

# Switched-On Schoolhouse® 2021

## Troubleshooting Guide



# Troubleshoot SOS Home Edition

---

If you experience problems with the installation of your application, try the following actions before calling technical support.

- Close any open applications.
- Restart your computer.
- Disable/turn off any anti-virus software.
- Double-check that your computer meets or exceeds the minimum system requirements. See "[Recommended system requirements](#)" on page 4.
- Back up your SOS application (see the Help file or the "*Reports & Application Functions*" guide for instructions), and then remove the application and reinstall it. For instructions on removing (uninstalling) SOS, see "[Remove \(uninstall\) SOS Home Edition components](#)" on page 70.
- Verify that you have the most recent application and curriculum updates by visiting [www.aop.com](http://www.aop.com).

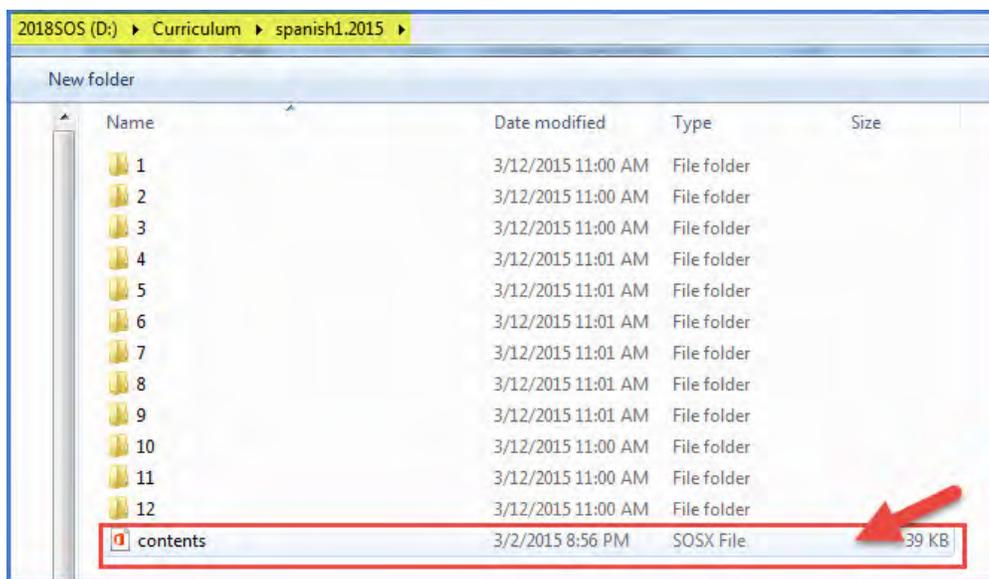
## Common Issues

There are several common issues people encounter. Please take a look at these solutions before contacting technical support.

### Q: When I clicked on a lesson, I was prompted to “browse for folder.” What do I do?

A: This means Switched-On Schoolhouse is not sure where to locate your curriculum. The solution is to copy the lesson's curriculum from the SOS USB flash drive device to the computer's hard drive.

1. Plug the SOS USB flash drive device into a USB port.
2. If the **AutoPlay** window opens, close it.
3. Open the SOS Student application.
4. On the **Home** page, in the **Application** widget, click the **Copy Curriculum** link.
5. A **Find the contents.sosx file of the subject you want to copy** window opens. You need to browse to the drive where the SOS USB flash drive device is plugged into. Typically, this may be your drive **D:**. Browse to the drive, and then double-click the **Curriculum** folder to open it.
6. Double-click the subject folder to open it. Locate the **contents.sosx** file and click it.





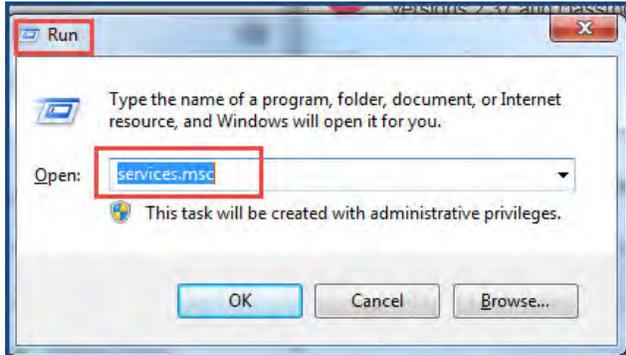
An **Install [Subject name]** window appears.

