

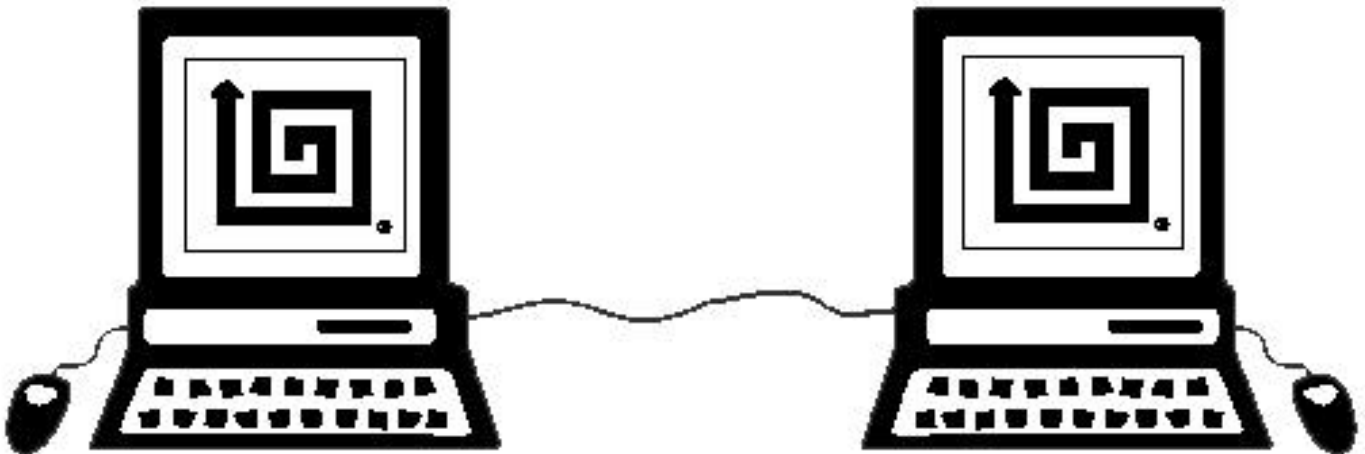
Daedalus[®]

Integrated Writing Environment

for Macintosh Computers

Version 1.4

Administrator's Guide with Installation Guide



September 30, 1997


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Welcome to DIWE

Welcome to the Daedalus[®] Integrated Writing Environment (also known as DIWE) from the Daedalus Group, Inc. DIWE is designed for writing instruction, collaboration, and communication among students and teachers in all curricula. This Instructor's Guide provides you with theoretical and practical pedagogical support for using the Daedalus Integrated Writing Environment.

This guide explains how to install, set up, and manage DIWE at a site. The installation details in this guide repeat the information in the Installation Guide which is distributed with Installation diskettes.

In This Guide

- **What is DIWE?*** overviews the components which comprise DIWE and the ways DIWE affects the teacher and student in the computer-based classroom.
- **Program Documentation*** outlines the print and online help files which are available with the software.
- **Installing DIWE*** explains how to install the software on individual workstations and your network server. This section also includes details on how to determine which resources you need to install at your site and explains the possible network configurations you can choose for your site.
- **Setting Network Permissions*** outlines how to set folder and file permissions for your workstations and server, and includes details on other security issues.
- **Printing Program Documentation*** explains how to print and distribute the three guides which accompany the program.
- **Setting Up Your Site** provides instructions for setting up new classes, choosing preferences for your site, managing your site by modifying classes and information on teachers and students, and setting up a new semester.
- **Understanding File Structure** describes the files and folders used by the program.

* These sections duplicate information available in the Installation Guide which is shipped in printed form with DIWE's Installation diskettes.

- **Customizing Your Copy of DIWE** explains how to optimize the program for your site, to set preferences, and to customize the tools.
- **Troubleshooting** includes details on the error messages which can appear in the program and provides step-by-step instructions on resolving questions and improving the software's performance.
- **Getting Help** outlines the additional resources available to teachers and technicians working with DIWE, including details on how to contact the Daedalus Group for answers to your questions about the software.

Finding Other Program Information

If you need to know more about how to use any of the tools in DIWE, please consult the User's Guide.

If you need instructions on managing Class Assignments, Mail and InterChange conferences, and turned in documents, see the Instructor's Guide.

Conventions used in this document

`Courier font` indicates text that is displayed or typed on the screen

Boldface signals menu commands and button commands.

Italic font represents information that you will have to provide. If asked to type *yourfilename*, you might type `PAPER1`

<Key> refers to an actual control key on your keyboard.

<Key1+Key2> indicates that two keys should be pressed together. For instance, when instructed to press <Alt+F9>, you would press (and hold) the <Alt> key and press the <F9> key.

Although the software is referred to by its full name (the Daedalus Integrated Writing Environment) most of the time, it is often shortened to DIWE to keep things simple.

What Is DIWE?

DIWE, the Daedalus Integrated Writing Environment, is award-winning computer software, developed *by* writing teachers *for* writing teachers and used by students in hundreds of schools, ranging from middle school to four-year universities.

Writing and Thinking Tools

DIWE is an integrated package of writing / thinking tools designed with the classroom in mind. The program focuses on teaching and learning by means of (often interactive) written discourse — encouraging collaborative work, critical thinking skills, and communication. DIWE is comprised of these six modules, each designed to address a specific task or stage of producing a piece of writing:



Invent

Invent stimulates writers to explore their topics and to think divergently. The tool allows writers to save and print out the text to help them generate first drafts. Teachers can compose their own Invent questions to supplement the twelve standard sets which come with the software.



Write

Write is a streamlined word processor which allows teachers to teach writing, not word-processing. It includes all basic operations (copying, pasting, spell-checking, printing) for writers to produce and revise drafts.



Respond

Respond allows writers to call up drafts and other documents for on-line analysis and review. Writers can save and print their text to use as they work on other assignments. Prompts can be modified to suit the assignment, ranging from peer review to document analysis.



Mail

Mail acts as the central switchboard for class communications, from private mail to group work. Date, time, and receipt stamps make it an effective class management tool.



InterChange®

InterChange enables synchronous, or "real-time" discussions for whole classes or small groups. Transcripts of these discussions are recorded and are available for viewing and printing.



BiblioCite®

BiblioCite prompts writers to record bibliographic entries and maintains them in a database of sources. It generates a Works Cited page in MLA style or a References Page in APA style.

Class and Document Management Tools

In addition to the six modules, DIWE includes class and document management tools which streamline the process of sharing documents and distributing hand-outs as well as allow the teacher to customize the content to fit the class.



Class
Assignment

Class Assignment allows teachers to post instructions and other messages to their students in a file they can view at any time but which only the teacher can modify or delete. The document is the first thing students see when they log into the class, and it can be modified as often as the teacher wants.



Document
Management

Document Management organizes the system for sharing documents in the class. Students can turn in drafts for peer review or collaboration and read the papers and drafts of others in their class using the **Turn In a Document**, the **View a Document**, and the **Copy a Document** commands.



Login

Login is student-based, allowing each student to log in without complex administrative set-up. With this login, the student becomes a registered participant in all modules from Mail to InterChange to Document Management, all work the student does is linked to a specific login name.



PromptManager

PromptManager is a SuperCard stack teachers can use to create an Invent or Respond prompt series or to customize an existing series. Teachers can run the program within DIWE or they can copy the files to a diskette and work outside the DIWE classroom on their office or home computer.

Local Area Network Tools

All the sharing and collaborating in DIWE takes place on a network, connecting all the students in a particular class or lab at your site.



Local Area
Networking

Local Area Networking allows users to share their files and documents. DIWE requires a Local Area Network set-up, with a fileserver and workstations. Even if you set up your site using a peer-to-peer network, one of your machines will need to function as the fileserver by serving as the location for the network files for the software (including files such as the questions for Invent and Respond and the shared files for Mail and InterChange sessions).

Program Documentation

DIWE's program documentation includes three printable guides and three on-line documentation files. Only the Installation Guide is printed and distributed with software diskettes. The remaining guides can be printed using Microsoft Word 6.0, 7.0, Word 97, Microsoft Office or any other word processor which supports Rich Text Format (RTF).

Teachers and students at your site will need access to these files. The basic questions which teachers and students need to use DIWE are answered in these guides. By providing copies of the files where teachers and students can reach them, you'll enable users at your site to answer many of their own questions. Details on providing additional access to the online help files is included in this section. Complete details on setting up and printing these files are available in the **Printing Program Documentation** section of this guide.

User's, Instructor's, and Administrator's Guides

DIWE's print documentation includes three guides: a User's Guide which describes the tools and commands in the program, an Instructor's Guide which explains how teachers can use the tools in the program, and the text you're reading now, the Administrator's Guide which explains more about setting up and managing your site. All three of these guides are copied to your server when you install the software and can be downloaded from <http://www.daedalus.com/tech/docs.html>

On-Line Help System

DIWE's on-line help system answers questions about how to use the tools in the program, how teachers can use the program to reach their pedagogical goals, and what you, as the administrator, will need to do to manage the system.

There are two primary on-line help files which come with the program: User Help and Instructor Help. The Program Help file explains how the tools in DIWE work. Choose User Help to find information such as how to send a message in Mail,

where InterChange transcripts are stored, and how to save a document so that you can open it with another word processor.

The Instructor Help file explains commands available to the teacher and the administrator and includes teaching strategies and resources for teaching with DIWE. Use Instructor Help to find information such as how to make an InterChange transcript and what strategies are effective for managing discussion.

A third help file, Character Help, provides basic details on using non-English characters and special symbols in DIWE (e.g., how to type the letter c with a cedilla – ç – in InterChange).

To access these help files once you've logged into the program:

- Choose the **User Help** command from the **Activity** pull-down menu.
- Choose the **Instructor Help** command from the **Activity** pull-down menu to access the Instructor Help file.
- Choose **Character Help** command from the **Activity** menu to access the Character Help file.

Printing Specific Topics from the On-Line Help Files

All the topics in the on-line help can be printed. This capability comes in handy when you need a handout which tells teachers or students how to complete a task in DIWE.

To print a topic in either Help file, navigate to the topic you want to print, and choose the **Print Topic...** command under the **File** menu.

Running On-Line Help Files Outside DIWE

DIWE's On-Line Help files use the E-Help application. These on-line help files will run on any Macintosh computer which is running System 7.0 or higher. To launch one of the on-line help files outside DIWE:

1. Use the Finder to navigate to the `Daedalus Folder` at your site — there should be a copy of this folder on every workstation in your classroom.
2. Within the `Daedalus Folder`, open the `Help Folder`.
3. Within the `Help Folder`, you'll find `User Help` and `Instructor Help`.
4. Double-click on the file which you want to read, and the file should open.
5. If the file does not launch, drag the file you want to open to the E-Help Application, also in the `Help Folder`. When the E-Help Application's icon is highlighted, release the mouse button and the Help file should launch.

Copying DIWE's On-Line Help Files

Additionally, you can copy these files to a floppy diskette or to another machine to explore them when you are not in the Daedalus classroom — copy all the files in the `Help Folder` to set up a copy of the help files outside your classroom.

Making copies of the help files available for teachers outside the classroom can be helpful for those teachers who want to learn more about the program but have limited access to the server or classroom.

NOTE: *Licensing for DIWE's On-Line Help Files*

Teachers using DIWE can make a copy of these on-line help files for educational use on an office or home computer without violating the licensing agreement.

Accessing Other Resources

Additional technical and pedagogical information is available from the Daedalus Group WWW pages at <http://www.daedalus.com/> and by e-mail to help@daedalus.com.

Installation and Setup

Chapter 4	Installing DIWE
Chapter 5	Setting Network Permissions
Chapter 6	Printing & Distributing Documentation
Chapter 7	Setting Up Your Site
Chapter 8	Understanding DIWE's File Structure
Chapter 9	Customizing DIWE for Your Site

Chapters 4 through 9 provide details on process the administrator should follow to install DIWE at a site, to set-up instructors and classes, and to set preferences and other settings.

If you have already installed the software, following the instructions in the small, printed Installation Guide which is distributed with the program diskettes, you're ready to move directly to Chapters 7 through 9.

