

Enterprise Local Server Installation Guide version 1.4

SuccessMaker[®] Enterprise

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Contents

Introduction	1
Installation for Stand-Alone Workstations	3
Overview	3
Basic Requirements	3
Installation Preparation Checklist	4
Installation Overview	5
Installing SuccessMaker Enterprise 1.4 on a Stand-Alone Workstation	6
Registering the SuccessMaker Enterprise Database	7
Installing and Configuring the Sybase Service	7
Installing Sybase 8.0.2.3601	8
Installing the EBF Patch	10
Configuring the Sybase 8.0.2.4339 Service	10
Verifying the Sybase Installation	12
SuccessMaker Enterprise 1.4 Client Installation	12
Configuring an ODBC Data Source	13
Selecting a Courseware Media Type	14
Registering the Crystal Reports DLL File	14
Performing a Live Backup of SuccessMaker Enterprise 1.4 Database	15
Installing the Courseware Software on a Stand-Alone Workstation	16
Licensing and Verifying the Installation	16
Courseware Activation	17
Verification Checklist	18
Tech Notes and Tips	18
Optimization Tips	18
Installation for Local Servers Running Microsoft Windows	21
Overview	21
Basic Requirements	22
Installation Preparation Checklist	22
Installation Overview	23
Creating User Accounts and Groups	24
Microsoft Windows 2000 Server with Active Directory Services	25

Microsoft Windows 2000 Server without Active Directory Services	28
Microsoft Windows 2003 Server with Active Directory Services	30
Microsoft Windows 2003 Server without Active Directory Services	34
Creating a Shared Folder for Windows Workstations	36
Configuring the Server for Macintosh Services	37
Macintosh Authentication for Windows 2003 Servers	38
Sharing a Folder for Macintosh Clients on a Server Running Windows 2000 ..	38
Sharing a Folder for Macintosh Clients on a Server Running Windows 2003 ..	40
Setting User and Group Rights on a Server Running Windows 2000	43
Setting User and Group Rights on a Server Running Windows 2003	44
Installing SuccessMaker Enterprise 1.4 Server	48
Registering the SuccessMaker Enterprise Database	49
Installing and Configuring the Sybase Service	50
Installing Sybase 8.0.2.3601	50
Installing the EBF Patch	52
Configuring the Sybase 8.0.2.4339 Service	52
Verifying the Sybase Installation	55
Performing a Live Backup of SuccessMaker Enterprise 1.4 Database	56
Setting Up SuccessMaker Enterprise 1.4 Client Workstations	58
Prerequisites	58
Running the Windows Workstation Setup	59
Mapping a Network Drive	59
Installing the SuccessMaker Enterprise Client	60
Creating an ODBC Data Source	60
Selecting a Courseware Media Type	62
Registering the Crystal Reports DLL File	62
Installing and Configuring Macintosh Support	63
Modifying User File Rights	64
Extracting the Macintosh Workstation Setup Files	65
Installing a Macintosh LAN Report Service	68
Running the Macintosh Workstation Setup	69
Configuring Mac OS X Workstation	69
Installing the SuccessMaker Enterprise Client on Macintosh Workstations . . .	76
Assigning Mac OS X File Permissions	78
Installing the Courseware Server Software	79
Creating a Shared Folder for Windows Workstations	80
Sharing a Folder for Macintosh Clients on a Server Running Windows 2000 ..	81
Sharing a Folder for Macintosh Clients on a Server Running Windows 2003 ..	83
Installing the Courseware	85
CD Verification	86
Accessing the Courseware from a Workstation	86
Licensing and Verifying the Installation	87
Courseware Activation	87
Verification Checklist	88
Tech Notes and Tips	88
Optimization Tips	88

Windows Workstations	89
Windows 2000 Server	89
Macintosh Workstations	90
Network Infrastructure	90
Sybase Server/Database Tips	91
Server Fails to Start	91
Configuration Issue	91
Switches Breakdown	91

Installation for Local Servers Running Novell NetWare 93

Overview	93
Basic Requirements	94
Installation Preparation Checklist	94
Installation Overview	95
Creating User Accounts and Groups	96
Creating User Accounts	96
Creating the SMusers Group	97
Setting User and Group File Rights	98
NetWare 5.1, 6, and 6.5	98
Installing SuccessMaker Enterprise 1.4 Server	102
Registering the SuccessMaker Enterprise Database	104
Installing and Configuring the Sybase Service	104
Installing Sybase 8.0.2.3601	105
Installing the EBF Patch	106
Configuring Sybase NLM	106
Verifying the Sybase Installation	107
Performing a Live Backup of SuccessMaker Enterprise 1.4 Database	108
Setting Up SuccessMaker Enterprise 1.4 Client Workstations	109
Prerequisites	109
Running the Windows Workstation Setup	110
Mapping a Network Drive	110
Installing the SuccessMaker Enterprise Client	112
Creating an ODBC Data Source	113
Selecting a Courseware Media Type	114
Registering the Crystal Reports DLL File	115
Installing the Courseware Server Software	115
Creating the SMCourses Folder	116
Setting User and Group Course File Rights	116
Assigning Course File Rights to Install SuccessMaker for SMadmin	116
Assigning Course File Rights to the SMusers Group	117
Installing the Courseware	119
CD Verification	120
Accessing the Courseware from a Workstation	121
Licensing and Verifying the Installation	121
Courseware Activation	121

Verification Checklist	122
Tech Notes and Tips	123
Optimization Tips	123
NetWare Server	123
Windows Workstations	124
Network Infrastructure	124
Sybase Server/Database Tips	125
Server Fails to Start	125
Configuration Issue	125
Switches Breakdown	125

Updating Stand-Alone Workstations to SuccessMaker Enterprise 1.4

127

Overview	127
Installation Overview	128
Backing Up the Existing Database Folder	129
Stopping the Sybase Database Service	130
Installing the SuccessMaker Enterprise 1.4 Update	130
Restarting the Sybase Database Service	132
Auto-updating the Client Installation	132
Verifying the Update Process	132

Updating Microsoft Windows Servers to SuccessMaker Enterprise 1.4

133

Overview	133
Installation Overview	134
Backing Up the Existing Database	135
Stopping the Sybase Database Service	136
Installing the EBF Patch	136
Stopping the Macintosh LAN Report Service	137
Stopping the SuccessMaker Enterprise Reports Web Site	138
Installing the SuccessMaker Enterprise 1.4 Update	139
Restarting the Sybase Database Service	141
Removing a Macintosh LAN Report Service	141
Installing a Macintosh LAN Report Service	142
Modifying SuccessMaker Enterprise User File Rights	143
Updating Clients to SuccessMaker Enterprise 1.4	144
Auto-updating Windows Clients	144
Extracting the Macintosh Workstation Setup Files	144
Auto-updating Macintosh Clients	146
Verifying the Update Process	146

Updating Novell NetWare Servers to SuccessMaker Enterprise 1.4

147

Overview

147

Installation Overview

148

Backing Up the Existing Database Folder

148

Installing the EBF Patch

149

Restarting the Sybase Database NLM

150

Installing the SuccessMaker Enterprise 1.4 Update

150

Restarting the Sybase Database NLM

153

Auto-updating Windows Clients

154

Verifying the Update Process

154

Troubleshooting

155

Common Issues

155

Logging In

155

Running Reports

155

Updating the SuccessMaker Enterprise Management System

156

Restarting Your Sybase Service

156

Introduction

This document describes how to install and configure SuccessMaker[®] Enterprise version 1.4 and update SuccessMaker Enterprise versions 1.2, 1.3, or 1.3 with the latest service pack installed, to 1.4 on servers and workstations in a network, as well as on stand-alone systems. Check the basic requirements, and complete the preparation checklist before you begin an installation.

Important! If you are updating an existing SuccessMaker Enterprise installation (local or stand-alone), you must be at SuccessMaker Enterprise v1.2 or higher. If you have an earlier version of SuccessMaker Enterprise (1.0 or 1.1), you must first update to 1.2, and then update to 1.4.

This document contains the following chapters:

- [“Installation for Stand-Alone Workstations” on page 3](#)
- [“Installation for Local Servers Running Microsoft Windows” on page 21](#)
- [“Installation for Local Servers Running Novell NetWare” on page 93](#)
- [“Updating Stand-Alone Workstations to SuccessMaker Enterprise 1.4” on page 127](#)
- [“Updating Microsoft Windows Servers to SuccessMaker Enterprise 1.4” on page 133](#)
- [“Updating Novell NetWare Servers to SuccessMaker Enterprise 1.4” on page 147](#)
- [“Troubleshooting” on page 155](#)

Installation for Stand-Alone Workstations

Overview

This chapter explains how to install the SuccessMaker Enterprise 1.4 system on a stand-alone workstation.

Note: If you want to update SuccessMaker Enterprise School version 1.2, 1.3, or 1.3 with the latest service pack installed, to 1.4, please go to “[Updating Stand-Alone Workstations to SuccessMaker Enterprise 1.4](#)” on page 127.

Basic Requirements

Before you begin the installation, ensure that you have met the following requirements:

- The operating system of your workstation is Microsoft® Windows® 2000 or Microsoft Windows XP Home or Professional.
- Install and configure TCP/IP on your stand-alone workstation. If you need assistance implementing TCP/IP, please contact Pearson Digital Learning Customer Support at 1-800-227-8224.
- The hard disk of your workstation is not a compressed disk.
- The screen resolution is 800 x 600 pixels or above.
- Install the Adobe® Reader® software version 5.0 or higher to view the PDF documentation provided. You can download the installer at no cost from the Adobe Web site at www.adobe.com.
- Install the QuickTime® Player version 5.0 or higher to view lessons. You can download it at no cost from the Apple® Web site at www.apple.com/quicktime/download.
- The site fulfills the minimum system requirements. For the latest system requirements, visit <http://www.pearsondigital.com/successmaker>.

Installation Preparation Checklist

Ensure that you have the items in the checklist below.

- ☐ SuccessMaker Enterprise v1.4 **Management System Setup - School CD**
- ☐ SuccessMaker Enterprise v1.2 Sybase® Server Component CD
- ☐ SuccessMaker Courseware CDs (1-10) or DVD to install the courseware to your stand-alone workstation

If you do not want to install the courses to your stand-alone workstation, you need to have the individual course CDs or the SuccessMaker Courseware DVD.

- ☐ At least 6 GB free hard drive space is available on your stand-alone workstation if you plan to install the courseware directly to your workstation
- ☐ SuccessMaker Enterprise product license key (Register.ilc file)
- ☐ 2 GB of free disk space on your workstation to install the SuccessMaker Enterprise management system
- ☐ Additional 250 MB of free disk space on your workstation to install Sybase SQL Anywhere Studio 8, the EBF patch, and the SuccessMaker Enterprise client
- ☐ An appropriate user name and password for your stand-alone workstation
User name: _____
Password: _____
- ☐ Courseware license key provided to you in a letter from Pearson Digital Learning
License Key: _____

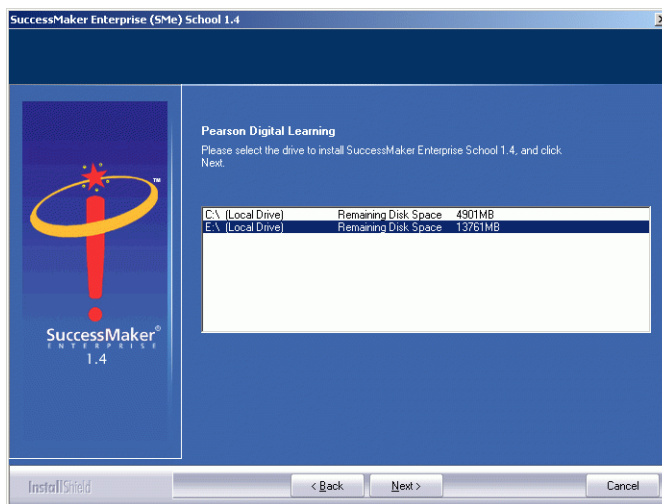
Installation Overview

1. Log on to the stand-alone workstation as a user with administrative rights.
2. Install SuccessMaker Enterprise 1.4 on your stand-alone workstation. See [“Installing SuccessMaker Enterprise 1.4 on a Stand-Alone Workstation”](#) on page 6.
3. Register your database. See [“Registering the SuccessMaker Enterprise Database”](#) on page 7.
4. Install the Sybase SQL Anywhere Studio 8 software and the EBF patch. See [“Installing and Configuring the Sybase Service”](#) on page 7.
5. Install SuccessMaker Enterprise 1.4 client. See [“SuccessMaker Enterprise 1.4 Client Installation”](#) on page 12.
6. Make a backup of your database. See [“Performing a Live Backup of SuccessMaker Enterprise 1.4 Database”](#) on page 15.
7. If you want to install the courseware on your stand-alone workstation, go to [“Installing the Courseware Software on a Stand-Alone Workstation”](#) on page 16.
8. Activate the courseware with your courseware license key, and then verify that the new courseware and reports are functioning properly. See [“Licensing and Verifying the Installation”](#) on page 16.
9. See [“Tech Notes and Tips”](#) on page 18 to optimize the performance of your stand-alone workstation.

Installing SuccessMaker Enterprise 1.4 on a Stand-Alone Workstation

To install the SuccessMaker Enterprise 1.4 management system on a stand-alone workstation, complete the following steps:

1. Log on to the stand-alone workstation as a user with administrative rights.
2. Insert the SuccessMaker Enterprise v1.4 **Management System Setup - School** CD into the CD drive.
3. On the taskbar, click **Start**, and then click **Run**.
4. Type **D:\Setup.exe** (where D: is the drive letter of your CD drive), and then click **OK**. The Welcome page appears.
5. Click **Next**. The Setup Instructions page appears.
6. Click **Yes**. The Select Installation Type page appears.
7. Click the **Standalone Installation** option, and then click **Next**. If you have only one hard disk drive, the installation begins automatically. Go to step 9. If you have more than one hard disk drive, continue with the next step.



8. Select the drive where you want to install the SuccessMaker Enterprise 1.4 system, and then click **Next**.
9. Click **Next**. The Server Information page appears.
10. Leave the default settings and click **Next**. The Information Summary page appears.

11. Leave the default settings and click **Next**. The Setup Completed page appears.
12. Select the **View log files** check box, and then click **Finish**.
13. You must now register your SuccessMaker Enterprise database. Please go to the next section.

Registering the SuccessMaker Enterprise Database

When the installation of the SuccessMaker Enterprise v1.4 **Management System Setup - School CD** is complete, copy your Register.ilc file to the **ResultsManager\SuccessMaker\Library** folder. If you do not have the Register.ilc file, contact Pearson Digital Learning Customer Support at 1-800-227-8224.

You must now install the Sybase SQL Anywhere Studio 8 software and the EBF patch on your stand-alone workstation. Please go to the next section.

Installing and Configuring the Sybase Service

To install Sybase 8.0.2.4339, complete the following steps:

1. Log on to the stand-alone workstation as a user with administrative rights.
2. Install Sybase SQL Anywhere Studio 8. See [“Installing Sybase 8.0.2.3601” on page 8](#).

Note: If Sybase 8.0.2.3601 is already installed on your system, go to step 3.

3. Install the EBF patch to update Sybase 8.0.2.3601 to Sybase 8.0.2.4339. See [“Installing the EBF Patch” on page 10](#).
4. Configure the Sybase database service. See [“Configuring the Sybase 8.0.2.4339 Service” on page 10](#).
5. Verify the installation and configuration of the Sybase database service. See [“Verifying the Sybase Installation” on page 12](#).

Installing Sybase 8.0.2.3601

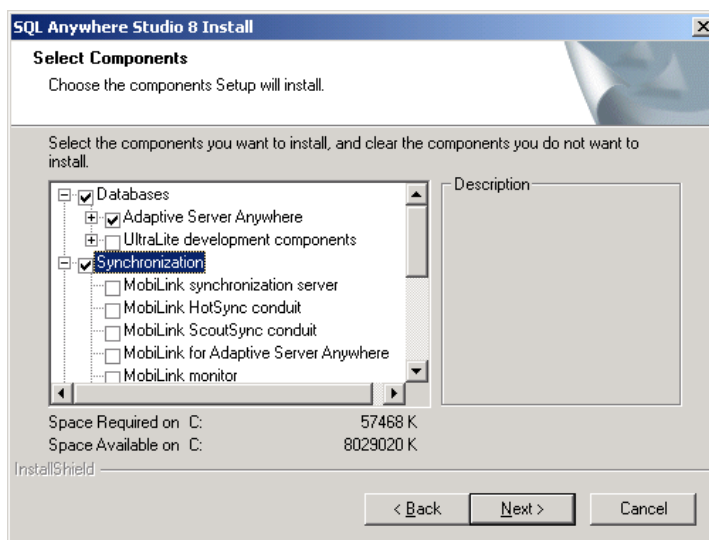
1. Insert the SuccessMaker Enterprise v1.2 **Sybase Server Component CD** into the CD drive of your stand-alone workstation.

If the CD does not auto-play, click **Start** on the taskbar, and then click **Run**. Type **D:\Demo32.exe** (where D: is the drive letter of your CD drive), and then click **OK**.

2. Click **Sybase 8.0.2.3601 for Microsoft Windows**.
3. At the Welcome page, click **Next**. The License Agreement page appears.
4. At the License Agreement page, click to accept the terms of the agreement option, and then click **Next**.
5. In the Registration page, type the 25-digit key that is printed on the inside cover of your Management System Installation Kit, and then click **Next**.

Note: The 25-digit key is also located on the root of the **Sybase Server Component v1.2 CD** in the **Keynumber.txt** file.

6. On the Choose Location page, verify that the default path shown is **C:\Program Files\Sybase\SQL Anywhere 8** (where C: is the default hard disk drive of your workstation), and then click **Next**.
7. On the Choose Shared Components Location page, verify that the default path shown is **C:\Program Files\Sybase\Shared** (where C: is the default hard disk drive of your workstation), and then click **Next**.



8. On the Select Component page, clear the **UltraLite development components** check box, clear all of the **Mobilink components**, and then click **Next**.
9. On the Server License page, type **500** in the **Licensed Seats** box.
10. Click the **Networked Seat (per-seat) model** option, and then click **Next**.
11. On the Select Program Folder page, click **Next**.
12. On the Start Copying Files page, click **Next**.
13. On the Select Components (Documentation Setup) page, select the components you want to install, and then click **Next**.
14. On the Start Copying Files page, verify the settings, and then click **Next**.
15. On the Setup Complete page, you can choose to view the **ReadMe** file and the **iAnywhere Online** Resources, and then click **Finish** to complete the setup.
16. At the InstallShield Wizard Complete page, click the **No, I will restart my computer later** option, and then click **Finish**.
17. You must now install the EBF patch on your stand-alone workstation. Please go to the next section.

Installing the EBF Patch

To install the EBF patch, complete the following steps:

1. Insert the SuccessMaker Enterprise v1.4 **Management System Setup - School CD** into the CD drive. Open the **Sybase4339\Windows** folder, and then run the **setup.exe** file.
2. On the Welcome page, click **Next**.
3. Read the license agreement. Click the **I accept the terms of this agreement** option, and then click **Next**.
4. On the Choose Location page, verify that the default path shown is **C:\Program Files\Sybase\SQL Anywhere 8**, and then click **Next**.
5. On the Choose Shared Components Location page, verify that the default path shown is **C:\Program Files\Sybase\Shared**, and then click **Next**.
6. On the Select Components page, click **Next**.
7. On the Start Copying Files page, click **Next**.
8. After the files are copied, the Setup Complete page appears. Clear the **ReadMe file** check box if you do not want to view the ReadMe file, and then click **Finish**.
9. Restart the workstation.
10. You must now configure your database service. Please go to the next section.

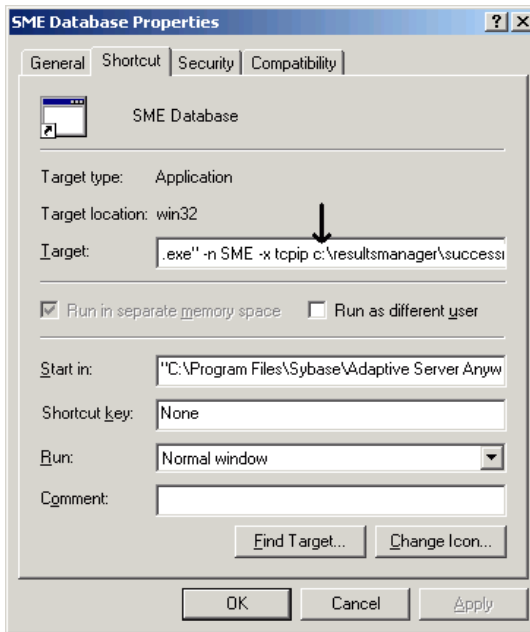
Configuring the Sybase 8.0.2.4339 Service

After you install the SuccessMaker Enterprise 1.4 system on your workstation, a shortcut to the SuccessMaker Enterprise 1.4 database appears on your desktop. To ensure that the database service starts correctly every time, complete the following steps:

1. Right-click the **SME Database** icon on your desktop, and then click **Properties**.



2. In the **Target** box, locate the drive letter as shown below. Change it to the drive letter where the SuccessMaker Enterprise 1.4 system resides.



3. Click **OK**.
4. Double-click the **SME Database** icon on your desktop to start the database service.

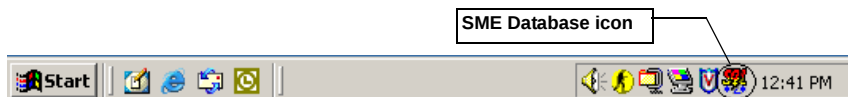
Note: If you want the SuccessMaker Enterprise 1.4 database to automatically start when you start your workstation, you must copy the SME Database shortcut to the **\Start Menu\Programs\Startup** folder.

5. You must now verify that the database service installed correctly. Please go to the next section.

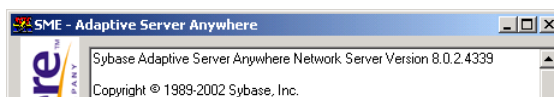
Verifying the Sybase Installation

To verify the installation and configuration of the Sybase database service, complete the following steps:

1. Double-click the **Sybase** icon in the notification area, at the far right of the taskbar.



2. Check if the version number in first line of the Adaptive Server Anywhere window is **8.0.2.4339**.



If you see any other version number, please contact Pearson Digital Learning Customer Support at 1-800-227-8224 for assistance.

3. To run the SuccessMaker Enterprise program, you must install a client on your stand-alone workstation. Please go to the next section.

SuccessMaker Enterprise 1.4 Client Installation

Important! If you have been running SuccessMaker version 5.4 or 5.5 in a SOLO configuration, then you should first back up the **STUDENT** and **HISTORY** folders to a temporary folder, and then remove the SOLO installation.

Important! The client installations for SuccessMaker versions 4.x and 5.x are not compatible with SuccessMaker Enterprise 1.4 and must be removed before running the client installation.

Before you begin the installation, ensure that you start the Sybase database service.

To install the SuccessMaker Enterprise 1.4 client on your stand-alone workstation, complete the following steps:

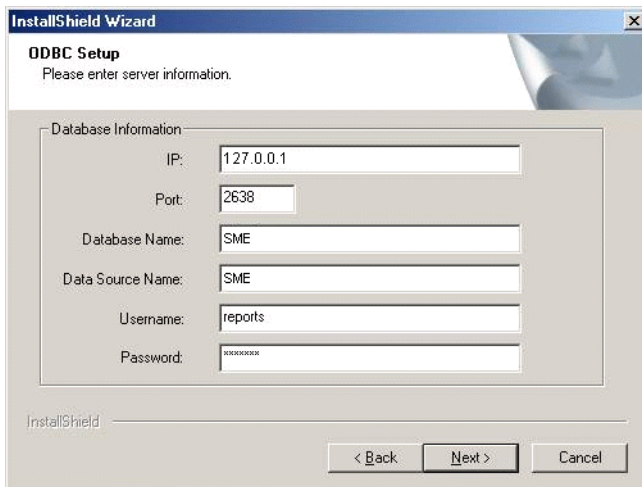
1. On the taskbar of your stand-alone workstation, click **Start**, and then click **Run**.
2. Type **C:\ResultsManager\SuccessMaker\Workst\Setup.exe** (where C: is the drive where the SuccessMaker Enterprise 1.4 installation resides), and then click **OK**.

3. Follow the on-screen instructions during the client installation.
4. The system now prompts you to configure an ODBC Data Source. Please go to the next section.

Configuring an ODBC Data Source

In order to generate and print reports from the SuccessMaker Enterprise management system, workstations must be equipped with an ODBC system data source. The ODBC data source connects to the SuccessMaker Enterprise 1.4 database and pulls data into the report templates.

1. At the ODBC Data Source prompt, click **Yes**. The ODBC Setup page appears.



The screenshot shows the 'InstallShield Wizard' window with the 'ODBC Setup' tab selected. The title bar reads 'InstallShield Wizard'. Below the title bar, the text 'ODBC Setup' is displayed, followed by the instruction 'Please enter server information.' The main area is titled 'Database Information' and contains several input fields: 'IP:' with the value '127.0.0.1', 'Port:' with the value '2638', 'Database Name:' with the value 'SME', 'Data Source Name:' with the value 'SME', 'Username:' with the value 'reports', and 'Password:' with a masked value 'xxxxxxxx'. At the bottom of the dialog, there are three buttons: '< Back', 'Next >', and 'Cancel'.

2. Type the information as given below:

Database Information

- **Database Name:** Type **SME**.
- **Data Source Name:** Type **SME**.
- **User Name:** Type **reports**.
- **Password:** Type **reports**.

3. Click **Next**.

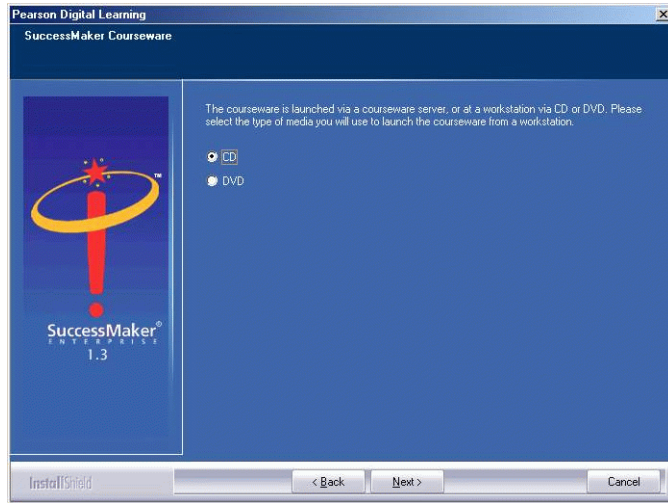
Note: If you see an error message, click **OK**, check your database information, and then try again.

4. Click **OK**.
5. You must now select the courseware media type. Please go to the next section.

Selecting a Courseware Media Type

The system prompts you to select the media type you will use to run the courseware.

1. Select **CD** or **DVD** depending on what you are going to use, and then click **Next**.



2. When you are prompted to restart, click **Yes**. After you restart your workstation, go to the [“Registering the Crystal Reports DLL File”](#) section below.

Registering the Crystal Reports DLL File

1. Log on to the stand-alone workstation as a user with administrative rights. A message appears to inform you of successful registration.
2. Click **OK**.
3. You must now set up a backup procedure. Please go to the next section.

Performing a Live Backup of SuccessMaker Enterprise 1.4 Database

The SuccessMaker Enterprise 1.4 live backup tool allows you to back up your SuccessMaker Enterprise 1.4 database without stopping the Sybase service.

Note: Pearson Digital Learning recommends that you make a backup of the database at least once a week.

To back up your database, complete the following steps:

1. Create a folder where you want to save the backup files. You can create the folder on any local drive. For example, you can create the folder C:\Backup\SMEDatabase.
2. On your taskbar, click **Start**, and then click **Run**.
3. Type the following command line in the Run dialog box:

Driveletter: \ResultsManager\SuccessMaker\Livebackup\
Livebackup X Y

In the command line:

Driveletter is the drive where SuccessMaker Enterprise 1.4 system is installed.

X is the ODBC data source name of your SuccessMaker Enterprise 1.4 database. SME is the default.

Y is the path name of the backup folder.

The following is an example of a complete command line:

C:\ResultsManager\SuccessMaker\Livebackup\Livebackup
SME C:\Backup\SMEDatabase

4. Click **OK**.

Note: If you take a regular backup of your data on a tape drive or a Zip drive (or any other media), do not take a backup of the **SME.DB** and **SME.LOG** files in the \ResultsManager\SuccessMaker\Database folder. Instead, you should take a backup of the files you save using the live backup tool.

In the event that you need to restore your SuccessMaker Enterprise 1.4 database from a backup copy, contact Pearson Digital Learning Customer Support at 1-800-227-8224.

You have successfully installed the SuccessMaker Enterprise v1.4 system on your stand-alone workstation. To access the courseware, you can either run the courses from the courseware CDs or install the courseware directly to your hard drive. For instructions on how to install the courseware to your stand-alone workstation, continue to the [“Installing the Courseware Software on a Stand-Alone Workstation”](#) section below. If you do not want to install the courseware to your stand-alone workstation, go to the [“Licensing and Verifying the Installation”](#) on page 16.

