

Continual Problems with Shockwave Installs

Problem: CHPWLN Shockwave prompt for install.

When: Occurs when launching the Math Expeditions/Elementary courseware.

Visual: Shockwave 8.51 folder is still there. Also, Flash Player 8 was installed.

Problem: Server still prompts when the shockwave updates have been installed.

Cause: Internet availability set to false which prompts to install shockwave again, even when the shockwave files were installed from the macromedia/adobe web site.

Fix: Remove version 8.51 from the workstation. Then change the internet availability to True. Go out to <http://platoweb.com> and install the 10.1 and the flash player 9.

Problem: Found bug **17783** for service does not re-start to SQL PWS

After the install the sqlpws service does not always start automatically.

Fix: You have to manually go in & start the service.

A batch file with this code in it was created: @echo off

```
d:\pathways\system\svcmgr -s "PLATO Data Server (SQL)"
```

Create a scheduled task on the server to start the batch file (which

You can call start_sqlpws.bat) every time the server starts. This will work around the problem.

Reproducible: Sometimes

Steps to Reproduce:

1. do the install.
2. reboot server multiple times
3. check services

Please contact PLATO support and they will walk you through this process:

Web site: <http://support.plato.com>

Phone: 1-800-869-2200

Email: <http://support.plato.com/email>