



# SCREENPLAY INSTALL TROUBLESHOOTING GUIDE PC

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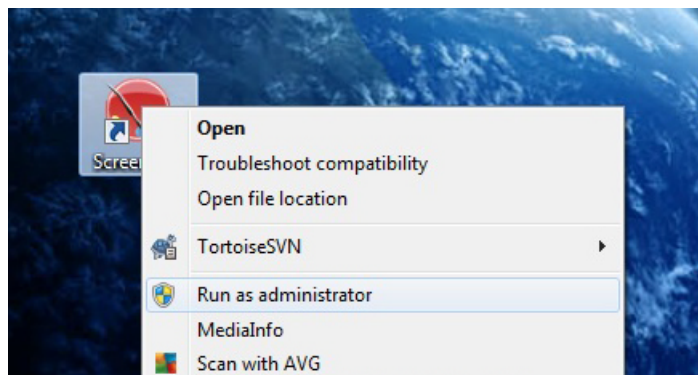
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## 1. When I launched ScreenPlay it started updating but appears to be frozen. What do I do?

Close ScreenPlay and re-open ScreenPlay by running it as Administrator. To run as administrator right click the ScreenPlay icon and select Run as Administrator.

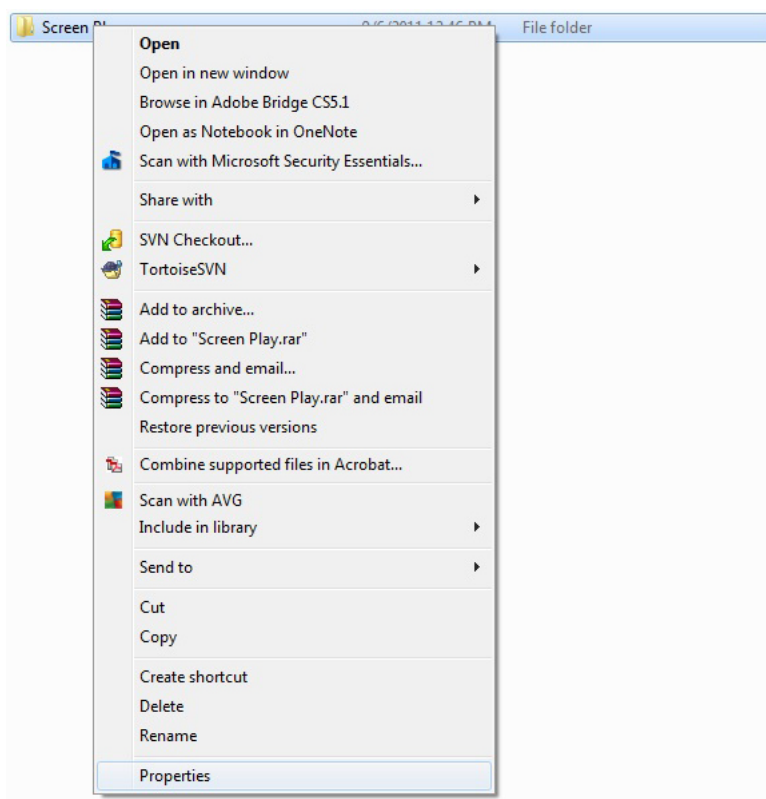
After the update is complete, you will be able to open ScreenPlay as usual.



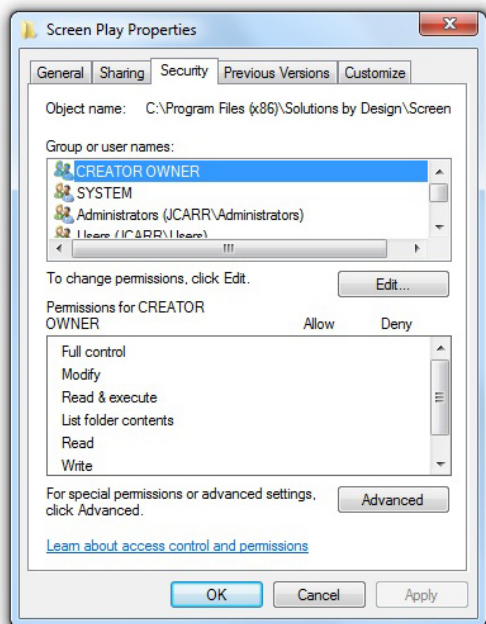
## 2. Should ScreenPlay be installed on each individual workstation or on my server?

