



## PM and PM+ SOFTWARE FAQs/ TROUBLESHOOTING GUIDE

**The first and foremost aspects to check when a problem first arises are:**

- 1. Minimum system requirements:** does the computer, network or server meet the minimum requirements for running the software?
- 2. Network setup:** networks will be set up in different ways for different reasons. PM and PM+ software creates and uses certain files on computers to perform its actions. If, for example, there is restricted access to some files, teachers may not be able to access information about the students' progress with the software.
- 3. Hard disk space:** if there isn't enough room on the hard disk to store the software and all of its files, then it will not run properly. Computers need a certain amount of free disk space in order to function normally and to run programs properly

### Minimum system requirements

#### PM Story Books Software – Red, Yellow, Blue and Green levels (Greygum)

##### **Windows/IBM-compatible systems**

Processor: Intel Pentium recommended  
RAM: 8MB minimum (Windows 95 or later)  
Disk space: Normal installation: 2 MB, Special installation: about 150 MB  
OS: Windows 95, 98 and most versions of NT  
Sound card: Windows-compatible sound card  
Video display: Minimum 640 x 480 screen resolution, 256 colours recommended

##### **Macintosh**

Model: Colour Macintosh recommended  
RAM: Requires at least 1 MB of free memory  
Disk space: Normal installation: 2 MB; Special installation: about 150 MB  
OS: System 9 (only operational in OSX when in classic mode)  
Extensions: "Speech" required for text-to-speech in "Write"

Please note that any queries regarding this software should be directed to Greygum at:  
Phone: (07) 3352 4940  
Email: [support@greygum.com.au](mailto:support@greygum.com.au)  
Fax: (07) 3352 4950

#### PM Story Books Software – Orange, Turquoise, Purple, Gold and Silver levels

Windows/IBM-compatible systems  
Processor: Intel Pentium recommended  
RAM: 8 MB of RAM  
OS: Windows 95/98/NT4/2000/XP  
CD-ROM: Double speed CD-ROM drive  
Colour: 256-colour monitor

Macintosh  
Model: 030 processor or faster (including iMac)  
OS: System 9 (only operational in OSX when in classic mode)  
CD-ROM: Double speed CD-ROM drive  
Colour: 256-colour monitor

### **PM Plus Software – All levels**

Windows/IBM-compatible systems  
Processor: Intel Pentium processor (or greater)  
OS: Windows 95/98/ NT4/2000/XP  
RAM: 12 MB RAM  
Colour: 1000s colours  
Display: 800 x 600 screen resolution  
Sound: Sound card with 16-bit audio capabilities  
CD-ROM: CD-ROM drive  
Mouse and keyboard

Macintosh  
Model: Power Macintosh  
OS: System 9 (only operational in OSX when in classic mode)  
RAM: 12 MB RAM  
Colour: 1000s colours  
Display: 800 x 600 screen resolution  
Sound: Sound card with 16-bit audio capabilities  
CD-ROM: CD-ROM drive  
Mouse and keyboard

### **PM+ Fonts - Magenta, Red, Yellow, Blue and Green Levels**

Please check that the system font 'Helvetica' is loaded onto the computer/s.

### **PM+ Fonts - Orange, Turquoise, Purple, Gold and Silver**

Please check that the system fonts 'Times' and 'Helvetica' are loaded onto the computer/s.

If you do not have these system fonts, you will need to acquire them.

## **FAQs**

### **Q: The image falls off the edge of the screen and we can't see the menu and therefore can't exit the program, what do we do?**

The minimum system requirements for the screen or video display have not been met. Adjust the screen specifications.

IBM compatible computers:

Go to Settings under the Start menu  
Select Control Panel  
Select Display. A Display Properties window will open  
Select the Settings tab and adjust the Screen Area settings to meet the minimum requirements:  
PM Story Books Software: at least 640 x 480 pixels  
PM+ Software: 800 x 600 pixels  
Macintosh computers:

Go to Control Panels under the Apple menu  
Select Monitors  
Adjust Screen resolution to 800 x 600, 75 Hz  
If this is too small and the screen is still falling off the sides, select 1024 x 768, 74.9 Hz

**Q: Can preferences and logs for PM Story Books software levels Orange, Turquoise, Purple, Gold and Silver be stored on the network rather than on the local (individual) machines?**

No. The software has been set up so that preferences (.ini and .log files) are saved to the C:\ drive of each machine. You cannot save all the information from a class of 25 students (for example) in the one file, so it has to be saved onto the hard drive of each individual workstation.