Installing the Courseware Software on a Stand-Alone Workstation

To run the courseware directly from the CDs, the user needs to access the course through the SuccessMaker Enterprise management system and insert the correct CD for the course.

If you want to install the courseware to your hard drive, do one of the following:

- If you are using the Courseware CDs (1-10):
 - a) Click **Start** on the taskbar and then click **Run**.
 - b) Type **D:\Setup Standalone** (where D: is the drive letter of your CD drive) in the Run dialog box, and then click **OK**.
 - c) Follow the on-screen instructions to install the courseware. Complete these same steps for CDs 2-10, sequentially.
- If you are using the courseware DVD:
 - a) Click **Start** on the taskbar and then click **Run**.
 - b) Type **D:\Setup.exe** (where D: is the drive letter of your CD drive) in the Run dialog box, and then click **OK**.
 - c) Follow the on-screen instructions to install the courseware.

You must now activate the courseware license and verify that it installed correctly. Please go to the next section.

Licensing and Verifying the Installation

Before you use the new courseware in SuccessMaker Enterprise 1.4, you must activate the courseware with your courseware license key, and then verify that the new courseware and reports are functioning properly.

Courseware Activation

To activate the courseware for your system, you must enter your **courseware license** key into the management system. This key was provided to you in a letter from Pearson Digital Learning.

Note: For stand-alone workstations, be sure that the Sybase database service is running before attempting to access the management system. The **Sybase** icon should be visible in the notification area, at the far right of the taskbar. For information on starting the Sybase database service for stand-alone systems, go to [“Configuring the Sybase 8.0.2.4339 Service” on page 10](#).

To enter your license key, complete the following steps:

1. Double-click the **SuccessMaker Enterprise** shortcut icon on your desktop to launch the management system. A Login screen appears.
2. In the **User Name** box, type **sysman**.
3. In the **Password** box, type **ncslearn**, and then press ENTER.
4. At the Select an Interface screen, select the Standard interface.
5. From the **Resource** menu, click **License Manager**. The utility window appears.
6. On the **License Key** menu, click **Add a License Key**.
7. Type your license key exactly as shown in the letter provided by Pearson Digital Learning (case sensitive), and then click **OK**. Please go to the next section.

Verification Checklist

Complete this checklist to verify that the installation was successful and that you are able to access the courseware. For instructions on how to perform the following tasks in the management system, consult the management system guides.

- ☐ Using the License Manager utility, view the current license summary to verify that your license key includes the correct courses and the correct number of associated licenses.
- ☐ Create a new system manager user and assign all of the courses to that user. Then, log in as the new user and launch each course to verify that it is accessible.
- ☐ To verify that the ODBC configuration is correct, complete the following steps:
 1. Log on to a student interface as the new system manager user. Launch any course and answer five questions. Exit the course and the student interface.
 2. Log on to a teacher interface and run a course report for your user, selecting the course you launched in the previous step.
 3. Print the report.

You have now completed the installation of the SuccessMaker Enterprise 1.4 system on your stand-alone workstation. For further information on workstation optimization settings, go to the next section.

Tech Notes and Tips

Optimization Tips

- Eliminate unnecessary networking protocols - SuccessMaker Enterprise 1.4 uses TCP/IP exclusively.
- Avoid having other applications open while installing or running SuccessMaker Enterprise 1.4.
- Check the latest system requirements at our Web site <http://www.pearsondigital.com/successmaker>.
- Set your anti-virus software to prevent it from scanning the SuccessMaker Enterprise database files (sme.db and sme.log). These files are in the **Resultsmanager\successmaker\database** folder. The database could get “locked” if these files are scanned. If this happens, you may no longer be able to log in to SuccessMaker Enterprise. You have to restart the server to release the lock.

- Make sure you have the latest service packs and hot fixes for your operating system.
- Make sure that the network interface cards are configured properly for duplex settings, the Power Saver is turned off, and that there is no auto-negotiation.
- Check with hardware manufacturers of the main system and all components installed for latest patches and updates.
- Make sure the video display is set to 800x600 pixels, with the color setting at High Color (16 bit).
- Make sure the screen saver is set to wait for at least 30 minutes.
- Disable power saving features for all components.
- For QuickTime to work properly, set the video settings to Safe Mode. To do this, open QuickTime Settings from your Control Panel, select Video Settings from the drop-down list, and select Safe Mode.
- If you experience graphic problems, set your video hardware acceleration to None.
- Optimize hard disks by defragging regularly and cleaning up temporary files.
- Restrictive anti-virus settings may impact SuccessMaker Enterprise performance.

Installation for Local Servers Running Microsoft Windows

Overview

This chapter explains how to install the SuccessMaker Enterprise 1.4 system on a local server running Microsoft® Windows® 2000 Server or Microsoft Windows 2003 Server.

Note: If you are updating SuccessMaker Enterprise School version 1.2, 1.3, or 1.3 with the latest service pack installed, to 1.4, please go to [“Updating Microsoft Windows Servers to SuccessMaker Enterprise 1.4”](#) on page 133.

Important! If you have been running SuccessMaker version 5.4 or 5.5 in a School Server configuration, you should back up your **version 5 STUDENT** and **HISTORY** folders to a temporary folder. After you have installed SuccessMaker Enterprise v1.4, you can convert your version 5 data by using the conversion utility located under the Resource menu in the SuccessMaker Enterprise management system interface.

Basic Requirements

Before you begin the installation, ensure that you have met the following requirements:

- Install TCP/IP and configure a static IP address on your server. If you need assistance implementing TCP/IP or configuring a static IP address, please contact Pearson Digital Learning Customer Support at 1-800-227-8224.
- The hard disk of your server is not a compressed disk.
- Install the SuccessMaker Enterprise v1.4 **Management System Setup - School CD** and the courseware CDs from a Windows workstation.
- The site fulfills the minimum system requirements. For the latest system requirements, visit <http://www.pearsondigital.com/successmaker>.

Installation Preparation Checklist

Ensure that you have the items in the checklist below.

- ☐ SuccessMaker Enterprise v1.4 **Management System Setup - School CD**
- ☐ SuccessMaker Enterprise v1.2 **Sybase Server Component CD**
- ☐ SuccessMaker Courseware CDs (1-10) or DVD to install the courseware to your server

If you do not want to install the courses to your server, you need to have the individual course CDs or the SuccessMaker Courseware DVD.

- ☐ SuccessMaker Enterprise product license key (Register.ilc file)
- ☐ A minimum 2 GB of free disk space on your server to install the SuccessMaker Enterprise management system
- ☐ Additional 70 MB of free disk space on your server to install Sybase SQL Anywhere Studio 8 and the EBF patch
- ☐ A drive with at least 6 GB of free space if you plan to install the courseware on the server
- ☐ An appropriate administrative user name and password
User name: _____
Password: _____
- ☐ IP address of your server
IP address: _____

- ☐ Courseware license key provided to you in a letter from Pearson Digital Learning
License Key: _____
- ☐ The StuffIt® Expander® software on your Macintosh workstation

Installation Overview

1. Log on to your server as a user with administrative rights.
2. Create the SMstudent, SMteacher, and SMadmin user accounts, and the SMusers group. See [“Creating User Accounts and Groups” on page 24](#).
3. Create a folder where you are going to install the SuccessMaker Enterprise 1.4 system and share that folder with the users on your network. See [“Creating a Shared Folder for Windows Workstations” on page 36](#).
4. Install SuccessMaker Enterprise 1.4 server. See [“Installing SuccessMaker Enterprise 1.4 Server” on page 48](#).
5. Register your database. [“Registering the SuccessMaker Enterprise Database” on page 49](#).
6. Install the Sybase SQL Anywhere Studio 8 software and the EBF patch. [“Installing and Configuring the Sybase Service” on page 50](#).
7. Make a backup of your database. [“Performing a Live Backup of SuccessMaker Enterprise 1.4 Database” on page 56](#).
8. Install SuccessMaker Enterprise 1.4 client. See [“Setting Up SuccessMaker Enterprise 1.4 Client Workstations” on page 58](#).
9. If you want to install the courseware on your server, go to [“Installing the Courseware Server Software” on page 79](#).
10. Activate the courseware with your courseware license key, and then verify that the new courseware and reports are functioning properly. See [“Licensing and Verifying the Installation” on page 87](#).
11. See [“Tech Notes and Tips” on page 88](#) to optimize the performance of your server and client workstations.

Creating User Accounts and Groups

Pearson Digital Learning recommends that you create the user accounts listed in the table below. Pearson Digital Learning also recommends that you create the SMusers group and assign the SMstudent and SMteacher users as members of that group.

Note: Before creating users and groups, check your school’s naming conventions and security policies.

User Name	Password	Description
SMstudent	(Optional)	Student User
SMteacher	(Optional)	Teacher User
SMadmin	SM*FE	Engineer User. Give this user administrative rights if possible.

For instructions on how to create user accounts and groups, go to the section relevant to your system.

- [“Microsoft Windows 2000 Server with Active Directory Services” on page 25](#)
- [“Microsoft Windows 2000 Server without Active Directory Services” on page 28](#)
- [“Microsoft Windows 2003 Server with Active Directory Services” on page 30](#)
- [“Microsoft Windows 2003 Server without Active Directory Services” on page 34](#)

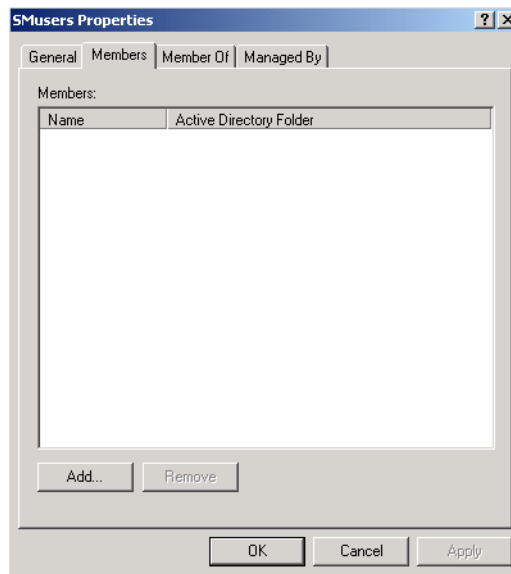
Microsoft Windows 2000 Server with Active Directory Services

Creating User Accounts

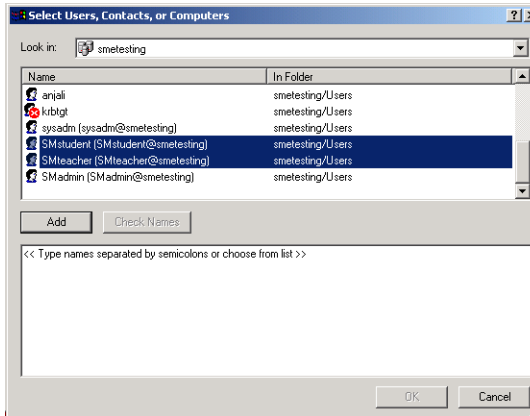
1. Log on to your Windows 2000 server as a user with administrative rights.
2. On your taskbar, click **Start**, point to **Settings**, and then click **Control Panel**.
3. In Control Panel, open Administrative Tools.
4. Double-click **Active Directory Users and Computers**.
5. Select a domain to which you want to add SuccessMaker Enterprise 1.4 user accounts.
6. Expand the Local Users and Groups category by clicking the **plus (+)** sign.
7. On the **Action** menu, click **New**, and then click **User**. The New Object - User dialog box appears.
8. Type a first name, initials, last name, logon name in the respective fields, and then click **Next**.
9. Type the password in the **Password** box, re-type the same password in the **Confirm Password** box, and then click **Next**.
10. Click **Finish** to create the user account.
11. You must now create the SMusers group. Please go to the next section.

Creating Groups

1. Log on to your Windows 2000 server as a user with administrative rights.
2. On your taskbar, click **Start**, point to **Settings**, and then click **Control Panel**.
3. In Control Panel, open Administrative Tools.
4. Double-click **Active Directory Users and Computers**.
5. Right-click the **Groups** folder in the Active Directory Users and Computers window, and then click **New Group**. The New Object - Group dialog box appears.
6. Type **SMusers** in the Group Name box. Select your **Group scope** and **Group type**, and then click **OK**.
7. Right-click the **SMusers** group, and then click **Properties**.
8. In the SMusers Properties window, click the **Members** tab.



9. Click **Add**. The Select Users, Contacts, or Computers dialog box appears.



10. Hold down the CTRL key, click **SMstudent** and **SMteacher** (and any other user accounts that require access permissions to the SuccessMaker Enterprise 1.4 management system), and then click **Add**. The user names appear in the lower pane of the dialog box.
11. Click **OK**. The names of the users you have added appear in the SMusers Properties dialog box.
12. Click **OK**.
13. You must now create a shared folder for your Windows workstations. Please go to [“Creating a Shared Folder for Windows Workstations”](#) on page 36.

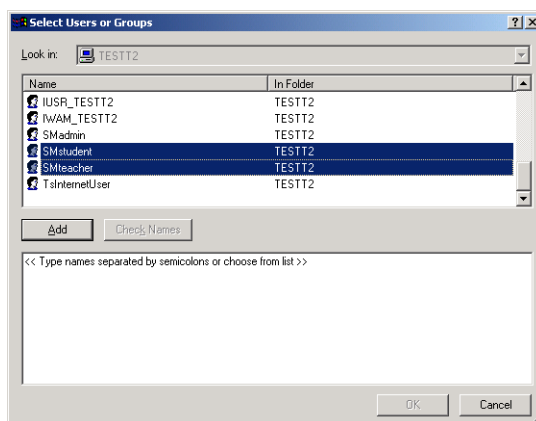
Microsoft Windows 2000 Server without Active Directory Services

Creating User Accounts

1. Log on to your Windows 2000 server as a user with administrative rights.
2. On your taskbar, click **Start**, point to **Settings**, and then click **Control Panel**.
3. In Control Panel, open Administrative Tools.
4. Double-click **Computer Management**.
5. Click the **plus (+)** sign, next to the Expand the Local Users and Groups category.
6. Right-click the **Users** folder, and then click **New User**.
7. Type a user name and password. You can also type a description for the user account.
8. Click **Create**. The user account now appears in the list of users.
9. You must now create the SMusers group. Please go to the next section.

Creating Groups

1. Right-click the **Groups** folder in the Computer Management window, and then select **New Group**.
2. Type **SMusers** in the **Group Name** box, and then click **Add**.



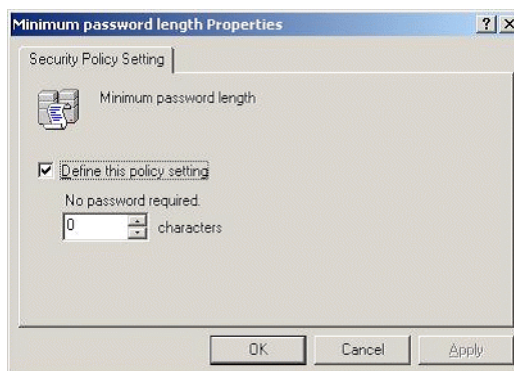
3. Hold down the CTRL key, click **SMstudent** and **SMteacher** (and any other user accounts that require access permissions to the SuccessMaker Enterprise 1.4 management system), and then click **Add**. The user names appear in the lower pane of the dialog box.
4. Click **OK**. The user names you added, now appear in the list of user accounts for the new group.
5. Click **Create**, and then click **Close**.
6. You must now create a shared folder for your Windows workstations. Please go to [“Creating a Shared Folder for Windows Workstations”](#) on page 36.

Microsoft Windows 2003 Server with Active Directory Services

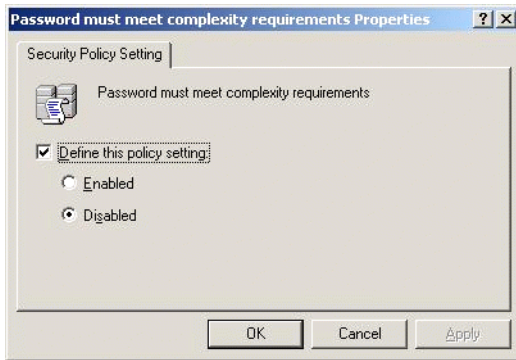
Note: This section explains how to modify the Active Directory policy for minimum password length and complexity. Pearson Digital Learning recommends that you check your school's password requirement policy.

Modifying Domain Security Policy

1. Log on to your Windows 2003 server as a user with administrative rights.
2. On your desktop, click **Start**, point to **Settings**, and then click **Control Panel**.
3. In Control Panel, open Administrative Tools.
4. Double-click **Domain Security Policy**. The Domain Security Settings window appears.
5. Click the **plus (+)** sign, next to the Expand the **Account Policies** folder. Select **Password Policy**. A list of password policy options appears.
6. Select the **Minimum password length** option. The Minimum Password Length Properties dialog box appears.



7. Select the **Define this policy setting** check box.
8. In the **Characters** box, type or select **0** as the password length, and then click **OK**.
9. Select the **Password must meet complexity requirement** option from the right pane of the Domain Security Settings window.



10. Select the **Define this policy setting** check box, and then select the **Disabled** option.
11. Click **OK**.
12. You must now modify the domain controller security policy. Please go to the next section.

Modifying the Domain Controller Security Policy

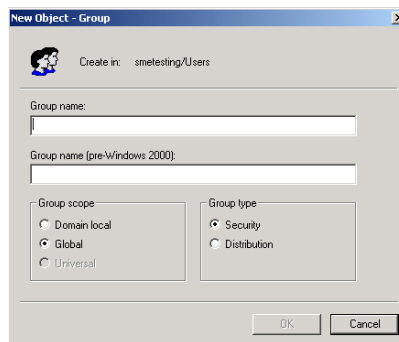
1. Log on to your Windows 2003 server as a user with administrative rights.
2. On your desktop, click **Start**, point to **Settings**, and then click **Control Panel**.
3. In Control Panel, open Administrative Tools.
4. Double-click **Domain Controller Security Policy**.
5. Expand the **Account Policies** folder. Select **Password Policy**. Six password policy options appear in the right pane.
6. Select the **Minimum password length** option. The Minimum Password Length Properties dialog box appears.
7. Select the **Define this policy setting** check box.
8. In the **Characters** box, type or select **0** as the password length, and then click **OK**.
9. Select the **Password must meet complexity requirement** option from the right pane of the Domain Security Settings window.
10. Select the **Define this policy setting** checkbox and the **Disabled** option.
11. Click **OK**.
12. You must now create the required user accounts. Please go to the next section.

Creating User Accounts

1. Log on to your Windows 2003 server as a user with administrative rights.
2. On your desktop, click **Start**, point to **Settings**, and then click **Control Panel**.
3. In Control Panel, open Administrative Tools.
4. Double-click **Active Directory Users and Computers**.
5. Select the domain where you want to add SuccessMaker Enterprise 1.4 user accounts.
6. Click the **plus (+)** sign, next to the Expand the Local Users and Groups category.
7. On the **Action** menu, click **New**, and then click **User**.
8. Type the user's first name, initials, last name, and logon name you want to use, and then click **Next**.
9. Type the password you want to use, type the same password in the **Confirm password** box, and then click **Next**.
10. Click **Finish** to create the user.
11. You must now create the SMusers group. Please go to the next section.

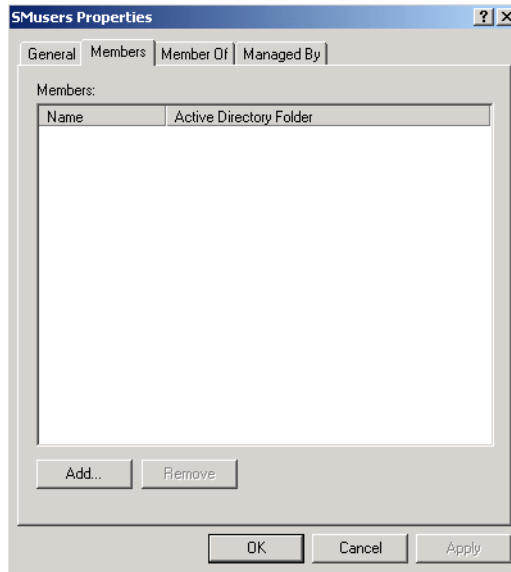
Creating Groups

1. Right-click the **Groups** folder in the Active Directory Users and Computers window, and then select **New Group**.

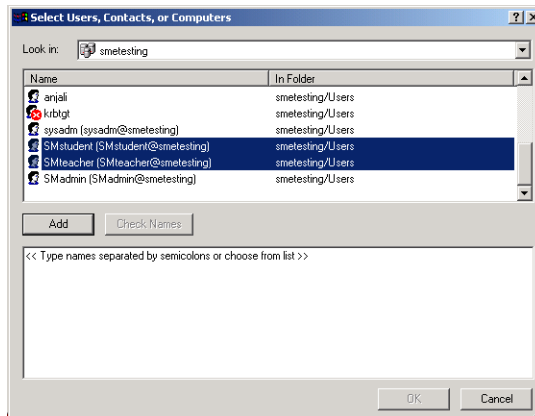


2. Type **SMusers** in the Group Name box. Select your **Group scope** and **Group type**, and then click **OK**. The group name appears in the right pane of the Active Directory Users and Computers window.

3. Right-click the **SMusers** group, and then click **Properties**.
4. In the SMusers Properties window, click the **Members** tab.



5. Click **Add**. The Select Users, Contacts, or Computers dialog box appears.



6. Select **SMstudent** and **SMteacher** (and any other users who need access to SuccessMaker Enterprise 1.4), and then click **Add**.
7. Click **OK**. The names of the users you have added appear in the SMusers Properties dialog box.
8. Click **OK**.
9. Close the Active Directory Users and Computers window.

10. You must now create a shared folder for your Windows workstations. Please go to [“Creating a Shared Folder for Windows Workstations”](#) on page 36.

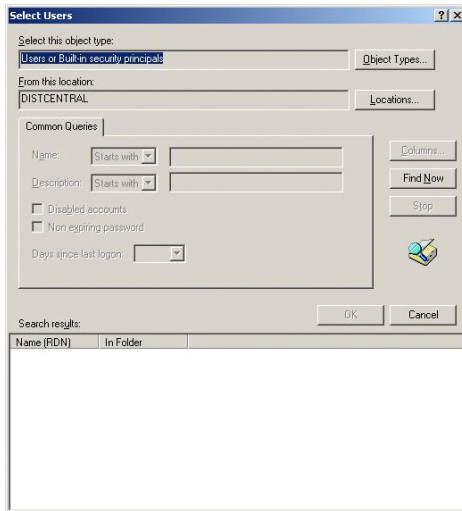
Microsoft Windows 2003 Server without Active Directory Services

Creating Users

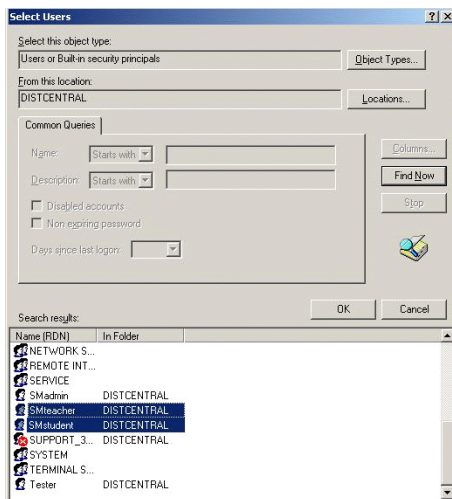
1. Log on to your Windows 2003 server as a user with administrative rights.
2. On your taskbar, click **Start**, point to **Settings**, and then click **Control Panel**.
3. In Control Panel, open Administrative Tools.
4. Double-click **Computer Management**. The Computer Management window appears.
5. Expand the Local Users and Groups category by clicking the **plus (+)** sign.
6. Right-click the **Users** folder, and then click **New User**. The New User dialog box appears.
7. Type the user's user name, password, and description in the fields provided.
8. Click **Create**.
9. Click **Close**.
10. You must now create the SMusers group. Please go to the next section.

Creating Groups

1. Right-click the **Groups** folder in the Computer Management window, and then select **New Group**.
2. Type **SMusers** in the **Group Name** box, and then click **Add**.
3. Click **Advanced**. The Select Users dialog box displays additional options.



4. Click **Find Now**. A list of users appears in the Select Users dialog box.



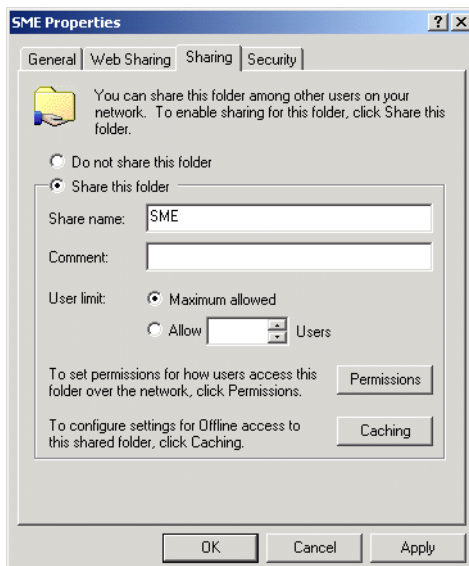
5. Hold down the CTRL key, click **SMstudent** and **SMteacher**, and then click **OK**.
6. Click **OK**. The names of the users you have added appear in the New Group dialog box.
7. Click **Create**, and then click **Close**.
8. You must now create a shared folder for your Windows workstations. Please go to [“Creating a Shared Folder for Windows Workstations”](#) on page 36.

Creating a Shared Folder for Windows Workstations

Before installing SuccessMaker Enterprise 1.4, you must create a folder and share it with the users on your network.

Note: The following instructions are based on NTFS partitions. Pearson Digital Learning strongly recommends NTFS partitions for improved security and optimal use of disk space.

1. Create a folder with the name **SME** on the drive where you want to install the SuccessMaker Enterprise 1.4 system.
2. Right-click the **SME** folder, and then select **Properties**. The SME Properties dialog box appears.
3. Click the **Sharing** tab.



4. Select the **Share this folder** option, and then type **SME** in the **Share Name** box.
5. Click **Apply**.

If you are going to support Macintosh client workstations, please go to the [“Configuring the Server for Macintosh Services”](#) section below.

If you are not going to support Macintosh client workstations, you must now configure user and group rights to this folder. Go to the section relevant to the operating system on your server.

- If you are using Windows 2000, go to the [“Setting User and Group Rights on a Server Running Windows 2000”](#) on page 43.
- If you are using Windows 2003, go to [“Setting User and Group Rights on a Server Running Windows 2003”](#) on page 44.

Configuring the Server for Macintosh Services

To add file services for Macintosh, complete the following steps:

1. Click **Start** and point to **Settings**.
2. Click **Control Panel**.
3. Click **Add/Remove Programs**.
4. Click **Add/Remove Windows Components**. The Windows Components Wizard page appears.
5. Select **Other Network File and Print Services**, and then click **Details**.
6. Select **File Services for Macintosh**.
7. Click **OK**.
8. Click **Next** on the Windows Component Wizard page.
9. Click **Finish** to exit the setup.

If you are using Windows 2000, go to the [“Sharing a Folder for Macintosh Clients on a Server Running Windows 2000”](#) on page 38.

If you are using Windows 2003, please go to the next section.

Macintosh Authentication for Windows 2003 Servers

By default, Windows 2003 only permits two kinds of client authentication: Microsoft User Authentication Module (UAM) clients or Clear Text.

The UAM method is the most secure but you must download a client to each of your Macintosh workstations. To use this method, go to the Microsoft Web page (www.microsoft.com) and search for the latest UAM client. For more information, you can also search the Microsoft Knowledgebase for article 838331.

The Clear Text method is less secure but it can be enabled for all of your Macintosh workstations conveniently from your Windows 2003 server. If you choose to enable Clear Text to authenticate your Macintosh workstations, complete the following steps:

1. At the server, right-click on the **My Computer** icon and click **Manage**.
2. Right-click on **Shared Folders**, and then click **Configure File Server for Macintosh**.
3. Click the **Configuration** tab.
4. Using the scroll bar under Security>Enable authentication, find and select **Apple Clear Text** or **Microsoft**.
5. Click **OK**.

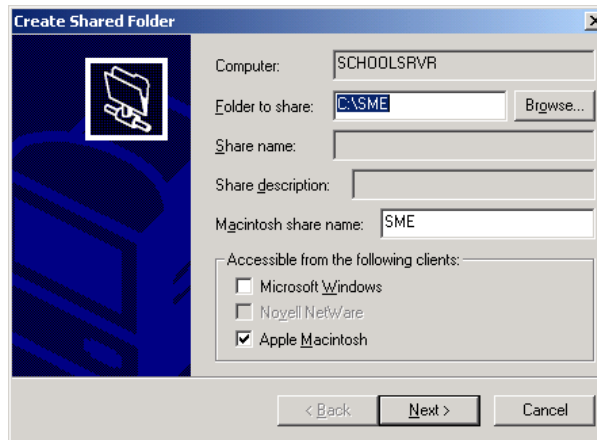
Once you have employed your authentication strategy, please go to [“Sharing a Folder for Macintosh Clients on a Server Running Windows 2003”](#) on page 40.

Sharing a Folder for Macintosh Clients on a Server Running Windows 2000

1. On the taskbar of your Windows 2000 server, click **Start**, point to **Settings**, and then click **Control Panel**.
2. In Control Panel, open Administrative Tools.
3. In Administrative Tools, open Computer Management.
4. Click the **plus (+)** sign next to **Shared Folders**.