ScreenPlay 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 this follow the steps below:

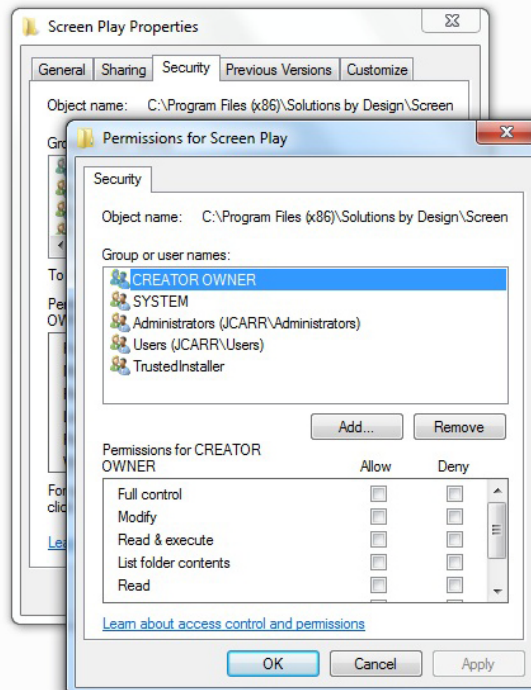
- a. Navigate to the where you put the ScreenPlay install folder on your server.
- b. Right click on the folder and select Properties.



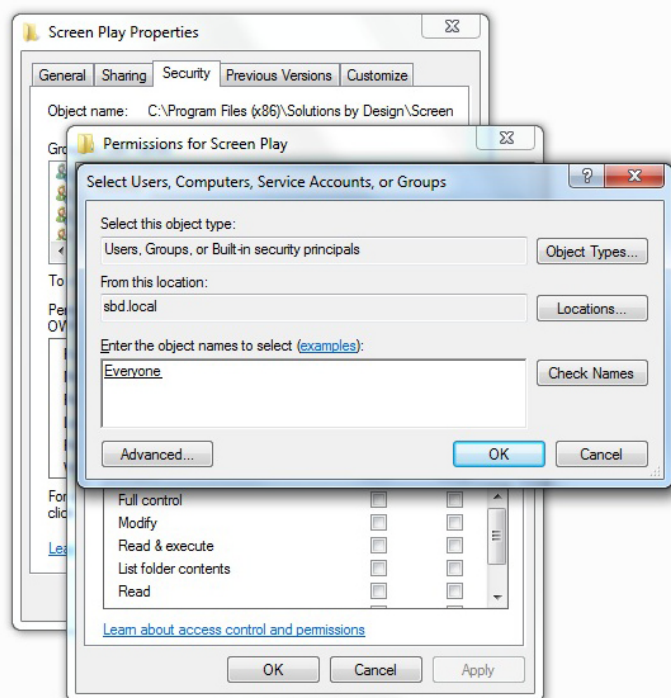
- c. From the Properties menu select the Security tab.



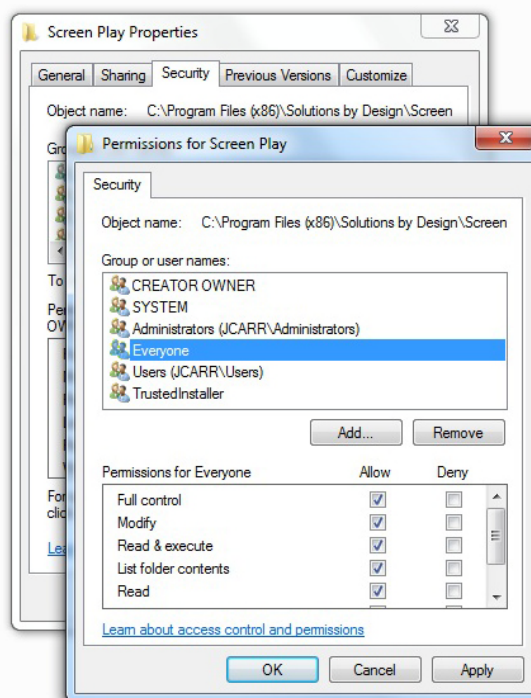
- d. On the Security tab select edit. This will bring up the Permissions for ScreenPlay window.



