



FAQ TELL ME MORE® Education

Latest update: 16/04/02004.

Configurations	1
Required configurations.....	1
Compatibilities	3
Pro distribution protection.....	3
Installation.....	4
Installing TELL ME MORE® Education	4
Installation of the lessons	4
Uninstalling the TELL ME MORE® Education applications	4
Installation of the server on other network types (Novell, Linux, ...).	5
Installations with a data server and an applications server.....	5
Installations on large networks.....	5
Changing the server name.....	5
Installation of the HTTP server as a service	5
Restoring the system using a programmed backup	5
Rights' management.....	6
Installation under Windows® NT/2000/XP.....	6
Protections of the server shared directory of TELL ME MORE® Education	6
Using TELL ME MORE	6
Errors at program start	6
Specific problems in TELL ME MORE®	6
Specific options of TELL ME MORE®	7
Tutor tools	7
Technical Support	iError! Marcador no definido.

Configurations

Required configurations

These configurations describe how to adapt TELL ME MORE® Education on a network. They are not linked to the commercial offers.

Different types of configuration possible

The main requirement to use **TELL ME MORE® Education** across a network is to be able to provide lesson access at an output rate of 2 MB/second for each student workstation connected to the network.

Depending on the server on which the software is installed, this rate may not always be maintained (due to a weak server connection, high number of student workstations, etc.).

To avoid this problem, different installation configurations are possible:

Type of configuration	Description	Properties
Configuration 1	Copies the lesson content onto the server's hard disk.	Default configuration
Configuration 2	Makes a local copy of the lesson content on each student and/or Tutor workstation.	The 'Lesson Copier' application enables the server lesson content to be copied onto student and/or Tutor workstations.
Configuration 3	Copies the lesson content onto the server's hard disk as well as onto one or more auxiliary lesson servers.	The 'Auxiliary Lesson Server' application enables the lesson content to be copied onto an auxiliary lesson server.
Configuration 4	Provides access to the lesson content from a CD-ROM for one or more student or Tutor workstations.	Requires a CD-ROM for each workstation.

Note:

The individual configuration of each student/Tutor workstation can also be defined. For further details please refer to the **Server Manager/Workstations** section.

Examples of network types and their corresponding configurations

Example: a network with low bandwidth (10 MB/s) and few workstations (less than 10 workstations)

- 1-5 workstations: the lesson content is copied onto the server's hard disk (**Configuration 1**).
- 6-9 workstations: it is preferable to make a local copy of the lesson content on each workstation (**Configuration 2**) or use a CD-ROM for each workstation (**Configuration 4**).

Example: a multimedia suite with a network bandwidth of 100 MB/s

- 1-25 workstations: the whole lesson content can be copied onto the server's hard disk (**Configuration 1**).

Para mayor información en Colombia comuníquese con:

CIENYTEC LTDA: Tel 571-347-5563, Calle 69 # 11A-18, Bogotá – Colombia

Escríbanos a info@cienytec.com o visítenos en www.cienytec.com



FAQ TELL ME MORE[®] Education

- 25 workstations or more: the 2 MB/s bandwidth to access the lesson content must be respected for each workstation connected to the network. In this case, it is possible to:

- make a local copy of the lesson content on each workstation (**Configuration 2**);
- copy the lesson content onto the auxiliary lesson servers (**Configuration 3**);
- use a CD-ROM for each workstation (**Configuration 4**).

For the server and auxiliary lesson servers

Number of TELL ME MORE[®] Education users connected simultaneously to the local network	1-5	6-10	10-25	26 or more
Processor	Pentium [®] 200	Pentium [®] II 400 MHz	Pentium [®] III 450 MHz	Multiprocessor or several servers (with auxiliary lesson servers)
RAM	128 MB		256 MB	512 MB
Operating system	Windows [®] 95, 98, Millennium, NT4 (128 MB), 2000, XP, XP Pro and 2003 (192 MB)		Windows [®] NT4 Server, 2000 Server and 2003 Server (512 MB)	
SERVER AND NETWORK BANDWIDTH	10 MB/s	100 MB/s or 10 MB/s for Configurations 2 and 4		2 MB/s per active workstation or 100 MB/s for Configurations 2, 3 and 4
DISK SPACE REQUIRED TO STORE SERVER DATA	300 MB + 1 MB per student			
DISK SPACE REQUIRED TO COPY LESSON CONTENT	Refer to the table below			
Network protocol	TCP/IP (network layer) Port 81 or 82, available and dedicated to the TELL ME MORE[®] Education Server			

Note:

The data (TELL ME MORE[®] Education Server and lesson content) can also be installed on a non-Windows[®] server. However, the applications must be installed on workstations equipped with Windows[®]. For further details please refer to the FAQ (Frequently Asked Questions) in the **AurDoc** directory on the root directory of the Installation CD-ROM.

