Authoring Manager Install Guide

Find out how to install and configure Authoring Manager

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# Table of Contents

Welcome! .................................................................................................................................7

System Requirements ............................................................................................................9
- Software .............................................................................................................................. 9
- Hardware .............................................................................................................................10
- Compatibility .......................................................................................................................10

Installing Authoring Manager .............................................................................................13
- Running the install program .............................................................................................13
- Running Authoring Manager for the first time .................................................................15
- Connecting to a repository ...............................................................................................15

Silent installations ...............................................................................................................17

Managed installations .........................................................................................................18

What does the install program do? ....................................................................................19

Upgrading Authoring Manager ..........................................................................................21
- Local repository files .........................................................................................................21
- Using Authoring Manager 5 with a Perception 4 shared repository ................................21

Licensing Perception .........................................................................................................23
- Viewing licensing information ..........................................................................................23
- Registering your copy of Authoring Manager ..................................................................25

Uninstalling Authoring Manager .........................................................................................27

Contacting Questionmark .................................................................................................29
Welcome!

Authoring Manager is a powerful tool for creating Questionmark Perception assessments.

This guide describes how to install Authoring Manager 5.

The guide can help you to:

1. Install Authoring Manager
2. Upgrade Authoring Manager
3. License your copy of Authoring Manager
4. Uninstall Authoring Manager

For further information and support, please visit the Perception Product Support site:

www.questionmark.com/perception/help
System Requirements

Before you install Authoring Manager, you should ensure that your system meets the minimum software and hardware requirements. These are listed in the following table.

**Software**

<table>
<thead>
<tr>
<th>Requirement</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Operating system</td>
<td>The machine on which you want to install Authoring Manager must use one of the following operating systems:</td>
</tr>
<tr>
<td></td>
<td>- Windows 8</td>
</tr>
<tr>
<td></td>
<td>- Windows 7</td>
</tr>
<tr>
<td></td>
<td>- Windows Server 2008</td>
</tr>
<tr>
<td></td>
<td>Authoring Manager can be installed on both the 32- and 64-bit versions of the above operating systems.</td>
</tr>
<tr>
<td>Browser version</td>
<td>Internet Explorer 7 or higher is required to view Perception assessments in Authoring Manager.</td>
</tr>
<tr>
<td></td>
<td>If Internet Explorer 7 or higher is not found, the installation program will advise users that it is required but will continue the installation process.</td>
</tr>
<tr>
<td>Shared Repository Service version</td>
<td>Authoring Manager can only connect to versions of the Shared Repository Service that it is compatible with. Authoring Manager 5 is compatible with the following Shared Repository Service versions:</td>
</tr>
<tr>
<td></td>
<td>- 5.x</td>
</tr>
<tr>
<td></td>
<td>- 4.4</td>
</tr>
<tr>
<td></td>
<td>- 4.3</td>
</tr>
<tr>
<td></td>
<td>Before installing Authoring Manager, you should confirm that the version you wish to install is compatible with the Shared Repository Service version being used. If you do not know what version of Shared Repository Service is being used, contact your Perception administrator.</td>
</tr>
<tr>
<td>.NET</td>
<td>Authoring Manager requires <strong>.NET Framework version 2.0</strong> to be installed, and will not work with other .NET versions.</td>
</tr>
<tr>
<td></td>
<td>Depending on the operating system you are using and the type of installation you have, the .NET Framework may already be installed. You can check if it is installed on your machine, and if you are using the correct version, by viewing the list of installed programs in the <strong>Add or Remove Programs</strong> tool in Control Panel.</td>
</tr>
<tr>
<td></td>
<td>If .NET Framework 2.0 is not found by the Authoring Manager install program, a choice will be offered to the user to download and install the .NET Framework component.</td>
</tr>
</tbody>
</table>
### Requirement | Description
--- | ---
This download facility requires an internet connection. If you choose not to use this feature you will have to install it manually before the install program will allow the installation of Authoring Manager. | 
Microsoft Word | To use Authoring Manager, you will need to have Microsoft Word 2000 or above installed on your machine. | 
Adobe Flash | To preview Adobe Flash or Captivate question types, you will need the Flash plugin installed. This is available from the official Adobe website: [www.abobe.com/flash](http://www.abobe.com/flash) | 
Directory permissions | Authors must have full access to the \authoring folder in the Authoring Manager installation directory. If you install Perception in the default location, this will be: \c:\program files\questionmark\perception5\authoring

Additionally, if authors will be working with local repositories, they will need full access to the local repository folder. By default, this is:
\c:\perception5

These permissions will be set automatically by the Authoring Manager installer. | 
License | When you install Authoring Manager, a license is included that allows you to use the product for 30 days. After this evaluation period expires, you will need to obtain a valid license. Please refer to Licensing Perception for more information on obtaining a license. | 

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**Hardware**

On Windows Server 2008, 7, or 8, the following minimum recommended hardware specifications are recommended:
- 1 GHz 32-bit (x86) processor
- 1GB of RAM

**Compatibility**

There are several important factors for people who intend to upgrade to Authoring Manager 5 should know if they still work with Perception 4 repositories. These are:
- Not all version of Authoring Manager 5 are compatible with Perception 4. For more information, please refer to the following Knowledge Base article:
  
  What versions of Authoring Manager and Perception will work together?
  
