

SCREENPLAY INSTALL TROUBLESHOOTING GUIDE PC

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800.888.4084 | 559.436.8380

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.

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Screet		Troubleshoot compatibility	
34		Open file location	10
30	1	TortoiseSVN	•
	•	Run as administrator	
-		MediaInfo	3
100	5	Scan with AVG	

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.

creen P	0.0011120401	File folder
	Open Open in new window Browse in Adobe Bridge CS5.1 Open as Notebook in OneNote Scan with Microsoft Security Essentials	
	Share with	•
	SVN Checkout	•
	Add to archive Add to "Screen Play.rar" Compress and email Compress to "Screen Play.rar" and email Restore previous versions	
12	Combine supported files in Acrobat	
-	Scan with AVG Include in library	Þ
	Send to	•
	Cut Copy	
	Create shortcut Delete Rename	
	Properties	

c. From the Properties menu select the Security tab.

eneral Sharing Security Previous Versions Cus	stomize
Object name: C:\Program Files (x86)\Solutions by [Design\Scree
Group or user names:	
CREATOR OWNER	-
STSTEM	
Administrators (JCARR Administrators)	-
	- F
To change permissions, click Edit.	Edit
Permissions for CREATOR DWNER Allow	Deny
Full control	
Modify	
Read & execute	=
List folder contents	
Read	
Write	-
For special permissions or advanced settings, click Advanced.	Advanced
Leam about access control and permissions	

- 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.
 - 23 Screen Play Properties General Sharing Security Previous Versions Customize Object name: C:\Program Files (x86)\Solutions by Design\Screen 23 Permissions for Screen Play Gro ? X Select Users, Computers, Service Accounts, or Groups Select this object type: Users, Groups, or Built-in security principals Object Types... То From this location: Per OV sbd.local Locations... Enter the object names to select (examples): Everyone Check Names Advanced... OK Cancel For clic Full control Modify Le Read & execute List folder contents Read Learn about access control and permissions OK Cancel Apply

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

enera	Sharing Security Previous Ve	rsions Customize	
Object	t name: C:\Program Files (x86)\S	olutions by Design\?	Screen
Gre	Permissions for Screen Play		
8	Security		
8	Object name: C:\Pmgram File	e (v86)\ Solutione by	
2		s (xoo) (solutions by	Design (Dereel
To	Group or user names:		
	SYSTEM		
DV	& Administrators (JCARR\Adm	ninistrators)	
	& Users (JCARR\Users)		
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	Users (JCARR\Users) InustedInstaller	Add	Remove
	Users (JCARR\Users) TrustedInstaller Permissions for CREATOR OWNER	Add Allow	Remove Deny
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For	Bers (JCARR\Users) TrustedInstaller Permissions for CREATOR OWNER Full control Modify Read & execute List folder contents Read	Add Allow	Remove Deny
i i i i i i i i i i i i i i i i i i i	Bers (JCARR\Users) Jusers (JCARR\Users) TrustedInstaller Permissions for CREATOR OWNER Full control Modify Read & execute List folder contents Read Leam about access control and.	Add Allow	Remove Deny

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.

	Open
	Troubleshoot compatibility
	Open file location
1	TortoiseSVN
	Run as administrator
	MediaInfo
-	Scan with AVG
6	Scan with Microsoft Security Essentials
2	Edit with Notepad++
1	Add to archive
	Add to "ScreenPlay.rar"
	Compress and email
	Compress to "ScreenPlay.rar" and email
	Pin to Taskbar
	Pin to Start Menu
	Restore previous versions
	Send to
	Cut
	Сору
	Create shortcut
	Delete
	Rename
	Properties

s s	Advanced Properties
	 Choose the advanced properties you want for this shortcut. Run as administrator This option allows you to run this shortcut as an administrator, while protecting your computer from unauthorized activity. Run in separate memory space
	OK Cancel Open File Location Change Icon Advanced

 b. In the Properties window navigate to the Shortcut tab and click the Advanced button.

Security	Details	Previous Versions	
General	Shortcut	Compatibility	
arget type: arget location	Application : ScreenPlay	enne Dimi i German Dimi ava	
arget:	Solutions by Design \Sc	reenPlay\ScreenPlay.exe	
Start in:	"C:\Users\aparfitt\Solutions by Design\ScreenPla		
hortcut key:	None		
lun:	Normal window 🗸		
omment:			
Open File L	ocation Change Ico	Advanced	

c. Inside the Advanced properties window check the box that says Run as Administrator then click OK.

*It might prompt you to enter the Administrators 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 is 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
ScreenPlayUnin	staller.exe 3,	/28/2012 5:21 PM	Application	124 KB
SP7Upgrade.exe	3,	/15/2012 10:48 AM	Application	225 KB
😽 sp8.exe	Date created: 3/15/2012 10:48	AM 12 6:40 PM	Application	7,567 KB
🚳 ssleay32.dll	Size: 224 KB)11 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.

ScreenPlay 7.0 Upgrade
Upgrade Log
Please select the installation directory of ScreenPlay 7.0
Select C: \Program Files (x86)\Solutions by Design\Screen Play\Install[
Start
Press the 'Start' button to begin the conversion process.

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.

Vpgrade Log Please select the installation directory of ScreenPlay 7.0					
Contraction of the second second and the second sec	les (x86) Solutions by Design	Screen Play ▶ InstallData ▶		arch InstallData	,
Organize New folder					0
☆ Favorites	Name	Date modified	Туре	Size	
Desktop Downloads Dropbox Recent Places Desktop	Screen Play	11/1//2011 9:47 AM	File Tolder		
Folder:	Screen Play		Selec	t Folder Cano	el

d. Click start to begin the conversion process.

Please sele	ect the installation	n directory of Sci	eenPlay 7.0	
Select Start	C:\Program F	Files (x86)\Solutio	ons by Design\Sc	reen Play\Install[

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

Jpgrade Lo	og
Please sele	ect the installation directory of ScreenPlay 7.0
Select	C:\Program Files (x86)\Solutions by Design\Screen Play\Insta
Start	
	9%

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.

Jpgrade L	pg
Please sele	ct the installation directory of ScreenPlay 7.0
Select	C:\Program Files (x86)\Solutions by Design\Screen Play\Install
Start	