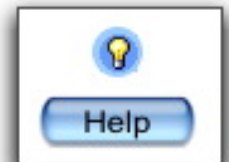


# Working with Data

Updating  
Networking  
Transferring Files Between Computers  
Dedicating an Attendance Computer  
Importing & Exporting  
Recovering Damaged Files  
Troubleshooting Crashes



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# Install Only One Copy of the Studio Organizer

## This is Very Important. Please Read this Page!

It's very important to be sure you have only one functional copy of the Studio Organizer installed on your computer. Since the 30 day trial and the full working version are the exact same files, there is nothing more to download or install when you purchase. Simply enter your Registration Code to disable the 30 day trial limitations.

Please be sure you have not installed more than one copy of the Studio Organizer on your computer. Also, please do not copy the *Studio Organizer* folder to another location on your hard drive as a backup. If you do either of these you will have more than one functional copy of the Studio Organizer installed on your computer. This can create tremendous problems, especially if you are unaware you are using two different copies of the software.

Sometimes users will download and install several copies of the free 30 day trial. They'll purchase, register, and begin to enter their data into one copy, then a few weeks or months later open a duplicate copy of the software that only contains the sample data. They'll see the software has not been registered and think all their data has been lost when in fact it's in a different set of files.

Another problem might be a user enters ten new student records into one copy of the Studio Organizer. The next day they inadvertently open a *different* copy of the Studio Organizer. Those ten records will not be there. Users that have duplicate copies of the Studio Organizer will email tech support and say their data has disappeared. Unfortunately there is no way to merge or synchronize records from two different sets of files to correct this error.

As you can see, it's very important to be sure there is only **one** copy of the Studio Organizer on your computer. Search your computer's hard drive for "Studio Organizer" and files with a ".tso" extension. If you find more than one Studio Organizer folder, open the *Data* folder and examine the modification dates of the .tso files to determine which files have been modified most recently. Delete the Studio Organizer folder that contains the older .tso files. Also be sure to delete any aliases or shortcuts to the deleted files. Sorry, there is no way to merge or sync data from the old files.

Finally, if you're receiving an error message stating your free 30 day trial has expired, but you know you've already registered your software, this also means you have two copies of the Studio Organizer installed on your computer. One has been registered, and the second has been used for entering your student information. In this case, open the version which has all of your current information and click the Purchase button and follow the steps to register the software. Then find and delete the other, unused Studio Organizer folder.



## the Back Up Snapshot

Backing up is your best insurance policy, and not just from computer problems. Fire, theft, flood, lightning, and power surges are all possible culprits. Failure to back up regularly could result in the loss of months worth of data.

The Studio Organizer makes it easy to back up every day. To create a quick backup, go to the Wizards menu at the top of the screen and select *Backup Snapshot*. This will create a folder on your Desktop containing four backup data files. Just copy this folder to your USB flash drive. Be sure to do this every day. It's fast and easy to backup your data.

The Backup Snapshot Wizard also creates four backup files in the *Data* folder of the Studio Organizer. These are the files that are used when you run the Restore Snapshot Wizard.

Only one set of backup files is stored at a time. Each backup overwrites the previous backup. So create a folder for storing each day's backup files, then backup that folder regularly to an external source. Keep several days or even weeks of backups.

Please don't keep your backups only on your computer. Just in case something unfortunate were to happen to your hard drive or computer **always back up your data to an external source** such as a USB flash drive, tape drive, or external backup drive. Also, take a look at [Dropbox.com](https://www.dropbox.com). It's an excellent online backup service and it's free for low volume customers.

### IMPORTANT!

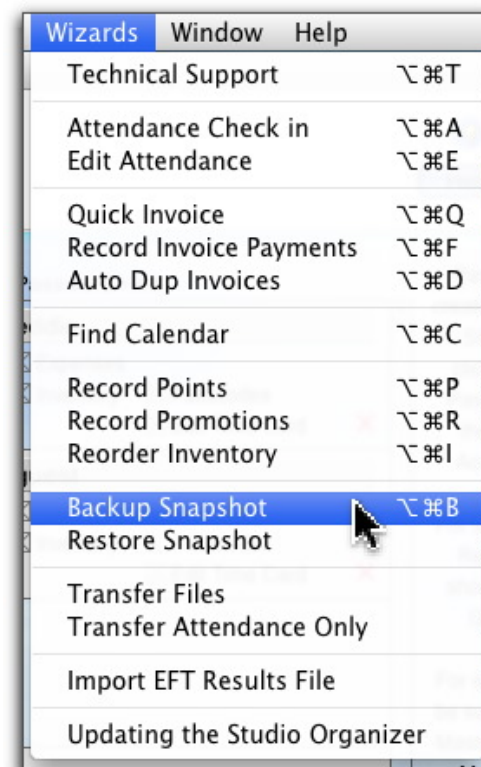
Please do not copy the *Studio Organizer* folder to another location on your hard drive. This will result in more than one functional copy of the Studio Organizer being installed on your computer and if data is entered into two different sets of files, there is no way to merge or synchronize those records to correct this error. Always be sure there is only one copy of the Studio Organizer on your computer at all times.

The backup files created using the Backup Snapshot Wizard modified file names that prevent them from being opened accidentally.

Also, be sure to eject backup disks or tapes, and especially Zip disks, after a backup has been completed. This will prevent a duplicate file from being accidentally opened and used.



tSo Backup 5



# Backup Snapshot Preference & Restoring

## Backup Snapshot Preference

On the General folder tab of the Preferences screen select your backup snapshot options. Select *Backup at Shutdown every 1 day* and the Studio Organizer will be backed up every time you close the program. A numbered backup folder will be placed on your desktop, unless the "Do Not Create a Backup Folder on Desktop" box is checked. Copy this folder to a USB flash drive and take it home for safe keeping.

## Restoring a Backup Snapshot

In order to restore a backup, you must first have created backup files using the Backup Snapshot wizard.

### IMPORTANT!

Be sure to use only the Master password provided with your Registration Code to perform these steps. Admin level passwords will not restore your data correctly.

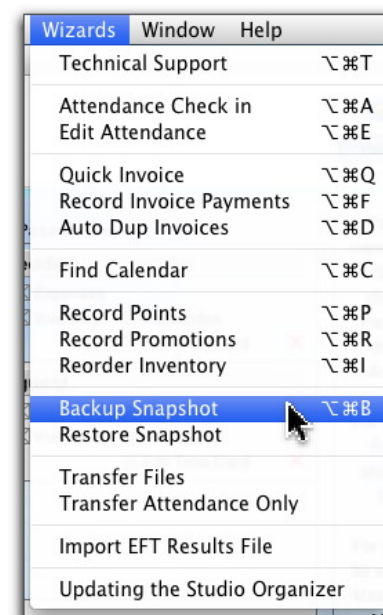
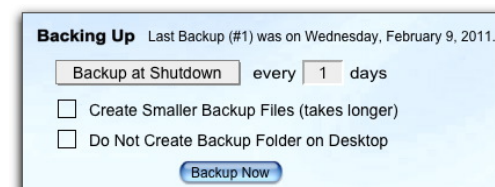
To restore a snapshot, open the Studio Organizer with the Master password then go to the Wizards menu and select Restore Snapshot.

This will completely empty your files, and import the data from the backup files located inside the *Data* folder. The backup files inside the dated backup folder on your Desktop are not used. Restoring cannot be undone.

### ALWAYS Backup to an External Source

Backing up is essential insurance. Computers are far from perfect. Hard drives die, computers are vulnerable to circuit board failure, power surges, fire, theft, flood, earthquake... you name it.

Please be sure to backup your data to an external source on a regular basis. See the next page...



# What about Backup Software?

Backup software is highly recommended.

Since there are many products available ask your computer consultant for recommendations. Here are some important points to keep in mind when using backup software:

- Always Quit the Studio Organizer before backing up.
- Always eject backup disks or tapes, and especially Zip disks, after a backup has been completed. Verify that there is no way to inadvertently open a duplicate or backup database file.
- Ask your consultant about multiple rotating backups for maximum insurance. That means a backup tape or disk for Monday, and entirely different tape or disk for Tuesday and so on. That way if Friday's backup has some problem, you can always try Thursday or Wednesday's backup.
- Ask your consultant about offsite storage of your backup media.
- Ask your computer consultant to provide training for your backup and restore procedures. Your entire staff should know how to backup, and at least one person in the office should know how to restore. Perform a trial restore just to be sure.
- Sorry, the Studio Organizer.com does not support and assumes no responsibility for your third party backup hardware, software or procedure.
- Backing up is the user's responsibility.



tSo Backup 5

# Updating

## Updating the Studio Organizer is Different...

When a new version of the Studio Organizer is released you can easily transfer your data into that version, but the updating process is different than other software programs.

That's because the Studio Organizer was built using FileMaker Pro software, and oddly enough, FileMaker Inc. has never devised a way for end users such as yourself to easily update when a version is released.

Most programming languages keep user data in one set of files, and data entry screens and reports in another set of files. So when an update is released, all the user has to do is download the new data entry screens and reports, and a convenient installer program puts them in the correct location. The user opens the software and all of their data appears exactly as it was, but is displayed in the new data entry screens and reports. Simple!

FileMaker Pro, for some strange reason, keeps user data, data entry screens and reports all in one file. This means the only way to get your data into a newer version of the Studio Organizer is to install the new version on your computer, then *import* your data from the old version to the new version.

This creates a number of potential problems. First, users who have not read these paragraphs will download a new version, open the new update, and think all of their data has been lost!