7. Click **OK** to copy to the curriculum to the location shown in the **Install [Subject name]** window. We REALLY suggest you not change the location. If you have to change the location, click **Browse**, navigate to a new location, and click **OK**.
8. The copy process starts when you click **OK**.
9. When notified that the copy process is complete, click **OK**. You should now be able to access the lesson.
10. Eject the SOS USB flash drive device and put it away in a safe place.

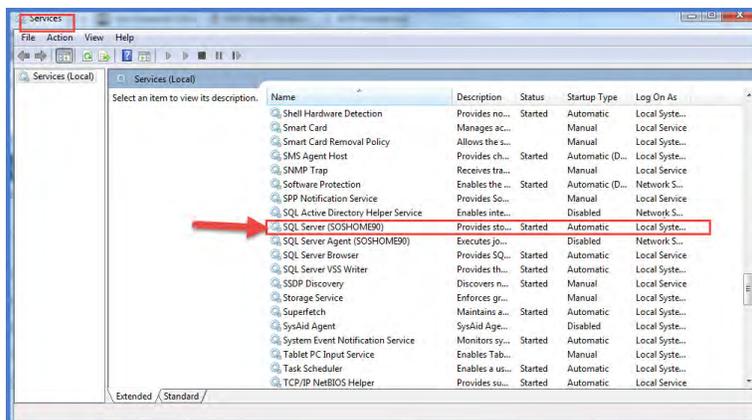
### Q: I have a message telling me I have an invalid database connection. How do I fix it?

A: There are a couple of possibilities. Please check the following:

1. Confirm that your SQL Server Service is running. To do this, hold the **Windows** logo key and press the **R** key to open the system **Run** dialog box.
2. In the **Run** dialog box, type **services.msc** and click **OK**.



3. This opens your **Services Manager** panel. It sometimes takes a few moments to open and list all of the services on your computer that run in the background. Look for **SQL Server (SOSHOME90)**.



4. If the status does not show "Started," right-click the service name and click **Start**. A progress bar displays while it is starting.
5. Close the **Services** window and log in to Switched-On Schoolhouse.



If restarting the SQL Server service did not fix the problem, the problem might be that Windows Firewall is blocking the database connection. If the problem is on the computer with the Client Install, there is a tool on the SOS USB flash drive device to help open the ports on your Firewall specific to Switched-On Schoolhouse. Do these steps on the computer with the Full Install (the one where your database resides).

1. Follow steps 1 -3 above.
2. Open the **InvalidDBConnectionTool** folder.
3. Double-click **InvalidDBConnectionTool.exe**.
4. On the **Invalid Database Connection Tool** window, click **Correct Database**.
5. If you get a message to close the windows, repeat steps 3 – 4 one more time. If you still get a message, call tech support.
6. If you get a successful message, close the window and try SOS Teacher or SOS Student to see if the program is now working correctly.

## Helpful Information

---

This section explains how to access help while in SOS Teacher and also contains instructions for:

- Backing up and restoring your SOS files. See ["Back up and restore your SOS files" on the next page](#).
- Changing your forgotten teacher password. See ["Change \(reset\) your forgotten teacher password" on page 69](#).
- Installing Adobe Acrobat Reader. See ["Install Adobe® Acrobat® Reader®" on page 70](#).
- Removing (uninstalling) SOS Home Edition components. See ["Remove \(uninstall\) SOS Home Edition components" on page 70](#).