If you're installing the software, using the instructions in this Administrator's Guide, begin with Chapter 4 and work through the Guide to Chapter 6 to install DIWE at your school; then, move to Chapters 7 through 9 to set-up and customize your site.

Installing DIWE

The Daedalus Integrated Writing Environment (DIWE) is designed for use on a local area network (LAN) running a network operating system such as Appleshare, Windows NT, or Novell. Installation on the hard drive of the network fileserver proves quite easy. This manual assumes you have a working knowledge of your network operating software, but if you do not, you'll need to consult the manuals and guides for your network operating system to learn the exact steps you'll follow to set up your network permissions and access properly.

DIWE takes care of much of the maintenance of files, folders, and access rights; you will, however, need to make some adjustments using the Administration utilities of Appleshare before students may use the software. As with any software, you should make backup copies of your DIWE diskettes before installation.

DIWE and all its related files are compressed into an archive, segmented onto three diskettes. There are six basic steps to installing for your site:

- Confirming system requirements for your site (see page 13)
- Deciding on system setup (see page 15)
- Decompressing the software (see page 16)
- Checking file structure (see page 17)
- Setting up your fileserver (see page 20)
- Setting up your workstations (see page 21)

**Step
One**

Confirming System Requirements

To use the Daedalus Integrated Writing Environment, your site needs equipment which meets the following minimum specifications. Using computers or software which do not meet these minimum specifications could result in unsatisfactory performance.

Minimum 68030 CPU running at 25MHz or higher: (for example, LCIII, IIci, Performa 450 and above, Quadra 605 and above.) with the following:

- Running System 7.1 or higher
- Color or grayscale monitor
- 4 MB of Free RAM available for the application (beyond other system and software requirements) At least 24 MB for the workstation is recommended.
- 5 MB free on hard disk (DIWE version 1.4 MUST be run from the workstation hard disk. Additional space will be needed if your site purchases any additional program resources.)
- Network hardware and connections

NOTE: Network Hardware Requirements

DIWE will run on machines connected via LocalTalk (or PhoneNet), Token Ring, or Ethernet. As with other network applications, faster is usually better. Since DIWE can make heavy use of the network fileserver's hard disk, any bottleneck you encounter is more likely to be due to disk speed than network connections. If you must choose between Ethernet cards for every machine, or a very fast server and matching hard disk, you should choose the latter (at least where DIWE is concerned).

Network Server Computer.

Minimum 68040 CPU running at 66MHz or higher: (for example, Quadra, Power PC) with the following:

- 16 MB of RAM
- 2 MB of free hard disk space per user per semester [or 4 MB per year]
- Network hardware and connections

Network-operating systems

For 10 or more users to be connected at one time, any of the following:

- Appleshare 3.0 or higher
- Novell Netware 3.0 or higher
- Windows NT 3.5 or higher network operating system

For fewer than 10 users to be connected at one time:

- Personal File Sharing using System 7 or higher. Peer-to-peer networks may support 10 or more users, but speed and performance may be adversely affected. Each network system has its own individual characteristics which may limit performance as the number of users connected and the amount of network activity increases.

Deciding on System Setup

Before you install DIWE to your workstations and fileserver, you need to make some basic decisions and take some precautions to insure that the process of setting up your workstations and fileserver goes smoothly. Consider the following questions:

- 1. Who Do You Need to Coordinate With At Your Site?** If you're in charge of the machines you'll be installing DIWE on, you may not need to coordinate the installation with anyone. If not, it's always best to check with the technical support staff at your school before changing anything on the network or installing new software.
 - Since DIWE requires a network operating system, you may need to coordinate with a network administrator to get permissions for the program's directories and files set properly. Further, a member of the network or technical support staff at your school may have helpful advice about setting up your classroom for the best possible network speed and performance.
 - Also, if you're installing the files in a computer classroom, be sure to coordinate the installation with the teachers who will be using the classroom — so that classes are not interrupted and so that they will be aware that you are making changes on the machines and server they use.
- 2. Exactly Where Will You Put DIWE's Files?** Determine the hard drive where you want to install the software. Check to ensure that the drive has enough room for the network files and that you've chosen a drive which all the machines in your classroom have access to. DIWE 1.4 **must** be copied to the individual workstations at your site (this is a change from previous Macintosh versions of the software).
- 3. Do You Have Any Other Copies of DIWE On Your Server or Workstations?** You need to check the folder names for any other copies of DIWE on your machines to ensure that none of your existing files are overwritten.

If you also have a copy of DOS DIWE

If you have copies of DOS DIWE on your server or workstations, check the names of the directories and the executable files to ensure that they will not conflict with the folder names for the Macintosh version of the program (DIWE 1.4 Net, Daedalus Folder, and Documentation). You should not have any conflicts if you have copies of both the DOS and the Macintosh versions on your server and workstations as long as the names are different. The default directory name for Mac DIWE will not conflict with the default for DOS DIWE, and since Macintosh DIWE uses long filenames — and the DOS version of DIWE use standard eight letter filenames with three letter extensions, it's unlikely you will have any conflicts on your machines.

If you also have a copy of WINDOWS DIWE

If you have copies of Windows DIWE on your server or workstations, check the names of the directories and the executable files to ensure that they will not conflict with the folder names for the Macintosh version of the program (DIWE 1.4 Net, Daedalus Folder, and Documentation). You should not have any conflicts if you have copies of both the Windows and the Macintosh versions on your server and workstations as long as the names are different. The default directory name for Macintosh DIWE will not conflict with the default for Windows DIWE, and since the Mac version uses long filenames – and the Windows version of DIWE uses standard eight letter filenames with three letter extensions, it's unlikely you will have any conflicts on your machines.

If you already have a copy of MACINTOSH DIWE

If you have a previous copy of MACINTOSH DIWE on your server or workstations, check the names of the folders and the files to ensure that they will not conflict with the folder names for the new Macintosh version of the program (DIWE 1.4 Net, Daedalus Folder, and Documentation). If you're using the default names for your existing copy of Mac DIWE, you should not have any conflicts since the default names for the previous version of Macintosh DIWE will not conflict with the defaults for this new version. If your existing folders will conflict, however, simply change the folders so that none of your files will be overwritten.

Decompressing the Software

Step Three

These instructions explain how to install the program's local area network files and program files to your fileserver for new software installations. Details on custom installations, including installing to your workstations and upgrading older copies of DIWE are in the "Setting Up Your Workstations" section on page 21 and in the "Installing Custom Packages" section on page 23.

When you finish you will have installed a copy of the `Daedalus Folder`, which contains the program files, a copy of the `Documentation Folder`, which contains the program documentation guides, and a copy of the `DIWE 1.4 NET Folder` directory, which contains the local area network files.

Stand-Alone Installation Note

NOTE: *Stand-Alone Installation*

Follow these instructions when you install the program to a single-machine in order to run the program in a Stand-Alone configuration. Even though you are not working on a network, you will need to install all three folders (`Daedalus`, `Documentation`, and `DIWE 1.4 NET`) to run the program. When you choose locations for these files, you will choose a location on the stand-alone machine (rather than navigating to your network files server in Steps 8 and 9).

1. From a workstation, connect to the network fileserver with full permissions. Alternately, you can work at your network fileserver itself, logging on with full permissions. (If you're installing the program as a stand-alone system for testing, skip this step).
2. Make sure that you have full read/write/create/delete rights to the drives on which you are installing the software. (See the "Setting Network Permissions" section for information on the specific permissions required for your network. Check with your network administrator if you're unsure how to set network permissions.)
3. Insert Daedalus Disk 1 in your machine's floppy drive.
4. Double-click on the `Setup` file to begin the installation process. Its icon should look like the following:



5. The installer will display a splash screen indicating the program's name and some copyright information. Click the **Continue** button.
6. The installer next shows a read-me file which explains how to choose installation locations for your machine. After you've read this information, click the **Continue** button.
7. In the next window, you will choose installation options. The pop-up menu in the upper left corner of the screen should read **Easy Install**. This option decompresses all the files to a single folder on your hard drive.
8. In the lower middle of the Setup Dialog, use the **Switch Disk** button to select the hard drive on your network fileserver where the installer will install the program files.
9. (Optional) Choose the **Select Folder** option from the drop-down menu to choose a specific location on the drive you've chosen. If you accept the Installer's default, the files will be copied, in their own folder, directly to your hard drive.
10. Click the **Install** button in the lower right corner to install the files. Choose the **Quit** button if you want to exit the installer without changing your hard drive. The installer will decompress the files automatically.
11. Insert additional diskettes as prompted, and follow the on-screen instructions to complete your installation.

Step Four

Checking File Structure

Before you copy the software and other files to the correct locations on your fileserver and workstations, check the files and folders which have been installed on your machines to make sure that all the program files are in place. Use the Macintosh Finder to navigate through these directories.


















Check the folders for the files and subfolders listed. Immediately after you install, you should see only the files and subfolders listed. If you check the file structure after you've begun using DIWE at your site, you'll see additional files as noted.

If you find that files are missing when you check the structure, the best solution would be to delete the incomplete copy of DIWE 1.4 and reinstall. If classes are already using the software, however, reinstalling probably isn't an option. Instead, you should copy any missing files from your most recent backup.

Checking the Daedalus Folder

The **Daedalus** folder contains the files which need to be placed on each workstation at your site. This directory contains the DIWE program, supporting help files, and supporting dictionary files.








In the **Daedalus** Folder, you should find the following subdirectories and files:

	Daedalus folder which contains two folders and two files:	
	BiblioCite Sample	A sample BiblioCite database
	DIWE 1.4 Application	The program itself
	Help Folder	Which contains the files 9 items:
	Character Help File	Help with accents
	Character Help Media	
	E-Help Engine 4.0	The Help Program
	Help for E-Help File	Help with the Help
	Help for E-Help Media	Program
	Instructor Help File	Help for teachers and
	Instructor Help Media	the administrator
	User Help File	Help with the program
	User Help Media	modules
	Handbooks Folder	Folders which may be
	Extras Folder	present if your site pur-
		chases additional program
		resources
	Installer Log File	A system file which keeps details
		on the software you've installed
	Proximity Folder	Which contains the several files
		used for spellchecking, the dic-
		tionary, and the thesaurus

Checking the DIWE 1.4 Net Folder

The **DIWE 1.4 Net folder** contains the files which need to be placed on your network fileserver. This directory contains the network files which are used for login and the directories where the messages and documents for each class are stored. Only one copy of these files should exist at your site. Duplicate copies of these files can cause the program to fail.





In the DIWE 1.4 Net Folder, you should find the following subdirectories and files. As the program is used at your site, additional subdirectories and files will be added; however, those listed are the minimal files and subdirectories needed to run the program. In other words, you may find more files and subdirectories than those listed here, but if you find fewer, something may be wrong.

 DIWE 1.4 Net folder which contains three files:	
 Clean Copies Folder	Which contains fresh copies of the Files in the Instructors folder
 Daedalus Write Installer	An installer file for the stand-alone version of Write
 Instructors Folder	Which contains the folders and files necessary for file sharing and network communication
 Question Series Folder	Which contains prompts used in Invent and Respond
 Daedalus Preferences File	The network preferences file
 PromptManager Application	A SuperCard application used to customize prompts

Checking the Documentation Folder

The **Documentation folder** contains copies of the program documentation. You can place these files on your fileserver or on your workstations (or in another location which is convenient to those at your site who need access to the files).

In the **Documentation** Folder, you should find the following subdirectories and files:

 Documentation folder which contains three files:	
 Users.RTF	The User's Guide
 Instruct.RTF	The Instructor's Guide
 Admin.RTF	The Administrator's Guide

**Step
Five**

Setting Up Your Fileserver

Setting up your fileserver involves making sure you have a copy of the DIWE 1.4 Net folder on the server and removing any items you do not want students at your site to access in the DIWE folder. Follow the appropriate instructions below, based on the way you have installed the software.

Stand-Alone Installation Note

NOTE: *Stand-Alone Installation*

Once you've decompressed the files on your stand-alone workstation and checked the file structure to ensure that all the files and folders are present, you can proceed to "Setting Network Permissions" chapter of this guide.

