
Installation Guide for

FISAP for Windows

2001-2002

U.S. Department of Education



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Introduction

Preface

Thank you for using FISAP for Windows, Version 3.0, for your electronic FISAP processing needs. The U.S. Department of Education (ED) uses the information that you provide in the *Fiscal Operations Report and Application to Participate* (FISAP) to determine the amount of funds you will receive for each of the following Campus Based programs, Federal Perkins Loan, Federal Supplement Educational Opportunity Grant (FSEOG), and Federal Work-Study (FWS).

FISAP for Windows is a PC software package provided to you by ED. It includes the:

- Fiscal Operations Report for program participation during the Award Year July 1, 1999 through June 30, 2000. Federal regulations state that if you spent funds in 1999-2000 or have a Federal Perkins Loan Fund, you must submit a Fiscal Operations Report.
- The Application to Participate for the award year July 1, 2001 through June 30, 2002, in the following three campus-based programs:
 - Federal Perkins Loan
 - Federal Supplemental Educational Opportunity Grant (FSEOG)
 - Federal Work-Study (FWS)

You receive and transmit your FISAP information to ED via the Student Aid Internet Gateway (SAIG) network using your EDconn32 software.

New for 2001-2002

Beginning with this version of the software, FISAP for Windows is no longer distributed via mail. It is downloadable from the Web. The Student Aid Internet Gateway (SAIG), provides the SFAdownload Web site, **<http://www.SFAdownload.ed.gov>**, for your use. Use this Web site to download your software and related user documentation via the Internet. Instructions for downloading both software and paper documentation are located in the Installation Instructions section of this install guide. If you do not have access to the Internet or have trouble opening the SFAdownload Web site, contact the Title IV WAN Customer Service at 800/615-1189.

You may also refer to the What's New for 2001-2002 pull-down menu item under Help for a comprehensive list of product enhancements.

EDconn32

Important steps in processing financial aid information are sending and receiving data. To accomplish these steps, FISAP for Windows works with the SAIG telecommunication product, EDconn32. EDconn32 lets you send and receive data over the SAIG. See the *Title IV WAN-EDconnect Desk Reference* for EDconn32 software instructions.

Using This Installation Guide

Use the Installation Instructions section contained in this Installation Guide to install the software on your computer or Local Area Network (LAN).

This guide also provides you with hardware and software requirements, how to estimate the amount of hard disk space you will need on each computer, LAN compatibility issues, and how to get help.

Help

Instead of a paper user's guide, FISAP for Windows 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.

For questions regarding:

- technical assistance
- software functionality

call CPS Customer Service at:

800/330-5947, option 8

TDD/TYY: 800/511-5806

See the topic *CPS Customer Service* in the online Help and this Installation Guide for more information.

System Requirements

Hardware and Software Requirements

The following hardware and software components are required for FISAP for Windows:

- IBM or fully IBM-compatible PC with a Pentium 200 MHz processor or better.
- 64 MB total memory or more.
- 300 MB of available hard disk space (depending on the functions you use and how many records you store in your database).
- 56 K analog modem K flex or X2 technology.
- Dedicated phone line.
- 3.5"/1.44 MB high-density floppy disk drive, including 3.5" high-density double-sided diskettes.
- Windows 95 keyboard (for example, IBM Enhanced 101 or 102 Keyboard).
- Microsoft compatible mouse.
- Laser printer capable of printing on standard paper (8 ½" x 11").
- 32-bit operating system (Microsoft Windows 95, Microsoft Windows 98, or Microsoft Windows NT 4.0).
- Monitor and video card capable of Super Video Graphics Adapter (SVGA) (800 x 600) resolution (small fonts only). FISAP for Windows is designed in SVGA. You may use a higher resolution than SVGA at your own discretion.

- Internet Service Provider (ISP) or connection to the Internet. A connection to the Internet is necessary to access the “Info for Financial Aid Professionals” Web site (www.ifap.ed.gov). It is also necessary for submission of the *Application for Approval to Participate in Federal Student Aid Programs* (recertification, reinstatement, and changes), and required in order to download the software from the Internet.

Optional Items to Consider

The following items are recommended as additional tools to assist you in managing your financial aid data:

- 12X CD-ROM drive with sound board for other future software distributions.
- 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.

