
Installation Guide for

FISAP for Windows

2002-2003

U.S. Department of Education



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Introduction

Preface

Thank you for using FISAP for Windows, Version 4.0, 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 Title IV 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, 2000 through June 30, 2001. Federal regulations state that if you spent funds in 2000-2001 or have a Federal Perkins Loan Fund, you must submit a Fiscal Operations Report.
- Application to Participate for the award year July 1, 2002 through June 30, 2003, 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.

EDconn32

Important steps in processing financial aid information are sending and receiving data over the Student Aid Internet Gateway (SAIG).

To accomplish these steps, FISAP works with the SAIG telecommunication product, EDconn32, formerly EDconnect. EDconn32 enables you to send and receive data over the SAIG.

See the *Student Aid Internet Gateway EDconnect Desk Reference* for EDconn32 software instructions.

Using This Installation Guide

Use the instructions 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.

See the “Installation Instructions” section in this install guide for additional installation instructions.

Help

Online Help

Instead of a paper user's guide, FISAP 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 software online Help and the "Getting Help" section in this Installation Guide for more information.

CPS/WAN Technical Support

For questions regarding

- technical assistance
- software functionality
- file layouts
- EDconn32 functionality

call CPS/WAN Technical Support at:

800/330-5947

TDD/TYY: 800/511-5806

See the topic "CPS/WAN Technical Support" in the software 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:

- 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, Microsoft Windows 2000, 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 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 Information for Financial Aid Professionals Web site, www.ifap.ed.gov, and the SFAdownload Web site, SFAdownload.ed.gov.

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.

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 81 MB.

Each software product requires the following space:

Product	Size
DL Tools for Windows	5 MB
EDconn32 for Windows	15 MB
EDExpress for Windows	16 MB
FISAP for Windows	4 MB
Quality Analysis Tool for Windows with 300 records	4 MB
Renewal Applications for Windows	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

Local Area Network (LAN) Server Compatibility

LAN Server Compatibility

FISAP 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

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

Note: Although Windows 2000 is supported, Access 2000 is NOT supported. Irreparable damage will be caused to your database if it is opened in Access 2000 and converted to the new version. The database is still designed for Access 97 only.

LAN Cautions

When multiple users are concurrently updating databases in the FISAP 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.

These functions include:

- User Database (creating or deleting)
- Repair Database
- Compact Database
- Database Verification

For each Utility function listed above, as well as when you are creating or deleting the User Database, there should be no one else accessing FISAP.

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 prior to 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 prior to execution.

Function in use - Retry later.

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

NT

Your 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** radio 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. Paging files on the server should be generally higher than Microsoft recommends. If at all possible, move the paging files from the drive where the FISAP 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 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 the FISAP 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 in a LAN environment:

- IBM or fully IBM-compatible PC with a Pentium 200 MHz processor or better.
- 64 MB of total memory or more on each workstation.
- 300 MB of available hard disk space on the file server (depending on the functions you use and the number of records you will store in your database).
- *Desktop Operating System:* Microsoft Windows 95, Microsoft Windows 98, Microsoft Windows 2000, 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 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.

Installation Instructions

Installation Process

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

Instructions are provided for both single-user and network system installation.

Depending on the type of installation you are performing (single-user or network), not all installation diskette files (or diskettes) may be required.

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 CPS/WAN Technical Support.

Other topics include:

- Downloading software and documentation from the SFAdownload Web site
- Creating the Install Log
- Changing the database path from the FISAP software application
- Uninstalling the software

Directory Creation

The installation process automatically creates the directory,

C:\Program Files\EDESuite\FISAP for Windows v4,

for FISAP 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 software update you receive.

Program Folder

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

SFAdownload

FISAP is available on the SFAdownload Web site in two formats.

You can download the entire software in one file, called FISAP40.EXE, or you can download the software in separate installments, which can then be copied to a network drive or diskettes.

See the “Downloading Software/Paper Documentation” section of this install guide 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 CPS/WAN Technical Support.

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

Installation Steps at a Glance

Step	Action	Reference
1	Download the software from the SFAdownload.ed.gov Web site.	Read the “Downloading Software and Paper Documentation from the SFAdownload Web site” section of this install guide for instructions or request diskettes from CPS/WAN Technical Support.
2	Install the software.	Read the “To Install the Software” section of this install guide for instructions.
3	Download all supporting paper documentation from the SFAdownload.ed.gov Web site.	Read the “Downloading Paper Documentation from the Web” section of this install guide for instructions or request documents from CPS/WAN Technical Support.