If You Decompressed the Program Files to Your Fileserver

Ideally, you have decompressed the Daedalus files on your network fileserver, and need only to consider moving a few items to finish setting up the files on your fileserver:

1. You may want to remove the installer application called Daedalus Write Installer. Write is a stand-alone version of the same Write that appears within the Daedalus 1.4 program. It is included so that you may distribute it to your users. The files they create with this stand-alone program are completely compatible with the Daedalus Integrated Writing Environment. You can make this installer available to your site in whatever way is convenient. If you do not want users copying the files from the DIWE 1.4 Net folder, you should move it to another location.

NOTE: Some sites prefer to put this installer in a different location so that students are not navigating to the DIWE 1.4 Net folder.

2. You may also want to move the Documentation Folder so that users do not have to navigate to the network fileserver to access these files. The Documentation folder contains copies of the three program manuals. Since these files are not used by the program, you can put them anywhere on your network which is convenient. You might move the Users Guide in a location which is accessible to everyone at your site while keeping the Instructor's and Administrator's Guides in a more secure location so that students do not have access to the material in these files.
3. After deciding upon the location of these files, move on to the "Setting Up Your Workstations" Section of this Guide.

If You Decompressed the Program Files on a Workstation

If you decompressed the program files on a workstation, you'll need to move the network files from workstation to the fileserver by following these steps:

1. Make sure you are logged into your network from the workstation with full read/write privileges, since you will be creating many folders on the file-server.

2. Copy the DIWE 1.4 Net Folder onto the network fileserver by dragging its image from the hard disk into the fileserver icon.
3. You may rename this folder anything you want, and you can place this folder as deeply within other folders as you like. Most of the enclosed folders and files that come with the system must remain in this folder and may not be deleted or renamed (Failure to observe these guidelines may cause DIWE to work incorrectly).

NOTE: While you can name this network folder anything you desire, this documentation will continue to refer to the folder as the "DIWE 1.4 Net Folder."

4. You may want to remove the installer application called Daedalus Write Installer. Write is a stand-alone version of the same Write that appears within the Daedalus 1.4 program. It is included so that you may distribute it to your users. The files they create with this stand-alone program are completely compatible with the Daedalus Integrated Writing Environment. You can make this installer available to your site in whatever way is convenient. If you do not want users copying the files from the DIWE 1.4 Net folder, you should move it to another location.

NOTE: Some sites prefer to put this installer in a different location so that students are not navigating to the DIWE 1.4 Net folder.

5. You may also want to move the Documentation Folder so that users do not have to navigate to the network fileserver to access these files. The Documentation folder contains copies of the three program manuals. Since these files are not used by the program, you can put them anywhere on your network which is convenient. You might move the User's Guide in a location which is accessible to everyone at your site while keeping the Instructor's and Administrator's Guides in a more secure location so that students do not have access to the material in these files.
6. Once you've copied the DIWE 1.4 Net folder to your network fileserver, delete the copy from the workstation you're working at by dragging the folder to the trash can and choosing the **Empty Trash...** command from the **Special** menu.

NOTE: Only one copy of the DIWE 1.4 Net folder can exist at your site. It's imperative to delete this copy from your workstation after copying it to your network file server. The networked messages and filesharing functions of the program will not work properly if more than one copy of these files exists at your site.

**Step
Six**

Setting Up Your Workstations

The Daedalus folder which contains the program and its supporting help files and dictionary files needs to be copied to every workstation at your site. Many of these files are "single-user" files that is, they can only be used by one user at a time. Because these files cannot be used by several users at a time, they must be copied to each workstation for the program to work properly.

There are two options for copying the Daedalus folder to your workstation. Choose whichever is best for your situation.

Drag-Copying the Daedalus Folder to Your Workstations

1. Copy the Daedalus Folder onto each workstation in your classroom by dragging its image from the hard disk of the fileserver into the hard disk icon for each of your workstations (the hard disk icon is the icon which appears in the upper right corner on the desktop of each workstation).
2. You may rename this folder anything you want, and you can place this folder as deeply within other folders as you like. The enclosed folders and files, however, must remain in this folder and may not be deleted or renamed (Failure to observe these guidelines will cause DIWE to work incorrectly).

NOTE: While you can name this network folder anything you desire, this documentation will continue to refer to the folder as the "DIWE 1.4 Net Folder."

3. To make the program easily accessible, you can make an alias to the program which you copy to the desktop of the workstation. To make an alias, highlight the DIWE 1.4 application (the maze icon) in the Daedalus folder on the workstation, and choose the **Make Alias** command from the **File** menu. Once the alias is created, you can drag it onto the workstation's desktop.
4. Additionally, use the **Chooser** command under the **Apple** menu to mount the file server disk on each hard drive
 - Click the square to the right of the server name so that the file server disk will be opened at system startup time
 - If you're logging into the server with a user name and password, click in the circle beside "Save my Name and Password" so that you won't have to enter the password on the machine every time the machine is restarted.
5. Repeat this process until the Daedalus folder is copied to every workstation in your classroom.

NOTE: Once you finish this section, you're ready to move on to the "Setting Permissions" chapter.

Installing the Daedalus Folder from the Installation Diskettes

1. Make sure that you have full read/write/create/delete rights to the drives on the workstation where you are installing the software. (See the "Setting Network Permissions" section for information on the specific permissions required for your network. Check with your network administrator if you're unsure how to set network permissions.)
2. Insert Daedalus Disk 1 in your workstation's floppy drive.
3. Double-click on the `Setup` file to begin the installation process. Its icon should look like the following:



4. The installer will display a splash screen indicating the program's name and some copyright information. Click the **Continue** button.
5. The installer next shows a read-me file which explains how to choose installation locations for your machine. After you've read this information, click the **Continue** button.
6. In the next window, you will choose installation options. The pop-up menu in the upper left corner of the screen should read **Easy Install**. Change this menu option to **Workstation Installation**.
7. In the lower middle of the Setup Dialog, use the **Switch Disk** button to select the hard drive on your workstation where the installer will install the program files.
8. (Optional) Choose the **Select Folder** option from the drop-down menu to choose a specific location on the drive you've chosen. If you accept the Installer's default, the Daedalus Folder will be copied directly to your hard drive.
9. Click the **Install** button in the lower right corner to install the files. Choose the **Quit** button if you want to exit the installer without changing your hard drive. The installer will decompress the files automatically.
10. Insert additional diskettes as prompted, and follow the on-screen instructions to complete your installation.
11. To make the program easily accessible, you can make an alias to the program which you copy to the desktop of the workstation. To make an alias, highlight the DIWE 1.4 application (the maze icon) in the Daedalus folder on the workstation, and choose the **Make Alias** command from the **File** menu. Once the alias is created, you can drag it onto the workstation's desktop.
12. Additionally, use the **Chooser** command under the **Apple** menu to mount the file server disk on each hard drive
 - Click in the square to the right of the server name so that the file server disk will be opened at system startup time
 - If you're logging into the server with a user name and password, click the circle beside "Save my Name and Password" so that you won't have to enter the password on the machine every time the machine is restarted.
13. Repeat this process until the Daedalus folder is copied to every workstation in your classroom.

NOTE: Once you finish this section, you're ready to move on to the "Setting Permissions" chapter.

Installing Custom Packages

The software installer includes four custom installation options. The default **Easy Install** option decompresses the folders and files sites need to set up their systems originally. These custom options can be useful when changing options in your lab or setting up special workstations. To select one of these options, follow the basic instructions in the "Decompressing the Software" section, logging on to the machine which is appropriate for your needs. Indicate the custom package

you want to install by choosing the option you desire from the pop-up menu when you reach step 7.

Fileserver Installation

Decompresses the DIWE 1.4 Net folder only. Use this option if you need a fresh copy of the network files for your fileserver.

Workstation Installation

Decompresses the Daedalus folder only. Use this option to setup workstations at your site from the installation diskettes. Step-by-step instructions for installing this custom package are available in the preceding "Installing the Daedalus Folder from the Installation Diskettes" section on page 22.

Documentation Package

Decompresses the Documentation folder only. Use this option to access the Documentation files as needed, or to setup a network copy of the documents for users at your site.

Instructor Package

Decompresses files most often used by those teaching with DIWE: PromptManager and the Documentation folder. Use this option to install these files on a teacher's workstation.

Setting Permissions

Network Security



Once DIWE is installed, you'll need to set the network permissions for the files and directories. DIWE 1.4 is based on a text-sharing pedagogy which assumes that students and instructors will be creating documents and messages on a network server's hard disk. In order to create and modify files on the network, the program must have network access rights to the directories containing the Daedalus software.

Step One

Assigning Permissions to DIWE 1.4 Net

In general, the program needs full network permissions to the `DIWE 1.4 NET` directory and all its subdirectories on the server. Specific permissions and the way they are set vary depending on the network software you're using. To ensure the software functions properly, you'll need to set the following network permissions:

AppleShare	See Files, See Folders, Make Changes
Novell Netware 2.x	Read, Write, Create, Open, Search, Modify, Delete, Parental
Novell Netware 3.1 or 4.x	Read, Write, Create, Erase, Modify, File Scan
Windows NT 3.5 or higher	Read, Write, Execute, Delete

Please note that the software has not been specifically designed to work with restricted privileges, and unpredictable problems and failures may arise if a system administrator chooses not to follow the standard requirement of full access to all directories.

Assigning Permissions to Daedalus Folder

Step Two

The Daedalus Folder contains two subdirectories (Help and Proximity) and three files (DIWE 1.4, Installer Log File, BiblioCite Sample). The simplest way to assign permissions to these resources is to assign all users full permissions to the Daedalus Folder, following the guidelines for your network operating system in the proceeding section on permissions for the DIWE 1.4 Net Folder.

You can, however, set more restrictive permissions to protect these files and directories, following the guidelines in this table.

Directory or File	Description	Recommended Permissions
BiblioCite Sample	A Sample bibliographical database	Read-Only for Administrators, Teachers, and Students
DIWE 1.4	The program itself	Read and Execute Program for Administrators, Teachers, and Students
\HELP	On-Line help files	Read-Only for Administrators, Teachers, and Students:
Installer Log File	A system file used by the installer	Read-Only for Teachers and Students Read and Write for Administrators
\PROXIMITY	Language files used for the Spell Check, Dictionary, and Thesaurus.	Read-Only for Administrators, Teachers, and Students

Step Three

Assigning Permissions to Documentation Folder

The Documentation Folder contains: three files (USER.RTF, INSTRUCT.RTF, and ADMIN.RTF). The simplest way to set permissions for these three files is to allow all users Read-Only access to the files. Alternatively, you can allow students no access to the INSTRUCT.RTF and ADMIN.RTF files, as they will not need the commands and information which are dealt with in these guides.

Step Four

Setting More Restrictive Permissions for the Question Series Folder

The Question Series: folder in the DIWE 1.4 Net Folder on the fileserver contain fourteen basic prompt files — ten Invent files and two Respond files. Additionally, teachers will place any customized prompts which they write for the program in these directories so that the questions will be available to students in the program. You can set additional access rights for these directories and files to help protect the files.

Setting Permissions for the Files in the Question Series Folder

To ensure that the files are not accidentally erased or overwritten, restrict access to the following files to Read-Only for all users at your site:

Exploring Ideas 1	Informing 1
Exploring Ideas 2	Informing 2
Exploring Ideas 3	Informing 3
Expressing Yourself 1	Local Revision
Expressing Yourself 2	Persuading Others 1
Expressing Yourself 3	Persuading Others 2
Global Revision	Persuading Others 3

Setting Permissions for the Question Series Folder

Teachers at your site need to have full permissions to the Question Series folder so that they can add or change any customized prompts which they compose.

Make sure that teachers can read, write, create, and delete files in the Question Series folder, but restrict the teachers' access to the original fourteen files listed to Read-Only — Teachers do not need to be able to Write to these files nor to Delete the files.

NOTE: *Student Access to the Question Series folder*

Students can be limited to Read-Only access to the Question Series folder in the DIWE 1.4 Net Folder. Students will save their work to their own personal diskettes or directory, so they do **not** need Write, Create, or Delete permissions for these particular network locations.