- e. Click the add button. This brings up the Select, Users, Computers, Service Accounts, or Groups window. Inside the box labeled “Enter the object names to select (examples)” enter Everyone and click ok.



- f. This will take you back to the Permissions for ScreenPlay window. From the list select Everyone and check the box below that says full control.

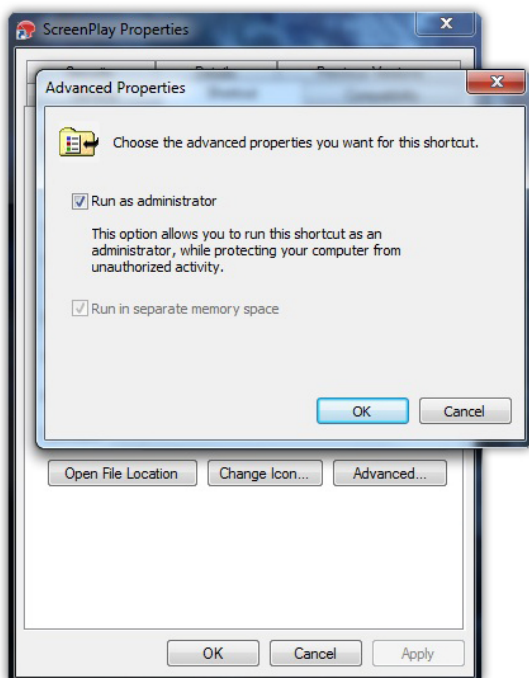
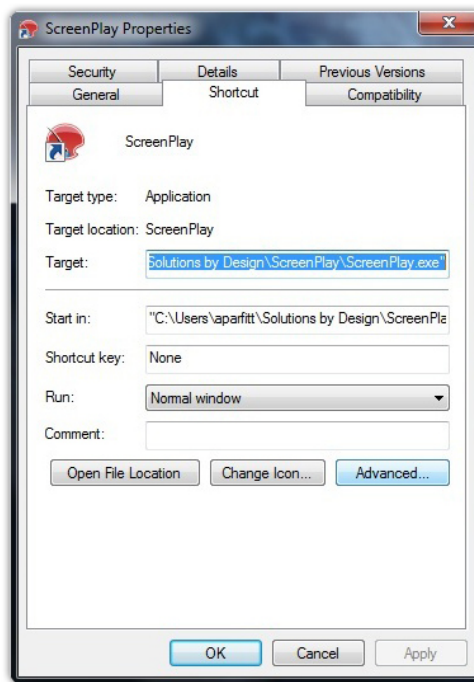
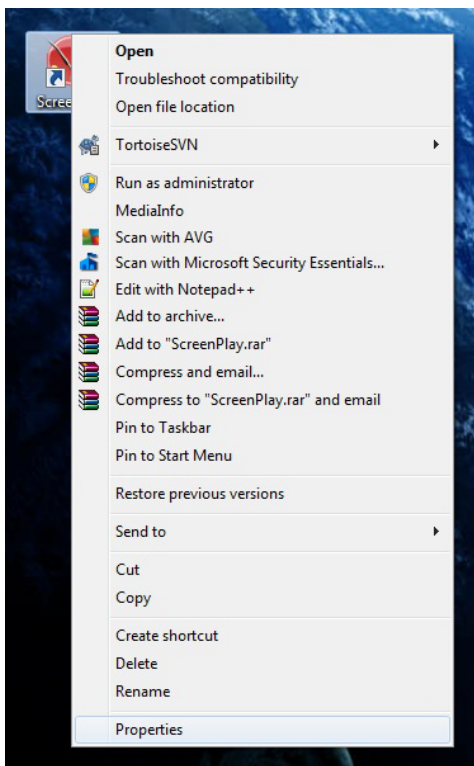


- g. Click OK. Then click OK on the ScreenPlay Properties window. Now Everyone will have full control over the files within this directory.

### 3. When I am installing ScreenPlay what directory should I choose?

By default ScreenPlay will be installed into the current user's directory. If you choose to install ScreenPlay into another directory you will need to run ScreenPlay as an Administrator. To set ScreenPlay to run as Administrator follow the instructions below:

- a. Right click on the ScreenPlay shortcut, select Properties. This will open the properties window.
- b. In the Properties window navigate to the Shortcut tab and click the Advanced button.



