

# UltraKey<sup>®</sup>

*The Ultimate  
Keyboarding Tutor*

*Version 4.0*

*Recommended by Teachers Everywhere!*

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**For Windows<sup>®</sup> & Macintosh<sup>®</sup>**

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# Technical Help Guide

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published by

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# UltraKey Technical Help

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## Required Equipment and System Software

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UltraKey 4.0 represents a quantum leap for instructional software technology and for UltraKey. UltraKey 4.0 utilizes graphics-intensive multimedia, video and Interactive Virtual Reality™. UltraKey is now bigger and better than ever before.

UltraKey is programmed to run on a wide variety of multimedia computers and configurations. Regardless of the type of computer you have, UltraKey will tell you if there is insufficient capability when you launch the program. If the program cannot operate, it usually quits in a friendly manner and will not ever damage your computer.

UltraKey conforms to all development guidelines published at the time of creation. It should harmonize with other applications you may elect to use. There is no guarantee, however, that other developers necessarily adhere to guidelines. Also, hardware producers and operating system publishers sometimes make system level changes that require applications like UltraKey to be revised. So, conflicts may arise for reasons beyond Bytes of Learning's control.

If UltraKey does not work properly, review this Technical Help section. If problems persist, contact Bytes of Learning. We will be happy to provide any assistance that we can.

### System Requirements

The following represents the *minimum* required to operate UltraKey.

#### *Windows*

Any multimedia PC with Pentium I processor or better and 32MB of RAM with Windows 95/98/NT or later; SAPI compatible speech driver optional. Super VGA with 16 bit color required. Requires approximately 60MB to 164MB hard drive space, depending on installation options. Requires a printer be installed.

#### *Macintosh*

A Power Macintosh or better with OS8.1 or better and 32MB of RAM. Requires approximately 60MB to 164MB hard drive space, depending on installation options.

### Choosing between UltraKey 3.0 and UltraKey 4.0

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The system requirements for UltraKey 4.0 may exceed the capacity of your computers. If this is the case you may continue to use UltraKey 3.0 on these computers under the terms of the license agreement. A copy of UltraKey 3.0 is included with 4.0 to use on computers that do not meet the requirements for 4.0.

To install UltraKey 3.0 from the CD on a **Windows system**, start the CD while holding down the shift key. This will prevent the autostart from running. Activate the Windows Start menu and select Run. On the run line type:

<the drive letter of your CD>:\Ukey3\Setup32.exe

Click OK and Follow the installation instructions.

To install UltraKey 3.0 on a **Macintosh system**, insert the CD and activate the installer for UltraKey 3.0.

## Additional Software

UltraKey requires **QuickTime 3.0** or later. If the UltraKey installer does not find QuickTime at the time of installation, then it offers to install QuickTime.

UltraKey also requires **Microsoft Internet Explorer 4.0** or later to be installed on Windows systems. If you do not have IE4 or later, see Microsoft's web site for the latest upgrade.

A **SAPI compatible speech driver** is required for speech synthesis on Windows systems. Speech synthesis is an optional feature of the program. The absence of a speech engine will not prevent UltraKey from functioning. On a Macintosh speech in a built-in system capability. See *Equipping Your Computer for Speech* later in this guide.

## Managing UltraKey

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UltraKey has a unique management system that allows you to access the program's settings and organize user records from within UltraKey. You can access management by clicking on the Management button on the startup screen.

UltraKey maintains a management directory to manage all settings, custom content, and class and student records. This directory can be located on a network server or networked computer and shared by multiple copies of UltraKey. The same management directory can be shared by both Windows and Macintosh systems on a cross platform network. This provides the maximum flexibility for single user stations, peer-to-peer networks, and client-server networks.

UltraKey's Management module provides flexibility. Use Management to adapt UltraKey for any teaching environment. Use General Management to set program characteristics and default settings that adapt UltraKey to your school's needs. Use Class Management to adapt UltraKey to individual classroom needs. For instance, when class management is used, students may be pre-enrolled in classes or they may create a new record in an available class.

More information about individual management functions is available on UltraKey's built-in web site. Refer to the *Teacher's Guide* for more information about class management. Explore UltraKey's management functions to find what is best for your situation.