Step Five

Protecting Network Files

Because DIWE 1.4 requires permissions which allow everyone to write to and delete files, special precautions need to be taken to ensure that files are not damaged by someone working with the program's network files. There are four ways to help make sure that your files are secure:

1. Make frequent backups.

All the files in all the directories within the DIWE 1.4 Net Folder should be backed up regularly, on a daily basis if possible, so that no more than one day's work will ever be lost in the case of a computer malfunction or accidental erasure.

2. Set students' network permissions **ONLY** to the DIWE 1.4 Net Folder and its subdirectories.

While students need full permissions to files and directories in the DIWE 1.4 Net Folder and all its subdirectories, they don't need access to the entire server. You can set students' log in to the network so that they access only the DIWE 1.4 Net Folder and its subdirectories with full permissions, but with more limited permissions to other files on your server.

3. Hide the Network directory so that users are less likely to find it.

Hiding the directories or their icons does not provide any true level of security; however, by hiding files, you can make it less likely for users to make changes accidentally to files on your network. You can use ResEdit or a similar program to hide the directories so that they will be less noticeable from the Finder (remember YOU need to be able to find these files however).

4. Mount the server at program launch and unmount upon quitting the program.

Since students need network permissions to these files only while working with the program, you can use Applescripts to mount the server with full permissions at program launch, and unmount the server or reduce permissions when the program is quit.

Printing & Distributing Program Documentation

DIWE 1.4 comes with three printable program guides which should be printed and distributed at your site.:

To print these guides, you'll need a word processing program which supports Rich Text Format (RTF). Programs which can open and print the guides include Microsoft Word 6.0, or 7.0 (for Windows 95), Word Perfect 6.0 or 7.0, Word 97, and Microsoft Office 97.

If you don't have access to one of these word processors, you can download Acrobat versions of the documentation which you can view and print using the Acrobat Reader. You can download the Adobe Acrobat reader from <http://www.adobe.com/prodindex/acrobat/readstep.html>. Adobe Acrobat copies of these guides are available at <http://www.daedalus.com/tech/docs.html>.

Printing RTF Guides

There are three files which you'll need to open and print:

Users.RTF	The User's Guide
Instruct.RTF	The Instructor's Guide
Admin.RTF	The Administrator's Guide

These files use three fonts — Helvetica, Courier, and WingDings. If your computer is missing one of these three fonts, pagination and layout in the text may be incorrect.

To obtain the best results, open each of the files and follow these guidelines before printing your guides:

- *Set your word processor so that Hidden Text is not displayed.* In Microsoft Word 6.0 or 7.0, you'll accomplish this by choosing the **Options...** command under the **Tools** Menu. Choose the **View** tab in the dialog which is dis-

played, and be sure that there is no X in the checkbox beside "All" and beside "Hidden Text" in the **Nonprinting Characters** area.

- *Set your word processor so that Hidden Text is not printed.* In Microsoft Word 6.0 or 7.0, you'll accomplish this by choosing the **Options...** command under the **Tools** Menu. Choose the **Print** tab in the dialog which is displayed, and be sure that there is no X in the checkbox beside "Hidden Text" in the **Include with Document** area.
- *Set your word processor so that Drawing Objects are printed.* In Microsoft Word 6.0 or 7.0, you'll accomplish this by choosing the **Options...** command under the **Tools** Menu. Choose the **Print** tab in the dialog which is displayed, and be sure that there is an X in the checkbox beside "Drawing Objects" in the **Include with Document** area.

Distributing the RTF Guides

The print documentation includes all the information which is available in the on-line program and teacher help files. Students and teachers at your site can benefit from access to these guides. :

The following distribution is recommended:

Who?	Which Files?	The Guide Names?
Students	Users.RTF	The User's Guide
Teachers	Users.RTF Instruct.RTF	The User's Guide The Instructor's Guide
Lab Workers Assisting Students and Teachers with basic tasks	Users.RTF Instruct.RTF	The User's Guide The Instructor's Guide
Lab Workers Assisting Students and Teachers AND helping to supervise the site	Users.RTF Instruct.RTF Admin.RTF	The User's Guide The Instructor's Guide The Administrator's Guide
Site Administrator	Users.RTF Instruct.RTF Admin.RTF	The User's Guide The Instructor's Guide The Administrator's Guide

The User's, Instructor's, and Administrator's Guides may all be reproduced by licensed sites, provided that the guide's copyright page is included. To help provide students access to the User's Guide, your school might place several copies of the document on reserve at the library, arrange for students to obtain copies through a local photocopying service, or place the files in a shared location on your network which students can access.

Setting Up Your Site

DIWE 1.4 comes with one default Instructor (The Staff), Class (Administration), and user (The Administrator). To set up the program for your site, you will need to add instructors and classes for those who will use the software. This section includes a quick overview of how to log into the program, set your site's administrator password, and set up and maintain classes.

Logging into DIWE 1.4



1. Double click on the Daedalus maze icon (shown left) to start the program.
2. You'll see a File-Open Dialog box asking you to locate the `Daedalus Preferences` file. Navigate to the `DIWE 1.4 Net` folder on your network file-server, highlight the `Daedalus Preferences` file, and click the **OK** button.

NOTE: This process will only happen once on each workstation. After you locate the Preferences file, the location of this file is written into a file called `Daedalus Config`, which will be created in your workstation's System Folder.

3. After the splash screen, you will see the Login window. Each user is associated with an instructor and a class. There is one default instructor called The Staff, with one default class named Administration. To begin with, there is only one default user, The Administrator. Click each of these options in turn, then choose the **Log In** button.
4. Type the default Administrator's password: `admin`
5. After logging in as The Administrator, you will see a message indicating the following: "The instructor has not submitted a class assignment for today." Dismiss this box by clicking the OK button, and you will see DIWE's menubar and the Launcher (a palette of buttons for the basic tools in the program).

Making your Site's Password Secure

Once you've logged in, the first thing you should do is change the Administrator's password to something more secure. DIWE 1.4's default password for the Administrator – **admin** – is powerful since it gives users who know it the ability to log into the system and makes changes such as setting up classes or changing user passwords. Since this guide containing the password is available widely, you should change the administrative password to something less obvious immediately for security reasons.

To change the Administrator password, follow this process:

1. Choose the **Change my password...** command from the **Utilities** menu.
2. Type a new password in the dialog which appears. Passwords are limited to eight characters and are case sensitive.
3. Click the **OK** button.
4. Type your password again to confirm.
5. Click the **OK** button, and your password will be changed.

Adding an Instructor

For each instructor who will use DIWE at your site, you'll complete the following steps to set up classes:

1. Select the **Add an Instructor...** command from the **Instructor** sub-menu under the **Utilities** menu.
2. DIWE will display the following screen which contains entry fields for all the information about the new instructor.

Add An Instructor

Enter the instructor's full name, a password, and the instructor's classes.

Instructor's Full Name: **A Password:**

Classes

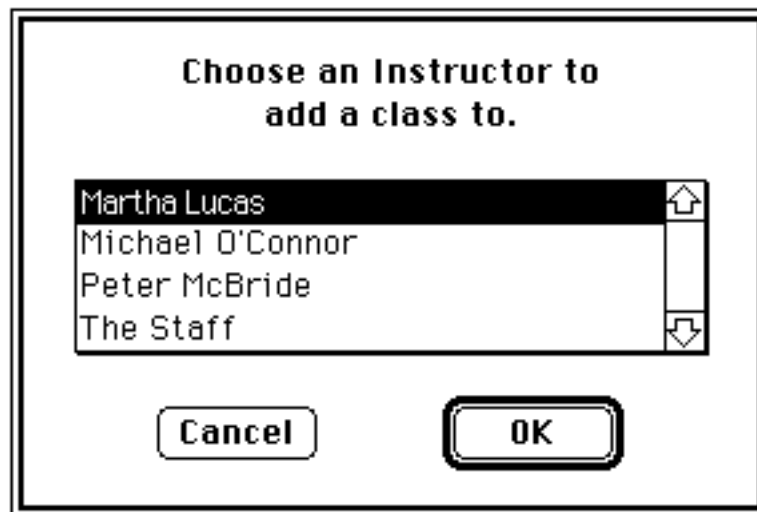
Rhetoric 201	↑	↓	Remove
Rhetoric 302			
	Add		

3. Type the instructor's name in the first field, below the label "Instructor's Full Name." The name you type will be the teacher's login name, so use whatever name the teacher prefers to use with students (e.g., Dr. Kelli Drewry, Eryk Myckel, Mr. C. Smith)
4. Type a password for the instructor in the field below the label "A Password." Either assign the instructor a password, or better yet, ask the instructor to provide a password that she or he will remember. Either way, the instructor can use the **Change my password...** command later to choose another password.
5. **Assuming that no classes have been entered yet**, type the course number or title in the single-line field to the left of the **Add** button.
6. If you enter a class incorrectly, just click on the **Remove** button and it will delete the class from the instructor's list.
7. Select the **Add** button to add the class.
8. Continue this process until you have entered all the classes for the instructor.
9. Select the **Add Instructor** button to complete the process and set up the necessary files and folders for the instructor.

Adding a Class when the Instructors' names are already entered

If the instructor's name appears on the instructor list (you would see the instructor's name on the DIWE log-on screen), you'll use a different process from that you used to set up the instructor's classes originally:

1. Select the **Add a Class** command from the **Class** sub-menu under the **Utilities** menu.
2. Highlight the name of the teacher you'll be adding a class for in the next screen which appears:



3. Click the **OK** button.
4. In the next dialog which appears, you'll see a list of the current classes for the instructor you've chosen.
5. Type the course number or title in the field below the label "Name of New Class."
6. Type a password for the instructor in the field below the label "A Password." Either assign the instructor a password, or better yet, ask the instructor to provide a password that she or he will remember. Either way, the instructor can use the **Change my password...** command later to choose another password.

NOTE: the instructor will need to use the password you choose to log into the new class.
7. Click the **Add Class** button to add the class.

Removing Users, Instructors, and Classes from the Login System

From time to time, a user, instructor, or class at your site will need removed from the system perhaps it's a student who is no longer in the class or an instructor and class you created for testing and no longer need in the system. Follow these steps to remove a user from the login for any class at your site:

1. Choose the relevant **Deactivate** command, as indicated:

To Remove	Choose	From
A User	Deactivate a User command	the Users sub-menu under the Utilities menu
A Class	Deactivate a Class command	the Classes sub-menu under the Utilities menu
An Instructor	Deactivate an Instructor command	the Instructors sub-menu under the Utilities menu

2. Follow the on-screen instructions to remove the user, instructor, or class:
 - To remove a user, you'll choose the Instructor and Class, then the User name
 - To remove a class, you'll choose the Instructor and then the Class name
 - To remove an instructor, you'll choose the Instructor name.

NOTE: This change is not permanent. If you need to return a user, instructor or class to the system's login, use the **Reactivate** command.

Correcting Typos in a User's, Instructor's, or Class Name

If a user makes a typo while logging in or has a name change, follow these instructions to change the name in the login files

1. Choose the relevant **Rename** command, as indicated:

To Rename	Choose	From
A User	Rename a User command	the Users sub-menu under the Utilities menu
A Class	Rename a Class command	the Classes sub-menu under the Utilities menu
An Instructor	Rename an Instructor command	the Instructors sub-menu under the Utilities menu

2. Follow the on-screen instructions to rename the user, instructor, or class:

- To rename a user, you'll choose the Instructor and Class, then the User name
 - To rename a class, you'll choose the Instructor and then the Class name
 - To rename an instructor, you'll choose the Instructor name.
3. Type your correction in the next dialog that appears, and click the **OK** button.

Changing a User's Password

If a user has forgotten his or her password, or if the password has been discovered by someone else, you may want to change it. You'll follow these steps whether you're changing a password for a student or an instructor.

To change a user's password:

1. Select the **Change a User's Password** command from the **Users** sub-menu under the **Utilities** menu.
2. In the dialog which appears, choose the Instructor and the Class where the user is registered.
3. Next, select the name of the specific user.
4. Type in the new password in the next dialog that appears, and click the **OK** button
5. Type the password again to confirm the change, and click the **OK** button. The next time that user logs in, he or she will need to enter the exact password you typed.