Disk space required to copy the lesson content

The lessons can be :

- Copied onto the server or into shared folders on the network. All the CD-ROMs belonging to a given language must be copied into the same folder.
- Copied onto the hard disk of each student computer. All the CD-ROMs belonging to a given language must be copied into the same folder.
- Inserted into the CD-ROM drive of each pupil's station

The use of a CD server is not possible with this program. This is due to the data structures that necessitate a compilation during the collection of several lesson CD-ROMs of a given language.

The disk space required to copy each language's lesson content is displayed in the table below. The sizes are given for disks with FAT 32 entry support.

British English, Spanish, German, French	Size (approx.)
- Pack 1 (4 CD-ROMs)	1.3 GB
- Pack 2 (3 CD-ROMs)	1.3 GB
- Pack 3 (3 CD-ROMs)	1.3 GB
Total	3.1 GB
American English	Size (approx.)
- Pack 1 (3 CD-ROMs)	750 MB
- Pack 2 (2 CD-ROMs)	700 MB
Total	1.4 GB
Italian	Size (approx.)
- Pack (5 CD-ROMs)	1.4 GB
Dutch	Size (approx.)
- Pack (2 CD-ROMs)	730 MB

The disk space required to copy one CD-ROM is approximately 500 MB on a FAT 32 hard disk.

Para mayor información en Colombia comuníquese con:

CIENYTEC LTDA: Tel 571-347-5563, Calle 69 # 11A-18, Bogotá – Colombia

Escríbanos a info@cienytec.com o visítenos en www.cienytec.com



FAQ TELL ME MORE® Education

For the student or Tutor workstations

Configuration	Minimum	Optimal
To use TELL ME MORE®		
PC or compatible	Celeron® 333 MHz or equivalent	Pentium® III 650 MHz or equivalent
Windows®	95*, 98, NT4*, Millennium, 2000, XP or 2003 * Note: Windows® 95 and NT4 require Microsoft® Internet Explorer 4 or later.	
RAM	64 MB (128 MB for NT4, Millennium, 2000, XP and 2003)	128 MB (256 MB for NT4, Millennium, 2000, XP and 2003)
AVAILABLE HARD DISK SPACE	70 MB	100 MB
Network protocol	TCP/IP (network layer) and network client for Microsoft networks	
Sound card	16-bit Windows®-compatible sound card	
Graphics card	800x600 in 65,536 colours (16 bits)	1024x768 in 16 million colours (24 bits)
Accessories	Microphone and speakers or headset	
Internet	Connection	
To access the TELL ME MORE® lesson content		
Network bandwidth	10 MB/s (not necessary for a single workstation licence)	
For Configurations 3 and 4		
HARD DISK SPACE REQUIRED (CONFIGURATION 3)	Refer to the table Disk space required to copy the lesson content above	
CD-ROM DRIVE (CONFIGURATION 4)	8x CD-ROM drive	24x CD-ROM drive

For the Administrator workstation

Configuration	Minimum	Optimal
PC or compatible	Celeron® 333 MHz or equivalent	Pentium® III 650 MHz or equivalent
Windows®	95*, 98, NT4*, Millennium, 2000, XP or 2003	
RAM	64 MB (128 MB for NT4, Millennium, 2000, XP and 2003)	128 MB (256 MB for NT4, Millennium, 2000, XP and 2003)
AVAILABLE HARD DISK SPACE	10 MB	100 MB
Network protocol	TCP/IP (network layer) and network client for Microsoft networks	
CD-ROM drive	8x CD-ROM drive	24x CD-ROM drive
Graphics card	800x600 in 65,536 colours (16 bits)	1024x768 in 16 million colours (24 bits)

Note:

This configuration is only valid for the installation of 'Admin Tools'. If the **TELL ME MORE®** application must be installed on the Administrator workstation, the optimal configuration is the same as that for the student or Tutor workstations.

