



CTECS Connect™ 2.2 Release Notes

December 10, 2009

This document contains information that supplements the **CTECS Connect™ 2.2** documentation. **Please visit the CTECS Connect Support area of the CTECS website for the most up to date Release Notes, software updates, FAQs, etc., <http://www.ctecs.org>.**

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1.0 Introduction

This document contains important information that you should read before installing CTECS Connect™ 2.2.

CTECS Connect™ 2.2 helps you manage and maintain every detail of work-based learning experiences. CTECS Connect™ 2.2 is used in training situations such as Apprenticeship, Career Internship, Cooperative Education and Job Shadowing. Connect is suitable for use in any training environment where detailed information must be maintained and kept current.

Connect allows you to fully customize instructional plans, track training progress, and keep a complete history of employers and training plans for each individual.

More than 80 business-industry validated occupational task lists are included in CTECS Connect to help you get started in customizing the training plans unique to each individual. An extensive Workplace Skills task list enables you to enhance each individual's training plan with appropriate workplace skills for specific work environments.

2.0 Installing CTECS Connect™ 2.2

Please visit the CTECS website <http://www.ctecs.org> and select the "Connect Support" link for the most current Release Notes, manuals, program updates and other helpful Connect 2.2 information.

IMPORTANT: Before installing CTECS Connect 2.2, read the system requirements in Section 2.1 below.

The autorun setup program is executed automatically when you insert the program CD in the drive. It is used to install the CTECS Connect™ 2.2 components. You can also execute the installation by selecting the SETUP.EXE program in the root folder of the CTECS Connect™ 2.2 compact disc.

During the installation of CTECS Connect™ 2.2, the system may ask the user to restart. IT IS VERY IMPORTANT NOT TO RESTART the system until the package installer is totally complete. The installation may automatically restart—this is fine; the install will begin from the same point as it automatically restarted. The system will alert the user when the install is absolutely complete and ready for a restart. (If the system is restarted before installation is complete, you must restart the installation from the beginning.)

2.1 System Requirements

CTECS Connect™ 2.2 operates on computers running Intel or compatible Pentium IV or greater processors. The processor must be running at a minimum of 1.2 GHZ.

Supported operating systems (OS):

- Windows® 2000
- Windows® XP
- Windows® 2000/2003/2008 Server
- Windows® Vista

NOTE: The CTECS Connect 2.2 database will stop functioning if a Windows Vista upgrade is performed on a previous version of Microsoft Windows running CTECS Connect! A clean reinstall of CTECS Connect will be required after a Windows Vista upgrade. Upgrades to Vista are NOT recommended.

CTECS Connect 2.2 software, release 20081003 and higher, runs under Windows Vista. Previous releases of CTECS Connect are NOT supported under Windows Vista due to the fact that the version of Microsoft SQL Server we used in previous releases, is NOT supported by Vista(the database that stores Connect information).

CTECS Connect™ 2.2 is not supported, in any way, running under Windows® 95, 98 or ME. Do NOT attempt to install CTECS Connect™ 2.2 on Windows® 95 "at all". Installing can have serious effects on your system.

CTECS Connect™ 2.2 has been tested under both 32-bit and 64-bit operating systems. 32-bit operating systems are preferred, but 63 operating systems are supported.

CTECS Connect™ 2.2 has not been tested on Windows 7. Since Windows 7 is similar to Vista, it is expected to work without problems. Currently this configuration is NOT supported by CTECS tech support. Upgrading a computer with CTECS Connect from a previous version of Windows to Windows 7 is NOT recommended.

CTECS Connect™ 2.2 has the following memory (RAM) requirements:

Windows® 2000	1 GB minimum, 2 GB recommended
Windows® XP	1 GB minimum, 2 GB recommended
Windows® 2000/2003/2008 Server	2 GB minimum, 4 GB recommended
Windows® Vista	2 GB minimum, 4 GB recommended

CTECS Connect™ 2.2 has the following hard drive requirements, depending on the components and setup option selected:

Database Server	80 MB
Client Software	40 MB

CTECS Connect™ 2.2 requires a monitor with a minimum of SVGA resolution; 800x600 resolution or higher, a Microsoft Mouse or compatible pointing device, and Internet Explorer 5.0 or later.

