
Installation Guide for

SSCR for Windows

Release 2.0

U.S. Department of Education



F E D E R A L
S T U D E N T A I D

TABLE OF CONTENTS

INTRODUCTION	1
Preface.....	1
SSCR Features	1
Access 2002	2
Prior Versions of SSCR for Windows	3
EDconnect.....	3
Using this Installation Guide	4
INSTALLATION INSTRUCTIONS	5
Installation Process	5
Folder Creation	6
FSAdownload Web Site.....	6
Installation Steps at a Glance.....	6
Downloading Documentation and Software from the FSAdownload Web Site	7
Sample Download Times	7
Getting Help.....	7
Downloading Documentation from the FSAdownload Web Site.....	8
Downloading Software from the FSAdownload Web Site.....	9
Installing the Software on a Single-User System	11
Installation Options.....	11
Installing Subsequent Releases.....	12
Windows Installation Log.....	13
Changing the SSCR Database Path.....	14
To Change the Database Path	14
Uninstall.....	16
To Uninstall SSCR.....	16
GETTING STARTED	17
Logging In for the First Time	17
Startup Information Box	17
User ID and Password.....	18
Setting Your Assumed Code for School (OPE ID)	19
To Set Your Assumed Code for School.....	19
Resetting Your User ID and Password	20
To Access the Security Users Function	20

SYSTEM REQUIREMENTS	21
Hardware and Software Requirements	21
LAN Hardware and Software Recommendations.....	23
Recommended Items to Consider	24
Estimating Hard Disk Space	25
LOCAL AREA NETWORK (LAN) INFORMATION.....	26
Installing the Software on a Network	26
Installation Options.....	26
Installation Instructions.....	27
First Time Network Installation.....	28
Subsequent Network Installation	29
Instructions for Schools with Diskette Directories on a Server.....	30
LAN Server Compatibility.....	31
LAN Cautions	31
LAN Messages.....	32
Additional LAN Instructions	34
GETTING HELP	35
Basics	35
Review Installation Instructions	35
Become Familiar with Your PC.....	36
Contact Your System Administrator.....	36
Use SSCR Online Help.....	36
Technical Support.....	37
Review Sources of Assistance for Schools.....	38

Introduction

Preface

Student Status Confirmation Reporting (SSCR) for Windows is a multi-year application designed to help you electronically certify borrowers' enrollment status and update student information on the National Student Loan Database System (NSLDS). SSCR for Windows is non-award year specific, so you do not need to install a new version each year as you currently do with other U.S. Department of Education software such as EDEExpress for Windows.

SSCR Features

SSCR includes the following features:

- Certify borrowers' enrollment status and update student information on NSLDS by updating SSCR Rosters and returning them to NSLDS
- Enhanced query functions (for example, predefined queries, ability to modify existing queries, and value help specific to the selected query field)
- Query button for direct access to Query help

Access 2002

Past SSCR software releases used databases built on a Microsoft Access 97 framework. In SSCR for Windows, Release 2.0 and subsequent releases, we are using Microsoft Access 2002 database framework. Note the following:

- Access 2002 software databases run on all currently supported Microsoft Windows operating systems, which include Windows NT, Windows 98, Windows Me, Windows 2000, and Windows XP.
- You do *not* need to have any version of Microsoft Access (97 or 2002) installed on your PC to run current or future releases of SSCR.
- You will not be able to open or view the SSCR database or other future software releases using Microsoft Access 97. Microsoft Access 2002 databases are incompatible with Microsoft Access 97.

We continue to strongly discourage users from viewing and manipulating any EDESuite software database using Microsoft Access. Making changes to the database, using any version of Microsoft Access, can potentially cause damage to the database structure and proper software functionality, and limit our ability to support problems you may encounter as a result.

If you choose to access any Department of Education software database using Microsoft Access, ensure you are viewing a copy of the database file and not your live, production database file. Also, ensure you have a safe, reliable back-up of your software databases created before using Microsoft Access to access live or back-up copies of your software databases.

Important Installation Note: If you use Windows 2000 or Windows XP, you must be an Administrator on your workstation to install SSCR for Windows, Release 2.0. If you are not an Administrator, you receive a warning when you try to install SSCR. After an Administrator has installed SSCR, you can run SSCR as a member of the Power Users group. If your database is on a network server, you must be a Power User or higher on the network (or “domain”) as well as on your workstation. We have no workarounds for these Windows rights issues. Consult with your school’s technical department if you receive a warning that an Administrator must install the SSCR software.

Prior Versions of SSCR for Windows

SSCR for Windows, Release 2.0 is intended to replace previous versions of the SSCR software. If you are currently updating an SSCR Roster in the last official SSCR release, Version 1.2, you should complete your updates to the SSCR Roster file (including resolving any error records you may have received) in Version 1.2, and begin using Release 2.0 for the next SSCR Roster you receive.

SSCR for Windows, Release 2.0 is not an upgrade to Version 1.2. You must perform a Full installation of Release 2.0 on your stand-alone PC or network server and workstations. After you begin using Release 2.0, you can uninstall Version 1.2 from your school's system.