Compatibilities

Installation of the server on Windows™

If there are to be more than 10 workstations connected to the server, the version of Windows™ installed on the server must support the simultaneous connection of the correct number of workstations. Windows™ NT Server, Windows™ 2000 Server and Windows™ 2003 Server allow more than ten simultaneous connections, but the Pro versions of these Windows™ do not. Windows 95 et 98 do not have any restrictions on the number of computers simultaneously connected.

Installation on a non-Windows™ server

In this case, you must select a computer to be the applications server.

The installation is described in the section « Installation ».

Other compatibilities

Will TELL ME MORE® Education work in a Microsoft ©Terminal Server and Citrix Metaframe environments?

The software wasn't developed for these environments and so may function erratically. Each user must have their own TELL ME MORE® network directory.

Can TELL ME MORE® Education be used on a MacIntosh computer?

No. A previous version of the program can be used with Virtual PC on some MacIntosh computers. For more information, contact the Auralog sales department.

Pro distribution protection

The protection system is based on the number of physical workstations, *i.e.*, you can only install the software on the number of workstations corresponding to your licence. Otherwise, you must manually delete unnecessary workstations by using "Server Manager", "Workstations" tab.

Para mayor información en Colombia comuníquese con:

CIENYTEC LTDA: Tel 571-347-5563, Calle 69 # 11A-18, Bogotá – Colombia

Escríbanos a info@cienytec.com o visítenos en www.cienytec.com



FAQ TELL ME MORE® Education

Installation

Installing TELL ME MORE® Education

Procedure

Please refer to the appropriate manual.

The shared directory of TELL ME MORE® Education that is proposed by default is a hidden path on the network: "\\server\TMM7EDU\$". If you want to make it more easily reachable, you can delete the "\$" at the end of the shared name during the installation.

If the option "copy of the installation on the server" has been activated, the installation is available from the "Common\Install" sub-directory, that is from "\\Server\TMM7edu\$\Common\Install".

We recommend that regular backups are made of the TELL ME MORE® Education data. The backup function is not activated by default. For its settings, you should open the "Server Settings" tool, using the "File/Options" menu.

Notes

1. Name of the server

The server name should neither begin with a figure nor contain a letter with an accent. Should it be the case, you must rename it or use the IP address of the server instead of the network name for all the installations.

2. Empty directory

For the versions after november 2003, the server must be installed in an empty directory, in order to avoid a new installation over a previous installation that would delete existing students accounts.

3. Installation of the server applications

If you should re-install the server applications, the installation directory which is requested during the installation procedure is that which contains the server (the directory "c:\TMMEducation" by default).

For application server use, please refer to the section below.

4. Installation of the client applications

To proceed with the installation, the HTTP Server of TELL ME MORE® Education must be started on the server on which it has been installed, and the shared folder "\\server\TMM7EDU\$" must be accessible from the client workstation.

5. On Windows NT4

It is sometimes necessary to restart twice the server in order to run correctly the HTTP server of TELL ME MORE® Education installed as a service.

Installation of the lessons

The installation of the lessons on the server must be done with the "Server Settings" tool, using the "Lessons" tab.

The "Lessons copy" tool is for the use in local of the lessons and should be used for the students computers.

If "Lessons Copy" has been used instead of "Server Settings" to install the lessons on the network

It is possible to move the data of the "c:\Tell me More Education\Content" directory in the "c:\Tell me More Education\Shared\Common\Content" directory.

The server should then be restarted.

Uninstalling the TELL ME MORE® Education applications

To stop and uninstall the server applications

Note:

Before uninstalling an application, check all applications linked to **TELL ME MORE® Education** have been closed, especially **TELL ME MORE Server**.

To stop the TELL ME MORE Server

There are two possible cases:

- when the **TELL ME MORE Server** is installed as a **standard application**, right-click on the server icon in the toolbar in the bottom right-hand corner of the screen, then click on **Exit**. Confirm by clicking on **OK**.
- when the **TELL ME MORE Server** is installed under the **Service** installation type (only for Windows® NT/2000/XP/2003), the service must be stopped.