All versions of Windows® must have the latest Service Packs and any Critical Updates installed. Service Packs and Critical Updates are available at <http://www.windowsupdate.com/>.

Microsoft Access 2000 or higher is necessary for support of the MS Access Custom Reports features. Custom reporting without MS Access can be done with the report writer included in CTECS Connect. Please read further in the Release Notes for more information.

2.2 Upgrade from previous version of CTECS Connect™ 2

Existing versions of CTECS Connect 2 should upgrade without issues.

Please note: the CTECS Connect 2.2 version has a different program name than Connect 2.1 so any shortcuts placed on your desktop will not function after the upgrade. Make a new shortcut to the new CTECS Connect 2.2 software program to replace your old 2.1 shortcut.

2.3 Upgrading a multiple client install of Connect™ 2

If you have CTECS Connect™ 2 running on several workstations all connecting to a single database, you must upgrade **ALL** of the clients and the database before running the software. Running a 2.0 or 2.1 version client against a 2.2 version database (or the other way around) can have serious effects on your data. Please make sure all users have the same version of Connect installed at all times.

2.4 Starting the Installation

The autorun setup program automatically executes when you insert the CTECS Connect 2.2 program CD in the drive. It is used to install the CTECS Connect™ 2.2 components. You can also execute the installation by selecting the SETUP.EXE program in the root folder of the CTECS Connect™ 2.2 compact disc.

During the installation of CTECS Connect™ 2.2, the system may ask the user to reboot. IT IS VERY IMPORTANT NOT TO REBOOT the system until the package installer is totally complete. The installation may automatically reboot, which is OK, and, the install should restart from the same point as it rebooted automatically. The system will alert the user when the install is absolutely complete and ready for a reboot.

2.5 Installing the Client Only

If you wish to install the client only, start the installation and then select "Connect Application" under installation options and unselect the "Database" checkbox.

NOTE: The resulting Client only workstation will need to be configured to point to a computer with a full install of Connect. In the database/server dialog box that appears when you first run Connect on the Client workstation, the only parameter that needs to be changed is the "Server Name" property, and this should be the name of the computer running the full Connect installation. Please note that the "Server Name" property is NOT the name of the server on your network (if you have Novell for example) it is the name of the other computer running full Connect.

2.6 Working with Terms

Once the installation is complete, users should first setup a Term in CTECS Connect™ 2.2 before attempting to add any Student data. Please see the **CTECS Connect 2 Quick Reference** manual found at <http://www.ctecs.org/connect2files.htm> for detailed information on adding Terms.

The Import process will automatically create Terms in CTECS Connect™ 2.2 corresponding to the data years in the imported databases.

2.7 Help! I get a message that a newer version of Windows Installer is needed

Help! I get a message that a newer version of Windows Installer is needed. Updates were downloaded and installed but I still get the same message about the Windows Installer when I try to install Connect.

Solution: The installer should automatically update, but you can run it manually, by going to the directory: \\Msde\Msi\ on the CDROM. There are four files in the directory.

- For Windows 2000/XP, run the following files: INSTMSIW.EXE, INSTMSIW20.EXE; only one will run. Reboot and retry the install from the beginning.

2.8 Help! The database portion of the install goes almost to the end and then fails

Help! The database portion of the install goes almost to the end and then fails. No matter what you seem to do the progress bar makes it almost to the end and then rolls back.

Solution: This could be one of many things, and is usually found in Windows XP. **The most common two issues are that the user attempting to perform the install does not have Administrator rights on the computer and "File and Printer Sharing" is not installed.**

To install "File and Printer Sharing" go the Control Panel and Network Connections. Double click on "Local Area Connection" and click the Properties button. Look for "File and Printer Sharing for Microsoft Networks" in the list of installed components. If it is not listed, then click the Install button and select the item "Service" from the list and select the Add button. Next, select for "File and Printer Sharing for Microsoft Networks" in the list and click the OK button. Reboot after accepting all the prompts and then retry the CTECS Connect installation.

If your install still rolls back then you will need to review the setup log file for the exact error message generated during the rollback. Open the file MSDE_SP2.LOG with NotePad and scroll down about half way through the file. You should see many entries that start with the term "WriteRegistryValues". Scroll down to the bottom of this section, After approximately 10 to 20 lines, you will see the term "Rollback". Look at the lines directly above it and you will see a message about "InstallSQLSomething Failed". This is the exact reason why the database portion of Connect will not install. A quick Internet search using a search engine like www.Google.com will show information to fix the issue.