EDconnect

The Student Aid Internet Gateway (SAIG) is the Department's information highway, linking members of the financial aid community with Federal Student Aid (FSA) and the Title IV Application Systems. FSA provides the EDconnect software to make it possible to send and receive data through the SAIG.

You can download the *SAIG Desk Reference for EDconnect* and *EDconnect Installation Guide* from the U.S. Department of Education's Federal Student Aid Download (FSAdownload) Web site located at fsadownload.ed.gov.

Using this Installation Guide

Use the instructions contained in this Installation Guide to install the SSCR for Windows software on your computer or local area network (LAN).

In this guide, you will find information on hardware and software requirements, estimating the amount of hard disk space you will need on each computer, LAN compatibility issues, and how to get help.

See “Installation Instructions” in this guide for additional instructions.

Installation Instructions

Installation Process

This section of the Installation Guide provides you with step-by-step instructions for downloading and installing SSCR on a single-user system.

We provide instructions for network system installations in the “Local Area Network (LAN) Information” section of this guide.

Other topics included in this section are:

- Default folder creation with installation
- FSAdownload Web site
- Downloading documentation and software from the FSAdownload Web site
- Installing the software
- Installation log
- Changing the database path for SSCR
- Uninstalling the software

Folder Creation

The installation process automatically creates the following folder for SSCR for Windows, Release 2 files on your local hard drive:

C:\Program Files\EDESuite\SSCR for Windows

The installation program assumes that the C: drive is your local hard disk, but you can change the drive letter if necessary. Also, you can use a different name for the folder.

Caution: You can change the default folder location and name during installation. If you do modify the folder location and name, you must remember to change the new folder location and name during the installation process for each SSCR software update you receive for enhancements to be loaded properly.

FSAdownload Web Site

You can download the SSCR software in two formats from the FSAdownload Web site located at fsadownload.ed.gov. You can download the entire software in one file, called sscr_r20.exe or you can download the software in separate installments, which you can copy to a network drive, CD, or zip disk. You cannot use floppy disks because they do not have enough storage space. See “Downloading Software from the FSAdownload Web Site” in this guide for more details.

After the software download is complete, be sure all Windows applications, including screen-savers and e-mail notifiers are closed. Follow the prompts provided by the software when installing SSCR.

Installation Steps at a Glance

Step	Action	Reference
1	Download all supporting documentation from the FSA Web site at fsadownload.ed.gov .	Read “Downloading Documentation from the FSAdownload Web Site” for instructions.
2	Download the software from the FSA Web site at fsadownload.ed.gov .	Read “Downloading Software from the FSAdownload Web Site” for instructions.
3	Install the software.	Read the “Installing the Software on a Single-User System” section for instructions.

Downloading Documentation and Software from the FSAdownload Web Site

You can download FSA software from the Internet on the Department's Federal Student Aid Download (FSAdownload) Web site located at fsadownload.ed.gov. This site also houses FSA documentation such as the SSCR Desk References, Technical References, and Cover Letters for easier and more efficient use of SSCR.

Sample Download Times

The amount of time it takes to download a file depends on the file size and the speed of the Internet connection. If you do not have a direct connection to the Internet, we recommend a 56 kbps modem at a minimum.

The table below shows approximate download times for various file sizes and connection speeds. The actual times vary depending on the type and quality of your Internet connection.

Download Speed	1 Megabyte	5 Megabytes	10 Megabytes
33.6 kbps	5 min.	25 min.	51 min.
56 kbps (53 kbps)	3 min.	16 min.	32 min.
768 kbps or higher (typical for cable modems and DSL)	15 sec. or less	1 min., 15 sec or less	2 min., 30 sec or less
1.5 mbps or higher (typical for T1 lines)	7.5 sec. or less	37 sec. or less	1 min., 15 sec. or less

Getting Help

Some organizations restrict their users from downloading software from the Internet.

- If you are having trouble downloading (for example, you are prompted for a user ID and password or just cannot download), try again later.
- If you are still unable to download, contact your technical support staff to ensure you have full download rights.

Downloading Documentation from the FSAdownload Web Site

You can download FSA documentation from the Internet in Adobe PDF (Portable Document Format) format.

The following types of documentation are available to download for SSCR:

- Cover Letter
- Installation Guide
- Desk Reference

Each document has the date it was posted, file size, and approximate download time. However, the length of time it takes to download a paper document depends on the speed of your Internet connection.

To Download Documentation

1. Go to the address field located at the top of your browser's screen and type fsadownload.ed.gov. You may need to press the **Enter** key or click the **Go** button.
2. Click on the **Software and Associated Documents** link.
3. Click **SSCR for Windows Release X** (where X is the release number) to the left of this description. You are taken to the download site.
4. Choose the type of documentation you want to download by clicking the appropriate **PDF Format** link associated with the file.
5. If you would like to save a copy of the document to your system click **File, Save As** from the browser menu bar. Select a location on your computer, and then click the **Save** button to save the file. If **Save As** is not available, you can also click the diskette button to select a location to save the file to your computer. The Web site is designed to give the file a default name; however, you can choose another name for the file.
6. After the document is downloaded, go to the saved location and double click on the file to open and print it.

