

ICT4Life: Important information regarding a fault with the Assessment component

It has come to our attention that a number of customers have experienced issues with the 'Assessment' component of the ICT4Life suite of ActiveTeach products. Specifically, some user logins have been lost, and/or work submissions made that are not reflected in the database.

We have investigated the causes of the fault and have identified that a fault-intolerance exists when the database is unavailable temporarily, or when permissions preclude successful amendments to the database. If these faults occur whilst users are logged in, the database may become corrupt. There is currently no ready means of repairing the database when it has corrupted in this manner.

Whilst we are working on a more resilient solution, this will not be available in the immediate-short term. When an update is available, we will contact you directly with further advice and upgrade options.

What to do next

In the interim period before we have a solution to this problem, our advice to customers is as follows:

Ensure that your network administrator performs a back-up of the database - at least weekly, to minimise the impact of potential data loss.

In the event of unusual behaviour (pupils unable to log-in, records failing to display), you should restore the shared folder structure from an earlier state, to a point at which the aberrant behaviour is no longer apparent.

You can locate the shared data folder (that requires backing-up) as follows:

- 1 Log into the ActiveTeach as the administrator.
- 2 Click the 'Assess' tab.
- 3 Click the 'Administration & Settings' bar.
- 4 Note the 'Shared folder' path on this screen. This is the folder requiring frequent server backup procedures.

If you are unable to ensure that back-ups are maintained, then you should NOT rely solely on the Assess feature of the product. In this instance, you should at least maintain a paper-copy of pupil progression, and ensure that pupil file submissions are managed outside of the ActiveTeach interface.

Continued overleaf

How to export pupil data

Customers wishing to isolate their existing pupil information from ICT4Life can export the current state of pupil assessments from the ActiveTeach using information held in the user guide or by visiting our online repository of support articles.

- To access the user guide, open ICT4Life and log in as a teacher. Click 'Assess', then click on 'User Guide'.

Alternatively:

- Visit the web page: <http://tinyurl.com/dcttru>

Who to contact for technical support

If you require telephone assistance, please call our Customer Digital Support team on 0845 313 8888 (Mon-Fri 9am – 5pm).

Please be assured that the functionality problems are only around the assessment database and no other elements of the product.

If you do have any concerns or queries, please contact our Customer Services team on 0845 316 66 66.

Yours sincerely



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