### Access Help in SOS Teacher

The **Help Center** widget on your **Home** page is your source for assistance in SOS Teacher. Links to the Help file,



- **Teacher Help** - Access the **Help** file by clicking this link in the **Help Center** widget or by pressing the **F1** key in the upper row of your keyboard from anywhere in SOS. Most of the time you are immediately taken to information about the window, form, or page you are on when you press the **F1** key. The **Table of Contents**, **Index**, and **Search** functions in the left-hand column of the Help file are there to assist you, if you need to find other help. The **Teacher Help** also includes a **Glossary** of terms used in SOS.



## Back up and restore your SOS files

The Backup/Restore feature protects against the loss of data, such as student work, grades, teacher commentary, and other information. This is a convenient way to back up your entire SOS database at any time. Backing up saves everything exactly as it is, so you can restore a previously-created backup should you ever need it.



**Note:** The backup/restore operations can ONLY be performed when there are no students currently doing schoolwork. Before you begin, have all students exit their schoolwork to protect against losing their work.

We HIGHLY recommend you back up SOS every day if possible. *If anything happens to your computer's hard drive, all student work could be lost.* It's also especially important to back up student work whenever students might be away from their computers for any great length of time. You and your students are prompted to back up each time you exit SOS. It only takes a minute or two and saves much time, if you run into problems later.

### Back up your SOS files

Before you begin the backup of your SOS files, keep these points in mind:

- Because the backup file is large, make sure you have enough free space on the default drive location, for example, your local disk drive or C: drive. By default, the installation placed a **Backup** folder to hold the backup files.

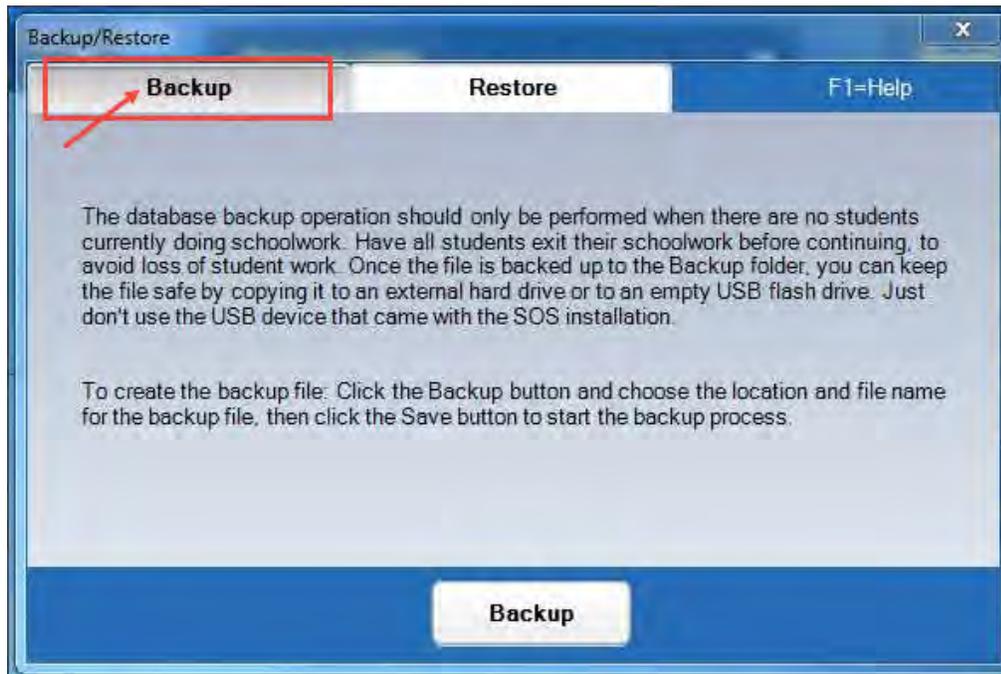


**Tip:** Once the file is backed up to the **Backup** folder, you can keep the file safe by copying it to an external hard drive or to an empty USB flash drive. Just don't use the USB device that came with the 2021 SOS installation.

- You have write permissions to the default drive.
- The file name, including the path, must not exceed 256 characters.

