Network Installation Version 6
Super Star
For assistance, please call 1-800-460-7001.

Note about versions: There was a major change from Version 5 to Version 6 of our programs. Version 6 now uses a Java Database to track the data created by the students and now runs from an IP address.

Installation Instructions:
1) You are provided with 2 CD-ROMs.
   a) One CD-ROM is marked "Secure Network Version v.6" (the marking is near the bottom of the center hole) and is for installation on a network. See the "Secure Network Installation Instructions" below for installing the CD-ROM marked Secure Network Version v.6.
   b) The second CD-ROM is for normal installation on a single computer, several computers, or over a non-secure network. Installation on a standalone computer is quite simple and is covered in the beginning of this manual.

Network requirements:
1) This program can be served from any computer that meets the minimum requirements. For best results, we recommend a Pentium 2, 400 MHz or higher or a MAC 400MHz or higher.
2) PC – Windows 2000/2003/XP/Vista
3) Mac – The **SuperStar Data Server** requires Mac OS X 10.3.9 or higher. The Client applications, **SuperStar Student** and **SuperStar Admin** requires Mac OS X 10.2.8 or higher.
4) If your systems do not meet these requirements, please contact us for a legacy version.

Network Installation Options:
It is our objective to give you all of the flexibility and options you require to install and use our program in a way that works best for you.
You have the following options:

Standard Network Installation (formerly Option 2) – Network Installation –the program(s) are installed to server, data tracking files are on server, a client installation is run on the client/workstation computers).
Advantages: requires less hard drive space, data tracking files can be accessed by any workstation computer on the network, program files and data tracking files are in the same folder and at any location on the network server.
Disadvantages: will increase traffic on the network, performance may be somewhat slower on slower networks.

Client/Workstation Installation with Program Files Installed on the Workstation (formerly Option 3) – Program(s) and database server are installed on the network drive (all data is on the network drive) and the client application is installed on the client/workstation computers *along with the program files.* Thus, only the data is running on the network. (If you see a little computer monitor icon next to a program named in the SuperStar Student application, that indicates that the program is installed locally.)
Advantages: best performance, very little traffic to network server.
Disadvantages: requires extra hard drive space on each workstation computer.

Note: for a program to be run locally from the client computer, it must be installed on both the server and the client machine. Consider this when choosing whether to install the Spanish Instructions variant of some of our course.

Mixed– It is possible to run some workstations in either configuration and also to run a mix of Windows and Mac servers and workstations, the application is quite flexible.

Network Installation on non-networked workstations – The network installation is not intended for standalone computers. You should use the standalone installation CD-ROM (the one that doesn't have the Secure Network Version v.6 marking).

PC and Mac Standard Network Installation Instructions:

PC (Windows) Network Installation - Use the CD-ROM marked "Secure Network Version v.6". The program should start automatically; follow the prompts to install the program to the hard drive. If the program doesn't run automatically, run "Setup.exe" to install the program to the network server. You can install to any drive or any folder.

1) Insert the CD-ROM into the drive on the server and run the setup program.

2) At the welcome screen, click on Next. Read the license agreement and if you agree, click on I Agree.

3) Choose Destination Location - The installer will create a folder called **SuperStarNetwork** on the hard drive. Click on Browse to select a destination for this folder (if you have additional program installations - please remember which drive and folder you select). You can choose any drive or folder you wish, and then click on Next.

4) Select Components - You can then select the components. Select Install Database and Server Components if this is the first Help Me 2 Learn – Super Star program you are installing. You only need to install the Database and Server Components one time, it does not hurt if you do install more than one time.

5) If this program has an option for Spanish Instructions, you can select this option if you desire to do so. Click on Next.

6) When installing more than one Help Me 2 Learn – Super Star program, be sure to select the same drive and same folder each time. **Do not select the SuperStarNetwork folder (we created this folder for you), but select the same drive and folder as the initial installation.**

7) Select the Program Manger Group - The default Program Manager Group is Super Star Network. You can launch the programs from this group. Click on Next.

8) Desktop Shortcut - Once the installation completes, you can create a Desktop shortcut. The **administrative client** for all of our database and programs is called the "**SuperStar Admin**". You can start this application by clicking on Start, All Programs, Super Star Network, and then click on SuperStar Admin. You can also create a shortcut on your desktop by clicking on Yes. We suggest that you do this for now; you can always discard the desktop shortcut later.