Second, users must install the Studio Organizer AGAIN, and that means two or more copies of the Studio Organizer will be installed on the computer's hard drive. This creates a potentially confusing housekeeping chore. Users must delete unneeded files, folders, shortcuts and aliases. If a user does not follow the updating instructions, he'll end up with multiple copies of the Studio Organizer installed on his computer.

The third potential problem is importing errors can occur. To overcome these limitations, the Studio Organizer includes an Updating Wizard and data verification that greatly reduces importing errors.

Knowing these limitation exist, why not use a different programming language? Because FileMaker Pro is very, very stable. It runs remarkably well and has for over two decades. There isn't anything else out there that's as powerful, stable and affordable. So the updating dilemma is unfortunate, and not user friendly, but it's not a big enough fly in the soup to throw the whole bowl away.



# Updating the Studio Organizer

You can update from any version of the Studio Organizer to the most current version. It is not necessary to install previous updates. Your Registration Code will transfer along with your data so it's not necessary to reenter your Registration Code. Be sure to install each Studio Organizer update when it becomes available. Updates contain new features, interface & documentation improvements and bug fixes. Before updating, print and read the Version History on the web site for a complete list of what's been added and how to use the new features.

## Master Password Only

Even if you have created other passwords, the first time you open a new version of the Studio Organizer, you must open it with the Master password. This is because the passwords you have created are not included in the version you download from the web site. Any passwords you have created are transferred during the updating process and will be available after you have successfully updated.

## Updating Instructions

To update, open the Studio Organizer with the Master account name and password, then go to the Wizards menu at the top of your computer screen and select *Updating the Studio Organizer*. All the instructions are right on the screen, but here's a brief overview of what you'll do:

**Step 1** Open the version of the Studio Organizer you are currently using with the Master account name and password. Go to the Wizards menu and select *Updating the Studio Organizer*. Click the Begin Wizard button and read the instructions on the screen. When you click the Begin Updating button this backs up all your data and temporarily copies the backup files to your computer's Desktop.

It also locks the current version so if you were to open it accidentally you'll see an error message stating this is an old version. (Click Unlock to open the file.)

**Step 2** Next you'll be taken to the Updating web page. Follow the instructions on the screen to download and install the new version of the Studio Organizer.

**Step 3** Open the new version of the Studio Organizer with the Master password provided with your Registration Code. Click Register Later, then go to the Wizards menu, select *Updating the Studio Organizer* and click Finish Wizard, read the instructions, then click Finish Updating. This copies the backup files from your computer's Desktop into the new the Studio Organizer *Data* folder, deletes the backup files from the Desktop, then imports your data into the new version. Be sure to follow the Cleaning Up instructions carefully to prevent accidentally opening the old version.

# Networking the Studio Organizer

Networking is a great way to share the Studio Organizer with everyone in your office, but it requires additional hardware and software. Networking is an optional feature which allows you to share the Studio Organizer in real time between two to nine computers on a network. (If you wish to network more than nine computers, please contact technical support for details.) You'll need a professional to set up the wiring and hubs.

The Studio Organizer.com does not charge any additional fees for a user to network, however, FileMaker Pro software must be purchased and installed on each computer. You can purchase the FileMaker Pro 11 software from any source you wish, such as [www.softwaremedia.com](http://www.softwaremedia.com). The cost is roughly \$300 per computer. (Do not purchase the Advanced or Server versions.)

Since it's not possible to record attendance while using other features of the Studio Organizer on a single computer, networking is a great way to dedicate a computer to attendance check in, but it's not required. To spare you the expense of networking, the Studio Organizer offers you the ability to dedicate a computer to attendance recording without networking. Please read *Attendance Computer: No Network Required* in the built in Help or the *Working With Data* tutorial.

Purchasing and installing the FileMaker Pro software allows users to network as well as create PDF files, export to Excel, and more.

## **FileMaker Pro Updates and Upgrades**

From time to time FileMaker Inc. releases updates to it's software. An update is a minor change to current version (for example FileMaker Pro 11v01 users *update* to version 11v02) and users can usually download updates free of charge from [www.filemaker.com](http://www.filemaker.com). The network administrator should always download and install minor updates to FileMaker Pro on each computer using the Studio Organizer.

Less frequently, FileMaker Inc. will release an upgrade -- which is a newer version with a higher version number. For example FileMaker Pro 10 users *upgrade* to FileMaker Pro 11. Upgrades offer a significant number of new features and improvements, and as a result FileMaker Inc. charges an upgrade fee, usually 50% of the original purchase price.

If an upgrade is required to use newer versions of the Studio Organizer, this will be noted in the Version History. The user can choose not to upgrade FileMaker Pro and continue to use an older version of the Studio Organizer which does not require the upgrade, or purchase the upgrade. FileMaker Pro upgrade costs are the responsibility of the user.

# Setting Up Your Network

## Network Hardware Required

Since networking is a job best left to a professional, please ask your computer expert to print this article. In order to network the Studio Organizer, you must have a computer network installed at your location. This requires additional hardware such as a router or hub, wiring, ethernet cards, etc. If you have questions, please email technical support but be advised, the Studio Organizer tech support probably won't be your best bet if you have network hardware or operating system questions. We'll be happy to help, but our area of expertise is with the Studio Organizer software.

## FileMaker Pro Software Required

The StudioOrganizer.com does not charge any additional fees for a user to network, however, FileMaker Pro software must be purchased and installed on each computer. The Studio Organizer ships with a *runtime* version of the FileMaker Pro software. The runtime is limited in that it does not allow users to create database files, network, create PDF files, or export to Excel.

So when you purchase the FileMaker Pro software, you're buying a powerful, easy to use tool you can use to create your own databases. You can purchase the FileMaker Pro software from any source you wish, such as [www.softwaremedia.com](http://www.softwaremedia.com). The cost is roughly \$300 per computer. (Do not purchase the Advanced or Server versions.) You can also purchase directly from FileMaker.com if you'd like a volume discount.

Please note there is no way to bypass the purchase of the FileMaker Pro software. Do not attempt to use any form of File Sharing or Remote Access software to share the Studio Organizer files. This will result in damage to your files.

After you have installed your computer network and purchased one copy of FileMaker Pro per computer you can begin to configure your computers.

### Step 1 Install FileMaker Pro

Install the FileMaker Pro software on each computer. If each copy of FileMaker Pro has a unique Registration Code, use each FileMaker Pro Registration Code only once. Do NOT re-use a FileMaker Pro Registration Code unless it is a multi-user Registration Code.

If you have purchased one Registration Code for many computers (a volume license) do not attempt to install FileMaker Pro on more computers than your volume license allows. This will cause networking to fail.

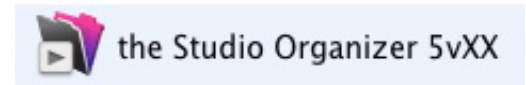
## Step 2 Designate a Server

Pick one computer that will be the server or host. We'll refer to this computer as the *server*, but that doesn't mean this computer should be a high end computer or one that's marketed specifically as server. It should just be a fairly fast machine and it should be the one where the Studio Organizer will be running in the foreground most of the time. As soon as you switch to a different program on the server the performance of all the guest computers will drop significantly.

Your server will be the only computer that has the Studio Organizer files installed on the hard drive. The guest computers should only have the FileMaker Pro software installed on them.

Once you have selected a computer to be the server, install the FileMaker Pro software and the Studio Organizer on this computer. If you are using FileMaker Pro Server, place the *Studio Organizer* folder inside the FileMaker Pro Server folder.

All of the other computers you will network will be called *guest* computers. Do not install the Studio Organizer on any guest computers.



## Step 3 Remove the Runtime & Move Plugins

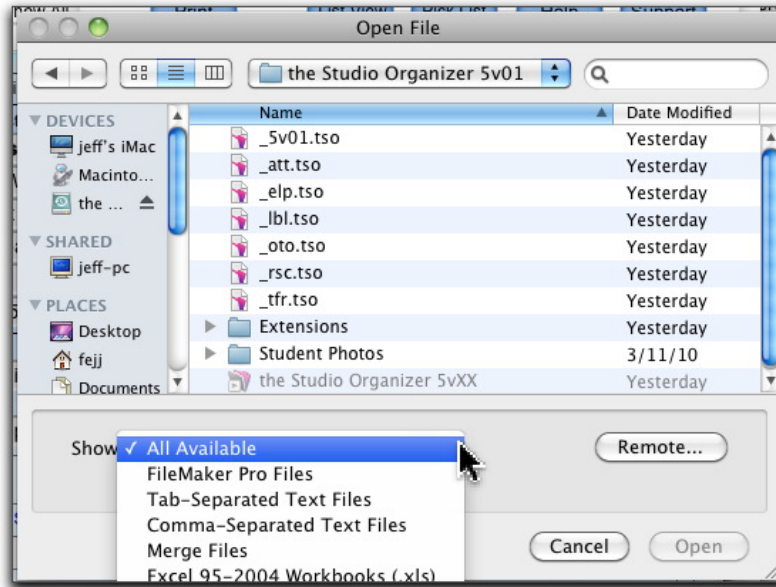
Open the *Studio Organizer* folder on your server.

PC users open the *Data* folder.

Delete the Studio Organizer application. The application file is named *the Studio Organizer 5vXX*, where XX is the version number. This is a runtime version of FileMaker Pro which is not networkable. Trash it. This is done as a precaution to prevent the Studio Organizer files from being opened with the runtime application.

Next, there are several plugins which are automatically installed with the Studio Organizer. Network users must move these files on the server, and copy them to each guest computer.

To do this, open the *Extensions* folder inside the Studio Organizer *Data* folder and copy these files to a USB flash drive or shared network folder: SimpleDialog, SimpleFile, SimpleSound and Blowfish.