Downloading Software and Paper Documentation from the SFAdownload Web Site

You can download both software and paper documents from the Internet using the SFAdownload Web site, **SFAdownload.ed.gov**.

The SFAdownload Web site was created to help you access financial aid tools (for example, software and paper documents) for easier and more efficient use of FISAP.

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

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.

Getting Help

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.
- If you do not have access to the Internet or have trouble opening the SFAdownload Web site, contact CPS/WAN Technical Support.

Downloading Software from the Web

FISAP and its related documentation are distributed via the Internet using the Student Financial Assistance (SFA) Download Web site, **SFAdownload.ed.gov**. It is available on the SFAdownload Web site in two formats. You can download the entire software in one file (fisap40.exe), or in separate installments, which can 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 the SFAdownload Web site address:
SFAdownload.ed.gov.
2. Click on **Software** button on the left-hand side of the screen.
3. Click **FISAP for Windows 2002-2003** to the left of this description. You are taken to the download site.
4. Click the **Full Download** link to download the program that allows you to do the full installment. A **Save As...** dialog box appears.
5. Choose the location on your hard drive where you want 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.
6. Once the file is downloaded to your hard drive, go to that location and double click **fisap40.exe** to extract the file and install the software.

See the "To Install the Software" section in this install guide for additional instructions.

To Download the Software in Separate Installments

1. Go to the URL field located at the top of your browser's screen and type the SFAdownload Web site address:
SFAdownload.ed.gov.
2. Click on **Software** button on the left-hand side of the screen.
3. Click **FISAP 2002-2003** to the left of this description. You are taken to the download site
4. Click **Disk 1**. At the **Save As...** dialog box, choose the location on your hard drive to save the file. Click **Save**.

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

5. Click **Disk 2**. When the **Save As...** dialog box appears again, save **Disk 2** to the same location as you saved Disk 1.
6. Click each succeeding disk until they have all been saved to the same location on your hard disk.
7. Once the software disk files are downloaded to your hard disk, 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.

See the "To Install the Software" section in this install guide for additional instructions.

To Install the Software

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

Be sure all Windows applications, including screen-savers, and e-mail notifiers, are closed.

1. If you downloaded the fisap40.exe file from the SFAdownload Web site, go to the location of that downloaded file. If you received installation diskettes in the mail from the U.S. Department of Education, see the “Installation Steps (Diskette)” section of this install guide.
2. Double-click the file to open and/or install it. The file decompresses itself into a temporary directory (usually “c:\temp”) and continues the install from there.
3. FISAP 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.

Note: You must click **Yes** if you get a message asking if you’d 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 answer, if you want. 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. When the installation program is finished installing the files for FISAP, it updates your Start menu. It does not, however, create desktop icons/shortcuts or update them if they have already been created. You are prompted to reboot the system to complete the installation.

See “Installing FISAP on a Single-User System” and “Installing FISAP on a Network” sections of this install guide for more information.

Installing Subsequent Releases

When installing a subsequent release of the software, a process to update the database may be required. This process is required when it is an update to the previous version of the same year/cycle for this product. The update process occurs the first time that the software is initialized after installing the software upgrade. It runs only once, whether on a stand-alone or network-based database.

Note: See “Installation Options” and “Subsequent Installations” of this install guide for more information about installing subsequent releases.

Downloading Paper Documentation from the Web

You can download the paper documentation from the Internet in either Adobe PDF or Microsoft Word format.

The following types of paper documentation are available to download for FISAP:

- Cover Letter
- Installation Guide
- Technical 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 Paper Documentation

1. Go to the URL field located at the top of your browser's screen and type the SFAdownload Web site address:
SFAdownload.ed.gov.
2. Click on **References and Documentation** button on the left-hand side of the screen.
3. Click **FISAP 2002-2003** to the left of this description. You are taken to the download site.
4. Click on the type of documentation you want to download: Adobe PDF or Microsoft Word.

Adobe PDF

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.