• Not all the functionality in Perception 4 is available in Authoring Manager 5. For more information, please refer to:

  Can I connect Authoring Manager 5 to previous versions of Perception?


• If you plan to edit or create assessments on Perception 4 using Authoring Manager 5, due to a change in template technologies, assessments will fail to launch because they are looking for the wrong templates. For more information and a workaround, please refer to:

  Why do I get an error when I try to take/tryout an assessment I created in Authoring Manager 5 on Perception 4?

Installing Authoring Manager

Before you install Authoring Manager, you should ensure that your system meets the minimum requirements. Refer to System Requirements for more information.

To install Authoring Manager you will need to obtain and run the Authoring Manager install program. You should then run Authoring Manager and verify the installation by connecting to a repository. This process is described below.

Refer to What does the install program do? for a full list of the changes the install program makes to your system.

Running the install program

The Authoring Manager install program is available from the Questionmark Communities Web site. Once it has been downloaded onto the target machine, the install program can be run by double-clicking the install program icon.

If you are upgrading from an earlier version of Authoring Manager, please refer to Upgrading Authoring Manager before running the install program.

To install Authoring Manager:

1. You must be logged in to Windows as a user with Administrative Privileges or you must know the necessary administrator user names and passwords to grant access for the installer. If you do not have these privileges, you will not be permitted to install Authoring Manager. In Windows Vista/7 you will be prompted to enter the username and password of an administrative user before you will be able to continue.

2. Enter your administrator details and click Yes

3. The install program requires you to enter a password before it will install Authoring Manager. This should have been sent to you by email. Please contact Questionmark if you have not received this email. Enter the password for the installer and click OK
4. Follow the on screen instructions and accept the End-User License Agreement

5. Choose a locations where you would like to install Authoring Manager and the Repository files and then follow the on screen instructions

6. The Licensing Wizard will open, taking you through the steps necessary to license your copy of Authoring Manager. Enter your Email address and Organization

If you are installing Authoring Manager for the first time, your copy will be authorized for 30 days.

Your copy of Questionmark Perception's Authoring Manager has been enabled to run for 30 days. If you have purchased the software, you can obtain a permanent license key by following the instructions within the software.

However, if Authoring Manager has already been installed on your machine more than 30 days previously, your copy will not be authorized and you will need to register a new license before Authoring Manager will run.
Refer to Registering Authoring Manager for information on registering a new license.

7. The Authoring Manager installer will finish installing the remaining files and you will be prompted once it has finished.

Running Authoring Manager for the first time

Once the install program has finished, you can run Authoring Manager by selecting Start | Programs | Perception 5 | Authoring Manager

When you install Authoring Manager, a license file is included that will allow you to use the product for evaluation purposes for up to 30 days. Remember that if you wish to continue using Authoring Manager after this time, you will need to obtain a valid license file. Refer to Registering your copy of Authoring Manager for more details.

Connecting to a repository

Before you can start creating questions and assessments with Authoring Manager, you must create or open a repository.

There are two kinds of repository, local and shared.

- Local repositories
A local repository is a repository that must exist on your own PC. It must be located on a local hard drive, not on a drive that you can access from a network. No security features are available for local repositories.

- **Shared repositories**

A shared repository is a repository that exists on any PC that you can access with a TCP or HTTP connection. Authoring Manager lets you open shared repositories but it does not let you create them. To do this, you must use Shared Repository Manager.

When you open a shared repository you must log in with a username and password.

When you open Authoring Manager for the first time, a dialog box will be displayed asking you to select the repository you want to connect to. You can open a local or shared repository, or create a local repository.

An example local repository is created by the install program. This is a Microsoft Access database file called ExampleLocal.qmr, and it contains several simple example questions and assessments. If you accepted the default installation location, the example repository will be located in the following folder:

   C:\Perception5\Repositories\Local

To open this example repository:

1. Select **Open existing repository (Local)** and click **OK**
2. Select the local repository file **ExampleLocal.qmr** and click **Open**

For detailed instructions on how to create and connect to repositories, please refer to the Authoring Manager Help that accompanies the software.
Silent installations

A silent installation is an installation where none of the dialog boxes you normally see are displayed. In other words, the install program is run without intervention from the user. Silent installations can be used when you need to distribute the software as part of another application.