- c. Inside the Advanced properties window check the box that says Run as Administrator then click OK.  
\*It might prompt you to enter the Administrator's username and password. Enter then click OK.
- d. Click OK to close the Properties window. ScreenPlay will now be ran as an Administrator when opened through the shortcut.

**4.** 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.

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

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

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

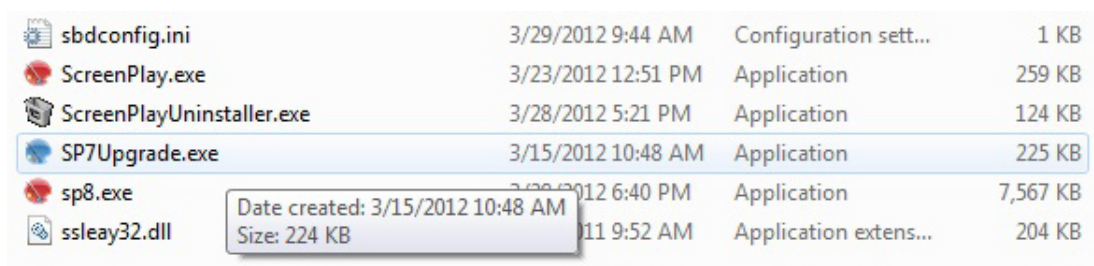
We are currently working on this feature and it will be included into an update in the very near future. Fortunately, with the new system when updates are available you will be prompted to download them automatically.

**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. You can uninstall ScreenPlay 7 through Control Panel.

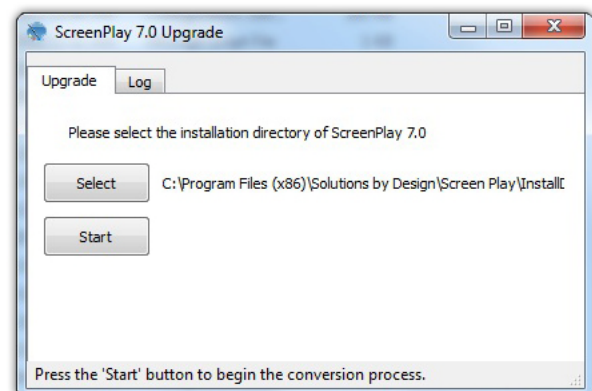
**8.** I have forms and protocols in ScreenPlay 7. How do I move those to Screen Play 8?

- a.** Within the install folder of Screen Play 8 (By default Screen Play 8 will be installed in the current users folder. C:/Users/(Username)/Solutions by Design/Screen Play/) you will see a program called SP7Upgrade.exe.