Changing a User's Level

If you have computer lab workers who are not instructors but who need access to instructor utilities (such as Compact InterChange, for example), they should log in as users. You can then give them access to instructor utilities:

1. Select the **Change a User's Level** command from the **Users** submenu under the **Utilities** menu.
2. In the dialog which appears, choose the Instructor and the Class where the user is registered.
3. Next, select the name of the specific user.
4. Click the proper level (**user**, **instructor**, or **administrator**).
5. Click the **OK** button.

Starting a New Semester

At the end of a semester, you will probably want to do a couple of administrative things. You are going to archive all the semester's work and then wipe the slate clean for the next semester.

Archiving Your Current Files

The folder structure of DIWE makes it very easy to archive your semester. If your copy of the DIWE 1.4 Net folder for the semester is on a local hard disk, all you need to do is copy the `Instructors` folder by dragging it from the server to the hard disk. This will be an exact copy of the end of the semester's files, and this archive may be accessed at any time by running a copy of DIWE that uses these files instead of the network ones.

Alternately, you can highlight the `Instructors` folder on your file server, and select the **Duplicate** command under the **File** menu to make an archive of the folder on your server.

If individual instructors want their own archive copies, they should drag a truncated `Instructors` folder to a diskette or hard disk. This folder should include only the Instructor list and their own folder.

Starting a New Semester

To setup a new semester, you should replace the `Instructors` folder on your network server with a fresh copy of this folder. No users or instructors will remain—you will need to follow the instructions earlier in this guide to add instructors and classes after you complete this process.

1. Archive your existing `Instructors` folder, following the instructions above.
2. Change the name of your existing `Instructors` folder to something like `Instructors (Old)` or `Instructors (Fall 1997)`.
3. Navigate to the `Instructors (CLEAN)` folder in the `Clean Copies` directory in the DIWE 1.4 Net folder.
4. Choose the **Duplicate** command under the **File** menu to make a copy of the `Instructors` folder. The new copy will be named `Instructors(CLEAN)COPY`.
5. Click on the `Instructors(CLEAN)COPY` folder's name so that it's highlighted.
6. Move your cursor to the end, and backspace over the letters so that the folder is named `Instructors - No extra spaces or letters`.
7. Double-click on the maze icon and you should be able to log in to the program using the original default user and password (The Administrator and admin).
8. Follow the instruction in the "Adding an Instructor" section on page 32 to set up instructors and classes for your new term.

Understanding DIWE's File Structure

File and Folder Description

There are three locations where Daedalus Files are stored:



On the Network Fileserver

The `DIWE 1.4. NET` folder and the folders and files which it contains should be located on your network fileserver, and **ONLY** on your network fileserver. Additionally, the `Documentation` folder can exist on your network fileserver, though you can move this folder to another location if it's more convenient (see "Setting Up Your Fileserver" on page 20 for more details).



On the Workstation Hard Drive

The `Daedalus` folder and the files and folders which it contains should be located on the hard drive of every workstation in your classroom. Because some of the programs in this directory are single-user applications, the `Daedalus` folder must be on the workstations – it cannot be shared.



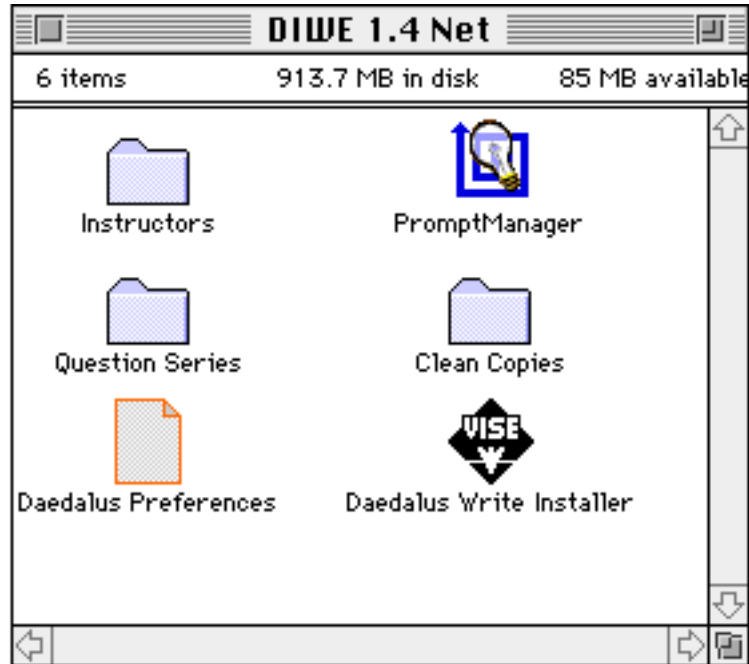
In the Workstation's System Folder

The `Daedalus Config` file should be located in the `System` folder on every workstation where the `Daedalus` folder is copied. This file enables the program to "remember" where to find the `Preferences` file on the server on subsequent log-ins.

NOTE: The program creates this file the first time DIWE is launched on the machine. You should not copy the `Config` file from another machine at your site.

DIWE 1.4 Folder Structure

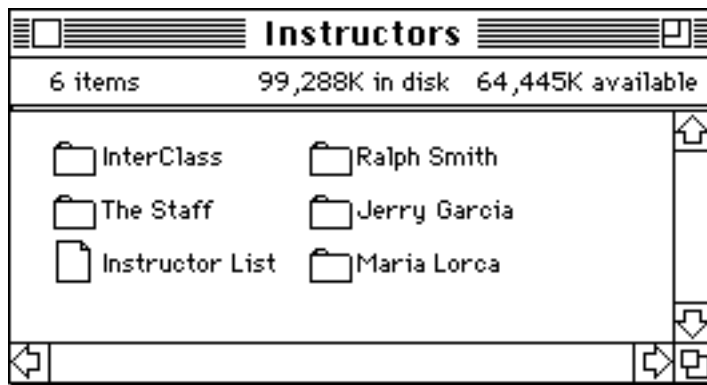
The `DIWE 1.4 Net` folder contains the following folders and files:



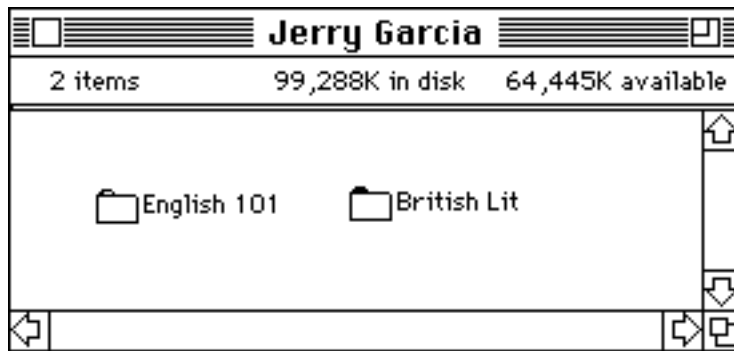
- The `Clean Copies` folder contains fresh copies of the Files in the `Instructors` folder.
- The `Daedalus Write Installer` is an installer file for the stand-alone version of Write.
- The `Instructors` folder (described more completely below) contains the folders and files necessary for file sharing and network communication.
- The `Question Series` folder contains prompts used in Invent and Respond.
- The `Daedalus Preferences` file is the network preferences file.
- `PromptManager` is a SuperCard application used to customize prompts.

The Instructors Folder

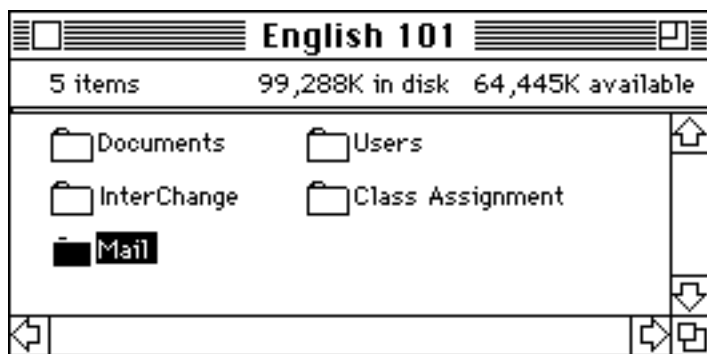
Inside the `Instructors` folder are folders for every instructor, including one to be shared by everyone (`InterClass`). The `Instructor List` file contains a list of all instructors and the classes they teach; it is modified every time you add an instructor or class.



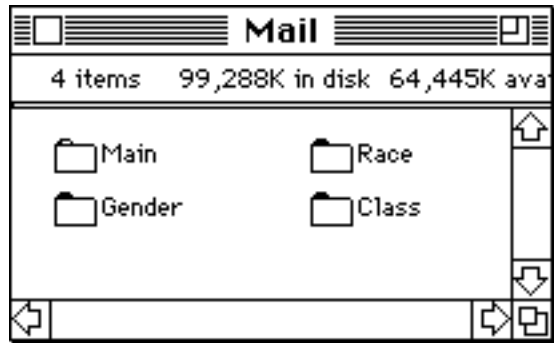
In the following example, we are looking at the two courses that Garcia is teaching. The individual course folders are created whenever you add a class to an instructor, or when you create a new instructor.



Going further down the hierarchy, the following example shows the folders found within every course folder in the Daedalus system. Documents contains all the papers that have been turned in during the semester—it is the folder from which users View or Copy a file. Users contains a list of all users, including the papers belonging to each one.

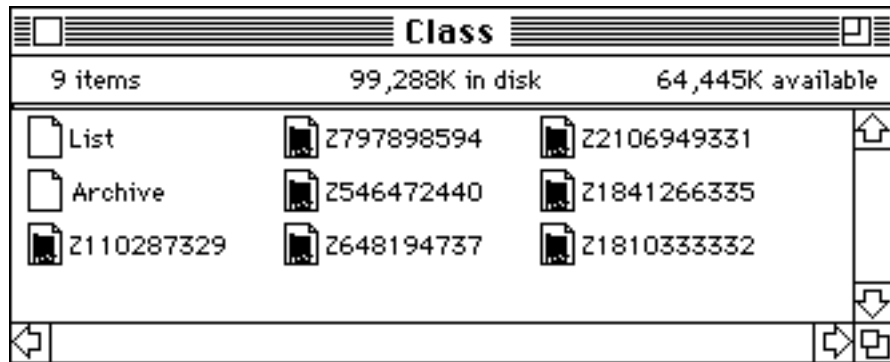


Mail and InterChange folders, in turn, contain folders for each conference that is open. In this example, we see four Mail conferences.



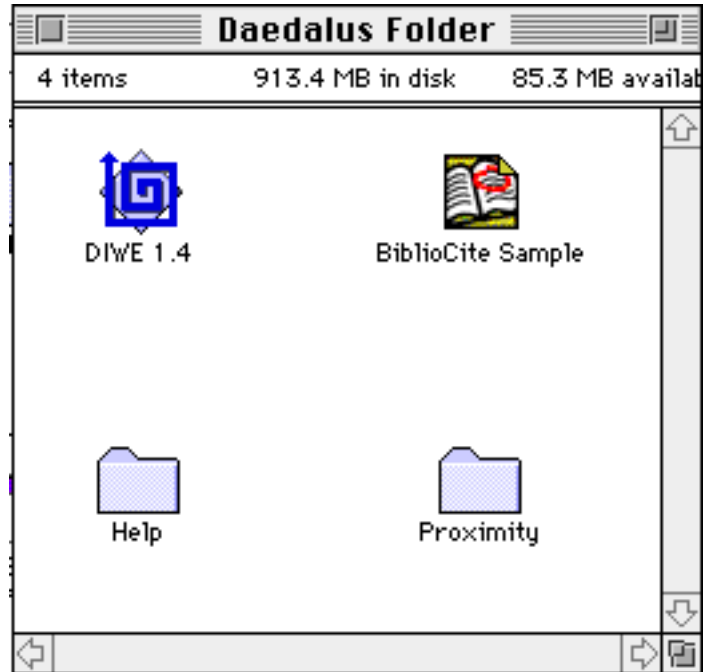
Here is an example of the Class Mail conference. Individual mail messages have randomly generated names, and are referenced by the List file as long as they are not deleted. When a user deletes a message, its reference is removed from the List file and moved into the Archive file, so that the messages are not actually deleted. If an instructor or supervisor deletes an item from the Archive file, then the file and the list record are both deleted at that time, and the individual message is now completely deleted.