EDconn32 is a software product provided by the Title IV WAN.

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 Direct Loan, ISIR, NSLDS, and Packaging records using all of the software products listed is approximately 72 MB.

Each software product requires the following space:

Product	Size
EDconn32 for Windows	15 MB
EDExpress	16 MB
FISAP for Windows	4 MB
Quality Assurance Program for Windows with 300 records	2 MB
Return of Title IV Funds for Windows	2 MB
SSCR-32 with 300 records	6 MB

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

Record	Size
Direct Loan	6 MB
ISIR	15 MB
NSLDS	4 MB
Packaging	2 MB

The software will not install on a PC with less than 600 MB free.

Local Area Network (LAN) Server Compatibility

LAN Server Compatibility

FISAP for Windows can be used as stand-alone 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

Users 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, and Sun PC-NFS. Since FISAP for Windows makes extensive use of Microsoft Access as a database engine, do not use these network operating systems with FISAP for Windows.

LAN Cautions

When multiple users are concurrently updating databases in the FISAP for Windows database, those records 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.

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, the user is returned to the menu bar or to the point prior to execution.

Record in use - Retry later.

If the record remains locked after five seconds of continual attempts, the user is returned to the menu bar or to the point prior to execution.

Function in use - Retry later.

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

NT

Your NT server should be optimized to maximize throughput for file sharing. To do this:

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** radio button.

Both the location and the size of the paging files on the NT server are important to the functionality of the software. Paging files on the server should be generally higher than Microsoft recommends and, if at all possible, move the paging files from the drive that the FISAP for Windows software is located on, 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 directory path is case sensitive.

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

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

Additional LAN Instructions

If you are using a NetWare product, please 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.

LAN Hardware and Software Recommendations

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

- IBM or fully IBM-compatible PC with a Pentium 200 MHz processor or better.
- 64 MB total memory or more on each workstation.
- 300 MB available hard disk space on the file server (depending on the number of records you will store in your database)
- *Desktop Operating System:* Microsoft Windows 95, Microsoft Windows 98, or Microsoft Windows NT 4.x.
- *Network Operating System:* Novell NetWare versions 3.12 or above or 4.11 or above, 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.
- Monitor and video card capable of SVGA (800 x 600) resolution (small fonts only). FISAP for Windows was designed in SVGA. You may use a higher resolution than SVGA at your own discretion.

Refer to the previous System Requirements section for a complete listing of the general hardware and software required for FISAP for Windows.

Note: For questions regarding any of the listed hardware or software requirements, please contact CPS Customer Service at 800/330-5947, option 8, or via email at cps@ncs.com.

Installation Instructions

Installation Process

This section of the Installation Guide provides you with step-by-step instructions for downloading and installing FISAP for Windows.

FISAP for Windows is available on the SFAdownload Web site in two formats. You can download the entire software in one file, called FISAP30.exe, or you can download the software in six separate installments, which can then be copied to a network drive or diskettes. Please see the Downloading Software/Paper Documentation section for more details.

Note: If you do not have access to the Internet to download the software or if you have trouble opening the SFAdownload Web site, call the Title IV WAN Customer Service at 800/615-1189, or via email at T4WAN@ncs.com.

Once the software download is complete, be sure all Windows applications, including screen-savers, e-mail notifiers, etc. have been closed. Then follow the prompts provided by the software when installing FISAP for Windows.

Instructions are provided for both stand-alone and network system installation. Depending on the type of install you are performing (stand-alone or network), not all installation diskettes/diskette files may be required.

Other topics include:

- Install Log creation
- Uninstall instructions
- Changing the database path from the FISAP application

Directory Creation

The installation process automatically creates the directory:

C:\PROGRAM FILES\EDESUITE\FISAP for Windows v3

for FISAP for Windows files on your local hard disk.

The C: drive is assumed to be the drive letter of your local hard disk, but you can change the drive letter if necessary. Also, you may use a different name for the directory.

Caution: If you change the directory location and name, you must remember and use them with each FISAP for Windows software update you may receive.

If you are installing on a LAN, be sure to install to a LAN drive and not to a local drive.

Program Folder

The default program folder used in FISAP for Windows is called EDESuite. You may also change this name.

