



Super Star by Help Me 2 Learn  
Network Installation Version 6.5  
For assistance, please call 1-800-460-7001.

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**1) A note about Version 6.5:** Version 6.5 is a minor upgrade from Version 6. There are very small changes for the Mac. Most of the new features are for Windows users, they are:

- a) Inclusion of files needed to install to Novell Netware.
- b) An updated Data Server for Windows with enhanced troubleshooting capabilities. The service is now called *Super Star Data Server* rather than *HelpMe2Learn Data Server*.
- c) The data is now saved in the DataBase folder rather than Server\data folder.
- d) Version 6.5 now installs into the folder Super Star Network v65 rather than SuperStarNetwork.

**2) A note for current users of Version 6:** If you are running some of our programs with Version 6 and everything is working, the easiest installation would be to copy the course from the courses folder and paste it into the courses folder on your server or client machines. All of the files in the courses folders are fully compatible with Version 6 or 6.5.

**3) Remote Installations:** These instructions are intended for an installation directly on the network server. We realize that many of you need to install remotely, the main issue with a remote installation is that you must start our service on the server, if you can do that, you can install remotely. Please call us if you have any questions.

#### **4) Installation Instructions:**

- a) You are provided with 2 CD-ROMs.
  - i) One CD-ROM is marked "Secure Network Version v6.5" (the marking is near the bottom of the center hole) and is for installation on a network. See the "Secure Network Installation Instructions" below for installing the CD-ROM marked "Secure Network Version v6.5".
  - ii) The second CD-ROM is for installation on standalone computers. Installation on a standalone computer is quite simple and is covered in the beginning of this manual. **Do not** use the standalone CD-ROM for a network installation.

## 5) Network requirements:

- a) This program can be served from any computer that meets the minimum requirements. For best results, we recommend a Pentium 2, 400 MHz or higher or a MAC 400MHz or higher.
- b) PC – Windows 7 (32/64) /Vista/XP/2003/2000
- c) Mac – The SuperStar Data Server requires Mac OS X 10.3.9 or higher. The Client applications, SuperStar Student and SuperStar Admin requires Mac OS X 10.2.8 or higher.
- d) Novell Netware – please see the Netware folder on the CD-ROM for installation instructions.
- e) If your system does not meet these requirements, please contact us for a legacy version or for our online version. We highly recommend our online version.

## 6) Network Installation Options:

It is our objective to give you all of the flexibility and options you require to install and use our program in a way that works best for you.

You have the following options:

- a) **Standard Network Installation** – the courses(s) and database are installed to server, data tracking files are on the server; and then a client installation is run on the client computers.

*Advantages:* requires less hard drive space on the clients, data tracking files can be accessed by any workstation computer on the network, course files and data tracking files can be installed to at any location on the network server.

*Disadvantages:* will increase traffic on the network, performance may be somewhat slower on slower networks.

- b) **Network Installation with Course Files Installed on the Client** – Program(s)/Courses and database server are installed on the network drive (all data is on the network drive) and the client application is installed on the client computers *along with the course files*. Thus, only the data is running on the network. (If you see a little computer monitor

icon next to a program named in the SuperStarStudent application, that indicates that the course is installed locally.)

*Advantages:* best performance, very little traffic to network server.

*Disadvantages:* requires extra hard drive space on each workstation computer.

Note: for a course to be run locally from the client computer, it must be installed on both the server and the client Machine. Consider this when choosing whether to install the Spanish Instructions variant of some of our courses. You might want to install the standard course on the clients and run the Spanish Instructions versions from the server.

- c) **Mixed**– It is possible to run some workstations in either configuration and also to run a mix of Windows and Mac servers and workstations, the application is quite flexible.

**7) Network Installation on non-networked workstations** – The network installation is not intended for standalone computers. You should use the standalone installation CD-ROM (the one that doesn't have the Secure Network Version v6.5 marking).

## **8) PC and Mac Standard Network Installation Instructions:**

NOTE: all network installations should be performed from the server, not from a remote computer; this is so the Super Star Data Service can be started from the server. Once the installation is completed, the programs can be administered from a workstation on the network.