Place copies of these files in the *Extensions* folder inside the FileMaker Pro application folder on your server. (Skip this step if you are using FileMaker Server.) The FileMaker Pro software may have been installed into the Program Files (PC) or Applications (Mac) folder, these are the default installation locations but you can change these when installing the software.

**Step 4** Share the *Student Photos* Folder

Inside the *Studio Organizer* folder is the *Student Photos* folder. Share this folder. Make it readable and writeable for all users of the Studio Organizer.

**Step 5** Launch the Studio Organizer on the Server

Launch FileMaker Pro, go to the File menu and select Open.

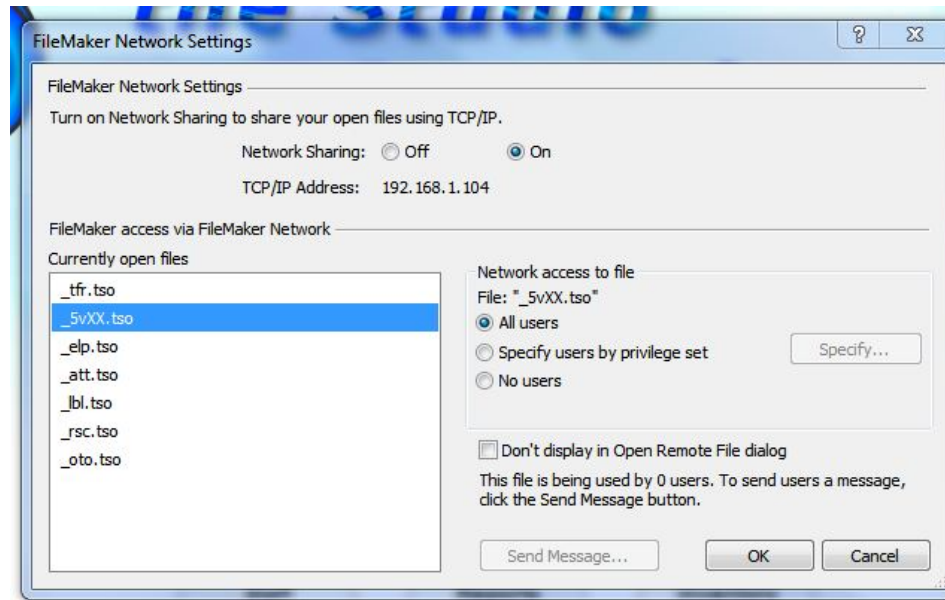
PC Users: Click on the "Files of types:" drop down menu, scroll *up* and select "All files (\*.\*)"

Mac Users: Click on the "Show:" drop down menu and select "All Available."

Locate the *Studio Organizer* folder.

PC users open the *Data* folder.

Locate and open '\_5vXX.tso' (XX is the version number). When prompted for a password, enter the Master account name and password.



This will open the Studio Organizer. When the opening sequence is complete you'll be viewing the Main Menu.

### **Step 6** Enable File Sharing

Go the File menu and select Sharing -> FileMaker Network...

Turn Network Sharing On.

Under "Currently Open Files" select each file, then apply these settings:

\_5vXX.tso = All Users, Do NOT check "Don't Display in Open Remote File Dialog"

\_att.tso = All Users, CHECK "Don't Display in Open Remote File Dialog"

\_oto.tso = All Users, CHECK "Don't Display in Open Remote File Dialog"

\_lbl.tso = All Users, CHECK "Don't Display in Open Remote File Dialog"

\_elp.tso = All Users, CHECK "Don't Display in Open Remote File Dialog"

\_rsc.tso = All Users, CHECK "Don't Display in Open Remote File Dialog"

\_tfr.tso = NO Users, CHECK "Don't Display in Open Remote File Dialog"

Click OK. You are now sharing your the Studio Organizer files.

Ideally the only program running on the server should be FileMaker Pro. It should be in the foreground at all times. This may not be possible at all times, but know if you switch to another program or minimize FileMaker Pro, this will slow down the guest computers.

Also, be sure the Studio Organizer files have opened completely on the server before connecting guests. When the opening sequence has been completed, you'll be viewing the Main Menu.

**Step 7** Create a Server Account & Staff Passwords

If you would like to protect the server so it can be left unattended and no one can tamper with the Studio Organizer, you can create a special password just for opening the server that has access to only the Main Menu.

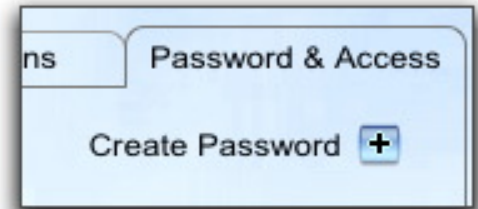
To do this, from the Main Menu, click the Staff button  
Create a new staff record with a first name of Server, last name of Setup.  
Click the Passwords and Access folder tab.  
Click the + button to create a new password for this record.

Account Name = Server Setup  
Access level = Staff  
Password & Hint = {your choice}  
Access = Uncheck all boxes except the Main Menu

While you're on the Staff screen, you can create staff records and passwords for each staff member. Since the Master password cannot be changed, it should never be given to staff members. Creating passwords is discussed in detail in the *School Setup* guide.

Now Quit/Exit FileMaker Pro and open the Studio Organizer as described in Step 4 above, then enter the Server Setup account name and password you've just created. Now, only the Main Menu can be displayed on the server until you quit and re-open with the Master password.

Note: If you quit the Studio Organizer on the server, all guests will be prompted to disconnect. All guests must exit before the server will close the program.



## Step 8 Configure the Guests

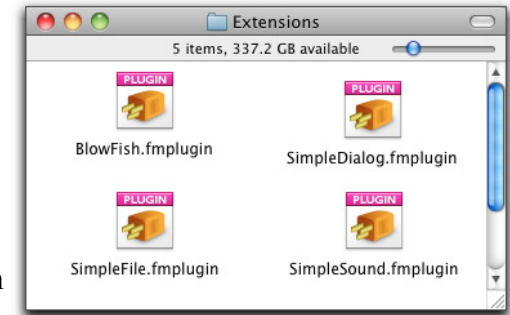
Install FileMaker Pro on each guest computer.

Do not install the Studio Organizer on any guest computers.

Mount the *Student Photos* folder, which is a shared volume located on the server.

Just as you did on the server, copy the plugin files into the *Extensions* folder inside the FileMaker Pro application folder of each guest computer: SimpleDialog, SimpleFile, SimpleSound & Blowfish.

Once FileMaker Pro has been installed and the plugins copied into the *Extensions* folder, you can now open the Studio Organizer on your guest computers. You won't use file sharing or your personal network to open any files. You'll use the FileMaker Pro software to connect to the Studio Organizer files running on the server.



## Step 9 Launch the Studio Organizer on the Guest Computers

To do this, go to each Guest computer and complete these steps:

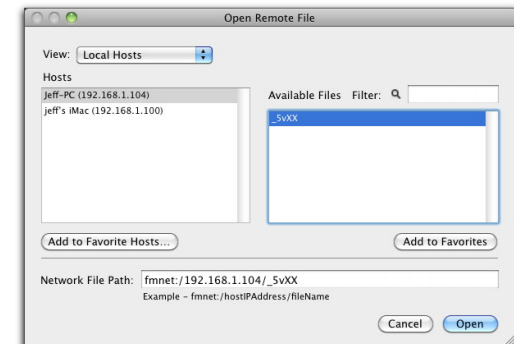
Open FileMaker Pro, then go to File and choose Open, then click the Remote button in the bottom right corner of the screen.

View: Local Hosts

Hosts: {Select your server}

Available Files: `_5vXX.tso`

Select the `_5vXX.tso` file, then click Open, and enter the account name and password you wish to use on this guest computer. Feel free to use the staff passwords created in Step 7. Do not use the Master password or give it to any staff members. The Master password cannot be changed and should be protected.



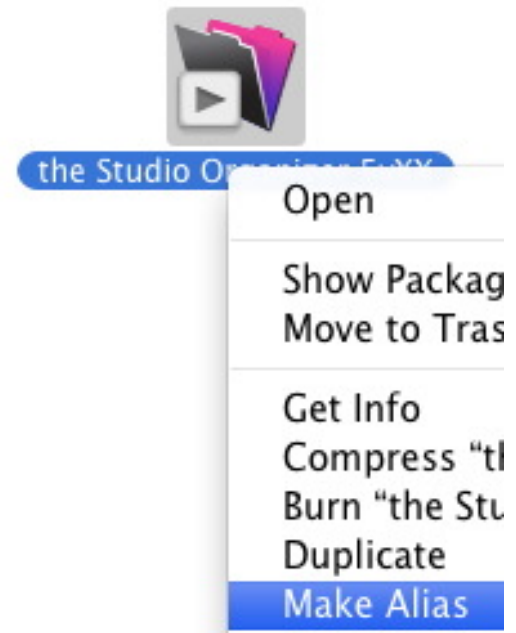
**Step 10** Create a Shortcut or Alias on each Guest Computer

For convenience, create a shortcut or alias of the FileMaker Pro application and place it on the desktop of each guest computer. To do this, open the FileMaker Pro folder and create a shortcut or alias of the FileMaker Pro application file and move the shortcut or alias to the Desktop.

Now you're ready for your guests to open the Studio Organizer. Here are the steps:

- 1) The server must be hosting the files.
- 2) The guest will double click the FileMaker Pro alias or shortcut, or open the FileMaker Pro software in any fashion you wish.
- 3) After FileMaker opens, select Open from the File menu, then click the Remote button.
- 4) Select the Host, then double click `_5vXX.tso`.
- 5) Enter a staff account name and password you've created.