Downloading Software/Paper Documentation

Download Instructions

You can download both software and paper documents from the Internet using the SFAdownload Web site, <http://www.SFAdownload.ed.gov>. The SFAdownload Web site was created to help users like you have access to financial aid tools (for example, software and paper documents) for easier and more efficient use of FISAP for Windows. If you do not have access to the Internet or have trouble opening the SFAdownload Web site, please contact Title IV WAN Customer Service at 800/615-1189.

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 direct connection to the Internet, a 56kb modem is recommended.

Note: The software will not install on a PC with less than 600 MB free.

The table below shows the minimum possible download time for various file sizes and modem speeds. The actual times vary depending on the quality of the phone line and Internet traffic.

Modem Speed	1 Megabyte	5 Megabytes	10 Megabytes
9.6 kbs	18 min.	1 hour, 28 min.	2 hours, 58 min.
14.4 kbs	12 min.	59 min.	1 hour, 58 min.
28.8 kbs	6 min.	30 min.	59 min.
33.6 kbs	5 min.	25 min.	51 min.
56 kbs (53 kbs)	3 min.	16 min.	32 min.

Some organizations restrict their users from downloading from FTP sites. If you are having trouble downloading (for example, you are prompted for a user ID and Password or just can't download), try again later. If you are still unable to download, contact your technical support staff to ensure you have full FTP download rights.

Downloading FISAP for Windows from the Web

Beginning with FISAP for Windows, Version 3.0, the software and documentation are distributed via the Internet using the Student Financial Assistance (SFA) Download Web site, <http://www.SFAdownload.ed.gov>.

If you do not have access to the Internet, or you have trouble opening the SFAdownload Web site to download the FISAP for Windows software, call Title IV WAN Customer Service at 800/615-1189 to request diskettes.

Note: Some organizations restrict their users from downloading from FTP sites. If you have trouble downloading, try again later. If you are still unable to download, contact your technical support staff to ensure you have full FTP download rights.

FISAP for Windows, Version 3.0, is available on the SFAdownload Web site in two formats. You can download the entire software in one file (FISAP30.exe), or in six separate installments, which can then be copied to a network drive or diskettes.

To download the software as one file

1. Go to the URL field located at the top of your browser's screen and type SFAdownload Web site address: <http://www.SFAdownload.ed.gov>.
2. Follow the instructions provided and click the **Continue** button. You will be taken to a "Privacy on Our Web Sites" Web page.
3. Click on any of the links (or scroll down) to read information about Non-personal Information, Information from E-mails, Information collected from interactive forms, or Privacy of other records.
4. Click the **Continue** button to access the Web site containing the software you want to download. A brief description of the software is provided.
5. Click **FISAP 2001-2002** to the left of this description. You will be taken to the downloading site. Technical support for this site is provided by Title IV WAN Customer Service, via phone and e-mail.
6. Click the **Full Download** link to download the program that allows you to do the full installment. A **Save As...** dialog box will appear.
7. Choose the location on your hard drive to save the file, then press the **Save** button. The length of time it takes to download the software depends largely on the speed of your Internet connection.
8. Once the file is downloaded to your hard drive, go to that location and double click on the FISAP30.exe to extract the file and install the software.

To download the software in six separate installments

1. Go to the URL field located at the top of your browser's screen and type the SFAdownload Web site address: <http://www.SFAdownload.ed.gov>.
2. Follow the instructions provided and click the **Continue** button. You will be taken to a "Privacy on Our Web Sites" Web page.
3. Click on any of the links (or scroll down) to read information about Non-personal Information, Information from E-mails, Information collected from interactive forms, or Privacy of other records.
4. Click the **Continue** button to access the Web site containing the software you want to download. A brief description of the software is provided.
5. Click **FISAP 2001-2002** to the left of this description. You will be taken to the downloading site. Technical support for this site is provided by Title IV WAN Customer Service, via phone and e-mail.
6. Click **Disk 1** to download only disk 1's data. A **Save As...** dialog box will appear.
7. Choose the location on your hard drive to save the file. Click **Save**. The length of time it takes to download the software depends largely on the speed of your Internet connection.
8. Click **Disk 2** to download only disk 2's data. When the **Save As...** dialog box appears again, make sure you are saving Disk 2's data to the same location as you saved Disk 1's data.
9. Click on each of the succeeding disks until all of them have been saved to the same location on your hard disk.
10. Once the software disk files are downloaded to your hard disk, go to that location and double-click on **Disk 1**. Then double-click on the **Setup.exe** file to open and install the software.

