

## **Frequently Asked Questions** (Technical support for CPP V3)

### **Question 1: What operating system do I have?**

#### **Answer:**

1. To check the version of your operating system, Click on "Start" – "Control panel" – "System"
2. The window that comes up will give you that information.
3. The CPP V3 is designed to run on Windows XP (SP2) or Vista, however it should be compatible with Windows 2000 (SP4) and greater.

### **Question 2: What do I need to run the CPP V3 on my Computer?**

#### **Answer:**

1. The following programs are pre-requisites to running the CPP V3 on a computer
  - i. Windows Installer version 3 or greater
  - ii. Microsoft Dot Net Framework version 2.1 or greater
  - iii. Flash Player version 9 or greater
  - iv. MDAC (Microsoft Data Access Component) version 2.81 or greater
  - v. Visual Java# Redistributable Component
2. These programs are included in the download. If a pre-requisite is not installed on your computer, the installation procedure attempts to install the missing pre-requisite. In the case of 64-bit operating systems, the 64-bit compatible components must be downloaded from Microsoft.

### **Question 3: I have VISTA and want to install the CPP V3 from the CD**

#### **Answer:**

As you will have noticed, when you insert the CD it automatically opens a setup window. When you try to install anything, it throws a message saying the file cannot be found. Please follow these steps:

- Close the setup window
- Open "My Computer" and right-click on the cd-rom drive
- Select the "explore" option.
- Right-click on the file "CPP V3 Setup.exe"
- Select "Run as Administrator"
- The installation will now perform correctly.

### **Question 4: I have VISTA and cannot install a language pack or CPP V3 successfully**

#### **Answer:**

1. Download the language pack or CPP V3, right-click on it and select the "Run as Administrator" option
2. If you have the CD, please follow the same steps as in Question 3

### **Question 5: Nothing happens when I click on the download game link on the website**

#### **Answer:**

It is possible that you did not right-click on the link and did not select the "Save target as" option. Please do this instead and try again.

### **Question 6: It takes a long time to download the CPP V3 Game**

#### **Answer:**

The CPP V3 game is approximately 54 MB big. The speed of your internet connection will determine how long the download will take.

**Question 7: When I click on the “CPP V3.exe” file that I downloaded, it takes a long time to open**

**Answer:**

This depends on the speed of the computer that you are using. When you click on the file, it first has to extract some information before it starts with the installation. Please be patient

**Question 8: When I double-click on the “CPP V3” icon on the desktop, it takes a long time to open**

**Answer:**

1. The first time you run the CPP V3 causes the application to create some settings. This may take a while the first time you run it.
2. If it is not the first time you run it, then ensure that your computer has enough memory and hard-drive space. The recommended capacities are:
  - i. Memory: More than 512 MB RAM
  - ii. Hard-drive space: More than 1GB

**Question 9: Should I select “Run” or “Save” when I download the CPP V3 or Language pack?**

**Answer:**

1. It is recommended to select the “Save” option when you download anything from the website. This is especially important if you want to take the CPP Game V3 to a client to install on the client’s computer or laptop. You can copy the CPP V3 to a memory stick to install it at a client.
2. If you do click on “Run”, the CPP V3 will only be available on that one computer or laptop.

**Question 10: When I run the CPP V3, I get a “Microsoft.Jet.OLEDB.4.0 provider is not registered on the local machine” error. What do I do?**

**Answer:**

This indicates that the MDAC component is not installed on your computer, or that the MDAC component got corrupt. To correct the problem, try the following:

1. Download the MDAC component from Microsoft and re-install the MDAC. You can do this from here:  
<http://www.microsoft.com/Downloads/details.aspx?familyid=6C050FE3-C795-4B7D-B037-185D0506396C&displaylang=en>
2. The next item that you must download and install is the “Jet” driver. Please do that at this location:  
<http://www.microsoft.com/downloads/details.aspx?FamilyID=2deddec4-350e-4cd0-a12a-d7f70a153156&displaylang=en>
3. It could happen that the drivers for the Jet 4.0 get corrupt. In this case, please re-install the drivers

**Question 11: I get a “This program requires a missing Windows component” error.**

**Answer:**

The cause of this could be that the flash player is not installed correctly on your computer. Please re-install the flash player. To do this, go to <http://www.adobe.com> and look for the link to download the latest flash player

#### **Question 12: No Language appears in the first screen of the game**

##### **Answer:**

1. This problem is indicative of the MDAC not being installed correctly. Please follow the same instructions as given in question 10.
2. If you have VISTA, uninstall the CPP V3 by following the steps given in question 21. Then re-install the CPP V3 by following the steps given in question 4.

#### **Question 13: When I try to install a Language pack, it throws an "Error accessing Database" message.**

##### **Answer:**

After following the on-screen solution and you still get that same error, please follow the instructions given in question 10.2

#### **Question 14: When installing a Language pack under VISTA, a "Language Pack Installation Error" comes up**

##### **Answer:**

This error occurs when the Language pack tries to access the CPP V3 database file. Please follow the instructions given in question 13 to resolve the problem and try again.