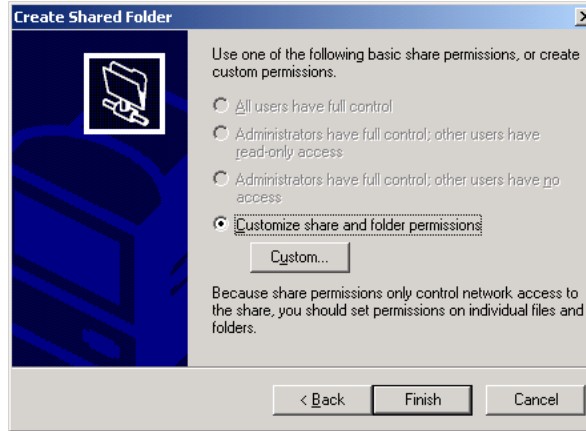


5. Right-click the **Shares** folder, and then click **New File Share**. The Create Shared Folder dialog box appears.



6. In the **Folder to share** box, type or select the location of the **SME** folder.
7. In the **Macintosh share name** box, type **SME**.

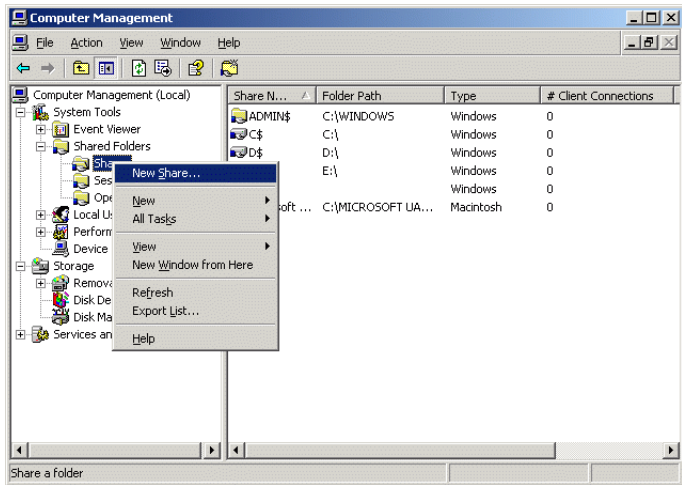
8. Clear the **Microsoft Windows** check box, select the **Apple Macintosh** check box, and then click **Next**.



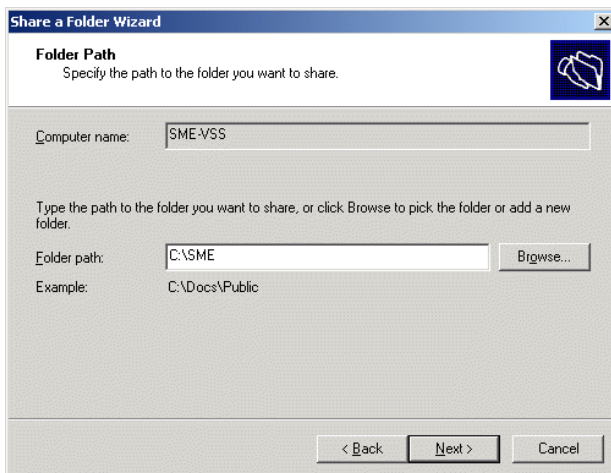
9. Click **Finish** to create the new file share.
10. You must now configure user and group rights to this folder. Go to [“Setting User and Group Rights on a Server Running Windows 2000” on page 43.](#)

Sharing a Folder for Macintosh Clients on a Server Running Windows 2003

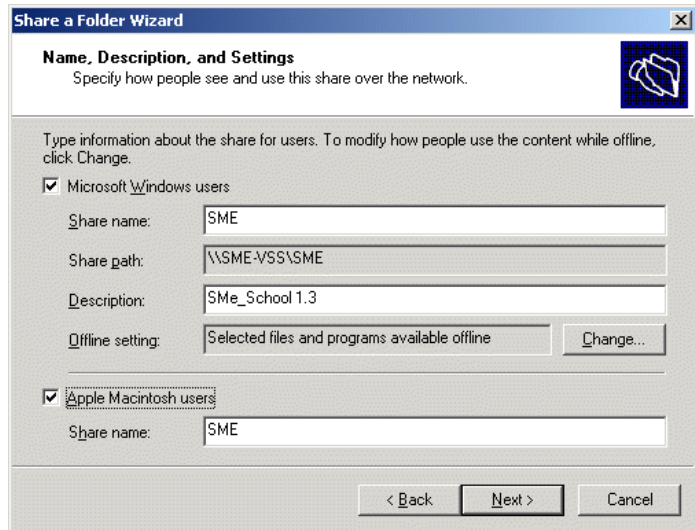
1. On the taskbar of your Windows 2000 server, click **Start**, point to **Settings**, and then click **Control Panel**.
2. In Control Panel, open Administrative Tools.
3. In Administrative Tools, open Computer Management.
4. Click the **plus (+)** sign next to the **Shared Folders** category.



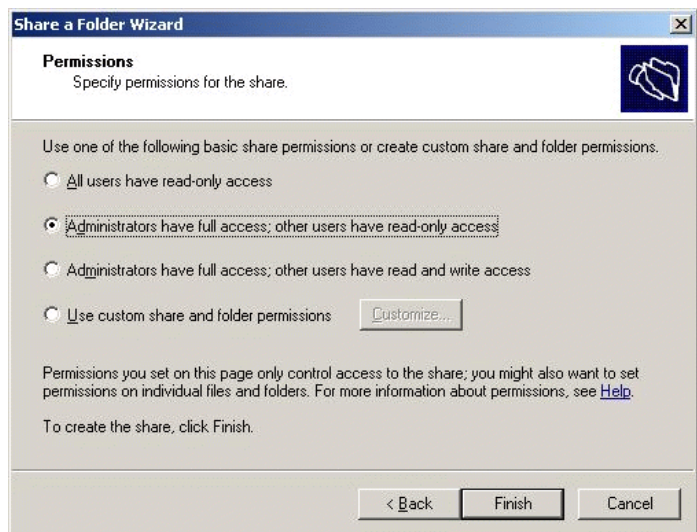
5. Right-click the **Shares** folder, and then click **New Share**. The Share A Folder Wizard Welcome page appears.
6. Click **Next**. The Folder Path page appears.



7. Type or select the path of the **SME** folder, and then click **Next**. The Name, Description, and Settings page appears.



8. Select the **Apple Macintosh users** check box, type **SME** in the **Share Name** box, and then click **Next**. The **Permissions** page appears.

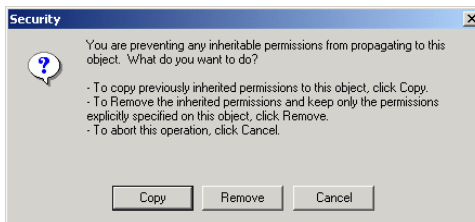


9. Click the **Administrators have full access; other users have read-only access** option, and then click **Finish**.
10. The wizard displays the message that the sharing was successful. Click **Close** to close the wizard.
11. You must now configure user and group rights to this folder. Go to [“Setting User and Group Rights on a Server Running Windows 2003”](#) on page 44.

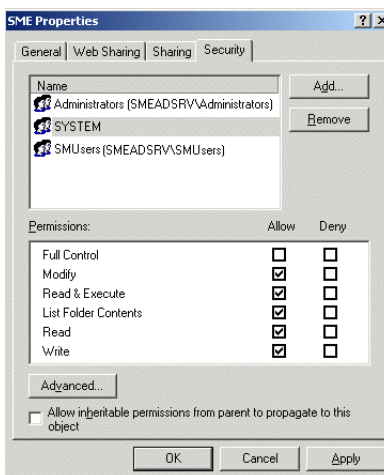
Setting User and Group Rights on a Server Running Windows 2000

To configure the user rights to the SME folder on Windows 2000, complete the following steps:

1. Right-click the **SME** folder, and then select **Properties**.
2. In the SME Properties dialog box, click the **Security** tab.
3. Clear the **Allow inheritable permissions** check box. A Security message appears.



4. Click **Remove**.
5. Click **Add** in the SME Properties dialog box.
6. In the **Look in** drop-down list, select the local domain.
7. Click the **SMUsers** group, and then click **Add**.
8. Click the **SYSTEM** user, click **Add**, and then click **OK**.
9. Click the **Administrators** group, click **Add**, and then click **OK**.
10. Click **SMUsers**, and then select the **Read** check box, select the **Read & Execute** check box, and the **List Folder Contents** check box under the **Allow** column.

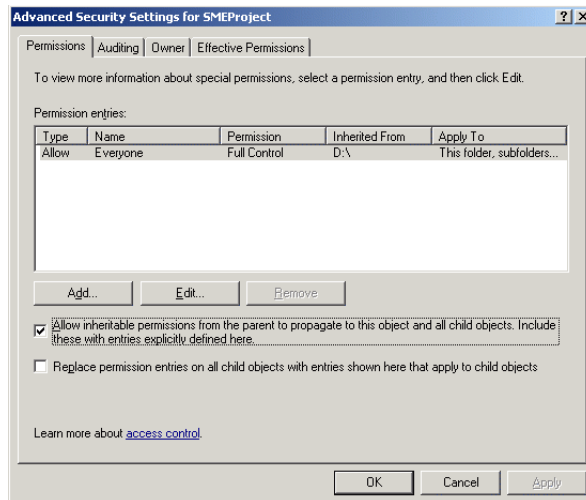


11. Click **SYSTEM**, and then select the **Modify** check box under the **Allow** column.
12. Click **Administrators**, and then select the **Full Control** check box under the **Allow** column.
13. Click **OK**.
14. You must now install the SuccessMaker Enterprise server. Please go to [“Installing SuccessMaker Enterprise 1.4 Server” on page 48](#).

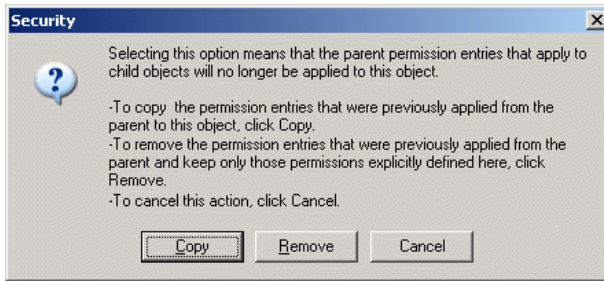
Setting User and Group Rights on a Server Running Windows 2003

To configure the user rights to the **SME** folder on Windows 2003, complete the following steps:

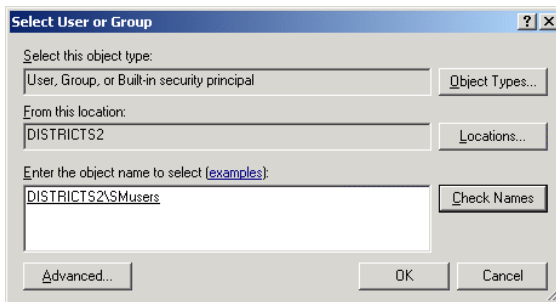
1. Right-click the **SME** folder, and then select **Properties**.
2. Click the **Security** tab.
3. Click the **Advanced** button. The Advanced Security Settings dialog box appears.



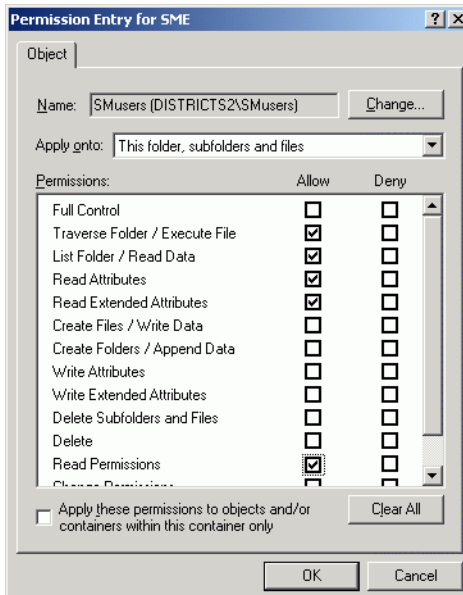
4. Clear the **Allow inheritable permissions** check box. A Security message appears.



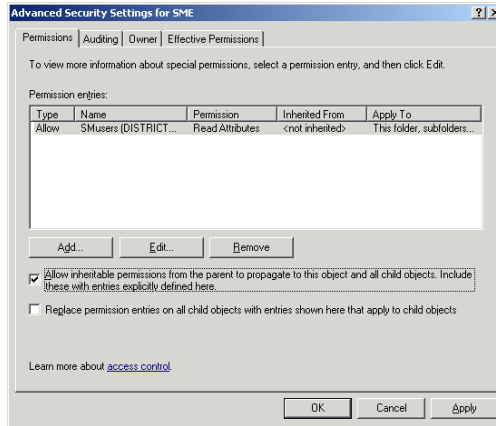
5. Click **Remove**.
6. In the Advanced Security Settings dialog box, click **Add**.



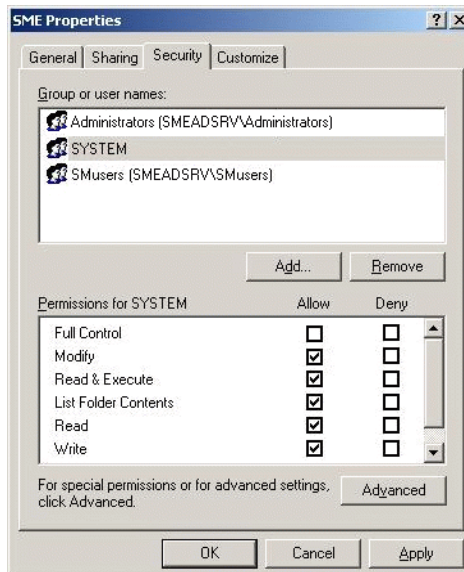
7. In the Select User or Group dialog box, type **SMusers** in the **Enter the object name to select** box, and then click **Check Names**. When the server name and the group name appear in the **Enter the object name to select** box, click **OK**.



8. In the Permission Entry for SME dialog box, under the **Allow** column, select the **Traverse Folder/Execute File** check box, the **List Folder/Read Data** check box, the **Read Attributes** check box, the **Read Extended Attributes** check box, the **Read Permissions** check box, and then click **OK**.
9. Repeat steps 6–8 for the **SYSTEM** and the **Administrators** accounts and give these accounts **Full Control** in the Permission Entry dialog box.



10. In the Advanced Security Settings dialog box, select the **Allow inheritable permissions** check box, and then click **OK**.
11. In the SME Properties dialog box appears, click **SMusers**, and then select the **Read & Execute** check box, the **List Folder Contents** check box, and the **Read** check box under the Allow column.

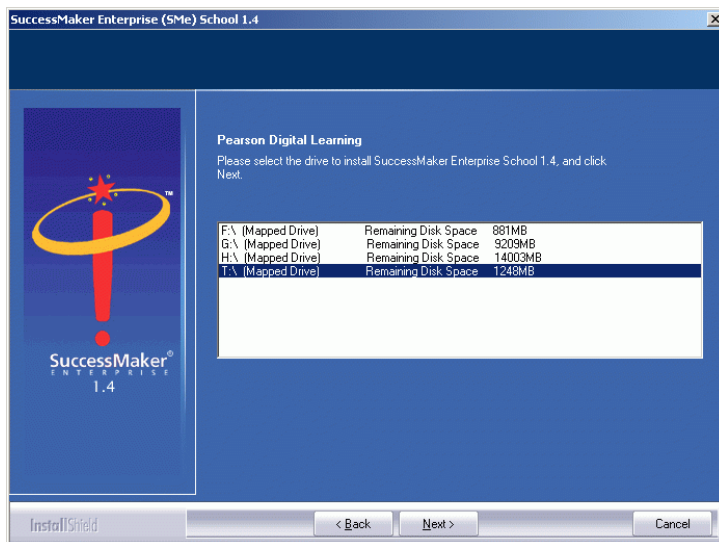


12. Click **SYSTEM**, and then select the **Modify** check box under the **Allow** column.
13. Click **Administrators**, and then select the **Full Control** check box under the **Allow** column.
14. Click **OK**.
15. You must now install the SuccessMaker Enterprise server. Please go to [“Installing SuccessMaker Enterprise 1.4 Server” on page 48](#).

Installing SuccessMaker Enterprise 1.4 Server

To install SuccessMaker Enterprise 1.4 on a local school server, complete the following steps:

1. From a Windows workstation, log on to the server as a user with administrative rights and map a network drive (T: is recommended) to the SME shared folder. To do this, complete the following steps:
 - Open Windows Explorer.
 - On the **Tools** menu, select **Map Network Drive**.
 - In the **Drive** box, type or select the drive letter to map to the **SME** share (T: is recommended).
 - In the **Folder** box, type `\\Server Name\SMe`.
 - Click **Finish**.
2. Insert the SuccessMaker Enterprise v1.4 **Management System Setup - School** CD into the CD drive.
3. On the taskbar, click **Start**, and then click **Run**.
4. Type **D:\Setup.exe** (where D: is the drive letter of your CD drive), and then click **OK**. The Welcome page appears.
5. Click **Next**. The Setup Instructions page appears.
6. Click **Yes**. The Select Installation Type page appears.
7. Click the **Local Server Installation** option, and then click **Next**.



8. Select a mapped drive where you want to install SuccessMaker Enterprise 1.4, and then click **Next**.
9. In the Database Server Information page, do the following:
 - In the **IP Address** box, type the IP address of the server.
 - In the **Port #** box, type **2638**.
10. Click **Next**. The Server Information page appears.
11. If you have Macintosh client workstations on your network, do the following:
 - In the **IP Address** box, type the IP address of the server.
 - In the **Volume** box, type the name of the Macintosh share volume. Pearson Digital Learning recommends that you use the default volume name, SME.
12. Click **Next**. The Information Summary page appears.
13. Click **Next**. The Setup Completed page appears.
14. Select the **View log files** check box, and then click **Finish**.
15. You must now register your SuccessMaker Enterprise database. Please go to the next section.

Registering the SuccessMaker Enterprise Database

When the installation of the SuccessMaker Enterprise v1.4 **Management System Setup - School CD** is complete, copy your Register.ilc file to the **ResultsManager\SuccessMaker\Library** folder. If you do not have the Register.ilc file, contact Pearson Digital Learning Customer Support at 1-800-227-8224.

You must now install the Sybase SQL Anywhere Studio 8 software and the EBF patch on your server.

Installing and Configuring the Sybase Service

To install Sybase 8.0.2.4339, complete the following steps:

1. Log on to the server as a user with administrative rights.
2. Install Sybase SQL Anywhere Studio 8. See [“Installing Sybase 8.0.2.3601” on page 50](#).

Note: If Sybase 8.0.2.3601 is already installed on your system, go to step 3.

3. Install the EBF patch to update Sybase 8.0.2.3601 to Sybase 8.0.2.4339. See [“Installing the EBF Patch” on page 52](#).
4. Configure the Sybase database service. See [“Configuring the Sybase 8.0.2.4339 Service” on page 52](#).
5. Verify the installation and configuration of the Sybase database service. See [“Verifying the Sybase Installation” on page 55](#).

Installing Sybase 8.0.2.3601

1. Insert the SuccessMaker Enterprise v1.2 **Sybase Server Component CD** into the CD drive.

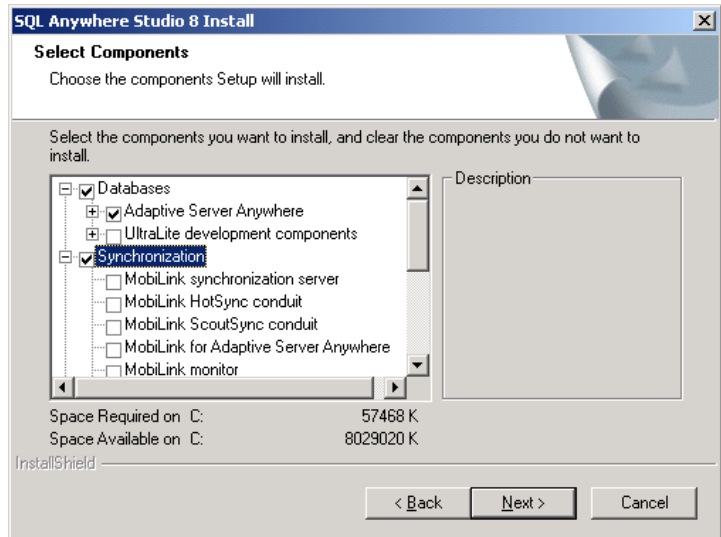
If the CD does not auto-play, click **Start** on the taskbar, and then click **Run**. Type **D:\Demo32.exe** (where D: is the drive letter of your CD drive), and then click **OK**.

2. Click **Sybase 8.0.2.3601 for Microsoft Windows**.
3. At the Welcome page, click **Next**. The License Agreement page appears.
4. At the License Agreement page, click to accept the terms of the agreement option, and then click **Next**.
5. In the Registration page, type the 25-digit key that is printed on the inside cover of your Management System Installation Kit, and then click **Next**.

Note: The 25-digit key is also located on the root of the **Sybase Server Component v1.2 CD** in the **Keynumber.txt** file.

6. On the Choose Location page, verify that the default path shown is **C:\Program Files\Sybase\SQL Anywhere 8** (where C: is the default hard disk drive of your workstation), and then click **Next**.

7. On the Choose Shared Components Location page, verify that the default path shown is **C:\Program Files\Sybase\Shared** (where C: is the default hard disk drive of your workstation), and then click **Next**.



8. On the Select Component page, clear the **UltraLite development components** check box, clear all of the **Mobilink components**, and then click **Next**.
9. On the Server License page, type **500** in the **Licensed Seats** box.
10. Click the **Networked Seat (per-seat) model** option, and then click **Next**.
11. On the Select Program Folder page, click **Next**.
12. On the Start Copying Files page, click **Next**.
13. On the Select Components (Documentation Setup) page, select the components you want to install, and then click **Next**.
14. On the Start Copying Files page, verify the settings, and then click **Next**.
15. On the Setup Complete page, you can choose to view the **ReadMe** file and the **iAnywhere Online Resources**, and then click **Finish** to complete the setup.
16. At the InstallShield Wizard Complete page, click the **No, I will restart my computer later** option, and then click **Finish**.
17. You must now install the EBF patch on your server. Please go to the next section.

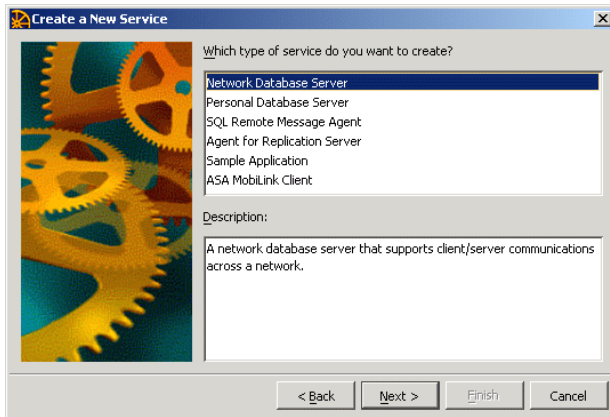
Installing the EBF Patch

To install the EBF patch, complete the following steps:

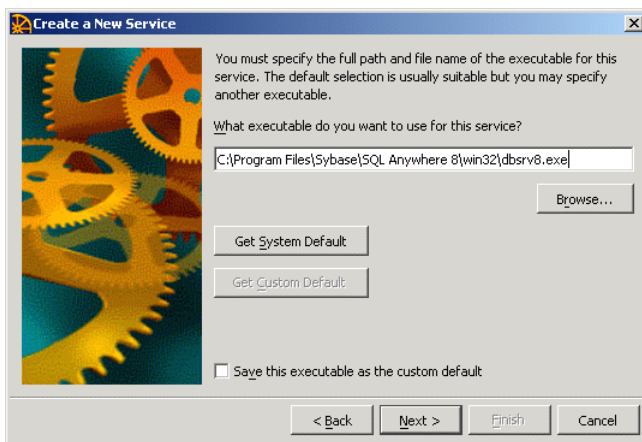
1. From the SuccessMaker Enterprise v1.4 **Management Setup** CD, open the **Sybase4339\Windows** folder and run the **setup.exe** file.
2. At the Welcome to the InstallShield Wizard for SQL Anywhere 8 Install (EBF) page, click **Next**. The License Agreement page appears.
3. Read the license agreement. Click the **I accept the terms of this agreement** option, and then click **Next**. The Choose Location page appears.
4. Verify that the default path shown is **C:\Program Files\Sybase\SQL Anywhere 8**, and then click **Next**. The Choose Shared Components Location page appears.
5. Verify that the default path shown is **C:\Program Files\Sybase\Shared**, and then click **Next**.
6. At the Select Components page, click **Next**. The Start Copying Files page appears.
7. Click **Next**. After the files are copied, the Setup Complete page appears.
8. Clear the **ReadMe file** check box if you do not want to view the ReadMe file, and then click **Finish**.
9. You must now configure your database service. Please go to the next section.

Configuring the Sybase 8.0.2.4339 Service

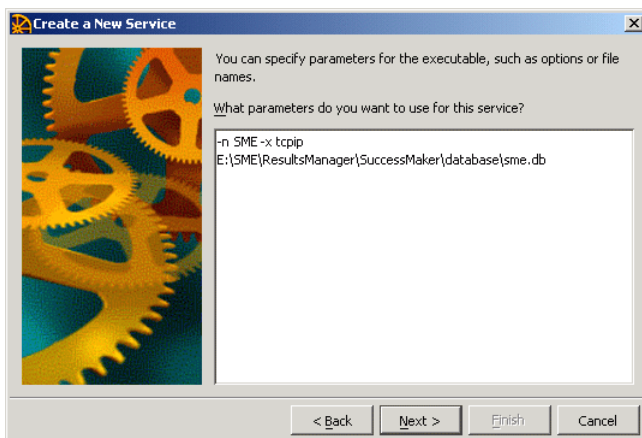
1. On the taskbar of your Windows server, click **Start**, point to **Programs**, point to **Sybase SQL Anywhere 8**, and then click **Sybase Central**. The Sybase Central window appears.
2. Click the **Services** folder, and then double-click **Add Service**.
3. Type **SME** as the new Sybase service name, and then click **Next**.



4. Click **Network Database Server**, and then click **Next**.



5. Click **Next**.

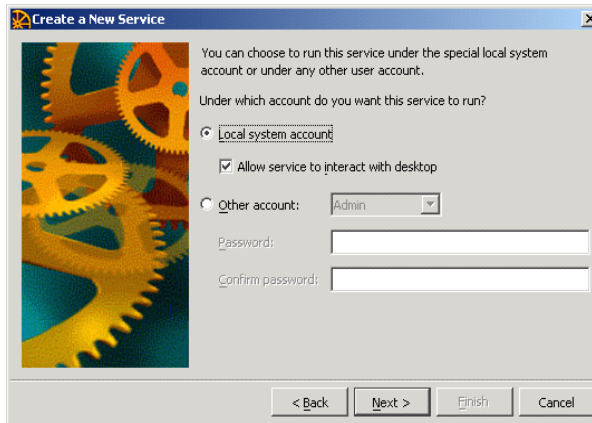


6. Type the following parameters for the executable in the text box:

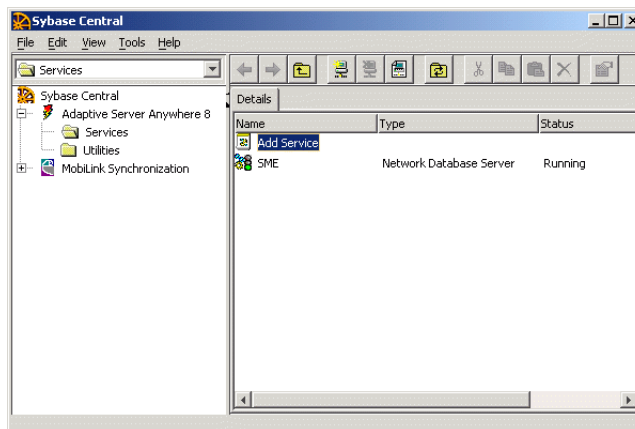
```
-n SME -x tcpip E:\SME\ResultsManager\SuccessMaker\
database\SME.db
```

Important: In the parameters above, E: is the drive letter to where you installed the SuccessMaker Enterprise management system. This is not the drive that you mapped, but rather the local drive on the server.

7. Click **Next**.



8. Click the **Local system account** option, select the **Allow service to interact with desktop** check box, and then click **Next**.
9. Select **Automatic** as your startup option, and then click **Next**.
10. Select the **Start the service now** check box, and then click **Finish**.

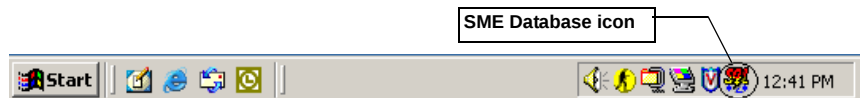


11. In the Sybase Central window, verify that the service is running, and then close the window.
12. You must now verify that the database service installed correctly. Please go to the next section.