*Disk 1 and Disk 6 are self-extracting zip files. After downloading, self-extract the files from each of these Disks onto your hard drive, then copy the extracted files onto floppy disks labeled Disk 1 and 6, respectively installing the software on your hard drive

To install the software

Downloading the software from the SFAdownload Web site does not install it. Once you have downloaded the software to your network or hard drive, you must install it.

1. Once the software file is downloaded to your hard disk, go to the program directory.
2. Double-click on the file to open and/or install it.
3. FISAP for Windows asks you a series of questions during the installation. These questions verify the location of the software on your hard drive and each question has a default answer.
 - If the default answer is correct, click **Next** to go to the next screen.
 - You can change the default answer, if you wish. If you do, make sure you know the directory where the software is located.
4. Continue this process until you reach the last installation screen, which prompts you to click the **Finish** button.
5. You must shut down and restart your computer for the installation process to be complete.

Downloading the Paper Documentation from the Web

You can download the paper documentation from the Internet in both Adobe PDF and Microsoft Word format. The following types of paper documentation are available to download:

- Installation Guides
- Cover Letters
- Technical References

Each of these documents have the date they were 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 paper documentation:

1. Go to the URL field located at the top of your browser's screen and type the SFAdownload Web site address: <http://www.SFAdownload.ed.gov>.
2. Follow the instructions provided and click the **Continue** button. You will be taken to a "Privacy on Our Web Sites" Web page.
3. Click on any of the links (or scroll down) to read information about Non-personal Information, Information from E-mails, Information collected from interactive forms, or Privacy of other records.
4. Click the **Continue** button to access the Web site containing the document(s) you want to download. A brief description of the documentation's software is provided.
5. Click **FISAP 2001-2002** to the left of this description. You will be taken to the downloading site. Technical support for this site is provided by Title IV WAN Customer Service, via phone and e-mail.
6. Click on the type of documentation you want to download.
7. If you select an Adobe PDF formatted file, click **File, Save As** from the menu bar, select a location on your hard disk, and then click the **Save** button to save the file.
8. If you select a Microsoft Word formatted file, a dialog box will appear. Click on **Save it to disk**, choose a location to save the file and press the **Save** button.
9. For either type of file, the Web site is designed to give it a default name; however, you may choose another name for the file if you want.
10. Once the paper document has been downloaded on your hard disk, go to that location and double-click on the file to open and/or print it.

Installing FISAP for Windows on a Stand-Alone System

Diskettes will be mailed to schools who do not have access to the Internet or have trouble opening the SFAdownload Web site to download the FISAP for Windows software.

Installation Options

Once you receive the FISAP for Windows software diskettes in the mail, you can install the software using one of two options:

- **Full.** Use this option when you are installing FISAP for Windows for 2001-2002 award year for the first time.

Warning: Use caution when using the Full install option. The program will overwrite/remove/erase ALL your existing FISAP for Windows database (fisap1.mdb) and program (wfisap1.exe) files as well as any annotations you may have made to Help.

- **Custom.** Use a Custom install in one of two ways.

If you have already installed a full version of FISAP for Windows, you can use this option to add a particular file or files; for example, executable (*.exe) files, database (*.mdb) files, and help files (*.hlp). This option leaves all other database and system settings intact (unless you select *.mdb files).

Note: To upgrade, choose Custom install and select all files except your existing FISAP for Windows v3 database files (*.mdb).

Follow the prompts provided by the software when installing FISAP for Windows.

Installation Steps

Be sure that all Windows applications, including screen-savers, e-mail notifiers, etc., have been closed before you proceed with this setup.

1. Turn on your computer and start Microsoft Windows.
2. Insert Diskette #1 in the **a:** drive.
3. Select **Start** from the Task bar.
4. Select **Run** from the Start pop-up menu.
5. Type **a:\setup** at the Open entry field and click **OK**. The software is installed to the default directory **C:\PROGRAM FILES\EDESUITE\FISAP for Windows v3**, unless you choose another location.