#### **Question 15: It takes a long time to open the Language pack setup**

##### **Answer:**

1. There are a few reasons for this. If the CPP V3 is not installed under "C:\Program Files\Magellan Consulting\CPP V3", the Language pack searches the whole computer for the installation.
2. If the CPP V3 is not installed, the Language pack still first searches for the installation and when it is not found, it quits.
3. When you open the language pack setup, it must first perform some background tasks before it can install. This might take a while on slower computers

#### **Question 16: What should I do when I go to a client to test them on the CPP V3?**

##### **Answer:**

1. First, ensure that you have the latest CPP V3 installed. To do this, double-click on the CPP V3 game icon, select the "Help" menu and then the "Check for Updates". Click on the "Check for Updates" button. If the computer downloads any updates, be sure to download the CPP V3 setup files from the website BEFORE going to the client.
2. Second, be prepared. Download all the links found on the Cognadev website under the CPP Download area. This includes the CPP V3 game, the Flash component and the language packs.
3. Copy all the downloaded items to a CD or on to a Memory stick.
4. Arrive at the client at least 30 minutes before the due test time
5. Install the CPP on the computers that would be used for testing
6. If you have any problems with the installation, please refer to the steps given in question 20 and question 4.
7. Install the flash player on each of the computers that would be used for testing
8. On EACH computer, start the game and play it until you are prompted to interpret the first story. You may close the game at that point. If you encounter any errors or problems, please do not use that computer to play the game on. You may wish to call the client's computer support person to assist in a problem.
9. Once you have completed testing the game, open the game again and ensure that your XML Game file exists under "Tools" – "View Tests". If the file does not exist, do not use that computer to test the candidate on.

**Question 17: There are cards missing in the game, or I can't hear any voice commands and I cannot continue**

**Answer:**

1. Ensure that the volume of the speakers / headset is turned up and that the volume control is not muted.
2. Another cause of this could be that the latest Flash player version was not installed correctly on the computer. Remove all previous versions of the flash player and re-install it
3. You can also ensure that the user group "Everyone" has read and write permissions under the installation folder (normally "C:\Program Files\Magellan Consulting". The folder to have read and write permissions would be CPP V3)
4. Ensure that the "Administrator" user has logged in to the computer

**Question 18: It throws a "You do not have sufficient privileges" error when I try to install the CPP V3**

**Answer:**

1. Please ensure that you have administrative rights on the computer when trying to install the CPP V3
2. If you still have problems, try adding the "Everyone" rights privilege under the folder "C:\Program Files\Magellan Consulting\CPP V3".
  - i. Right click on the folder and select "Properties"
  - ii. Select the "Security tab"
  - iii. In XP, click on the add button. In VISTA, select the edit button
  - iv. Type the word "everyone" in the Object Name box
  - v. Click on the "Check Names" and it should underline "everyone"
  - vi. Click "Apply" and "OK"

**Question 19: I have VISTA and ran the CPP V2.1. Now I can't find the Game files!**

**Answer:**

1. In the past, the "GetCPPFile" application was able to retrieve the hidden games files from a computer that had VISTA installed. Since then, Microsoft has added a patch which allows the user to retrieve the file themselves.
2. Browse to where the CPP V2.1 game is installed. Normally "C:\Program Files\Magellan\CPPv2.1"
3. Open the folder called "userfiles"
4. Notice that there is a "compatibility files" option close to the top of the window. Click on the "compatibility files" option. It will then display all the games files that were previously hidden

**Question 20: I downloaded the CPP V3 game or a language pack, copied it to a CD or memory stick and now am trying to install it at a client, however I am getting an error. What must I do?**

**Answer:**

Copy the CPP V3 or language pack to a folder on the local machine. Double click on the file again, and it should install correctly. Please note that if you install it from a memory stick, there must be at least 60MB free space left on the memory stick for it to install correctly.

**Question 21: How do I uninstall the CPP V3?**

**Answer:**

- Click on "Start"
- Open "Control Panel"
- Click on "Add or remove programs" for XP
- Click on "Program Management" for VISTA
- Locate the CPP V3 in the list of programs, select it, and click on the "remove" option

The game files (or XML files) are still kept as a backup when you uninstall the CPP V3. To completely remove the CPP V3 and all its associated files, please delete the folder called "CPP V3" found under "C:\Program Files\Magellan Consulting". Be sure to uninstall the CPP V3 before deleting that folder.

**Question 22: I downloaded the CPP V3 game or a language pack, copied it to a CD or memory stick and now am trying to install it at a client, however I am getting an error. What must I do?**

**Answer:**

Copy the CPP V3 or language pack to a folder on the local machine. Double click on the file again, and it should install correctly. Please note that if you install it from a memory stick, there must be at least 60MB free space left on the memory stick for it to install correctly.

**Question 23: I got an error that isn't included in the Frequently Asked Questions. What must I do?**

**Answer:**

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