To perform a silent installation of Authoring Manager:

1. From the Start menu, select Run..
2. Enter the following and click OK

```
start /wait author.exe /S /p"<password>"/V"/qn /L*v <logfile> RUNAMINSTALL="" "
```

Where:
- `<password>` is the password for the Authoring Manager install program
- `<logfile>` is the directory location of the log file for the install program, for example "C:\logfile.log"

Please note that "start /wait" is optional. If "start /wait" is not specified, the command prompt will return immediately, and there will be no confirmation that the silent install has been completed. Using "start /wait" will force the command prompt to wait until the installation has finished before returning. Keep in mind that installing via the above command means Authoring Manager will not have a trial license period, so a valid license key must be entered the first time Authoring Manager is launched.
Managed installations

Authoring Manager Version 5 is capable of being unpacked and used in a managed installation. Managed installation are usually controlled by systems like Microsoft's System Management Server. To use tools like this you need to provide the application as an MSI file and associated support material so that the software can easily automate the installation. This section describes how you can use the standard EXE installer to generate an MSI and support files to use with your network installation software.

To unpack the MSI and support files complete the following steps:

1. Copy the Authoring Manager installation EXE to a temporary folder on your computer
2. Launch the command line prompt and navigate to the folder where you placed the EXE
3. Enter the following in the command line and press Enter:
   
   author.exe /a

   Where author.exe is the file name of the executable associated with Questionmark Authoring Manager

4. Enter the password for the installer. You should have received this in the email that accompanied the download of the installer
5. Choose an appropriate **network location** to unpack the installer
6. Click **Install**
7. Once the process has finished unpacking click **Finish**

Now if you navigate to the location you identified in the **network location**, above, you should find several folders and an unpacked MSI file. These can now be used to create multiple network installation of Authoring Manager quickly and easily.
What does the install program do?

By default, the install program will install Authoring Manager in the following folder:

C:\Program Files\Questionmark\Perception5\Authoring

In addition, the install program will perform the tasks described in the following table.

<table>
<thead>
<tr>
<th>Action</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>DLL files installed and</td>
<td>The following DLL files are installed and registered by the install program:</td>
</tr>
<tr>
<td>registered</td>
<td>• QMLConverter.dll</td>
</tr>
<tr>
<td></td>
<td>• QMLic.dll</td>
</tr>
<tr>
<td></td>
<td>• QMDbo42.dll</td>
</tr>
<tr>
<td></td>
<td>They are installed in the folder:</td>
</tr>
<tr>
<td></td>
<td>C:\Program Files\Common Files\Questionmark</td>
</tr>
<tr>
<td>Links added to Start menu</td>
<td>Links to Authoring Manager and the Authoring Manager Help are created in the following folder:</td>
</tr>
<tr>
<td></td>
<td>**Start</td>
</tr>
<tr>
<td>Example local repository</td>
<td>An example local repository is created by the install program. This is a Microsoft Access database file called ExampleLocal.qmr. It contains several simple example questions and assessments.</td>
</tr>
<tr>
<td>created</td>
<td>If you accepted the default installation location, the example repository will be located in the following folder:</td>
</tr>
<tr>
<td></td>
<td><strong>C:\Perception5\Repositories\Local</strong></td>
</tr>
</tbody>
</table>
Upgrading Authoring Manager

If you are upgrading from Authoring Manager 4 or 5, the install program will automatically upgrade the existing Authoring Manager installation. There are several factors that you should take into account before upgrading. These include:

- What happens to the repository files located on the local machine?
- What happens if I want to connect Authoring Manager Version 5 to a Perception Server Version 4 repository?

Local repository files

The upgrade process does not remove the repository created by the install program. By default, this is located in the following folder:

C:\Perception4\Repositories

All folders within this folder, such as the repositories, templates and resources are altered during an upgrade. They are moved to the new folder structure required for Authoring Manager 5 and the new template files are added. The resource and content files themselves are not modified during an upgrade.

It is recommended that you back-up your local repository files before an upgrade. For further information, please refer to the following Knowledge Base article:

What folders do I need to backup before trying to upgrade my local repository?


Using Authoring Manager 5 with a Perception 4 shared repository

There are several important factors people who intend to upgrade to Authoring Manager 5 should know if they still work with Perception 4 repositories. These are:

- Not all versions of Authoring Manager 5 are compatible with Perception 4. For more information about what Authoring Manager 5 functionality is not available when connected to a Perception 4 repository, please refer to the following Knowledge Base:

  What versions of Authoring Manager and Perception will work together?


- If you plan to edit or create assessments on Perception 4 using Authoring Manager 5, due to a change in template technologies assessments will fail to launch because they are looking for the wrong templates. For more information and a workaround, please refer to:

  Why do I get an error when I try to take/tryout an assessment I created in Authoring Manager 5 on Perception 4?