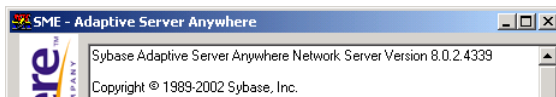
Verifying the Sybase Installation

To verify the installation and configuration of the Sybase database service, complete the following steps:

1. Double-click the **Sybase** icon in the notification area, at the far right of the taskbar.



2. Check if the version number in first line of the Adaptive Server Anywhere window is **8.0.2.4339**.



If you see any other version number, then the installation was not successful. Please contact Pearson Digital Learning Customer Support at 1-800-227-8224 for assistance.

3. Pearson Digital Learning recommends that you maintain backup copies of your SuccessMaker Enterprise 1.4 database. Please go to the next section.

Performing a Live Backup of SuccessMaker Enterprise 1.4 Database

The SuccessMaker Enterprise 1.4 live backup tool allows you to back up your SuccessMaker Enterprise 1.4 database without stopping the Sybase database service.

After the backup has run, you can archive the files to tape.

You can run the live backup tool only from either a Windows workstation configured to run SuccessMaker Enterprise 1.4 or directly from the server. If you plan on running the backup tool from the server, please see the note below.

Note: Be sure that you perform the live backup of the SuccessMaker Enterprise database before or after students are actively using the system. If students are logging on or logging off during the live backup process, the database could be adversely affected.

Note: To run the tool from a Windows 2000 or Windows 2003 server, you must first create an ODBC data source. If you want to install an ODBC data source, go to the `\ResultsManager\SuccessMaker\ODBC` folder and run the **setup.exe** file. For more information, go to [“Creating an ODBC Data Source”](#) on page 60.

To perform a live backup, complete the following steps:

1. Create a folder where you want to save the backup files. You can create the folder on any local or network drive. For example, you can create the folder `C:\Backup\SMEDatabase`.
2. On your taskbar, click **Start**, and then click **Run**.
3. Type the following command line in the Run dialog box:

Driveletter: `\ResultsManager\SuccessMaker\Livebackup\Livebackup X Y`

In the command line:

Driveletter is the mapped drive letter where the SuccessMaker Enterprise 1.4 system is installed.

X is the ODBC data source name of your SuccessMaker Enterprise 1.4 database. SME is the default name.

Y is the path name of the backup folder.

The following is an example of a complete command line:

`T:\ResultsManager\SuccessMaker\Livebackup\Livebackup SME
C:\Backup\SMEDatabase`

4. Click **OK**.

Note: If you take a regular backup of your data on a tape drive or a Zip drive (or any other media), do not take a backup of the **SME.DB** and **SME.LOG** files in the \ResultsManager\SuccessMaker\Database folder. Instead you should take a backup of the files you save using the live backup tool.

5. You must now set up SuccessMaker Enterprise 1.4 clients on your Windows and Macintosh workstations. Please go to [“Setting Up SuccessMaker Enterprise 1.4 Client Workstations”](#) on page 58.

In the event that you need to restore your SuccessMaker Enterprise 1.4 database from a backup copy, contact Pearson Digital Learning Customer Support at 1-800-227-8224.

Setting Up SuccessMaker Enterprise 1.4 Client Workstations

This section describes how to set up SuccessMaker Enterprise 1.4 clients on Windows and Macintosh workstations.

Important! The client installations for SuccessMaker versions 4.x and 5.x are not compatible with SuccessMaker Enterprise 1.4 and must be removed before running the client installation.

To set up your SuccessMaker Enterprise clients, you must complete the following tasks:

- [“Running the Windows Workstation Setup” on page 59](#)
- [“Installing and Configuring Macintosh Support” on page 63](#)
- [“Running the Macintosh Workstation Setup” on page 69](#)

Prerequisites

Before you begin the installation, ensure the following:

- A hard disk drive with at least 150 MB of free space on the client workstation.
- The screen resolution is 800 x 600 pixels or above.
- Install the Adobe® Reader® software version 5.0 or higher to view the PDF documentation provided. You can download the installer at no cost from the Adobe Web site at www.adobe.com.
- Install the QuickTime Player version 5.0 or higher to view lessons. You can download it at no cost from the Apple® Web site at www.apple.com/quicktime/download.
- Macintosh clients are connected to server running Microsoft Windows.
- Install Macintosh Runtime for Java 2.2.5 on your Macintosh workstations if you want to run the SuccessMaker Enterprise 1.4 management system in Classic mode on your Macintosh clients.
- Install the **Java 1.4.1 Update 1 for Mac OS X** on your Macintosh OS 10.2.8 workstations before running the Macintosh workstation setup.
- A copy of the StuffIt® Expander® software on your Macintosh workstation to extract the Macintosh setup files on your file server.

Running the Windows Workstation Setup

To set up a Windows client on your workstation, complete the following steps:

1. Map a network drive to the shared folder where SuccessMaker is installed. See [“Mapping a Network Drive” on page 59](#).
2. Install the client on your Windows workstation. See [“Installing the SuccessMaker Enterprise Client” on page 60](#).
3. If you want to view reports on your workstation, create an ODBC Data Source. See [“Creating an ODBC Data Source” on page 60](#).
4. Select the courseware media type you intend to use. See [“Selecting a Courseware Media Type” on page 62](#).
5. Restart your workstation to register the .dll file. See [“Registering the Crystal Reports DLL File” on page 62](#).

Mapping a Network Drive

Map a network drive to the shared folder where the SuccessMaker Enterprise 1.4 system is installed. The T: drive is recommended.

Note: For the purposes of this document, this network drive will always be referred to as the T: drive. If you choose not to use this drive, substitute the drive letter you use where appropriate.

To map a network drive complete the following steps:

1. Log on to your Windows workstation as user with administrative rights.
2. Map a network drive (T: is recommended) to the shared folder where the SuccessMaker Enterprise 1.4 system is installed. Choose the option to reconnect at startup.

Note: SuccessMaker Enterprise is not compatible with Universal Naming Convention (UNC) mappings. You must map the SME share to a drive letter.

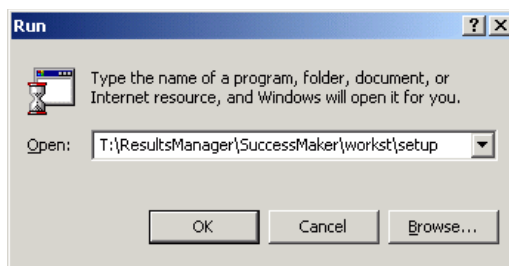
Note: For Windows 2000 or XP workstations, you may need to re-map your drive while logged on as the **SMstudent** or **SMteacher** user after the workstation setup is complete.

3. You must now install the SuccessMaker Enterprise client. Please go to the next section.

Installing the SuccessMaker Enterprise Client

Before you begin the client installation, ensure that the SME database service is running. To run the workstation setup, complete the following steps:

1. Click the **Start** button, and then select **Run**. The Run dialog box appears.

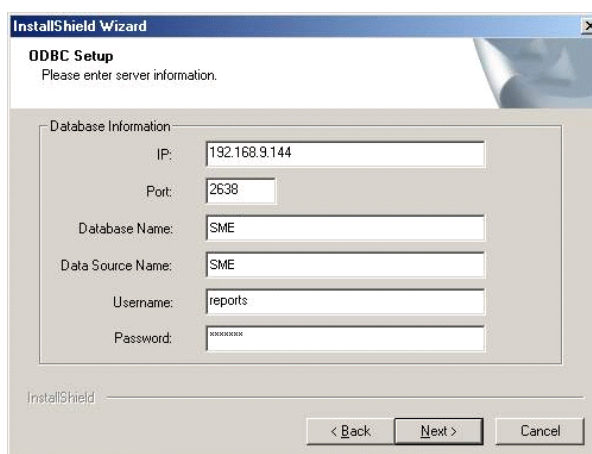


2. Type **T:\ResultsManager\SuccessMaker\Workst\Setup.exe** (where T: is the network drive mapped to the SME shared folder), and then click **OK**.
3. Follow the on-screen instructions during the workstation installation.
4. You must now create an ODBC data source. Go to the next section.

Creating an ODBC Data Source

In order to generate and print reports from SuccessMaker Enterprise 1.4, workstations must be equipped with an ODBC system data source that connects to the SuccessMaker Enterprise 1.4 database and pulls data into the report templates. Pearson Digital Learning recommends performing the following procedure at every workstation that will be using SuccessMaker Enterprise 1.4.

1. At the ODBC Data Source prompt, click **Yes**. The ODBC Setup page appears.



2. Type the information as described below:

Database Information

- **IP:** Type your server's IP address.
- **Database Name:** Type **SME**.
- **Data Source Name:** Type **SME**.
- **User Name:** Type **reports**.
- **Password:** Type **reports**.

3. Click **Next**.

Note: If you see an error message, click **OK**, check your database information, and then try again.

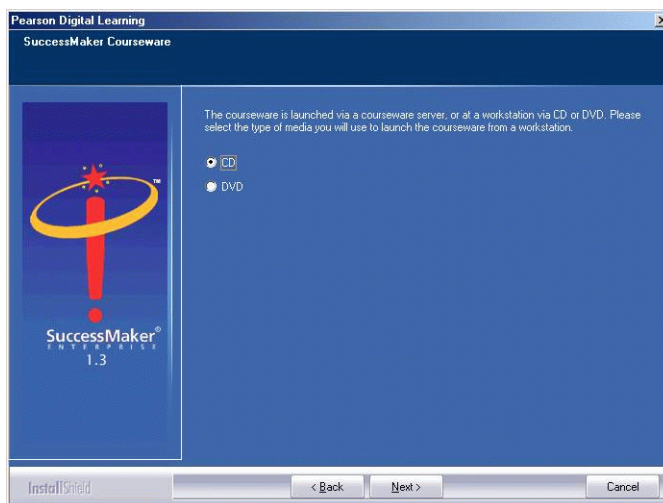
4. Click **OK**.
5. You must now select a courseware media type. Please go to the next section.

Selecting a Courseware Media Type

You can run the SuccessMaker Enterprise 1.4 courseware from a CD, a DVD, or from a courseware server on the network. If you plan to use a courseware server to launch courses, it is still necessary to specify whether CD or DVD media will be used in the event that the courseware server becomes unavailable.

To select a courseware media type, complete the following steps:

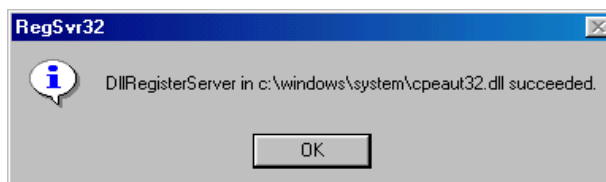
1. Select **CD** or **DVD** depending on what you are going to use, and then click **Next**.



2. When you are prompted to restart, click **Yes**. After you restart your workstation, go to the next section.

Registering the Crystal Reports DLL File

1. After you complete the client installation, restart your workstation and log on as a user with administrative rights to the local workstation. A message appears to inform you of successful registration.



2. Click **OK**.

If you have Macintosh client workstations, go to [“Installing and Configuring Macintosh Support”](#) on page 63.

If you do not have Macintosh client workstations, continue with one of the following:

- If you will be using a courseware server to deliver curriculum content, go to [“Installing the Courseware Server Software” on page 79](#).
- If you will be running the courseware from CD or DVD, go to [“Licensing and Verifying the Installation” on page 87](#).

Note: For further information on Windows server/workstation optimization settings, go to [“Tech Notes and Tips” on page 88](#).

Installing and Configuring Macintosh Support

The SuccessMaker Enterprise 1.4 program supports the OS 9.x and OS 10.x (Classic and Native) versions of the Macintosh operating system.

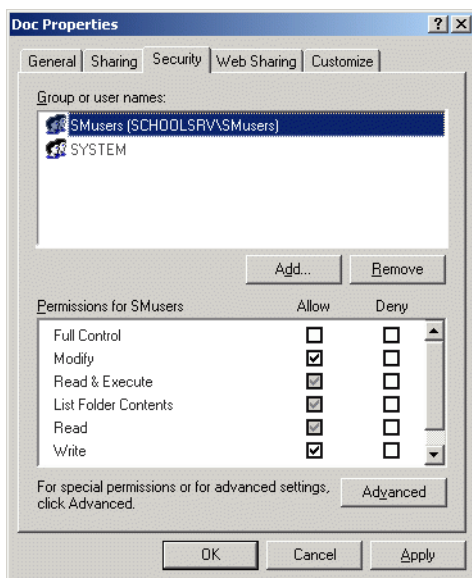
Before you run the Macintosh client workstation installation, you must complete the following server related tasks:

- [“Modifying User File Rights” on page 64](#)
- [“Extracting the Macintosh Workstation Setup Files” on page 65](#)
- [“Installing a Macintosh LAN Report Service” on page 68](#)

Modifying User File Rights

After you install the SuccessMaker Enterprise 1.4 system on your server, you must set additional rights for the SMusers group.

1. Log on to your server as a user with administrative rights.
2. Open the **\ResultsManager\SuccessMaker\SupportS** folder.
3. Right-click the **Doc** folder, and then click **Properties**.
4. Click the **Security** tab.
5. Click the **SMusers** group.
6. Select the **Modify** check box under the Allow column.



7. Click **OK**.
8. You must now extract the Macintosh client setup files on your server from a Macintosh workstation. Please go to the next section.

Extracting the Macintosh Workstation Setup Files

You must extract the following .hqx files on your server:

- **setup.hqx**
The setup.hqx file contains the Setup file. You can use the Setup file to install a new client or update an existing client to the latest version.
- **newsetup.hqx**
The newsetup.hqx file contains the Newsetup file. You can use the Newsetup file to remove the existing client installation, and then install a new client.

To extract the Macintosh workstation setup files, follow the instructions listed in the section relevant to your operating system.

- For networks running Mac 9.x workstations, go to the next section.
- For networks running Mac OS X workstations, complete the steps under [“Mac OS 10.x” on page 66](#).
- For networks running both Mac 9.x and Mac OS X workstations, complete the steps under [“Mac OS 10.x” on page 66](#).

Mac OS 9.x

If you are installing and configuring the Macintosh support for the OS 9.x operating system, complete the following steps:

1. Log on to your Macintosh workstation as a user with administrative rights.
2. Close all applications.
3. On the **Apple** menu, click **Chooser**.
4. In the Chooser window, click the **AppleShare®** icon and select your **AppleTalk®** zone.
5. Select your SuccessMaker Enterprise 1.4 server from the **File Servers** list, and then click **OK**.
6. If you are prompted for a login name and password, log on as a user with administrative rights.
7. Select the **SME** volume from the list of network volumes and click **OK**.
8. Open the **ResultsManager\SuccessMaker\Mac** folder on the SME volume.
9. Double-click **setup.hqx** to extract the **Setup** file.
10. Double-click **newsetup.hqx** to extract the **Newsetup** file.
11. To view reports on your Macintosh workstation, you must install a Macintosh LAN report service. Please go to [“Installing a Macintosh LAN Report Service” on page 68](#).

Mac OS 10.x

If you are installing and configuring the Macintosh support for the OS 10.x operating system, complete the following steps:

1. Log on to your Macintosh workstation as a user with administrative rights.
2. Close all applications.
3. From the **Apple** menu bar, select **Go** and click **Connect to Server**. The Connect to Server dialog box appears.
4. From the list of servers in the Connect to Server dialog box, select your server or enter the IP address of the server in the **Address** box, and then click **Connect**.
5. If you are prompted for a login name and password, log in as a user with administrative rights and click **Connect**.

6. Select the volume you wish to mount and click **Connect**.
7. Double-click on the selected volume.
8. Open the **ResultsManager\SuccessMaker\Mac** folder on the SME volume.
9. Double-click **setup.hqx** to extract the **Setup** file.
10. Double-click **newsetup.hqx** to extract the **Newsetup** file.
11. To view reports on your Macintosh workstation, you must install a Macintosh LAN report service. Please go to the next section.

Installing a Macintosh LAN Report Service

To view reports on your Macintosh clients, you must run the Macintosh LAN support report service from your server. To install Macintosh LAN report service, complete the following steps:

1. Log on to your server as a user with administrative rights.
2. Open the **ResultsManager\SuccessMaker\Mac\LanSupport** folder.
3. Double-click **Setup.exe** to run the installer.
4. At the Welcome page, click **Next**.
5. At the Choose Destination Location page, click **Browse**.
6. Type or select the path of the **SME** folder, and then click **Next**. The Mac LAN Setup page appears.
7. In the Mac LAN Setup page, do the following:

Database Information

- **IP:** Type the IP address of the server hosting your Sybase service.
- **Port:** Type the port number of your Sybase service port. The default is **2638**.
- **Name:** Type **SME**.

Report Server Information

- **Unique Service Name:** Type **SME**.
 - **Port:** Type the port number of the Macintosh printer service port. The default is **2880**.
8. Click **Next**.
 9. When the installation is complete, select the option to restart, and then click **Finish**.
 10. After you restart your server, click **Start**, point to **Programs**, point to **Administrative Tools**, and then click **Services**. You should see a **Report Server - SME** item in the services list.
 11. The server related tasks are now complete. You must now set up your Macintosh workstations. Please go to the next section.

Running the Macintosh Workstation Setup

After you configure your server to support Macintosh clients, run the Macintosh workstation setup.

Note: Prior to running the workstation setup, SuccessMaker Enterprise 1.4 Report Service must be running on the server.

If you do not have Mac OS X workstations in your network, go to [“Installing the SuccessMaker Enterprise Client on Macintosh Workstations”](#) on page 76.

Configuring Mac OS X Workstation

Note: Prior to running the workstation setup, you must install the Java 1.4.1 Update 1 for Mac OS X workstations.

Before you perform a client installation on a Mac OS X workstation, complete the following tasks:

- [“Creating the SAdmin User Account”](#) on page 70
- [“Creating the SMusers Group”](#) on page 72
- [“Assigning the SAdmin User to the SMusers Group”](#) on page 73
- [“Creating SMstudent and SMteacher User Accounts”](#) on page 74
- [“Assigning User Accounts to the SMusers Group”](#) on page 75

Creating the SAdmin User Account

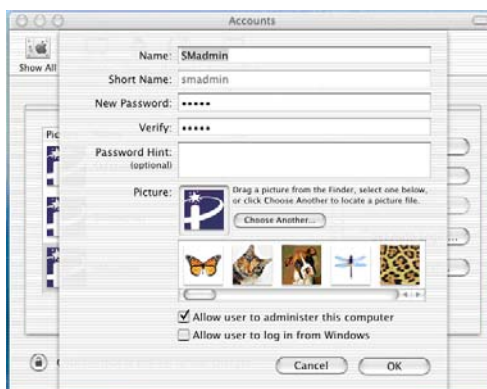
To create the SAdmin user account, follow the instructions listed in the section relevant to your operating system.

Mac OS 10.2.8

1. Log on as a user with administrative rights.
2. Open **System Preferences**. The System Preferences window appears.



3. Under **System**, click **Accounts**. The Accounts window appears.
4. On the **Users** tab, click the **New User** button. The New User dialog box appears.

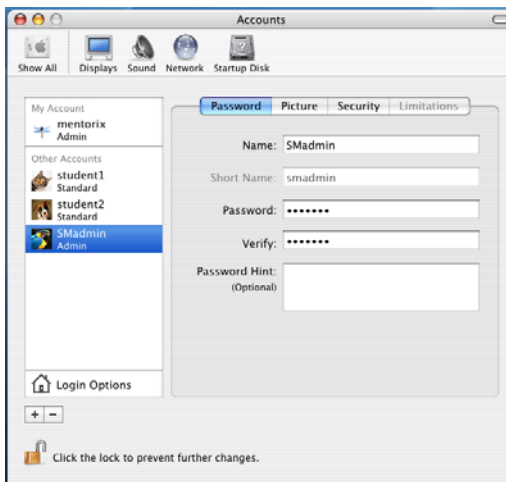


5. Type **SAdmin** in the **Name** box.
6. Type **SM*FE** in the **New Password** box.
7. Type **SM*FE** in the **Verify** box.
8. Select a picture for the user.
9. Select the **Allow user to administer this computer** check box.

10. Clear the **Allow user to log in from Windows** check box.
11. Click **OK**.
12. You must now create the SMusers group. Please go to [“Creating the SMusers Group” on page 72](#).

Mac OS 10.3.X

1. Log on as a user with administrative rights.
2. Open **System Preferences**. The System Preferences window appears.
3. Under **System**, click **Accounts**. The Accounts window appears.
4. Click the **plus (+)** sign to open a new user account form.

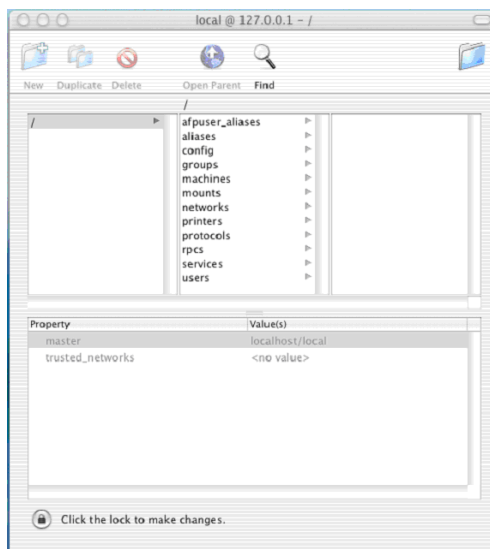


5. Type **SMadmin** in the **Name** box.
6. Type **SM*FE** in the **New Password** box.
7. Type **SM*FE** in the **Verify** box.
8. Click the **Picture** tab, and then select a picture for the user.
9. Click the **Security** tab, and then select the **Allow user to administer this computer** check box.\
10. You must now create the SMusers group. Please go to the next section.

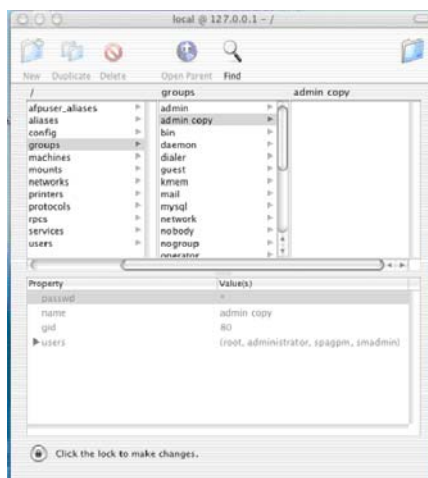
Creating the SMusers Group

To create the SMusers group, complete the following steps:

1. Open NetInfo Manager in the **/Applications/Utilities** folder.



2. Select **groups**.
3. Select the **admin** group, and then click **Duplicate** on the toolbar.
4. Select the newly created **admin copy** group.



5. Select the value of the **name** property, and change it to **SMusers**.

6. Select the value of the **gid** (group id) property, and change it to an unused number (for example, 101).
7. You must now assign the SAdmin user to the SMusers group. Please go to the next section.

Assigning the SAdmin User to the SMusers Group

To assign the SAdmin user account to the SMusers group, complete the following steps:

1. Open NetInfo Manager in the **/Applications/Utilities** folder.
2. Select **groups**.
3. Select the **SMusers** group.
4. Select the **value** of the **users** property.
5. Select the individual existing user values, and then click **Delete** to remove them from the group.

Note: Do not delete **smadmin** value if it belongs to the group.

6. If the **SAdmin** user account is not already part of the group, click the **users** property and select **Insert Value** from the **Directory** menu. In the **new_value** box, type **smadmin**.
7. You must now create the SMstudent and SMteacher user accounts. Please go to the next section.

Creating SMstudent and SMteacher User Accounts

To create the SMstudent and SMteacher user accounts, follow the instructions listed in the section relevant to your operating system.

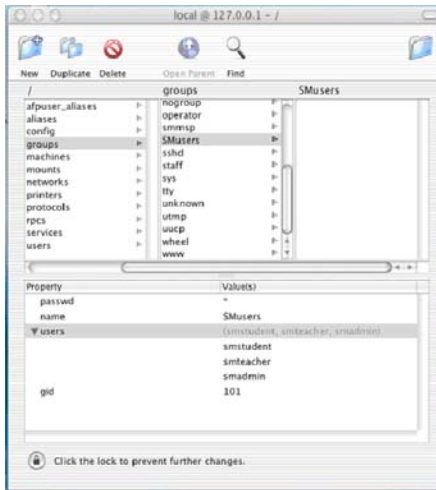
Mac OS 10.2.8

1. Log on as the SMadmin user.
2. Open **System Preferences**. The System Preferences window appears.
3. Under **System**, click **Accounts**. The Accounts window appears.
4. On the **Users** tab, click the **New User** button. The New User dialog box appears.
5. Type **SMstudent** in the **Name** box.
6. Select a picture for the user.
7. Clear the **Allow user to administer this computer** check box.
8. Clear the **Allow user to log in from Windows** check box.
9. Click **OK**.
10. Repeat these steps to create the SMteacher user account.
11. You must assign the appropriate user accounts to the SMusers group. Please go to [“Assigning User Accounts to the SMusers Group” on page 75](#).

Mac OS 10.3.X

1. Log on as the SMadmin user.
2. Open **System Preferences**. The System Preferences window appears.
3. Under **System**, click **Accounts**. The Accounts window appears.
4. Click the **plus (+)** sign to open a new user account form.
5. Type **SMstudent** in the **Name** box.
6. Click the **Picture** tab, and then select a picture for the user.
7. Repeat these steps to create the SMteacher user account.
8. You must assign the appropriate user accounts to the SMusers group. Please go to [“Assigning User Accounts to the SMusers Group” on page 75](#).

Assigning User Accounts to the SMusers Group



Use NetInfo Manager to assign the SMstudent and SMteacher users to the SMusers group. For details, go to [“Creating the SMusers Group” on page 72](#) and [“Assigning the SMadmin User to the SMusers Group” on page 73](#).

You must now install the SuccessMaker Enterprise client on your Macintosh workstations. Please go to the next section.

Installing the SuccessMaker Enterprise Client on Macintosh Workstations

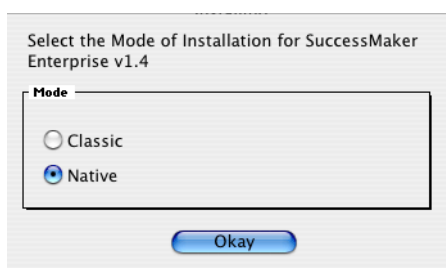
To install a client on your Macintosh workstations, complete the following steps:

1. Log on to your Macintosh workstation as the SMadmin user.

Note: If you intend to use a Courseware DVD to run the courseware, you must insert the Courseware DVD in the DVD drive before you run the client installation.

2. Attach to the **SME** shared volume of your server as a user with read-only rights (either the SMstudent or SMteacher user).
3. Open the **ResultsManager\SuccessMaker\Mac** folder on the **SME** volume.
4. Double-click the **Vise Setup** installer icon. The Pearson Digital Learning logo appears.
5. Click **Continue**. The NewSetup dialog box appears.
6. From the install list, click **SME v1.4 Install**, and then click **Install**.
7. When a message appears and states that no other applications can be running during the installation, click **Continue** to proceed.

Note: If you are running the setup on a Mac OS 9.x workstation, go to step 10.



8. If a dialog box appears where you need to select the mode of the client installation, click **Native**, and then click **Okay**.

Note: If you select the Classic mode, ensure that Macintosh Runtime for Java 2.2.5 exists on your Macintosh workstations.

Note: If you are running the setup on a Macintosh OS 10.2.8 workstation, ensure that you have installed the **Java 1.4.1 Update 1 for Mac OS X** on your workstation.

9. Click **Continue**.
10. You can run the SuccessMaker Enterprise 1.4 courseware from a CD, a DVD, or from a courseware server on the network. If you plan to use a courseware server to launch courses, it is still necessary to specify whether you will use a CD or a DVD in the event that the courseware server becomes unavailable. Select **CD** or **DVD**, and then click **Okay**.

Note: If you are running Mac OS 9.x on your workstation, you must restart your Macintosh client before you run the SuccessMaker Enterprise 1.4 management system.

You have completed the Mac OS 9.x workstation setup. If you do not use Mac OS X workstations, you can continue with one of the following sections:

- If you are going to use a courseware server to deliver curriculum content, go to [“Installing the Courseware Server Software” on page 79](#).
- If you are going to run the courseware from CD or DVD, go to [“Licensing and Verifying the Installation” on page 87](#).
- For further information on Macintosh workstation optimization settings, go to [“Tech Notes and Tips” on page 88](#).

If you are using Mac OS X workstations, please go to the next section.

Assigning Mac OS X File Permissions

To assign Mac OS X file permissions, complete the following steps:

1. Open the **Terminal** application from the **/Applications/Utilities** folder.
2. On the command line of the Terminal window, type **cd/Volumes/VolumeName/ResultsManager** (where VolumeName is the exact name of the local hard drive where you install SuccessMaker Enterprise 1.4).

Note: If your local hard drive has a space in its name, then you must put single quotation marks around the name (for example, **cd/Volumes/'Macintosh HD'/ResultsManager**).

3. Press ENTER. This changes the directory to the location of the shell script that sets the file permissions.
4. On the command line of the Terminal window, type **./smechown**. This shell script assigns all of the files to the SMusers group and sets the file permissions so that group members have sufficient access to execute all SME software components.