To stop the service under Windows® NT	- Go into the Start menu; - select Parameters\Control Panel\Services ; - select TELL ME MORE 7 EDUCATION ; - click on Stop .
To stop the service under Windows® 2000/XP/2003	- Go into the Start menu; - select Parameters\Control Panel\ (Performance and Maintenance\) Admin Tools\Services ; - double-click on TELL ME MORE 7 EDUCATION , then click on Stop .

To uninstall the server applications

- > > Go into the **Start** menu.
- > > Select **Programs\TELL ME MORE Education\Uninstall\Server applications**.

Para mayor información en Colombia comuníquese con:

CIENYTEC LTDA: Tel 571-347-5563, Calle 69 # 11A-18, Bogotá – Colombia
Escribanos a info@cienytec.com o visítenos en www.cienytec.com



FAQ TELL ME MORE® Education

- ➤ In case of problem, use crashserv7.exe, that can be download from :
ftp://club.auralog.com/hotline/Tell_me_More_7_education/tools/

To uninstall Admin Tools, TELL ME MORE®, Tutor Tools or Lesson Copier

Note:

Before uninstalling an application, check all applications linked to **TELL ME MORE® Education** have been closed, especially **TELL ME MORE Server**.

- ➤ Go into the **Start** menu.
- ➤ Select **Programs\TELL ME MORE Education\Uninstall**, then click on the name of the application you want to uninstall.

Installation of the server on other network types (Novell, Linux, ...).

Refer to the corresponding document.

Installations with a data server and an applications server

If the structure of the network has a data server on which the data of TELL ME MORE® Education are copied, and an applications server, here are the recommendations:

1. The server applications of TELL ME MORE® Education must be installed in the TELL ME MORE® directory of the data server, from the applications server. (For more information, refer to the Novell-Linux installation document)
2. If the operative system of the application server is Windows® NT/2000/XP/2003 and you wish to install the le HTTP server as a service, you must give the full network access to that service.

- Go into the properties of the service.

- Find the option "Open a session as".

Example: on Windows® 2003, select "that account" and "AUTHORITY\Network Service"

Example: on Windows® NT, select "that account" and "Administrator"

For more information, please contact the Auralog technical support.

Installations on large networks

Some auxiliary servers can be used. The installation is available in the "Aurtech" directory of the installation CD-ROM. Refer to the installation manual.

On large networks which have auxiliary servers installed on non-Windows® computers:

If several auxiliary data servers are installed from the same Windows® application server computer, several shortcuts are automatically created in the start menu, in order to manage the different auxiliary data servers individually.

Changing the server name

If the server name has changed, you must specify the new HTTP server and the new HTTP port:

- Concerning the Tutortool and the Admintool, this is done when you start the application.
- As for TELL ME MORE®, the setting is to be manually adjusted by opening the "tmm.ini" file located in "Tellmemore\bin":

Modify the keys:

KEYs_HTTPServerName=SERVER_HTTP

KEYi_HTTPServerPort=81

Installation of the HTTP server as a service

Advantage of installing the HTTP server as a service: users can connect to TELL ME MORE® even if the server has no active user session.

To access the services:

- Windows NT: "Start/ Settings/ Control Panel/ Services"
- Windows 2000, XP Home, 2003: "Start/ Programs/ Administration Tools/ Services"
- or "Start/ Programs/ Administration Tools/ Workstation management/ Services and Applications tab/ Services"

Restoring the system using a programmed backup

Note: You must have administrator's rights to proceed.

- 1 - If the HTTP server has been installed as a service, go to the Service manager (see section "Installation of the HTTP server as a service"). Select the service TELL ME MORE 7 EDUCATION and click on "Stop".

If the HTTP server has been installed as an application, click on the icon in the taskbar with the right mouse button and select "exit".

- 2 - Go to the folder where the backups are created (specified in Server settings) then go to the directory which corresponds to the desired restoration date.

- 3 - Select both folders: Shared and System and copy them.

- 4 - Go to "c:\TMMEducation\" and paste.

Confirm the overwriting of the files.

- 5 - Restart the server

Para mayor información en Colombia comuníquese con:

CIENYTEC LTDA: Tel 571-347-5563, Calle 69 # 11A-18, Bogotá - Colombia

Escríbanos a info@cienytec.com o visítenos en www.cienytec.com



FAQ TELL ME MORE® Education

The system is restored.