Congratulations! You're now ready to begin to use the Studio Organizer on each of your networked computers.



# Important Networking Facts

## Inserting Student, Staff and Inventory Photos or Images

In order for student, staff and inventory photos or images to appear on all computers on the network, they must be stored inside the shared *Student Photos* folder on the server. This shared volume must be mounted on each guest computer. Photos will not display if the shared *Student Photos* volume is not mounted prior to launching FileMaker Pro.

Photos and images can only be inserted from a guest computer by selecting the image from the shared *Student Photos* folder. To insert a photo go a guest computer and 1) single click the + sign to the right of the student photo field. 2) In the Open dialog box that appears, locate and open the shared Student Photos folder that resides on the network. If you cannot view the shared Student Photos folder, ask your network administrator to correct this. 3) Select the correct image file, then click the Open button.

Mixed networks (Macs and PCs) will only display student photos if the "Store only a reference to the file" box is unchecked when the photo is inserted. Use caution with this option since this stores the entire image file in the database. Images larger than .5 megabyte should not be used. Large files will dramatically decrease the screen refresh time of guest users. Also, FileMaker Pro has a known problem with storing many large (greater than 1 megabyte) image files and file corruption is common.

## Here are some important network reminders:

- There is no Save command. All of your data is automatically saved to the server when you switch to a different screen, hit the ENTER key on your number pad, or quit.
- Only one user can modify a record at a time. Hit the ENTER key on the number pad to save the changes you've made to a record and release that record for another user to modify.
- If the server is not running the Studio Organizer in the foreground, all guests will experience slower than normal response times.
- Large graphic files inserted with "Store only a reference to the file" unchecked with cause slow screen refreshing. Images larger than 1 megabyte are especially problematic and prone to corruption. Use caution.
- All guests must quit the Studio Organizer before the server can shutdown.
- Transferring files and updating to a new version of the Studio Organizer must always take place on the server, using only the Master password.
- Do not give out the Master password to staff members. It provides full access, and cannot be changed.

# **Transferring Files Between School & Home**

# Transferring Files Between School & Home

## REGISTERED USERS ONLY

Would you like to be able to take your the Studio Organizer data home for the evening, do some work, then bring all your changes back to the school computer? You can use the Transferring Files Wizard to move your data between any computers you wish. You can even transfer data from a Macintosh to a Windows computer.

Many school owners do this on a daily basis. It's not difficult, but it does require a bit of computer know how.

### IMPORTANT!

You can use the Studio Organizer on only one computer at a time. With the exception of attendance recording you can't use the Studio Organizer on two different computers, then later merge the data back into one file. If you wish share the Studio Organizer on several computers, please read the *Networking* article in the *Working With Data* tutorial or the built in Help.

What if your staff would like to run a report? Or lookup a phone number while you're working on your data at home? No problem, as long as they don't edit or add any student data.

### Your Registration Code

When you update, transfer files or restore a backup snapshot, your Registration Code automatically transfers along with all of your other data.

### Master Password Only

Please be sure to use only the Master password provided with your Registration Code to perform these steps.

### Network Users

Transferring files must always be performed from the server computer, with no guests connected.

### Installing the Studio Organizer

First, it's important to use the same version of the Studio Organizer on both computers. If you've already downloaded the *Setup\_tso5.exe* or *Install\_tso.zip* file, you can copy that file to a USB flash drive and install the Studio Organizer on the second computer. Please do not transfer files between two different versions of the Studio Organizer. If you have 5v12 on one computer and 5v15 on the second computer, this will result in several error messages and possible loss of data.

## Installing the Bar Code Font

If you'd like to print bar codes, the Code 39 bar code font must be installed on each computer. The Code 39 bar code font and instructions are inside the *Bar Coding* folder inside the *Studio Organizer* folder.

## What You'll Need

To transfer the Studio Organizer back and forth between school and home, you'll need some way of copying large files, like a USB flash drive, or Dropbox.com (a free online backup service.)

Burning CD's to transfer files is not recommended, since Windows users will find all files are locked when copied from a CD. Emailing yourself the files is not recommended because the files are too large, and may be damaged in transit.

The Studio Organizer.com does not provide training or support for copying files since this involves using your operating system. If you're not sure how to copy files, please ask your computer consultant for hands on training.

### Step 1 Begin Transfer Files Wizard

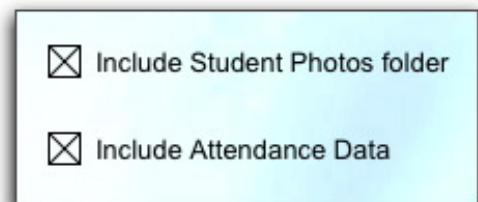
Let's say you have a *home* computer and *school* computer, and it's the school computer that has your current data on it. Open the Studio Organizer with the Master password on the school computer, go to the Wizards menu and select "Transfer Files."

Read this instructions on the screen. Be sure to check both the "Include Student Photos Folder" check box, and the "Include Attendance Data" check box, then click the Start button. This will place copies of your backup files on your computers Desktop.

Quit the Studio Organizer. Be sure to let your staff know not to make any changes.

### Step 2 Copy the Backup Files from the School Computer

Locate all four Backup files and the *Student Photos* folder on your computers Desktop, and copy them to your USB flash drive or copy them into your Dropbox.com folder.



**Step 3** Copy the Backup Files to the Home Computer

Now take your USB flash drive home and if the Studio Organizer is not installed on that computer, install the same version on the home computer. Do not open the software just yet.

Next, copy the files from the USB flash drive or Dropbox.com folder onto your home computers Desktop. Be sure you copy the files to your Desktop -- do not create shortcuts or aliases of the files.

**Step 4** Finish the Transfer Files Wizard

Now open the Studio Organizer with the Master account name and password on the home computer. If this is the first time you've opened this copy of the Studio Organizer, you will be asked to register the software. Click Register Later. Your Registration Code will be transferred along with your data.

Go to the Wizards menu at the top of the computer screen and select "Transfer Files." Be sure to check both the "Include Student Photos Folder" check box, and the "Include Attendance Data" check box, then click the Finish button.

This will move your backup files and *Student Photos* folder into your the *Studio Organizer* folder, then delete those files from your computers Desktop. Your Registration Code is included with your data, so there's no need to register again, unless you're transferring data with an expired Registration Code.

Now you're in business on the home computer. You can record attendance, print letters, certificates, do whatever you wish. Once your done working on the files at the home computer, you'll simply perform the same process again.

- Wizards -> Transfer Files -> Start creates backup files on your Desktop.
- Copy them to a USB flash drive or your Dropbox.com folder.
- Go to the school computer, copy all the backup files onto the School computers Desktop, overwriting the old files.
- Open the Studio Organizer with the Master password and begin the Transferring Files Wizard.
- Click Finish.

That's it. Now all the changes made on the home computer have been transferred to the school computer.



\_Backup\_data.tso



\_Backup\_att.tso



\_Backup\_lbl.tso



\_Backup\_oto.tso



Student Photos

# More About Transferring Files

## Take Your Data Home, but Keep Recording Attendance

Yes, you can take your data home for the evening and keep recording attendance at school.

While at home, you can make changes to anything except attendance data.

Meanwhile back at school, only attendance records will be saved on the school computer. Your staff cannot change any other information. They can create reports, lookup student info, etc. but any changes they make will be lost. So if something needs to be changed, have them leave you a note.

Include Attendance Data

To use this feature you'll perform the Transferring Files steps, but when you run the Transferring Files Wizard *uncheck* the "Include Attendance Data" check box, both when Starting and Finishing the Wizard. This will transfer all of your data *except* the attendance data file.

## Skip Transferring Student Photos

If you've been transferring files between computers for a while and none of your student photos have changed, you can uncheck the "Include Student Photos Folder" check box. This will speed things up when you copy your backup files between computers because the *Student Photos* folder can get quite large. There's no need to move it around if both computers already have the same *Student Photos* folder with the same files.

Include Student Photos folder

Please note: The image files for your Student photos must always be stored in the *Student Photos* folder. If these files are anywhere else on your computer, they will not transfer properly when transferring files or updating to a newer version.

## Avoid Duplicate Installations

At all times there must only be one copy of the *Studio Organizer* folder on each computer's hard drive. Failure to diligently observe this rule will result in two entirely different copies of the Studio Organizer installed on your computer, and you could end up entering data into two different sets of files. This is explained in detail in the beginning of the *School Setup* tutorial. Please be sure you understand this important housekeeping chore. It's a very common technical support issue -- knowledge is power. Don't let this happen to you.



# Updating to a New Version when Transferring Files

If you are regularly transferring files between two computers and a new update to the Studio Organizer is released, you must update both computers. Transferring File between different versions of the Studio Organizer on a regular basis is not recommended.

Please print and read *Transferring Files... Between School And Home* before proceeding.

## Master Password Required

You can only use the Master password provided with your Registration Code to perform these steps.

## Updating to a New Version of the Studio Organizer

When a new update of the Studio Organizer is released you can install the update on both the school and the home computers.

First, go to the computer which has the most recent data, let's say this is the school computer, and you've been using Version 5v01, and you'd like to update to Version 5v02.

Open the Studio Organizer 5v01 on the school computer and go to the Wizards menu. Select "Updating the Studio Organizer." Follow these steps to update and transfer your data into Version 5v02. Once the school computer has been updated to Version 5v02 you're ready to move your data to the home computer.

Run the Transferring Files Wizard on the school computer, be sure to check both the "Include Student Photos Folder" and "Include Attendance Data" check boxes, then click Start. Copy the backup files to your USB flash drive. (Please print and read *Transferring Files... Between School And Home* in the built in Help for all the details.)