You have completed the Mac OS 10.x workstation setup. You can continue with one of the following sections:

- If you are going to use a courseware server to deliver curriculum content, go to [“Installing the Courseware Server Software” on page 79](#).
- If you are going to run the courseware from CD or DVD, go to [“Licensing and Verifying the Installation” on page 87](#).
- For further information on Macintosh workstation optimization settings, go to [“Tech Notes and Tips” on page 88](#).

Installing the Courseware Server Software

You must install the SuccessMaker courseware server from a Windows workstation. The Windows workstation must be in the same network as the server where you installed the SuccessMaker Enterprise 1.4 system. The workstation, which is referred to as the install station, must have a CD-ROM or DVD-ROM drive.

Important! You must install the software from a Windows workstation, even if you will only be using Macintosh workstations to access the courseware.

To install the courseware server, complete the following steps:

1. Create the folder where you are going to install the courseware. See [“Creating a Shared Folder for Windows Workstations” on page 80.](#)
2. Configure the courseware server for Macintosh users. See [“If you do not have any Macintosh clients that run SuccessMaker Enterprise, please go to “Installing the Courseware” on page 85. If you do have Macintosh clients that run SuccessMaker Enterprise, please go to the section relevant to the operating system on your server.” on page 80.](#)
3. Share a folder for Macintosh clients on a server running Windows 2000. See [“Sharing a Folder for Macintosh Clients on a Server Running Windows 2000” on page 81.](#)
4. Share a folder for Macintosh clients on a server running Windows 2003. See [“Sharing a Folder for Macintosh Clients on a Server Running Windows 2003” on page 83.](#)
5. Install the courseware. See [“Installing the Courseware” on page 85.](#)
6. Verify the courseware installation. See [“CD Verification” on page 86.](#)

Creating a Shared Folder for Windows Workstations

1. Log on to a workstation where you intend to install the courseware server as a user with administrative rights.
2. Create a folder called **SMECourses** on a drive with at least 6 GB of free disk space.
3. Right-click the **SMECourses** folder, and then select **Properties**. The SME Properties dialog box appears.
4. Click the **Sharing** tab.
5. Select the **Share this folder** option, and then type **SMECourses** in the **Share Name** box.
6. Click **Apply**.
7. Set up the following security permissions for the SMECourses shared folder:
 - Give **Full Control** to the SAdmin user and to any other administrators.
 - Give the SMUsers group **Read, Read & Execute, and List Folders** permission.
8. You have finished setting up the SMECourses shared folder for Windows clients. If you do not have Macintosh clients, go to [“Installing the Courseware” on page 85](#). If you have Macintosh clients go to the next section.

Note: Macintosh workstations are only supported with Windows 2000/2003 courseware servers.

If you do not have any Macintosh clients that run SuccessMaker Enterprise, please go to [“Installing the Courseware” on page 85](#). If you do have Macintosh clients that run SuccessMaker Enterprise, please go to the section relevant to the operating system on your server.

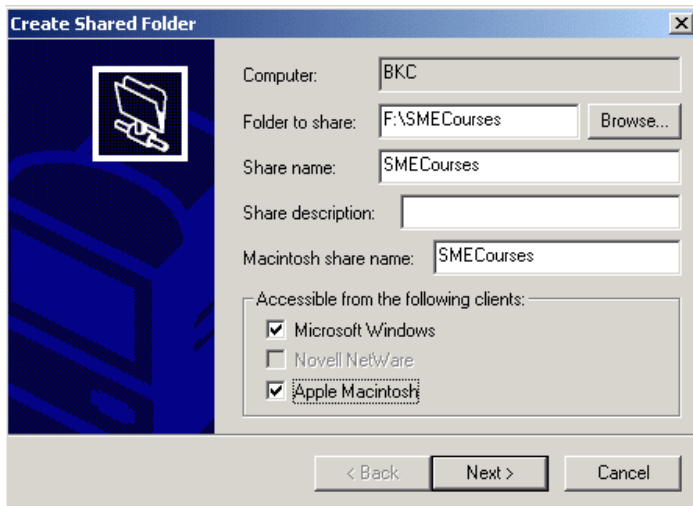
- If you are using Windows 2000, go to the next section.
- If you are using Windows 2003, go to [“Sharing a Folder for Macintosh Clients on a Server Running Windows 2003” on page 83](#).

Sharing a Folder for Macintosh Clients on a Server Running Windows 2000

1. On the desktop of your server, click **Start**, point to **Settings**, and then click **Control Panel**.
2. In Control Panel, open Administrative Tools.
3. In Administrative Tools, open Computer Management.
4. Click the **plus (+)** sign next to **Shared Folders**.

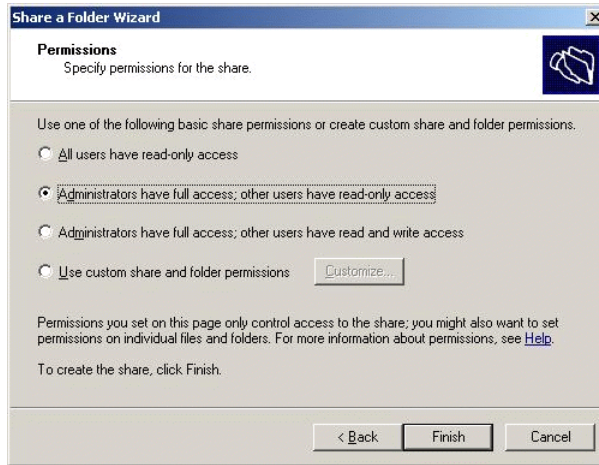


5. Right-click the **Shares** folder, and then click **New File Share**. The Create Shared Folder dialog box appears.



6. In the **Folder to share** box, type or select the location of the **SMECourses** folder.
7. In the **Macintosh share name** box, type **SMECourses**.

8. Select the **Microsoft Windows** check box, select the **Apple Macintosh** check box, and then click **Next**.



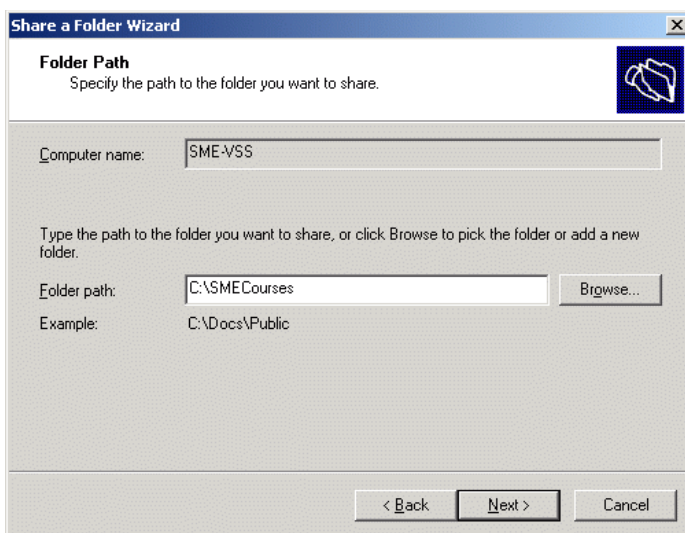
9. In the Create Shared Folder page, select the **Administrators have full control; other users have read-only access** option, and then click **Finish**.

You have successfully shared a folder with your Macintosh clients. Please continue with one of the following:

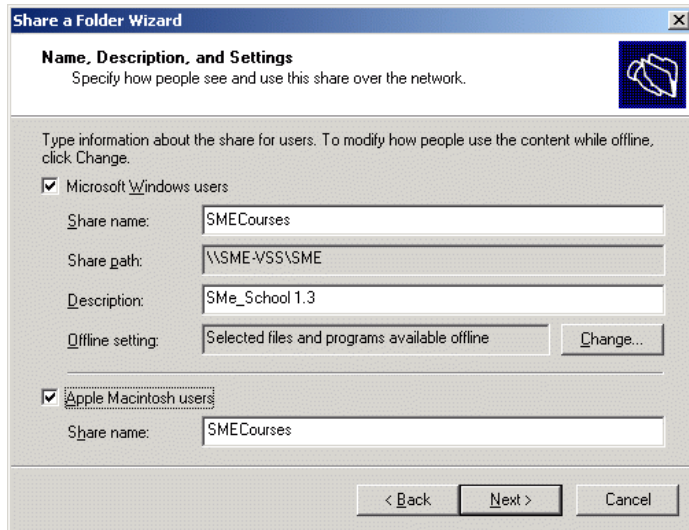
- If you will be using a courseware server to deliver curriculum content, go to [“Installing the Courseware” on page 85](#).
- If you will be running the courseware from CD or DVD, go to [“Licensing and Verifying the Installation” on page 87](#).

Sharing a Folder for Macintosh Clients on a Server Running Windows 2003

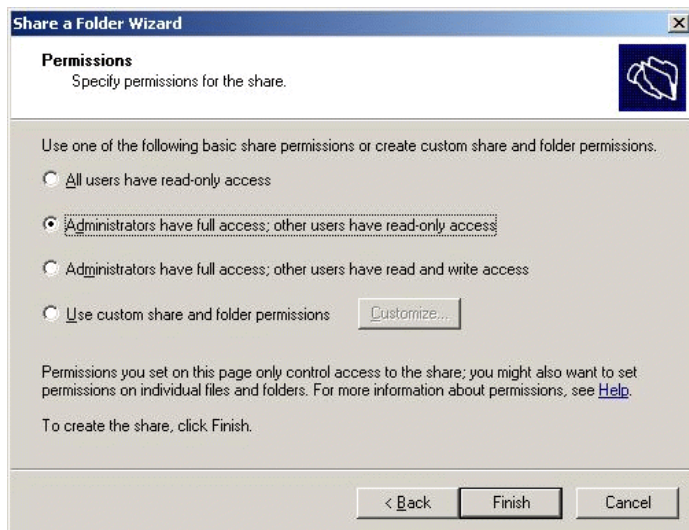
1. On the taskbar of your Windows 2000 server, click **Start**, point to **Settings**, and then click **Control Panel**.
2. In Control Panel, open Administrative Tools.
3. In Administrative Tools, open Computer Management.
4. Click the **plus (+)** sign next to the **Shared Folders** category.
5. Right-click the **Shares** folder, and then click **New Share**. The Share A Folder Wizard Welcome page appears.
6. Click **Next**. The Folder Path page appears.



7. Type or select the path of the **SMECourses** folder, and then click **Next**. The Name, Description, and Settings page appears.



8. Select the **Apple Macintosh users** check box, type **SMECourses** in the **Share Name** box, and then click **Next**. The Permissions page appears.



9. Click the **Administrators have full access; other users have read-only access** option, and then click **Finish**.
10. The wizard displays the message that the sharing was successful. Click **Close** to close the wizard.

You have successfully shared a folder with your Macintosh clients. Please continue with one of the following:

- If you will be using a courseware server to deliver curriculum content, go to the next section.
- If you will be running the courseware from CD or DVD, go to [“Licensing and Verifying the Installation” on page 87](#).

Installing the Courseware

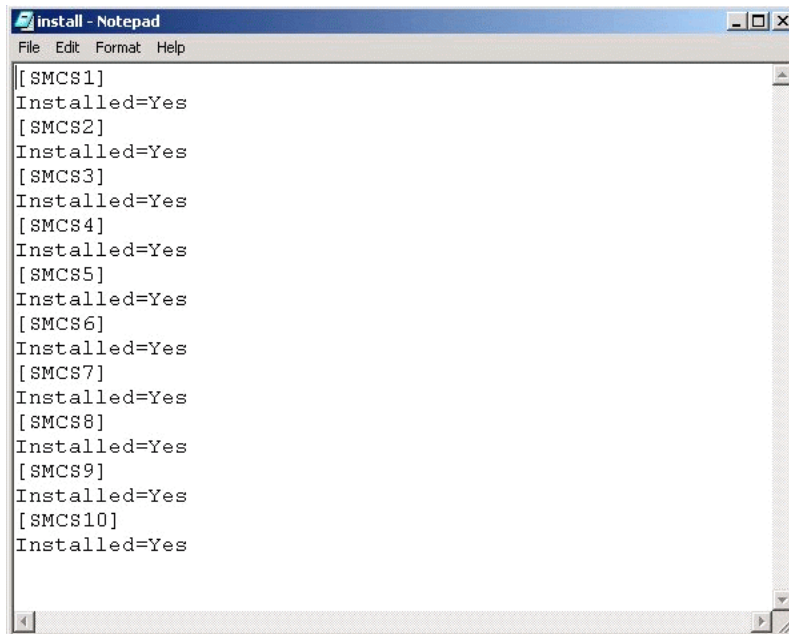
To install the SuccessMaker courseware onto a courseware server, complete the following steps:

1. From a Windows workstation, log on to the courseware server as a user with administrative rights.
2. Map a network drive to the **SMECourses** shared folder.
3. Insert the **SuccessMaker Courseware 1 CD** into the CD drive, or insert the **SuccessMaker Courseware DVD** into the DVD-ROM drive.
4. On the desktop of your courseware server, click **Start**, and then click **Run**.
5. Type **D:\setup** (where D is the drive letter of your CD or DVD-ROM drive), and then click **OK**.
6. At the Welcome page, click **Next**.
7. In the Select Drive page, select the map drive letter of the SMECourses folder. As you go through the installation process, make sure you select the same drive letter for all the discs (if you are installing from CD).
8. Click **Next** to start the installation. The installation program displays a progress indicator while the files are being copied.
9. When the files are copied, click **Finish**.
10. Remove the CD or DVD from the drive. Repeat steps 3 through 9 for each of the additional courseware CDs (2-10).
 - If you install the courseware from a DVD, go to [“Accessing the Courseware from a Workstation” on page 86](#).
 - If you install the courseware from a CD, repeat steps 3 through 10 for the remaining CDs. After you install all the CDs, go to [“CD Verification” on page 86](#).

Note: Ensure that all SuccessMaker users are given at least Read, Read & Execute, and List Folder Contents rights to the volume or share to which you installed the courseware.

CD Verification

After you install the courseware, open the **install.properties** file from the **CAI** folder on your courseware server. Check if all the CDs were installed successfully.



If any CD in the installation kit is missing from this list, you must install that CD. See [“Installing the Courseware” on page 85](#).

When you install all of the Courseware CDs, go to the next section.

Accessing the Courseware from a Workstation

To access the courseware server from your client, follow the instructions given below relevant to your workstation.

- For Macintosh workstations, mount the volume where the SuccessMaker courseware is installed (the **SMECourses** shared folder).
- For Windows workstations accessing a Windows server, map the drive letter M (recommended) to the **SMECourses** shared folder.

You have successfully installed the SuccessMaker Enterprise courseware software. If you will be running the courseware from CD or DVD, go to [“Licensing and Verifying the Installation” on page 87](#).

Licensing and Verifying the Installation

Before you use the new courseware in SuccessMaker Enterprise 1.4, you must activate the courseware with your courseware license key, and then verify that the new courseware and reports are functioning properly.

Courseware Activation

To activate the courseware for your system, you must enter your **courseware license** key into the management system. This key was provided to you in a letter from Pearson Digital Learning.

Note: The **Sybase** icon should be visible in the notification area, at the far right of the taskbar on the server. For information on starting the Sybase database service for server, go to [“Configuring the Sybase 8.0.2.4339 Service” on page 52.](#)

To enter your license key, complete the following steps:

1. Double-click the **SuccessMaker Enterprise** shortcut icon on your desktop to launch the management system. A Login screen appears.
2. In the **User Name** box, type **sysman**.
3. In the **Password** box, type **ncslearn**, and then press ENTER.
4. At the Select an Interface screen, select the Standard interface.
5. From the **Resource** menu, click **License Manager**. The utility window appears.
6. On the **License Key** menu, click **Add a License Key**.
7. Type your license key exactly as shown in the letter provided by Pearson Digital Learning (case sensitive), and then click **OK**.
8. Please go to the next section to verify that the installation was successful.

Verification Checklist

Complete this checklist to verify that the installation was successful and that you are able to access the courseware. For instructions on how to perform the following tasks in the management system, consult the management system guides.

- ☐ Using the License Manager utility, view the current license summary to verify that your license key includes the correct courses and the correct number of associated licenses.
- ☐ Create a new system manager user and assign all of the courses to that user. Then, log in as the new user and launch each course to verify that it is accessible.
- ☐ To verify that the ODBC configuration is correct, complete the following steps:
 1. Log on to a student interface as the new system manager user. Launch any course and answer five questions. Exit the course and the student interface.
 2. Log on to a teacher interface and run a course report for your user, selecting the course you launched in the previous step.
 3. Print the report.

You have now completed the installation of the SuccessMaker Enterprise 1.4 system on your Windows server. For further information on server optimization settings, go to the “[Tech Notes and Tips](#)” section below.

Tech Notes and Tips

Optimization Tips

General

- Eliminate unnecessary networking protocols - SuccessMaker Enterprise 1.4 uses TCP/IP exclusively.
- Avoid having other applications open while installing or running SuccessMaker Enterprise 1.4.
- Check the latest system requirements for your server, stations, and network requirements at our Web site <http://www.pearsondigital.com/successmaker>.
- Set your anti-virus software to prevent it from scanning the SuccessMaker Enterprise database files (sme.db and sme.log). These files are in the **Resultsmanager\successmaker\database** folder. The database could get “locked” if these files are scanned. If this happens,

you may no longer be able to log in to SuccessMaker Enterprise. You have to restart the server to release the lock.

Windows Workstations

- Make sure you have the latest service packs and hot fixes for your operating system.
- Make sure that the network interface cards are configured properly for duplex settings, the Power Saver is turned off, and that there is no auto-negotiation.
- Check with hardware manufacturers of the main system and all components installed for latest patches and updates.
- Make sure the video display is set to 800x600 pixels, with the color setting at High Color (16 bit).
- Make sure the screen saver is set to wait for at least 30 minutes.
- Disable power saving features for all components.
- For QuickTime to work properly, set the video settings to Safe Mode. To do this, open QuickTime Settings from your Control Panel, select Video Settings from the drop-down list, and select Safe Mode.
- If you experience graphic problems, set your video hardware acceleration to None.
- UNC share mappings are not supported.
- Set your workstations to log on and restore network connections instead of performing a quick log on.
- Optimize hard disks by defragging regularly and cleaning up temporary files.
- Restrictive anti-virus settings may impact SuccessMaker Enterprise performance.

Windows 2000 Server

- Apply the latest service packs and hot fixes. Make sure that the service pack level of your server is the same as that of your supported workstations.
- Disable the screen saver.
- Make sure that your Share and Directory permissions are set according to the guidelines described in this guide.
- Restrictive anti-virus settings may impact SuccessMaker Enterprise performance.

- Make sure that the network interface card on your server is set to 100 Mbps, not to auto-negotiate. Also, make sure that the duplex setting on your switch and that on the network card are the same. For example, if the card is set to 100 Mbps full-duplex, then the switch port that the server's network card is plugged into, should also be set to 100 Mbps full-duplex.
- Check with your hardware manufacturer to make sure you have the latest patches and bios settings for your hardware.
- Change the default registry setting which causes an inactive connection to auto-disconnect in 15 minutes. To do this, open `regedt32` and select **Hkey_Local_Machine>System>CurrentControlSet>Services>LanmanServer>Parameters**. Change the auto-disconnect default value to 'ffffffff'. For the change to take effect, you need to restart your server.

Macintosh Workstations

- Make sure the video display is set to 800x600 pixels, with the color setting at millions of colors.
- Make sure the screen saver is set to wait for at least 30 minutes.
- Configure the clients to mount the network volumes automatically.
- Disable all power saving features.
- Make sure that the latest drivers for Appleshare client are installed.
- Restrictive anti-virus settings may impact SuccessMaker Enterprise performance.

Network Infrastructure

- If hubs are being used in a 10 MB network, make sure that no more than 15 workstations per collision domain are configured.
- Pay careful attention to manufacturers' specifications for cascaded hubs and switches.
- Do not lock switch ports to a speed in excess of what the network's wiring is certified to support.
- Ensure that your cabling infrastructure is CAT 5 tested and certified.

Sybase Server/Database Tips

Server Fails to Start

Some common reasons why the Sybase service fails to start include:

- The command line has syntax errors.
- The wrong name or location was specified for the database.
- The local system account does not have rights to the **Database** folder.

Configuration Issue

If your server is servicing more than one IP address, you should specify which IP address you want Sybase to use. To do this, include a **MyIP =** switch in the Sybase command line parameters as shown in the example below.

Example:

```
-n SME -x tcpip{MyIP= X.X.X.X} e:\SME\ResultsManager\
SuccessMaker\database\SME.db
```

Switches Breakdown

-n	Logical name of the Sybase server engine.
-x tcpip	Locks the database server into using TCP/IP protocol only. This should improve performance in some areas.
{MyIP=X.X.X.X}	X.X.X.X = IP address used by the Sybase engine.
{ServerPort=XXXX}	XXXX = Server port used by the Sybase engine; the default is 2638 unless otherwise specified.
{conn=XXX}	XXX = Number of TCP/IP connections to the database; the default is 108. (Note: this switch is for NetWare systems only.)

Installation for Local Servers Running Novell NetWare

Overview

This chapter explains how to install the SuccessMaker Enterprise 1.4 system on a local server running Novell® NetWare®.

Note: If you are updating SuccessMaker Enterprise School version 1.2, 1.3, or 1.3 with the latest service pack installed, to 1.4, please go to [“Updating Novell NetWare Servers to SuccessMaker Enterprise 1.4”](#) on page 147.

Important! If you have been running SuccessMaker version 5.4 or 5.5 in a School Server configuration, you should back up your **version 5 STUDENT** and **HISTORY** folders to a temporary folder. After you have installed SuccessMaker Enterprise v1.4, you can convert your version 5 data by using the conversion utility located under the Resource menu in the SuccessMaker Enterprise management system interface.

Basic Requirements

Before you begin the installation, ensure that you have met the following requirements:

- Install TCP/IP and configure a static IP address on your server. If you need assistance implementing TCP/IP or configuring a static IP address, please contact Pearson Digital Learning Customer Support at 1-800-227-8224.
- All client workstations use the Novell Network Directory Services (NDS) client. SuccessMaker Enterprise 1.4 does not support client workstations using the Microsoft NDS client.
- Run the latest service pack and NetWare TCP update on your NetWare server.
- Install the SuccessMaker Enterprise 1.4 system on non-compressed NetWare volumes.
- Install the SuccessMaker Enterprise v1.4 **Management System Setup - School CD** and the courseware CDs from a Windows workstation.
- The site fulfills the minimum system requirements. For the latest system requirements, visit <http://www.pearsondigital.com/successmaker>.

Installation Preparation Checklist

Ensure that you have the items given in the checklist below.

- ☐ SuccessMaker Enterprise v1.4 **Management System Setup - School CD**
- ☐ SuccessMaker Enterprise v1.2 **Sybase Server Component CD**
- ☐ SuccessMaker Courseware CDs (1-10) or DVD to install the courseware to your server

If you do not want to install the courses to your server, you need to have the individual course CDs or the SuccessMaker Courseware DVD.

- ☐ A volume with at least 6 GB free hard drive space is available if you plan to install the courseware on the server
- ☐ SuccessMaker Enterprise product license key (Register.ilc file)
- ☐ A minimum 2 GB of free disk space on your server to install the SuccessMaker Enterprise management system
- ☐ Additional 70 MB of free disk space on your server to install Sybase SQL Anywhere Studio 8 and the EBF patch

- ☐ A drive mapped to the **SYSTEM** folder of your server on the Windows workstation you use to perform the installation
- ☐ An appropriate administrative user name and password
User name: _____
Password: _____
- ☐ IP address of your server
IP address: _____
- ☐ Courseware license key provided to you in a letter from Pearson Digital Learning
License Key: _____

Installation Overview

1. Log on to your server as a user with administrative rights.
2. Create the SMstudent, SMteacher, and SMadmin user accounts, and the SMusers group. See [“Creating User Accounts and Groups” on page 96](#).
3. Assign rights to the user accounts and the group that you create. See [“Setting User and Group File Rights” on page 98](#).
4. Install SuccessMaker Enterprise 1.4 server. See [“Installing SuccessMaker Enterprise 1.4 Server” on page 102](#).
5. Register your database. See [“Registering the SuccessMaker Enterprise Database” on page 104](#).
6. Install the Sybase SQL Anywhere Studio 8 software and the EBF patch. See [“Installing and Configuring the Sybase Service” on page 104](#).
7. Make a backup of your database. See [“Performing a Live Backup of SuccessMaker Enterprise 1.4 Database” on page 108](#).
8. Install SuccessMaker Enterprise 1.4 client. See [“Setting Up SuccessMaker Enterprise 1.4 Client Workstations” on page 109](#).
9. If you want to install the courseware on your server, go to [“Installing the Courseware Server Software” on page 115](#).
10. Activate the courseware with your courseware license key, and then verify that the new courseware and reports are functioning properly. See [“Licensing and Verifying the Installation” on page 121](#).
11. See [“Tech Notes and Tips” on page 123](#) to optimize the performance of your server and client workstations.

Creating User Accounts and Groups

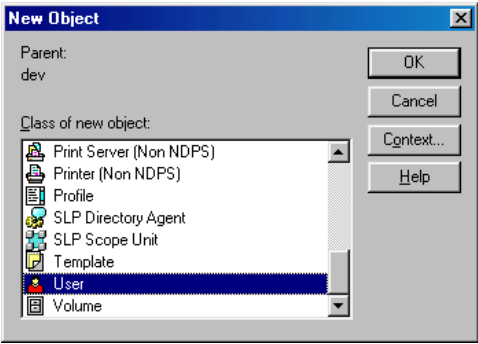
Pearson Digital Learning recommends that you create the user accounts listed in the table below. Pearson Digital Learning also recommends that you create the SMusers group and assign the SMstudent and SMteacher users as members of that group.

User Name	Password	Description
SMstudent	(Optional)	Student User
SMteacher	(Optional)	Teacher User
SMadmin	SM*FE	Engineer User. Give this user admin-equivalent rights, if possible, or full rights to the volume and path for SME and the System folder under the SYS volume.

Note: You must create user accounts and groups using the NWadmin utility. To use the NWadmin utility you must install the NetWare NDS client on your workstation.

Creating User Accounts

1. From a Windows workstation, connect to your server as a user with administrative rights.
2. Run **Nwadmn32.exe** from the **sys:public\win32** folder. The List of objects window appears.
3. On the **Object** menu, click **Create**.

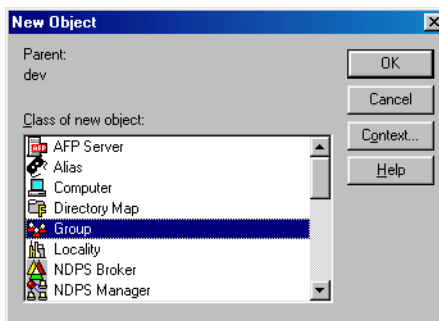


4. In the New Object dialog box, click **User**, and then click **OK**.
5. In the Create User dialog box, type **SMstudent** in the **Login name** box and in the **Last name** box.

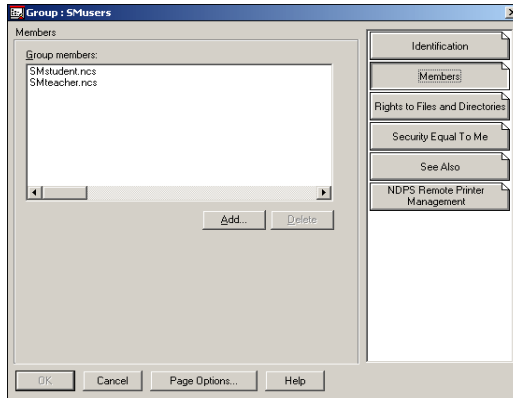
6. Select the **Define additional properties** check box, and then click **Create**.
7. In the **Details** dialog box, click **Password Restrictions**.
8. Click **Change Password**, type the password you want to use, and then click **OK**.
9. Repeat steps 3 through 8 to create the **SMteacher** and **SMadmin** users.
10. You must now create the **SMusers** group. Please go to the next section.

Creating the SMusers Group

1. From a Windows workstation, connect to your server as a user with administrative rights.
2. Run **Nwadm32.exe** from the **sys:public\win32** folder. The List of objects window appears.
3. On the **Object** menu, click **Create**.



4. In the New Object dialog box, click **Group**, and then click **OK**.
5. In the Create Group dialog box, type **SMusers** as the group name.
6. Select the **Define additional properties** check box, and then click **Create**.



7. Click the **Members** tab and add the **SMstudent** and **SMteacher** users to the group.
8. To add members, click **Add**, select the users you want to add, and then click **OK**.
9. You must now set user and group file rights. Please go to the next section.