Rights' management

Installation under Windows® NT/2000/XP

You need to open an administrator session or be a power user in order to install TELL ME MORE® Education under Windows® NT/2000/XP. You may use the software with all profiles.

On each pupil's workstation, the TELL ME MORE® Education installation directory must be given full access and total control for all the users of the workstation.

Protections of the server shared directory of TELL ME MORE® Education

The TELL ME MORE® Education server directory contains a folder named "Shared". It is a hidden share by default "TMM7EDU\$" on the network. You may change the share name during the installation. This directory contains 3 subfolders:

- "Common": path to the lessons and to the installation if it has been copied during the installation of the server.
- "Pupils": the pupils' data (options and specific learning paths; results; mail exchanges with the tutors).
- "Tutor": the tutors' data (personal learning paths, mail exchanges with the students).

If the TELL ME MORE® Education server directory is installed on a server which allows the affectation of rights to the users (NTFS partitions for instance), the following folders of the "shared" folder may be given some protections:

	administrator	Tutor's workstation	Pupil's workstation
Common	Full control	Read	Read
Pupils	Full control	Modify (modify, add and delete)	Modify (modify, add and delete)
Tutors	Full control	Modify (modify, add and delete)	No access

Note: when applying these protections, you must tick the option "apply to the subfolders".

Using TELL ME MORE

Errors at program start

Message "Cannot connect to the server"

The HTTP server of TELL ME MORE® Education does not run correctly on the network. You should reboot the workstation on which the server is installed.

Message "The maximum number of workstations has been reached"

TELL ME MORE® was installed and used on a number of computers larger than the number of licenses acquired. In this case, launch the Server Settings tools and in the "Workstations" tab, delete the computers on which TELL ME MORE® will not be used (E.g.: server, Tutor's workstation).

If the message appears on a standalone installation, the network name of the workstation has probably been changed. You need to manually delete the computer corresponding to the previous name by using the Server Setting tool, in the "Workstations" tab.

Message "Impossible to access to the student's account because it is already opened on another workstation!"

If TELL ME MORE® suddenly stops on the student's workstation, you sometimes need to reboot the server in order to be able to open this account again. In this case you must try to determine the cause of the malfunction of TELL ME MORE®.

Message "The options file of the user cannot be found" or "Internal error n. 0"

The HTTP server is running but the student has no access to the shared directory of the server ("\\server\TMM7EDU\$" by default).

Note : if the server is Windows® 2000 or 2003 and the students workstations Windows® XP Pro, it can be necessary to declare the users of the Windows® XP Pro workstations as users of the server.

Message "Impossible to access student's tracking."

Access to the student's tracking folder with the Windows® Explorer of the student's workstation:

[\\server\TMM7EDU\\$\Pupils\gxxx\uxxx](\\server\TMM7EDU$\Pupils\gxxx\uxxx) and try to create a new text file.

The **user's folder must be given full access for the pupils.**

The xxx number of the specific folder of a pupil uxxx is given by its identifier in the Administration tools, under the Students tab.

Random error messages with a number of simultaneous pupils greater than 20

These messages may appear when accessing the data.

In this case, you can either use the procedure for copying the lessons locally on the students' workstation, or use supplemental lesson CD-Rom or copy the lessons on auxiliary servers. Please refer to the installation handbook.

Specific problems in TELL ME MORE®

Error messages during the playing of videos, in the dialogue and video activities

The problem can be due to a conflict with a video playing program (DivX for example), installed on the computer.

If the Nimo program is installed, version 9 or higher should be installed. A version is available on the ftp site:

<ftp://club.auralog.com/Hotline/Multimedia/>

Para mayor información en Colombia comuníquese con:

CIENYTEC LTDA: Tel 571-347-5563, Calle 69 # 11A-18, Bogotá – Colombia

Escríbanos a info@cienytec.com o visítenos en www.cienytec.com



FAQ TELL ME MORE® Education

If several video playing programs have been installed, the reinstallation of one of the last versions of "Windows® Media Player" may solve the problem.

Note: If only a few videos are not correctly displayed, it can be due to a difficulty reading the videos in the AVI format. On some graphic cards with NeForce 2 chipset, it is necessary to update the drivers from the Nvidia web site www.nvidia.com.