### Getting Help

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UltraKey is equipped with extensive informational files on the use of all UltraKey modules, including General and Class Management. To access these informational files, look for the i-button and the More button in each module.



Look for this icon for information about how to use UltraKey's modules.



Look for this icon for more information about the topic of the module.

## **Passwords or No Passwords...That is the Question.**

Whether or not to password protect user records is a highly individual decision. UltraKey leaves it up to the managers of the program to decide whether a password will be required for users, classes and for the General Management area. Since there are potential consequences for both the use of passwords and for not using passwords, UltraKey leaves the decision to you.

## **Installing UltraKey on a Single User Workstation**

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When you insert the UltraKey CD into your CD drive on a Windows system it automatically starts the installation process. On a Macintosh system, double click on the installer icon to start the installation process. Follow the directions presented by the installer program. The installer program will look for the presence of required features such as **QuickTime** and **Adobe Acrobat**. If a required feature is not present, the installer will give additional instructions.

**Note:** the installer does not look for the presence of **Internet Explorer 4.0** or later. On Windows systems IE4 must be installed for the onboard web site to function. On a Windows system the installer will also give you the option of installing the Microsoft Speech Engine if a compatible speech engine is not found.

When you install UltraKey on a single user workstation, the program and all of its components will be located on the hard drive. The CD will not be needed for operation unless you choose Compact installation.

The typical UltraKey installation will take about five minutes. While large files are being copied the installer might appear to be frozen. If the cursor can be moved, then the installer is most likely copying a large file. Wait to see if the installation continues before taking any action.

## **Installing and Setting Up UltraKey on Networks**

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Multiple Licensed Editions of UltraKey can be installed on any network system. The means by which UltraKey is installed on a network will vary depending on the brand of network and the network file server.

UltraKey is a multimedia program and requires significant hard drive space. This means that the program will take some time to load across a network unless a high speed network is in use. An alternative approach is to install UltraKey on each station's hard drive. You can do this while maintaining a central management directory.

UltraKey's installer will install a NetSetup.exe in the UltraKey folder to facilitate the setup of Windows work stations.

Once installed, modify the network manager as required so that it has the necessary menu name and pathname to run UltraKey. The name of the executable is Ukey4.exe. Run UltraKey and adjust it for the particular network and hardware configuration that you are using. See *Network Access Requirements* in this section for permission settings for some popular networks.

## Using the UltraKey CD to save hard drive space

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If you are installing UltraKey 4.0 you may wish to save hard drive space by playing nonessential movies from the CD. If you do not wish to install the nonessential movies on your hard drive, choose **Custom** and uncheck nonessential movies or use **Compact** which will not install nonessential movies, guides, and the network setup. If you use either of these choices, you will need to have the UltraKey 4.0 CD in the CD-ROM drive when you access these movies.

The Windows operating system will always autorun the UltraKey CD. There may be times when you do not want the UltraKey installer to autorun. To stop a CD-ROM from autorunning hold down the Shift key as you put the CD in the drive.

To setup a network Macintosh workstation, simply create an alias from the UltraKey program on the server and place it on the Macintosh desktop.

If you install UltraKey on a central fileserver, you must run the UltraKey program as an administrator in order to set up the program and change the management directory. Note that an administrator must have write permission to the UltraKey program directory usually named Ukey4.

If you install UltraKey on individual stations and you want to use a central record keeping system, you will need write permission for the central management location on the fileserver. See Network Access Requirements for more information.

### **The Management Directory**

When UltraKey is installed, a program directory usually called Ukey4 is placed on your hard drive or network drive with the program and all its support files. Inside the program directory is a directory called UkeyMgmt. This is UltraKey's management directory.

The management directory contains skill checks and typing tests, user records and class records, and other files that guide UltraKey's operation. The management directory inside UltraKey's program directory is called the local management directory. As this name implies, UltraKey can have a remote management directory.

UltraKey can create a new remote management directory or it can adopt an existing remote management directory.

All this functionality is intended to accommodate situations where UltraKey is installed, license permitting, on a central file server and is accessed by users from multiple remote stations. This functionality also permits multiple copies of UltraKey to share a common management directory.

Management directory functions are located on the Management menu in General Management. When operated on a network, these functions require administrator rights and should be utilized by someone who is familiar with your network and its operation.