Setting User and Group File Rights

NetWare 5.1, 6, and 6.5

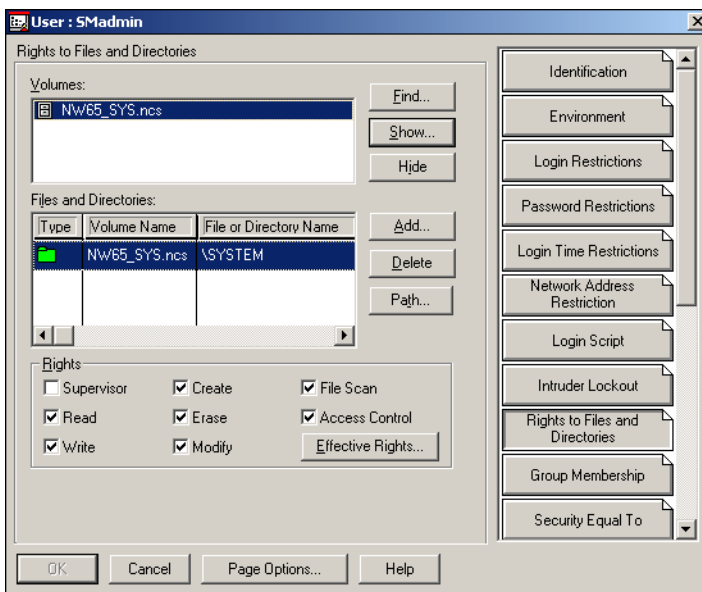
Before you install the SuccessMaker Enterprise 1.4 management system, Pearson Digital Learning recommends that you use VOL1: as your volume name and that you create a folder on that volume named **SME**. To make sure that you have set the appropriate user and group file rights, complete the steps in the following sections.

You must assign file rights to the users and group specified in the table below.

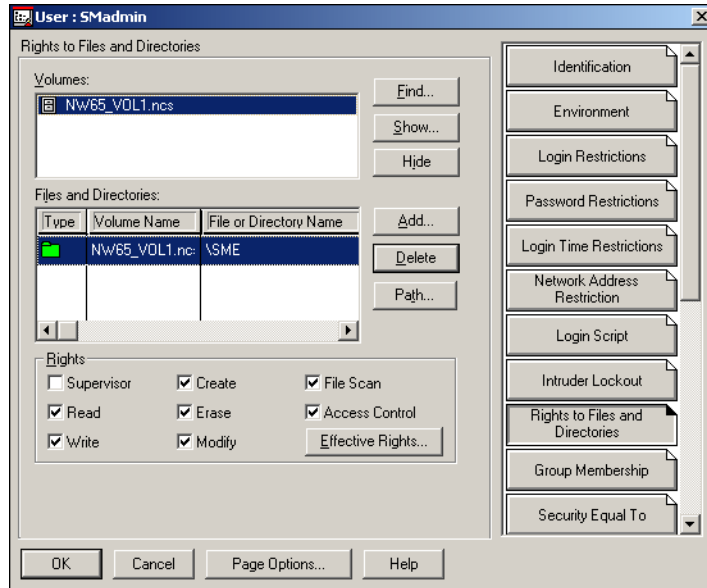
User/Group Name	Folder	File Rights
SMAdmin	SYS:\SYSTEM	Read, Write, Create, Erase, Modify, File Scan, Access Control
SMAdmin	VOL1:\sme	Read, Write, Create, Erase, Modify, File Scan, Access Control
SMusers	VOL1:\sme	Read and File Scan

Assigning File Rights to Install SuccessMaker for SAdmin

1. Launch **z:\public\win32\nwadmin32.exe**.
2. Right-click on the **SAdmin** user, and then click **Details**.
3. Click **Rights to Files and Directories** on the right side of the dialog box.
4. In the Volumes box, click **Show**, and then select the **SYS** volume.
5. In the Files and Directories box, click **Add**. The Select Object window appears
6. In the Browse context window, double-click the **SYS** volume.
7. In the Available objects window, select the **System** folder.



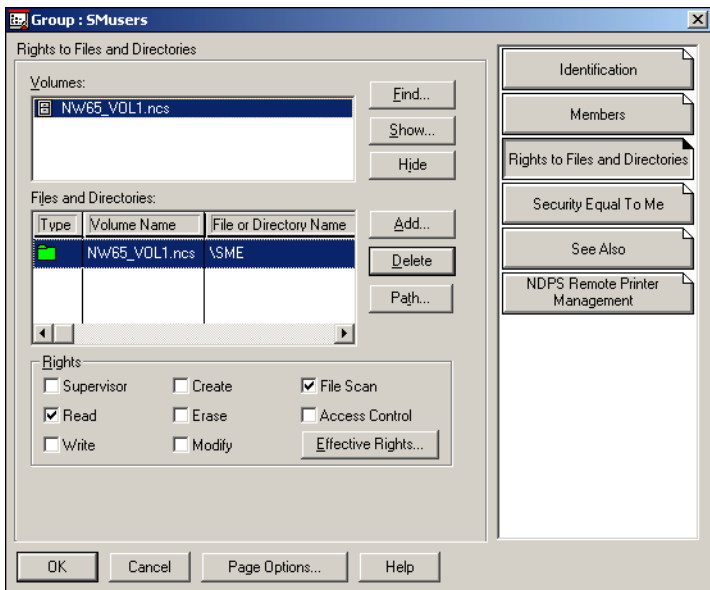
8. With the **System** folder highlighted in the Files and Directories box, select these check boxes: **Read**, **Write**, **Create**, **Erase**, **Modify**, **File Scan**, and **Access Control**.
9. Click **OK**.
10. Click **Show** next to the Volumes box, and select the **VOL1** volume.
11. Click **Add** next to the Files and Directories box. The Select Object window appears.
12. In the Browse context window, double-click the **VOL1** volume.
13. Under the Available objects window, select the **SME** folder.



14. With the **SME** folder highlighted in the Files and Directories box, select these check boxes: **Read, Write, Create, Erase, Modify, File Scan, and Access Control**, and then click **OK**.
15. File rights are now set for the SMadmin user to install the SuccessMaker Enterprise 1.4 management system. You must now assign file rights to the SMusers group. Please go to the next section.

Assigning File Rights to the SMusers Group

1. Launch **z:\public\win32\nwadm32.exe**.
2. Right-click the SMusers group, and then click **Details**.
3. Click **Rights to Files and Directories** on the right side of the dialog box.
4. In the Volumes box, click **Show**, and then select the **VOL1** volume.
5. In the Files and Directories box, click **Add**. The Select Object window appears
6. In the Browse context window, double-click the **VOL1** volume.
7. In the Available objects window, select the **SME** folder.

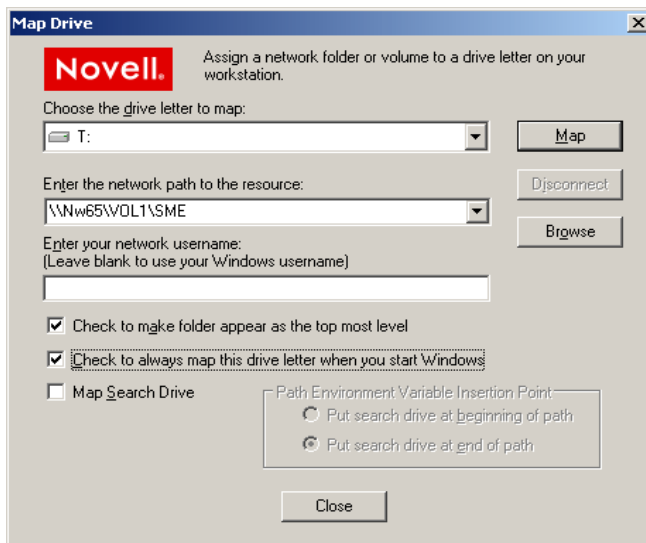


8. With the **SME** folder highlighted in the Files and Directories box select **Read** and **File Scan**, and then click **OK**.
9. File rights are now set for the SAdmin user and the SMusers group. You must now install the SuccessMaker Enterprise server. Please go to the next section.

Installing SuccessMaker Enterprise 1.4 Server

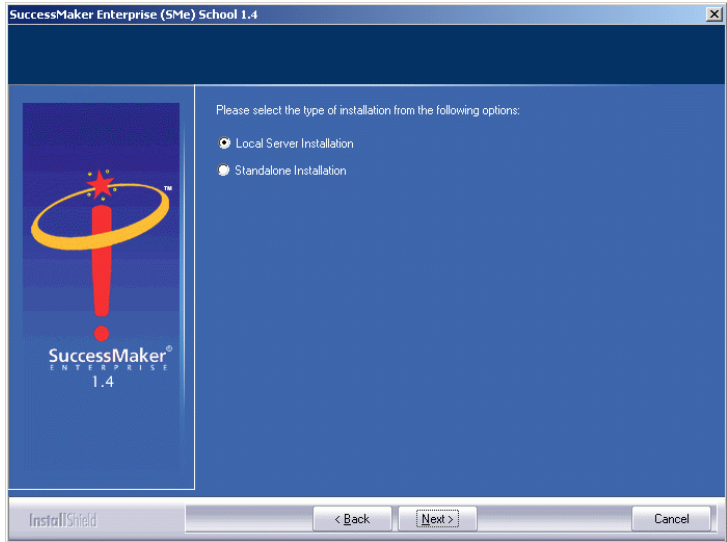
Follow the steps below to install the SuccessMaker Enterprise 1.4 system.

1. From a Windows workstation, log on to the server as the NetWare SMadmin user and map a network drive (**T:** is recommended) to the volume/folder where you are going to install the SuccessMaker Enterprise 1.4 system, making sure that the volume has at least 2 GB of free space.

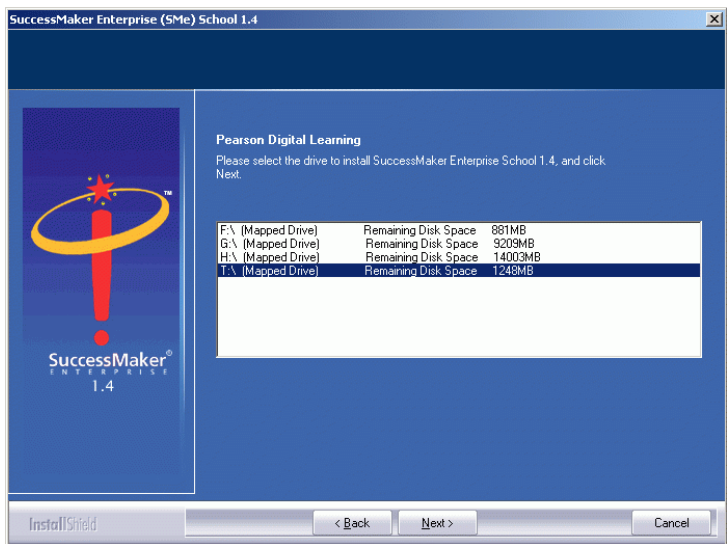


Note: Ensure that the **Check to make folder appear at the top most level** check box is selected. This makes the **SME** folder appear at the root level.

2. Insert the SuccessMaker Enterprise v1.4 **Management System Setup - School** CD into the CD drive.
3. On the taskbar, click **Start**, and then click **Run**.
4. Type **D:\Setup.exe** (where D: is the drive letter of your CD drive), and then click **OK**. The Welcome page appears.
5. Click **Next**. The Setup Instructions page appears.
6. Click **Yes** to proceed. The Select Installation Type page appears.



7. Select the **Local Server Installation** option and click **Next**.



8. Select a mapped drive where you want to install the SuccessMaker Enterprise 1.4 system, and then click **Next**.
9. In the Database Server Information page, do the following:
 - In the **IP Address** box, type the IP address of the server.
 - In the **Port #** box, type **2638**.
10. Click **Next**. The Server Information page appears.
11. Click **Next**. The Information Summary page appears.

12. Click **Next**. The Setup Completed page appears.
13. Select the **View log files** checkbox if you want to view the log files and click **Finish**.
14. You must now register your SuccessMaker Enterprise database. Please go to the next section.

Registering the SuccessMaker Enterprise Database

When the installation of the SuccessMaker Enterprise v1.4 **Management System Setup - School CD** is complete, copy your Register.ilc file to the **ResultsManager\SuccessMaker\Library** folder. If you do not have the Register.ilc file, contact Pearson Digital Learning Customer Support at 1-800-227-8224.

You must now install the Sybase SQL Anywhere Studio 8 software and the EBF patch on your server.

Installing and Configuring the Sybase Service

To install Sybase 8.0.2.4339, complete the following steps:

1. Log on to the server as the SAdmin user.
2. Install Sybase SQL Anywhere Studio 8. See [“Installing Sybase 8.0.2.3601” on page 105](#).

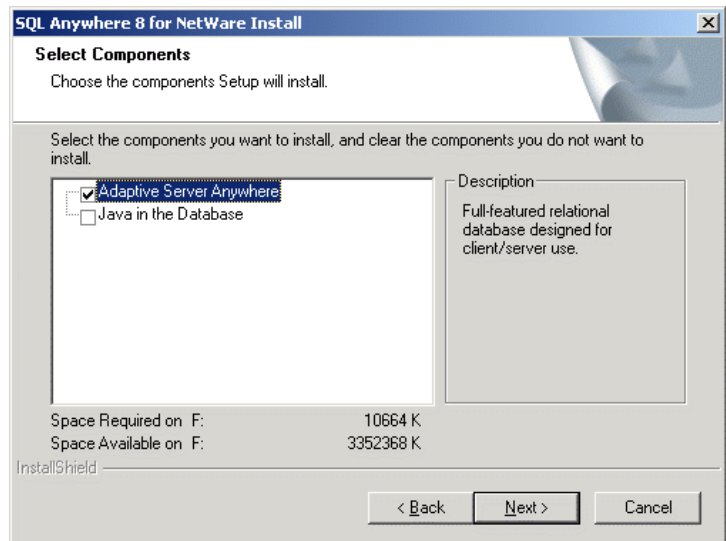
Note: If Sybase 8.0.2.3601 is already installed on your system, go to step 3.

3. Install the EBF patch to update Sybase 8.0.2.3601 to Sybase 8.0.2.4339. See [“Installing the EBF Patch” on page 106](#).
4. Configure the Sybase database service. See [“Configuring Sybase NLM” on page 106](#).
5. Verify the installation and configuration of the Sybase database service. See [“Verifying the Sybase Installation” on page 107](#).

Installing Sybase 8.0.2.3601

1. From a Windows workstation, log on to your NetWare server as the SAdmin user or as a user with admin-equivalent rights.
2. Insert the SuccessMaker Enterprise v1.2 **Sybase Server Component** CD into the CD drive.

If the CD does not auto-play, click **Start** on the taskbar, and then click **Run**. Type **D:\Demo32.exe** (where D: is the drive letter of your CD drive), and then click **OK**.
3. Click **Sybase 8.0.2.3601** for NetWare.
4. At the Welcome page, click **Next**. The Choose Destination Location page appears.
5. Type or select the **SYSTEM** folder on your **SYS** volume, and then click **Next**. The Select Components page appears.



6. Select the **Adaptive Server Anywhere** check box, clear the **Java in the Database** check box, and then click **Next**. The Server License page appears.
7. On the Server License page, type **500** in the **Licensed Seats** box.
8. Select the **Networked Seat (per-seat) model** option, and then click **Next**. The Start Copying Files page appears.
9. Click **Next**.

10. Clear the **Yes, I want to view the Read Me file** check box, and then click **Finish**.
11. You must now install the EBF patch on your server. Please go to the next section.

Installing the EBF Patch

To install the EBF patch, complete the following steps:

1. From the SuccessMaker Enterprise v1.4 **Management Setup CD**, open the **Sybase4339\NetWare** folder and run the **setup.exe** file.
2. At the Welcome page, click **Next**. The Current location page appears.
3. Type or select the location of the existing installation of SQL Anywhere 8 for NetWare, and then click **Next**. The Choose Destination Location page appears.
4. Type or select the folder containing the **setup** files, and then click **Next**.
5. At the Select Components page, click **Next**. The Start Copying Files page appears.
6. Click **Next**.
7. Click **Finish** to complete the setup.
8. You must now configure your Sybase NLM. Please go to the next section.

Configuring Sybase NLM

1. From the server console prompt, type the following:

```
load dbsrv8 -n SME -x tcpip YYY:\SME\  
ResultsManager\SuccessMaker\database\SME.db
```

Where:

YYY is the name of the volume where the SuccessMaker Enterprise 1.4 system is installed.

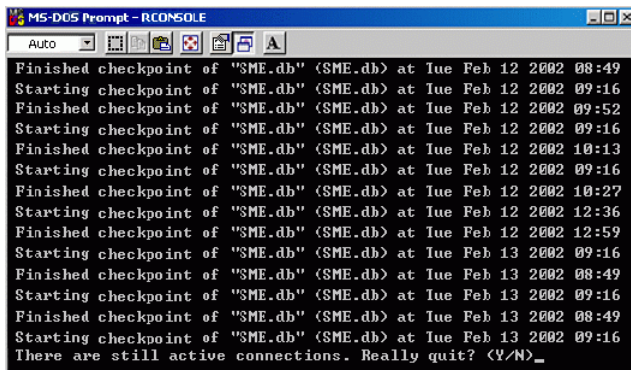
2. When the database server loads successfully, a page appears and indicates that requests are now being accepted.

3. Add the entire **load dbsrv8** line from step 1 to your **autoexec.ncf** file. Follow the instructions below to edit the **autoexec.ncf** file:
 - From the server console prompt, type **nwconfig** and press **ENTER**. Select **NCF files Options** and press **Enter**. Select **Edit AUTOEXEC.NCF** and press **Enter**.

At the bottom of the **autoexec.ncf** file, type the **load dbsrv8** line from step 1. When you have finished typing the line, press **Esc** to exit and select **Yes** to save changes to the **autoexec.ncf** file.
4. You must now verify that the Sybase NLM is configured correctly. Please go to the next section.

Verifying the Sybase Installation

1. From the NetWare File Server's Console, press **Alt+Esc** until you see the Sybase server console. The MS-DOS® Prompt window appears.



```
MS-DOS Prompt - RCONSOLE
AUTO
Finished checkpoint of "SME.db" (SME.db) at Tue Feb 12 2002 08:49
Starting checkpoint of "SME.db" (SME.db) at Tue Feb 12 2002 09:16
Finished checkpoint of "SME.db" (SME.db) at Tue Feb 12 2002 09:52
Starting checkpoint of "SME.db" (SME.db) at Tue Feb 12 2002 09:16
Finished checkpoint of "SME.db" (SME.db) at Tue Feb 12 2002 10:13
Starting checkpoint of "SME.db" (SME.db) at Tue Feb 12 2002 09:16
Finished checkpoint of "SME.db" (SME.db) at Tue Feb 12 2002 10:27
Starting checkpoint of "SME.db" (SME.db) at Tue Feb 12 2002 12:36
Finished checkpoint of "SME.db" (SME.db) at Tue Feb 12 2002 12:59
Starting checkpoint of "SME.db" (SME.db) at Tue Feb 13 2002 09:16
Finished checkpoint of "SME.db" (SME.db) at Tue Feb 13 2002 08:49
Starting checkpoint of "SME.db" (SME.db) at Tue Feb 13 2002 09:16
Finished checkpoint of "SME.db" (SME.db) at Tue Feb 13 2002 08:49
Starting checkpoint of "SME.db" (SME.db) at Tue Feb 13 2002 09:16
There are still active connections. Really quit? (Y/N)_
```

2. Press **Q** to quit the Sybase engine.
3. Shut down and restart the server and ensure that everything, including the Sybase server, loads correctly.
4. Pearson Digital Learning recommends that you maintain backup copies of your SuccessMaker Enterprise 1.4 database. Please go to the next section.

Performing a Live Backup of SuccessMaker Enterprise 1.4 Database

The SuccessMaker Enterprise 1.4 live backup tool allows you to back up your SuccessMaker Enterprise 1.4 database without stopping the Sybase database service.

After the backup has run, you can archive the files to tape.

You can run the live backup tool only from a Windows workstation configured to run the SuccessMaker Enterprise 1.4 management system.

Note: Be sure that you perform the live backup of the SuccessMaker Enterprise database before or after students are actively using the system. If students are logging on or logging off during the live backup process, the database could be adversely affected.

To perform a live backup, complete the following steps:

1. Create a folder where you want to save the backup files. You can create the folder on any local or network drive. For example, you can create the folder C:\Backup\SMEDatabase.
2. On your taskbar, click **Start**, and then click **Run**.
3. Type the following command line in the Run dialog box:

Driveletter: \ResultsManager\SuccessMaker\Livebackup\
Livebackup X Y

In the command line:

Driveletter is the mapped drive letter where the SuccessMaker Enterprise 1.4 system is installed.

X is the ODBC data source name of your SuccessMaker Enterprise 1.4 database. SME is the default name.

Y is the path name of the backup folder.

The following is an example of a complete command line:

T:\ResultsManager\SuccessMaker\Livebackup\Livebackup SME
C:\Backup\SMEDatabase

4. Click **OK**.

Note: If you take a regular backup of your data on a tape drive or a Zip drive (or any other media), do not take a backup of the **SME.DB** and **SME.LOG** files in the \ResultsManager\SuccessMaker\Database folder. Instead you should take a backup of the files you save using the live backup tool.

5. You must now set up SuccessMaker Enterprise 1.4 clients on your Windows workstations. Please go to [“Setting Up SuccessMaker Enterprise 1.4 Client Workstations”](#) on page 109.

In the event that you need to restore your SuccessMaker Enterprise 1.4 database from a backup copy, contact Pearson Digital Learning Customer Support at 1-800-227-8224.

Setting Up SuccessMaker Enterprise 1.4 Client Workstations

This section describes how to set up SuccessMaker Enterprise 1.4 clients on Windows workstations.

Important! The client installations for SuccessMaker versions 4.x and 5.x are not compatible with SuccessMaker Enterprise 1.4 and must be removed before running the client installation.

To set up your SuccessMaker Enterprise clients, you must run the workstation setup. For instructions on how to do this, go to the [“Running the Windows Workstation Setup”](#) section below.

Prerequisites

Before you begin the installation, ensure the following:

- A hard disk drive with at least 150 MB of free space on the client workstation.
- The screen resolution is 800 x 600 pixels or above.
- Install the Adobe® Reader® software version 5.0 or higher to view the PDF documentation provided. You can download the installer at no cost from the Adobe Web site at www.adobe.com.
- Install the QuickTime Player version 5.0 or higher to view lessons. You can download it at no cost from the Apple® Web site at www.apple.com/quicktime/download.

Running the Windows Workstation Setup

To set up a Windows client on your workstation, complete the following steps:

1. Map a network drive to the volume where SuccessMaker is installed. See [“Mapping a Network Drive” on page 110](#).
2. Install the client on your Windows workstation. See [“Installing the SuccessMaker Enterprise Client” on page 112](#).
3. If you want to view reports on your workstation, create an ODBC Data Source. See [“Creating an ODBC Data Source” on page 113](#).
4. Select the courseware media type you intend to use. See [“Selecting a Courseware Media Type” on page 114](#).
5. Restart your workstation to register the .dll file. See [“Registering the Crystal Reports DLL File” on page 115](#).

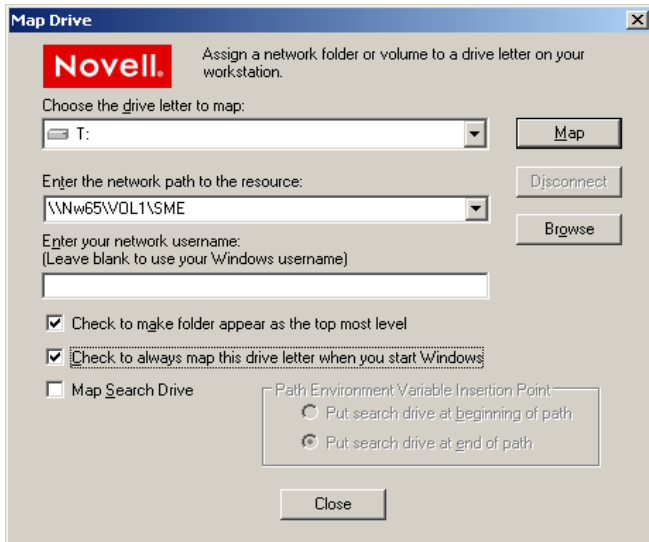
Mapping a Network Drive

Map a network drive to the shared folder where the SuccessMaker Enterprise 1.4 system is installed. The T: drive is recommended.

Note: For the purposes of this document, this network drive will always be referred to as the T: drive. If you choose not to use this drive, substitute the drive letter you use where appropriate.

To map a network drive complete the following steps:

1. Log on to your Windows workstation as user with administrative rights.
2. Map a network drive (T: is recommended) to the volume/folder where the SuccessMaker Enterprise 1.4 system is installed. Choose the option to reconnect at startup.



Note: Ensure that the **Check to make folder appear at the top most level** check box is selected. This makes the **SME** folder appear at the root level.

Note: SuccessMaker Enterprise is not compatible with Universal Naming Convention (UNC) mappings. You must map the SME share to a drive letter.

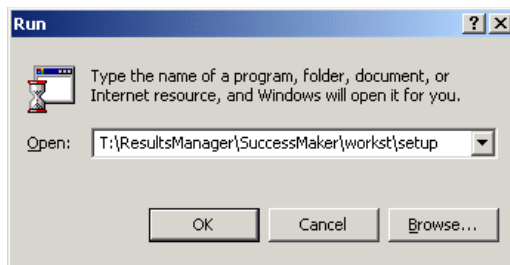
Note: For Windows 2000 or XP workstations, you may need to re-map your drive while logged on as the **SMstudent** or **SMteacher** user after the workstation setup is complete.

3. You must now install the SuccessMaker Enterprise client. Please go to the next section.

Installing the SuccessMaker Enterprise Client

Before you begin the client installation, ensure that the SME database service is running. To run the workstation setup, complete the following steps:

1. Click the **Start** button, and then select **Run**. The Run dialog box appears.

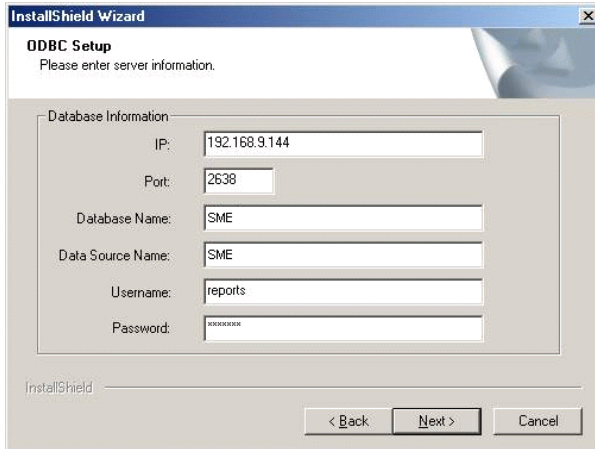


2. Type **T:\ResultsManager\SuccessMaker\Workst\Setup.exe** (where T: is the network drive mapped to the SME shared folder), and then click **OK**.
3. Follow the on-screen instructions during the workstation installation.
4. You must now create an ODBC data source. Go to the next section.

Creating an ODBC Data Source

In order to generate and print reports from SuccessMaker Enterprise 1.4, workstations must be equipped with an ODBC system data source that connects to the SuccessMaker Enterprise 1.4 database and pulls data into the report templates. Pearson Digital Learning recommends performing the following procedure at every workstation that will be using SuccessMaker Enterprise 1.4.

1. At the ODBC Data Source prompt, click **Yes**. The ODBC Setup page appears.



2. Type the information as described below:

Database Information

- **IP:** Type your server's IP address.
- **Database Name:** Type SME.
- **Data Source Name:** Type SME.
- **User Name:** Type reports.
- **Password:** Type reports.

3. Click **Next**.

Note: If you see an error message, click **OK**, check your database information, and then try again.

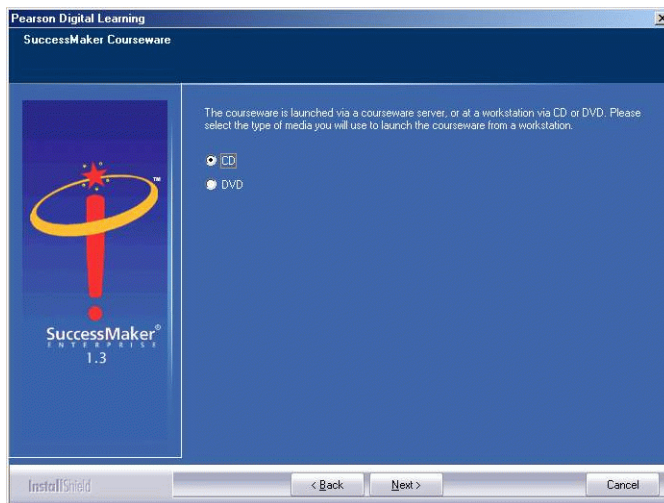
4. Click **OK**.
5. You must now select a courseware media type. Please go to the next section.

Selecting a Courseware Media Type

You can run the SuccessMaker Enterprise 1.4 courseware from a CD, a DVD, or from a courseware server on the network. If you plan to use a courseware server to launch courses, it is still necessary to specify whether CD or DVD media will be used in the event that the courseware server becomes unavailable.

To select a courseware media type, complete the following steps:

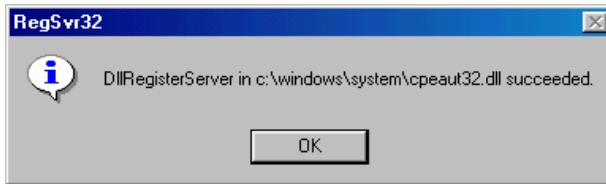
1. Select **CD** or **DVD** depending on what you are going to use, and then click **Next**.



2. When you are prompted to restart, click **Yes**. After you restart your workstation, go to the next section.

Registering the Crystal Reports DLL File

1. After you complete the client installation, restart your workstation and log on as a user with administrative rights to the local workstation. A message appears to inform you of successful registration.