Downloading Software from the FSAdownload Web Site

We distribute SSCR and its related documentation through the Internet using the U.S. Department of Education's Federal Student Aid Download (FSAdownload) Web site, fsadownload.ed.gov. The software is available in two formats. You can download the entire program in one file, `sscr_r20.exe`, or in separate installments, which can be copied to a network drive or folder on your PC.

To Download the Software as One File

1. Go to the URL (Uniform Resource Locators) field located at the top of your browser's screen and type fsadownload.ed.gov.
2. Click the **Software and Associated Documents** link.
3. Click the **SSCR for Windows Release X** (where X is the release number) link. You are taken to the download site.
4. Click the **Full Download** link in the software section to download the program as a single file. If you are given the option to **Run this program from its current location** or **Save this program to disk**, select **Save this program to disk**.
5. Select the download location and click **Save**.

Note: You can save the file to your hard drive, network drive, CD, or zip disk. You cannot use floppy disks because they do not have enough storage space.

Note: The length of time it takes to download the software depends on the speed of your Internet connection.

6. After the file is downloaded, go to the saved location and double click `sscr_r20.exe` to extract the file and install the software.

Note: See "Installing the Software on a Single-User System" or "Installing the Software on a Network."

To Download the Software in Separate Installments

1. Go to the URL field located at the top of your browser's screen and type fsadownload.ed.gov. You may need to press the **Enter** key or click the **Go** button.
2. Click on the **Software** link on the left-hand side of the screen.
3. Click the **SSCR for Windows Release X** (where X is the release number) link. You are taken to the download site.
4. Click the **Disk 1** link in the software section to download the program as a single file. If you are given the option to **Run this program from its current location** or **Save this program to disk**, select **Save this program to disk**.
5. Select the download location and click **Save**.

Note: The length of time it takes to download the software depends on the speed of your Internet connection.

6. After the download of Disk 1 is finished, click **Disk 2**. Save Disk 2 to the same location as Disk 1.
7. Click each succeeding disk until they have all been saved to the same location on your computer.
8. After the software disk files are downloaded to your computer, go to that location, double-click **disk1.exe**, and unpack it to the same folder where the other disks were downloaded. Disk 1 is a self-extracting zip file. Then double-click on **setup.exe** to install the software.

Note: See “Installing the Software on a Single-User System” or “Installing the Software on a Network.”

Installing the Software on a Single-User System

Downloading the software from fsadownload.ed.gov does not install it. After downloading the software to your computer, you must install it. For installing the software on a LAN, see “Installing the Software on a Network” in this guide.

Important Installation Note: If you use Windows 2000 or Windows XP, you must be an Administrator on your workstation to install SSCR. If you are not an Administrator, you will receive a warning when you try to install SSCR. After an Administrator has installed SSCR, you can run SSCR for Windows, Release 2.0 as a member of the Power Users group. If your database is on a network server, you must be a Power User or higher on the network (or "domain") as well as on your workstation. There are no workarounds for these Windows rights issues. Consult with your school’s technical department if you receive a warning that an Administrator must install the SSCR software.

Installation Options

You can install the software to a standalone PC using one of two options:

1. **Stand Alone Full.** Use this option when you are installing SSCR for Windows, Release 2.0, to a single, non-networked database for the first time and want to install all available SSCR functions.

Warning for Subsequent Installations: Use caution when using the Full installation option. The program overwrites your existing SSCR database (sscr20.mdb) and any annotations you may have made to online Help.

2. **Stand Alone Custom.** Use a Custom installation in one of two ways on a single non-networked database.
 - If you have already installed a full release of SSCR, you can use this option to add a particular file or files; for example, database (*.mdb) files, and Help (*.hlp) files. This option leaves all other database and system settings intact (unless you select *.mdb files).
 - To upgrade the software, choose the Custom installation option and select all files except your existing database files (*.mdb).

Note: For SSCR for Windows, Release 2, Full installation is the default selection.

Steps to Install

1. Be sure all Windows applications, including screen-savers and e-mail notifiers, are closed.
2. If you downloaded the sscr_r20.exe file from the FSAdownload Web site, go to the location of that downloaded file.
3. Double-click the file to open and install it. The file decompresses itself into a temporary folder (usually “c:\temp”) and continues the installation from there.
4. SSCR asks you a series of questions during the installation. These questions verify the location of the software on your hard drive. Each question has a default answer.

Note: You must click **Yes** if you get a message asking if you would like to overwrite a read-only file when installing the software.

- If the default answer is correct, click **Next** to go to the next screen.
 - You can change the default folder location and name during installation. If you do modify the folder location and name, you must remember to change the new folder location and name during the installation process for each SSCR software update you receive for enhancements to be loaded properly.
5. Continue this process until you reach the last installation screen, which prompts you to click the **Finish** button.
 6. When the installation program is finished installing the SSCR files, it updates your Start menu. However, it does not create desktop icons or shortcuts, and it does not update them if they were previously created. You are prompted to reboot the system to complete the installation.