The InterChange Conference folders operate similarly, except that the files exist for very short periods of time, or until someone Compacts that InterChange conference. When this happens, all the messages are appended to form the transcript file, then are deleted from the conference; the conference folder itself is finally deleted, as well.



Daedalus Folder Structure

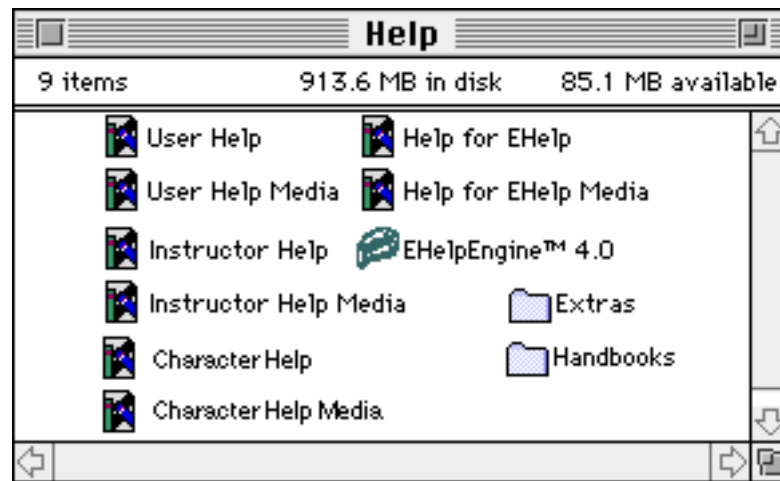
The `Daedalus` folder contains the following folders and files:



- The `BiblioCite Sample` file is a sample BiblioCite database.
- The `DIWE 1.4` is the Daedalus program itself
- The `Help Folder` (described in details on the following pages) contains the online program help files used by the program.
- The `Installer Log File` is a system file which keeps details on the software you've installed
- The `Proximity Folder` (described in details on the following pages) contains the several files used for spellchecking, the dictionary, and the thesaurus

The Help Folder

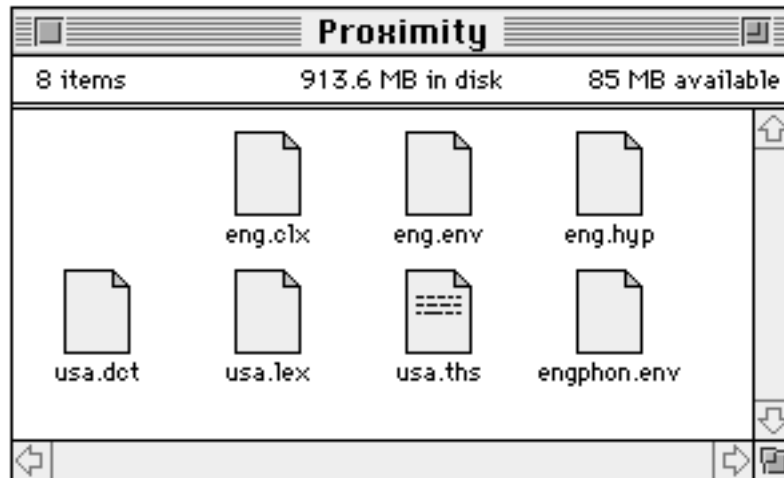
The Help folder contains the Help engine that DIWE 1.4 uses, as well as DIWE's help files for the user and the instructor. E-help splits help files into two parts: the text and the media. As a result, there are two computer files for every online document which appears in the program (e.g., User Help file and User Help Media file).



- The `Character Help` File and `Media` File provide online help with accents, foreign characters, and special symbols.
- The `E-Help Engine 4.0` is the Help Program.
- The `Help for E-Help` File and `Media` File provide online help with Program
- The `Instructor Help` File and `Media` File provide online help with teachers and the administrator
- The `User Help` File and `Media` File provide online help with the program modules
- The `Handbooks` folder and the `Extras` folder may present if your site purchases additional program resources. These folders serve as the location for teacher and students resources, specific to different kinds of classes (English as a Second Language, Business and Technical Writing, and so on).

The Proximity Folder

The Proximity folder contains language resources, which DIWE uses during spell-checking, Dictionary, and Thesaurus operations. If you purchase languages other than English, they will be installed here, as well. These files contain information about the environment, about hyphenation, spelling, the word list for spell-checking (.LEX), the dictionary database (.DCT), and the thesaurus database (.THS).



Occasionally, a student will look up a word in the dictionary, then follow that definition with a query about synonyms, and the program will say that this word is not in the dictionary. What's happening is that the original word is found in one database, but not the other. An analogous print-based situation would be that a student looks up a word in the dictionary then picks up a thesaurus and finds that the word is not listed – The spellchecker, dictionary and thesaurus in DIWE are like different books.

Customizing Your Copy of DIWE

This section of the Guide explains how to optimize the program for your site, to set preferences, and to customize the program's tools.

Setting Preferences for InterChange Pseudonyms

The InterChange module in DIWE allows users to choose a pseudonym, or nickname, by default. Usually this capability is used only when the teacher directs. Some sites choose to turn off the option so that no one at the site can use a Pseudonym in the InterChange module.

NOTE: This setting affects all classes at your site.

If your site would prefer not to allow pseudonyms:

1. Choose the **Set Preferences** command from the **Utilities** menu.
2. In the dialog box which appears, click the **Pseudonyms Allowed** checkbox so that an no longer appears.

To reverse your choice, click the checkbox so that the appears in the **Pseudonyms Allowed** checkbox.

Optimizing Network Performance for InterChange and Mail

Choose the **Set Preferences** command from the **Utilities** menu to bring up a dialog box that enables you to make fine changes in the way these two communications modules operate on your network.

InterChange has two configurable performance variables:

1. InterChange waits until an interval of 2 seconds of “event-less” time has passed before searching for new messages. So if the user is typing or scrolling through a transcript, there will be no irritating pauses when new messages arrive. This interval, called the **Event Frequency**, is expressed in 60ths of a second, so that the default is 120. If you want the program to wait a longer time before searching for a new message, increase this number.
2. InterChange also has a variable-length “search for message” interval, so that new messages will be loaded up more slowly if the user is not at the very bottom of the transcript window. This modification, the **Idle Frequency**, was added to improve performance when the user is reading messages early in the transcript and doesn't care if they see the up-to-the-minute messages as they arrive. This interval, the Idle Frequency, is also expressed in 60ths of a second—its default value is 60 (or 1 second). If you want the program to wait a longer time before loading these messages at the bottom of the session, increase this number.

Mail has three configurable variables:

1. The **Compact Threshold** refers to the number of deleted messages that a Mail list can have before it automatically cleans the list and moves these unused items to its archive list. The default is 250. This compacting command can be invoked by a teacher or administrator from the Mail menu—it is probably better to do it manually than to wait for Mail to determine it is time to compact its list (See “Optimizing the Mail List” in the Instructor's Guide for instructions).
2. The **Idle Frequency** determines how frequently Mail should check the network for new information (in 60ths of a second). The default number is 900 (or 15 seconds). Since Mail doesn't attempt to simulate “real-time” information, there is no reason for this number to be 60 (as it is for InterChange). If you have a fast network like Ethernet, and you are doing a lot of in-class Mail writing, you may want to lower this number so that your Mail lists are instantly up-to-date.
3. The “**Maximum Tries to Open List**” number refers (as the name implies) to the number of times Mail should try to open a list on the network. Normally, Mail opens a list on the first try, but sometimes network traffic is busy or someone is currently writing a new message to the list or deleting an old message, so Mail loops back to try again. In situations of extremely heavy network traffic, this default of 7 may need to be extended. The only possible problem with a higher number might be that Mail would sit waiting for the list to open, preventing the user from doing anything else.

Using DIWE with At Ease

Many sites, tired of their students throwing away critical files, turning off the network, or simply playing with desktop patterns and Macintosh sounds, have opted to run Apple Computer's At Ease. At Ease restricts the access of individual users of a single Macintosh computer. It can prevent unauthorized access, moving, renaming and deleting of files.

In order to use DIWE with At Ease, follow these steps:

Install and Configure DIWE

1. If you have already installed At Ease, disable it by opening **At Ease Setup** and selecting the **Off** button. Then, restart your Macintosh.
2. If you have not installed DIWE, do so now, following the instructions in Chapters 4 through 6.
3. Use the **Chooser** command under the **Apple** menu to mount the file server disk on each hard drive
 - Click in the square to the right of the server name so that the file server disk will be opened at system startup time
 - If you're logging into the server with a user name and password, click in the circle beside "Save my Name and Password" so that you won't have to enter the password on the machine every time the machine is restarted.
4. If you have not logged into DIWE from this Macintosh, do so now, following the instructions on page 31. After logging in once, you should be able to run DIWE without being asked to locate the Daedalus Preferences file.

When you finish these steps, the workstation should already be able to launch DIWE, that the program no longer asks the user to locate the Daedalus Preferences file.

Install At Ease

Next, install ATEASE using the installation diskettes and configure it to run as follows using the ATEASE Set Up program:

1. Open the ATEASE Set Up program.
2. Add a new user (someone who will be using the computer) and specify a user name and password. If you prefer, you can assign a user name to each machine with a login or choose user names for each person who will log in at your site.
3. Determine whether or not you want the user at your site to be able to use the finder or to work only within the AT EASE program. DIWE is capable of operating using either configuration. If you allow access to the finder by the user, please refer to the documentation provided with DIWE. If however you choose to allow the user to operate under solely the ATEASE program, select **Stay in At Ease** and then click on **Next**. Now, select **Add Application** and

locate the DAEDALUS program on the local hard drive. **Add** the Daedalus program to the "Items for this User" before clicking on the **OK** button.

4. Click on **Next**. Here you may choose to give your students access A) anywhere, B) only to a folder created for them on the hard disk, or C) only to their diskette. If you are truly concerned about network security, you're probably going to choose option B) or C). Click on **Done** and select **On** at the top of the ATEASE window.
5. Next, set up the Question Series folder: If you have allowed an At Ease user to open and save files only in his or her user's folder or only on disk, you must make a special copy of the Question Series folder. This copy should be placed in the user's folder or on a floppy disk, respectively. This will allow the user to select a question series when using Invent or Respond.
6. If you disabled At Ease in Step 1, enable it now by opening At Ease Setup and selecting the On button. Then, restart your Macintosh.

Customizing the Concordance

DIWE's concordance gives writers a list of all the words they have used, both in order of frequency and alphabetically. In addition, the concordance compares the words used in the document to specific word lists.

The program maintains six word lists to calculate diction statistics. These lists can be modified to suit your needs. All the words and headings for these lists are stored in STR# resources in the DIWE program itself, and can be accessed easily by using a program like Apple Computer's ResEdit.



MAKE A COPY OF DIWE BEFORE YOU BEGIN TOUCHING ITS RESOURCES. Modifying the wrong resource may cause your program to fail.

When you open the program in ResEdit, open its STR# resources; the Concordance uses 7 resources, all of this type.

STR# 1989 is a list of the headings for the other 6 word lists below.

The 6 lists are in these resources. The default categories are listed, but there is absolutely no requirement to use them.

STR# 1900	To Be Verbs
STR# 1901	Relative Pronouns
STR# 1902	Pronouns
STR# 1903	Prepositions
STR# 1904	Coordinating Conjunctions
STR# 1905	Possibly vague terms

Each of these 6 lists can have as many words on it as you want. You can add to existing lists, or completely redefine a list. You should be aware that each additional word slows down performance slightly; a single new word would be imperceptible, but if you add 50 words to each of the 6 lists, the concordance's performance would be noticeably slower.

