



SCREENPLAY INSTALL TROUBLESHOOTING GUIDE MAC

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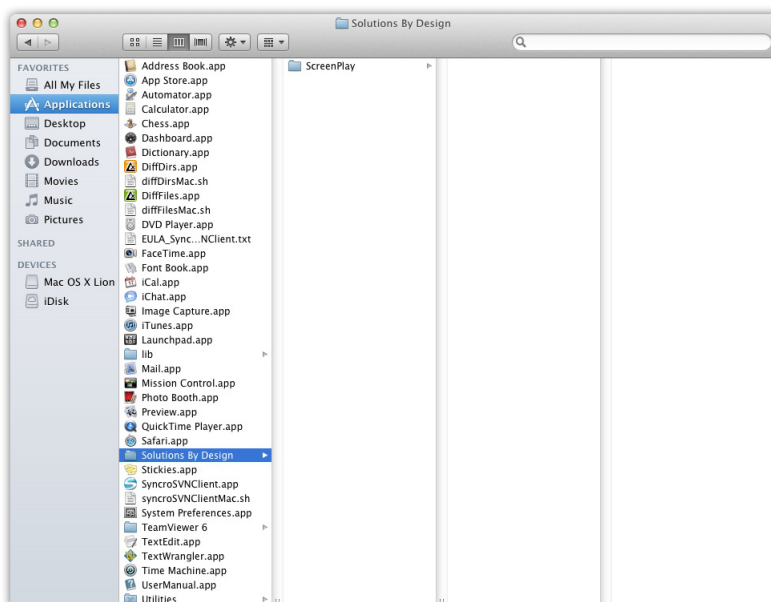
1. When I try to sign in to ScreenPlay it says that my credentials are invalid. What do I do?

Try re-entering your username and password. If you continue to get this message go to **www.andisolutions.com** and select forgot password. Enter your email address and your password will be emailed to you. If you continue to have problems call support at **1-800-888-4084**.

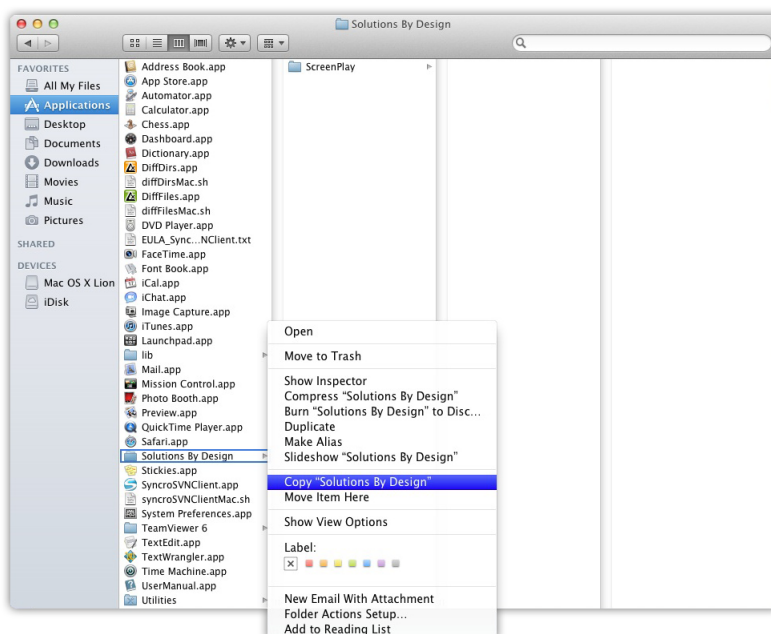
2. When I am installing ScreenPlay what directory should I choose?

- a. It is recommended that you install ScreenPlay into a user account folder to ensure that it has the proper permissions to run. By default ScreenPlay will be installed into your applications folder in the following path: Applications>Solutions by Design>ScreenPlay>ScreenPlay.app. To move ScreenPlay into a user account folder follow the steps below.

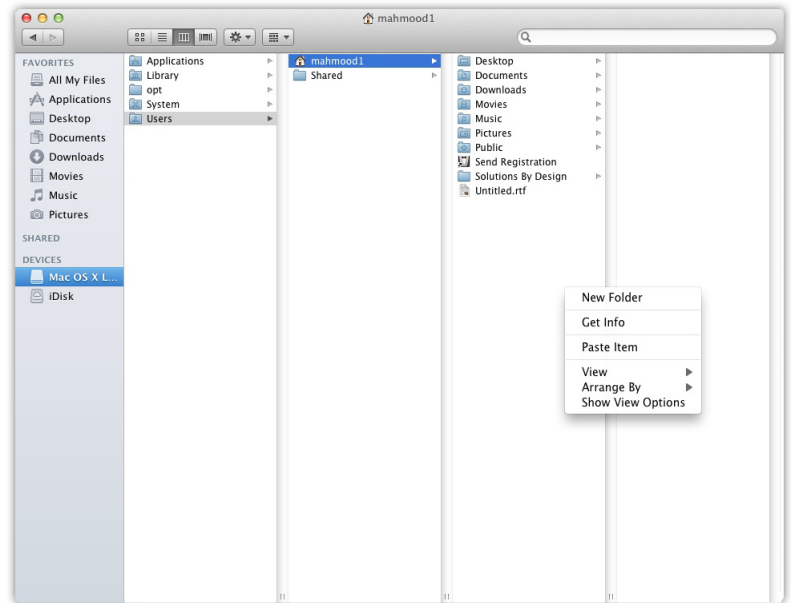
- b. Locate the Solutions by Design folder within Applications.