Microsoft Word

If you select a Microsoft Word formatted file, a dialog box appears. Click on **Save it to disk**, choose a location to save the file, and press the **Save** button.

5. 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.
6. 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 on a Single-User System

Note: ED can mail diskettes to schools who do not have access to the Internet or have trouble opening the SFAdownload Web site to download FISAP for Windows. Call CPS/WAN Technical Support at 800/330-5947 to request diskettes.

Installation Options

You can install the software using one of two options:

1. **Full.** Use this option when you are installing FISAP for 2002-2003 for the first time and want all available FISAP software modules installed.

Warning for Subsequent Installations: Use caution when using the Full installation option. The program overwrites, removes, and erases your existing FISAP database (fisap2.mdb) and all program files including (wfishap2.exe), as well as any annotations you may have made to Help.

2. **Custom.** Use a Custom installation in one of two ways.
 - If you have already installed a full version of FISAP, 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).
 - To upgrade the software, choose Custom installation and select all files except your existing database files (*.mdb); for example, FISAP V 4 .x. This is the Custom default selection.

Follow the prompts provided by the software when installing FISAP.

Installation Steps (Diskette)

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

To Install the Software on Your PC

1. Turn on your PC 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\EDSuite\FISAP for Windows v4** unless you choose another location.

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

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

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

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, it updates your Start menu. It does not, however, create desktop icons/shortcuts or update them if they have already been created. You are prompted to reboot the system to complete the installation.

Installing Subsequent Releases

When installing a subsequent release of the software, a process to update the database may be required. This process is required when it is an update to the previous version of the same year/cycle for this product. The update process occurs the first time that the software is initialized after installing the software upgrade. It runs only once, whether on a stand-alone or network-based database.

Note: See “Installation Options” and “Subsequent Installations” of this install guide for more information about installing subsequent releases.

Installing FISAP on a Network

Follow the instructions in this section for installing the software on a network. In particular,

- If you are installing the initial FISAP, do a full installation and follow the steps provided in the “First Time Installation” section.
- If you are installing FISAP after you have created data in the database, follow the instructions provided in the “Subsequent Installation” section.

When you perform a workstation installation, the executable file for FISAP (wfisap2.exe) and all other program files are installed to a workstation’s local hard drive.

The installation modifies all FISAP 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 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 FISAP on local area networks.

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

First Time Installation

To Install the Software on a Network for the First Time

1. First, use the Network Server installation option to install only the FISAP database (fisap2.mdb) on the file server, not the FISAP program files.
2. Enter the Network server location where you want to install FISAP for Windows, Version 4.0 database files.

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

3. Follow the prompts provided by the **Setup** program.
4. Perform **Full workstation** installations on *all* workstations that will access the server-based copy of the database for this version of the software.

Choose the Network Workstation installation option, and then select **Full**.

The Full option installs all program files, including the executable file (wfisap2.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).

Additional Instructions

You are asked two location questions:

- The software first prompts you to enter the location of the database on the server. This question is asking only 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\EDESuite\FISAP for Windows v4** or some other local designation.

Subsequent Installation

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

1. **Do not** use the Network Server installation option for this version of the software; for example, FISAP V 4 .x. The Network Server installation option is only for users installing FISAP to a network file server for the first time. Choosing this installation option installs an empty fisap2.mdb (FISAP database file) on the network file server, overwriting any existing database.
2. Choose the **Network Workstation** installation option.
3. You are then prompted for the location of your database, fisap2.mdb during the FISAP Network Server installation.
4. If this is a subsequent release of the software, the database is updated only once, after the first workstation install is complete. This action occurs when the software is accessed the next time. For example, if you are adding a workstation to your work environment, you perform a **Full** network workstation installation of the current version of FISAP for that workstation. When the first user logs into FISAP, the update runs. Subsequent installations will not update the database again.
5. Follow the prompts provided by the Setup program.

To Install Subsequent and Future Releases

For this version and all other future releases of FISAP, you must do a **Custom** workstation install to ensure the database structure is updated.

Follow the instructions for “To Install the Software on a Network File Server Where the Software is Already Installed.”

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, 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 six diskettes example, you would create a directory structure like this on your server.

Example:

\Install

\Install\DISK1

\Install\DISK2

\Install\DISK3

\Install\DISK4

\Install\DISK5

\Install\DISK6

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 from the file server by running **SETUP.exe** from the DISK1 directory on the server instead of carrying the diskettes to each workstation.