Example 1

You want to add three more words to the "Vague" list, or STR# 1905. Since the heading "Possibly Vague Terms" already exists in resource 1989, you don't have to modify it. You open 1905 and add these three words (in ALL CAPS) to the list. (The program expects capital letters, so lower-case could cause unpredictable results.)

Example 2

You want to replace word list 1904 (currently "coordinating conjunctions") with a special list of Sexist words.

1. In STR# 1989, you need to change the heading from "Coordinating Conjunctions" to "Possibly Sexist Terms" (or whatever you want to call this list).
2. You replace the words in 1904 with your own (in ALL CAPS, please). You are not restricted to using the same number as before—you can have a smaller or a larger list.

When you now perform a word-list on a text, the statistics will look like this:

To Be Verbs 424 = .04%
Relative Pronouns 55 = .01%
Pronouns 227 = .12%
Prepositions 31 = .01%
Possibly Sexist Terms 666 = .16%
Possibly vague terms 125 = .02%

Using Accented and Special Characters in DIWE

There are essentially two ways to insert foreign characters in your DIWE documents. These characters can be used throughout DIWE – for instance, in WRITE documents, in InterChange sessions, and in Mail messages.

Key Combinations Option

Once you've launched DIWE, you can use the OPTION key in combination with other characters to type a supported character such as a C with cedilla (ç is option + c), an A with an acute accent (á is option + e, followed by a), or pi (π is option + p).

Using Key Caps to Simplify Key Combinations

You can use the Key Caps desk accessory to learn about the keys to use in order to type the characters you need. You can find an explanation of Key Caps in your Macintosh User's Guide or use the online Apple Guide under the Help menu.

Using Freeware to Simplify Key Combinations

You might try installing the freeware control panel PopChar, which makes typing these characters easier by creating a small PopChar menu in the upper left corner of the menu bar. You then pull down the menu and place the mouse pointer over the character you want and release the mouse button – the letter is automatically inserted in your active document at the location of your cursor.

NOTE: PopChar has not been widely tested, so you should check for conflicts with other extensions and control panels. Also, the PopChar menu will be available in all your applications (not just for DIWE). You can get a copy of the freeware from the writer's web page:

<http://infosoft.soft.uni-linz.ac.at/Staff:Blaschek.html>

System Keyboard Option

Mac sets the keyboard in the KEYBOARD control panel. You can reset the keyboard for your classroom to a keyboard which uses the layout associated with the language which your classes will need

System 7

You probably have only the US keyboard and the US - System 6 keyboard. You can get alternate keyboards (French, Spanish, etc.) from Apple and other sources. Once you have the keyboard you want, copy it into your system folder. Then open the KEYBOARD control panel and choose the appropriate layout.

System 7.5 or 8

You probably loaded most of the European keyboards when you installed your system software, so you will already have access to several alternate keyboards. Simply open the KEYBOARD control panel and choose the appropriate layout.

NOTE: These keyboards have a slightly different layout from the traditional US keyboards. You can look at the Key Caps desk accessory under your Apple menu for specifics on the layout.



Warnings Related to Changing Your Site's Keyboards

1. The biggest thing to realize is that **you MUST be sure you change the keyboard back** to US when your class is over so that the next class using the classroom will run smoothly.
2. If you change the keyboard, the keys **are** rearranged. That has big consequences that require a bit of repeating to your students: you have to use the **MOVED** keys used in key commands (such as command + Q to quit). That will make more of a difference with some keyboards than others. For instance, with the French keyboard, the letter "a" is moved, which can make choosing Command + A for **Select All** fail if you don't remember you have to use the location of the A on the French keyboard – not what's displayed on the keys themselves.. You might encourage using the **MOUSE** till everyone gets used to the new keyboard layout.

-
-
3. The other part of DIWE which might be affected if you change the keyboard settings at your site is the login system, specifically user passwords. If you switch keyboards during the semester, you could have some students who would have to be shown how to type their passwords. For instance, if my password were Car, and we switched to the French keyboard, I'd have to use a different key for that letter "a."

Troubleshooting

This troubleshooting section includes information on the questions most frequently encountered as schools set up the software. Additional troubleshooting information is available from the Daedalus Group's WWW page. See the "Getting Help" section for information on ways to access these and other resources.

At Ease

DIWE asks users to locate the Preferences file, even though the file has been located already (for a previous login). DIWE was running successfully BEFORE the machines began using At Ease.

1. **Make sure that the appropriate file server disk is set to be opened automatically at startup time.**

Before you turn AT EASE on, you need to use the Chooser to mount the file server disk, click in the square to the right of the server name so that the file server disk will be opened at system startup time, and, if you're logging into the server with a user name and password, click in the circle beside "Save my Name and Password" so that you won't have to enter the password on the machine every time the machine is restarted.

2. **If you have limited users' access to files they can open and save, you have to open the DIWE folder on the server (rather than the server disk itself).**

As you set up users in AT EASE, you have a SECURITY option where you choose where you "Allow user to open and save." The options are the following:

- **Anywhere**
Opens and saves allowed in any folder on any disk.

- **Only in user's folder**
Opens and saves are only allowed in user's folder on startup disk.
- **Only on floppy disk**
Opens and saves are only allowed on floppy disks.

If you choose, ONLY IN USER'S FOLDER or ONLY ON FLOPPY DISK, simply having the server on your workstation's desktop isn't enough since users cannot open the file server to look for the preferences file – they don't have access to the server's disk.

To get DIWE working, share the DIWE folder on the server and set up your workstations to open that folder automatically.

Forgotten Administrator Password

Someone has changed the Administrator Password at your site, or it's been forgotten. What can you do to restore the password without setting up a new semester?

There's no way to find out what the existing password is for the administrator; however, you can restore the original password (admin) and then change it to something more secure.

1. Go to the `Instructors (clean)` folder on your server, and make a copy of the info you need which you'll copy to the current Instructor folder.
 - a. To do so, navigate to your DIWE folder on the server and down through these folders to the `Users'` folder:
 - Instructors (clean) folder
 - The Staff folder
 - Administration folder
 - User folder
 - b. Inside this `Users` folder, highlight the file `User1`.
 - c. Under the **File** menu, choose the **Duplicate** command.
 - d. A new file, `User1 copy`, will appear in the `Users` folder. Drag `User1 Copy` out of the `Users` folder and onto the desktop.
 - e. Close the `Users` folder window by clicking on the close box.
2. Now open the location you want to copy to, and drag the old copy of `User1` to the Trash.
 - a. To do so, navigate to your DIWE folder on the server and down through these folders to the `Users'` folder:
 - Instructors folder
 - The Staff folder
 - Administration folder
 - User folder
 - b. Inside this `Users` folder, highlight the file `User1`.
 - c. Drag the file `User1` to the Trash can. [You can empty the trash after you've replaced the file and made sure everything is working]
3. Drag `User1 Copy` from the desktop into the `Users` folder (replacing the one you have just put in the trash).

4. Change the name of `User1 copy` to `User1` by clicking once on the file's name (the file name will show up in reverse –white letters on a black background – with a white line around the box). Press the Right arrow key to move the cursor to the end of the filename. Then use the Delete key to backspace till the file is named correctly.

NOTE:

Be sure you delete the letters and spaces – any extra spaces at the end of the file name or changes in the spelling and spacing of `User1` will result in the error messages "A file you need is busy. Would you like to try again?" and then "Cannot complete your request because of a disk error" when you try to log in as The Administrator. If you see these errors, check the name of the file again.

5. Once you replace the `User1` file, your administrator's password will return to the default password, and you can change it to something more secure using the **Change my password...** command under the **Utilities** menu.

Login and Program Launch

At login, getting the messages

"A file you need to use is busy. Would you like to try again?"

"Could not complete your request because of a disk error."

If you don't see the splash screen (the copyright information):

The `Instructors` folder is missing, misnamed, damaged, or has the wrong permissions.

The `Instructors` Folder should be in the `DIWE` folder. It has to be named `Instructors` – no extra letters or spaces. If you think the folder is damaged, try making a new copy by duplicating `Instructors (CLEAN)` and changing the name to `Instructors` . If you're trying to login, the program is trying to use `Read` permissions . Check the "Network Permissions" Chapter for the specific permissions for your system.

Also be sure that there is only one copy of the `Preferences` file at your site. The `Preferences` file should exist on the network fileserver, in the `DIWE 1.4 Net` folder only. Do **not** copy this file to your individual workstations.

If you see only the splash screen (the copyright information):

The `Instructors List` is missing, misnamed, damaged, or has the wrong permissions.

The `Instructors List` should be in the `Instructors` Folder. It has to be named `Instructors List` – no extra letters or spaces. If you think the file is damaged, try making a new copy of the `Instructors` FOLDER by duplicating `Instructors (CLEAN)` and changing the name to `Instructors` [making a new folder will replace the `Instructor List`]. If you're trying to login, the program is trying to use `READ` permissions. Check the "Network Permissions" Chapter for the specific permissions for your system.

If you see the splash screen (the copyright information) and the login screen and are able to choose an INSTRUCTOR and a CLASS:

A folder or file for a particular instructor and/or class is missing, misnamed, damaged or has the wrong permissions. Try these options:

- Make sure a folder for the **specific instructor** you've chosen is in the `Instructors` folder, that the folder is named correctly, and has the right permissions (the program needs READ permissions at this point. Check the "Network Permissions" Chapter for the specific permissions for your system.).
- Make sure a folder for the specific class you've chosen is in the folder for that specific instructor, that the class folder is named correctly, and that the class folder has the right permissions (again the program needs READ permissions).
- Make sure that a `Users` folder is located within the specific class folder for that specific instructor, that the `Users` folder is named correctly, and that the `Users` folder has the right permissions (again the program needs READ permissions).
- Make sure that a `Users List` is located within the specific `Users` folder, that the `Users List` is named correctly, and that the `Users List` has the right permissions (again the program needs READ permissions).

To help make this clear, let me try an example. If the instructor is named SMITH and the class is COMP, you'd see something like this:

```
INSTRUCTORS folder [in the DIWE 1.4 Net folder]
  SMITH folder [the specific instructor's folder]
    COMP folder [the specific class's folder]
      USERS folder [the users folder for the class]
```

At login, one user gets the error message

"There is already a user with that name.

Please use a slightly different name."

There are two possible explanations:

1. The user is a member of the class whose name already appears in the scrolling list of Users; however, the person tried to log on as a new user.

Click the **OK** button to clear the error box, and look in the list of names showing in the scrolling list under **YOUR NAME**. If the user's name is showing up in the class list, click on the correct name and enter the correct password.

This error is likely to be caused by the User double clicking on the **Class** name in the scrolling list in the **Your Class** box (which brings up the New User Login dialog box) OR to be caused by the User clicking on the **New User** button, not realizing that he or she was already a member of the class. This er-

ror might occur, for example, in a class where an administrator set up the instructors or students; however, the particular instructor or student did not realize that his or her name was already in the list for the class.

2. The user is a deactivated member of the class whose name does NOT show up in the scrolling list of Users and tried to log on as a new user. –

Click the **OK** button to clear the warning message, and look in the list of names showing in the scrolling list under YOUR NAME. If the user's name is does not show up in the class list, but you see the error asking you to "use a slightly different name," it's likely that the user is a deactivated member of the class. As the DIWE Administrator, log in and activate the user again (using the **Users...** command under the **Utilities** menu).

At login, one user – and ONLY one user – gets the error message

"A file you need to use is busy. Would you like to try again?"

"Could not complete your request because of a disk error."

The user file associated with this person is missing, misnamed, damaged, or has the wrong permissions. Try these options:

1. Go to the folder for the specific instructor and class which the user belongs to and choose the **Users** folder. Inside that folder you should find a **Users List** and a **Users** file (named **User 1**, **User 2**, etc.) for each of the people in the class.
2. Make sure that none of the **User** files there is locked. The easiest way to check this is to go to the **View** menu and choose the **By Name** command. If any of the files has the picture of a little lock on the far right side of the window, that file is locked. To unlock the file, highlight its name. Go to the **File** menu, and choose the **Get Info** command. In the lower left corner of the box, click in the **Locked** checkbox, making the **X** which appears there disappear.
3. If the file is not locked, it is difficult to determine which of the **User** files is related to the person having login difficulties. The best solution would be to have the DIWE administrator deactivate the user's name and have the user login to the system again, using a slightly different name.