- c. Right click on the folder and select Copy "Solutions by Design".

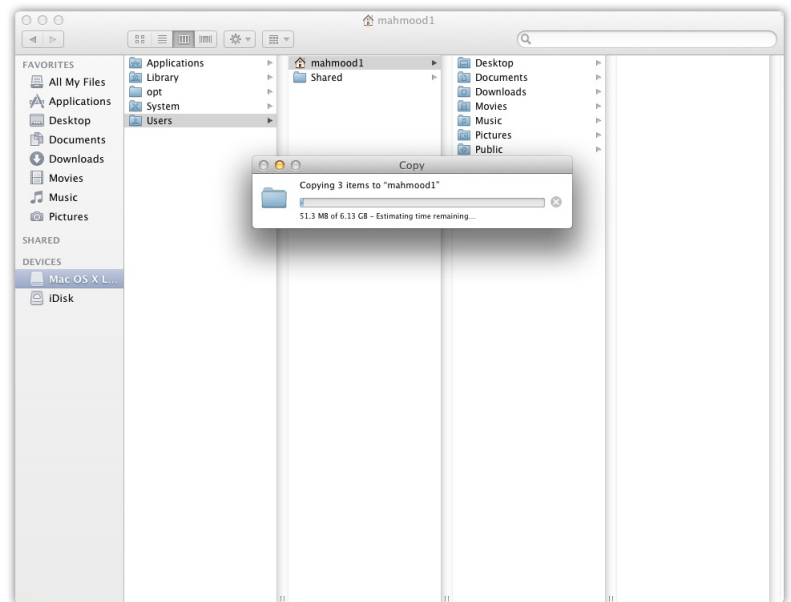


- d. Now navigate to your user folder, right click inside your user folder and select Paste Item.



- e. This will begin copying the Solutions by Design folder into your user folder. This will take a few minutes to copy.

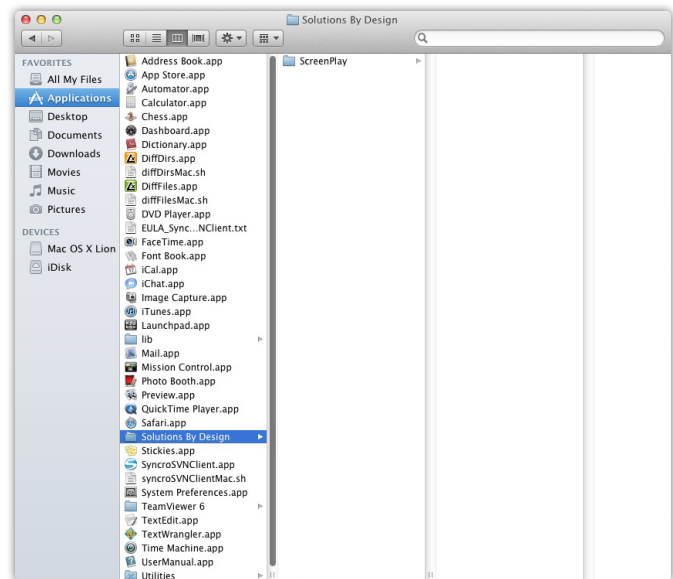
- f. Once it has completed copying the files from your applications folder, you can drag the Solutions by Design folder from your applications folder to the trash can to delete it from Applications. You will now be able to open Screen Play from the user directory.



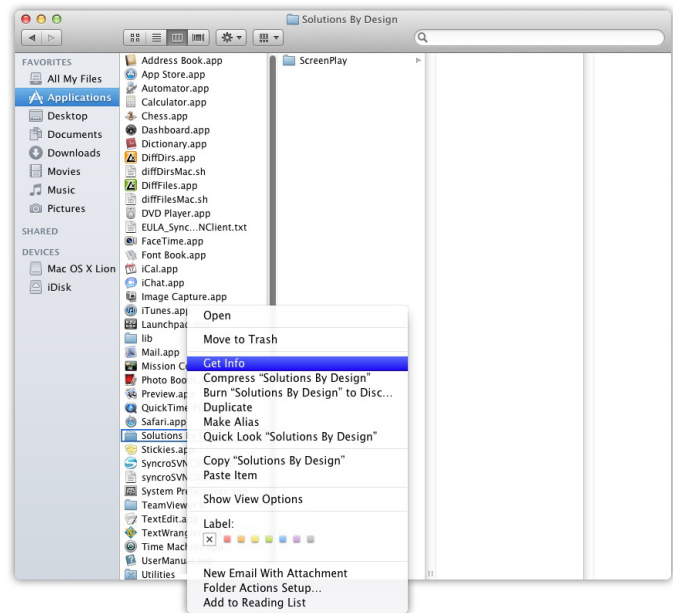
3. Should Screen Play be installed on each individual workstation or on my server?

