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Important Information about the Setup of *Chinese Odyssey* CD-ROM

Updates to *Chinese Odyssey* technical help documentation are posted at
www.cheng-tsui.com

Chinese Odyssey and Language Lab Installation

Chinese Odyssey must be installed on individual computers and does not have server networking capability.

Troubleshooting Username and Password Registration

Please note that usernames and passwords are only recognized on the computer at which they were created. Every time you use the program at a new workstation, you have to re-register before you can log in.

To bypass the username and password system, simply log in as “guest” (do not register first) and do not enter a password. If you choose this option and there are multiple people using the “guest” username, please note that the user’s exercise scores will not be saved from one session to the next. The user will need to print out his/her exercise scores before he/she quits the current session.

If username or password problems are encountered:

1. Be sure that only letters or numbers are used (no other symbols) when creating passwords. (Note that passwords are optional; users can choose to enter a User ID only without a password if they prefer.)
2. Advise the user to write down his/her ID and password, to avoid incorrectly entering them. Also be sure that “User Name” and “User ID” info is being entered in the correct spaces.
3. If a user makes a mistake during registration or login, and the computer fails to recognize user’s username and password, the user should simply re-register with a new username and password.
4. Be sure that the users have write access to the PC.

5. Be sure that users have write access to the Chinese Odyssey program folder. (See under next heading for location of this folder.)

Troubleshooting the error message: "Failed to create recordkeeping folders... please check with Administrator!"

If this message occurs, the security permissions on the PC may be the cause.

Note that *Chinese Odyssey* recordkeeping is stored in several locations. *Chinese Odyssey* requires read/write permissions for the logged in user, in:

C:\Documents and Settings\All Users\Shared Documents

and in C:\Program Files\Chinese Odyssey\Volume#

The latter 2 folders are created the first time *Chinese Odyssey* is run, so if the user does not have initial permission to write to these directories the user can't be created. Only a "guest" login will work.

But the user has to have permissions to these directories, or they will always get the **"Failed to create recordkeeping folders... please check with Administrator!"** error message.

Troubleshooting Media Crashes

Windows 2000: Ensure that your system's Windows Media Player 9 is reflecting the latest updates. Using Windows Media Player 9.0.0.3250 should solve any media crash problem.

Here is the link to download the Windows Media Player update:

<http://www.microsoft.com/downloads/details.aspx?FamilyID=a52279dc-3b6c-4720-8192-45657edbb14f&displaylang=en>

Windows XP: When running *Chinese Odyssey* on Windows XP, be sure to use Windows Media Player 10. (XP arrives with Windows Media Player 10 pre-installed.) Using WMP 10 should solve any media crash problem.

Please note: *Chinese Odyssey* documentation states that WMP 10 *cannot* be used, but that information is now outdated.

For More Help

We recommend that you print a copy of the Readme file after installing *Chinese Odyssey*. You may also refer to the FAQ section on the main menu of the program for more help. If you have problems or questions, please send an email to tech@cheng-tsui.com with details about the problem you are experiencing and the version of Windows you are running.