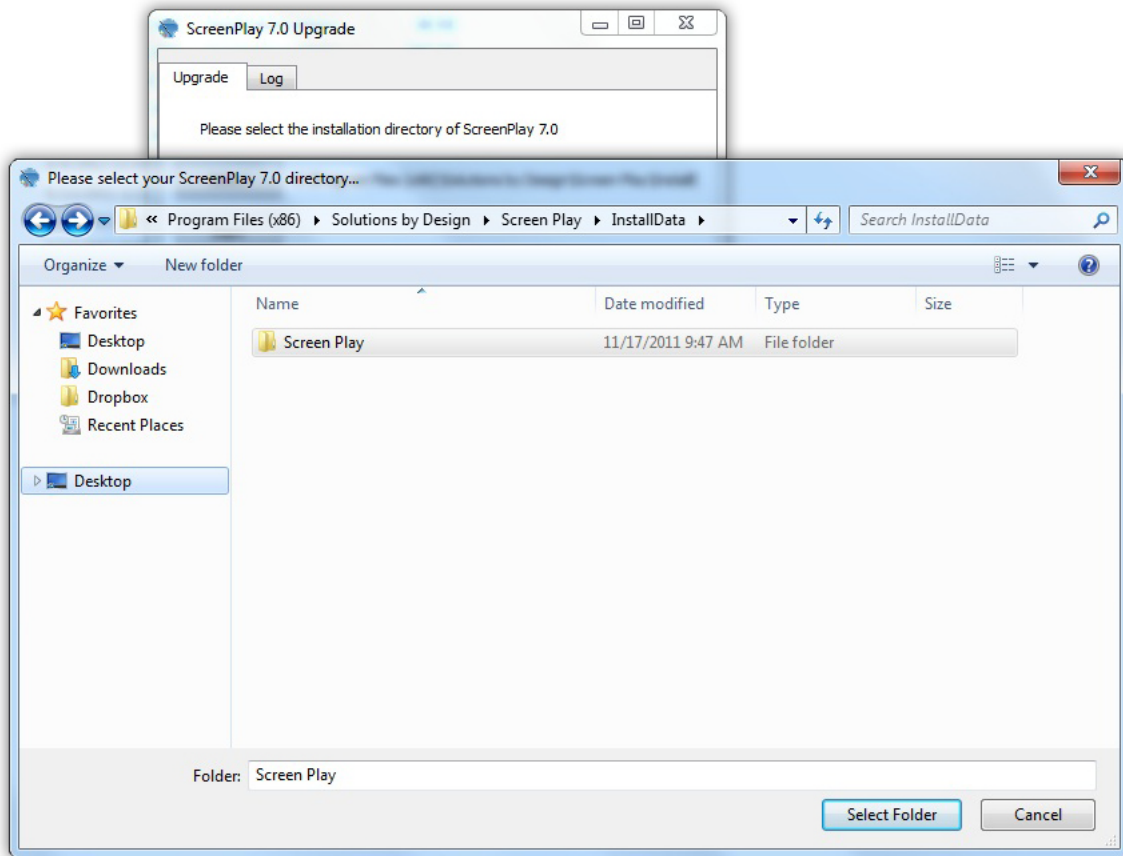
sbdconfig.ini	3/29/2012 9:44 AM	Configuration sett...	1 KB
ScreenPlay.exe	3/23/2012 12:51 PM	Application	259 KB
ScreenPlayUninstaller.exe	3/28/2012 5:21 PM	Application	124 KB
SP7Upgrade.exe	3/15/2012 10:48 AM	Application	225 KB
sp8.exe	3/28/2012 6:40 PM	Application	7,567 KB
ssleay32.dll	3/11/2012 9:52 AM	Application extens...	204 KB

- b.** Open the SP7Upgrade and login using your ANDI account username and password. Once you have successfully logged in you will see the ScreenPlay 7.0 Upgrade window.

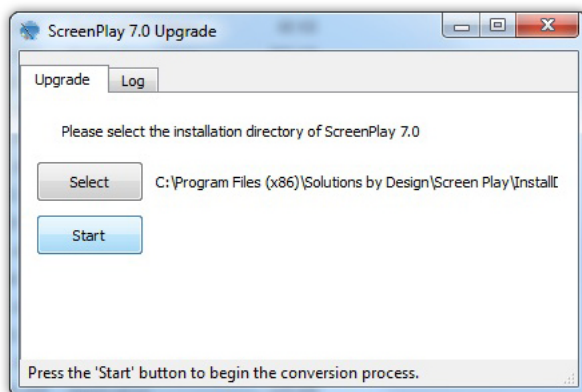




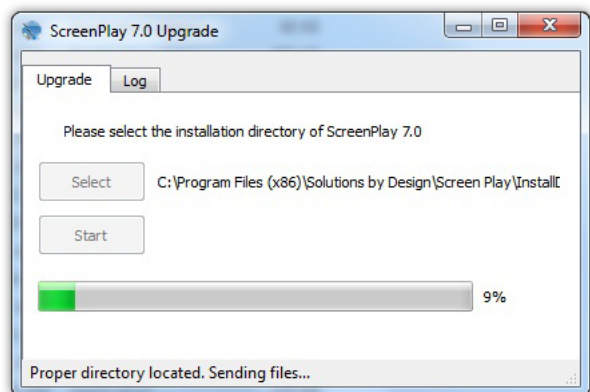
- c. Click the select button and choose the directory where ScreenPlay 7 was installed (The default path is C:\Program Files (x86)\Solutions by Design\Screen Play\InstallData\Screen Play) select the ScreenPlay folder and hit Select Folder. If it says directory invalid then double check the directory you selected.



- d. Click start to begin the conversion process.



- e. This will take your protocols and forms and upload them to our server and convert them to the correct format for ScreenPlay 8.



- f. Once the process is complete you will see a message at the bottom saying, “File transfer was completed successfully. You are all done!” Next time you open ScreenPlay 8 it will automatically prompt you to download and install a new update which will include your forms and protocols. If you need assistance please call support at **1-800-888-4084**.

