
Installation Guide for

Renewal Applications for Windows 2001-2002

U.S. Department of Education



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TABLE OF CONTENTS

INTRODUCTION	1
Preface	1
Using This Installation Guide.....	2
SYSTEM REQUIREMENTS	3
Hardware and Software Requirements.....	3
Optional Items to Consider.....	4
Estimating Hard Disk Space	5
LOCAL AREA NETWORK (LAN) SERVER COMPATIBILITY	6
LAN Server Compatibility	6
LAN Cautions	7
LAN Messages	7
Additional LAN Instructions	8
LAN Hardware and Software Recommendations.....	9
INSTALLATION INSTRUCTIONS	10
Installation Process	10
Installation Steps at a Glance.....	11
Directory Creation.....	11
Program Folder.....	11
Downloading Software and Paper Documentation from the SFAdownload Web Site.....	12
Sample Download Times	12
Getting Help.....	12
Downloading Software from the Web	13
Downloading Paper Documentation from the Web	16
Installing Renewal Applications for Windows on a Single-User System.....	17
Installation Options	17
Installation Steps	18

Installing Renewal Applications for Windows on a Network	19
First Time Installation	19
Subsequent Installation.....	20
Instructions for Schools with Diskettes	22
Install Log	23
Changing the Renewal Applications for Windows Database Path	24
Uninstall	25
GETTING HELP	26
Basics	26
Review Installation Instructions.....	26
Become Familiar with Your PC	26
Contact Your System Administrator	27
Renewal Applications for Windows 2001-2002 Online Help.....	27
Customer Service	28
Title IV WAN Customer Service	28
SFA Technical Support	28
CPS Customer Service.....	28

Introduction

Preface

Welcome!

Renewal Applications for Windows 2001-2002 helps you import and print your Renewal Application Data (RAD) in a timely fashion. You can enter and export Type 2 RAD Requests, import RAD data, and regenerate Type 2 RAD Requests. You also can print various reports and lists.

Renewal Applications for Windows 2001-2002 is a PC software package provided to you by the U.S. Department of Education.

Renewal Applications for Windows 2001-2002 can be downloaded from the Web. The Student Aid Internet Gateway (SAIG) provides the SFAdownload Web site, <http://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 Installation 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.

For a comprehensive list of product features, please refer to the “What’s New for Renewal Application Processing?” pull-down menu item under Help.

Using This Installation Guide

Use the Installation Instructions section contained in this Installation Guide to install the software on your PC 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.

System Requirements

Hardware and Software Requirements

The following hardware and software components are required for Renewal Applications for Windows 2001-2002:

- 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). Renewal Applications for Windows 2001-2002 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, <http://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 74 MB.

Each software product requires the following space:

Product	Size
EDconn32 for Windows	15 MB
EDExpress for Windows	16 MB
FISAP for Windows	4 MB
Quality Assurance Program for Windows with 300 records	2 MB
Renewal Applications for Windows 2001-2002	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 300 MB free.

Local Area Network (LAN) Server Compatibility

LAN Server Compatibility

Renewal Applications for Windows 2001-2002 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

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 Renewal Applications for Windows 2001-2002 makes extensive use of Microsoft Access as a database engine, do not use these network operating systems with Renewal Applications for Windows 2001-2002.

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 Renewal Applications for Windows 2001-2002 database, those records are locked. Also certain functions are locked when concurrent access could 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, 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:

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. If at all possible, move the paging files from the drive that the Renewal Applications for Windows 2001-2002 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 Renewal Applications for Windows 2001-2002 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 Renewal Applications for Windows 2001-2002 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, 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). Renewal Applications for Windows 2001-2002 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 Renewal Applications for Windows 2001-2002.

Note: For questions regarding any of the listed hardware or software requirements, please contact CPS Customer Service at 800/330-5947 or via e-mail 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 Renewal Applications for Windows 2001-2002.

Renewal Applications for Windows 2001-2002 is available on the SFAdownload Web site in two formats. You can download the entire software in one file, called Renewal10.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 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 Title IV WAN Customer Service at 800/615-1189, or via e-mail 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 Renewal Applications for Windows 2001-2002.