At login, all users get the messages

"A file you need to use is busy. Would you like to try again?"

"Could not start application because you do not have the necessary access privileges."

First, check sharing privileges for the DIWE folder (containing the application, the instructor folder and other support files). Here's how:

1. Highlight the **DIWE 1.4 Net** folder icon by clicking on it with your mouse.
2. Under the **File** menu, choose the **Sharing...** command.
3. A dialog box, titled with the name of your DIWE folder, will pop up. Check the following options in the box:

- Be sure that there is an in the checkbox under the file folder icon, beside the words "Share this item and its contents."
- Make sure that there is an beside the word **EVERYONE** in each of the three options: **See Folders, See Files, and Make Changes.**
- Be sure that there is an in the checkbox beside the words **"Make all currently enclosed folders like this one."**

Next, check the network privileges for the DIWE Folder. The exact method you'll follow will depend upon the network system you're using. See the "Setting Network Permissions" in Chapter 5 for details on the required setting for your network operating system.

All the instructors and classes have been entered and the appropriate files show up in the DIWE 1.4 Net folder on the network fileserver; however, when users login, only "The Staff" choice is available.

Check your workstations and server for additional copies of the DIWE 1.4 Net folder. Your site should have only one copy of the DIWE 1.4 Net folder and that copy should be on the network fileserver.

If you find additional copies, remove them and try launching DIWE again (In the Finder, check the contents of any DIWE 1.4 Net folders you plan to delete to insure that you do not accidentally erase the "real" copy of the file). When you re-launch the program, you'll be asked to locate the Preferences file. Navigate to the copy in the DIWE 1.4 Net file on your network file server. The instructors and classes you've set up should appear.

Every time DIWE is launched, the program asks users to locate the preferences file. The file has been located several times, but DIWE cannot seem to keep track of the file's location."

1. **Make sure that the network fileserver mounted and that the network permissions are correct.** The preferences file should be located on the network file server. Check the instructions in the "Setting Up Your Workstations" section of Chapter 4 for instructions on using the Chooser to mount the fileserver. See the information on "Setting Network Permissions" in Chapter 5 to confirm that users have the correct access rights to the DIWE 1.4 Net folder.
2. **If the server is mounted and permissions are correct, throw away the Config file on the local workstation and try the process again.** The Config file is located in the System folder on the hard drive of each workstation. DIWE records the location of the network fileserver and the preferences file in this Config File. By throwing the file away, you'll prompt DIWE to create a new copy of the Config File. The program will ask you to locate the Preferences file one more time, but on subsequent logins, the program should remember the location of the Preferences file.
3. **If your site is running At Ease security software, check the tips on troubleshooting for At Ease earlier in this section.**

Users cannot login to DIWE can't log on to system. The only button not grayed out is the Quit button.

Once users click an Instructor's name and a Class name, the **Log In** and **New User** buttons will become active.

InterChange & Mail

Messages post very slowly to the InterChange sessions. Changes to the Idle and Event Frequencies have no effect.

Check the local area network itself -- be sure that you have you are using the fastest hardware you have access to and check your network settings. In particular, be sure that the server activity setting is high enough to allow for the speedy movement of the many files in an InterChange session.

Closing an InterChange session using the Compact InterChange Transcript command and selecting the "Close the session" checkbox fails to remove the session from the list of conferences.

Check the network permissions for the files on your network fileserver, specifically the DIWE 1.4 Net folder (See Chapter 5 for details on the permissions for your network operating system). In addition, check Appleshare permissions and the settings for the particular file to ensure that the "Can't be moved, renamed, or deleted" checkbox is not marked.

A Mail message never appear in the list of Mail for a particular user.

Mail which is sent privately must be sent using the exact spelling of the user's login name. For example, if a writer logs in as Patricia Jones, private mail messages have to be addressed to Patricia Jones Private mail messages sent to Patty Jones won't get to her.

If private mail difficulties do not explain the messages, check whether the user is logged into the correct class and whether the user is in the same Mail conference in which the message was sent.

InterChange Messages scroll uncontrollably. The messages won't hold still long enough to be read.

Move the scroll box away from the bottom of the scroll bar. Whenever the scroll box is flush with the bottom of the scroll bar, new messages will read into the upper Interchange window. If the scroll box is any place else, no more messages will show up and the Interchange session will not move at all.

New InterChange messages scroll never scroll into the transcript area.

Move the scroll box to the bottom of the scroll bar. Whenever the scroll box is flush with the bottom of the scroll bar, new messages will read into the upper Interchange window. If the scroll box is any place else, no more messages will show up and the Interchange session will not move at all.

Messages are missing from the top of the transcript area during an InterChange session. Messages at the end of the session are scrolling in properly; only those at the beginning of the session are affected.

The transcript area in InterChange can only hold 32K characters. Some InterChange sessions exceed that number, of course. Whenever the size of the InterChange transcript which is scrolling in exceeds 32K, the program drops messages from the beginning of the session from memory in order to make room for the newer messages. All the messages are on the server and will be included in the InterChange transcript. Note, however, that you'll need to open the transcript using a word processor other than the Write word processor in DIWE (see the next troubleshooting tip).

Messages are missing from IC transcript when it's opened in Write, the program's word processor.

Write can only handle files up to 32K characters. Some InterChange sessions exceed that number. If you scroll to the bottom of the Write window and discover that the end of your transcript is missing, then your session ran longer than 32K. If this happens, close the Write window, and open the transcript with another commercial word processor. The transcript file is an ASCII Text file, which can be opened with any word processor.

Instructors trying to create conferences or make a transcript get the message:

*"Could not complete your request because of a program error." or
"A file you need to use is busy. Would you like to try again?"*

Check the network permissions for the DIWE 1.4 Net folder on your network file-server. When an instructor creates conferences or makes a transcript, the program needs to create, write, and delete files and directories on the server. If the instructor does not have the correct network permissions, the program will display these error messages. See Chapter 5 for details on "Setting Network Permissions."

When compacting or creating an InterChange session, instructors get a "disk error" message. Permissions are set correctly, and the same instructor can add files and folders to the directories using the Finder.

Check the performance enhancement to AFP in NetWare v4.x. To change the setting:

1. Load AFPCON.NLM at the server console.
2. Select **Detailed Configuration** command from the menu.
3. Select **Performance Enhancements** from the menu.
4. Set **Use AFP Estimated Offspring Count:** to "NO."

Periodically, a machine will not receive all the messages in the InterChange session. The writer sees blank space instead.

In DIWE 1.3.6, sites using an NT server needed a special version of the program to ensure that all the messages were received by all the machines. Because of some differences in file-handling, NT file servers were not accessing files in the same way as sites using AppleShare. To correct the situation, these sites needed a special NT version of DIWEr 1.3.6.

The corrections in this special NT version are included in DIWE 1.4. This situation should not appear once a site upgrades to the latest version of the software.

Invent, Respond, & PromptManager

An instructor has written a new series of questions for Invent or Respond using PromptManager, but the questions are not showing up when writers select the tools in the program.

The new series needs to appear in the Question Series folder in the DIWE 1.4 Net folder on the network file server to show up in the program. To give teachers more freedom, PromptManager was designed so that a teacher should work at any Macintosh machine in the classroom, in the office, or at home. Because the program can be used in so many places however, it cannot save new series to the correct place on the server for teachers. Instead, the file has to be copied or moved into place using the Finder. If the Instructor cannot copy the file to the Question Series folder, check the network permissions to ensure that teachers have the access rights which they need (see Chapter 5).

*DIWE does not default to the Question Series folder when writers choose the **Invent** or **Respond** command from the **Activity** menu or the **Launcher**.*

A setting in Macintosh System 7.5 and higher setting for the workstations is incompatible with DIWE and needs changed to restore the defaults necessary for DIWE. In the general control panel, there's a feature that tells the application (in this case, DIWE) where to look for files by default. The default for System 7.5 conflicts with the instructions DIWE is using to look for the Question Series folder.

Make these changes to restore DIWE's defaults:

1. From the **Apple** Menu, choose **Control Panels**.
2. From the list of Control Panels, choose **General Controls**.
3. In the **Documents** section (lower right corner), select the first radio button, which says "Folder which contains the application." [Neither of the other two options will work.]
4. Close the General Controls window.
5. Restart your Macintosh for the change to take effect.

After you complete these steps, DIWE should be able to find the Question Series folder by default. You'll need to set the General Controls on each of the machines in your classroom.

Other Tools & Commands

When a user tries to use the Change Password command, the error message "A file you need to use is busy. Would you like to try again?" appears.

Check the network permissions for the DIWE 1.4 Net folder. DIWE needs to write new information to the login records in order to change a user's password. Check the "Setting Network Permissions" information in Chapter 5 for details on the correct permissions for your network operating system.

Write (the program's word processor) won't open a file.

Write can only handle files up to 32K characters. Check the size of the file which the writer is trying to open. If the file is larger than 32K, close the Write window, and open the file with another commercial word processor.

Getting Additional Help with DIWE

If you have a question about using the software, whether a technical question or a pedagogical question, you can choose among these resources:

1. If you have Internet access, check the frequently asked questions and troubleshooting information on the Daedalus Group WWW page, especially for information written after the publication of this guide. The Daedalus Group web page is available at <http://www.daedalus.com/>

If you have e-mail access, consider asking on the TEACH e-mail discussion list. The TEACH e-mail list links teachers in conversation about teaching, problem-solving, and troubleshooting. To subscribe to TEACH, send an e-mail message to listproc@daedalus.com

include the subject line: `sub teach`

include the single line message:

`subscribe teach your-firstname your-lastname`

for example, `subscribe teach Jerri Stephens`

Once you've subscribed, send your questions, insights, and success stories to teach@daedalus.com

2. If you have e-mail access, but no WWW access, you can access Daedalus HelpSheets which duplicate the information available from the WWW pages. Send an e-mail message to helpsheets@daedalus.com with the subject line INDEX to see a list of the troubleshooting sheets currently available. Messages sent to this address automatically return Help Sheets with information on using the Daedalus Integrated Writing Environment. The Help Sheet you receive depends upon the subject line for your message.
3. If you have no Internet access, you can fax 1-512-452-5206 for details on obtaining the latest troubleshooting information by fax or postal mail.

Sending a Request

If you have questions about DIWE which you can't find an answer to, contact Daedalus Customer Services.

Before you contact a Customer Services Representative, gather the basic details on your machines, as noted on the Customer Support Request Form on the next page. By providing this information, you will include the details necessary to answer any questions you may have quickly. In addition to this information, the file includes questions about your site and the situation you've encountered.

Once you have gathered the information on your machines, you can

fax it to 1-800-388-8152,

send it in an e-mail message to help@daedalus.com

call the Daedalus Group at 1-800-879-2144.

DIWE 1.4 Customer Services Request Form

As you fill in the form, please be as specific as possible about your lab's set-up and the details of the situation.

Name:

School:

Phone Number:

Fax Number

E-mail Address

What is the Brand, Model, & Clock Speed for your workstations?

What is the Brand, Model, & Clock Speed for your fileserver?

What is your Networking Hardware? (For example, Phone Net, Token Ring, Ethernet, and so on)

What is your Network Operating System? (For example, AppleShare, Novell, NT, Lantastic, and so on)

What other software is running on your machines while you use DIWE 1.4? Please be sure to include information about any security programs you might be running along with DIWE (such as At Ease, FoolProof, or MacControl).

Description of Situation

1. Include a sense of the events leading up to any problem. In other words, exactly where in the program do you have difficulty? What works? What conditions seem to enable or disable the problem?
2. Indicate how universal the situation is. For instance, is the problem showing up on all machines or only a few? (If so, are the machines different in any way?) Is it occurring in only some classes or to some students? Does it happen only at certain times of day?
3. Specify how often the problem occurs — does it happen all the time? sporadically? Does there seem to be any pattern?
4. Record any error messages you see exactly as they appear on screen. Indicate what you were doing just before the error as well.

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