

NETOP®

MyVision® BASIC

Classroom Management Software

If you are having problems installing or using MyVision some of the answers below may help you solve the issue.

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Registering and downloading MyVision

- **When registering for MyVision, it says my e-mail address is already in use. What do I do?**

If you have previously downloaded anything from the Netop web site, you probably already have a Netop account using your e-mail address. This same account can be used for your MyVision login. Just choose "I have a Netop.com account" on the MyVision registration page, and enter your email address and password. If you don't remember your password, choose "Did you forget your password" to receive an e-mail with your password.

Installing on the teacher computer

- **Why do I get an error message when I try to install on the teacher computer?**

If an alert is displayed when you try to install on the teacher computer this may be because you do not have administrator privileges to the teacher computer.

You can either have administrator privileges added to your own account, or you can log on using an account that does have administrator privileges.

In the second scenario this may mean that your system administrator will log on to your computer using his or her own account and install the teacher module for all

users of the computer. Then the system administrator will log off and you can log on with your usual name and password and use the MyVision application even though your account does not have administrator credentials.

You might also get an error if you are trying to install on a Windows machine the 64-bit version instead of the 32-bit one or the other way around.

Installing on student computers

- **When I install on student computers, the student computers sometimes display a firewall warning. What should I do?**

When MyVision is installed, Java is automatically installed as well. If Java has not previously been installed on the computers running MyVision, the firewall will display a warning because it does not recognize the program.

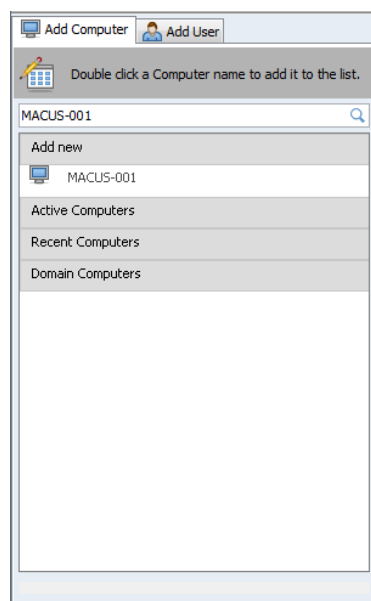
In environments that use Windows Firewall, the message might look like this:



The solution is to ensure that the firewall allows Java to run. In the Windows Firewall example, this is done by adding Java to the exceptions list; other firewall programs work in a similar fashion.

Setting up a class

- **When I try to add computers to a class the list of computers does not show ALL computers – why is that?**



The list shows computers that currently have the MyVision student module running, computers that have been used in the same or in a different class and all computers in the domain.

If the computer you want to add does not appear in the list you can always just type the name of the computer in search field. When you have typed the name, you can add it the way you normally add a computer (by double-clicking or by using drag-and-drop).

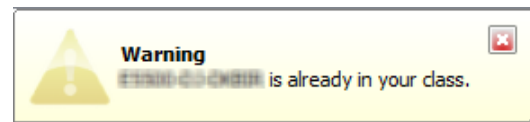
- **When I try to add a student computer MyVision tells me that it has already been added – why is that?**

Student computers can be added to a class by computer name or by user name. You can learn more about how and when to use the different types of add in the [Netop MyVision Quick Guide](#).

However, regardless of whether you add by computer name or by user name, the same physical computer can only be added once.

For example, if you are trying to add a student computer by computer name, say the computer

`student01.anthonyschool.org`, for the second time, you will be informed that the computer is already in the class and the computer will not be added a second time.



Then same thing will happen if you are trying to add a student computer by user name: you will be informed that the computer is already in the class and the computer will not be added a second time.

It is possible to add the same physical computer by computer name and by user but when the class is started only one of the computer thumbnails will be updated to reflect the fact that there is only one physical computer.

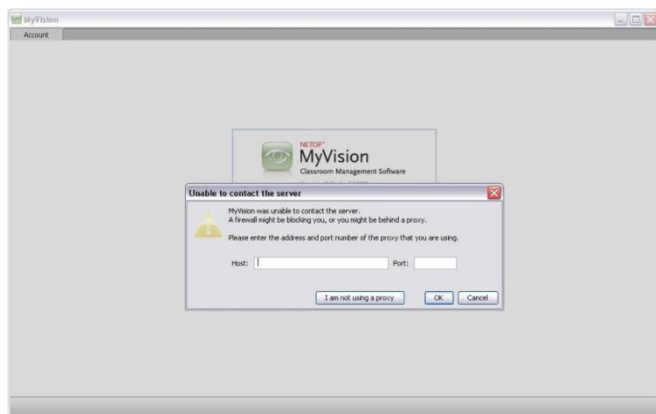
If you have added computers by user name and you add for example the user `johnd@anthonyschool.org` to your class, you will only be able to add this user once even though he might log in to several physical computers using the same user name.