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
- Changing the database path from the Renewal Applications for Windows 2001-2002 software application
- Uninstall instructions

Installation Steps at a Glance

1. Download the software from the SFAdownload.ed.gov Web site. Read pages 12 – 14 for instructions or request diskettes from Title IV WAN Customer Service at 800/615-1189.
2. Install the software. Read pages 15 and 17 – 22 for instructions.
3. Download all supporting paper documentation from the SFAdownload.ed.gov Web site. Read page 16 for instructions.

Directory Creation

The installation process automatically creates the directory:

**C:\Program Files\EDESuite\Renewal Applications for
Windows 2001-2002**

for Renewal Applications for Windows 2001-2002 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 Renewal Applications for Windows 2001-2002 software update you may receive.

Program Folder

The default program folder used in Renewal Applications for Windows 2001-2002 is called EDESUITE. You may also change this name.

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, <http://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 Renewal Applications for Windows 2001-2002.

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.

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.

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, please contact Title IV WAN Customer Service at 800/615-1189.

Downloading Software from the Web

Renewal Applications for Windows 2001-2002 and its related documentation are distributed via the Internet using the Student Financial Assistance (SFA) Download Web site, <http://SFAdownload.ed.gov>. It is available on the SFAdownload Web site in two formats. You can download the entire software in one file (Renewal10.exe), or in 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://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 **Renewal Applications for Windows 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 Renewal10.exe to extract the file and install the software.

See "To Install the Software" on page 15 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: **http://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 **Renewal Applications for Windows 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**. 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.

7. Click **Disk 2**. When the **Save As...** dialog box appears again, save **Disk 2** to the same location as you saved Disk 1.
8. Click on each succeeding disk until they have all been saved to the same location on your hard disk.
9. Once the software disk files are downloaded to your hard disk, go to that location, double-click on **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 "To Install the Software" on page 15 for additional instructions.

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.

Be sure all Windows applications, including screen-savers, e-mail notifiers, etc., have been closed.

1. If you downloaded the Renewal10.exe file from the SFAdownload Web site, go to the location of that downloaded file. If you have received installation diskettes in the mail from the U.S. Department of Education, see page 18, "Installation Steps."
2. Double-click on the file to open and/or install it.
3. Renewal Applications for Windows 2001-2002 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 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. You must shut down and restart your computer for the installation process to be complete.

See "Installing Renewal Applications for Windows on a Single-User System" and "Installing Renewal Applications for Windows on a Network" for more information.

Downloading 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 for Renewal Applications for Windows 2001-2002:

- Installation Guide
- Cover Letter

Each document has 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://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 **Renewal Applications for Windows 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 Renewal Applications for Windows on a Single-User 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 Renewal Applications for Windows 2001-2002 software.

Installation Options

Once you have the Renewal Applications for Windows 2001-2002 software diskettes in the mail, you can install the software using one of two options:

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

Warning for Subsequent Installations: Use caution when using the Full install option. The program will overwrite/remove/erase ALL your existing Renewal Applications for Windows 2001-2002 database (Renew12.mdb) and program (Renew12.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 Renewal Applications for Windows 2001-2002, 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 Renewal Applications for Windows 2001-2002 v1 database files (*.mdb).

Follow the prompts provided by the software when installing Renewal Applications for Windows 2001-2002.

Installation Steps

Be sure that all Windows applications, including screen-savers, e-mail notifiers, etc., have been 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\EDESuite\Renewal Applications for Windows 2001-2002**, unless you choose another location.

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

Renewal Applications for Windows 2001-2002 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 Renewal Applications for Windows 2001-2002, 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 Renewal Applications for Windows on a Network

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

- If you are installing the initial Renewal Applications for Windows 2001-2002, do a full install and follow the steps provided in the **First Time Installation** section.
- If you are installing Renewal Applications for Windows 2001-2002 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 Renewal Applications for Windows 2001-2002 (Renew12.exe) and all other program files are installed to a workstation's local hard drive.

The installation modifies all Renewal Applications for Windows 2001-2002 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 Renewal Applications for Windows 2001-2002 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 Renewal Applications for Windows 2001-2002 on local area networks.