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 v4** directory (or the location you specified during the Installation Process).

Example:

<APP NAME>	FISAP for Windows v4
<VERSION>	4.X
<TYPE>	Stand Alone Full
<SUMMARY>	New release.
<TARGET>	C:\Program Files\EDESuite\FISAP for Windows v4
<DATE>	02-02-2002
<TIME>	18:36:54

Changing the FISAP Database Path

You can change the FISAP database path from within the FISAP V.4 software.

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

To Change the Database Path

1. Open FISAP 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 will see a tree-view style window, and in the right window, you see a list-style window with two fields: **Name** and **Value**.

If you do not see the “Year12” label in 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.

If you do not see the “Express” label in the left window

- Single left click on the plus sign (+) next to Year12.
 - You will see a label indicating the software’s name.
 - Highlight the name of the software.
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.
 - A new **Registry 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**.
 5. Enter your new database path in the entry box next to **Value**, including the full path and database name (fisap2.mdb) exactly as it appears in Windows Explorer, with upper and lower case letters.

6. Press **Enter** or click **OK**.
7. Exit the Registry Viewer.
8. Click **OK** to exit the **System Information** dialog box.
9. Exit the FISAP software.

The next time you start FISAP, you connect to the new database.

You can confirm that you are connected to the new database by viewing the current database name and location in the status bar at the bottom right-hand corner of the FISAP Window.

Uninstall

To uninstall FISAP, click **Start, Programs** from your Windows Desktop and select **EDESuite** to see an icon for the Uninstall utility.

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

If FISAP is installed on a LAN, the Uninstall utility deletes all FISAP 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.

To Uninstall FISAP for Windows 2002-2003

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**.

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

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 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. Instructions for all of these tasks are provided within this section.

Startup Information Box

The first time you launch FISAP, you see the **Startup Information** box. This box displays various messages, warnings, or errors.

To View and Close the Startup Information Box

1. The first time you access FISAP, the **Startup Information** box is displayed.
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 FISAP for Windows, you must enter a valid user ID and password.

FISAP requires passwords for system security.

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

1. Type your user ID. If this is your first time logging in, your user ID is **SYSADMIN**. SYSADMIN is the default user ID.
2. Type your password. If this is your first time to log in, your password is **SYSADMIN**. SYSADMIN is the default password.
3. If this is your first time logging in, 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.
 - Up to eight (8) alphanumeric characters may be entered.
4. Type the **new password** again in the Verify Password field.
 - The Password and Verify Password must be the same.
5. Click **OK** to log in.

Note: Refer to the topic “Security” within the online help for information on setting up user IDs and passwords for your staff.

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

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

If you're the FISAP for Windows administrator and you've forgotten your password, call CPS/WAN Technical Support at 800/330-5947 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

Basics

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

- Review installation instructions.
- Become familiar with your PC.
- Contact your system administrator.
- Use FISAP online Help.
- Contact Technical Support.

These approaches are described below.

Review Installation Instructions

If you have problems installing FISAP, 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/WAN Technical Support at **800/330-5947**.

Become Familiar with Your PC

Once you have successfully completed the FISAP 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 your system's configuration.

Contact Your System Administrator

Your school 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.

Use FISAP Online Help

Instead of a paper user's guide, FISAP 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 software online Help for more information.

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

- From the **Help** menu, choose **Contents** for a list of Help Topics.
- 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.

Technical Support

Contact SFA Technical Support

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

www.ed.gov/offices/OSFAP/sfatech/listserv.html

Department staff or contractors for the system about which you have a question will work on a response.

Note: You must subscribe to SFATECH in order to send and receive messages from the list.

CPS/WAN Technical Support

If you need technical support, call CPS/WAN Technical Support:

800/330-5947

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/WAN:

cpswan@ncs.com

Guidelines for Calling Technical Support

When you call CPS/WAN Technical Support at 800/330-5947, you must be at your PC and prepared to provide the following information:

- Your TG ID.
- The version of the software 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).
- 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/WAN Voice Response System

The CPS/WAN Voice Response System has a telephone routing system to assist you in designated areas. When you call 800/330-5947, you are asked to enter the last 5 digits of your TG ID.

Example:

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

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