



Enterprise Edition Version 2.0 Troubleshooting Guide

Before You Begin

It is important to keep your Scholastic software current. Many errors are fixed through software updates, which are posted on the [Scholastic Product Support](http://www.scholastic.com/education/productsupport) website (<http://www.scholastic.com/education/productsupport>). Please download and install these updates before troubleshooting any issues.

Frequently Asked Questions

Are Enterprise Edition version 2.0 programs installed on my workstations, like previous Enterprise Edition programs were?

All Scholastic Enterprise Edition version 2.0 programs are browser-based. All the programs are accessed through a browser from a SAM Server at the school or district level, or, if your school or district uses Scholastic Hosting Services, the programs are accessed through a browser from a Scholastic Data Center.



Type the URL (server address) in the address line of the browser or use a bookmark to go to the page directly.

Districts with a local SAM Server should use these URLs to access the programs. In each case, replace SERVER with the name or IP address of your district's SAM Server:

- Educator Access Screen (for SAM and Dashboards):
<http://SERVER:55880/slms/educatoraccess>
- Student Access Screen (for student programs):
<http://SERVER:55880/slms/studentaccess>

Districts using Scholastic Hosting Services should use these URLs to access programs:

- Educator Access Screen: <https://siteID.education.scholastic.com/slms/educatoraccess>
- Student Access Screen: <https://siteID.education.scholastic.com/slms/studentaccess>

What hardware and software is required for using Scholastic browser-based programs?

See the [Enterprise Edition and Next Generation System Requirements and Technical Overview](#) at the [Scholastic Education Product Support](http://www.scholastic.com/education/productsupport) website for a complete list of system requirements.

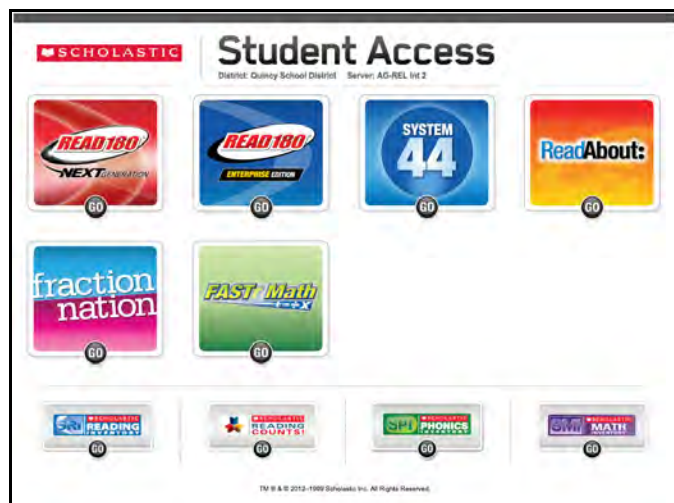


Before launching *READ 180* or *System 44*[®], students need to have a headphone and microphone plugged into the computer. Students will see a microphone check when they attempt to log into the programs. Workstations also require that Adobe Flash 10.1 or higher be installed.

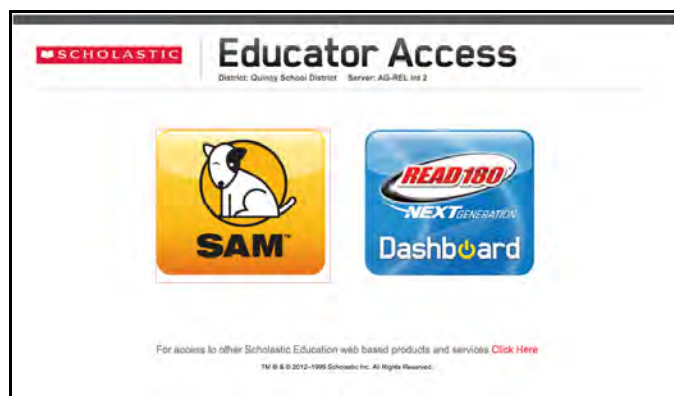
Browser-based programs eliminate the need for local client installations, local media files, workstation permissions, or QuickTime/Adobe AIR settings. Previous clients installed on student or teacher workstations and media should be uninstalled and any desktop shortcuts removed.

What are the Student Access Screen and Educator Access Screen?

The Student Access Screen and Educator Access Screen are browser-based screens that provide access to Scholastic programs.



The Student Access Screen provides access to all student programs installed on the SAM Server.



The Educator Access Screen provides access to SAM and the *READ 180* Next Generation Dashboards.



What if Adobe Flash 10.1 or later is not installed on the workstation?

When a student clicks a program icon from the Student Access Screen, the program launches but the screen will be blank except for a Get Adobe Flash Player box in the middle of the screen. Some program components will work with Adobe Flash 9 installed, but when the student reaches a program component that requires Flash 10.1, the Get Adobe Flash Player box will appear.

Go to the Flash website (<http://get.adobe.com/flashplayer/>) and install the latest version of Flash Player.