- a. Screen Play can run on either a server or on an individual machine. *When installing ScreenPlay on a server make sure to give everyone full control over the folder within the Security Permissions tab within the Properties menu. To do so please follow the directions on the next page:

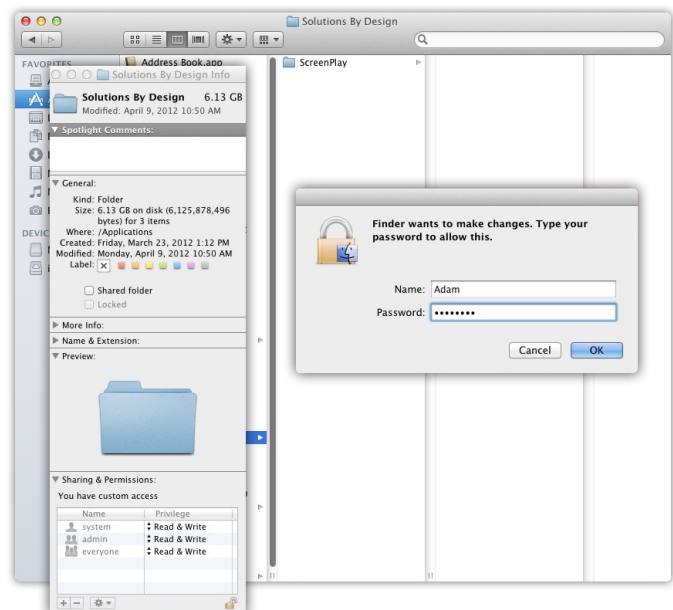
b. Locate the Solutions by Design folder.



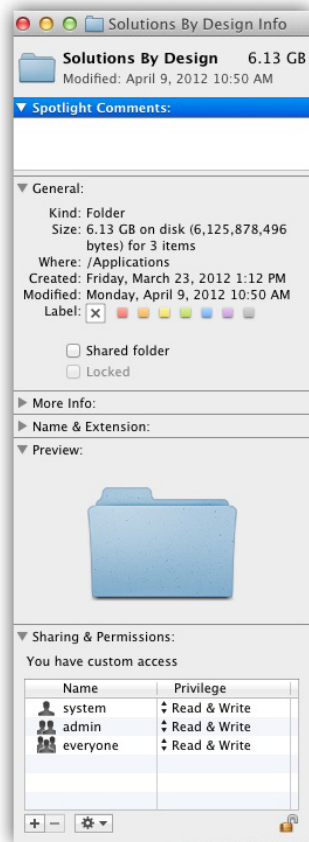
c. Right click on the folder and select Get Info.




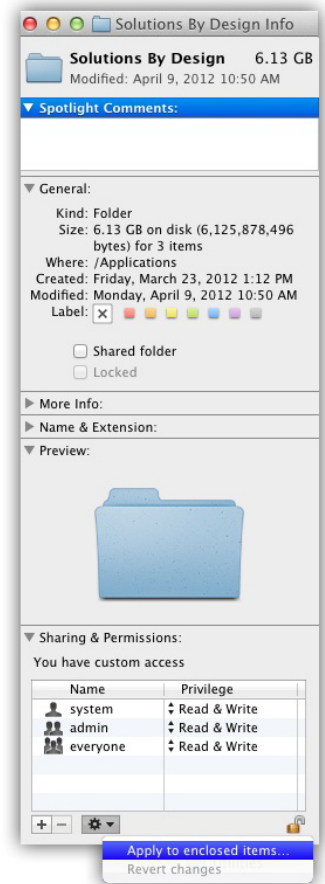
d. This will open the Solutions by Design Info window. Locate the lock icon in the bottom right hand corner and click it to unlock the Sharing and Permissions. If it prompts you to enter a password please enter the password for an administrator account.



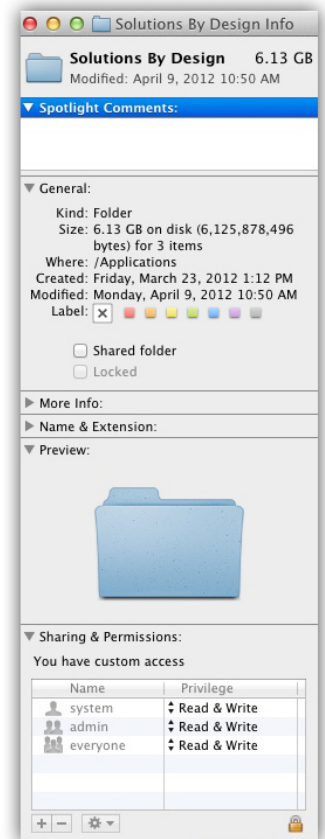
e. Locate Everyone in the access list and ensure that Read & Write is selected.



f. Now click on the  button and select Apply to enclosed items. If a message pops up asking if you are sure you want to apply these settings select OK. This will change the permissions on all the files within the Solutions by Design Folder.



g. Click the lock button to lock the settings and close the window. Everyone will now have full read and write permission on the folder.