2.9 Help! I upgraded to Windows XP and now Connect does not work

Help! I upgraded to Windows XP and now Connect does not work. Also, reinstalling Connect fails during the install.

Solution: There is a problem in the Microsoft Windows upgrade for Windows XP that incorrectly sets the performance counters in Windows. The Windows performance counters have to be reset to factory default then retry the Connect database install.

Run the following command at the Start -> Run prompt:

```
lodctr /r:PerfStringBackup.ini
```

2.10 Help! Everything is installed, but I cannot connect to the database on a Windows 2000 PC.

Help! Everything is installed, but I cannot connect to the database on a Windows 2000 PC. I have checked and the database MS SQL Server is running (I see the white icon with green arrow in the taskbar).

Solution: On Windows 2000, if you run only the Critical updates, you will not have installed the updates to the MDAC (Microsoft Data Access Components). The install does not include this in the install anymore due to issues with Windows XP security settings Go to the Windows Download site and install the most recent version.

- <http://msdn.microsoft.com/data/mdac/default.aspx>

3.0 Uninstalling CTECS Connect™ 2.2

The following informational items are specific to issues when attempting to uninstall CTECS Connect™ 2.2.

3.1 How to Uninstall CTECS Connect™ 2.2

To uninstall the CTECS Connect™ 2.2 software, use the Add Remove Programs from the Control Panel. Uninstall the following two packages only:

- Microsoft SQL Server Desktop Engine
- CTECS Connect™ 2.2

NOTE: Do not uninstall the listing for "Microsoft Data Access Components" (If it is shown). Removing this software can have adverse effects on your system, especially if you are using Windows 98 or ME.

After uninstalling CTECS Connect™ 2.2, delete the directories:

C:\Program Files\VTECS\VTECS Connect

C:\Program Files\Microsoft SQL Server

3.2 WARNING: Do not uninstall "Microsoft Data Access Components" (MDAC)

Do not uninstall the listing for "Microsoft Data Access Components." Removing this software can have adverse effects on your system, especially if you are using Windows 98 or ME.

Microsoft has a documented problem with the "roll-back" functionality in the Windows Installer for Windows 98 and Windows Millennium. Uninstalling "Microsoft Data Access Components" can leave Windows in an unknown state with several conflicting versions of system

On Windows 98, as a workaround, you can use Component Checker to reconfigure the MDAC components on a computer as an alternative to uninstalling, if it is absolutely necessary. There is no workaround on Windows Millennium Edition (Me) for uninstalling.

NOTE: If you attempt to uninstall "Microsoft Data Access Components" on a Windows 98 or ME and it fails, there is little to do to fix it, except attempt to reinstall Windows over the top of your existing installation.

4.0 Technical Notes

The following informational items are specific to problems or How-to information concerning CTECS Connect™ 2.2.

4.1 Installing on SQL Server 2000 Personal, Standard or Enterprise

When installing the database to a version of Microsoft SQL Server 2000 Personal, Standard or Enterprise. The setup installer will automatically detect the previous version of SQL server and prompt the user for the password to continue.

It is not necessary to install the client software on a database-only server.

In releases prior to the 20081003 release, the SQL installer for Connect assumes a "default" instance of SQL server, if a previous version of SQL server exists but was installed using a different instance from the default, the database scripts will have to be run manually. Please contact CTECS to obtain manual database creation scripts.

In releases after the 20081003 release, the installer uses an instance name of "VTECS". Future updates will attempt to autoconfigure itself to the appropriate instance name.

If you install MS SQL Server with an other instance name, you will need to change the "Server Name" in future updates to point to your specific instance name.

4.2 Why do I keep seeing the Server name dialog box at program startup?

The Server Name dialog box appears at program startup when the software cannot connect to the database server. Usually this means that the database server is not running. Users can use the SQL Server Manager icon in the taskbar to start and stop the SQL server.

If the database server regularly does not start at system boot up, users can use the SQL Server Manager icon in the taskbar to set the Auto-Start option on the database.

If the database is not installed on the same machine as the client that is unable to connect to the database, then the server name property is incorrect. Please verify that the server name is the name of the computer running the Connect 2.2 database.