To reflect the situation where one user logs in to several computers, you will have to add computers by computer name.

Starting MyVision

- **When I start MyVision, I get a message saying that MyVision could not connect to the server. What is going on?**

If MyVision cannot log in to the teacher module due to connection issues, you might see a dialog box asking you to fill in proxy server information:



If you connect to the Internet through a proxy server, MyVision will automatically attempt to retrieve proxy server information and you only have to fill in information if this cannot be done. If the proxy server is not registered in the system MyVision will not be able to retrieve it and you will have to fill it in manually

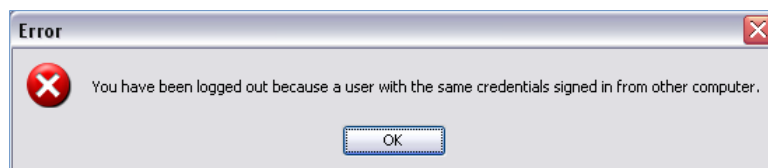
If you are not using a proxy server, click **I am not using a proxy**. Next you must make sure that these two processes can connect to the Internet:

- java.exe
- javaw.exe

You do this by checking your firewall and see if the two processes are allowed. The exact way to verify and add processes as allowed will vary depending on your operating system.

- On Windows operating system, firewall settings are changed from the Control Panel (Allow a program through Windows Firewall).
- On Mac operating system, firewall settings are changed from System Preferences > Security.
- **While running MyVision, I get a message saying that I am logged out. Why is that?**

When you start MyVision you are automatically logged on to the MyVision web server. This way, the MyVision teacher application can load your classes from the web server and display them on the Home panel. Each MyVision teacher module can be used by one user at a time. If you have downloaded MyVision on several computers and started the teacher module on one computer then you will get the following message when you start the teacher module and log in using the same credentials on the second computer:



The message displays on the first computer: using the same login name you can only use the teacher module on one computer at a time.

Classroom view

- **Windows only: when starting a demo, I am asked for Administrator credentials or a prompt for allowing the action to continue as an administrator – why is that?**

To perform at its best, the demo feature requires Administrator permissions. If you have not logged in to Windows using an Administrator account, a prompt will ask for Administrator user name and password.

If User Account Control (UAC) is enabled and you have actually logged on with Administrator credentials, a prompt will ask for the rights to continue the action as an Administrator.

In both cases, filling in the user name and password and clicking **Yes**, will continue the demo at its best performance.

If you choose not to fill in user name and password or you click **No**, the demo will continue as well but not at its best performance.

- **On some student computers I sometimes do not see the student icon even though I have installed the student module and the student connects just fine to the classes – why is that?**

If you are running Java 5 the student icon will not appear. When installing MyVision, Java 6 is automatically installed if you do not have it installed already. However, if you have Java 5 installed your existing installation will not be upgraded since MyVision will run with Java 5.

If you want the student module icon to display you need to manually upgrade to Java 6 from www.java.com.

With Java 5 installed, only the connecting to class, connected to class, disconnected from class and starting student messages will be visible.

Note We strongly recommend upgrading to Java 6.

- **The student icon seems to look different - do the different icons signify something?**

The MyVision student module icon has 3 stages:

Not connected (pale gray):



Connecting to a class (gray):



Connected to a class (clear green):

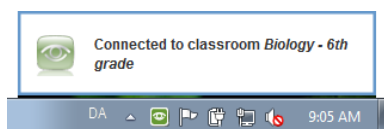


- **On the student computers I keep seeing MyVision messages – what are they?**

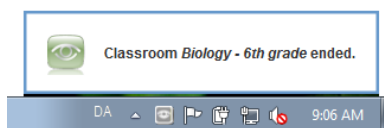
The student module reports when it has connected to a class and when the class has stopped.

The MyVision student module messages are:

Connected to a class:



Disconnected from a class



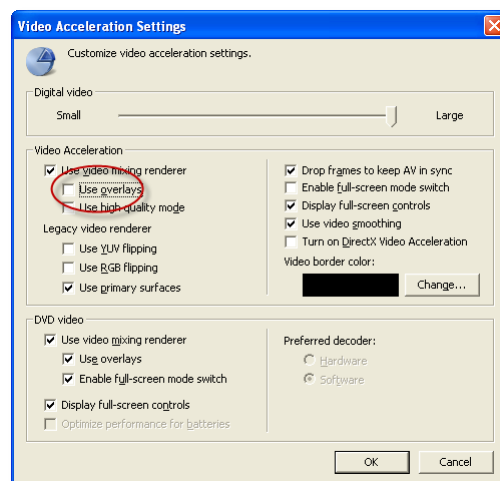
In the above screen shots, the name of the class is "Biology – 6th grade".