Note: Be sure that all Windows applications, including screen-savers, e-mail notifiers, etc., have been 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 this version of the software. This option installs only the Renewal Applications for Windows 2001-2002 database (Renew12.mdb) on the file server, not the Renewal Applications for Windows 2001-2002 program files.
2. Enter the Network server location where you want to install Renewal Applications for Windows 2001-2002 v1 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 (Renew12.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 only asking where your database is located, not where you want the software installed.
- After the software has located the database, the software then asks you where you want to install the program files. Your response should be the default location, **C:\Program Files\EDESuite\Renewal Applications for Windows 2001-2002** or some other local designation.

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

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.

The Network Server installation option is only for users installing Renewal Applications for Windows 2001-2002 v1 to a network file server for the first time. Choosing this installation option installs an empty Renew12.mdb (Renewal Applications for Windows 2001-2002 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 Renew12.mdb during the Renewal Applications for Windows 2001-2002 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 (Renew12.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.

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 Renewal Applications for Windows 2001-2002 for that workstation.

You do not have to upgrade incrementally on that one station.

5. Follow the prompts provided by the Setup program.

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

To Install Subsequent and Future Releases

For this version and all other future releases of Renewal Applications for Windows 2001-2002, 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**.

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

Instructions for Schools with Diskettes

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 one 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 Renewal Applications for Windows 2001-2002 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.

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\Renewal Applications for Windows 2001-2002** directory (or the location you specified during the Installation Process).

Example:

<APP NAME>	Renewal Applications for Windows 2001-2002 v1
<VERSION>	1.X
<TYPE>	Stand Alone Full
<SUMMARY>	New release
<TARGET>	C:\Program Files\EDESuite\Renewal Applications for Windows 2001-2002
<DATE>	10-02-2000
<TIME>	08:36:54

Changing the Renewal Applications for Windows Database Path

You can change the Renewal Applications for Windows 2001-2002 database path from within the Renewal Applications for Windows 2001-2002 v1 software.

Note to Windows NT Users: In order to change the Renewal Applications for Windows 2001-2002 database path, you must have Windows NT administrator access rights.

To Change the Database Path

1. Open Renewal Applications for Windows 2001-2002 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 name of the software.
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** (Renew12.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 Renewal Applications for Windows 2001-2002 software.

The next time you start Renewal Applications for Windows 2001-2002, you will be connected to the new database.

Uninstall

After you have installed Renewal Applications for Windows 2001-2002, 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 Renewal Applications for Windows 2001-2002 you have installed (except for the INSTALL.log file).

If Renewal Applications for Windows 2001-2002 is installed on a LAN, the Uninstall utility will delete all Renewal Applications for Windows 2001-2002 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 Renewal Applications for Windows 2001-2002.

To uninstall Renewal Applications 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**.

Renewal Applications for Windows 2001-2002 may also ask you additional questions during the uninstall process. Click either **Yes** or **No** in response to these questions.

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

Getting Help

Basics

There are a number of ways to get help in the installation of Renewal Applications for Windows 2001-2002:

- Review installation instructions
- Become familiar with your PC
- Contact your system administrator
- Use Renewal Applications for Windows 2001-2002 online Help
- Call or e-mail CPS Customer Service

These approaches are described below.

Review Installation Instructions

If you have problems installing Renewal Applications for Windows 2001-2002, 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 or e-mail cps@ncs.com.

Become Familiar with Your PC

Once you have successfully completed the Renewal Applications for Windows 2001-2002 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.

Renewal Applications for Windows 2001-2002 Online Help

Instead of a paper user's guide, Renewal Applications for Windows 2001-2002 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 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.

Customer Service

Title IV WAN Customer Service

If you do not have access to the Internet or have trouble opening the SFAdownload Web site, contact Title IV WAN Customer Service at:

800/615-1189

Representatives are available to assist you between 7 a.m. and 10 p.m. (CT), Monday through Friday, excluding holidays.

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

T4WAN@ncs.com

SFA Technical Support

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.

CPS Customer Service

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

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 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 2 for Renewal Applications for Windows 2001-2002 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/Renewal Applications – Choose this option if you need assistance with the Application Processing module of EDEExpress for Windows or if you need assistance with Renewal Applications 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 EDEExpress 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 EDEExpress 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 EDEExpress 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 PC and prepared to provide the following information upon request:

- Your TG ID.
- The version of the software you are using (under Help/About Renewal Applications...).
- 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.