6. When prompted, insert diskettes in numerical order and click **OK**.

FISAP for Windows asks you a series of questions during the installation. Each question has a default answer.

If the default is correct, click **Next** in response to each question.

Or

If not, select the correct answer and click **Next**.

7. When the installation program is finished installing the files for FISAP for Windows, it updates your Start menu. It will not, however, create desktop icons/shortcuts or update them if they have already been created. You will then be prompted to reboot the system to complete the installation.

Installing FISAP for Windows on a Network

If you are installing the initial FISAP for Windows Version 3, do a full install and follow the steps provided below in the **Instructions for Schools That Are Installing FISAP for Windows 3.0 on a Network for the First Time** section. If you are installing FISAP for Windows after you have created data in the database, follow the instructions provided below in the **Instructions for Schools That Already Have FISAP for Windows 3.0 Installed On A Network File Server** section.

When you perform a workstation installation, the executable file for FISAP for Windows (wfisap1.exe) and all other program files are installed to a workstation's local hard drive. The installation modifies all FISAP for Windows program group icons in your Windows Start Menu folders 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 FISAP for Windows uses the combined resources of the workstation and the file server instead of those of the file server alone. Follow the instructions below to install FISAP for Windows on local area networks.

Be sure that all Windows applications, including screen-savers, e-mail notifiers, etc., have been closed before you proceed with this setup.

Instructions for Schools That Are Installing FISAP for Windows 3.0 On A Network for the First Time

1. First, use the Network Server installation option to install this version of the software. This option installs only the FISAP for Windows database (FISAP1.mdb) on the file server, not the FISAP for Windows program files.
2. Enter the Network server location where you want to install FISAP for Windows v3 database files. Type the path or click the **Browse** button.
3. Follow the prompts provided by the Setup program.
4. Then, do *Full* workstation installations on *all* workstations for this version of the software. Choose the Network Workstation installation option, then select **Full**. The Full option installs all program files, including the executable file (wfisap1.exe) in a local hard drive directory. The Workstation installation option prompts you for the location of the database installed during the Network Server installation (step 2).

Note: There are 2 location questions. The software first prompts you to enter the location of the database on the server. This question is only asking where your database is located; not where you want the software installed. After it has located the database, the software will then ask you where you want to install the program files. Your response should be the default location, C:\Program Files\EDESuite\Express for Windows or some other local designation.

If you have questions, call CPS Customer Service at 800/330-5947, option 8.

Instructions for Schools That Already Have FISAP for Windows 3.0 Installed On A Network File Server

1. **Do not** use the Network Server installation option for this version of the software. The Network Server installation option is only for users installing FISAP for Windows v3 to a network file server for the first time. Choosing this installation option installs an empty FISAP1.mdb (FISAP for Windows database file) on the network file server, overwriting any existing database. Full and Custom are no longer choices for installation type in a network server installation.
2. Choose the Network Workstation installation option.
3. You are then prompted for the location of your FISAP1.mdb during the FISAP for Windows Network Server installation.
4. Do *Custom* workstation installations on *all* workstations for this version of the software before opening the database and running the update. (Note: the update will not run if you choose the Full option.) The Custom option installs/updates all program files, including the executable file (wfishap1.exe) in a local hard drive directory. It also will install an updated *.mdb file to the directory with the database, which is then used to modify the database structure.
5. The database only needs to be updated once (or by one workstation). When it's been updated, you may do a Full install on other workstations. For example, if you are adding a workstation to your work environment, you will do a Full network workstation install of the current version of FISAP for Windows for that workstation. You do not have to upgrade incrementally on that one station.
6. Follow the prompts provided by the Setup program.

If you have questions, call CPS Customer Service at 800/330-5947, option 8, or via email at cps@ncs.com.

Instructions for Schools That Are Installing 3.1 and Future Releases

For Version 3.1 and all other future releases of FISAP for Windows, you must do a **Custom** workstation install to ensure the database structure is updated. Follow the instructions for **Instructions for Schools That Already Have FISAP for Windows 3.X Installed on a Network File Server**.