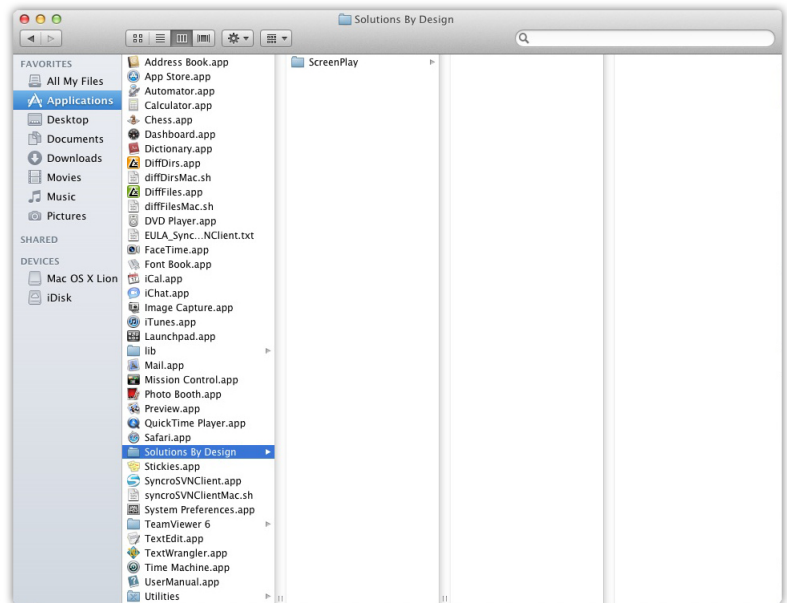
4. I downloaded ScreenPlay and now I can't find it. What do I do?

By default ScreenPlay is installed in the Applications folder. You will be able to find the ScreenPlay 8 launcher at by following this path Applications>Solutions by Design>Screen Play>ScreenPlay App.

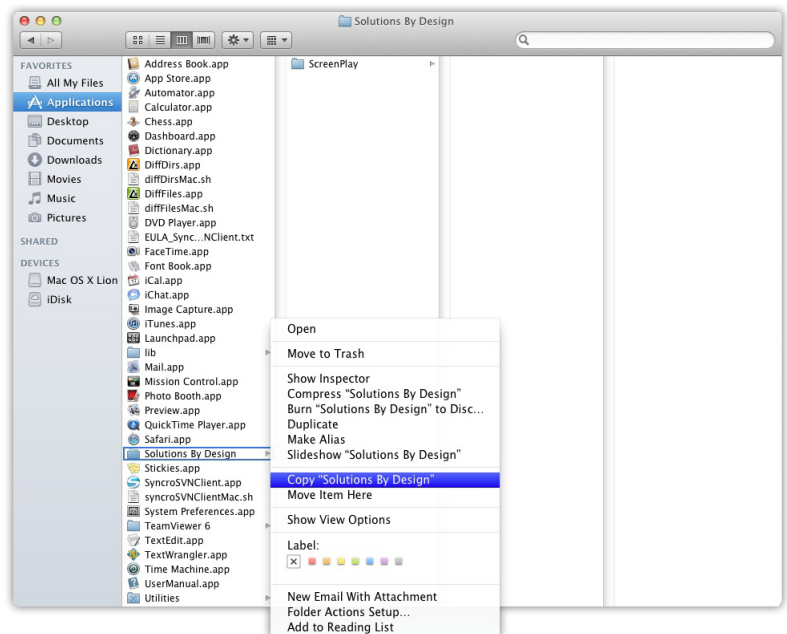
5. I tried to run ScreenPlay and it says I need to have administrator privileges. I am an administrator what do I do?

a. We recommend installing ScreenPlay 8 into a user account folder in order for it to run with the proper permissions. You can move the Solutions by Design folder from the Applications folder into a user account folder. To do so follow the instructions below.

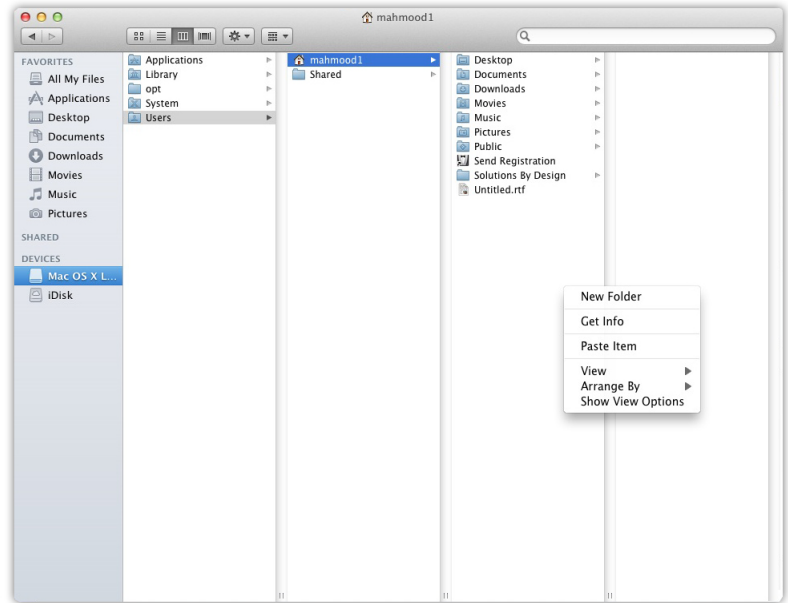
b. Locate the Solutions by Design folder within Applications.