- a) **PC (Windows) Network Installation** - Use the CD-ROM marked "Secure Network Version v6.5". The program should start automatically; follow the prompts to install the program to the hard drive. If the program doesn't run automatically, run "Setup.exe" to install the program to the network server. You can install to any drive or any folder.

- i) Insert the CD-ROM into the drive on the server and run the setup program.
- ii) At the welcome screen, click on Next. Read the license agreement and if you agree, click on I Agree.
- iii) Choose Destination Location – By default, the installer will create a folder called Super Star Network v65 on the "C" drive. Click on Browse

to select a different drive or destination for this folder (if you have additional program installations - please remember which drive and folder you select). Accept the default or choose any drive or folder you wish, and then click on Next.

- iv) When installing more than one Help Me 2 Learn – Super Star program, be sure to select the same drive and same folder each time. You also have the option of copying the course from the courses folder and pasting that course into the courses folder on the network drive, rather than installing.
- v) Select Components - You can then select the components (the standard course files for that course are always installed without prompt). Select Install Database and Server Components if this is the **last** Help Me 2 Learn – Super Star program you are installing. You only need to install the Database and Server Components one time. Installing the server software multiple times will not affect the contents of the database.
- vi) If this program has an option for Spanish Instructions, you can select this option if you desire to do so. Click on Next.
- vii) Select the Program Manger Group - The default Program Manager Group is Super Star Network. You can launch all of the programs from this group. Click on Next.
- viii) Service -The next dialog box allows you to start the service that is required to run the database. You should only start the service after all of the courses have been installed, otherwise you will have to stop the service and start in again in order for all of the course titles to show. We recommend that you click on “Yes” when you install the **last** course. The service will automatically start every time the server is restarted.
- ix) Desktop Shortcut - Once the installation completes, you can create a Desktop shortcut. The administrative client for all of our database and programs is called the “SuperStarAdmin”. You can start this application by clicking on Start, All Programs, Super Star Network, and then click on SuperStarAdmin. You can also create a shortcut on your desktop by clicking on Yes. We suggest that you do this for now; you can always discard the desktop shortcut later.

- x) Click on Finish to end the Installation. A restart is not required, even if the dialog asks you to restart. **Go to:** PC (Windows) Client Installation on page 8 of these instructions.
  
- b) **MAC (OSX) Network Installation** – Use the CD-ROM marked “Secure Network Version v6.5”. Install the program to the hard drive on the server.
  - i) Insert the CD-ROM into the drive on the server and double click on the *Install for Server* icon.
  - ii) At the welcome screen, click on Next. Read the license agreement and if you agree, click on I Agree.
  - iii) Choose Destination Location - The installer will create a folder called SuperStar Sever on the hard drive This will contain the Data Server application for starting and stopping the server, the SuperStar Admin application for managing classes, and a Courses folder containing all installed course software. When the server is started for the first time, a Database folder will also be created here that contains the database.
  - iv) By default, the installer will place the SuperStar Server folder in the Applications folder on your hard drive. The installer gives you the option of choosing an alternate location if you wish. If you are installing multiple courses, be sure to always choose the same location for the installation.
  - v) If you do not customize the installation, the server software will be installed, along with the main set of course files. If the course you are installing includes a Spanish variant, you can choose to install this by clicking the *Customize...* button in the installer.
  - vi) Important: If you choose to customize the installation, do not de-select the option for the server software, or the courses will not install properly. Installing the server software multiple times will not affect the contents of the database.

**c) MAC – Starting the Data Server**

- i) Once the data server has been installed for each program you are installing, you can start it by opening the SuperStar Server folder and double-clicking the Data Server icon. This opens the management application for starting and stopping the server.

- ii) Click the *Start Service* button to start the server running in the background. You will be asked to enter an administrator password. Once the service is started, you can quit the application; the server will continue to run until you log out.
- iii) To have the data server start automatically and run in the background with no account logged in, click the checkbox for *Start data server when system starts*. When you restart the system, the server will start running independently of users logging in and out. **Go to:** Mac (OSX) Client Installation on page 10 of these instructions.