2. Click **OK**.

Continue with one of the following:

- If you will be using a courseware server to deliver curriculum content, go to [“Installing the Courseware Server Software” on page 115](#).
- If you will be running the courseware from CD or DVD, go to [“Licensing and Verifying the Installation” on page 121](#).

Note: For further information on NetWare server or Windows workstation optimization settings, go to [“Tech Notes and Tips” on page 123](#).

Installing the Courseware Server Software

You must install the SuccessMaker courseware server from a Windows workstation. The Windows workstation must be in the same network as the server where you installed the SuccessMaker Enterprise 1.4 system. The workstation, which is referred to as the install station, must have a CD-ROM or DVD-ROM drive.

To install the courseware server, complete the following steps:

1. Create the folder where you are going to install the courseware. See [“Creating the SMCourses Folder” on page 116](#).
2. Set up user and group file rights. See [“Setting User and Group File Rights” on page 98](#).
3. Install the courseware. See [“Installing the Courseware” on page 119](#).
4. Verify the courseware installation. See [“CD Verification” on page 120](#).

Creating the SMCourses Folder

1. Log on to a workstation where you intend to install the courseware server as a user with administrative rights.
2. On your VOL1 volume, create a folder called **SMCourses** on a drive with at least 6 GB of free disk space.
3. You have finished creating the **SMCourses** volume/folder. Please continue to the next section.

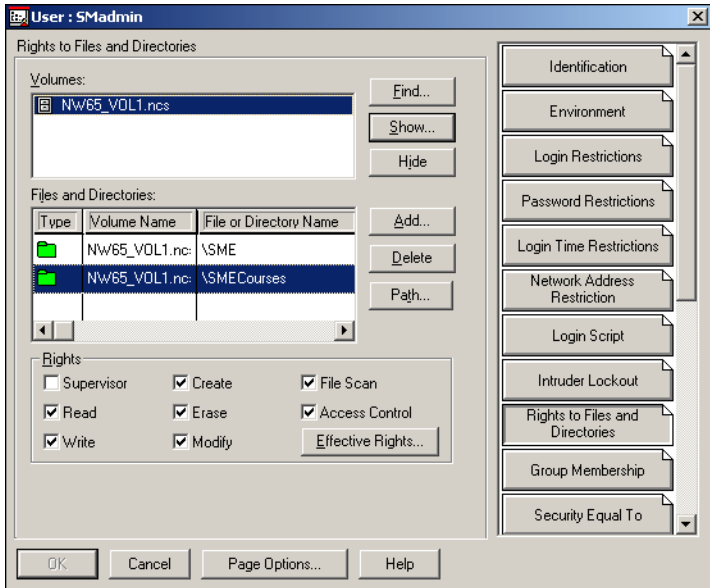
Setting User and Group Course File Rights

You must assign course file rights to the user and group specified in the table below.

User/Group Name	Folder	File Rights
SMadmin	VOL1:\SMCourses	Read, Write, Create, Erase, Modify, File Scan, Access Control
SMusers	VOL1:\SMCourses	Read and File Scan

Assigning Course File Rights to Install Success-Maker for SMadmin

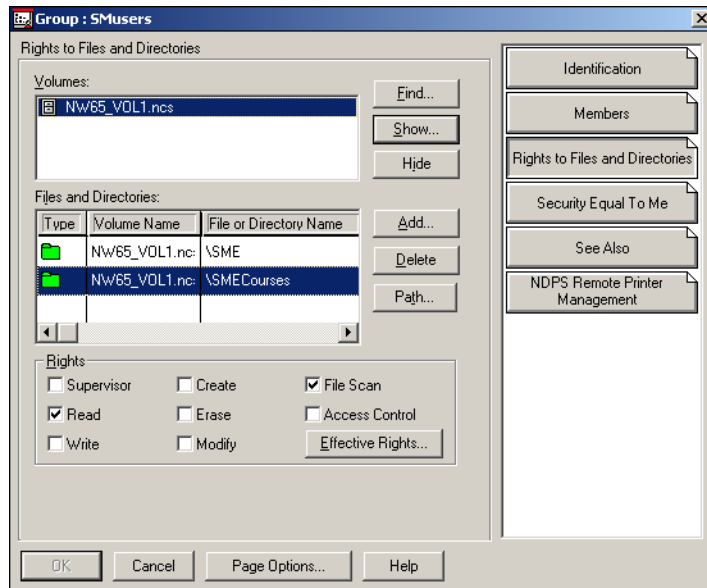
1. Launch **z:\public\win32\nwadm32.exe**.
2. Right-click on the **SMadmin** user, and then click **Details**.
3. Click **Rights to Files and Directories** on the right side of the dialog box.
4. In the Volumes box, click **Show**, and then select the **VOL1** volume.
5. In the Files and Directories box, click **Add**. The Select Object window appears
6. In the Browse context window, double-click the **VOL1** volume.
7. In the Available objects window, select the **SMCourses** folder.



8. With the **SMECourses** folder highlighted in the Files and Directories box, select these check boxes: **Read, Write, Create, Erase, Modify, File Scan, and Access Control.**
9. Click **OK.**
10. File rights are now set for the SMadmin user. You must now assign file rights to the SMusers group. Please go to the next section.

Assigning Course File Rights to the SMusers Group

1. Launch **z:\public\win32\nwadmn32.exe.**
2. Right-click the SMusers group, and then click **Details.**
3. Click **Rights to Files and Directories** on the right side of the dialog box.
4. In the Volumes box, click **Show**, and then select the **VOL1** volume.
5. In the Files and Directories box, click **Add.** The Select Object window appears
6. In the Browse context window, double-click the **VOL1** volume.
7. In the Available objects window, select the **SMECourses** folder.

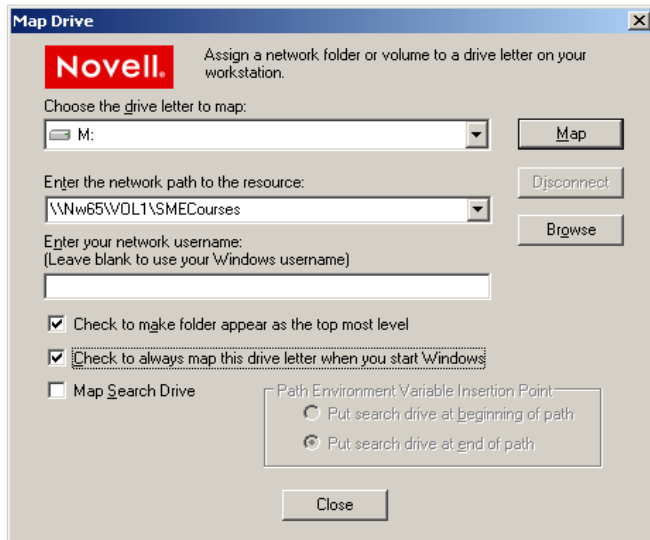


8. With the **SMCourses** folder highlighted in the Files and Directories box select **Read** and **File Scan**, and then click **OK**.
9. File rights are now set for the SAdmin user and the SMusers group. You must now install the courseware. Please go to the next section.

Installing the Courseware

To install the SuccessMaker courseware onto a courseware server, complete the following steps:

1. From a Windows workstation, log on to the courseware server as the SAdmin user.
2. Map a network drive to the **SMECourses** shared folder.



Note: Ensure that the **Check to make folder appear at the top most level** check box is selected. This makes the **SMECourses** folder appear at the root level.

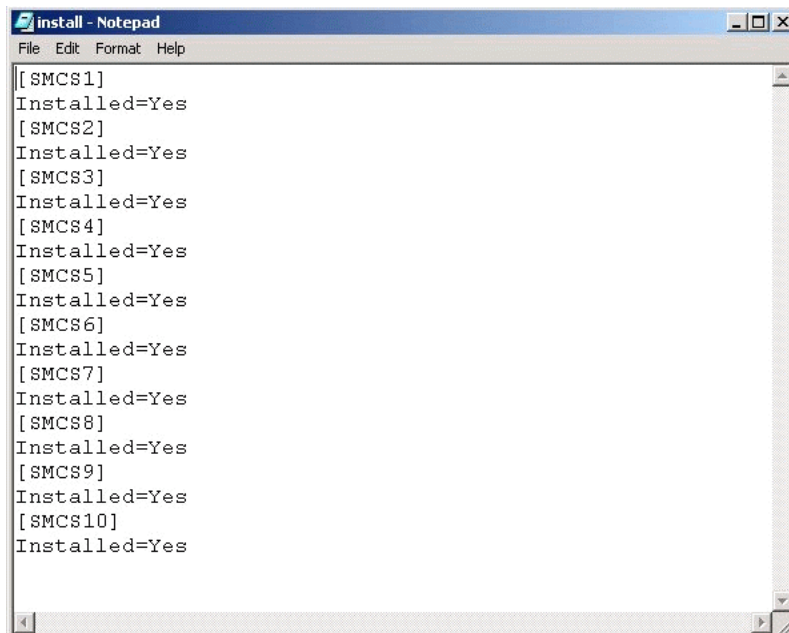
3. Insert the **SuccessMaker Courseware 1 CD** into the CD drive, or insert the **SuccessMaker Courseware DVD** into the DVD-ROM drive.
4. On the desktop of your courseware server, click **Start**, and then click **Run**.
5. Type **D:\setup** (where D is the drive letter of your CD or DVD-ROM drive), and then click **OK**.
6. At the Welcome page, click **Next**.
7. In the Select Drive page, select the map drive letter of the SMECourses folder. As you go through the installation process, make sure you select the same drive letter for all the discs (if you are installing from CD).
8. Click **Next** to start the installation. The installation program displays a progress indicator while the files are being copied.

9. When the files are copied, click **Finish**.
10. Remove the CD or DVD from the drive.
 - If you installed the courseware from a DVD, go to [“Accessing the Courseware from a Workstation”](#) on page 121.
 - If you installed the courseware from a CD, repeat steps 3 through 10 for the remaining Courseware CDs (2-10). After you install all the CDs, go to the next section.

Note: Ensure that all SuccessMaker users are given at least Read rights to the volume or share to which you installed the courseware.

CD Verification

After you install the courseware, open the **install.properties** file from the **CAI** folder on your courseware server. Check if all the CDs were installed successfully.



If any CD in the installation kit is missing from this list, you must install that CD. See [“Installing the Courseware”](#) on page 119.

When you install all of the Courseware CDs, go to the next section.

Accessing the Courseware from a Workstation

To access the courseware server from your client, follow these instructions:

- For Windows workstations accessing a NetWare server, ensure that anyone who uses the courseware has Read and File Scan rights. Map the drive letter M (recommended) to the volume where the courseware is installed.

You have successfully installed the SuccessMaker Enterprise courseware software. Now, you must license your installation and verify that it has been installed correctly. Please go to the next section.

Licensing and Verifying the Installation

Before you can begin using the new courseware in SuccessMaker Enterprise 1.4, you must activate the courseware with your courseware license key, and then verify that the new courseware and reports are functioning properly.

Courseware Activation

To activate the courseware for your system, you must enter your **courseware license** key into the management system. This key was provided to you in a letter from Pearson Digital Learning.

To enter your license key, complete the following steps:

1. Double-click the **SuccessMaker Enterprise** shortcut icon on your desktop to launch the management system. A Login screen appears.
2. In the **User Name** box, type **sysman**.
3. In the **Password** box, type **ncslearn**, and then press ENTER.
4. At the Select an Interface screen, select the Standard interface.
5. From the **Resource** menu, click **License Manager**. The utility window appears.
6. On the **License Key** menu, click **Add a License Key**.
7. Type your license key exactly as shown in the letter provided by Pearson Digital Learning (case sensitive), and then click **OK**.
8. Please go to the next section to verify that the installation was successful.

Verification Checklist

Complete this checklist to verify that the installation was successful and that you are able to access the courseware. For instructions on how to perform the following tasks in the management system, consult the management system guides.

- ☐ Using the License Manager utility, view the current license summary to verify that your license key includes the correct courses and the correct number of associated licenses.
- ☐ Create a new system manager user and assign all of the courses to that user. Then, log in as the new user and launch each course to verify that it is accessible.
- ☐ To verify that the ODBC configuration is correct, complete the following steps:
 1. Log on to a student interface as the new system manager user. Launch any course and answer five questions. Exit the course and the student interface.
 2. Log on to a teacher interface and run a course report for your user, selecting the course you launched in the previous step.
 3. Print the report.

You have now completed the installation of the SuccessMaker Enterprise 1.4 system on your NetWare server. For further information on server optimization settings, go to [“Tech Notes and Tips” on page 123](#).

Tech Notes and Tips

Optimization Tips

General

- Eliminate unnecessary networking protocols - SuccessMaker Enterprise 1.4 uses TCP/IP exclusively.
- Avoid having other applications open while installing or running SuccessMaker Enterprise 1.4.
- Check the latest system requirements for your server, stations, and network requirements at our Web site
<http://www.pearsondigital.com/successmaker>.
- Set your anti-virus software to prevent it from scanning the SuccessMaker Enterprise database files (sme.db and sme.log). These files are in the **Resultsmanager\successmaker\database** folder. The database could get “locked” if these files are scanned. If this happens, you may no longer be able to log in to SuccessMaker Enterprise. You have to restart the server to release the lock.

NetWare Server

- Make sure you have the latest service packs.
- File compression for NetWare volumes is not supported.
- Download the latest TCP update to match your version of NetWare.
- Check with manufacturers for the latest drivers and patches.
- Restrictive anti-virus settings may impact SuccessMaker Enterprise performance.
- Make sure that the network interface card on your server is set to 100 Mbps, not to auto-negotiate. Also, make sure that the duplex setting on your switch and that on the network card are the same. For example, if the card is set to 100 Mbps full-duplex, then the switch port that the server’s network card is plugged into, should also be set to 100 Mbps full-duplex.

Windows Workstations

- Make sure you have the latest service packs and hot fixes for your operating system.
- For NetWare installations, make sure you have the latest client software and that all workstations have the same version of the client software.
- Configure the local client software for File Caching to be turned off.
- Make sure that the network interface cards are configured properly for duplex settings, the Power Saver is turned off, and that there is no auto-negotiation.
- Check with hardware manufacturers of the main system and all components installed for latest patches and updates.
- Make sure the video display is set to 800x600 pixels, with the color setting at High Color (16 bit).
- Make sure the screen saver is set to wait for at least 30 minutes.
- Disable power saving features for all components.
- For QuickTime to work properly, set the video settings to Safe Mode. To do this, open QuickTime Settings from your Control Panel, select Video Settings from the drop-down list, and select Safe Mode.
- If you experience graphic problems, set your video hardware acceleration to None.
- UNC share mappings are not supported.
- Set your workstations to log on and restore network connections instead of performing a quick log on.
- Optimize hard disks by defragging regularly and cleaning up temporary files.
- Restrictive anti-virus settings may impact SuccessMaker Enterprise performance.

Network Infrastructure

- If hubs are being used in a 10 MB network, make sure that no more than 15 workstations per collision domain are configured.
- Pay careful attention to manufacturers' specifications for cascaded hubs and switches.
- Do not lock switch ports to a speed in excess of what the network's wiring is certified to support.
- Ensure that your cabling infrastructure is CAT 5 tested and certified.

Sybase Server/Database Tips

Server Fails to Start

Some common reasons why the Sybase service fails to start include:

- The command line has syntax errors.
- The wrong name or location was specified for the database.

Configuration Issue

If your server is servicing more than one IP address, you should specify which IP address you want Sybase to use. To do this, include a **MyIP =** switch in the Sybase command line parameters as shown in the example below.

Example:

```
-n SME -x tcpip{MyIP= X.X.X.X} VOL1:\SME\ResultsManager\
SuccessMaker\database\SME.db
```

Switches Breakdown

-n	Logical name of the Sybase server engine.
-x tcpip	Locks the database server into using TCP/IP protocol only. This should improve performance in some areas.
{MyIP=X.X.X.X}	X.X.X.X = IP address used by the Sybase engine.
{ServerPort=XXXX}	XXXX = Server port used by the Sybase engine; the default is 2638 unless otherwise specified.
{conn=XXX}	XXX = Number of TCP/IP connections to the database; the default is 108. (Note: this switch is for NetWare systems only.)

Updating Stand-Alone Workstations to SuccessMaker Enterprise 1.4

Overview

The following chapter explains how to update SuccessMaker Enterprise stand-alone configurations from versions 1.2, 1.3, or 1.3 with the latest service pack installed, to 1.4.

To update your workstation you must be at SuccessMaker Enterprise v1.2 or higher. If you have an earlier version of SuccessMaker Enterprise (1.0 or 1.1), you must first update to 1.2, and then update to 1.4.

Note: During the update process Pearson Digital Learning recommends that you back up your database and log file. This backup is used only if a problem arises during the update process and you need to restore your SuccessMaker Enterprise system to the previous version. Normally, you convert your existing database to the latest version and you will not need this backup.

Check the size of your **ResultsManager** folder. The free space on the drive to which you will install SuccessMaker Enterprise 1.4 must be 2.5 times the size of the **ResultsManager** folder.

If you are updating your workstation from the SuccessMaker Enterprise 1.2 system, you must first update your database service to Sybase 8.0.2.4339. For more information, see [“Installing the EBF Patch” on page 10](#).

Installation Overview

1. Log on to the stand-alone workstation as a user with administrative rights.
2. Back up the existing SuccessMaker Enterprise database folder. See [“Backing Up the Existing Database Folder” on page 129.](#)
3. Stop the Sybase 8.0.2.4339 Database service. See [“Stopping the Sybase Database Service” on page 130.](#)
4. Insert the SuccessMaker Enterprise v1.4 **Management System Setup - School CD** into the CD drive and follow the on-screen instructions to update to the SuccessMaker Enterprise v1.4 system. See [“Installing the SuccessMaker Enterprise 1.4 Update” on page 130.](#)
5. Restart the Sybase Database Service. See [“Restarting the Sybase Database Service” on page 132.](#)
6. Update the client workstation. See [“Auto-updating the Client Installation” on page 132.](#)
7. Verify the update process. See [“Verifying the Update Process” on page 132.](#)

Backing Up the Existing Database Folder

Pearson Digital Learning recommends that you make a backup copy of your database and log file, and save them to another location (other than where your current SuccessMaker Enterprise installation resides) before you update to SuccessMaker Enterprise 1.4.

To back up your database, complete the following steps:

1. Log on to the stand-alone workstation as a user with administrative rights.
2. Create a folder where you want to save the backup files. You can create the folder on any local drive. For example, you can create the folder C:\Backup\SMEDatabase.
3. On your taskbar, click **Start**, and then click **Run**.
4. Type the following command line in the Run dialog box:

Driveletter: \ResultsManager\SuccessMaker\Livebackup\Livebackup X Y

In the command line:

Driveletter is the drive where SuccessMaker Enterprise 1.4 application is installed.

X is the ODBC data source name of your SuccessMaker Enterprise database. SME is the default.

Y is the path name of the folder you created.

The following is an example of a complete command line:

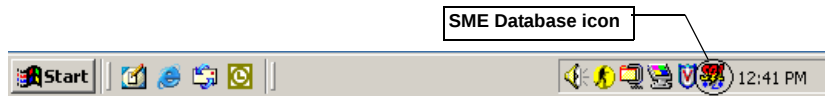
C:\ResultsManager\SuccessMaker\Livebackup\Livebackup
SME C:\Backup\SMEDatabase

5. You must now stop the database service. Please go to the next section.

Stopping the Sybase Database Service

To stop the Sybase Database Service, complete the following steps:

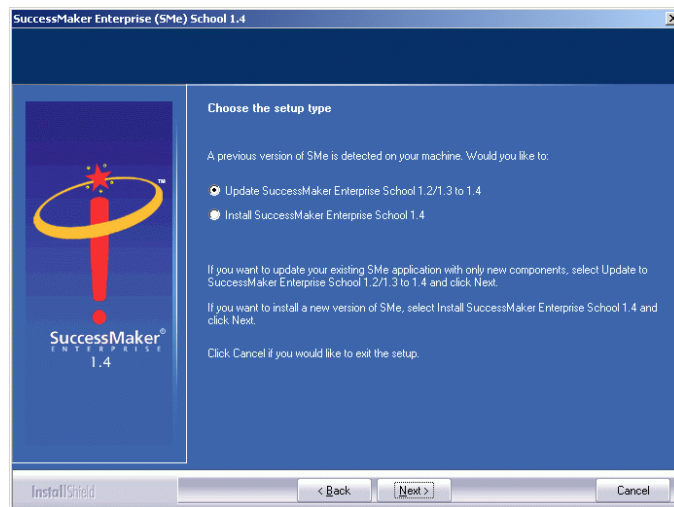
1. In the notification area at the far right side of the taskbar on your desktop, double-click the **SME Database** icon. The Adaptive Server Anywhere dialog box appears.



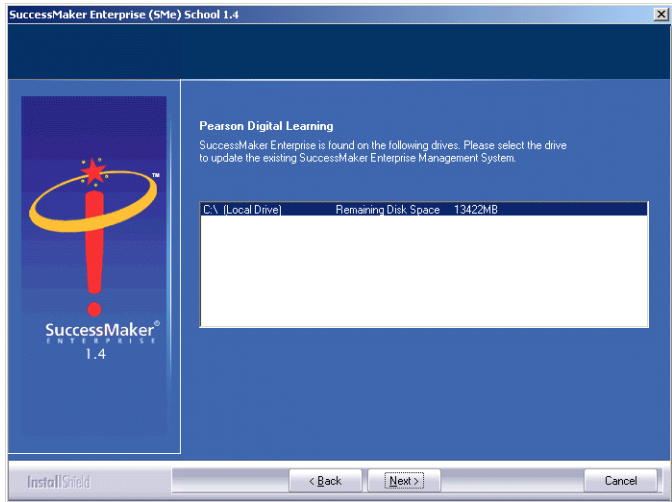
2. Click **Shutdown**.
3. You must now install the SuccessMaker Enterprise 1.4 update. Please go to the next section.

Installing the SuccessMaker Enterprise 1.4 Update

1. Insert the SuccessMaker Enterprise v1.4 **Management System Setup - School** CD into the CD drive.
2. On the taskbar, click **Start**, and then click **Run**.
3. Type **D:\Setup.exe** (where D: is the drive letter of your CD drive), and then click **OK**. The Welcome page appears.
4. Click **Next**. The Setup Instructions page appears.
5. Click **Yes**. The Choose Installation Type page appears.
6. Select the **Standalone Installation** option, and then click **Next**. The Choose the Setup Type page appears.



7. Select **Update SuccessMaker Enterprise School 1.2/1.3 to 1.4**, and then click **Next**. The Select Drive page appears.



8. Select the drive where you want to update your existing SuccessMaker Enterprise management system, and then click **Next**.
9. Click **Yes** to make a backup of the SuccessMaker Enterprise database.

Note: If you are updating a workstation running SuccessMaker Enterprise v1.3 or higher, go to step 12. If you are updating a workstation running SuccessMaker Enterprise v1.2, go to the next step.

10. In the Server Information page, click **Next**. The Information Summary page appears.
11. Click **Next**. The Setup Completed page appears.
12. Select the **View log files** check box if you want to view the log files, and then click **Finish**.
13. You must now restart the database service. Please go to the next section.

Restarting the Sybase Database Service

To restart the Sybase Database Service, double-click the **SME Database** icon on your desktop. The Adaptive Server Anywhere window appears and you can see the SME Database icon in the notification area on the right side of the taskbar.

You must now update the SuccessMaker Enterprise client. Please go to the next section.

Auto-updating the Client Installation

To auto-update the Windows client to SuccessMaker Enterprise 1.4, double-click the **SuccessMaker** icon on the desktop. All the latest SuccessMaker Enterprise 1.4 components are copied to the Windows client. When the update is complete, the SuccessMaker Enterprise login screen appears.

Note: If the login screen does not appear after the workstation auto-update procedure executes and an MS-DOS window is left open, simply close the MS-DOS window and double-click the SuccessMaker icon again to display the login screen. The workstation will then be ready for use.

If you want to perform a fresh workstation installation, see [“SuccessMaker Enterprise 1.4 Client Installation” on page 12.](#)

You must now verify that the update was successful. Please go to the next section.

Verifying the Update Process

To verify that your system has been updated to SuccessMaker Enterprise 1.4, complete the following steps:

1. Log on to the SuccessMaker Enterprise application as a teacher or system manager user type.
2. From the Standard management system interface, on the **Help** menu, click **Components Version**.
3. Verify that the screen displays 1.4 as the version of SuccessMaker Enterprise.

Updating Microsoft Windows Servers to SuccessMaker Enterprise 1.4

Overview

The following chapter explains how to update a SuccessMaker Enterprise School server (Windows 2000/2003) configurations from versions 1.2, 1.3, or 1.3 with the latest service pack installed, to 1.4.

To update your server, you must be at SuccessMaker Enterprise v1.2 or higher. If you have an earlier version of SuccessMaker Enterprise (1.0 or 1.1), you must first update to 1.2, and then update to 1.4.

Note: During the update process Pearson Digital Learning recommends that you back up your database and log file. This backup is used only if a problem arises during the update process and you need to restore your SuccessMaker Enterprise system to the previous version. Normally, you convert your existing database to the latest version and you will not need this backup.

Check the size of your **ResultsManager** folder. The free space on the drive to which you will install SuccessMaker Enterprise 1.4 must be 2.5 times the size of the **ResultsManager** folder.

If you are updating your server from the SuccessMaker Enterprise 1.2 system, you must first update your database service to Sybase 8.0.2.4339. For more information, see [“Installing the EBF Patch” on page 136](#).

Installation Overview

To update to the SuccessMaker Enterprise 1.4 program, complete the following steps:

1. Make a back up of your existing database. See [“Backing Up the Existing Database” on page 135](#).
2. Stop your Sybase database service. See [“Stopping the Sybase Database Service” on page 136](#).
3. Stop your Macintosh LAN report service. See [“Stopping the Macintosh LAN Report Service” on page 137](#). (Only applicable if you are updating a system running SuccessMaker Enterprise v1.2 or a system running SuccessMaker Enterprise v1.3 with the latest service pack installed.)
4. Stop the Reports Web site. [“Stopping the SuccessMaker Enterprise Reports Web Site” on page 138](#). (Only applicable if you are running the SuccessMaker Enterprise v1.3 system.)
5. Install the SuccessMaker update. See [“Installing the SuccessMaker Enterprise 1.4 Update” on page 139](#).
6. Restart your Sybase database service. See [“Restarting the Sybase Database Service” on page 141](#).
7. Remove the old Macintosh LAN report service. See [“Removing a Macintosh LAN Report Service” on page 141](#). (Only applicable if you are updating a system running SuccessMaker Enterprise v1.2 or a system running SuccessMaker Enterprise v1.3 with the latest service pack installed.)
8. Install a new Macintosh LAN report service. See [“Installing a Macintosh LAN Report Service” on page 142](#).
9. Modify user file rights. See [“Modifying SuccessMaker Enterprise User File Rights” on page 143](#).
10. Update SuccessMaker Enterprise 1.4 client. See [“Updating Clients to SuccessMaker Enterprise 1.4” on page 144](#).

Backing Up the Existing Database

Pearson Digital Learning recommends that you make a backup copy of your database and log file, and save them to another location (other than where your current SuccessMaker Enterprise installation resides) before you update to SuccessMaker Enterprise 1.4.

Note: Be sure that you perform the live backup of the SuccessMaker Enterprise database before or after students are actively using the system. If students are logging on or logging off during the live backup process, the database could be adversely affected.

Note: To run the tool from a Windows 2000 or Windows 2003 server, you must first create an ODBC data source. If you want to install an ODBC data source, go to the \ResultsManager\SuccessMaker\ODBC folder and run the **setup.exe** file. For more information, go to [“Creating an ODBC Data Source” on page 60.](#)

To back up your database, complete the following steps:

1. Log on to a Windows workstation or a Windows 2000/2003 server as a user with administrative rights to the SME share.
2. Create a folder where you want to save the backup files. You can create the folder on any local drive. For example, you can create the folder C:\Backup\SMEDatabase.
3. On your taskbar, click **Start**, and then click **Run**.
4. Type the following command line in the Run dialog box:

Driveletter: \ResultsManager\SuccessMaker\Livebackup\Livebackup X Y

In the command line:

Driveletter is the drive where SuccessMaker Enterprise 1.4 application is installed.

X is the ODBC data source name of your SuccessMaker Enterprise 1.4 database. SME is the default.

Y is the path name of the folder you created.

The following is an example of a complete command line:

T:\ResultsManager\SuccessMaker\Livebackup\LivebackupSME
C:\Backup\SMEDatabase

5. You must now stop the database service. Please go to the next section.

Stopping the Sybase Database Service

To stop the Sybase Database Service, complete the following steps:

1. Log on to your Windows 2000/2003 server as a user with administrative rights.
2. On the taskbar of your Windows 2000/2003 server, click **Start**, point to **Programs**, point to **Sybase SQL Anywhere 8**, and then click **Sybase Central**. The Sybase Central window appears.
3. In the left panel, select the **Services** folder. The name of your Sybase Database Service is seen in the right panel.
4. Right-click the Sybase Database Service and click **Stop**. In the right panel, ensure that the Status column indicates that the service has changed from **Started** to **Stopped**.
5. Close the window.