What do I do when Flash prompts for Camera and Microphone Access?

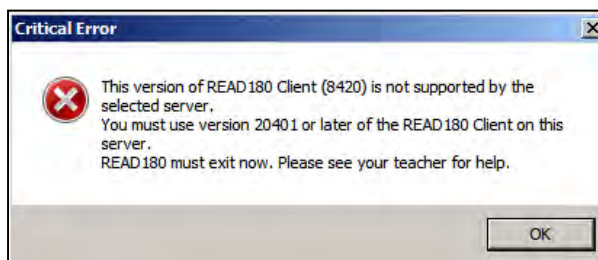


Click **Allow**. If **Deny** is clicked accidentally, close the browser and launch the program again. Click Allow when the prompt reappears.

Your district administrator can set the SAM Server to prevent this message from appearing each time a student logs into the program. For assistance with this, please have your district administrator contact Scholastic Technical Support at 1-800-283-5974.

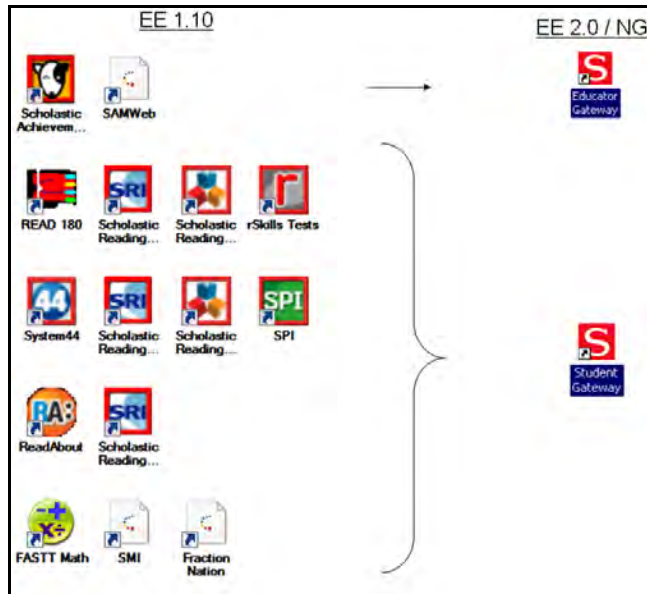
Can I use previously installed versions of programs with version 2.0 programs?

Other programs may appear to work, but should **NOT** be used. Random program errors will result. Do not use any previously installed clients or media. Remove old installations and shortcuts from workstations. Use the browser-based URL to access the programs.



These are examples of error messages that may appear if older versions of Scholastic programs are used with version 2.0 programs, including *READ 180* Next Generation.

READ 180 Enterprise Edition and Next Generation will not activate unless SAM version 2.0 is already installed.

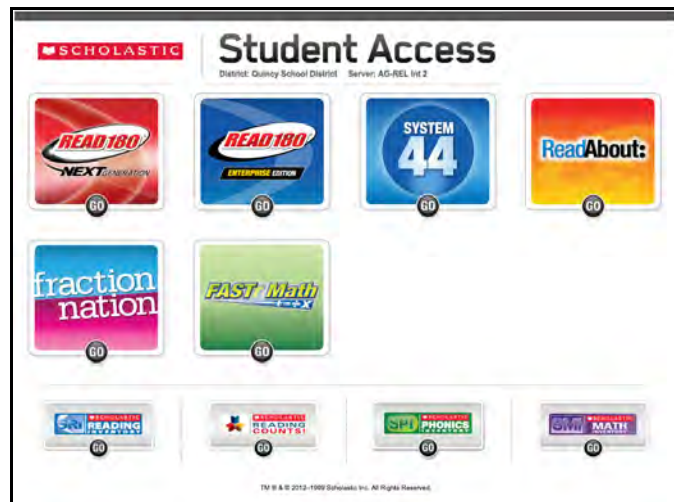


This shows the shortcuts for the old clients that should not be used anymore. Use the browser-based client.

How do I know which programs been installed on my server?

There are two ways to check:

1. Launch the Student Access Screen at <http://SERVER:55880/slms/studentaccess>, substituting the name of your server and port for SERVER:55880.



All programs installed on your SAM Server or in your Hosting installation will have an icon on the Student Access Screen.

2. Log into SAM at <http://SERVER:55880/slms/educatoraccess>, substituting the name of your server and port for SERVER:55880.



All programs installed on your SAM Server or in your Hosting installation will have an icon at the bottom of the SAM Home Screen, next to the **You Have These Programs Installed:** message.

For More Information

For information on setting up your Enterprise Edition version 2.0 installation, see the [Scholastic Technical Implementation Guide](#), available at the [Scholastic Education Product Support](#) website. The Product Support website also contains program documentation, manuals, guides, and live chat support.

Contact Scholastic Technical Support at 1-800-283-5974 or techsupport@scholastic.com.

Also make sure this information is close at hand:

School Support Contact: _____

District Support Contact: _____

SAM Username and Password issued by: _____