**Q: How do I use the PM/PM+ software without a mouse?**

You can replace mouse controls with keypad controls. Follow the steps for use in Microsoft Windows:

- Go to 'Start'
- Go to 'Settings'
- Click on 'Control Panel'
- Double-click on 'Accessibility Options'
- Click on 'Mouse'
- Check (tick) 'Use MouseKeys'

The user can now use their numeric keypad (on the right-hand side of the keyboard) to replicate mouse actions (moving and clicking).

This option is also available in a Mac environment.

**Q: I have a Mac and I want to know can the upper levels of the PM Story Books Software be networked on Mac systems that use Mac Manager software?**

Yes, but the Mac Manager software sometimes restricts normal access. The Mac Manager software sometimes prevents applications from writing to the Preferences folder (in the System folder) on the hard drive. This is the recommended folder/directory to write preference files (that's why Apple calls it Preferences). The PM Story Books software writes two files; one that contains a log of what the students have done and how long they've spent on each activity. This is called PM Story [colour] log. The other file contains the preferences setup, password, etc. and is encrypted so users can't go in and make direct changes. It is called PM Story [colour] Preferences.

The names are different on the Windows platform (PM[colour].ini, PM[colour].log, etc) and are put in the directory c:\Windows\ or whatever drive the Windows operating system is installed on.

In both cases, the operating system must allow writing these files to the folders/directories. The default situation is that users have permissions set to do this. Sometimes, by using Mac Manager or Windows Networks, network administrators like to change these permissions to prevent applications from doing this. Network administrators need to ensure that the users/PM Story Books software is free to write to these folders on the hard drive.

**Q: I find that files go missing when copying the PM Story Books folder from the CD-ROM to the destination (network) drive on Macintosh. Error messages appear when trying to run the software from the (network) drive, stating that certain files (eg movies files) cannot be found, what can be done?**

Some files can go astray if you follow the installation procedure outlined in the booklet; so another (simpler) procedure should be followed.

- Insert CD into CD-ROM drive and wait for CD icon to appear.
- Single-click on the CD icon (named PM [colour]) and drag to the destination drive (usually the network drive). Ensure that you have separate folders set up for each colour level. If you load different levels of the software into the same folder, there will be access problems as some files write over the top of one another. To create separate folders on a Macintosh:
- Open the folder for the desired drive (eg. network drive G:) by double-clicking on it.
- Within this folder, go to File, then select “New folder”.
- Name the new folder (eg. PM Software).
- Double-click on this new folder to open it.
- Within the PM Software folder, repeat Step 2.
- Name this new folder according to the colour level you are installing (eg. PM Orange).
- Copy the contents of the CD-ROM drive to this new folder.
- Following this procedure, the path to the software should be G:/PM Software/PM Orange.

**Q: When running PM Software on a network, we can only run it on ONE machine at a time. When we try to open it on a second machine we get the error message “Problem opening main.dxr”.**

Customers need to ensure that they are not installing different levels of the software into the same folder. Each level must be stored in its own folder on the network drive, so it’s best to set up Orange, Purple, Gold, etc folders to install the software into. When it is obvious that a network cannot run our software normally the following process will have to be followed:

- Delete PM software from the network drive. To do this, perform the “uninstall” action, or go to Windows (file) Explorer and highlight everything in the PM software (Orange-Silver levels) folder and hit “delete”.
- Create separate folders on the network drive for each colour level of the software eg, Orange, Turquoise, Purple, etc.
- Put CD-ROM into CD-ROM drive and copy the contents of the CD. (There should be one folder and two setup files on the CD.) This can be done by highlighting the contents of the CD in Windows Explorer and clicking on “copy” on the toolbar. Click on the destination folder on the network drive (i.e. folder labelled with appropriate colour) and click “paste” on the toolbar. Repeat this process for all levels of software.

You will not need to run the setup programs once the software has been copied onto the network drive. The software should run automatically once you double-click on the PM\_[colour].exe file. The only difference with this type of installation is that you cannot open the software via the Start menu.