## **Network Access Requirements**

When UltraKey is used on a network, all users must have access privileges to the UltraKey program directory and Management directory. All users of UltraKey must have read access to the UltraKey program directory. Users must have read and write access to the management directory, where their records are saved.

**Novell users:** users of the UltraKey program must have *all* of the access privileges to the UkeyMgmt directory except Administrator privileges.

**WinNT users:** users must have full read and write access to the UkeyMgmt directory and the directory must be shared.

**Mac Manager users:** users must have full read and write access to a newly created “sharepoint” that contains the management directory. If you are using Mac OS9, AFP Privileges must be checked on the Workgroups control panel.

## **Desktop Security Programs and Virus Detection Software**

Desktop security programs are programs that “lock down” the hard disk of a workstation and prevent writing to the local hard drive. If you have UltraKey's management directory on a network file server there should be no problems or conflicts with these types of programs. If you are using the management directory on the workstations hard drive and have a desktop security program, this program must be set to allow writing to the UkeyMgmt folder on the hard drive. UltraKey also writes an error log to the Windows temp folder or the Macintosh Preferences Folder. This folder should be left open for writing by desktop security programs. Consult the manual for your desktop security program to learn how to set it to allow writing to selected folders or to ignore the writing of files with specified extensions. A list of UltraKey's file extensions can be found in the *Technical Support Guide*.

If your desktop security prevents users from writing to UltraKey's program directory (Ukey4), the program should be started and setup for the first time with security disabled.

Virus detection software should not interfere with UltraKey's performance. If UltraKey is working very slowly and there is virus detection software on the network, the virus detection software may be scanning all files as they travel across the network. Consult your virus detection software's manual on how to exempt UltraKey's files from the scanning or lower the sensitivity of the virus detection.

UltraKey will run with no problems along side desktop security programs and virus detection programs of all kinds. There should be no need to disable these types of programs to run UltraKey except for the first time the program is run.

## **Mac Manager and Multiple User Interface users**

If you are using the Mac Manager or Multiple User Interface you must set up UltraKey while logged into the Macintosh computer as the user designated as Owner. Install UltraKey into the Other Applications• folder and make sure you are logged in as Owner the first time you run UltraKey on each computer and when you choose or create a management directory.

If you are going to store your user records on a server, create a sharepoint on the server and assign that sharepoint to all UltraKey users. Then follow the instructions under “If UltraKey is installed on workstation hard drives and you have a central file server”. Place the management directory inside the sharepoint.

If you are using the Multiple User Interface with standalone Macs, place the management directory inside the shared folder.

**If UltraKey is installed on workstation hard drives and you have a central file server ...**

Initially, each copy of UltraKey will consider its local management directory to be the active directory.

To effect a shared management directory:

1. Start UltraKey on one work station.
2. Click on the Management button to enter the management area.
3. Click on the General Management button to enter the general management area.
4. Select Create Management Directory from the Management pull down menu.
5. In the navigation window, locate the folder on the server in which to place the management directory. See *Create Management Directory* in this manual for more information about using this function.
6. UltraKey will show you the path to the location you selected, change the location or click finish. The management directory will be created and set for that workstation. When you create the central management directory, settings, skill checks and typing tests will be copied to the new directory. You may also select Copy Classes and Records.
7. On all other workstations use Choose Management Directory to select the management directory created in steps 1-6. Operate each copy of UltraKey and use the function Choose Management Directory to "point" each copy to the common management directory. The management directory is called UkeyMgmt. When you choose a new management directory, you can elect to merge data from the local directory to the remote directory. In case students have been creating and saving records in the local directory, the records will be merged into the new remote directory. You may have to review all the data to organize it as desired.
8. Make sure all users have full read and write access to the management directory.

**If UltraKey is installed on workstation hard drives and you have a peer-to-peer network ...**

If you are running UltraKey on a peer-to-peer network without a central fileserver, the situation is no different from having a management directory on a central file server, except that the shared management directory must now be located on one of the stations on the peer-to-peer network. It may be wise to designate the management directory located on a principal computer such as the teacher's computer to be the "master" installation and set all other copies of UltraKey to use the master management directory.