If you have questions, call CPS Customer Service at 800/330-5947, option 8.

Instructions for Schools with Diskettes

If you want to copy the installation diskettes to a file server so you can do workstation installations from the server, follow these steps.

1. Create a disk directory for each diskette received. For example, if you receive four diskettes, then create four directories on the file server; if you receive six diskettes, then create six directories on the file server; if you receive nine diskettes, then create nine directories on the file server, etc. In the following nine diskettes example, you would create a directory structure like this one on your server.

Example:

\Install

\Install\DISK1

\Install\DISK2

\Install\DISK3

\Install\DISK4

\Install\DISK5

\Install\DISK6

\Install\DISK7

\Install\DISK8

\Install\DISK9

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

2. Copy the contents of each disk into its corresponding directory on the server.
3. You can now install FISAP for Windows from the file server by running SETUP.exe from the DISK1 directory on the server instead of carrying the diskettes to each workstation.

If you have questions, call CPS Customer Service at 800/330-5947, option 8.

Install Log

Each time an installation is performed, an Install Log is created. The information tracked is the product and version number, type and nature of the install, drive/directory, date, and time of install. This file is named INSTALL.log and is located in your C:\PROGRAM FILES\EDESUITE\FISAP for Windows v3 directory (or the location you specified during the Installation Process).

Example:

<APP NAME>	FISAP for Windows v3
<VERSION>	3.X
<TYPE>	Stand Alone Full
<SUMMARY>	New release
<TARGET>	C:\PROGRAM FILES\EDESUITE\FISAP for Windows v3
<DATE>	08-02-2000
<TIME>	08:36:54

Changing the FISAP for Windows Database Path

You can change the FISAP for Windows database path from within the FISAP for Windows v3 software.

Note to Windows NT Users: In order to change the FISAP for Windows database path, you must have Windows NT administrator access rights.

1. Open FISAP for Windows and select **Help, System Information**.
2. Click the **Files Information** tab.
3. Click the **Registry** button. A Registry Viewer application is displayed with a split view. In the left window, you will see a tree-view style window, and in the right window, you will see a list-style window with two fields: **Name** and **Value**.
4. From the left window, single left click on the plus sign (+) next to EDESuite. You will see a label indicating the software's year cycle under EDESuite.
5. Single left click on the plus sign (+) next to Year01. You will then see a label indicating the software's name. Highlight the word **FISAP**.
6. Find **Database** under the **Name** field, right-click on it and select **Edit** from the main menu. A **Value** dialog box is displayed with two edit boxes. One box is labeled with **Name** (which is disabled), and the other box is labeled with **Value**.
7. Enter your new database path in the entry box next to **Value**. (FISAP1.mdb).
8. Press **Enter** or click **OK**.
9. Exit the Registry Viewer.
10. Click **OK** to exit the **System Information** dialog box.
11. Exit the FISAP for Windows software.

The next time you start FISAP for Windows, you will be connected to the new database.

Uninstall

After you have installed FISAP for Windows, click on Start, Programs from your Windows Desktop and select EDESuite to see an icon for the Uninstall utility.

Choosing Uninstall will delete all icons, the software's program group, all executable files, all DLLs, and the entire database for the version of FISAP for Windows you have installed (except for the INSTALL.log file).

If FISAP for Windows is installed on a LAN, the Uninstall utility will only delete all FISAP for Windows files (*.dll) and icons but not the database file on the network.

Note to Windows NT Users: In order to perform an uninstall, you must have the same or greater Windows NT access rights as the person who originally installed FISAP for Windows.

To uninstall FISAP for Windows

1. Double-click on 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**.
4. Click **OK**.

Note: FISAP for Windows may also ask you additional questions during the uninstall process. Click either **Yes** or **No** in response to these questions.

Getting Started

Logging In for the First Time

The first time you *launch* FISAP for Windows, you will see the Startup Information box. This box displays various messages, warnings, or errors. Each time you start FISAP for Windows, you must enter a valid user ID and password. FISAP for Windows requires passwords for system security.

The first time you use FISAP for Windows, enter **SYSADMIN** for both your user ID and password. **SYSADMIN** is the password included with FISAP for Windows. You will then be prompted to enter a new password.