Installing Subsequent Releases

When you install a release of the software that is an update to a version of the same year, a special process updates the database. The update process occurs the first time the software is initialized after installing the software upgrade. It runs only once, whether on a stand-alone or networked database. If there are no updates to the database, this update will not occur.

Note: See “Installation Options” of this installation guide for more information about installing subsequent releases.

Windows Installation Log

Each time you perform an installation, an installation log is created in the Windows directory of the workstation (for example, c:\winnt) and is named SSCR<release number>.log. The Windows installation log is updated during each installation and contains a detailed record of all files affected during the installation of the application.

The information tracked in the Installation Log is the Installation directory, Windows Directory, Windows System Directory, if a CD-ROM is available, screen resolution, disk space available, boot drive, install engine, extended memory, information about files before installation and information about files after installation. This information can be helpful to users and to CPS/SAIG Technical Support in researching software issues that can occur.

Note: In the last version of SSCR, users received a prompt to “view the Install Log” at the conclusion of the installation process. The installation log referred to by this prompt was a less detailed file than the Windows installation log, and has been removed for SSCR for Windows, Release 2. You will not receive a prompt to review the Windows installation log at the conclusion of your installation of SSCR, although the log file will be created and can be viewed at any time.

Changing the SSCR Database Path

You can change the SSCR database path from within the SSCR software.

Note to Windows NT Users: To change the SSCR database path, you must have Windows NT administrator access rights.

To Change the Database Path

1. Open SSCR and select **Help, System Information**.
2. Click the **Files Information** tab.
3. Click the **Registry** button.
 - A Registry Viewer application displays with a split view.
 - In the left window, you see a tree-view style window, and in the right window, you see a list-style window with two fields: **Name** and **Value**.
 - In the left window, click “2.0” under SSCR.
 - If you do not see the “2.0” label in the left window, single left click on the + (plus sign) next to SSCR.
4. On the right side of the split screen, find **Database** under the **Name** field, click it, and select **Edit, Edit** from the main menu.
 - The **New Registry Value** dialog box displays with two edit boxes.
 - One box has a label of **Name** (which is disabled) and the other box has a label of **Value**.
5. Enter your new database path in the **Value** field. Include the full path and database name (sscr20.mdb) exactly as it appears in Windows Explorer, with uppercase and lowercase letters.

6. Press **Enter** or click **OK**.
7. A message appears indicating that the registry value is saved. Click **OK**.
8. Exit the **Registry Viewer** by going to **File, Exit**.
9. Click **OK** to exit the System Information dialog box.
10. **Exit** the SSCR software.

The next time you start SSCR, you will connect to the database using the new database path. You can confirm your connection to the new database by viewing the current database name and location in the status bar at the bottom-center of the SSCR window.

Uninstall

Choosing Uninstall deletes all icons created during the installation of the software from the start menu, the software's program group, all executable files, all Dynamic Link Library (DLL) files, and the entire database for the release of SSCR you have installed.

If SSCR is installed on a LAN, the Uninstall utility deletes all SSCR files (*.dll) and icons, but not the database file on the network.

Note to Windows NT Users: To uninstall, you must have the same or greater Windows NT access rights as the person who originally installed SSCR.

To uninstall SSCR, click **Start, Programs** from your Windows Desktop and select **EDESuite**, and the **SSCR** Uninstall utility.

To Uninstall SSCR

1. Click the **Uninstall** icon. A prompt asks if you are sure that you want to completely remove the application and all of its components.
2. Click the **Yes** button.
3. Click **OK**.

Warning: Do not uninstall the software if you are performing a Custom installation.

Getting Started

Logging In for the First Time

The first time you start SSCR, the Startup Information box displays, warning you that you must establish your Assumed Code for School (OPE ID) in setup. Step-by-step instructions are provided on how to set up your Assumed Code for School (OPE ID), as well as User ID and Password.

Startup Information Box

The first time you launch SSCR, you see the **Startup Information** box. This box displays various messages, warnings, or errors. One of these messages alerts you to establish your Assumed Code for School.

See “Setting Your Assumed Code for School (OPE ID)” for step-by-step instructions.

To View and Close the Startup Information Box

1. The first time you access SSCR, the **Startup Information** box displays.
2. Review the messages, warnings, or errors displayed.
3. Click **Close** or press **Enter** to close the **Startup Information** box.

User ID and Password

Each time you start SSCR, you must enter a valid user ID and password.

SSCR requires a unique user ID and password for each user for system security.

To Access SSCR for the First Time and Establish Your New Password

1. Type in the default user ID, **SYSADMIN**.
2. Type in the default password, **SYSADMIN**.
3. Type your **new password** in the New Password text entry box. You must change the default password by typing a new one in this field.
 - You can enter up to eight alphanumeric characters.
4. Type the **new password** again in the Verify Password field.
 - The New Password and Verify Password must be the same.
5. Click **OK** to log in.

