



Community Therapy Associates Inc.

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License allows:

- Single user can install to several standalone computer sites - disc needs to be inserted in to CD-ROM drive to run
- Multiple users are allowed 1 install to single stand alone PC with single database shared between users - disc needs to be inserted in to CD-ROM drive to run.
- Disc duplication is prohibited.
- Not supported to run on server, networks or tech lab environments

Requirements/Technical Details:

- **Designed for PCs** and will work on all Windows to date (2018)
- By report will work on Mac OSX with "Parallels V 4 or Boot camp and Windows; support on Macs cannot officially be guaranteed.
- Officially only supported in English Windows platforms but tech support may assist for install to other languages (see error 50003 advanced)
- Requires Pentium III or greater, 256 MB Ram, CD-ROM or DVD-ROM Drive (internal – will not install with external CDROM), 200MB Disk Space, 100MB Disk Space for program files, 100MB to print and VGA 800x600. Color printer advised.
- **User who uses STICKIDS needs administrative privileges on the computer**
- Requires original CD in CDROM drive to run each time program is used not just for install.
- No Cd Rom drive or wish not to have disc in to run or limited administrative access issues then for supplemental fee \$60 USD CTA technician can assist for "virtual - non disc load" once disc is bought www.stickkids.com order page.
- 90 day technical guarantee and after sales technical support infotech@stickkids.com Keep your receipt.

INSTALL SUPPORT

- **Turn off antivirus for install as may / can interfere with full install process.**
- On Install when asked always choose to keep newer files. This prompt occurs numerous times keep clicking yes!

Due to ongoing upgrades to Windows and newer Windows there may be errors that may present. If you see these issues use the following supports to get going. If needed contact infotech@stickkids.com stating: when product bought; product ID #, what the error is, steps used to attempt fix, Windows type and wither 32 or 64 bit system, and if user has limited admin access issues.

Tech Support – Basic

ERROR 75 : File or Path not found” Unable to launch STICKIDS

Sometimes after install and when trying to launch for the first time you may encounter this error message.

Resolution:

Before launching STICKIDS try the following

1. Click START button
2. Go to All Programs
3. Go to STICKIDS
4. Right Click on the STICKIDS icon, and select "Run as Administrator"
5. STICKIDS should launch

If on complex system and unsure if you can run as administrator contact your technician onsite to review and as needed see advanced tech support towards end of memo

ALWAYS CHECK FOR PRINTER SETUP (many newer Windows will misposition SticKids printer folder and it needs to be manually moved on the c drive so SticKids can find it

ERROR 50003 (for ALL Systems check for this error after install by printing a planner)

Steps to check printing: 1. Select simple planner such as "Group"; 2. Need to select just 1 picture for this test – say one from "Motion" folder; 3. Click "done"; 4. Click "print preview"

5. Select printer from drop down choices; 5. Click "printer icon in upper left corner; 6. Click "OK". Printing should proceed. If not then program shows error 50003 and follow steps below.

Resolution:

1. Click on Start Button
2. Go to Computer
3. Double click local disk C:
4. Double click "**Program Files (x86)**" folder (NOT Program Files)
5. Double click "**Common Files**" folder
6. Right click on "**Crystal Decisions**" folder and select **copy**

7. Click on Start Button
8. Go to Computer
9. Double click Local Disk C:
10. Double click "**Program Files**" folder (NOT Program Files (x86))
11. Double click "**Common Files**"
12. Click on the "Organize" button near top left of window and select **Paste**
13. Close all open windows
14. Start STICKIDS and test printing via creating a planner.

ERROR: STICKIDS has "not been registered" or "CD appear to be copy"

Sometimes after installing STICKIDS or accidentally running the supplemental "C Drive Registration" Utility, the product Key.txt file doesn't seem to be there, or it is not being read or it is there but empty. We need to "shout the Product ID number at your computer!

Resolution 1:

1. Try uninstalling and reinstalling and try again Remember to turn off antivirus

If still unsolved and resolution 2 below seems too complex please rather contact infotech@stickids.com and we will email a file "Product Key.txt" which has your Product ID number within it and a memo to guide you into how to cut and paste it in. Please supply the product ID number from your Quick Start Booklet you are entering.