Licensing Perception

When you install Authoring Manager, a license is included that will allow you to use the product for evaluation purposes for up to 30 days. After 30 days, Authoring Manager will refuse to run without a valid license. Therefore, if you wish to continue using Authoring Manager after this time, you will need to obtain and register a valid license. This can be a permanent license if you have purchased the software, or an extended evaluation license if you wish to continue evaluating the product.

Licenses are issued by Questionmark and are created individually for each installation. Please contact Questionmark if you need to obtain a permanent or extended license. If you are not responsible for licensing your copy of Authoring Manager, contact your system administrator for guidance.

Viewing licensing information

To view your current license details:

1. Select About Authoring Manager.. from the Help menu.

2. The About Perception Authoring Manager screen will be displayed.
In the **Technical Information** tab, information is shown that relates to the Authoring Manager files that have been installed. If you wish to view information that relates to your current license, click on the **Licensing** tab. Your license details will be shown.

Click the **Copy Tab to Clipboard** button if you want to copy the information to include it in an email to Questionmark.

If you encounter any difficulty when registering your copy of Authoring Manager, please contact Questionmark.
Registering your copy of Authoring Manager

Once you have obtained a permanent or extended license, you will need to register your copy of Authoring Manager. To do so, open the Licensing Wizard from within Authoring Manager by selecting About Authoring Manager from the Help menu and click Register New License.

This opens the Licensing Wizard, which will guide you through the registration process.

<table>
<thead>
<tr>
<th>Registration option</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Register via the internet</td>
<td>This is the easiest way to register your license. Simply enter your Questionmark Communities details and Authoring Manager will register your license automatically.</td>
</tr>
</tbody>
</table>

The key has been successfully registered with Questionmark Perception’s Authoring Manager.
<table>
<thead>
<tr>
<th>Registration option</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Note: If you encounter any problems with this method of registering your license, it is recommended that you register by telephone or email (described below).</td>
</tr>
<tr>
<td>Enter registration key</td>
<td>Use this option if you have been sent a registration key by Questionmark. Simply enter your Questionmark Communities details and the registration key you have been sent. (The Registration Key is a series of randomly generated characters over 50 characters long.)</td>
</tr>
<tr>
<td>manually</td>
<td></td>
</tr>
<tr>
<td>Register by telephone</td>
<td>Use this option if you have not been able to register via the Internet. You can contact Questionmark directly by telephone, or you can send Questionmark an email to request a license key. Click the link Click here to register by email to automatically create an email with the Subject: Request extension license key for Authoring Manager. Questionmark will create your license and send you an email that contains the Questionmark Communities details that you can use to register via the Internet (described above).</td>
</tr>
<tr>
<td>or email</td>
<td></td>
</tr>
<tr>
<td>Add a license ID to my</td>
<td>Use this option to register additional licenses. Simply enter your Questionmark Communities details to view a list of the licenses currently associated with your Questionmark Communities account. To add an additional license, enter the registration key you have been given in to the box and click Add License ID</td>
</tr>
<tr>
<td>available licenses</td>
<td></td>
</tr>
</tbody>
</table>
Uninstalling Authoring Manager

You can uninstall Authoring Manager by using the Windows Add/Remove Programs feature. The uninstall program removes:

- All Authoring Manager application files
- The Questionmark common DLLs
- The Authoring Manager Start Menu shortcuts

The Windows Add/Remove Programs feature does not remove the example repository created by the install program. By default, this is located in the following folder:

C:\Perception5\Repositories

All folders and files within this folder, such as the repositories, templates, and resources created by Authoring Manager users, are left intact. If you want to completely remove the Authoring Manager installation from your system, you will need to manually delete this folder.
Contacting Questionmark

If you encounter any problems with your installation, please visit the Perception Product Support site:

www.questionmark.com/perception/help

This site contains a Knowledge Base with advice on resolving problems with your installation.

If you still cannot find a solution, you should contact Questionmark Technical Support with details of your problem. If you are contacting us by email, please include a copy of the Technical information and Licensing information for your installation of Authoring Manager. Please refer to Viewing licensing information for details on how to obtain this information.

<table>
<thead>
<tr>
<th>Area</th>
<th>Telephone</th>
<th>Email</th>
</tr>
</thead>
<tbody>
<tr>
<td>US Technical Support</td>
<td>800-597-3950</td>
<td><a href="mailto:support@questionmark.com">support@questionmark.com</a></td>
</tr>
<tr>
<td>UK Technical Support</td>
<td>+44 (0)800 731 5895</td>
<td></td>
</tr>
<tr>
<td>European Technical Support</td>
<td>+32 (0)2 398 02 05</td>
<td></td>
</tr>
<tr>
<td>Rest of the World</td>
<td>+44 (0)800 731 5895</td>
<td></td>
</tr>
</tbody>
</table>