4.3 What is the Server Name?

The Server Name dialog box appears at program startup when the software cannot connect to the database server. The dialog box asks for the server name, database, user and password used to connect to the database. The following parameters can be used if necessary:

Server Name:	(local)\VTECS <i>(remember to include the parenthesis)</i>
Database:	VTECS_DATA
User:	vtecs
Password:	C0nn3ct <i>(capital "C", zero and a three)</i>

If the computer is unable to connect to the local database server using the term "(local)" then the user can try the TCP/IP loopback interface address:

Server Name:	127.0.0.1
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The loopback address always refers to the local computer if there is a network connection present. Using the loopback address to refer to the local database is NOT recommend on a laptop computer since the loopback interface is not initialized if a network cable is not plugged into the computer.

If the database is not installed on the same machine as the client, then the server name property is the network name of the computer running the Connect 2.2 database.

4.4 Installing on Windows 2000 and Windows XP requires Administrator rights

The installation of CTECS Connect™ 2.2 requires the modification of the Windows registry and configuration of services for the database server. These modifications to Windows require Administrative access to the system. Users on Windows 2000 or Windows XP must be logged in as an Administrator.

If users attempt to install the system without administrative rights, the installation of the SQL server will progress about half way and then back off, giving an installation error. This error is not informative as to the reason of the failed installation.

4.5 Can I run multiple copies of CTECS Connect™ 2.2?

No. The current version of CTECS Connect™ 2.2 will only allow a single database installation. Future maintenance releases of the CTECS Connect™ 2.2 software will have functionality to operate on multiple databases on the same PC.

4.6 My computer is running more slowly after installing CTECS Connect™ 2.2

CTECS Connect™ 2.2 uses the Microsoft technology: SQL Server 2000. The version used is: Microsoft SQL Desktop Engine. Use of this technology can cause slow-downs on slower computers or computers with the minimum RAM requirement.

Users can use the SQL Server Manager icon in the taskbar to start and stop the SQL server when they are not using the CTECS Connect™ 2.2 system. NOTE: If users receive a dialog box asking for the server name, database, user and password, then they have not restarted SQL server after turning it off.

It is recommended that in ANY case where you see a slow down in your PC you should first check for malicious programs (such as viruses). If your PC appears to be clean, then you should add more RAM.

4.7 What is the user limit of the Connect 2.2 database?

Here is the official word from Microsoft on the MSDE user limits.

----- Copied from Microsoft's Website:

MSDE 2000 has no enforced user limit, however, shared use by five or fewer users is recommended. MSDE 2000 has a managed concurrency workload governor that limits up to five concurrent batch workloads for optimal performance. As more batch workloads are submitted beyond the five-workload limit, the concurrency governor continues to slow down the system.

What this means in real terms, is that you can have as many people as you want connect to the Connect 2.2 database, however only 5 of them can be working at exactly the same time. The older version actually had a hard limit, so the 6th user could not login at all. In this version the 6th user can login and can use the system, but if all 6 people were to hit the search button at exactly the same time, the 6th person would have a small delay added to their search before it ran.

In general Connect 2.2 systems should not encounter this problem except when there are a large number of users, then there might be an "at the same time issue". Network Administrators need only upgrade if the users determine that the system is too slow while large numbers of user are on the system at one time.

The real issue is that at low numbers, the delay can easily be negated by putting the database on a fast server.

Example: On a normal machine it takes 6 ms (milliseconds) to return a search of the tasklists. On a fast server it takes 1 ms. So, if you add 10 users and everyone hits the button at exactly the same time. The 10th hit gets a 5 ms delay added to his search, so, for him the search is Normal (the same speed as other machine), while for everyone else it is blindingly fast. *(Times listed are examples only.)*

5.0 Custom Reports

The following informational items are specific to creating and working with Custom Reports in CTECS Connect™ 2.2.

5.1 Working with Custom Reports

There are two ways to work with Custom Reports in Connect 2.2 either using Microsoft Access or the integrated report writer.

