

## Switched-On Schoolhouse Frequently Asked Installation Questions

Q: Do I need to install SOS Installation Disc Two?

A: No, this disc contains tools and resources that support your SOS Home Edition installation, such as utility tools and the SOS Tutorials. For example, if you are having an issue on the computer with the Client Install trying to connect to the SOS database on the computer with the Full Install, several utilities are available on the disc to help you fix possible issues. For customers who have purchased the SOS USB installer, these tools are located within the InstallDisk folder on the USB drive.

---

Q: When I try to open SOS, I'm getting an Invalid Database error on my Full Install. How can I fix this?

A: Use the InvalidDBConnectionTool utility tool on SOS Installation Disc Two or your SOS USB drive to correct the issue. The tool may need to be run several times to resolve it properly.

To run the InvalidDBConnectionTool utility:

1. Load SOS Installation Disc Two on the computer with the Full Install. (If the Install window opens, click Close.) Or insert the SOS USB drive into an open USB port on your computer.
2. Hold the Windows key and press the E key.
3. Right-click the drive containing SOS Installation Disc Two or the SOS USB drive and click Open.
4. Double-click the Tools folder. (If using the USB drive, the Tools folder is located within the InstallDisk folder.)
5. Double-click the InvalidDBConnectionTool.exe folder.
6. Double-click InvalidDBConnectionTool.exe.
7. On the Invalid Database Connection Tool window, click Correct Database.
8. If you get a message to close the windows, repeat steps 5–6 one more time.
9. If you get a successful message, close the window and try SOS Teacher or SOS Student to see if the program is now working correctly.
10. If you still get a message and have tried more than once, call technical support at 866-444-4498.

Note: This tool only works on a full installation. This tool cannot fix client installs of SOS.

---

Q: When I try to open SOS, I'm getting an Invalid Database error on my Client Install. How can I fix this?

A: Try turning off/disabling all firewall and anti-virus software on both the Client Install computer and the Full Install computer. If you can connect to the database now, then try turning the firewall and anti-virus software back on/enabling it one at a time to determine which one is causing the issue. You should be able to create an exception with the software causing the issue to allow SOS to work.

If it is determined that Windows Firewall is blocking the database connection on the computer with the Client Install, there is a tool on SOS Installation Disc Two or your SOS USB drive to help open the ports on your Firewall specific to Switched-On Schoolhouse. Do these steps on the computer with the Full Install (the one where your database resides) to create an exception.

To run the Firewall utility:

1. Load SOS Installation Disc Two on the computer with the Full Install. (If the Install window opens, click Close.) Or insert your SOS USB. (If the AutoPlay window opens, click Open folder to view files and skip to Step 3.
2. Hold the Windows key and press the E key.
3. Right-click the drive containing SOS Installation Disc Two and click Open or double-click the SOS USB.
4. Double-click the Tools folder and double-click the FWConf folder.
5. Right-click the FWconf.exe file. Choose Run As Administrator.
6. On the Firewall Exception window, click the Create Exceptions button.
7. When the indicator at the bottom of the box with the exceptions reads True, close the windows you opened while following these steps and log in to Switched-On Schoolhouse.
8. If a third-party software is causing the issue and you are not sure how to create an exception, check the software manufacturer's instructions or call that company to ask about creating an exception for SOS.

If you are still getting the error, contact technical support at 866-444-4498.

---

Q: How to install curriculum CDs in versions of SOS previous to 2018?

A: Curriculum CD-ROM's can be installed using either the Setup Wizard or the Curriculum Setup window in SOS Teacher.

- To access the Setup Wizard: On the Home page, in the Application widget, click Setup Wizard.
- To access the Curriculum Setup window: On the Home page, in the Administration widget, click Curriculum Setup.

No matter which access point you use, the install process is the same. To see the steps for the Curriculum Setup screen, scroll down to "Solution 2: Reinstall the curriculum to the hard drive" on this FAQ page.

In the 2018 edition of the SOS application, curriculum can be installed using either the Setup Wizard or the Curriculum Setup window in SOS Teacher.

- To access the Setup Wizard: On the Home page, in the Application widget, click Setup Wizard.
  - To access the Curriculum Setup window: On the Home page, in the Administration widget, click Curriculum Setup.
- 

Q: I forgot my teacher password, so I cannot open SOS Teacher. How can I reset my password?

A: SOS Installation Disc Two and your SOS USB drive contain tools and resources that support your SOS installation. There is a utility tool that you can use to reset your password.

1. Load SOS Installation Disc Two on the computer with the Full Install. (If the Install window opens, click Close.) Or insert your SOS USB. (If the AutoPlay window opens, click Open folder to view files and skip to Step 3.)
  2. Hold the Windows key and press the E key.
  3. Right-click the drive containing SOS Installation Disc Two and click Open or double-click the SOS USB.
  4. Double-click the Tools folder and then double-click the DataUtilities.exe. (If using the USB drive, the Tools folder is located within the InstallDisk folder.)
  5. When prompted to select a database, choose SOS Home 20XX (XX is the year of the installed SOS) and click Connect.
  6. From the Commands list, select Change Password and then click Execute Command.
  7. At the prompt, enter your new password twice. Passwords are limited to 12 characters and are case-sensitive. They can contain letters and numbers, but no special characters, such as ! or #.
  8. Click Save. When the window closes, notice the "Change Password was successful" message below the Execute Command button.
  9. Close the Data Utilities window and remove the disc.
  10. Write your password down and put it somewhere safe. Protect your teacher password by keeping the SOS installation CD in a secure location.
-