## 9) Installing the Client (Student) application PC and Mac

- a) **PC (Windows) Client Installation** - Students will access the program(s) through our client application: "SuperStarStudent". A client application must be installed on each computer. You have the option of installing only the client application, or you can install both the client application and the course files to improve performance. Either way, all student data is maintained on the server.
  - i) Understanding the files needed on the client computers:
    - (1) SuperStarStudent.exe – this is the only file that is required. This is the file that is used to access all the course titles; you may want to create a desktop shortcut for this file if one was not created in the installation.
    - (2) Optional: a Courses folder with each of the course which would be located in the same folder as SuperStarStudent.exe. If you don't have a Courses folder with the courses, the courses will run from the server.
    - (3) Optional: Preferences folder with the file com.helpme2learn.superstar.client.conf. If the Preferences folder was not created in the installation, it will be created the first time you run SuperStarStudent.exe and you will be asked to enter the IP address of the server. This will create the a Preferences folder for you and the file com.helpme2learn.superstar.client.conf, which will contain the IP address you entered.
    - (4) There is more than one way to get these files to the client computers. Here are some of the options.
  - ii) Option 1: Installing to the client from the server:

- (1) Our program does not require a "share"; it runs over an IP address. However, this installation can be used if you normally run a share.
- (2) When you installed the Database and Server Components a file was created on the server in the Super Star Network v65 folder called "Client Installation.EXE". To install the client application, you will need to have the proper administrative rights and be able to navigate to the server from the client workstation.
- (3) From the client workstation, use Windows Explorer and navigate to the server, then to the Super Star Network v65 folder, then double click on the Client Installation.EXE file.
- (4) At the welcome screen, click on Next. Choose a destination folder and click on Next (by default the program is installed in Program Files\SuperStarNetwork – you can choose any location). Click on Next.
- (5) Select Components – you can check the checkbox if you wish to install the course files to the client workstation. The advantages are that this will make the courses run better and minimize the data traffic on the network and server. The disadvantage is that it will require about 50 - 100 MBs of hard drive space per course on the client workstation. If you have sufficient hard drive space, we recommend that you check the check box. All of the courses that were installed on the server will be copied to the local hard drive (note- if the courses are installed locally, you will see a little computer screen icon next the course name). Either way, all of the student data is maintained on the server and not on the client workstation. Click on Next.
- (6) The default Program Manager Group is Super Star Network. You can launch the courses from this group. Click on Next.
- (7) Once the installation completes, you can create a Desktop shortcut. The student tool for launching all of our courses is called the "SuperStarStudent". You can start this by clicking on Start, All Programs, Super Star Network, and then click on SuperStarStudent. You can also create a shortcut on your desktop by clicking on Yes. We suggest that you do this for now; you can always discard the desktop shortcut later.
- (8) Click on Finish to complete the installation.

- iii) Option 2: Installing to the client from the server with the automatic option:
  - (1) You will find the file "Client Installation automatic.EXE" in the root of the installation CD-ROM, copy this file to the Super Star Network v65 folder on the server.
  - (2) Everything else works as in the installation above, except that there are no prompts, the installation is automatic and will copy SuperStarStudent.exe, the courses folder and the Preferences folder to the client and create a desktop shortcut.
- iv) Option 3: Installing to the client from the installation CD-ROM:
  - (1) Place the Network Installation CD-ROM in the workstation, begin the installation, but uncheck the "Install Database and Server Components". Check the Spanish Instructions, if you want to install this component. Complete the installation; we suggest you accept the desktop shortcut. Then start the SuperStarStudent application at the end of the installation. Enter the IP address of the server.
  - (2) To install the client only without installing the course files on the workstation. Place the CD-ROM in the workstation, cancel the autorun if it comes up and navigate to the file "Workstation Installation.exe" on the CD-ROM. Complete the installation. Then start the SuperStarStudent application at the end of the installation. Enter the IP address of the server.
- b) **Mac (OSX) Client Installation** - A client application must be installed on each computer that accesses the data server. You have the option of installing only the client application, or you can install both the client application and the course files to improve performance. Either way, all student data is maintained on the server.
  - i) On the client Machine, insert the CD-ROM into the drive and double-click on the SuperStar disk icon when it appears. Double-click the Install for Client icon. This will launch the installer for the SuperStar Student application.
  - ii) The installer will place the SuperStar Student application in the Applications folder on your hard drive. You have the option of choosing an alternate location if you wish. If you are installing multiple courses, be sure to always choose the same location for the installation.