If you are updating from SuccessMaker Enterprise 1.2, go to the next section to update your database service.

If you are not updating from SuccessMaker Enterprise 1.2, and you do not have Macintosh workstations, go to [“Installing the SuccessMaker Enterprise 1.4 Update” on page 139](#).

If you are not updating from SuccessMaker Enterprise 1.2, and you do have Macintosh workstations, go to [“Stopping the Macintosh LAN Report Service” on page 137](#).

Installing the EBF Patch

If you are updating your server from the SuccessMaker Enterprise 1.2 system, you must first update your database service to Sybase 8.0.2.4339. To install the EBF patch, complete the following steps:

1. From the SuccessMaker Enterprise v1.4 **Management Setup CD**, open the **Sybase4339\Windows** folder and run the **setup.exe** file.
2. At the Welcome to the InstallShield Wizard for SQL Anywhere 8 Install (EBF) page, click **Next**. The License Agreement page appears.
3. Read the license agreement. Click the **I accept the terms of this agreement** option, and then click **Next**. The Choose Location page appears.
4. Verify that the default path shown is **C:\Program Files\Sybase\SQL Anywhere 8**, and then click **Next**. The Choose Shared Components Location page appears.

5. Verify that the default path shown is **C:\Program Files\Sybase\Shared**, and then click **Next**.
6. At the Select Components page, click **Next**. The Start Copying Files page appears.
7. Click **Next**. After the files are copied, the Setup Complete page appears.
8. Clear the **ReadMe file** check box if you do not want to view the ReadMe file, and then click **Finish**.
9. If you have Macintosh workstations, please go to the next section. If you do not have Macintosh workstations, go to [“Stopping the SuccessMaker Enterprise Reports Web Site” on page 138](#).

Stopping the Macintosh LAN Report Service

Note: Only applicable if you are updating a system running SuccessMaker Enterprise v1.2 or a system running SuccessMaker Enterprise v1.3 with the latest service pack installed.

To stop the Macintosh LAN report service, complete the following steps:

1. On the taskbar of your server, click **Start**, point to **Programs**, point to **Administrative Tools**, and then click **Services**. The Services window appears.
2. In the right pane of the Services window, right-click the Macintosh LAN report service (for example, “Report Server - Name”) and click **Stop**. The word **Stopped** appears in parentheses beside the Macintosh LAN Report service.
3. You must now stop the SuccessMaker Enterprise Reports Web site. Please go to the next section.

Stopping the SuccessMaker Enterprise Reports Web Site

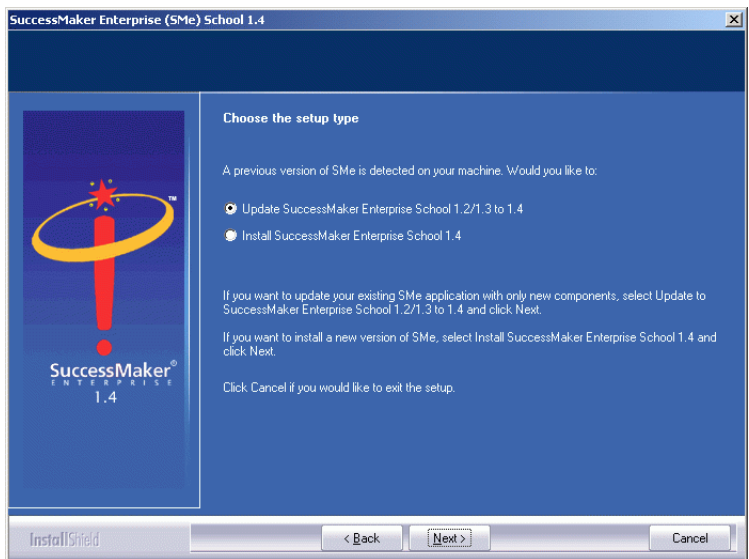
Note: Only applicable if you are running the SuccessMaker Enterprise v1.3 system.

To stop the SuccessMaker Enterprise reports Web site, complete the following steps:

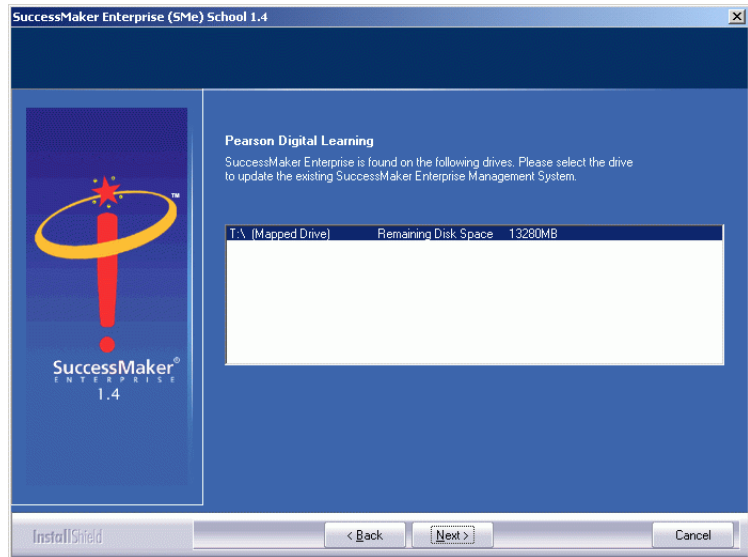
1. On the taskbar of your server, click **Start**, point to **Programs**, point to **Administrative Tools**, and then click **Internet Services Manager**. The Internet Information Services window appears.
2. In the left pane of the Internet Information Services window, right-click the reports Web site and click **Stop**. The word **Stopped** appears in parentheses beside the Web site.
3. Close the Internet Information Services window.
4. You must now install the SuccessMaker Enterprise 1.4 update. Please go to the next section.

Installing the SuccessMaker Enterprise 1.4 Update

1. Insert the SuccessMaker Enterprise v1.4 **Management System Setup - School** CD into the CD drive.
2. On the taskbar, click **Start**, and then click **Run**.
3. Type **D:\Setup.exe** (where D: is the drive letter of your CD drive), and then click **OK**. The Welcome page appears.
4. Click **Next**. The Setup Instructions page appears.
5. Click **Yes**. The Choose Installation Type page appears.
6. Select the **Local Server Installation** option, and then click **Next**. The Choose the Setup Type page appears.



7. Select **Update SuccessMaker Enterprise School 1.2/1.3 to 1.4**, and then click **Next**. The Select Drive page appears.



8. Select the drive where you want to update your existing SuccessMaker Enterprise management system, and then click **Next**.
9. Click **Yes** to make a backup of the SuccessMaker Enterprise database.

Note: If you are updating a server running SuccessMaker Enterprise v1.3 or higher, go to step 12. If you are updating a server running SuccessMaker Enterprise v1.2, go to the next step.

10. In the Server Information page, click **Next**. The Information Summary page appears.
11. Click **Next**. The Setup Completed page appears.
12. Select the **View log files** checkbox if you want to view the log files, and then click **Finish**.

Restarting the Sybase Database Service

After the installation is complete, you need to restart your Sybase Database Service. To restart your Sybase service, complete the following steps:

1. On the taskbar of your Windows 2000/2003 server, click **Start**, point to **Programs**, point to **Sybase SQL Anywhere 8**, and then click **Sybase Central**. The Sybase Central window appears.
2. In the left panel, select the **Services** folder. The name of your Sybase Database Service is seen in the right panel.
3. Right-click the Sybase Database Service and click **Start**. In the right panel, ensure that the Status column indicates that the service has changed from **Stopped** to **Started**.
4. Close the window.

Note: If you do not have Macintosh workstations, the update to the Windows 2000/2003 server is complete. To update your client workstations, go to [“Updating Clients to SuccessMaker Enterprise 1.4” on page 144](#). If you have Macintosh workstations, continue with the next section.

Removing a Macintosh LAN Report Service

Note: Only applicable if you are updating a system running SuccessMaker Enterprise v1.2 or a system running SuccessMaker Enterprise v1.3 with the latest service pack installed.

To remove the old Macintosh report service, complete the following steps from the server:

1. Open the **\ResultsManager\SuccessMaker\Tools** folder.
2. Right-click the **RemoveReportService.bat** file, and click **Edit**.
3. Locate the following line:
SC.exe delete "Report Server - Name"
4. Delete the existing report service name from the line given above and in its place, type the name of the report service you want to remove.
5. Save and close the file.

6. Double-click the **RemoveReportService.bat** file. This removes the report service.
7. You must now install a Macintosh LAN report service. Please go to the next section.

Installing a Macintosh LAN Report Service

To run the Macintosh LAN support report service, from the server complete the following steps:

1. Browse to the **ResultsManager\SuccessMaker\Mac\LanSupport** folder.
2. Double-click **Setup.exe** to run the installer.
3. At the Welcome page, click **Next**.
4. At the Choose Destination Location page, click **Browse**.
5. Browse to the shared folder named SME, click **OK**, and click **Next**. The Mac LAN Setup page appears.
6. Verify the database and report server information displayed in the Mac LAN Setup page. The following list provides a description of each field.

Database Information

- IP: IP address of the server hosting your Sybase service
- Port: Port number being used by your Sybase service. The default is 2638.
- Name: Name of your Sybase service. The default is SME.

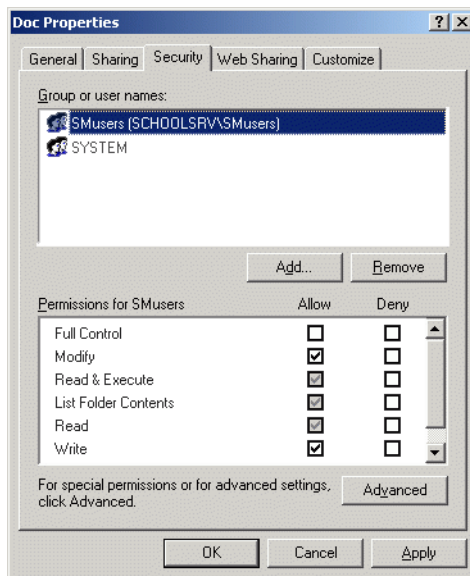
Report Server Information

- Unique Service Name: SME. The default is SME.
 - Port: Port number that the Macintosh printer service uses. The default is 2880.
7. Click **Next**. A DOS window appears while the setup runs. Please be patient. The setup may take a few moments.
 8. When the installation is complete, select the option to restart the server and click **Finish**.
 9. After the server has restarted, click **Start**, point to **Programs**, point to **Administrative Tools**, and then click **Services**. You should see a Report Server - School item in the services list.
 10. You must now modify user file rights. Please go to the next section.

Modifying SuccessMaker Enterprise User File Rights

If your network contains Macintosh workstations, you must complete the following steps from your Windows server.

1. Open the drive that is hosting your SME share.
2. Browse to the **\ResultsManager\SuccessMaker\SupportS** folder.
3. Right-click the **Doc** folder and click **Properties**.
4. Click the **Security** tab.
5. Select the **SMusers** group.
6. Select the **Modify** check box under the Allow column.



7. Click **OK**.
8. You must now update your SuccessMaker Enterprise client workstations. To update your client workstations. Please go to the next section.

Updating Clients to SuccessMaker Enterprise 1.4

Auto-updating Windows Clients

To auto-update the Windows client workstation, double-click the **SuccessMaker** icon on the desktop. All the latest SuccessMaker Enterprise 1.4 components are copied to the Windows client. When the update is complete, the SuccessMaker Enterprise login screen appears.

Note: If the login screen does not appear after the workstation auto-update procedure executes and an MS-DOS window is left open, simply close the MS-DOS window and double-click the SuccessMaker icon again to display the login screen. The workstation will then be ready for use.

If you want to perform a fresh workstation installation, go to [“Running the Windows Workstation Setup” on page 59](#).

If you have Macintosh clients, go to the next section. If you do not have Macintosh clients, go to [“Verifying the Update Process” on page 146](#).

Extracting the Macintosh Workstation Setup Files

You need to extract the updated Macintosh setup files on your file server. To do this, follow the instructions listed in the section relevant to your operating system.

- For networks running Mac 9.x, go to the next section.
- For networks running Mac OS X, go to [page 145](#).
- For networks running both Mac 9.x and Mac OS X, complete the steps under Mac OS X on [page 145](#).

Mac 9.x

1. Close all open applications on your Macintosh workstation.
2. On the **Apple** menu, click **Chooser**.
3. Click the **AppleShare** icon and select your **AppleTalk** zone.
4. From the File Servers list, select your SuccessMaker Enterprise v1.4 server and click **OK**.
5. Log on as a user with administrative rights to the SME volume.
6. From the list of network volumes, select the **SME** volume and click **OK**.
7. Close **Chooser**.
8. Browse to the **ResultsManager\SuccessMaker\Mac** folder on the SME volume.
9. Double-click **setup.hqx** to extract the **Setup** file.
10. Double-click **newsetup.hqx** to extract the **Newsetup** file.
11. Double-click **13AutoUpdate.hqx** to extract the **13AutoUpdate** file.
12. You must now update your Macintosh client workstations.
Please go to [“Auto-updating Macintosh Clients” on page 146](#).

Mac OS X

1. Close all applications on your Macintosh workstation.
2. On the **Go** menu, click **Connect to Server**. The Connect to Server dialog box appears.
3. Type the IP address of your SuccessMaker Enterprise v1.4 server and click **Connect**.
4. Log on as a user with administrative rights to the SME volume.
5. From the list of network volumes, select the **SME** volume and click **OK**.
6. Browse to the **ResultsManager\SuccessMaker\Mac** folder on the SME volume.
7. Double-click **setup.hqx** to extract the **Setup** file.
8. Double-click **newsetup.hqx** to extract the **Newsetup** file.
9. Double-click **13AutoUpdate.hqx** to extract the **13AutoUpdate** file.

10. You must now update your Macintosh client workstations. Please go to the next section.

Auto-updating Macintosh Clients

You can auto-update your SuccessMaker Enterprise clients from either 1.2 or 1.3 with the Service Pack installed by simply double-clicking the **SuccessMaker Enterprise** icon on your desktop or in your dock. For workstations running SuccessMaker Enterprise 1.3 client, please see the note below.

Note: If you are updating the SuccessMaker Enterprise 1.3 client, you must first run the 13AutoUpdate file from the workstation(s) you are updating. You can find the file in the ResultsManager>SuccessMaker>Mac folder. Once you have run the 13AutoUpdate file, you must double-click the **SuccessMaker Enterprise** icon on each of the Macintosh workstations in your SuccessMaker Enterprise setup. This will auto-update the Macintosh client workstation to SuccessMaker Enterprise 1.4.

Note: The auto-update process updates clients to the Classic version of the SuccessMaker Enterprise management system. If you want to install the Native OS X version of the management system, you must run the NewSetup file and choose Native as the mode of installation.

You must now verify that the update was successful. Please go to [“Verifying the Update Process” on page 146](#)

Verifying the Update Process

To verify that your system has been updated to SuccessMaker Enterprise 1.4, complete the following steps:

1. Log on to the SuccessMaker Enterprise application as a teacher or system manager user type.
2. From the Standard management system interface, on the **Help** menu, click **Components Version**.
3. Verify that the screen displays 1.4 as the version of SuccessMaker Enterprise.

Updating Novell NetWare Servers to SuccessMaker Enterprise 1.4

Overview

The following chapter explains how to update a SuccessMaker Enterprise School server (NetWare 5.1, 6, or 6.5) configurations from versions 1.2, 1.3, or 1.3 with the latest service pack installed, to 1.4.

To update your server, you must be at SuccessMaker Enterprise v1.2 or higher. If you have an earlier version of SuccessMaker Enterprise (1.0 or 1.1), you must first update to 1.2, and then update to 1.4.

Note: During the update process Pearson Digital Learning recommends that you back up your database and log file. This backup is used only if a problem arises during the update process and you need to restore your SuccessMaker Enterprise system to the previous version. Normally, you convert your existing database to the latest version and you will not need this backup.

Check the size of your **ResultsManager** folder. The free space on the drive to which you will install SuccessMaker Enterprise 1.4 must be 2.5 times the size of the **ResultsManager** folder.

If you are updating your server from the SuccessMaker Enterprise 1.2 system, you must first update your database service to Sybase 8.0.2.4339. For more information, see [“Installing the SuccessMaker Enterprise 1.4 Update” on page 150](#).

Installation Overview

To update to the SuccessMaker Enterprise 1.4 program, complete the following steps:

1. Make a back up of your existing database. See [“Backing Up the Existing Database Folder” on page 148.](#)
2. Stop your Sybase database NLM. See [“Restarting the Sybase Database NLM” on page 150.](#)
3. Install the SuccessMaker update. See [“Installing the SuccessMaker Enterprise 1.4 Update” on page 150.](#)
4. Restart your Sybase database service. See [“Restarting the Sybase Database NLM” on page 153.](#)
5. Update SuccessMaker Enterprise 1.4 client. See [“Auto-updating Windows Clients” on page 154.](#)

Backing Up the Existing Database Folder

Pearson Digital Learning recommends that you make a backup copy of your database and log file, and save them to another location (other than where your current SuccessMaker Enterprise installation resides) before you update to SuccessMaker Enterprise 1.4.

Note: Be sure that you perform the live backup of the SuccessMaker Enterprise database before or after students are actively using the system. If students are logging on or logging off during the live backup process, the database could be adversely affected.

From a Windows workstation that is configured to run SuccessMaker Enterprise, complete the following steps:

1. Create a folder where you want to save the backup files. You can create the folder on any local or network drive. For example, you can create the folder C:\Backup\SMEDatabase.
2. On your taskbar, click **Start**, and then click **Run**.
3. Type the following command line in the Run dialog box:

Driveletter: \ResultsManager\SuccessMaker\Livebackup\Livebackup X Y

In the command line:

Driveletter is the drive where SuccessMaker Enterprise 1.4 application is installed.

X is the ODBC data source name of your SuccessMaker Enterprise 1.4 database. SME is the default.

Y is the path name of the folder you created.

The following is an example of a complete command line:

```
T:\ResultsManager\SuccessMaker\Livebackup\LivebackupSME  
C:\Backup\SMEDatabase
```

If you are updating from SuccessMaker Enterprise 1.2, you must now install the EBF patch on your server. Please go to the next section.

If you are not updating from SuccessMaker Enterprise 1.2, go to [“Restarting the Sybase Database NLM” on page 150](#).

Installing the EBF Patch

If you are updating your server from the SuccessMaker Enterprise 1.2 system, you must first update your database service to Sybase 8.0.2.4339. To install the EBF patch, complete the following steps:

Note: If you are not updating from SuccessMaker Enterprise 1.2, go to the [“Restarting the Sybase Database NLM”](#) section below.

1. Go to the file server.

Note: Ensure that no user is running the SuccessMaker Enterprise application.

2. At the console prompt, press CTRL+ESC. This displays all the screens that are currently running. Select the screen number for **ASA 8.0.2 (3601) - School**.
3. Press Q to stop the Sybase Database service.
4. From the SuccessMaker Enterprise v1.4 **Management Setup CD**, open the **Sybase4339\NetWare** folder and run the **setup.exe** file.
5. At the Welcome page, click **Next**. The Current location page appears.
6. Type or select the location of the existing installation of SQL Anywhere 8 for NetWare, and then click **Next**. The Choose Destination Location page appears.
7. Type or select the folder containing the **setup** files, and then click **Next**.
8. At the Select Components page, click **Next**. The Start Copying Files page appears.

9. Click **Next**.
10. Click **Finish** to complete the setup.
11. You must now restart the Sybase Database NLM. Please go to the next section.

Restarting the Sybase Database NLM

To stop the Sybase Database NLM, complete the following steps:

1. Go to the file server.

Note: Ensure that no user is running the SuccessMaker Enterprise application.

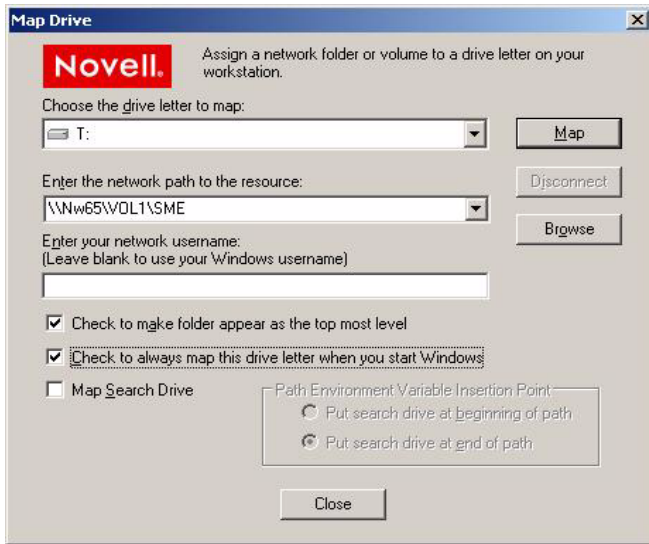
2. At the console prompt, press CTRL+ESC. This displays all the screens that are currently running. Select the screen number for **ASA 8.0.2 (4339) - School**.
3. Press Q to stop the Sybase Database service.
4. Reboot the server.
5. You must now install the SuccessMaker Enterprise 1.4 update. Please go to the next section.

Installing the SuccessMaker Enterprise 1.4 Update

1. Go to the file server.

Note: Ensure that no user is running the SuccessMaker Enterprise application.

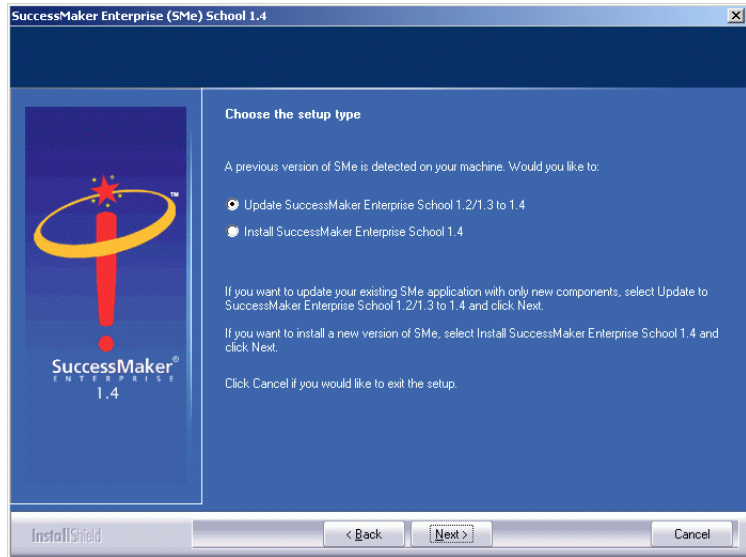
2. At the console prompt, press CTRL+ESC. This displays all the screens that are currently running. Select the screen number for **ASA 8.0.2 (4339) - School**.
3. Press Q to stop the Sybase Database service.
4. From a workstation, log on to the NetWare server as the SAdmin user or a user with admin-equivalent rights to the SuccessMaker volume. Map a drive letter to your SME volume (where your SuccessMaker Enterprise management system is installed).



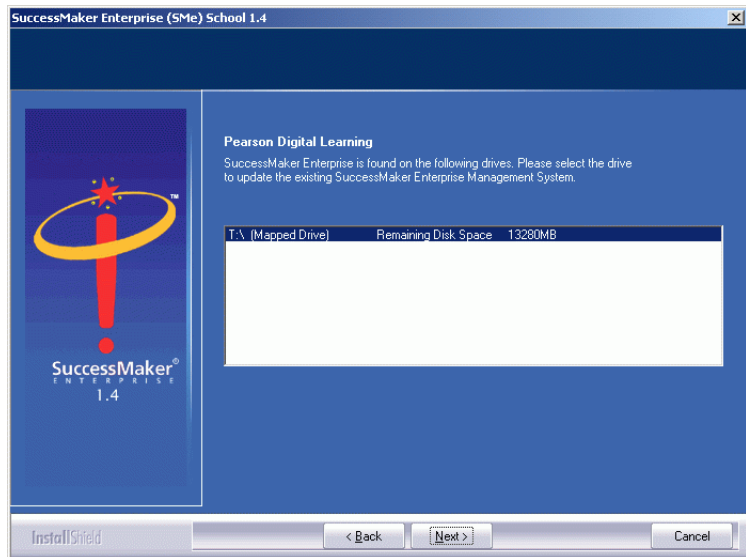
Note: Ensure that the **Check to make folder appear at the top most level** check box is selected. This makes the **SME** folder appear at the root level.

5. Insert the SuccessMaker Enterprise v1.4 **Management System Setup - School CD** into the CD drive.
6. On the taskbar, click **Start**, and then click **Run**.
7. Type **D:\Setup.exe** (where D: is the drive letter of your CD drive), and then click **OK**. The Welcome page appears.
8. Click **Next**. The Setup Instructions page appears.
9. Click **Yes**. The Choose Installation Type page appears.

10. Select the **Local Server Installation** option, and then click **Next**. The Choose the Setup Type page appears.



11. Select **Update SuccessMaker Enterprise School 1.2/1.3 to 1.4**, and then click **Next**. The Select Drive page appears.



12. Select the drive where you want to update your existing SuccessMaker Enterprise management system, and then click **Next**.
13. Click **Yes** to make a backup of the SuccessMaker Enterprise database.

Note: If you are updating a server running SuccessMaker Enterprise v1.3 or higher, go to step 16. If you are updating a server running SuccessMaker Enterprise v1.2, go to the next step.

14. In the Server Information page, click **Next**. The Information Summary page appears.
15. Click **Next**. The Setup Completed page appears.
16. Select the **View log files** checkbox if you want to view the log files and click **Finish**.
17. You must now restart the Sybase Database NLM. Please go to the next section.

Restarting the Sybase Database NLM

After the installation is complete, you need to restart your Sybase Database NLM. To start the Sybase Database NLM, from the server console prompt, type the following:

```
load dbsrv8 -n SME -x tcpip  
YYY:\SME\ResultsManager\SuccessMaker\database\SME.db
```

Where, YYY is the name of the volume where SuccessMaker Enterprise 1.4 is installed.

When the database server loads successfully, a screen appears and indicates that requests are now being accepted.

The update to the NetWare server is complete. To update your client workstations, go to the next section.

Auto-updating Windows Clients

To auto-update the Windows client workstation, double-click the **SuccessMaker** icon on the desktop. All the latest SuccessMaker Enterprise 1.4 components are copied to the Windows client. When the update is complete, the SuccessMaker Enterprise login screen appears.

Note: If the login screen does not appear after the workstation auto-update procedure executes and an MS-DOS window is left open, simply close the MS-DOS window and double-click the SuccessMaker icon again to display the login screen. The workstation will then be ready for use.

If you want to perform a fresh workstation installation, go to [“Running the Windows Workstation Setup” on page 59](#).

You must now verify that the update was successful. Please go to the next section.

Verifying the Update Process

To verify that your system has been updated to SuccessMaker Enterprise 1.4, complete the following steps:

1. Log on to the SuccessMaker Enterprise application as a teacher or system manager user type.
2. From the Standard management system interface, on the **Help** menu, click **Components Version**.
3. Verify that the screen displays 1.4 as the version of SuccessMaker Enterprise.

Troubleshooting

Common Issues

Logging In

After double-clicking the login icon for the first time, the product starts to load and then loops back to Windows.

Be sure that the Register.ilc file is located in the **ResultsManager\SuccessMaker\Library** directory, and that it is named *exactly* Register.ilc, rather than Register.ilc.exe or Register.exe, etc.

After double-clicking the login icon, I get an Error 2 or Error 3.

Verify that you have a drive mapped to the **SME** share or the volume location of SuccessMaker Enterprise 1.4 (T: is recommended).

Error JZ006

- Be sure that the IP address specified in the DataAccess.properties file (located in the **ResultsManager\SuccessMaker\Library** directory) matches the IP address running at the Sybase server.
- Be sure that the Sybase SME database service is running without errors.

Running Reports

A "Report engine is busy." message appears.

This message sometimes occurs when multiple people are trying to print reports at the same time; this is normal and expected. However, if you receive this message often, there are a number of possible explanations.

The most common cause is that there is something wrong with the SME ODBC data source. Check the information you supplied in the ODBC configuration. Ensure that you entered the correct IP address on the Network tab and that the server name matches the name of the Sybase server in the ODBC Configuration dialog box.

Unable to open and/or close the database.

- Check your ODBC system data source. The most common cause of this error is an incorrect data source name, which should be **SME** in all caps.
- Check the User ID and Password on the ODBC System Data Source **Login** tab. They should both be “reports.”

Updating the SuccessMaker Enterprise Management System

The “SuccessMaker Enterprise Management System is getting accessed” message appears.

Make sure that the **ResultsManager** folder is not open on any system in the network. If the message continues to appear, it could be either because a report service is running, or because the Sybase service is on. To close the report service, click **OK**. The Setup not completed page appears. Click **Finish**. To stop the report service, in Control Panel, open Administrative Tools, and then double-click **Services**. Right-click the Report Server service that is running and click **Stop**.

To stop the Sybase service, go to **Start>Programs>Sybase>Sybase Central**. Close all Sybase services that are running.

Restarting Your Sybase Service

If you are unable to restart your Sybase database service after updating to SuccessMaker Enterprise 1.4, make sure the **SYSTEM** account is added to the Security properties of the **SME** share folder.