\_Backup\_data.tso



\_Backup\_att.tso



\_Backup\_lbl.tso



\_Backup\_oto.tso



Student Photos

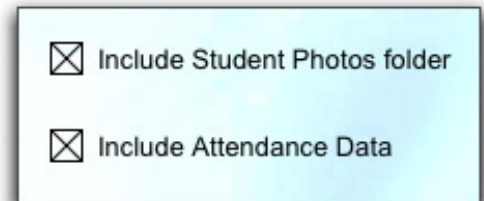
Next go to the home computer and delete the entire the *Studio Organizer* folder from your computers hard drive. Also delete all aliases or shortcuts to the old program and delete any old backup files which may be on the Desktop. Don't worry. All of your data on your USB flash drive.

Next, download and install the Studio Organizer 5v02 on the home computer. If this computer does not have an internet connection, you can download the Studio Organizer 5v02 installer file from a computer connected to the internet, then copy that installer file on to you USB flash drive. The installer file is called *Setup\_tSo5.exe* for Windows users and *Install\_tSo5.zip* for Mac OS X users.

After you have the Studio Organizer 5v02 installed on the home computer, copy the backup files from the USB flash drive to the Desktop of the home computer.

Open the Studio Organizer on the home computer with the Master password, go to the Wizards menu and select "Transfer Files." Be sure to check both the "Include Student Photos Folder" and "Include Attendance Data" check boxes, then click Finish.

That's it! You just updated both computers.



### **Registration Code Transfers with Data**

When you update, transfer files or restore a backup snapshot, the Registration Code transfers along with all of your other data.

There's no need to enter your Registration Code before hand, however if your Registration Code has expired since your last backup and you restore that backup, it will be necessary to enter the new Registration Code.

# **Dedicating a Computer to Attendance Recording**

# Dedicating a Computer to Attendance Recording

If you would like to have a computer that only records attendance and you don't mind gathering your attendance data at the end of the day, you don't need to network, you can simply set up a computer at the front desk. By placing a bar code scanner within reach and the computer monitor facing the student, students can check themselves in and view the greeting screen.

Networking is by far the best way to share your data between computers, but networking costs money. This workaround is free, but your data is not automatically updated; you'll use helpful Wizards as explained below.

Please print and read *Transferring Files... Between School And Home* in the built in Help before reading these instructions. This is a bit technical, so if you don't understand these instructions please do not proceed without asking your computer guru for assistance.

The Front Desk computer will *only* be used to record attendance and the Office computer will be used for everything else. No attendance additions or editing should be done on the Office computer while the Front Desk computer is recording attendance. Any changes to attendance records made on the Office computer will be overwritten at the end of the day when you can gather all the attendance data from the Front Desk computer and transfer it to the Office computer.

## Setting Up the Front Desk Computer

First, follow the *Transferring Files Between School And Home* instructions to get all of your data onto the Front Desk computer.

Next, open the Studio Organizer on the Front Desk computer and start recording attendance.

At the end of the day, or whenever you'd like to get your attendance data into the Office computer, go to the Front Desk computer, exit out of attendance check in mode, and select "Transfer Attendance Only" from the Wizards menu. Read the on-screen instruction, then click Start.

This will place a copy of your attendance backup file on your computers Desktop. The file is called *\_Backup\_att.tso*.

Copy this file to your USB flash drive and take it to your Office computer. Copy the *\_Backup\_att.tso* file from your USB flash drive onto the Desktop of the Office computer. Or use your computer network to transfer the *\_Backup\_att.tso* file to the Office computers Desktop.

Open the Studio Organizer on the Office computer and go to the Wizards menu and select "Transfer Attendance Only" click Finish.

This will move all of the attendance data collected on the Front Desk computer into the copy of the Studio Organizer you have installed on the Office computer.

Go ahead and review this data, make changes, add students or do anything you wish. Just be sure the Front Desk computer is not being used to record attendance.

When it's time to start recording attendance at the Front Desk again you'll want to transfer all of your data to the Front Desk computer. This is done so all the changes you've made, including new student records will be available on the Front Desk computer. Follow the Transferring Files Between School and Home instructions and transfer your data to the Front Desk computer. Now all the new students that recently enrolled can begin recording attendance.

If a student's record is not on the Front Desk computer a *Student Not Found* error message will appear when they try to check in.

### **WARNING!**

Do not do any data entry other than attendance recording on the Front Desk computer. Users at the Front Desk can look up information, print ID cards, or create reports. They cannot create new records or modify data. This machine will *only* record attendance.

While the Front Desk computer is in use recording attendance, do not enter or edit any attendance records on the Office computer. These changes will be lost when you transfer the attendance data from the Front Desk computer.

# Installing on a Computer with No Internet Connection

Would you like to install the Studio Organizer on a computer that is not connected to the internet?

## Option 1

If you have an internet connection and a USB flash drive you can download the installer file and copy it to your Flash drive.

To do this, visit [www.StudioOrganizer.com](http://www.StudioOrganizer.com) and download the most current version. When asked if you'd like to Save or Run the file, select Save and select the Desktop as the location for the file. Begin downloading.

The installer file is called *Setup\_tSo5.exe* for Windows users and *Install\_tSo5.zip* for Mac OS X users.

When this file has successfully downloaded to your Desktop, copy the installer file to your USB flash drive. You can now take the USB flash drive to the computer that does not have an internet connection and copy the installer file onto the Desktop. Do not attempt to run the installer file from the USB flash drive. Instead copy it to your computers Desktop, then run the installer.

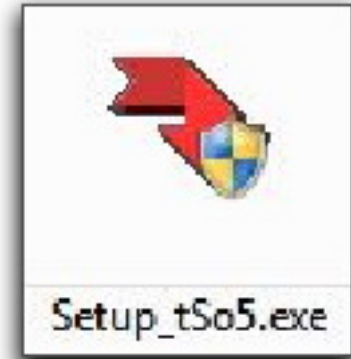
## Option 2

If you already have the Studio Organizer installed on one computer, you can simply copy the entire the *Studio Organizer* folder to a USB flash drive, then go to the computer without an internet connection and copy the *Studio Organizer* folder from the USB flash drive on to the Desktop.

The bar code font will not be installed on this computer so be sure to follow the *Installing The Bar Code Font* instructions in the built in Help.

## Option 3

If you have the most current version on CD, simply take the CD to this computer and install the software directly from the CD. CD's can be purchased from the online store.



# **Importing & Exporting**

# Importing Data into the Studio Organizer

## **Can I import data into the Studio Organizer?**

Yes! If your existing software or spreadsheet allows you to export text files, you can import into the Studio Organizer. However, not all of your data will go gracefully from one program to another. You should be able to import student names, addresses, birthdays, that sort of thing with a bit of trial and error. Invoices, payments, and attendance data will more than likely be problematic.

It all depends on how well the data fields match up. It may take a few attempts to get your import fields to match up properly, so plan on experimenting and deleting. Importing is never perfect. Since importing and exporting data requires quite a bit of trial and error, it's strongly suggested that you ask your computer guru for assistance with this process.

## **Export Format Options**

When exporting data from other sources, experiment with your exporting options. Compatible formats: tab separated text, comma separated text, SYLK, DIF, WKS, BASIC, Merge, Data Access Manager. The Merge format is recommended because it includes the field names. This will make matching up data fields easier.

## **Proper Password Required**

The Studio Organizer allows 30 day trial users to import data, just to see how the process will go before purchasing. Importing will require the Master or Guest password. The Staff password is not permitted to import.

# Importing Terms

Students		
NameFirst	NameLast	zk_Link_pk
Bill	Smith	1000
Fred	Jones	1001

Phones			
Phone	Extension	Type	zk_Link_fk
818-962-4587		Home	1000
818-689-4568		Cell	1000
818-968-9874	112	Work	1000
719-458-8596		Home	1001

## Fields, Tables and the Relational Key

Fields are place holders for data. Examples of fields would be "NameFirst" and "NameLast." Tables are a collection of fields. The Students table contains the "NameFirst" and "NameLast" fields, along with many other fields. Any field starting with the letter 'z' is used for programming purposes, and normally would not be a field your data would be imported into, with one exception.

That exception is the field: zk\_Link\_pk. This number field is a unique identifier for each student. In database terms, it is referred to as the primary *relational key*. If you will be importing data into more than one table, you must have a unique zk\_Link\_pk for each student.

Another table is the Phones table, which contains telephone fields such as "Phone," "Extension" and "Type," as well as a "zk\_Link\_fk" field. This last field is the *foreign* relational key, or link between the Students table, and the Phones table. The use of the word foreign only means there can be many occurs of the same key.

There can be many Phone records for a student. Using the relation keys as a link, we know Bill Smith has three phone numbers, and his home phone number is 818-962-4587. Fred Jones has only one phone number: 719-458-8596.

If you will be importing into more than one table, you must always have matching "zk\_Link" Relational fields in the data you are importing.

As explained below in Step 1, the way to access a related table is to open a window that displays that data. For example, to access the Phones table, click the + button on the Student Info screen to create a new phone record, then select Import from the File menu.

View	Format	Records
<input checked="" type="checkbox"/>	Browse Mode	⌘B
<input type="checkbox"/>	Find Mode	⌘F
<input type="checkbox"/>	Preview Mode	⌘U
<input type="checkbox"/>	View as Form	
<input type="checkbox"/>	View as List	
<input checked="" type="checkbox"/>	View as Table	

NamePrefix	NameFirst	NameLast	Email	AdrStreet1	AdrStreet2	AdrCity
Ms.	<b>Janie</b>	<b>Stevens</b>		2342 West Lake Dr.		Clearlake
Mr.	<b>Fred</b>	<b>Miller</b>	fred@gmail.com	123 Western Way		Clearlake
Ms.	<b>Suzie</b>	<b>Miller</b>	squzeeque@myspace.com	123 Western Way		Clearlake
Mr.	<b>Jason</b>	<b>Givens</b>	jason@email.com	57 W. 13th Avenue	Apt 12	Clearlake

### Discovering Field Names

To find out the exact name of a field in the Studio Organizer, go to the data entry screen that contains the field you wish to know the name of and select "View as Table" from the View menu. The field names are displayed at the top of each column. Explore this screen to gather as many field names as you'll need, then select "View as Form" to return to the normal view.