9) Service -The next dialog box allows you to start the service that is required to run the database. This is the easiest way to install this service. We recommend that you click on Yes. The service will also automatically start every time the server is restarted. There is another way to run the service as application, contact us for more information or visit our web site at www.helpme2learn.com/network.html for technical instructions.

10) Click on Finish to end the Installation. Go to: **PC (Windows) Client Installation.**

MAC (OSX) Network Installation – Use the CD-ROM marked "Secure Network Version v.6". Install the program to the hard drive on the server.

1) Insert the CD-ROM into the drive on the server and double click on the *Install for Server* icon.

2) At the welcome screen, click on Next. Read the license agreement and if you agree, click on I Agree.

3) Choose Destination Location - The installer will create a folder called **SuperStar Sever** on the hard drive This will contain the **Data Server** application for starting and stopping the server, the **SuperStar Admin** application for managing classes, and a **Courses** folder containing all installed course software. When the server is started for the first time, a **Database** folder will also be created here that contains class data.

4) By default, the installer will place the SuperStar Server folder in the Applications folder on your hard drive. The installer gives you the option of choosing an alternate location if you wish. If you are installing multiple courses, be sure to always choose the same location for the installation.

5) If you do not customize the installation, the server software will be installed, along with the main set of course files. If the course you are installing includes a Spanish variant, you can choose to install this by clicking the *Customize...* button in the installer.

   Important: If you choose to customize the installation, do not de-select the option for the server software, or the courses will not install properly. Installing the server software multiple times will not affect the contents of the database.

MAC – Starting the Data Server

1) Once the data server has been installed for each program you are installing, you can start it by opening the SuperStar Server folder and double-clicking the **Data Server** icon. This opens the management application for starting and stopping the server.

2) Click the *Start Service* button to start the server running in the background. You will be asked to enter an administrator password. Once the service is started, you can quit the application; the server will continue to run until you log out.

3) To have the data server start automatically and run in the background with no account logged in, click the checkbox for *Start data server when system starts*. When you restart the system, the server will start running independently of users logging in and out. Go to: **Mac (OSX) Client Installation.**

Installing the Client (Student) application PC and Mac

PC (Windows) Client Installation - Students will access the program(s) though our client application: "SuperStar Student". A client application must be installed on each computer or you must create a short-cut to the SuperStar Student.exe found on the server. You have the option of installing only the client application, or you can install both the client application and the course files to improve performance. Either way, all student data is maintained on the server.

1) When you installed the Database and Server Components a file was created on the server in the SuperStarNetwork folder called "Client Installation.EXE". To install the client application, you will need to have the proper administrative rights and be able to navigate to the server from the client workstation.

2) From the client workstation and navigate to the server and to the SuperStarNetwork folder, then double click on the Client Installation.EXE file.

3) At the welcome screen, click on Next. Choose a destination folder and click on Next (by default the program is installed in Program Files\SuperStarNetwork – you can choose any location). Click on Next.

4) Select Components – you can check the checkbox if you wish to install from program files to the client workstation. The advantages are that this will make the program run better and minimize the data traffic on the network and server. The disadvantage is that it will require about 50 - 100 MBs of hard drive space per program on the client workstation. If you have sufficient hard drive space, we recommend that you check the check box. All of the courses that were installed on the server will be copied to the local hard drive (note- if the courses are installed locally, you will see a little computer screen icon next the course name). Either way, all of the student data is maintained on the server and not on the client workstation. Click on Next.

5) The default Program Manager Group is Super Star Network. You can launch the programs from this group. Click on Next.

6) Once the installation completes, you can create a Desktop shortcut. The student tool for launching all of our programs is called the "SuperStar Student". You can start this by clicking on Start, All Programs, Super Star Network, and then click on SuperStar Student. You can also create a shortcut on your desktop by clicking on Yes. We suggest that you do this for now; you can always discard the desktop shortcut later.

7) Click on Finish to complete the installation.

Note – You also have the option of installing the PC client installation from the CD-ROM.
- To install the program files on the workstation. Place the CD-ROM in the workstation, begin the installation, but **uncheck** the "Install Database and Server Components". Check the Spanish Instructions, if you want to install this component. Complete the installation. Then start the SuperStar Student application at the end of the installation. Enter the IP address of the server.
- To install the client only **without** installing the program files on the workstation. Place the CD-ROM in the workstation, cancel the autorun if it comes up and navigate to the file "Workstation Installation.exe" on the CD-ROM. Complete the installation. Then start the SuperStar Student application at the end of the installation. Enter the IP address of the server.