In addition to these messages, a message displays when the student module is started right after you log in to Windows.

- **The video from our Web site that I want to demonstrate to my students does not display properly. Why is that?**

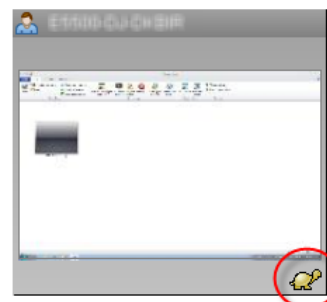
If Microsoft Windows Media Player has been embedded on a Web site, the content does not always display properly. To view the video, you can try to change the media player settings:

1. Right-click the embedded video and click **Options** and then click the **Advanced** button.
2. In the **Video Acceleration** section, make sure that the **Use Overlays** option has been cleared.



- **One of my student computer thumbnails has a tortoise icon underneath the screen. What does that mean?**

The tortoise symbol indicates that there is a slow connection between the teacher computer and the student computer and consequently screen updates on the teacher computer may appear to be slow.



- **One of my student computer thumbnails displays an exclamation mark. What does that mean?**

The exclamation mark means that the student module has a different version than the teacher module.

This can either be because the teacher module has not yet been automatically or manually updated, or because the student module has not yet been updated.

Note It is very important that the teacher and the student have the same version of the product.



Uninstall or reinstall MyVision

- **How do I remove MyVision from my computers?**

MyVision Teacher is uninstalled like any other application:

- On Windows: Open the **Control Panel** and use uninstall.
- On Mac: delete the MyVision application.

To remove the MyVision student module from a student computer you need to do the following:

- On Windows: Open the **Control Panel** and use uninstall.
- On Mac: run the uninstallStudent.sh script that comes with the student DMG file.

- **How do I reinstall the student module after I have uninstalled it?**

If you have uninstalled the student module you can reinstall the same way you first installed it. The three ways to install the student module are:

- From the MyVision teacher module, download to a portable device, for example a USB-stick, and install from the portable.
- In a browser window on each student computer, type one of the following addresses to download and install
<http://www.netop.com/myvision/student/windows/32>
<http://www.netop.com/myvision/student/windows/64>
<http://www.netop.com/myvision/student/mac>
- Use remote deployment tools for Windows or for Mac as described in the remote deployment guide.

If you have previously used the student computer in a class, it will appear in the recently used computers list when you add it to a class.

Log files and version

If you encounter an issue you cannot resolve using the above steps, please contact our technical support team. If you do contact technical support they will likely ask you to send in your log files:

MyVisionStudentApp.log
 MyVisionUpdater.log
 MyVisionMonitor.log
 MyVisionTeacherApp.log
 MyVisionUpdater.log

This is where the log files are located:

On Windows computers:

<Program Files>\Netop MyVision\MyVision student

<Program Files>\Netop MyVision\MyVision teacher

The exact path to <Program Files> varies depending on operating system version.

On Mac computers:

/Applications/MyVisionStudent.app/Contents/Resources/Java

/Applications/MyVisionTeacher.app/Contents/Resources/Java

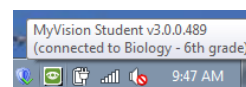
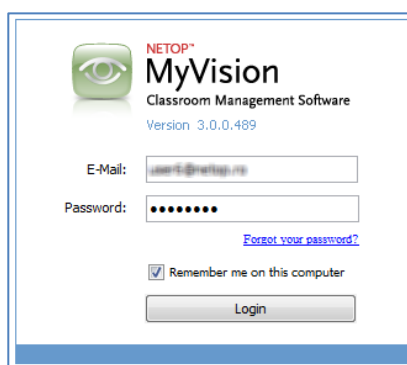
Note: For the teacher module, you can also get the log files by logging into the teacher module, clicking the **Account** tab and then the **Log Files** button.

Version

The teacher and the student module must be the same version.

You can see the teacher module version and build number in the dialog where you log on to the teacher module.

On the student computer the version and build number display when you position the mouse pointer on the student module icon.



Technical support

If you have tried the relevant suggestions above and still experience issues with MyVision you can request technical support from our Web site on **Netop Home > Support > Technical Support > Netop MyVision** (<http://www.netop.com/support/technical-supprrt/netop-myvision.htm>)



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