

KSDE Simple Troubleshooting Guide - 2006

VIDEOS

Videos are in RealMedia format both on the CD and on the Website. The RealMedia Player is required in order to view the videos. RealMedia was chosen in that it will work well in both PC and Mac computers.

- The HELP section in both the KSDE CD and website have direct links to download/install the RealMedia Player. The free Player is also available here: <http://www.real.com/freeplayer/?rppr=rnwk>
- Depending on how a school has their computers set up, a system administrator may be the only one that can install new software on their computers.
- Video on the CD is located on the CD as a .rm file. Video through the website is in a streaming video format. This is done so that when a teacher clicks on the video link on the website it starts to play immediately instead of having to wait until it downloads. At this time the videos are not available as a download, they are all video streams instead.

PDF (Adobe Acrobat)

PDFs are used throughout the CD and Website to offer teachers quiz results as well as a "KSDE Standards Completion Form." The PDF format was chosen in that it is free, is a smaller file size than other text documents and works well in both PC and Mac computers.

- The Help section in both the KSDE CD and website have links to the download the free PDF viewer. The free viewer is also available here: http://www.adobe.com/products/acrobat/readstep2_allversions.html
- Depending on how a school has their computers set up, a system administrator may be the only one that can install new software on their computers.
- PDFs throughout the CD and website can be either viewed and printed or downloaded and viewed and printed at a later time.

CD

The KSDE Standards CD is designed to automatically launch in a PC. If the CD does not launch or is used by a Mac computer the teacher will need to either AutoPlay or Open the CD. If the CD is opened then the teacher will need to click on the START.html file. This will activate the teacher's web browser (Internet Explorer, Firefox or Safari) and access the CD.