### Student #'s

If you have student numbers you would like to import, always import them into the "StudentNum" field of the Students table.

# the Importing Steps

Please note: This is not the procedure for updating to a newer version of the Studio Organizer. Please follow the updating instructions to transfer your data to a newer version of the Studio Organizer.

Since importing and exporting data requires quite a bit of trial and error, it's strongly suggested that you ask your computer guru for assistance with this process.

## **Export from the Source**

First, export the data from its original source to a text file. This text file becomes the bridge between the original data and the Studio Organizer. How you will do this depends on the software you are using, but look for an "Export" or "Save as..." command which will allow you to create a text file.

Optional: You may want to open this text file in a word processor, such as Microsoft Word, and remove any unwanted characters which may be appended to the export. (Try using the Find & Replace command in your word processor.)

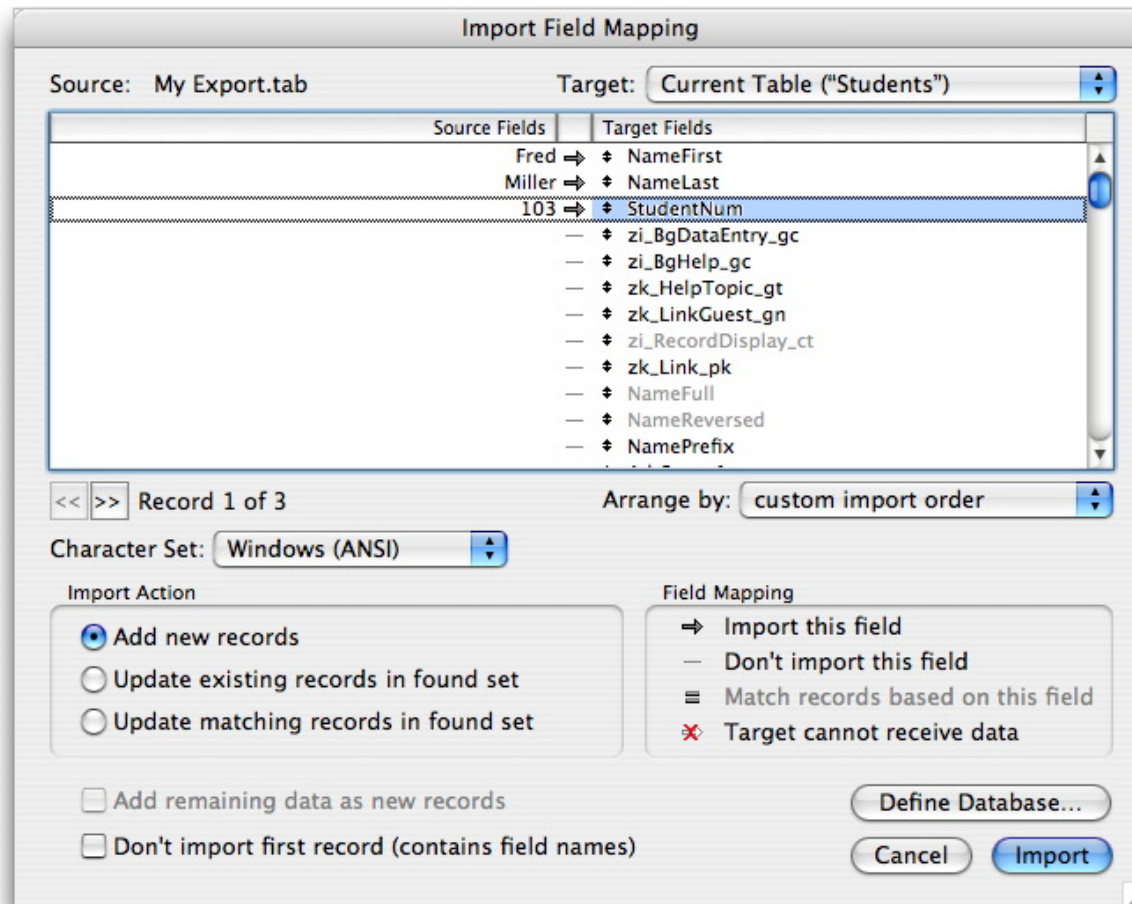
## **Importing Data into the Studio Organizer**

Open the Studio Organizer and go to a screen which contains the type of data you would like to import. For example, if you would like to import student data, go to the Student Info screen. If you would like to import telephone numbers, click the + button on the Student Info screen to create a new telephone record. If you'd like to import inventory, go to the Inventory screen.

Always import your student data first. Then you can import other types of data. If you will be importing into more than one table, you must have a unique relational key field in the data you are importing. This field will match up with the "zk\_Link\_pk" field.

Importing attendance data, go to the Windows menu at the top of the computer screen and select "att" to open the attendance file. (Please disregard the Access Denied screen if you see one.)

Select "Import Records" from the File menu. In the Open dialog that appears PC users click on the "Files of types" drop down menu, scroll *up* and select "All files (\*.\*)" Mac users click on the "Show" drop down menu and select "All Available."  
Select the text file that contains the exported data and click Open.



The Import Field Mapping dialog box is where data fields are matched.

In the Import Field Mapping dialog box you will determine the importing order. To align fields, click on a field name on the right, and drag it up or down to align it with the data on the left.

Use the "Arrange by" drop down menu in the top left corner to get started, then adjust the fields individually as needed.

Click in the center row to place an arrow next to each field that will be imported. Uncheck any fields you do not want to import. Leave "Add New Records" selected, then click Import.

Be sure to check the "Perform auto-enter options while importing" box, otherwise the imported data will be unusable in the Studio Organizer. You will receive an error message stating: *Warning! This record has no Link #.*

Click Import and the importing will begin. A *found set* of imported data will be created.

### **Deleting Imported Data**

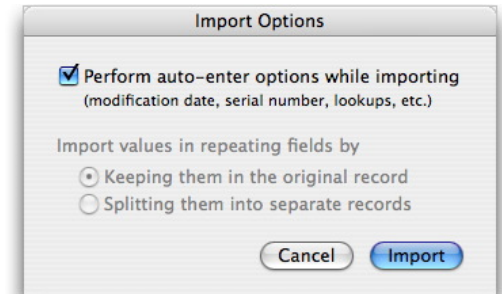
This whole process requires a fair amount of trial and error as you discover which fields contains which data, so it's very likely that you'll want to delete all of your imported data and try again.

To delete your imported data, click the Delete button at the top of the screen, or select "Delete Record" from the records menu. A dialog box will appear with a Delete All button. Click it to delete the entire found set, that is, the records you've just imported. Now you can try your import again...