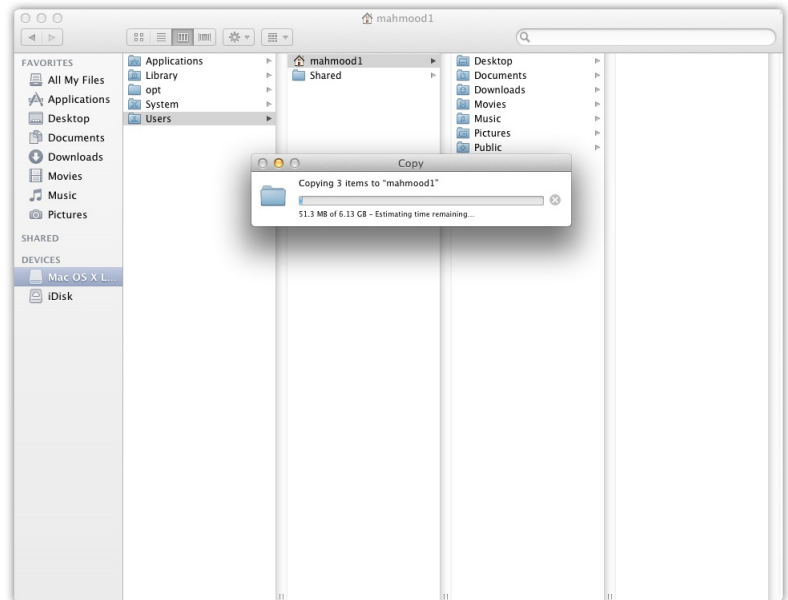
c. Right click on the folder and select Copy "Solutions by Design".



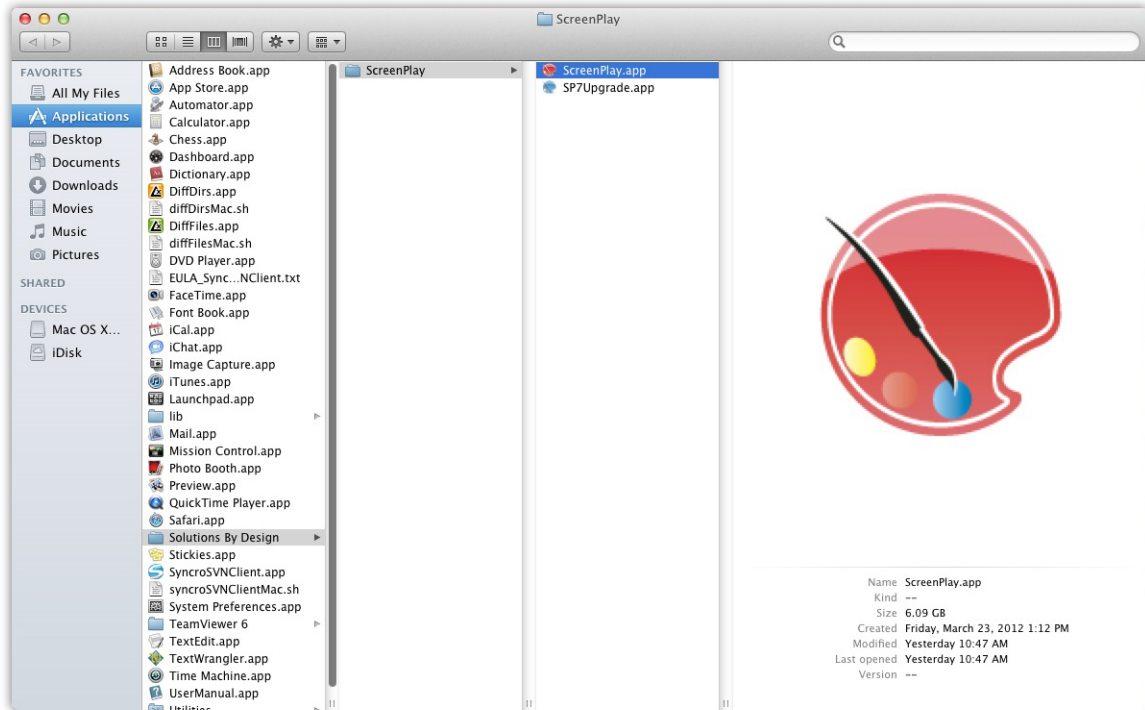
- d. Now navigate to your user folder, right click inside your user folder and select Paste Item.



