

## I. SUPPORT

Most queries are answered at: [www.wordsharksupport.co.uk](http://www.wordsharksupport.co.uk)

White Space Technical Support  
Email: [help@wordsharksupport.co.uk](mailto:help@wordsharksupport.co.uk)  
0208 748 1170 (Mon-Fri 9-5)  
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0208 748 5927 Mac NS4.05 7 Jan 2010

# NETWORK INSTALLATION



**Version 4.05 (Mac Network) revised instructions 7 Jan 2010**

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***If UPGRADING*** - Please read section H first (page 7)

### A. LICENCE

The accompanying Licence Certificate sets out the total number of licences owned by your organisation. This information is also displayed on screen in the program.

The program may be deployed to every computer on the network, each computer in use at a given time counting as one of the total licences. The program automatically counts how many licences are being used and warns if this is exceeded.

*Note: To view currently logged-on users from within the program, go to File\List of users.*

For your convenience, we provide two copies of the licence certificate. We suggest one is placed within your network licence file, whilst the other is retained with the network CD for use by the installing technician.

## **B: PURCHASING ADDITIONAL LICENCES**

Contact White Space, 0208 748 5927 [sales@wordshark.co.uk](mailto:sales@wordshark.co.uk) quoting the serial number of the CD.

If keeping the same version of the software whilst increasing user numbers you do not have to uninstall. We send you a new licence certificate and instructions.

## **C. FILE LOCATIONS & PERMISSIONS:**

The “Numbershark 4” folder is on the root of the install CD. The following need to be moved to the server and/or clients:

- a) The program executable is the application bundle “Numbershark 4.app”. This needs to have Read and Execute permissions.
- b) Sound files and lists are in the Read-Only folder “numbershark-public”.
- c) Staff and student log-in data and records of work are stored in the “numbershark-shared” folder on the server. This needs “Read & Write” permissions for all users, without which restricted users may experience an “Error code 10” and other problems. You may move this folder elsewhere on your network and then specify it on the first run of the program as the server “numbershark-shared”. (See p4) Please back-up this folder regularly (See page 7 item 14)
- d) The “numbershark-config” folder should have Read & Write access for the installing technician and Read-Only access for other users. *You may ignore hidden files on the root of the CD.*

## **D. RECOMMENDED INSTALLATION METHODS:**

**Note that this version is for Mac computers only (not PC).**

**If upgrading, please read section H (page 7) first.**

Once installed, this version takes over 400Mb of hard disk space. Running loads 60- 80Mb into RAM. Consider whether it is likely that several students may wish to load the program at the same time, and whether this volume of data may overload your network. You have

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14. Ensure that the server folder “numbershark-shared” has been added to your schedule for regular back-ups, or within the program go to Admin / Backup & Restore to set a schedule.

## **G. KNOWN ISSUES**

Administrator or student details are disappearing, or repeated requests to enter your licence code: You have not given the teachers/students “Read & Write” access to the “numbershark-shared” folder, OR have not specified this as the working “numbershark-shared” folder. You can change the server “numbershark-shared” folder location by going to the “Admin” menu, clicking “Advanced features for experienced users” and then on “Change numbershark-shared folder on server”.

**See also** “Troubleshooting” section in main Numbershark manual (A4, bright green cover), and all other emerging known issues at:

<http://www.wordsharksupport.co.uk/mac-issues.html>

## **H. UPGRADING**

### **Upgrading from Numbershark 3 or 4:**

If upgrading to Numbershark 4 from an earlier release of Numbershark (network or single user, Mac or PC), please back up your “numbershark-shared” folder and then remove all program components. Install as described above. Copy the contents of your backed-up “numbershark-shared” into your new “numbershark-shared”, retaining the backup “just in case”, and deleting the old “options.sha” file.

Note further instructions are at:

[www.wordsharksupport.co.uk/upgrading\\_networks.html](http://www.wordsharksupport.co.uk/upgrading_networks.html)

(Whilst these upgrading instructions were written for PC users, the general points still apply.)