- iii) The default installation type will install only the client application. The SuperStar Student application will use the data server to access the course files. For slower network connections, you may wish to install the course files to the local client Machine, so that the server is only used for storing student records. To do this, click the Customize... button in the installer and select any courses you wish to install (including Spanish variants if applicable). The courses will be embedded in the SuperStar Student application.
  - iv) Important: If you choose to customize the installation, do not de-select the option for the student application, or the courses will not install properly. Installing the application multiple times will not affect previously installed courses.
  - v) The first time you start the SuperStar Student application, you will be asked for the IP address of the data server. You may need to be signed in as the administrator, the first time only, enter the server's IP address or host name as provided by your network administrator. Once the address has been entered, you will not need to enter it again.
- c) Mac - Creating a configuration file for managed clients
- i) In a managed client environment, such as when using Apple Remote Desktop, you may wish to automatically deploy the SuperStar Student application to workstations. Once installed, the Student application is a self-contained application bundle, so deploying it to managed clients is a simple copy operation.
  - ii) To prevent users from needing to enter the server address when the application first launches, you can deploy a client configuration file to each client. To create this file, double-click the Data Server application on your server, and choose *File > Save Client Configuration...* from the menu bar. Choose a location to save the file. Use the default file name; this is what the client will be looking for.
  - iii) Once the file has been saved, use your managed client software to deploy the file to the /Library/Preferences folder on client workstations.

#### **d) Starting the SuperStar Admin (PC and Mac)**

- i) Once the server installation is completed, you can start the administration/management application called SuperStar Admin. From

the server, you can launch the SuperStar Admin from the desktop shortcut or through the program manager (PC) or from the SuperStarNetwork folder. The SuperStar Admin is intended for administrative personnel only and is not intended for student use. You cannot launch the SuperStar Admin through a network shortcut.

- ii) You can install or copy the SuperStar Admin on a teacher computer or any other computer on the network than you want to use as an administrative computer. You can copy the SuperStar Admin from the root of the CD-ROM to the teacher computer.
- iii) Use the SuperStar Admin application to set up classes and add student names or to import classes and student names. *You must set up classes before students will be able to use the software, they can enter their names from the courses.* You can add classes manually, or you can import the classes and student names using the Import feature in the SuperStar Admin application. See the *Exporting and Importing Data* section below for details or look at the instructions from the Help in the SuperStar Admin application.
- iv) The SuperStar Admin opens our Program and Class Manager. From the opening screen you can select: Help, Change Programs, Manage Programs or Import/Export Data. You can also use the icon next the Exit button to minimize or maximize the screen.
- v) Help shows the instructions for the Program and Class Manager and gives you a print button to print those instructions.
- vi) Change Programs gives you a list of the active courses(s). Click on a course to go to the next screen for that course.
- vii) Manage Programs shows a list all the courses and allows you to hide (make inactive) courses. The courses with a check mark are hidden. If you don't see all of the course titles, then stop and restart the service.
- viii) Import/Export Data allows you to add classes and students through properly formatted tab delimited text file. You can also export your data for backup or maintenance. You can also view the Export & Import Help file and print the file.
- ix) If the SuperStar Admin tool fails to launch or if the wheels just spin, please see the troubleshooting instructions below.

## 10) Firewall

- a) If you are running a firewall, you must open a port on the server for access to the dataserver. To open a port (Window XP) click on Start, then Control Panel, then Security Center. Click on the Windows Firewall icon at the bottom of the screen, then click on the Exceptions tab. Click on AddPort..., Type the name of the port (such as HelpMe2Learn Data) in the Name box and type 1500 in the Port number box. Make sure that TCP is selected and click on OK. This is required for any server that is running a Firewall.

## 11) Virus Protection

- a) PC – In some case the Virus Protection software and especially a virus protection suite that includes firewall protection can prevent the client applications from connecting to the server. Consult your virus protection help section for instructions about opening port 1500 or allowing the client access to the server.