Note: The SYSADMIN user ID should be reserved for system administrator functions. All users should have a unique user ID and password for logging into the software.

Only the System Administrator can add or delete users and user passwords in SSCR.

Refer to the topic “How Do I...? Add a User ID and Modify a User ID?” within the online Help for information on setting up user IDs and passwords for your staff.

After you enter your new password, set up your Assumed School Code. See “Setting Your Assumed Code for School (OPE ID)” on the next page for step-by-step instructions.

Setting Your Assumed Code for School (OPE ID)

The first time you use SSCR you see the warning “Assumed Code for School (OPE ID) is not defined in Setup.” Before you can use SSCR, you must go to System setup and define your Assumed Code for School (OPE ID). You cannot import and export data unless you have defined this code in Setup.

Follow the steps below to set your assumed school code.

To Set Your Assumed Code for School

1. Select **Tools, Setup, System**.
2. Enter your OPE ID code.
3. You can set up the other options on this screen. When you have finished, click **OK**.

Resetting Your User ID and Password

If you have forgotten your password, you can have your SSCR administrator give you a new one using the Security Users function.

To Access the Security Users Function

1. Select **Tools** on the menu bar.
2. Select **Setup, Security Users**.

If you are the SSCR administrator and you have forgotten your password, call CPS/SAIG Technical Support for help with resetting the password for the default SYSADMIN user ID.

All SSCR users, especially SSCR administrators, should record their user IDs and passwords and keep them in a safe place.

System Requirements

Hardware and Software Requirements

The following hardware and software components are required for SSCR:

- IBM or fully IBM-compatible PC with a Pentium III processor (800 MHz) or better
- 128 MB total memory or more
- 20 GB hard drive
- A connection to the Internet (analog modem, cable modem, DSL, T1, etc.)

Note: A connection to the Internet is necessary to access the Information for Financial Aid Professionals Web site located at ifap.ed.gov, and the FSAdownload Web site located at fsadownload.ed.gov.

- Dedicated phone line if you connect to the Internet through a modem
- 3.5"/1.44 MB high-density floppy disk drive, including 3.5" high-density double-sided diskettes
- 24x or faster CD-ROM drive
- A sound card
- Windows-compatible keyboard (for example, IBM enhanced 101 or 102 keyboard)
- Microsoft compatible mouse
- Laser printer capable of printing on standard paper (8 1/2" x 11")

- 32-bit operating system (Microsoft Windows 98, Microsoft Windows 2000, Microsoft Windows NT 4.x, Microsoft ME, or Microsoft Windows XP)

Important Note: If you use Windows 2000 or Windows XP, you must be an Administrator on your workstation to install SSCR. If you are not an Administrator, you will receive a warning when you try to install SSCR. After an Administrator has installed SSCR for Windows, Release 2.0, you can run SSCR as a member of the Power Users group. If your database is on a network server, you must be a Power User or higher on the network (or "domain") as well as on your workstation. There are no workarounds for these Windows rights issues.

- Super Video Graphics Adapter (SVGA) monitor and video card capable of 800 x 600 resolution (small fonts only) or higher

Note: SSCR is designed to be viewed with a minimum 800 x 600 resolution. You can use a resolution higher than this at your own discretion.

- Microsoft Internet Explorer version 5.X or higher

LAN Hardware and Software Recommendations

The following hardware and software components are recommended for running SSCR in a LAN environment:

- IBM or fully IBM-compatible PC with a Pentium III processor (800 MHz) or better
- 128 MB total memory or more on each workstation
- 20 GB hard drive available hard disk space on the file server and 600 MB available on the network drive. (This depends on the number of records you will store in your database.)
- Desktop Operating System: Microsoft Windows 98, Microsoft Windows 2000, Microsoft Windows NT 4.x, Microsoft ME, or Microsoft Windows XP

Important Note: If you use Windows 2000 or Windows XP, you must be an Administrator on your workstation to install SSCR. If you are not an Administrator, you will receive a warning when you try to install SSCR. After an Administrator has installed SSCR for Windows, Release 2.0, you can run SSCR as a member of the Power Users group. If your database is on a network server, you must be a Power User or higher on the network (or "domain") as well as on your workstation. There are no workarounds for these Windows rights issues.

- Network Operating System: Novell NetWare versions 3.12 or above or 4.11 or above, Windows 2000 Server, Windows 2000 Advanced Server or Microsoft Windows NT 4.0

Note: Novell NetWare versions 3.12 and 4.11 are separate products.

- 16 megabit/sec transfer rate on the network for token ring, 10 megabit/sec transfer rate on the network for Ethernet, or the maximum transfer rate your network topology supports
- Super Video Graphics Adapter (SVGA) monitor and video card capable of 800 x 600 resolution (small fonts only) or higher

Note: The SSCR software is designed to be viewed with a minimum 800 x 600 resolution. You can use a resolution higher than this at your own discretion.