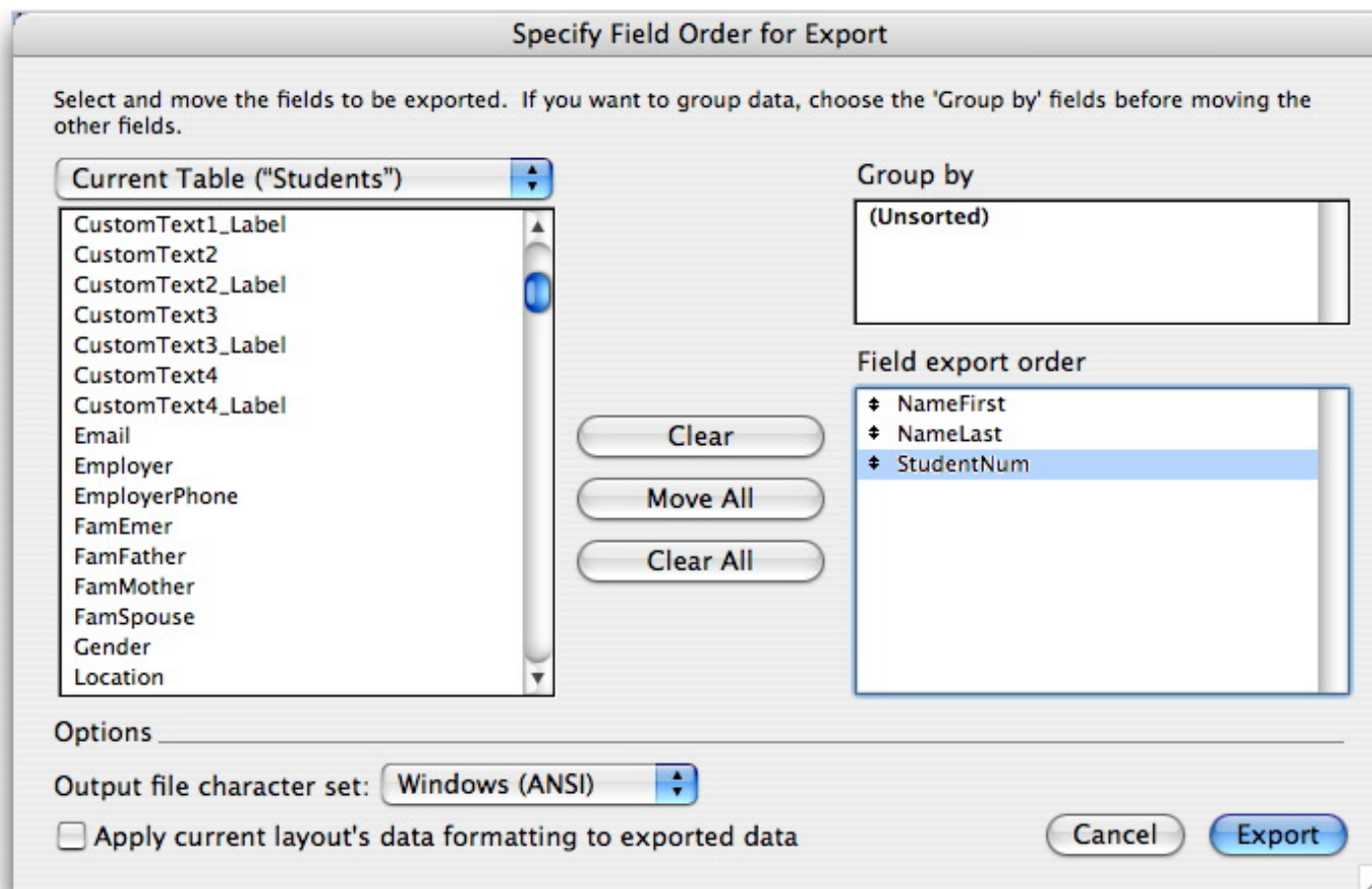
### **Importing Attendance Data**

To import attendance data go to the Windows menu at the top of the computer screen and select Show Window, then select "att" from the sub menu to open the attendance file. (Please disregard the Access Denied screen if you see one.)

Next, go to the Scripts menu at the top of the screen and select Import Attendance File. Next, an Open dialog box will appear. Select the file that contains the data you wish to import. Follow the above steps to align field names and import data.



## Exporting Data



The Export dialog box

# Exporting Data from the Studio Organizer

## Registered Users Only

Please note: This is not the procedure for updating to a new version of the Studio Organizer. Please read *Updating The Studio Organizer* in the built in Help under the Updating category.

Since exporting data requires quite a bit of trial and error, it's strongly suggested that you ask your computer guru for assistance with this process.

## Exporting Formats

Tab separated text, comma separated text, SYLK, DIF, WKS, BASIC, Merge, Data Access Manager.

## To Export Data

Open the Studio Organizer using the Master password.

Select "Export Records" from the File menu. Click the Export button.

In the Save dialog that appears, create a name the export file, and select an export file format from the drop down menu at the bottom.

In the Export Field Order dialog, select a table from the drop down menu above the left column. This will display the fields in that table. (See *About Tables* below.)

Select the fields you wish to export, then click the Move button or double click a field to move it.

Repeat steps 4 and 5 to add more fields to your export file.

Once you have the desired fields on the right, you can change the export order by clicking on a double arrow next to a field name and dragging up or down.

Click the Export button.

## About Tables

In the *Specify Field Order For Export* dialog box you'll find a drop down menu above the column on the left. Click on this drop down menu to select a table. (Tables are grouping of information, such as Students, Phones, Notes, examine this Styles, etc.)

There are many tables to choose from, so drop down menu to determine the fields you wish to export. For example, if you want telephone numbers, you'll want to select one of the Phones tables. The export file you create can contain fields from different tables.

# Troubleshooting Crashes

# Troubleshooting Crashes

If your computer is constantly crashing, especially if the Studio Organizer is the *only* program which is crashing, this a very strong warning sign that there is some form of corruption on your computer. Power failures, hard drive errors, and operating system corruption can all cause problems from time to time. Sometimes the corruption is minor, sometimes expert maintenance is required.

The Studio Organizer was built using FileMaker Pro 11, a database application which has proven to be very, very stable. So if the Studio Organizer is crashing, take it seriously. It's likely the problem will not fix itself. ESPECIALLY if the Studio Organizer is the only program on your computer that is crashing. The problem is not within the Studio Organizer programming, but how those program files are being executed, stored, open and closed on your computer.

At this point, it is highly recommended that you have your computer guru sit down at your computer and follow the instructions below. This is very technical, and if your computer requires serious maintenance, this is something only an expert level computer user should attempt. I've had years of experience with computers, and I can say without reservation getting an expert involved now truly is the fastest, and most efficient path to a healthy computer.

If you are experiencing ongoing crashes, there are several possible reasons:

If you receive an error message stating a file has been damaged and needs to be recovered make a note of the name of the damaged file name then follow the *Recovering A Damaged File* instructions. The file to recover will usually be \_tSo5XX.tso, where XX is the version number.

If the software crashes while using, you may have some form of data corruption, please read *Crashing While Using*.

If the software crashes when you open it, this usually means the application has become corrupted. Please read *Crashing at Launch*.

To restore your backup data from a crashed computer, please read *Recovering From A Crash*.

If none of the above correct the problem, there may be some form of corruption in your computers operating system, or there is a hardware malfunction. Please read *Operating System Corruption*.

# Recovering from a Crash

The Studio Organizer makes it easy to backup your data files. Just go to the Wizards menu and select Backup Snapshot. This will backup your data files, and place a dated backup folder on your Desktop. Copy this folder on to a USB flash drive every day so you're never without a current backup. Now, if your computer crashes, you'll use these backup files to restore your data.

But what if your computer has crashed and you don't have a backup? Fortunately, the backup files are also saved inside the *Data* folder inside the *Studio Organizer* folder. Here's how to retrieve them:

- Locate your the *Studio Organizer* folder on your hard drive. The default installation location for Windows computers is the Desktop. On Macintosh computers, there is no default location, check the Downloads, Desktop or Applications folders.
- Open the *Data* folder and copy these four backup files to a USB flash drive: *\_Backup\_att.tso*, *\_Backup\_lbl.tso*, *\_Backup\_data.tso*, *\_Backup\_oto.tso*. Also copy the *Student Photos* folder.

Next, install a fresh copy of the latest version of the Studio Organizer. (If you're already using the most current version of the Studio Organizer, please read *Reinstalling The Studio Organizer*.)

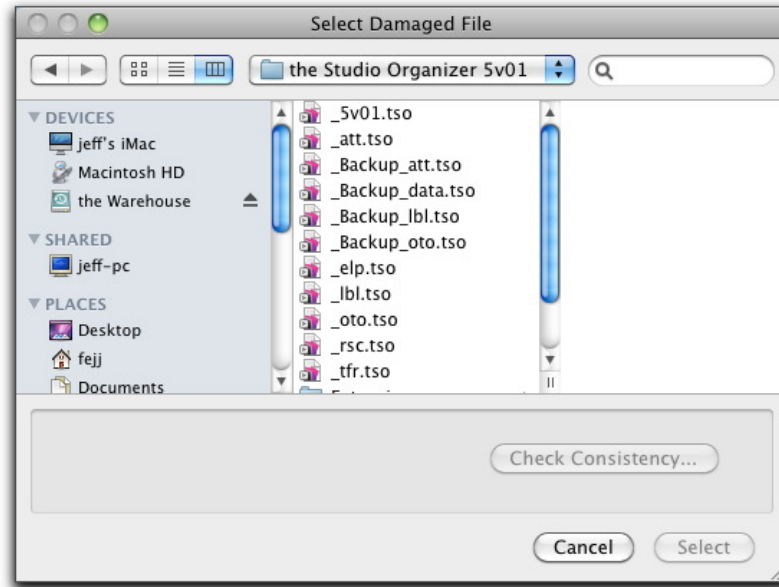
- Open the new *Studio Organizer* folder.
- Copy the *Student Photos* folder from the USB flash drive in the new *Studio Organizer* folder, overwriting the old folder.
- Windows users open the *Data* folder.
- Copy the four backup files from the USB flash drive into the *Data* folder.

Open the new version of the Studio Organizer with the Master password. (Be sure to launch the *new* version. It should be unregistered and contain only the sample data.) Then select "Restore Backup Snapshot" from the Wizards menu in the menu bar at the top of the screen. This will restore your most recent backup data into the new version of the Studio Organizer.

If necessary, go to the Main Menu and click the Purchase button, and reenter your Registration Code. (Your old Registration Code was imported with your backup data. If it's expired you'll have to enter the new Registration Code now.)

At this point you should have all of your backup data in a fresh, registered version of the Studio Organizer.

## Recovering a Damaged File



If you see an error message stating a file has been damaged and cannot be opened, don't worry. The *recovery* procedure will create a new file and salvage as much of your data as possible.

Your Studio Organizer files can become corrupt if you experience crashes, power failures, improper hibernation, or hard drive corruption.

Novice computer users will be over their heads on this one, so please get your computer consultant involved.