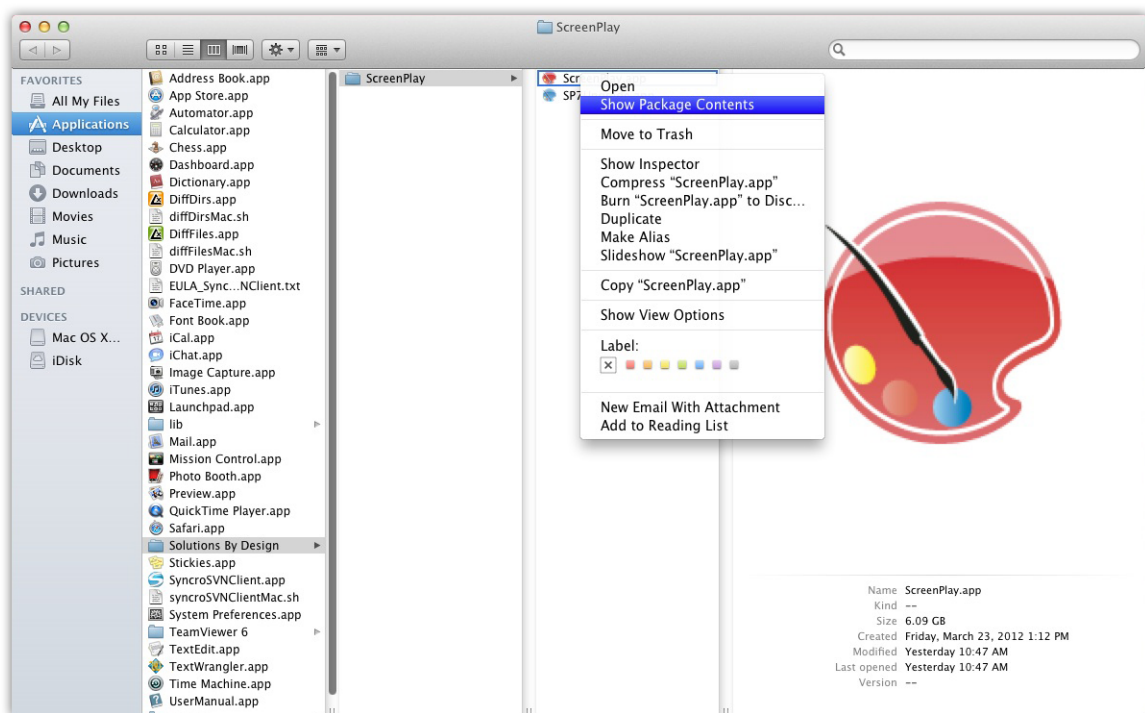
- e. This will begin copying the Solutions by Design folder into your user folder. This will take a few minutes to copy.



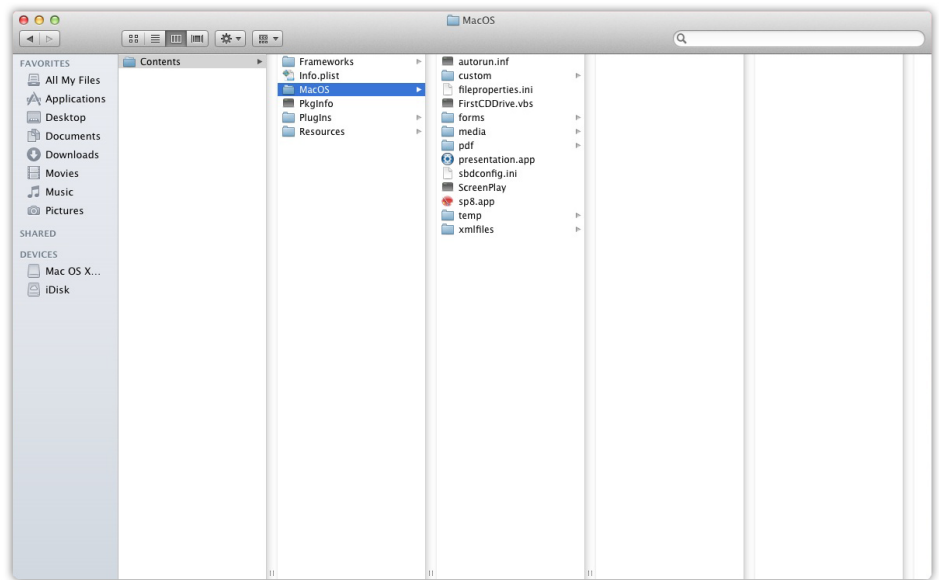
6. I try to open ScreenPlay and it updates just fine, but after it finishes updating the window just goes away and ScreenPlay does not open. What do I do?
- a. This happens when Mac does not index the files correctly. To fix this, follow the instructions below.
 - b. Locate the ScreenPlay.app, (by default this is located in the following path
Applications>Solutions by Design>ScreenPlay>ScreenPlay.app.)