To effect a shared management directory, choose one station to be the "master" station. On all other workstations perform the following operation:

1. Start UltraKey and go to the general management area.
2. Select the function Choose Management Directory on the Management pull down menu.
3. Use the navigation window to select the management directory, called UkeyMgmt.

On a Windows system use Network Neighborhood to select a folder on the master station.

4. The path to the new management directory will be displayed. You can elect to merge data from the local directory to the remote directory. In case students have been creating and saving records in the local directory, the records will be merged into the new remote directory.
5. You may have to review all the data to organize it as desired.

#### **If UltraKey is installed on a central file server ...**

This is a simpler situation because the management directory of the installed copy of UltraKey will, like UltraKey itself, be accessible from all workstations. However, if you prefer to relocate the management directory in an area of the server different from the area in which you install programs, you can use the Create Management Directory function. For instance, if you have a cross platform network, you might want to have one installed copy of UltraKey for Windows and one of UltraKey for Macintosh and have them share a management directory.

Keep in mind that the users must have read and write access to the management directory.

#### **What happens if the remote management directory is not accessible when you start a workstation copy of UltraKey?**

In this event, UltraKey temporarily reverts to the settings of the local management directory. Of course, records located in the central or remote management directory will not be accessible. Students should not create a new record but rather use the "Practice Mode" from the File menu.

#### **Show Management Directory**

This function shows you the current Management Directory selected for that workstation.

#### **Create Management Directory**

This function allows you to navigate to a location using a standard Windows or Macintosh interface and create a new management directory called UkeyMgmt in a location of your choosing.

When Create Management Directory is selected, UltraKey confirms your intention to create a new management directory, then present a navigation dialog for you to use to locate the folder where you would like to place the management directory.

On a **Windows** system, if you wish to place your management directory on a network server, you can click on the mapped drive or go through Network Neighborhood. Clicking on the + sign next to a drive or folder or double clicking on the drive or folder, will open it. When you have located the folder where you wish to place the management directory, click on it to select it and then click OK. UltraKey will confirm by showing you the path to the management directory. You also have the option of copying all files to this new directory. If the Copy Class and User Records box is checked, class and user records will be copied, along with the configuration files and skill checks and typing tests. If this box is not checked, only the configuration files and skill checks and typing tests will be copied.

On a *Macintosh* system, you will be presented with a standard Macintosh open dialog. To locate a mounted server, click on the desktop button or type Command-D. All mounted servers will be listed. Double-click on a server, drive or folder to open it or click on it and click the open button. When you have found the folder in which you would like to place the management directory, click on the “select” button (OS 8.1) or click Choose (OS 8.6 & 9). UltraKey will confirm by showing you the path to the management directory. You will also have the option of copying all files to this new directory. If the Copy Class and User Records box is checked, class and user records will be copied, along with the configuration files and skill checks and typing tests. If this box is not checked, only the configuration files and skill checks and typing tests will be copied.

**Note:** remember that users must have full read and write access to UkeyMgmt in order to save their files.

### **Choose Management Directory**

This function allows you to navigate to a remote management directory anywhere on your network and select that directory for use by UltraKey. This function uses standard Windows or Macintosh interfacing for navigation and directory selection just as Create Management Directory does. You are looking for a directory called UkeyMgmt.

### **Merging Management Directories**

When you choose a new management directory, you have the option to merge certain files from the old management directory into the new management directory. This will remove the merged files from the old management directory and move them to the new one. Since this is a potentially destructive process, UltraKey is very careful about it's execution.

This process will move class records, student records, and custom skill checks and typing tests from the old management directory to the new one. To do this, use Choose Management Directory and make sure the Merge contents check box is checked.

If you choose to merge the contents of the two directories, UltraKey will confirm this with a message. Click Yes if you would like to proceed.

If a class of the same name exists in both the old management directory and the new, the classes will be joined together as one.

UltraKey will not allow two student records with the same name in the same location. If this situation arises, UltraKey will not copy the second file with the same name over the first. It will remain in the original management directory. UltraKey will inform you of this occurrence and advise you to change the management directory back to the old one, without merging contents. This will enable you to see the files that were duplicates and decide to either rename them or delete them. After this has been accomplished, use Choose Management Directory again and merge the renamed records into the new directory.

All class managers and the general manager should check that files have been copied correctly before students use the program.