To back up your SOS files:

1. Ensure all your students are logged off.
2. On your **Home** page, in the **Application** widget, click **Backup/Restore**.  
The **Backup/Restore** window appears.
3. Ensure the **Backup** tab is highlighted. This means you want to perform a backup of data.



4. If you are sure, click the **Backup** button. Or, to exit the backup, click the **Close [X]**.
5. The **Save backup file as** window appears. SOS automatically populates the backup folder name as **SOSbackup2018T** on your **C:** drive. It is strongly recommended that you leave the backup file as this name and in this location.
6. Click **Save**.



**Note:** If a backup file was previously created, a message box appears, telling you the file already exists. Click **Yes** if you want to replace it with the new one. |

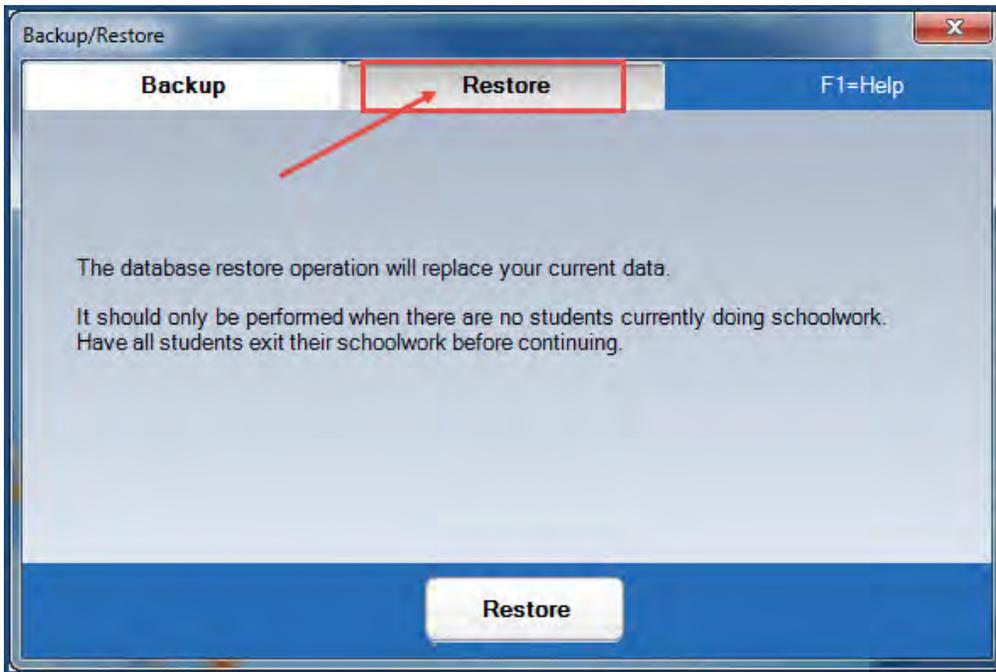
A message may appear telling you the database backup is in progress. Because this process copies the entire database, you may need to wait a few moments.

7. When the process is finished, a message box appears telling you that the backup file was successfully created. Click the **OK** button. You have now backed up your entire SOS database.

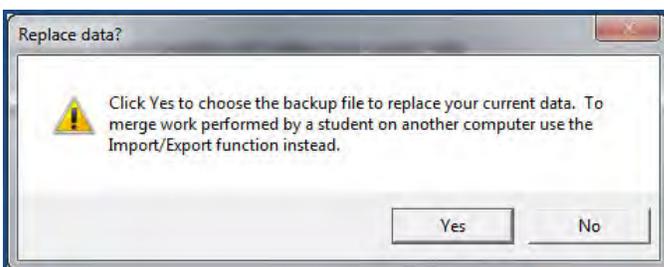


### Restore your SOS backup files

1. Ensure all your students are logged off.
2. On your **Home** page, in the **Application** widget, click **Backup/Restore**.  
The **Backup/Restore** window appears.
3. Click the **Restore** tab to highlight it. This means you want to perform a restore of your backed-up SOS data.