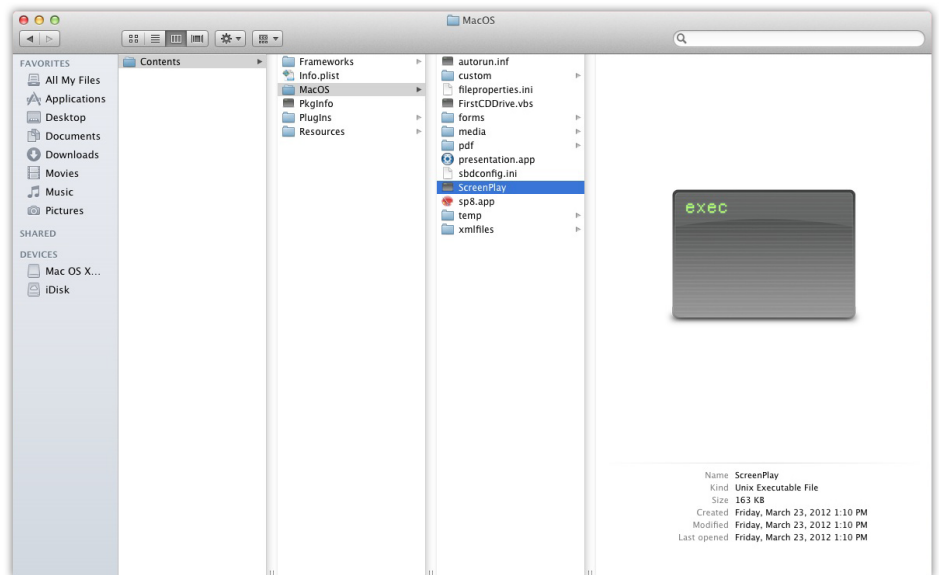
- c. Right click on the ScreenPlay.app and select show package contents.



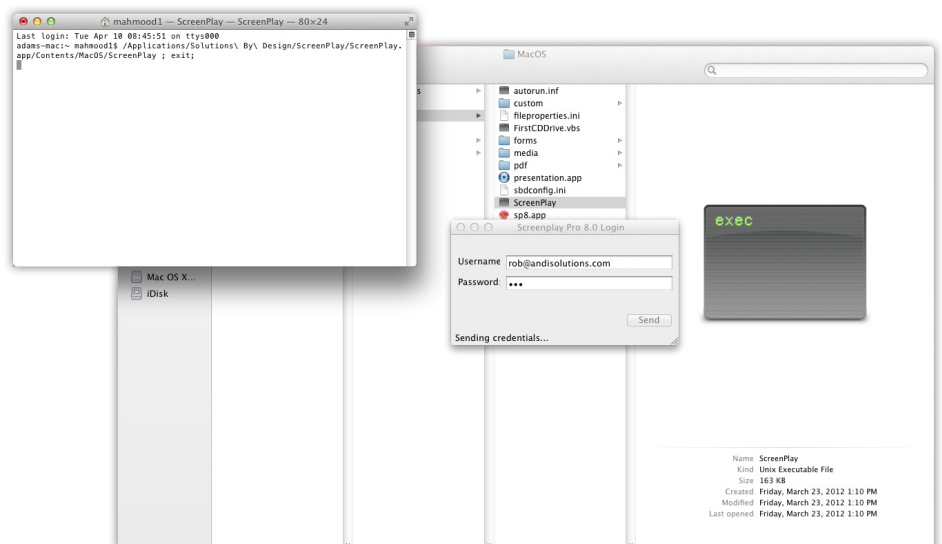
- d. Open the folder named contents and look for a folder named MacOS. Open the MacOS folder.



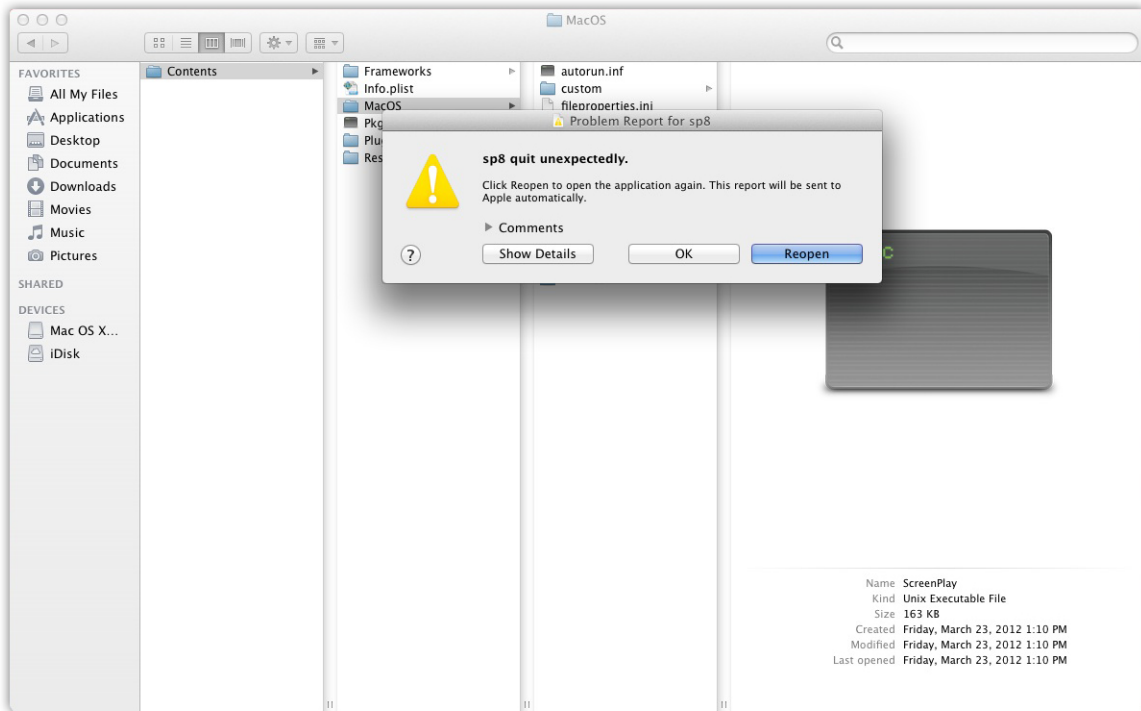
- e. Within the MacOS folder look for ScreenPlay that has a black terminal box for an icon.