By default, Connect is set to display Microsoft Access Custom Reports, in order to display the integrated report writer you must change a system setting. Go to the Question Catalog Maintenance screen in Connect under the Tools menu. Select the System Settings tab and expand the "Configurable Parameters" list. There are two parameters for the Custom Reports:

Enable ActiveReports Custom Reports
Enable Microsoft Access Custom Reports

You can change the Yes/No setting for each of these as desired. Note: When you change either of these setting the program will refresh the Custom Reports list, this may take a few minutes when enabling MS Access.

5.2 Creating new ActiveReports Custom Reports

After Active Reports is enabled (see Sec. 5.1), the report editor will open when a Custom Report is selected. Use the Save function from the main menu and give the report a new name. Fields and labels can be rearranged or removed, labels can be changed and added; fields cannot be added. A popup menu can be accessed from the Custom Reports menu bar by right-clicking in a blank area of the menu bar; the menu allows you to toggle between Edit and Show modes and to rename a custom reports.

5.3 Creating new Microsoft Access Custom Reports

Custom Report creation is done directly from MS Access. To get to the Custom Reports, Launch MS Access and open the Access database file found at:

C:\Program Files\VTECS\VTECS Connect\CustomReports\VTECSDatabase.adp

Once the database is open, go to the Reports section. The two Custom Reports included with the system are listed. Users can copy from the existing reports or create new reports.

If you are new to MS Access, the easiest way to create a report is by using the Report Wizard included by Microsoft. To create a report using a wizard, select the "Create Report Using Wizard" selection in the reports window.

NOTE: If you need your report to prompt the user for information, you can create forms similar to the ones used by the two reports provided that ask the user for input.

6.0 Known Issues

These notes relate to Known issues that surround the CTECS Connect™ 2.2 software. These issues provide workarounds where possible.

6.1 Using Office XP with Custom Reports shows nothing in the print preview window

The Custom Reports feature in CTECS Connect™ 2.2 was engineered to work with MS Office 2000. Currently, a change in the way Microsoft calls reports has created a problem when viewing Custom Reports. This change has caused the print preview window to appear blank when running Custom Reports from within the CTECS Connect™ 2.2 software.

Custom Reports can be run without problems directly from MS Access. To run the Custom Reports directly from MS Access, Launch MS Access and open the Access database file found at:

C:\Program Files\VTECS\VTECS Connect 2.2\CustomReports\VTECSDatabase.adp

Once the database is open, go to the Reports section and double click on the desired report.

6.2 When I run the Custom Reports I get "Error: Can Not Get Report"

If you receive the message "Error: Can Not Get Report" when running the Custom Reports, this means that there is no Default Printer specified or that there is no printer installed on the computer.

6.3 After Installation as Administrator, logging into Windows as another user requires reentry of the database server and database password.

The password for the CTECS Connect™ 2.2 system is stored in the system registry with the Windows user id. When another user logs on to Windows, the user must enter the correct database access information the first time they run Connect. This will occur for each different Windows user on a given system.

Server Name:	(local)\VTECS <i>(remember to include the parenthesis)</i>
Database:	VTECS_DATA
User:	vtecs
Password:	C0nn3ct <i>(capital "C", zero and a three)</i>

6.4 I Cannot Connect to the Database; I Do Not Think it is Running/Installed.

What version of Windows are you running? Press Alt-Ctrl-Delete and see if you can find the entry "SQLRSVR" (or a very close spelling) in the list. If so, that means the database is running. If it is not in the list, it needs to be started. Run the following program and hit the green arrow to start the database.

C:\Program Files\Microsoft SQL Server\80\Tools\Binn\sqlmangr.exe

You can also check the "Add Remove Programs" from the Windows Control Panel, to see if "Microsoft SQL Server Desktop Engine" is installed. If it is not, then rerun the install from the CTECS Connect 2 program CD.

6.5 When I run Connect I get the splash screen and nothing else.

It appears that one of the upgrades supplied by Microsoft for protecting against one of the many Worm viruses, creates an issue with Connect running and attaching to the database.

Please follow the instructions below to resolve this issue:

1. Download and install the latest MDAC upgrade from Microsoft, found at:

<http://www.microsoft.com/downloads/details.aspx?FamilyID=6c050fe3-c795-4b7d-b037-185d0506396c&DisplayLang=en>

Then restart your computer.

2. Download and install the latest Connect 2 update from the CTECS website:

<http://www.ctecs.org/connect2files.htm>

Patch both the client and the database. CTECS Connect 2 should now work correctly.