4. If you are sure, click the **Restore** button. Or, to exit the restoration, click the **Close [X]**.



5. In the window that appears, browse to and open the backup SOS database file you want to restore. It is in the new folder you created when you were performing the database backup. Unless you selected a different name, the file is probably called "**SOSbackup2018T**." If you have been retaining copies of previous backups, you may have an incremental number after the "T".
6. The **Backup/Restore** window appears and the restore process starts automatically. A message then appears, telling you that the database restore is in progress.
7. When the process is finished, another message appears telling you that the restore file was successfully created. Click the **OK** button. You have now restored your entire SOS database.

The application closes and you must restart it.



## Change (reset) your forgotten teacher password

SOS does not limit the number of times you can try entering your password if you cannot remember it exactly. If you have totally forgotten your password and can't open SOS, you can reset your password using the utility tool located under the **InstallDisk > Tools** folder contained on the SOS USB flash drive device.

Passwords are:

- Limited to 12 characters.
- Can contain letters and numbers, but no special characters, such as !, #, @, or punctuation marks.
- Are case-sensitive. This means that if you use an uppercase letter, such as M, when setting up the password, be sure that when you enter the password when logging on to SOS or accessing answer keys, you use the uppercase letter M and not the lowercase m.

To change (reset) your forgotten teacher password using the SOS utility tool:

1. On the computer with the Full Install, plug the SOS USB flash drive device into a USB port.
2. When the **AutoPlay** window opens, select the **Open folder to view files** option. Otherwise, use **Windows Explorer** (on Windows 7) or **File Explorer** (on Windows 8.1 and 10) to browse to the drive containing the flash drive device. For example, on your computer, it may be drive (D:).
3. Browse to the **InstallDisk** folder, then to the **Tools** folder.
4. Double-click the **DataUtilities.exe**.
5. When prompted to select a database, choose **SOS Home 2018** and click **Connect**.
6. From the **Commands** list, select **Change Password**, and then click **Execute Command**.
7. At the prompt, enter your new Password twice.
8. Click **Save**.

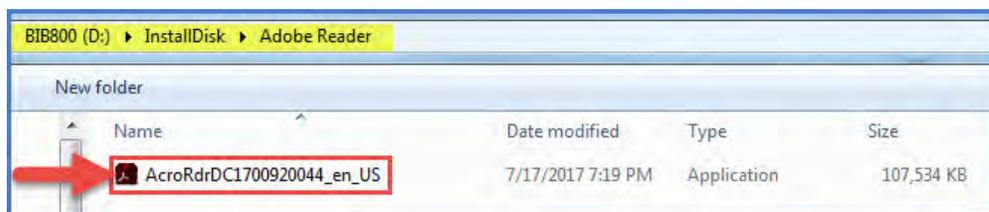


## Install Adobe® Acrobat® Reader®

SOS uses Adobe Acrobat Reader to open PDF files, for example, when printing student reports or when reading assignment instructions. If you do not already have Adobe Acrobat Reader, you can download it from the Adobe website, or install it from the Adobe Reader folder under the **InstallDisk** folder on the SOS USB flash drive device (if you do not have internet access).

These steps explain how to install Adobe Acrobat Reader from the SOS USB flash drive device.

1. Plug the SOS USB flash drive device into a USB port on your computer.
2. When an **Autoplay** window opens, select the **Open folder to view files** option. Otherwise, use **Windows Explorer** (on Windows 7) or **File Explorer** (on Windows 8.1 and 10) to browse to the drive containing the flash drive device. For example, on your computer, it may be drive (D:).
3. Browse the device to the **InstallDisk** folder. Double-click to open it. Double-click the **Adobe Reader** folder to open it, and then double-click the **AcroRdr** application file to install.



4. When installation is finished, eject the SOS USB flash drive device from your computer and put it away for safekeeping. You may need the device again for other tools.

### For additional assistance Contact Technical Support

Email Tech Support [techsup@aop.com](mailto:techsup@aop.com)  
Toll-Free Phone Assistance  
1-866-444-4498