## 12) Exporting and Importing data

- a) The data in the database can be exported to plain text and imported from a plain text file. When upgrading from one version of the data server to another, you may need to export the data from the old version and import it into the new version.
- b) Exporting and importing data needs to be performed on the data server itself. To start an export or import process, double-click the SuperStar Admin application, and choose *Import/Export Data* from the bar at the top of the screen. You can then click on the *Import Data* or *Export Data* button. ***You cannot import data from version 5 or 6 into version 6.5.***
- c) Import – the import feature can be used to setup the program for a large number of students at one time. It can save you a great deal of time and save you from having to type the names of hundreds of students, but it will take some time to set up. Before you click on the Import button you must prepare a tab delimited text file to be imported. The following are the requirements for the file:
  - i) The file must be a tab delimited text file.

- ii) You can have one file or several files, it does not matter what you name them. Each file will be imported if it has the proper formatting.
- iii) The file requires a header record identifying the contents of each column. There are three required columns (they can be in any order):
  - (1) program - (Under the column heading program, you will enter the name of the course or courses you want to assign to that student. Use the course names without any spaces, example: Phonics1a not Phonics 1a (note added space). You must use our names as they display in our Program and Class Manger, which you access through our SuperStar Admin program. You can enter more than one program by typing a comma between the program names. You can add as many programs as you want, with each followed by a comma, no comma after the last program; Example:  
LettersNumbers,Phonics1a,Phonics1b,Phonics2a,Phonics2b,Phonics 3a,Phonics3b,Phonics1a\_Spanish,Phonics1b\_Spanish,Ingles1a
  - (2) teacher - (25 characters maximum) The name must start with a letter and use only alphanumeric chars, a space " ", a underscore "\_", or a period ".". The teacher name will be used to created class names, in our documentation, if we refer to a "class"; we are referring to the teacher column. You can also use room numbers or any other way of identifying the group of students, but the column must be identified as "teacher". You can only assign 50 students to one class/teacher.
  - (3) screen\_name – (14 characters maximum. Screen names over 14 characters will be truncated. The name must start with a letter and use only alphanumeric chars, a space " ", a underscore "\_", or a period ".") Note: A screen name will be autocreated if left blank. If not provided then 'first\_name' and/or 'last\_name' will be combined to create the screen name.
- iv) Most users will use a spreadsheet program (such as Excel) to format the data, then save the file or export the file as a tab delimited text file.
- v) Once you have prepared the file for importing, create an empty folder to use for the import and save the file you created into that folder.
- vi) You can create one file or several files to be imported. It is very important that no other files be in the import folder. The import folder

can be at any location on the server, we suggest that you keep it with our programs.

- vii) Then start the SuperStar Admin file and click on Import/Export Data found on the top menu, then click on Import. Navigate to the folder where your file is stored and click on OK. (NOTE – select the folder, not the file. The program will import all the files found in the folder you select. You can have more than one file.) Please wait patiently for the import to complete.
- viii) If the Import tool finds duplicate data it will report the data in a Results subfolder and generate an error file if needed. After importing a data file it will also be moved to within the Results folder so that you can import additional files, if needed.
- ix) Tips for multiple program assignments – the file will import data for the programs, classes (teacher) and students that are found in the file you create. If you want to assign students to multiple programs you can:
  - x) Use a comma between program names.
  - xi) You could use the SuperStar Admin tool to copy the class folder from one program to another program.
  - xii) For more information about importing, see our help document on the import feature section of the SuperStar Admin – Program and Class Manager, or see the document in the Documents folder on the CD ROM, or see the latest documentation and movies at [www.helpme2learn.com/network.html](http://www.helpme2learn.com/network.html). We will also be happy to help you with your file.

### **13) Mixed (PC and Mac) Installations**

- a) You can easily run a PC client connected to a Mac server. Place the CD-ROM in the PC client and navigate to the file "Workstation Installation.EXE", run the installation. Start the SuperStar Student application and enter the IP address of the server.
- b) You can easily run a Mac client connected to a PC server. Place the CD-ROM in the PC client and navigate to the "Install for Client" icon, run the installation. Start the SuperStar Student application and enter the IP address of the server.