Resolution 2:

1. On your computer's c drive navigate to:
c:\program files\STICKIDS folder for 32-bit versions of Windows
or
c:\program files (x86)\STICKIDS folder for 64-bit versions of Windows
2. If a file named **cdrive.id** exists, please delete it.
3. Find **Product Key.txt** file in same folder and open it and re input product ID number by deleting product ID info and replacing with the product ID number you used on install. Do in capitals with no spaces or dashes, be careful not to replace 1 with l etc. Recheck
4. Close and save the file.
5. Restart program

Remember for the first 90 days after buy our tech will support you to get up and running. Start by contacting basic support at infotech@stickids.com. Once appraised if needed you will be escalated for advanced tech support.

Thereafter if advanced SticKids tech support is needed you can pay a fee - see products page at www.stickids.com

Advanced IT Tech Start Up Supports:

Contact your technician to review the following:

STICKIDS was meant to be run on a local computer and not able to be installed on the network itself. STICKIDS was not designed to be run in a domain environment, nor off of a network share

The STICKIDS user also needs administrative privileges on the computer. Users in a domain environment need more elevated permissions to launch STICKIDS, than those users who install on a standalone computer with full administrative privileges.

STICKIDS will only recognise its own database if it's installed on the local computer. If this software is installed on a network share, STICKIDS will fail to launch as it was not designed to look for its own databases on anything but a local drive.

In order to allow all users to see the STICKIDS icon, the icon must be placed in the C:\users\public\desktop folder for Windows Vista / 7. In Windows XP, the icon should be copied to c:\documents and settings\all users\desktop folder.

Run- Time error 339: Unable to launch STICKIDS

Usually occurs when the user launching STICKIDS does not have administrative privileges on the local computer they are using as possibly the case in corporate or school network environments. IT support will need to follow one of the following resolutions. Applies to Windows XP, Vista and Windows 7 domain environments.

Resolution 1:

1. As domain administrator, ensure the local user of the computer running STICKIDS is a Power User
2. Launch STICKIDS

Resolution 2:

1. As administrator ensure that all users have read/write access to C:\Program Files\STICKIDS folder and all files within it
2. In c:\Windows\System32\ folder, the following 5 files must have USER privileges added for Read and Read/Execute.
RIGHTX32.OCX
COMDLG32.OCX
comctl32.OCX
CRAXDRT9.DLL
CRVIEWER9.DLL.

Error 50003 – basic fix not working as missing Crystal Decisions Folder:

Email infotech@STICKIDS.com describing scenario and a zipped file containing Crystal Decisions Folder will be emailed to you. Copy attachment to your Windows desktop, then unzip (open, right click, EXTRACT), transferring to c:\program files\common files

For Error 50003 for Non English Windows

Non English Windows computers will have stored "Common Files" as a different phrase in alternate Windows language such as:

Portuguese - In the directory "C:\Arquivos de programas\Programas comuns"

Spanish - In the directory " C:\Archivos de programa\Archivos comunes"

French – In directory "C:\Program Files\Fichiers communs"

Resolution:

1. Click on Start Button
2. Go to Computer
3. Double click local C:
4. Go to folder "Program Files" or your language equivalent
5. Click on File Menu - select New Folder
6. Create a folder called "**Common Files**" in English
7. For 64 bit system: Double click on your language equivalent of "**Program Files (x86)**" folder (NOT Program Files)

or

For 32 bit system: Double click on your language equivalent of "**Program Files**" folder (NOT Program Files (x86))

Then:

Double click "**fichiers communs**" folder or your language's words for "common files"

8. Right click on your language equivalent "**Crystal Decisions**" folder and select **copy**
9. Go back to your language equivalent of "Program Files" folder
10. Open the new English "Common Files" folder
11. Paste the "Crystal Decisions" folder inside the newly created "Common Files" folder
12. Close all open Windows
13. Start STICKIDS and test printing via creating a planner and printing

For advanced and other tech issues please contact infotech@stickids.com