Mac (OSX) Client Installation - Students A client application must be installed on each computer that accesses the data server. You have the option of installing only the client application, or you can install both the client application and the course files to improve performance. Either way, all student data is maintained on the server.

1) On the client machine, insert the CD-ROM into the drive and double-click on the SuperStar disk icon when it appears. Double-click the Install for Client icon. This will launch the installer for the SuperStar Student application.

2) The installer will place the SuperStar Student application in the Applications folder on your hard drive. You have the option of choosing an alternate location if you wish. If you are installing multiple courses, be sure to always choose the same location for the installation.

3) The default installation type will install only the client application. The SuperStar Student application will use the data server to access the course files. For slower network connections, you may wish to install the course files to the local client machine, so that the server is only used for storing student records. To do this, click the Customize... button in the installer and select any courses you wish to install (including Spanish variants if applicable). The courses will be embedded in the SuperStar Student application.

4) Important: If you choose to customize the installation, do not de-select the option for the student application, or the courses will not install properly. Installing the application multiple times will not affect previously installed courses.

5) The first time you start the SuperStar Student application, you will be asked for the address of the data server. You may need to be signed in as the administrator, the first time only, enter the server's IP address or host name as provided by your network administrator. Once the address has been entered, you will not need to enter it again.

Mac - Creating a configuration file for managed clients

1) In a managed client environment, such as when using Apple Remote Desktop, you may wish to automatically deploy the SuperStar Student application to workstations. Once installed, the Student application is a self-contained application bundle, so deploying it to managed clients is a simple copy operation.

2) To prevent users from needing to enter the server address when the application first launches, you can deploy a **client configuration file** to each client. To create this file, double-click the Data Server application on your server, and choose *File > Save Client Configuration...* from the menu bar. Choose a location to save the file. Use the default file name; this is what the client will be looking for.

3) Once the file has been saved, use your managed client software to deploy the file to the **/Library/Preferences** folder on client workstations.

Starting the SuperStar Admin (PC and Mac)

1) Once the server installation is completed, you can start the administration/management application called **SuperStar Admin**. You can launch the SuperStar Admin from the desktop shortcut or through the program manager (PC) or from the SuperStarNetwork folder. The SuperStar Admin is intended for administrative personnel only and is not intended for student use.

2) Use the **SuperStar Admin** application to set up classes and add student names or to import classes and student names. ***You must set up classes before students will be able to use the software, they can enter their names from the programs.*** You can add classes manually, or you can import the classes and student names using the Import feature in the SuperStar Admin application. See the *Exporting and Importing Data* section below for details.

3) The SuperStar Admin opens our **Program and Class Manager**. From the opening screen you can select: Help, Change Programs, Manage Programs or Import/Export Data. You can also use the icon next the Exit button to minimize or maximize the screen.

    a) **Help** shows the instructions for the Program and Class Manager and gives you a print button to print those instructions.
    b) **Change Programs** gives you a list of the active program(s). Click on a program to go to the next screen for that program.
    c) **Manage Programs** shows a list all the programs and allows you to hide (make inactive) programs.
    d) **Import/Export Data** allows you to add classes and students through properly formatted tab delimited text file. You can also export your data for backup or maintenance. You can also view the Export & Import Help file and print the file.

4) If the SuperStar Admin tool fails to launch or if the wheels just spin, please see the troubleshooting instructions below.

Firewall

If you are running a firewall, you must open a port on the client workstation for access to the dataserver. To open a port (Window XP) click on Start, then Control Panel, then Security Center. Click on the Windows Firewall icon at the bottom of the screen, then click on the Exceptions tab. Click on AddPort…, Type the name of the port (such as HelpMe2Learn Data) in the Name box and type 1500 in the Port number box. Make sure that TCP is selected and click on OK. This is required for any client workstation that is running a Firewall.

Virus Protection

PC – In some case the Virus Protection software and especially a virus protection suite that includes firewall protection can prevent the client applications from connecting to the server. Consult your virus protection help section for instructions about opening port 1500 or allowing the client access to the server.

Exporting and Importing data

The data in the database can be exported to plain text and imported from a plain text file. When upgrading from one version of the data server to another, you may need to export the data from the old version and import it into the new version.