## Speaking of Speech

In order to utilize the speech function of UltraKey 4.0 on a Windows system you must have a speech engine installed on your computer. This is a driver that converts text to speech. This approach saves a considerable amount of hard drive space and allows UltraKey more flexibility in what it can speak. Visit the Keyboarding Support Center™ for more information about speech.

If you choose not to merge the contents of the management directories, the records in the old directory will be unreachable with the new management directory setting.

### Update Local Management Directory

Use this function updates the management directory on each workstation's hard drive with the settings and resources in the remote management directory. This function does not change the selected management directory, but makes you ready in case that directory becomes inaccessible. When the remote management directory is inaccessible, UltraKey reverts to the settings located in its local management directory. Students may operate UltraKey without opening their records by choosing Practice Mode from the File menu.

### Equipping Your Computer for Speech

The audibility of voice on any computer depends in part on the audio equipment you have hooked up to your system. You can hear some voice production through the computer's built-in speaker but the best sound comes from a set of external amplified speakers.

UltraKey 4.0 generates speech using the system's speech synthesis capability when it is available.

Speech capability is a built in feature of Macintosh computers. The Speech Manager extension must be enabled on each workstation. If you want synthesized speech on a Windows system, you will need a speech engine from Microsoft or a speech engine vendor. The speech engine must be Windows SAPI compliant in order for UltraKey to make use of it. The Microsoft Speech Engine is available to install from the UltraKey CD. The UltraKey Installer will offer to install the speech engine if a compatible one is not found on the system. Speech engines that are older than version 4 will not work with UltraKey.

In order for your Windows 95/98/NT computer to generate speech, it must have a Sound Blaster compatible system with Windows 95/98/NT compatible speech generators.

### Management Access Key

UltraKey allows you to hide the management button on the startup screen. You re-display the button by striking a combination of keys on the keyboard. The combination of keys is called the Management Access Key. To change the management access key, access General Management and select Set Management Access Key from the Management menu. Class Managers should be informed of the management access key so they may access class management on computers where the management button has been hidden.



Speech  
Manager  
Extension on  
Macintosh

## Enrollment

The **Enrollment** control is for use with class management. It allows you to either leave classes open so students can create new records in them freely, or close enrollment and have students pick their name from a pre-made class list. The general manager may allow the class managers to decide if their classes should have open enrollment or closed enrollment.

## Options

The General Options and Class Options settings should be previewed and modified before students start using UltraKey.

Some options allow user control by default. User access to these preferences can be blocked by unchecking the “Allow user control” box on the option dialog. For a complete list of options and their factory settings, click the i-button in management or see the *Teacher’s Guide*.

## World Wide Web Access and browser usage

UltraKey allows users to access Bytes of Learning’s Keyboarding Support Center™. This web site provides current information and resources for UltraKey’s users, teachers, and administrators. Setting this option to Yes allows users to access the Keyboard Support Center if you have WWW capability. If this option is set to No, the built-in web site will still be available.

The Windows version of UltraKey is equipped with a custom browser that is used to view help files and access the Keyboarding Support Center. There is no address bar on this browser and users cannot link to any site not approved for the Keyboarding Support Center. On a Macintosh with OS 8.6 or later UltraKey uses the Apple Help Browser to view help files. UltraKey uses the default browser to access the Keyboarding Support Center and to view help files in OS 8.1.

## UltraKey’s File Extensions

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UltraKey uses several different kinds of files. These files are found in the program directory and in the UkeyMgmt directory. The removal of UltraKey’s files can jeopardize performance.

Type of File	File Extension
User Document	.uk4
Skill Check	.usc
Typing Test	.utt
Index of tests and skill checks	.uki
UltraKey config	.ukc
password file	.ukp

**Note:** if you are using virus detection or security software exclude the files with these extensions from scanning and make sure they are not write protected.

## **Custom Skill Checks & Typing Test Requirements**

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UltraKey can administer skill checks and typing tests using text material of your making. You can create and select skill checks or typing tests in the general management or class management areas of UltraKey. Skill checks created in the general management area will be available when users access the Skill Check module. Typing tests created with the test editors will be available in Typing Forum. General and class managers may also use the skill check and typing test editors to select the skill check or typing tests they would like their students to use. The use of the skill check and typing test editors is straight forward. Complete directions are located in the *Teacher's Guide* and in the i-button documents within the management area of UltraKey.