List of sound cards for which specific settings are necessary:

Sound Max sound cards which are usually found on Compaq computers: if error messages appear, you will have to consider a driver update by visiting the Compaq web site.

Yamaha OPL3 sound cards: if random crashes of the vocal recognition occur, you must update the drivers to version 4.06.2343. You may download the file from the ftp site ftp://club.auralog.com/Hotline/Drivers/sound_cards/YamahaOPL3/ or the card manufacturer's website.

Random error messages during the speech recognition

The error messages as "can't record" or "recorder busy" can happen with non full duplex sound cards or sound cards of medium reliability.

To decrease the frequency of these errors, you should deactivate the "sound before speech" of the speech recognition:

- go into the options, "general options" tab.
- in the "sounds" section, deactivate "sound before speech".

Using Tell me More in a language lab

In language labs which use the line-in plug of the sound card, proceed as follows on each pupil's workstation:

- Run the "recoconfig" program from the installation directory ("c:\program files\auralog\tell me more education\tell me more\bin").
- Select "use mixer default".
- Click on "save".

Other problems

Refer to the "TMM7retail_FAQ_en" document.

Specific options of TELL ME MORE®

Possibility to give students only an access to the courses which were specifically created for them by the Tutor

Three options are to be changed in the student options, using Tutor Tools:

In the "Learning Mode Manager" section

1. option "Possibility of free to roam mode or guided mode": put the value "no".
2. option "Start mode": put the value "Guided".

In the "Options linked to the Guided Mode" section

3. option "Enable access to complete paths in TeLL me More": put the value "no".

An options file can be created with these three options and applied to a group of students. For further information, please refer to the manual of the Tutor tools.

Translations

Translations are available for the majority of the courses. However, for certain combinations of interface languages and course, the translations for levels Intermediate+, Advanced+, Business+, Business++ lessons are not available.

Crosswords in Translation mode

In immersion mode, the column of the guided mode corresponding to this activity is disabled.

Interface language

This depends on the value of the key: "the authorization of automatic creation of students accounts", that has been defined during the installation of Tell me More Education, and can be set using "Server Manager", "File/Stetings" menu.

- if the Key is "yes", the student chooses the interface language when he starts Tell me More.
- if the Key is "no", the interface language is fixed in the Administration tool.

Tutor tools

Message "an error occurred during the request" at starting

The HTTP server is running but the tutor has no access to the shared directory of the server ("\\server\TMM7EDU\$" by default).

Note : if the server is Windows® 2000 or 2003 and the tutors workstations Windows® XP Pro, it can be necessary to declare the users of the Windows® XP Pro workstations as users of the server.

The message "Content not accessible" appears when the tutor accesses the student's detailed tracking

The content of the lessons that corresponds to the tracking is not available.

If the access to the lessons is done using the CD-ROM drive, it must be indicated in the "Settings of the server program", "Workstations" tab.

The tutor cannot create new pedagogical paths nor modify some pedagogical paths.

The content of the lessons that corresponds is not available.

If the access to the lessons is done using the CD-ROM drive, it must be indicated in the "Settings of the server program", "Workstations" tab.

Can one print the contents of the courses?

It is necessary to go into Tutor Tools and to select the "Tools" tab and then "Content Printout". If no lessons can be selected, that means that the content of the lessons that corresponds is not available.

If the access to the lessons is done using the CD-ROM drive, it must be indicated in the "Settings of the server program", "Workstations" tab.

Can one print the students' Tracking?

Versions after November 2003:



FAQ TELL ME MORE® Education

A synthesised exportation of the student results is available from the "File/Export the data from a student group".

Versions of November 2003:

This functionality is not available directly. To print the students' tracking:

for the detailed Tracking of a selected student, select the tab "Synthesis" in a student's file and export it as a .txt or .html file. Then, double click on the files obtained and print them via the dropdown menu "File/Print".

The icons in the Tutor Tools do not appear correctly.

That problem may happen on Windows® 95 et 98 when the number of colours of the display is 65 536. That problem is only graphical: the icons of the disabled buttons do not appear, and the icons of the active buttons appear with a dark colour. If you want to solve the problem, you should change the display configuration and select 256 or 16 Millions of colours (16 bits). That modification can be done using the "Display" icon of the Windows®. "Control Panel".