## 14) Cleaning up the Database – New School Year

At the end of the school year or the beginning of the new school year you will probably want to cleanup the database. We recommend that you first export the current data using the SuperStar Admin – Program and Class Manager. You can then use the Program and Class Manager to delete classes or add classes or copy class folders to new classes. You can also delete students.

In most cases, you will want to just start all over with a fresh database. To install a new database:

- a) Windows:
  - i) Stop the data service.
  - ii) Click on Start, Control Panel, Administrative Tools, Services.
  - iii) Scroll down and find the Super Star Data Server and stop the service.
  - iv) Using Windows Explorer, navigate to the folder Super Star Network v65 folder. Find the DataBase folder and delete the contents.
  - v) Restart the Super Star Data Server. Import your student names, classes, teachers, etc. per the instructions found in the Import Instructions.
- b) Mac:
  - i) Navigate to the SuperStar Server folder. Open the folder
  - ii) Double click on Data Server.app, stop the service. Close the dialog box.
  - iii) Find the folder called Database, rename the folder or delete it.
  - iv) Double click on Data Server.app, start the service. Close the dialog box.
  - v) A new database is now created. Import your student names, classes, teachers, etc. per the instructions found in the Import Instructions.

## 15) Uninstalling and Reinstalling

- a) PC – before you uninstall the software, you should stop the database service (see instructions immediately above). If you use our uninstall application, it will not remove the data (DataBase) folder and some other files. You will need to do this manually after the uninstall by deleting the Super Star Network v65 folder.
- b) Mac – before you uninstall the software, you should stop the database server. You can then drag the SuperStar Server folder to the trash.
- c) Both – the client applications can be installed and uninstalled at anytime.

## 16) Troubleshooting Instructions

- a) The most common error occurs you launch the SuperStar Admin or the SuperStarStudent applications and you see the wheels turning but the database doesn't make a connection.
  - i) Steps:
    - (1) Make sure that the Database and Server Components were installed.
    - (2) Check to see if the Server is running as a service: PC - From the server, Click on Start, Control Panel, Administrative Tools, Services. Look for the Super Star Data Server service and click on it to see if it is running. Mac – navigate to the SuperStar Server folder and double click on the Sever app. You should be able to tell if it is running or needs to be started.
    - (3) Since our programs use an IP address, that address must be static. If the IP address of the server does change, you will need to change the IP address for all the clients.
    - (4) The IP address for the client is called `com.helpme2learn.superstar.client.conf` and is also found in the Preferences folder. You can edit these files to set the correct address.
    - (5) If you do not have a static IP address, it would be better to create a short-cut (or alias) to the SuperStarStudent file, rather than install the client applications.

- b) PC and Mac – If you don't see all of the program titles in the SuperStarAdmin, you may need to stop the Super Star Data Server and then restart it. , you can
- c) PC – To stop the Data Service, navigate the Data Server.app folder and find the file called Uninstall-Service.cmd, double click on it to stop the service. To restart the Super Star Data Server, you can navigate the Data Server.app folder and find the file called Install-Service.cmd, double click on it to restart the service. Or you can stop and start in through the Windows services panel.
- d) PC – There are files in the Data Server.app folder that can be used to troubleshoot the data service.
  - i) Install-Service adds the Data Server to the Windows Services and starts it.
  - ii) Uninstall-Service stops the Data Server and removes it from Windows Services.
  - iii) Run-Data-Server starts the Data Server in a command window; this is used primarily when troubleshooting to make sure the server is working properly.
  - iv) Create-Client-Config generates the com.helpme2learn.superstar.client.conf file with the IP address of the server.
  - v) Show-Log displays the server log file for troubleshooting.
  - vi) Enable-Verbose-Logging causes the server to log much more data to the log file (helpful when troubleshooting). The service must be restarted to take effect.
  - vii) Disable-Verbose-Logging sets the logging back to its normal level. This should be used after gathering the necessary data using Enable-Verbose-Logging; otherwise the log file will get enormous.

For assistance, please call 1-800-460-7001, Monday – Friday, 9AM – 5PM PST. For the most current updates and network information, visit our website at [www.helpme2learn.com/network.html](http://www.helpme2learn.com/network.html).

Our titles are now available in an online version with at-home privileges.

Call us at 1-800-460-7001 for a free trial.