Each test file must be a simple straightforward series of paragraphs. You should use a double carriage return for better readability, but double carriage returns are eliminated when the test material is saved.

You can also use the standard of one or two spaces between sentences. If the UltraKey program space option is set to single spacing, UltraKey will reduce all double spaces to single spaces prior to using test material.

The length of the test material is limited in the following ways:

The maximum number of keystrokes: 5,000

The maximum number of paragraphs: 50

Practically speaking, 2,000 keystrokes translates as 400 typing words under the International Typing Contest Rules. In a 5-minute typing test, a person would need to type at 80 words per minute to completely type the test material. Consequently, a test does not need to be longer than the limitations stated here.

## **Can UltraKey be Modified?**

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Certain techniques have been used to detect and resist unauthorized tampering so please do not attempt to adjust this software. If you believe that some modifications should be made, then we welcome suggestions. Bytes of Learning offers new and improved versions of UltraKey especially as we hear from UltraKey users and as new technology appears on the market. See *For Further Assistance* for contact details.

## **Help! The Most Common Error Messages**

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### **Messages about processing data and hour glass or timer icons.**

When a network process is invoked by UltraKey network interference may be encountered. UltraKey will continue to try to access needed data and resources and will present a message box stating that it is processing. You have the option to cancel the process or wait for it to complete. UltraKey keeps a log of network communications problems that you can access for troubleshooting purposes. See *Troubleshooting Network Problems*.

**Setup files could not be created because the current user does not have write access to the local management directory.**

**Exit UltraKey, check file access privileges, and restart. Administrator rights are required on networks and protected workstations.**

When UltraKey is run for the first time it must write configuration data files to the UkeyMgmt directory located in the program directory (Ukey4). If the first user to run the program does not have write permission to this directory, or the configuration files have been removed, this error will appear. To eliminate this problem, login to the network as an administrator or if UltraKey is installed on a workstation with desktop security software, disable it and run the program. The management directory can only be chosen or created by a user with write access to the UkeyMgmt directory within the program directory.

**Messages about restricted enrollment when the user clicks the New button.**

When class management is in use, class managers have the option to restrict enrollment in their class to a pre-made class list. If the enrollment has been restricted in this way, users will be prevented from using the New button to create new records in this class. See *Enrollment* in this Guide and in the *Teacher's Guide*.

**Messages about restricted enrollment outside of a class .**

The general manager has control of the General Enrollment option. The manager can restrict creation of new records to classes only. If the Enrollment option in general management is set to "closed," users must create records only in classes.

**Note:** The general manager should not close enrollment unless there are classes for users to join.

**QuickTime error messages**

UltraKey cannot work without QuickTime 3 or later. The UltraKey installer will install QuickTime if it is not found, but it must be installed on all workstations running UltraKey.

**UltraKey movie could not be located.**

If you elect in the installation process not to install UltraKey's nonessential movies, you will be required to have the UltraKey CD in the CD-ROM drive to access these movies. If the movies cannot be found in their required location on the workstation, server, or CD-ROM drive, then a message will be displayed.

**Text-to-Speech cannot be located.**

On Windows systems UltraKey uses a speech driver to synthesize speech. If you do not have a speech driver installed, UltraKey will not be able to speak. See the section on speech in this guide for more information about speech drivers.

**i, More or WWW button display's an error message.**

On Windows systems UltraKey's custom web browser is launched when you click on the i-button, on the More button, or when you access help files from the Help menu. The browser must have Microsoft's Internet Explorer 4.0 or later on the system. If you do not have IE 4 or later you can download it from Microsoft's web site or go to [www.bytesoflearning.com](http://www.bytesoflearning.com) for an updated link to the Explorer update page.

On a Macintosh system the i-button and More button will display the Apple Help Center on system 8.6 or later. On Mac OS 8.1 these help pages will be displayed in the computer's default browser. All Mac systems require a default browser be selected to access the Keyboarding Support Center.

The HTML files that the i-button and More button access are located in a directory called ukeyhtm. If this folder is removed or any of its contents, the i, More and WWW button may display an error message.

