Frequently Asked Questions about *The Administrative Observer*

How do I get the latest version of *The Administrative Observer*?

The latest version can be found on our website at www.pes-sports.com. Click on Downloads and Updates and scroll down to The Administrative Observer. The latest update will be named obsXXXupdate (XXX being the version name) i.e. obs527update.exe. Instructions for the download can also be found at this location in PDF format.

How quickly can I get *The Administrative Observer* once I make a purchase?

There are a number of options available:

Immediate delivery: We can send you a link to our FTP site for immediate download after purchase.

Next Day and 2nd Day shipping: Next Day FedEx shipping is available for $35.00 and 2nd Day FedEx shipping is available for $25.00. An additional $5.00 charge is applied for shipments to Alaska and Hawaii.

Where do I find the manual for *The Administrative Observer*? One did not come with my purchase.

With version 5.11 or later, the manual can be accessed from the main menu bar of the desktop version under Help. With earlier versions you can access the manual by selecting **START | PROGRAMS | THE ADMINISTRATIVE OBSERVER | THE ADMIN OBSERVER MANUAL.**

Are we permitted to install *The Administrative Observer* on more than one computer?

Yes. Your license is a building license. This permits you to install *The Administrative Observer* on any computer in your school building. This license also permits you to install the software on your home computer as well. Other schools in your district are required to purchase a license if administrators in their building utilize the software. Volume licensing is available.

I want to use the handheld module of this software. How do I do this?

First, make sure you have installed the latest version of our software. The software can be installed using the options **START | PROGRAMS | THE ADMINISTRATIVE OBSERVER**. You must install both the conduit software and the software for the handheld. Once you have installed the software on your handheld, you will be required to enter a registration code to unlock the software. If you purchased the handheld software ($99.95 per handheld), you can receive a registration code by contacting Preferred Educational Software (phone, e-mail, fax, mail) and giving us the Device ID that appears when you click REGISTER after running the program on your handheld.

Licensed Mobile Web users (iPhone / iPad, Android users etc..) need to go to www.mobileobs.com and tap on **Register**. After filling out the required information, a Login ID and Password will be e-mailed.

I have a number of administrators in my building who wish to use the handheld software. Will the registration code given to me work on their handhelds?

No. The registration code is unique for each individual licensed handheld. Additional licenses for their handhelds will have to be purchased.

Do you have a Macintosh version for *The Administrative Observer?*

No. However, many users are running *The Administrative Observer* on an Intel Macintosh running Windows with Parallels, VMWare, Virtual Box or BootCamp or Macintosh computers using Virtual PC.

What can I do if I have lost my installation CD*?*

The original installation CD for *The Administrative Observer* can be replaced for $25.00 plus $7.00 shipping & handling.

What handhelds will *The Administrative Observer* run on?

The handheld version will run on most handheld devices and smartphones.
Go to www.theadministrativeobserver.com and click on **Supported handhelds** for a current list of devices that are supported by *The Administrative Observer*.

Will *The Administrative Observer* run on Windows Vista / Windows 7?

We have found *The Administrative Observer* to run successfully under all versions of Windows including Windows Vista / Windows 7. It will also run successfully on Intel Macintosh computers running Windows using BootCamp, Parallels, VMWare Fusion, Virtual Box, or Virtual PC.

I get the following error when trying to install:

> *"C:\Windows\System32\Autoexec.nt. The system file is not suitable for running MS-DOS and Microsoft Windows applications. Choose 'close' to terminate the application."*

This is caused by a missing **autoexec.nt** file in the C:\Windows\System 32 folder.

Just copy the autoexec.nt file from C:\Windows\Repair folder into your C:\Windows|System32 folder and that should fix the problem.

I am asked to LOOK IN the folder OBS for the following FILES OF TYPE <u>OCX</u> when trying to download or upload observations between the handheld and desktop computer.

You have missed the step in installation where you are to Install the Conduit. This can be accomplished by clicking on START | PROGRAM FILES | THE ADMINISTRATIVE OBSERVER | INSTALL PALM CONDUIT or POCKET PC CONDUIT.

I receive the following error when trying to download or upload observations between the handheld and desktop computer.

   OLE error code 0x80040154 class not registered

You have missed the step in installation where you are to Install the Palm Hotsync Conduit. This can be accomplished by clicking on **START | PROGRAM FILES | THE ADMINISTRATIVE OBERVER | INSTALL PALM CONDUIT** or **INSTALL POCKET PC CONDUIT**

On my Pocket PC or Windows Mobile device I receive an Error 22 when trying to download or upload observations between the handheld and desktop computer.

This error has surfaced with newer version of Microsoft ActiveSync. This problem can be corrected by updating to the latest version. The latest version can be found on our website at www.pes-sports.com. Click on downloads and look for the latest update which will be named obsXXXupdate (XXX being the version name) i.e. obs527update.exe. Instructions for the download can also be found at this location in PDF format.

I am having trouble getting my templates that I created on my desktop computer down to my handheld.

In order to download a template to the handheld it must first be the current PREFERENCES on the desktop.

How do I make an existing template the current preferences on the desktop?

Open the observation (template) using FILE | OPEN. Then do a SAVE AS and save as PREFERENCES.

The template is now the current PRFERENCES on the desktop.

You can go to PREFERENCES | EDIT PREFERENCES and see that these are in fact the current PREFERENCES

Now download to the Palm or Pocket PC.

The next question frequently asked is...

I downloaded the template but do not see it in the list on the Palm.

You will not see the PREFERENCES you just downloaded in the list. What you downloaded was the underlying PREFERENCES that will be used when you create a new observation on the handheld.

After downloading, you should immediately create a new observation. Give it a name such as TemplateXXXXXX

XXXXX being the description you want to use.

Now go back to the menu on the handheld and you will see the template that you just named. From this point on when you want to do an observation with that template, simply use the COPY function which will make a copy of the template leaving the original template alone.

You can do this for many different templates giving you the ability to have many types of templates on the handheld.

I am using Windows Vista / Windows 7 and am having trouble syncing my handheld device.

Go to our website and click on Downloads and Updates. Scroll down to Syncing Issues.

Palm Users running Windows Vista / Windows 7 should click on the link **Syncing with Vista and Palm handhelds** and upgrade their Palm Desktop software to version 6.2.

Windows Mobile users running Windows Vista / Windows 7 should run the update named PPCVistaUpdate.

Is training available for *The Administrative Observer*?
There are excellent narrated screencasts available with version 5.11 or later. Click on Help and select QuickStart or OnLine Resources. Training is also available through our business partner Craig and Associates. Craig and Associates can be contacted at (815) 222-3811 or e-mailing suit@42regular.com.

Please check our web site at www.pes-sports.com for the latest updates