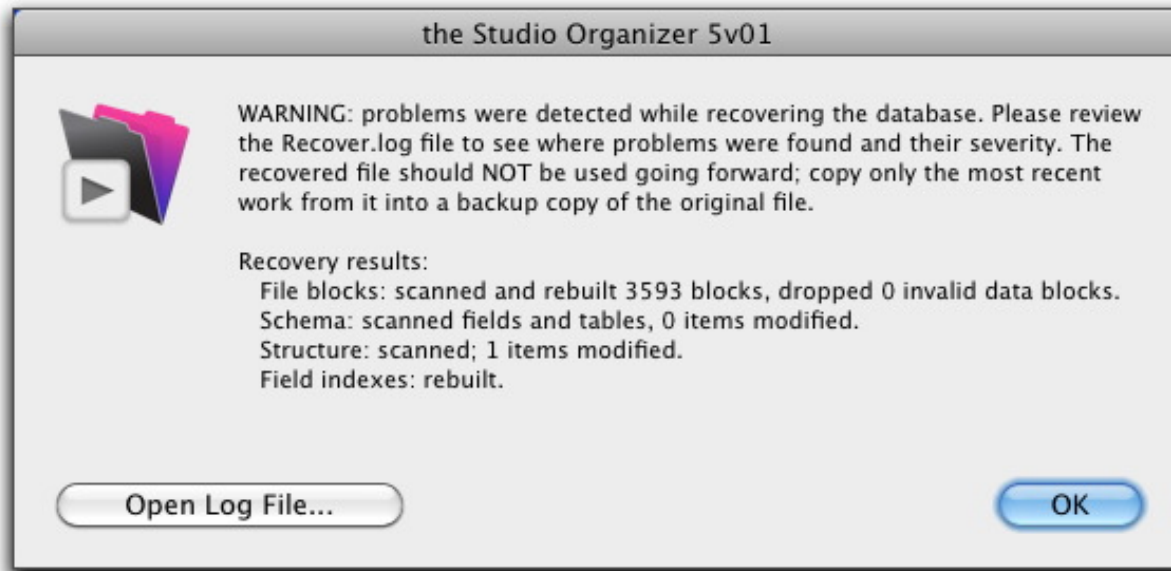
Also, please be sure to back up every day!

### **IMPORTANT!**

Do NOT run Scan Disk, Disk First Aid, Norton Utilities or any other type of hard drive maintenance software until after you've completed the Recovery procedure.

- 1) Quit/Exit the Studio Organizer.
- 2) Hold down these keys while you launch the Studio Organizer: PC Users - Control and Shift, Mac Users - Option and Command (propeller)
- 3) A *Select Damaged File* dialog box will appear.

## Recovering a Damaged File



4) Locate the damaged file. It will be in the *Data* folder inside the *Studio Organizer* folder. Click on the file, then click the Select button.

5) A dialog box will appear displaying the recovery progress; rebuilding layouts and indexes, and cleaning up unused space. Small files will take a few minutes, big files may take a few hours, but when it's done you'll see a dialog box giving you a progress report.

6) IMPORTANT! If this dialog box does not say "dropped 0 invalid data blocks" then the recovery procedure was only partially successful, and some of your data was lost. During the recovery routine, any suspicious items in the database are deleted. You could lose entire records, a few fields or entire screens. No one knows what gets deleted. If this is the case, you have two options:

- a) Restore from your backup if you have one.
- b) Update to the newest version of the Studio Organizer and import your data into the new files.

7) After a file has been recovered, the *Select Damaged File* dialog box you saw in Step 3 will reappear. This happens so you can recover multiple files if needed.

Repeat Steps 3 through 7 until all damaged files have been recovered.

# Recovering a Damaged File

8) When you're done recovering damaged files, click Cancel and the Studio Organizer will open.

9) After you're satisfied all the files you recovered function properly, quit the Studio Organizer, then open the *Data* folder and delete any files with 'old' in the filename. These are the damaged files.

## Finding the Source of Corruption

What caused the file to become corrupt in the first place? Did you improperly insert student photos? Could it be a directory problem or physical defect on your hard drive? Maybe there's an operating system conflict or corruption. It could be the Studio Organizer application itself has become corrupted. Maybe your computer crashed or there was a power failure. (Purchase an uninterruptible power supply.) All these are suspects. The most important thing you need to do after recovering a file is to track down and eliminate the culprit.

How do you do that? Run Norton Utilities, Scan Disk, Disk First Aid or some other hard drive diagnostic. Check your operating system and driver software, reinstall if necessary. Buy a UPS. Train your staff to quit and shut down properly. Whatever you do, don't just ignore it, and hope it goes away.

If you suspect corruption but can't find it back up the hard drive, reformat it and install a fresh copy of the Operating System. Install the latest driver software, download and install an empty copy of the Studio Organizer from the web site, then import your data from your old files. Sound extreme? It's not. You're covering all the bases in a lot less time and if there's a hidden system file that's corrupted, you'll never find it. Wiping the hard drive clean and starting from scratch is fast, efficient & it works.

If this doesn't solve the problem or is beyond your abilities, please get a professional involved. Hire a consultant or take the machine to the repair shop - don't ignore this. The Studio Organizer was created using FileMaker Pro and it's a very solid piece of code. It's your canary in the coal mine. If something's broken so badly that FileMaker won't run, take this seriously.



# Troubleshooting Crashes

## **Crashing While Using**

If you are able to open the Studio Organizer with no error messages regarding damaged files, but using the software inevitably results in a crash, make a note of the steps you are performing when the crash occurs. There could be data corruption issue, or the Studio Organizer application itself could be corrupt.

The most common cause of crashing while using the Studio Organizer is a corrupted image file. If the Studio Organizer consistently crashes when viewing a particular student, the student photo might be corrupted. Delete it from the *Student Photos* folder.

The fastest way to test application or data corruption is to install a fresh, uncorrupted copy of the Studio Organizer. To do this, please read *Reinstalling The Studio Organizer*.

## **Crashing at Launch**

If you receive an error message stating the Studio Organizer application cannot open, this normally means the application itself has become corrupted.

The fastest way to test for this is to install a fresh, uncorrupted copy of the Studio Organizer. To do this, please read *Reinstalling The Studio Organizer*.

## Reinstalling the Studio Organizer

The fastest way to trouble shoot application or data corruption issues is to download and install the Studio Organizer again. Before you do this, add the word ORIGINAL to the *Studio Organizer* folder name. This will prevent you from overwriting your data when you install the new version.

Once you've installed a fresh copy of the Studio Organizer, open it and perform the same steps that caused the crash. If the software still crashes, even with the sample data and a fresh copy of the Studio Organizer application, proceed to the *Operating System Corruption* instructions.

If everything works fine, you can import your data into the new Studio Organizer. Here's how:

- Open the ORIGINAL Studio Organizer folder.
- Windows users open the *Data* folder.
- Locate and copy these four backup files: *\_Backup\_att.tso*, *\_Backup\_lbl.tso*, *\_Backup\_data.tso*, *\_Backup\_oto.tso*.
- Open the new *Studio Organizer* folder.
- Windows users open the *Data* folder.
- Paste the four backup files.

Open the new version of the Studio Organizer with the Master password, then select "Restore Backup Snapshot" from the Wizards menu in the menu bar at the top of the screen. This will restore your most recent backup data into the new version of the Studio Organizer.

Experiment with this new version. If everything works properly, let's retrieve your *Student Photos* folder. To do this, quit all versions of the Studio Organizer that might be running and open the ORIGINAL Studio Organizer folder and copy the *Student Photos* folder. Next, open the new Studio Organizer folder and paste the *Student Photos* folder, overwriting the folder that's already there.

Now, with the Photos in place, open the software and experiment. No crashes? Congrats! You've solved the problem. If crashing continues, the photos could be the culprit. Please read *Student & Staff Photos* in the built in Help for important information about your photos.

**Be sure to clean up your files as described on the next page.**



*\_Backup\_data.tso*



*\_Backup\_att.tso*



*\_Backup\_lbl.tso*



*\_Backup\_oto.tso*



Student Photos

# Cleaning Up After Reinstalling

You can move the *Studio Organizer* folder to another location, with these warnings:

- 1) Always quit the Studio Organizer before moving the *Studio Organizer* folder.
- 2) Do not move or rename any of the files inside the *Studio Organizer* folder or subfolders.
- 3) PC Users: Do not move the *Studio Organizer* folder into the Program Files folder due to problems caused by Windows Virtualization.

## Compress & Backup

After reinstalling the Studio Organizer, be sure to compress the ORIGINAL *Studio Organizer* folder. By creating an archive of the old Studio Organizer folder you will prevent those files from being opened accidentally. You're also keeping an archive of the files on your computer in case you need them in the future.



Finally, to be on the safe side, run the Backup Snapshot Wizard every day. This will create a backup folder on your Desktop. Copy this folder to your USB flash drive and take it home.

## Duplicate Installations

It's possible to install more than one copy of the Studio Organizer on your computer then have two sets of data files which cannot be merged. This is a computer housekeeping issue which is easily avoided. Please read *Only One Copy Of The Studio Organizer*.

# Operating System Corruption

If your computer is crashing even after you've installed a fresh copy of the Studio Organizer this more than likely means there is an operating system or hardware error on your computer.

To determine if your computers operating system or hardware is the culprit, download and install the latest version of the Studio Organizer on a second computer. Open the software with the Master password, enter your Registration Code and experiment with only the sample data.

If all is well, transfer all of your data following the *Transferring Files between School and Home* instructions. Do not include your *Student Photos* folder at first. They may be the source of the problem.

If the Studio Organizer does not crash on the second computer, you know there's an operating system or hardware problem on the first computer. If that's the case, it's time to re-install the operating system on the first computer. This is a task best left to a computer professional who can backup all of your data, reformat the hard drive, then reinstall the operating system. As extreme as this sounds, this is often the fastest (and only) solution.

## Your Computer Guru

If you're not 100% comfortable working with computers, please read *This is Your Brain* in the *Free eBooks* folder inside the *Studio Organizer* folder. If you're unfamiliar with the tasks technical support is asking you to perform, you will need computer professional to visit your computer.

When trouble rears it's ugly head the fastest and most efficient solution is to let a professional tackle the problem.

There's just no substitute for having a computer expert right there in the room with you, teaching you new skills, solving problems, and answering your questions. Computers are complex contraptions and finding your personal computer guru is as important as having a good mechanic or doctor. Don't go it alone, you'll be much more productive if you have an expert computer helper.

Don't want to hire a professional? Ask your students or parents. There's sure to a knowledgeable computer user who will be happy to assist you. Read *This is Your Brain* for more about finding a computer guru.