**An error message appears when clicking the View Report or Print Report buttons.**

On Windows systems UltraKey uses the system printer software to generate the report view and to print reports. If a printer driver is unavailable, there will be an error message when you click the View Report button. To be able to view reports, even if you do not have a printer, install one of the printer drivers from the Windows CD.

**There are no skill checks for a level or there are no typing tests.**

General managers and class managers can select the skill checks and typing tests that are made available to users. If there are no skill checks on a particular level, it means that all of the skill checks for that level have been deselected or they have been deleted from the directory. Go to General Management or open the user's class in Class Management, click the Skill Checks button, and check the boxes of the skill check titles for that level.

Typing tests can be created for a particular level, but are listed all together. If there are no typing tests, then all of the typing tests have been either unchecked or deleted from the tests directory. Click on the Typing Tests button and check the tests to activate them.

If original skill checks and typing test have been deleted, the only way to restore them is to reinstall UltraKey.

## **Troubleshooting Network Problems**

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If you are using UltraKey on a network or have the management directory located on a network, UltraKey will be subject to any network difficulties. UltraKey will attempt to access all data until it is told to stop. If UltraKey encounters problems on a network, first check that the appropriate rights are set for the user experiencing difficulties. All users of UltraKey must have full read and write access to the management directory (UkeyMgmt). On a Novell network all rights must be given to users except for Administration rights. The program also must be shared on the network. If these criteria have not been met then it is possible that a network problem might be the cause of difficulties.

UltraKey's general management offers two troubleshooting tools which may assist in analyzing data management errors and maintaining UltraKey records. These tools are activated using two functions located on the File menu in General Management. Choose each function to turn it on or off. The status of the function is stored with UltraKey.

### **Log File Errors**

When this function is on, UltraKey records all file access errors in the file UkeyLog.txt in the Windows\Temp directory for Windows and in the Preferences folder for Macintosh. If UltraKey has difficulty retrieving or writing data, this log records information about the workstation and the type of error that occurred. A new

log is started on each session. The log can be especially useful when diagnosing network difficulties.

**Note:** if you are using Mac Manager or Multiple Users, the error log will appear in the Preferences folder for the user that was using it at the time of the error. If there is no Preferences folder available, UltraKey will not write an error log.

### **Show File Names**

Generally UltraKey displays user and class records using the owner's name. However, it stores the data in sequentially numbered files. This can prove to be inconvenient when you are reviewing records at the file level. Turn this function on so the filenames are displayed in the General Management and Class Management areas.

## **Updating UltraKey On-line**

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All copies of UltraKey version 4.0.5b and later contain an on-line updater. To automatically update UltraKey on a computer with Internet access, open the Ukey4 folder in Windows or in the Macintosh finder and double-click on Ukey4OnlineUpdater. The updater will look for available updates from the Bytes of Learning web site. If there is a new update, the on-line updater will download and install it on the system. If you have UltraKey installed on a network or have a desktop security program installed, make sure you have write access to the Ukey4 directory and all of its files before running the on-line updater.

## **Reinstalling UltraKey on Windows Systems**

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UltraKey must be uninstalled from the system before you attempt to reinstall.

If you need to reinstall UltraKey your user records will **not** be deleted. Nor will any custom material or program settings. UltraKey will only uninstall the files that it installed, not the files that users have created.

If you should need to reinstall UltraKey after formatting the system's hard drive, you can restore UltraKey records from a backup by restoring the UkeyMgmt directory or by copying the UkeyMgmt directory backup into the new UkeyMgmt directory.

### **If UltraKey is improperly removed**

If UltraKey is improperly removed from the computer, by deleting the UltraKey program folder or UltraKey files, you can still reinstall the program. You can choose to keep the license information or re-enter it.

## **For Further Assistance**

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*Before you call or write*, please get a description of the problem and under what circumstances it arises. Error messages are vital.

Technical help is available on-line at: [www.bytesoflearning.com](http://www.bytesoflearning.com)

You can e-mail: [techhelp@bytesoflearning.com](mailto:techhelp@bytesoflearning.com)

You can call or write: **Bytes of Learning Incorporated**

60 Renfrew Drive, Suite 210, Markham, Ontario, Canada L3R 0E1

Tel. (905) 947-4646 or **1-800-465-6428** Fax: 905/475-8650 [www.bytesoflearning.com](http://www.bytesoflearning.com)