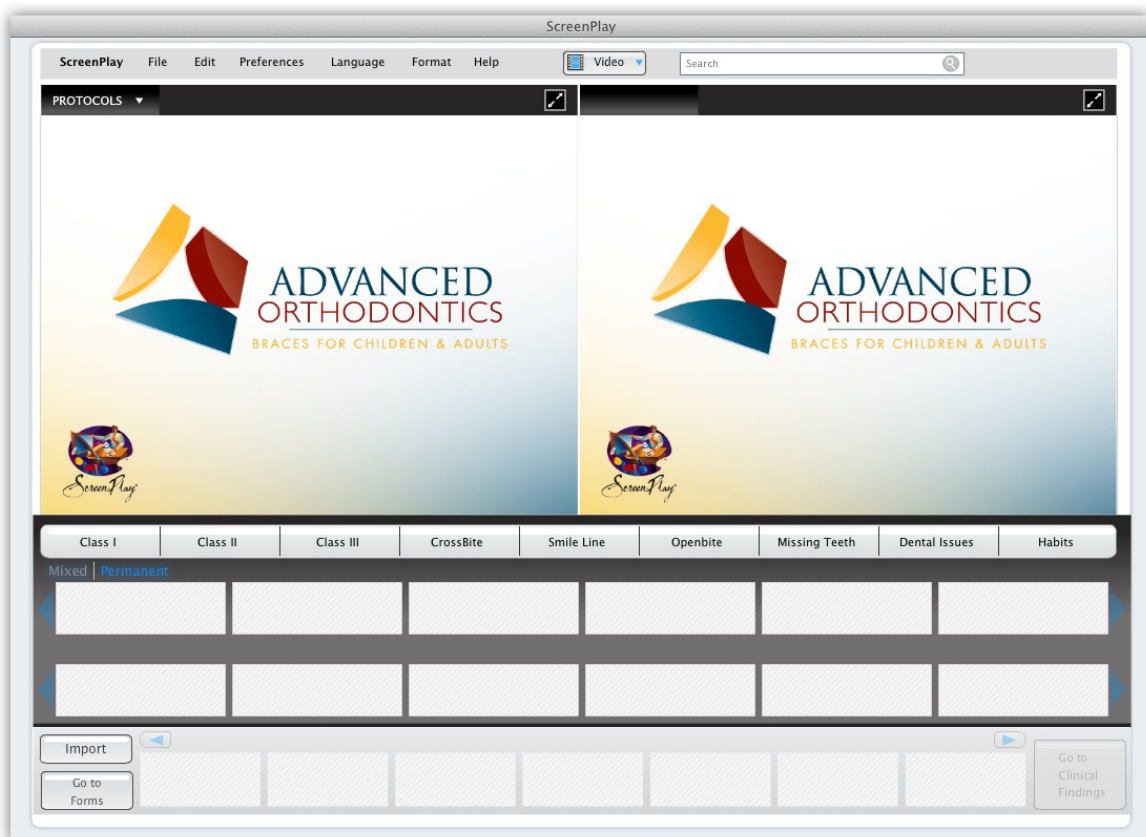
- f. Open the ScreenPlay executable. This will open a terminal window and then launch Screen Play.



- g. If anything pops up saying that SP8 quit unexpectedly just click ok. Once this is done close the terminal window.



- h. Go back to your applications folder and locate the ScreenPlay.app again and open ScreenPlay. You should now be able to open ScreenPlay as normal.



7. Does installing ScreenPlay 8 uninstall my copy of ScreenPlay 7?

No, ScreenPlay 8 is a completely separate install from ScreenPlay 7. You may keep ScreenPlay 7 installed or may uninstall the previous version.

8. Can I import my own videos into ScreenPlay 8?

We are currently working on this feature and it will be included into an update in the very near future. Fortunately, with the new system when updates are available you will be prompted to download them automatically.

9. I opened ScreenPlay and it says that my device cannot be registered. What do I do?

This is caused when you have reached your maximum number of licensed devices. Please call Solutions by Design at **1-800-888-4084** and we can add additional licenses to your account.