Refer to "Systems Requirements" for a complete listing of the general hardware and software required for SSCR.

Recommended Items to Consider

We strongly encourage you to use the following additional tools to assist you in managing and protecting your financial aid data:

- Backup system (for example, a tape backup system) to store your data
- Power supply backup or surge protectors
- Phone line surge protector
- Virus scan software

Estimating Hard Disk Space

The following information gives you an estimate of how much hard disk space is required for each ED software product and for certain types of records.

To find out the approximate total space required, add together the amounts shown for each ED software product and the types of records you are using. You should also take into account other software products installed on your PC. For example, the total space required for 5,000 ISIR, National Student Loan Data System (NSLDS), Packaging, Pell, and Direct Loan records using all of the software products listed is approximately 119 MB.

Each software product requires the following space:

Product	Size
EDExpress for Windows	16 MB
EDconnect for Windows	15 MB
DL Tools for Windows	5 MB
SSCR for Windows (with 300 records)	6 MB

Each set of 5,000 records requires the following space:

Record	Size
ISIR	16 MB
NSLDS	7 MB
Packaging	3 MB [*]
Pell	2 MB ^{**}
Direct Loan	49 MB ^{***}

* Includes only ISIR data imported into Packaging, for example, no budgets added, no records packaged, etc.

** Includes two anticipated disbursements per origination record

*** Includes origination records only; no disbursements

Local Area Network (LAN) Information

Installing the Software on a Network

Installation Options

You can install the software to a LAN using one of three options:

1. **Network Server.** Use this option when you are installing SSCR for Windows, Release 2.0 to a networked database for the first time and want to install all available SSCR functions.

Warning for Subsequent Installations: Use caution when using the Network Server installation option. The program overwrites, removes, and erases your existing SSCR database (sscr20.mdb).

2. **Workstation Full.** Use this option when you are installing SSCR for Windows, Release 2.0 on a workstation used to access a server-based copy of the database for the first time and want to install all available SSCR software functions.
3. **Workstation Custom.** Use a Custom installation in one of two ways to install components of the software to a workstation used to access a server-based copy of the database.
 - If you have already installed a Workstation Full release of SSCR, you can use this option to add a particular file or files; for example, help (*.hlp) files. This option leaves all other database and system settings intact.

- To upgrade the software, choose Workstation Custom installation and select all files except your existing database files (*.mdb). In SSCR for Windows, Release 2.0, Stand-Alone Full installation is the default selection.

Important Installation Note: If you use Windows 2000 or Windows XP, you must be an Administrator on your workstation to install SSCR. If you are not an Administrator, you will receive a warning when you try to install SSCR. After an Administrator has installed SSCR for Windows, Release 2.0, you can run SSCR as a member of the Power Users group. If your database is on a network server, you must be a Power User or higher on the network (or "domain") as well as on your workstation. There are no workarounds for these Windows rights issues. Consult with your school's technical department if you receive a warning that an Administrator must install the software when you try to install SSCR.

Installation Instructions

Follow the instructions in this section for installing the software on a network. For example,

- If you are installing SSCR for the first time, do a full installation and follow the steps provided in "First Time Network Installation."
- If you are installing SSCR after you have created data in the database, follow the instructions provided in "Subsequent Network Installation."

When you perform a workstation installation, the executable file for SSCR (**sscr20.exe**) and all other program files are installed to a workstation's local hard drive. Do *not* install the program files to your server.

The installation modifies all SSCR program group icons in your Windows Start Menu folder to point to the executable file on your local hard drive.

Installing this file to the workstation's hard drive rather than the network file server improves the speed and performance of the software because SSCR uses the combined resources of the workstation and the file server instead of those of the file server alone.

Follow the instructions on the next page to install SSCR to a LAN.

Note: The SSCR software can be installed in "Safe Mode" but cannot be run in safe mode.

Note: Be sure that all Windows applications, including screen-savers and e-mail notifiers, are closed before you proceed with this setup.

First Time Network Installation

To Install the Software on a Network for the First Time

1. Select the Network Server installation option to install only the SSCR for Windows, Release 2.0 database (**sscr20.mdb**) on the file server, not the SSCR program files.
2. Enter the network server location where you want to install SSCR for Windows, Release 2.0 database files.

Type the path or click the **Browse** button.

3. Follow the prompts provided by the **Setup** program.
4. Perform a **Workstation Full** installation on *all* workstations that will access the server-based copy of the database for this release of the software. The Workstation Full option installs all program files, including the executable file (sscr20.exe) in a local hard drive folder.

The Workstation Full installation option prompts you for the location of the database installed during the Network Server installation (step 2).

Additional Instructions

You are asked two location questions during a Network Workstation installation:

- The software first prompts you to enter the location of the database on the server. This question is asking where your database is located, not where you want the software installed.
- After the software has located the database, the software asks you where you want to install the program files. Your response should be the default location, **C:\Program Files\EDSuite\SSCR for Windows**, or another local designation.