Exporting and importing data needs to be performed on the data server itself. To start an export or import process, double-click the **SuperStar Admin** application, and choose *Import/Export Data* from the bar at the top of the screen. You can then click on the *Import Data* or *Export Data* button.

When you click on the **Export Data** button, you will be asked to choose a folder for the export file. The export file will be created in this folder and named based on today's date.

When you click on the **Import Data** button, you will be asked to choose a folder that contains one or more files to import. All files in this folder will be imported, so it is very important that this folder contain only files that are properly formatted and intended for import. A **Results** folder will be created inside the folder you choose. Imported files will be moved into this folder, and a log of the import will be generated there as well.

For more information about importing, see our help document on the import feature section of the SuperStar Admin – Program and Class Manager, or see the latest documentation and movies at www.helpme2learn.com/network.html.

Mixed (PC and Mac) Installations

- You can easily run a PC client connected to a Mac server. Place the CD-ROM in the PC client and navigate to the file "Workstation Installation.EXE", run the installation. Start the SuperStar Student application and enter the IP address of the server.
- You can easily run a Mac client connected to a PC server. Place the CD-ROM in the PC client and navigate to the "*Install for Client"* icon, run the installation. Start the SuperStar Student application and enter the IP address of the server.

Upgrading from Version 5

Unfortunately there is not an easy upgrade from Version 5. Version 6 installs in a completely new folder and does not use any of the Version 6 files. Version 5 did not have a data export feature, so there is no way to save the data and import it into Version 6. It is possible to bring the student names in from Version 5 by opening the names.txt files in a spreadsheet program, formatting the file as needed for import and saving the file as a tab delimited text file.

Cleaning up the Database – Year End House Cleaning

At the end of the school year you will probably want to cleanup the database. We recommend that you first export the current data using the SuperStar Admin – Program and Class Manager. You can then use the Program and Class Manager to delete classes or add classes or copy class folders to new classes. You can also delete students.

In most cases, you will want to just start all over with a fresh database. Navigate to the SuperStarNetwork folder, then to the Server folder. Stop the database server (PC - Double click on the file "DanSvr_UninstallService.bat"). Find the folder called "data" and delete the folder – warning – deleting this folder will destroy all your data. Start the database server (PC - find the file "DanSvr_InstallService.bat" and double click on it). This will create a new data folder and database. You can then open the data you exported and manipulate the data or you can create an entirely new class/teacher and student list.

Uninstalling and Reinstalling

PC – before you uninstall the software, you should stop the database service (see instructions immediately above). If you use our uninstall application, it will not remove the data (database) folder and some other files. You will need to do this manually after the uninstall by deleting the SuperStarNetwork folder.

Mac – before you uninstall the software, you should stop the database server. You can then drag the SuperStar Server folder to the trash.

Both – the client applications can be installed and uninstalled at anytime.

Troubleshooting Instructions

The most common error occurs you launch the SuperStar Admin or the SuperStar Student applications and you see the wheels turning but the database doesn't make a connection.
Steps:
1. Make sure that the Database and Server Components were installed.
2. Check to see if the Server is running as a service: PC - From the server, Click on Start, Control Panel, Administrative Tools, Services. Look for the HelpMe2Learn Data Server service and click on it to see if it is running. Mac – navigate to the

SuperStar Server folder and double click on the Sever app. You should be able to tell if it is running or needs to be started.

3. Since our programs use an IP address, that address must be static. If the IP address of the server does change, you will need to change the IP address for all the clients.

    a. The IP address for the server is set to localhost and is controlled by the file server.conf found in the Preferences folder.

    b. The IP address for the client is called com.helpme2learn.superstar.client.conf and is also found in the Preferences folder. You can edit these files to set the correct address.

    c. If you do not have a static IP address, it would be better to create a short-cut (or alias) to the SuperStar Student file, rather than install the client applications.

1. PC - If you need to stop the database server, you can navigate the Server folder and find the file called DanSvr_UninstallService.bat, double click on it to stop the service.

2. PC - If you need to restart the database server, you can navigate the Server folder and find the file called DanSvr_InstallService.bat, double click on it to restart the service.

3. PC - If you want to run the database server as an application rather than a service you can navigate to the Server folder and find the file called DanSvr.bat, double click on it to start the application.

For assistance, please call 1-800-460-7001.
For the most current updates and network information, visit our website at
www.helpme2learn.com/network.htm