Follow the steps below to log in to FISAP for Windows for the first time and establish your new password.

To log in and establish your new password

1. The first time you use FISAP for Windows, type **SYSADMIN** for both your user ID and password.

SYSADMIN is the user ID and password included with FISAP for Windows.

2. Press **Enter** or click **OK**.

You will be prompted to type a New Password.

3. Press **Enter** or click **OK**.

4. Type a New Password and re-enter this password in the **Verify Password** field.

- Up to eight (8) alphanumeric characters may be entered.
- The Password and Verify Password must be the same.

5. Press **Enter** or click **OK**.

Resetting Your User ID and Password

If you have forgotten your password, you can have your FISAP for Windows administrator give you a new one using the User Security function from the menu bar. To access the User Security function, select Tools on the menu bar, then select User Security.

If you're the FISAP for Windows administrator and you've forgotten your password, call CPS Customer Service at **800/330-5947, option 8** for help with resetting the default user ID and password to SYSADMIN.

All FISAP for Windows users, especially FISAP for Windows administrators, should record their user IDs and passwords and keep them in a safe place where they will be remembered.

Getting Help

There are a number of ways to get help in the installation of FISAP for Windows:

- Review installation instructions
- Become familiar with your PC
- Contact your system administrator
- Use FISAP for Windows online Help
- Call or email CPS Customer Service

These approaches are described below.

Review Installation Instructions

If you have problems installing FISAP for Windows, first review the installation instructions again. Try the installation process again (make sure you include ALL steps). If you are still having difficulty, call CPS Customer Service at 800/330-5947, option 8, or email cps@ncs.com.

Become Familiar with Your PC

Once you have successfully completed the FISAP for Windows installation, click System Information from the Help menu.

Compare this information to the required configurations listed at the beginning of this section. You may need to upgrade your equipment or change your files.

Contact Your System Administrator

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

FISAP for Windows Online Help

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 many 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.

CPS Customer Service

For SFA technical support, post an e-mail (including your telephone number) with your question to:

<http://www.ed.gov/offices/OSFAP/sfatech/listserv.html>

Department staff or contractors for the system about which you have a question will see your posting and begin working on a response. Please note that you must be subscribed to SFATECH in order to send and receive messages from the list.

If you need technical support, call CPS Customer Service at:

800/330-5947, option 8

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

You may also send your inquiries via the Internet to CPS at:

cps@ncs.com

The CPS Voice Response System has phone routing set up to assist you in designated areas. When you call 800/330-5947, you will be asked to enter the last 5 digits of your TG ID.

Example:

For **TG50001**, enter **50001**

For **TG60001**, enter **60001**

You will then be presented with a menu of options.

Choose option 8 for FISAP assistance:

Menu Option	Description
1	CPS Automated Customer Service Center is an automated system through which you can check the status on batches and applications, request faxable materials and information, and obtain other needed data, such as reject, comment, and assumption code definitions.
2	Application Processing – Choose this option if you need assistance with the Application Processing module of FISAP for Windows. You can also receive assistance with checking the status of batches sent to the CPS for processing, FAFSA and correction results and rejects, EDE certification testing, and installation questions.
3	Direct Loan – Choose this option if you need assistance with the Direct Loan module of FISAP for Windows, including installation questions. Representatives can also assist you with questions on the Direct Loan Technical Reference.
4	Pell Payment – Choose this option if you need assistance with the Pell module of FISAP for Windows, including installation questions.
5	SSCR – Choose this option if you need assistance installing or using the SSCR program.
6	Quality Assurance Program for Windows – Choose this option if you need assistance installing or using the QAP for Windows stand-alone program.
7	Packaging – Choose this option if you need assistance with the Packaging module of FISAP for Windows, including installation questions.
8	FISAP for Windows – Choose this option if you need assistance installing or using the stand-alone FISAP for Windows program.
9	Return of Title IV Funds for Windows – Choose this option if you need assistance installing or using the Return of Title IV Funds for Windows software stand-alone program.

When you call CPS Customer Service, you should be at your computer and prepared to provide the following information upon request:

- Your TG Number.
- The version of FISAP for Windows you are using (under Help/About FISAP 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, type of memory management being used, etc.).
- The exact wording of any error messages you have 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.