Before mCLASS Sync can be installed, Palm Desktop version 4.0 or higher must be installed on the computer first. Palm Desktop comes on the CD that comes with your handheld, and is also available for download from Palm at:
<http://www.palm.com/us/support/downloads/>

Next, install Palm Desktop using the instructions provided. Sync your device to the computer to verify that HotSync is operational. If it does not work, contact your handheld manufacturer's support.

Installing mCLASS:Sync

The installer for mCLASS:Sync is available on your installation CD, or is downloadable from the mCLASS product website. It comes in a compressed form, as the file mCLASS-sync-pc.exe.

1. Copy / save the file mCLASS-sync-pc.exe to your desktop.
2. Double-click on mCLASS-sync-pc.exe to begin installation.
3. Follow the directions in the installer. If it reports an error, go to the troubleshooting section.

mCLASS:Sync is now installed on your computer. You can now proceed to setting up the handheld.

Installing assessment applications to the handheld

Choose "Set up a handheld" from Start Menu -> Programs -> Wireless Generation -> mCLASS Sync, and follow the directions on the screen.

mCLASS Installation Guide for Mac OS

This guide provides instructions for installing mCLASS products on an Apple Macintosh computer. It includes an introduction, instructions for setting up a Sync Station, instructions for setting up a Palm OS handheld, and troubleshooting tips.

A note about Mac OS:

There are two significantly different versions of the Mac OS that are supported by Wireless Generation: Mac OS 9 and Mac OS X. Older Apple systems shipped with only Mac OS 9. More recent systems ship with both Mac OS 9 and Mac OS X installed.

When the two operating systems are on the same machine, they can be considered different computers. The system settings are separate, as are the installed applications. Note: This

means that if an application is installed in one operating system, it will not be available in the other; it will need to be installed again to be used in the other operating system.

Applications installed under Mac OS 9 on a dual-boot system are installed in the “Applications (Mac OS 9)” folder on the hard drive. In all other cases, applications are installed in the folder simply labeled “Applications”.

For example, if you install Palm Desktop on a dual-boot system under Mac OS X, it will be installed into the “Applications” folder. If you boot the same computer in Mac OS 9, Palm Desktop will not be available, and HotSync will not run; Palm Desktop will need to be reinstalled under Mac OS 9, and will appear in the “Applications (Mac OS 9)” folder.

Installing Palm Desktop

Before mCLASS Sync can be installed, Palm Desktop version 4.0 or higher must be installed on the computer first. Palm Desktop comes on the CD that comes with your handheld, and is also available for download from Palm at:
<http://www.palm.com/us/support/downloads/>

Note: Only the newest handhelds ship with Palm Desktop 4.0 or higher. Many older models ship with version 2.6.x, which is not compatible with mCLASS:Sync. If this is the case for you, you will need to download the latest version from the website.

Next, install Palm Desktop using the instructions provided. Sync your device to the computer to verify that HotSync is operational. If it does not work, contact your handheld manufacturer’s support.

Important: There is one more procedure that is necessary for Mac OS 9.

1. Locate the “Palm” installation folder on your hard drive. If you are on a dual-boot system, it should be in the “Applications (Mac OS 9)” folder; otherwise it should be in the “Applications” folder.
2. Locate the file called “Conduit Manager”. Hold down the “ctrl” button while clicking on it. This will bring up a pop-up menu.
3. Choose “Get Info” from the pop-up menu.
4. There should be a dropdown menu in the window. Select “Memory” from this dropdown.
5. There should be two text boxes in the window marked “Minimum Size” and “Preferred Size”. Set “Minimum Size” to 20000, and “Preferred Size” to 30000.
6. Close the window to save the new settings. You can do this by clicking the box in the top left corner of the window.

Installing mCLASS:Sync

The installer for mCLASS:Sync is available on your installation CD, or is downloadable from the mCLASS product website.

Installation from CD

Copy mCLASS Sync Installer to your desktop. Double-click on icon on the desktop and follow the instructions on the screen.

Installation from web

When downloaded, it comes in a compressed form, as the file mCLASS-sync-mac.sit.

1. Copy / save the file mCLASS-sync-mac.sit to your desktop.
2. Double-click on mCLASS-sync-mac.sit. This will decompress the installer, leaving the file mCLASS Sync Installer on your desktop.
3. Double-click on mCLASS Sync Installer to begin installation.
4. If prompted for a username and password, enter a username and password for a user with administrator rights on this computer.
5. Verify that the drop-down box in the top-left corner of the window reads "Easy Install", and click on the "Install" button.
6. Follow the directions in the installer. If it reports an error, go to the troubleshooting section.

mCLASS:Sync is now installed on your computer. You can now proceed to setting up the handheld.

Installing assessment applications on the handheld

Locate the folder Applications -> mCLASS Sync on your hard drive. Double-click on "Set up a handheld", and follow the instructions on-screen.

Troubleshooting mCLASS:Sync

Sync station setup

- Q: When I try to install Palm Desktop on Windows, the computer says I need administrative privileges.
- A: See Installation Guide for Windows NT/2000/XP instructions.

Synchronization

- Q: When I sync my device to a Windows system, the computer says I need administrative privileges.
- A: See Installation Guide for Windows NT/2000/XP instructions.
- Q: mCLASS:Sync tells me that WGSync is not configured.
- A: This means that username and password information have not been entered on the handheld. Enter the information into WGSync and be sure to click "Save" to save the new settings.
- Q: When I sync my handheld, the HotSync window unexpectedly vanished after a short time. (Mac OS 9 only)
- A: Most likely not enough memory has been allocated to Conduit Manager. Check the Mac install guide for instructions to fix this.
- Q: When I sync, mCLASS:Sync never appears to run.
- A: Check to make sure mCLASS:Sync is installed on the system. You can check this on Windows by right-clicking on the HotSync Manager icon in the system tray and choosing "Custom"; "mCLASS Conduit" should appear in the list of conduits. On the Mac, open HotSync Manager, choose "Conduit Settings" from the "HotSync" menu; "mCLASS Conduit" should appear here. If mCLASS Conduit does not appear, reinstall. If it does appear, then make sure WGSync is installed on the handheld; this application must be present for mCLASS:Sync to start.

- Q: mCLASS:Sync tells me I have the wrong username and password.
A: Log into the website to make sure you have the proper username and password. If so, open WGSync on the handheld and re-enter the information.
- Q: mCLASS:Sync gives the error "Proxy Authentication Required" without asking me for a password.
A: This may indicate that you are networked behind a proxy that is not supported by mCLASS:Sync. Report this to Wireless Generation support immediately.
- Q: mCLASS:Sync gives the error "Server not found".
A: mCLASS:Sync is unable to contact the synchronization server. Most often, this means that there is no Internet connection. To check this, open a web browser and see if you can browse.
- Q: mCLASS:Sync gives the error "HTTP Error 403".
A: This means there is a firewall between the computer and the synchronization server that is forbidding access. The firewall may need reconfiguring to allow the synchronization data to pass through. Have your network administrator contact Wireless Generation support to resolve this.

Working with the handheld

- Q: After I attempt to install WGSync to the handheld, I don't see the icon there.
A: Check the following:
Verify that the dropdown in the top-right corner of the handheld screen reads "All". Otherwise, some of your applications may not be displayed. Verify that the WGSync was set up to install for the correct username.
1. Open the HotSync application on the handheld, and check the user name in the top right corner.
 2. Try to install WGSync for this user again.