Subsequent Network Installation

To Install the Software on a Network Where the Software Is Already Installed

1. **Do not** use the Network Server installation option for a subsequent network installation of the software. The Network Server installation option is only for users installing SSCR for Windows, Release 2.0 to a network file server for the first time. Choosing this installation option installs an empty SSCR database file (sscr20.mdb) on the network file server, overwriting any existing database.

If you do select the Network Server installation option for a subsequent network installation of the software, the installation program alerts you that SSCR for Windows, Release 2.0 has already been installed in the specified directory and asks if you want to overwrite the existing release. Select **No**.

2. Click on the **Workstation Custom** installation option.
3. You are prompted to select the components you want to install.
4. You are then prompted for the location of your SSCR for Windows, Release 2.0 database file (sscr20.mdb) during the SSCR Network Workstation installation.
5. If this is a subsequent release of the software, the database is updated only once, after all workstation installations are complete. This action occurs when the software is accessed for the first time after the upgrade. When the first user logs into SSCR, the update runs. Subsequent installations will not update the database again.

Note: All workstations should be upgraded with the latest release before you open the software to obtain the database update message. If you fail to do this, any workstation not updated receives a database mismatch error message if a user tries to run SSCR.

6. Follow the prompts provided by the Setup program.

Note: If you are adding a workstation to your network environment, perform a **Workstation Full** installation of the current release of SSCR for that workstation.

To Install Subsequent and Future Releases

For this release and all other future releases of SSCR for Windows, Release 2.0, you must do a **Workstation Custom** installation to ensure the database structure is updated but not overwritten. Make sure the Database option is **not** selected on the Select Components screen during the Custom workstation installation.

Follow the instructions for “Subsequent Network Installation.”

Instructions for Schools with Diskette Directories on a Server

To Install the Software Using Diskettes

If you want to copy the installation diskettes to a file server so you can do workstation installations from the server, use the following steps:

Create a disk folder for each diskette folder downloaded. For example, if you download six diskettes, then create six directories on the file server as displayed below:

\Install

\Install\DISK1

\Install\DISK2

\Install\DISK3

\Install\DISK4

\Install\DISK5

\Install\DISK6

Note: The parent folder can have any name, but the subdirectories must be named DISK1, DISK2, etc.

1. Copy the contents of each disk into its corresponding folder on the server.
2. You can now install SSCR from the file server by running **setup.exe** from the DISK1 folder on the server instead of carrying the CD or zip disk to each workstation.

LAN Server Compatibility

SSCR can be used as single-user or multi-user software. It can be run on the following network operating systems:

- Novell NetWare 3.x, 4.x, and 5.x
- Microsoft Windows NT Server 4.x
- Windows 2000 Server
- Windows 2000 Advanced Server

Caution: You should not run the software on peer-to-peer networks such as Artisoft LANtastic, Microsoft Windows for Workgroups, or Novell's Personal NetWare.

According to the Microsoft Knowledge Base, some anomalies have been known to occur when using Microsoft Access with the following networks:

- DEC Pathworks
- IBM LAN Server
- Sun PC-NFS

Since SSCR makes extensive use of Microsoft Access as a database engine, do not use these network operating systems with SSCR.

LAN Cautions

When multiple users are concurrently updating the databases in the software, the student records being modified are locked. Also, certain functions are locked when concurrent access would degrade the system or disrupt a process.

Examples include:

- The database is locked when the executing function is mass loading records, such as the Import function.
- Records are locked when an executing function needs stable data for updating or printing.

- Functions are locked when multiple executions of the functions would destroy the databases.

These functions include:

- User Database (creating or deleting)
- Repair and Compact Database
- Verify Database

While you are using the Utility functions listed above no one else should access SSCR for Windows, Release 2.0.

LAN Messages

Novell

These messages notify users when a locking situation occurs:

LAN Error Message

Condition

<Database> is locked and cannot be accessed at this time.

If the database remains locked after five seconds of continual attempts, you are returned to the menu bar or to the point before execution.

Record in use - Retry later.

If the record remains locked after five seconds of continual attempts, you are returned to the menu bar or to the point before execution.

Function in use - Retry later.

If the function remains locked after five seconds of continual attempts, you are returned to the menu bar.

Windows NT

Your Windows NT server should be optimized to maximize throughput for file sharing. To do this, log on to the NT server console, then:

1. At the server control panel, go to **Start, Settings, Control Panel, Network**.
2. On Network screen, choose the **Services** tab.
3. Select **Server** from the list by double-clicking on it.
4. Mark the **Maximize Throughput for File Sharing** button.

Note: Should you encounter problems performing this network installation, contact your school's network administrator for assistance.

Both the location and the size of the paging files on the NT server are important to the functionality of the software. The size of the paging files on the server should generally be higher than what Microsoft recommends. If possible, move the paging files from the drive where the SSCR software is located, even if it means putting them on the system drive.

If your NT server partition, where the database is located, is an NT File System (NTFS), remember that the folder path is case-sensitive.

The financial aid group must own the folder, as well as all files in the database folder, on your NT server.