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8. Check by playing a game that the program appears to be running well.
9. Exit the program. Check the server folder “numbershark-shared” now contains “name.sha” (where “name” is the user ID you have created). If this is missing, check network permissions again, and retest. Note – The folder should also contain other files, including “options.sha”.
10. Test again, again **logged onto the computer as a restricted user**. Reopen the program. Sign in using your user ID. Go to “Admin” menu, “Add and manage students & staff”. In the green box, click “Set up a new administrator”, do so and save these details for a colleague. Note that any Numbershark administrator can reset passwords and user names for all other users of Numbershark. Having two or more administrators can quickly overcome difficulties if an administrator ID or password is lost. For greater security, we advise that you set all other staff users of Numbershark as sub-administrators. See main manual or [www.wordsharksupport.co.uk/admin4.html](http://www.wordsharksupport.co.uk/admin4.html). **Note: Numbershark requires a unique user ID for each user, preferably their network login name.**
11. Go to the red box and “Add student”: Add one or more test students or actual students. Consider bulk importing student names: [www.wordsharksupport.co.uk/logging\\_on.html](http://www.wordsharksupport.co.uk/logging_on.html)
12. Exit from the Admin screen. Go to “File”, log off from your admin ID, sign on as a test student and check that the program appears to be working.
13. Exit the program. Check again that the newly created administrators/students have been added into “numbershark-shared” as additional .sha files.

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flexibility over installation methods within the terms of the licence agreement. **Please start by choosing one of the methods D1 – D2 below, then follow the detailed installation and testing instructions in sections E & F.**

**D1: You have a fast network, OR client machines have very full hard drives:** *Run fully from the server.*

For full install details see section E.

**D2: Network is slow or wireless or prone to overload:** *Copy program onto client hard drives. Run from client hard disk, keeping only the shared data folder “numbershark-shared” on the server.*

For full install details see section E.

**Note: if you want to run the program on a computer not connected to the network, you require a different version of the program.** Contact [sales@wordshark.co.uk](mailto:sales@wordshark.co.uk) 020 8748 5927 (Mon – Fri UK local time)

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## E. INSTALLATION

### (i) Before putting the CD in the drive:

1. Sign on as network administrator.
2. If you have a slow or easily overloaded network, read para. D2 (page 3) "Network Overload" before proceeding.
3. Ensure that your server has at least 1Gb spare disk space (to allow for OS needs).
4. Decide where to drag the program folder "Numbershark 4".
5. Decide whether to retain the working folder for data "numbershark-shared" within the "Numbershark 4" folder or move it elsewhere.

### (ii) Put the CD into the server CD drive:

1. Double click the CD icon on the Desktop. Copy the "Numbershark 4" folder to your chosen location (either on the server or on the client machines). Move the "numbershark-shared" folder to the desired location on the server.
2. Give "numbershark-shared" "Read & Write" access for all users. Give "numbershark-config" "Read & Write" access for the installing technician and Read-Only access for other users. Give "Numbershark 4.app" "Read & Execute" for all users. Give "numbershark-public" "Read Only" access for all users.
3. Drag the application bundle "Numbershark 4.app" into the Dock to enable easy access to the program.
4. **For quick ways of registering students and automatic open directory logging on, visit the "networks tab" at:**  
[www.wordsharksupport.co.uk](http://www.wordsharksupport.co.uk)  
NOTE – In Workgroup Manager, when you share the numbershark-shared folder, you need to tick the box to "mount sharepoint with username and password" otherwise, you may end up with each local client storing data locally!

## F. DOCUMENTATION, TEST, BACKUP & INITIAL SET UP

1. Ask education staff for required administrator & sub-administrator names and passwords. A comparison of administrators and sub-administrators is at:  
[www.wordsharksupport.co.uk/admin4.html](http://www.wordsharksupport.co.uk/admin4.html)
2. Record the locations of the folders.
3. Numbershark will only run on a server or workstation with a working soundcard: Typically it will close after the opening splash screen if the soundcard is faulty.
4. A useful check for permissions and sharing is to carry out first run and set the program up whilst you are signed on as a restricted user on a client machine, whilst monitoring the "numbershark-shared" folder on the server as network manager on a second client machine.
5. Launch Numbershark. If you have installed with the "Numbershark 4" folder only on the server (see D1), double click the "Numbershark 4.app" application bundle within this folder to launch Numbershark. If you have installed with the "Numbershark 4" folder on client machines, double click the "Numbershark 4.app" application bundle on the client machines to launch. In both cases the "Numbershark 4.app" application bundle can be dragged into the Dock for easy launching.
6. On first run, the program prompts you to set the location of the "numbershark-shared" folder which was installed onto the server and to enter details from the Licence Certificate (supplied inside the CD case).
7. Also on first run, you will be asked if you wish to become the administrator. We suggest you say "yes". You will be asked to create a user ID (e.g. "technician" or "Network Manager") and password. Please note these in your installation documentation for future access to the program.