All users must have Change (delete, create, execute, read, and write) or higher permission to access the SSCR database and downloaded folder, as well as the files in each of those folders.

Windows 2000 or XP

Windows NT has only two security groups, Users and Administrators. People assigned to the Users group in Windows NT can install and run most software. Microsoft added an additional security group to Windows 2000/XP, the Power Users group. Users in the Power Users group have roughly the same security privileges as Users in Windows NT. The Users group in Windows 2000/XP is designed to be limited and has a greatly reduced set of privileges.

If you use Windows 2000 or Windows XP, you must be an Administrator on your workstation to install SSCR. If you are not an Administrator, the installer warns you that you do not have sufficient rights to install the software. After an Administrator has installed SSCR, you can run SSCR for Windows, Release 2.0 as a member of the Power Users group. If your database is on a network server, you must be a Power User or higher on the network (or “domain”) as well as on your workstation. There are no workarounds for these Windows rights issues.

Going to microsoft.com and performing a search for “file protection” will provide Microsoft articles explaining the technical details of Windows 2000/XP file protection.

Additional LAN Instructions

If you are using a NetWare product, enter the following commands from the NetWare Server Console prompt:

Set Maximum Record Locks Per Connection = 10000

This line should also be added to the AUTOEXEC.ncf file on the NetWare server.

Getting Help

Basics

There are a number of ways to get help with the installation of SSCR:

- Review installation instructions.
- Become familiar with your PC.
- Contact your system administrator.
- Use SSCR online Help.
- Contact CPS/SAIG Technical Support.
- Review Sources of Assistance for Schools.

These approaches are described in the succeeding sections.

Review Installation Instructions

If you have problems installing SSCR, first review the installation instructions again.

Try repeating the installation process (make sure you include all steps).

If you are still having difficulty, contact CPS/SAIG Technical Support.

Become Familiar with Your PC

After you have successfully completed the SSCR installation, click **System Information** from the Help menu.

Compare this information to the required configuration listed at the beginning of this section. You may need to upgrade your equipment or your system's configuration.

Contact Your System Administrator

Your school or organization may have additional instructions for your PC. For example, you can get an error if you are trying to install the software to a drive for which you do not have access.

Use SSCR Online Help

Instead of a paper user's guide, SSCR has online Help.

General help is available from the menu bar and field help is available by pressing the **F1** key.

See the topic "Using Help" in the online Help for more information.

You can access online Help by any of the following methods:

- From the **Help** menu, choose a help command.
- Choose the **Help** button available in most dialog boxes.
- Use the keyboard to select an item on a menu, and then press **F1** to see a description of the item.
- Select a dialog box option or command and then press **F1**, or click the **Help** button to move directly to an explanation of the option.
- Use the **Context Help** toolbar button to obtain help on menu options and other toolbars.

Technical Support

Contact FSA Technical Support

FSATECH is an e-mail listserv for technical questions about the U.S. Department of Education's FSA systems, software, and mainframe products. For more information about FSATECH, including how to subscribe, visit the FSA Schools Portal Listservs & Mailing Lists:

ed.gov/offices/FSA/services/fsatechsubscribe.html

For FSA technical support, post an e-mail (including your TG number and all pertinent contact information) with your question. You will receive a response from FSA staff or the financial aid partner responsible for the system which you have a question.

Note: You must subscribe to FSATECH to send and receive messages from the list.

CPS/SAIG Technical Support

CPS/SAIG Technical Support can assist you with any questions regarding:

- Technical assistance
- Software functionality
- ISIR/custom file layouts
- EDconnect functionality

Call CPS/SAIG Technical Support at:

800/330-5947

TDD/TYY: 800/511-5806

or e-mail your inquiries to CPS/SAIG Technical Support at:

CPSSAIG@pearson.com

See the topic "CPS/SAIG Technical Support" in the online Help for more information.

Representatives are available to assist you between 7 a.m. and 7 p.m. (CT), Monday through Friday, excluding holidays.

Guidelines for Calling Technical Support

When you call CPS/SAIG Technical Support, you must be at your PC and prepared to provide the following information:

- Your TG ID (TG followed by a 5-digit number).
- The release of the software you are using (under Help/About SSCR for Windows).
- The type of hardware/network you are using (including total RAM, version of Microsoft Windows, other running applications, LAN type if applicable, available disk space, and type of memory management being used).
- The exact wording of any error messages you received, as they appeared on your screen.
- A detailed description of the utility or function you were running when the error occurred, and the steps you took to get to that utility or function.
- A description of any resolution steps you took prior to calling.

CPS/SAIG Voice Response System

The CPS/SAIG Voice Response System has a telephone routing system to assist you in designated areas. When you call, you are asked to **enter 1** for an English-speaking operator or **enter 2** for a Spanish-speaking operator.

Review Sources of Assistance for Schools

Sources of Assistance for Schools is a document that contains helpful contact information for all FSA programs, including frequently used help lines, e-mail addresses, and Web sites. You can download the *Sources of Assistance for Schools* from the FSAdownload Web site located at fsadownload.ed.gov.