

# SchoolAdmin Troubleshooting Guide

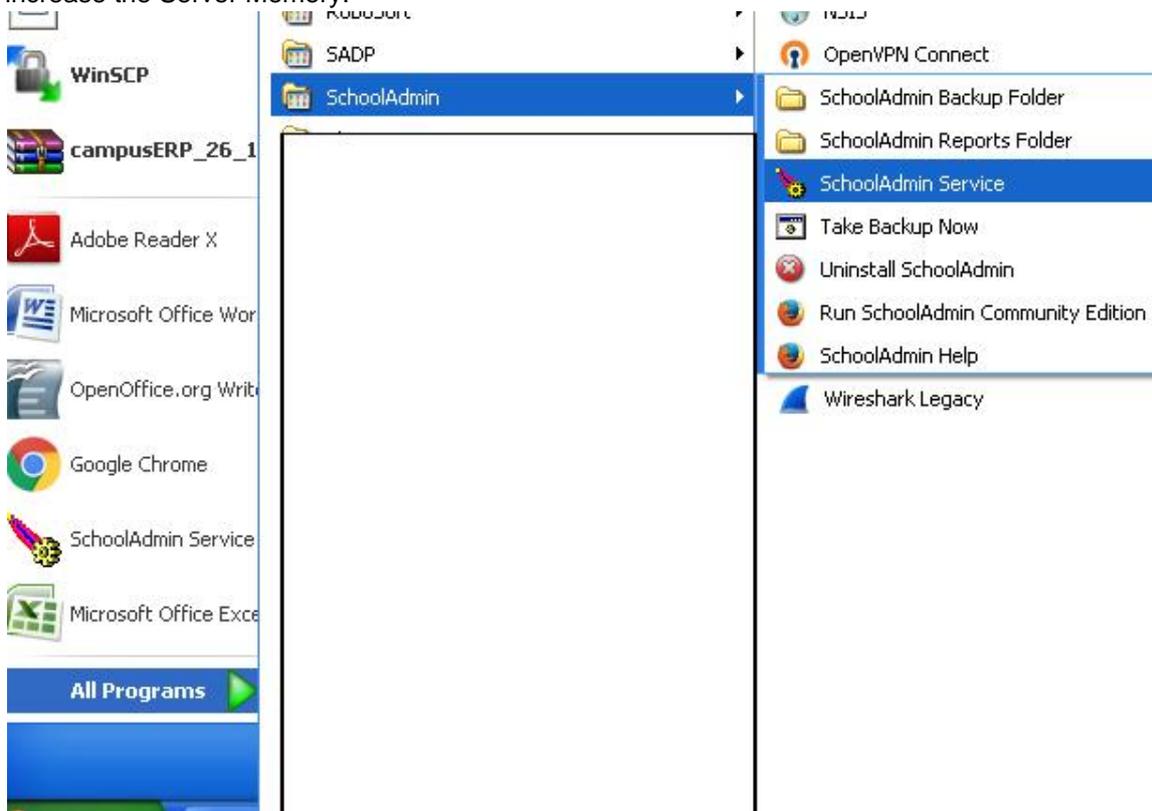
## SchoolAdmin - How to access SchoolAdmin Server in the LAN?

Follow the steps given in the below document.

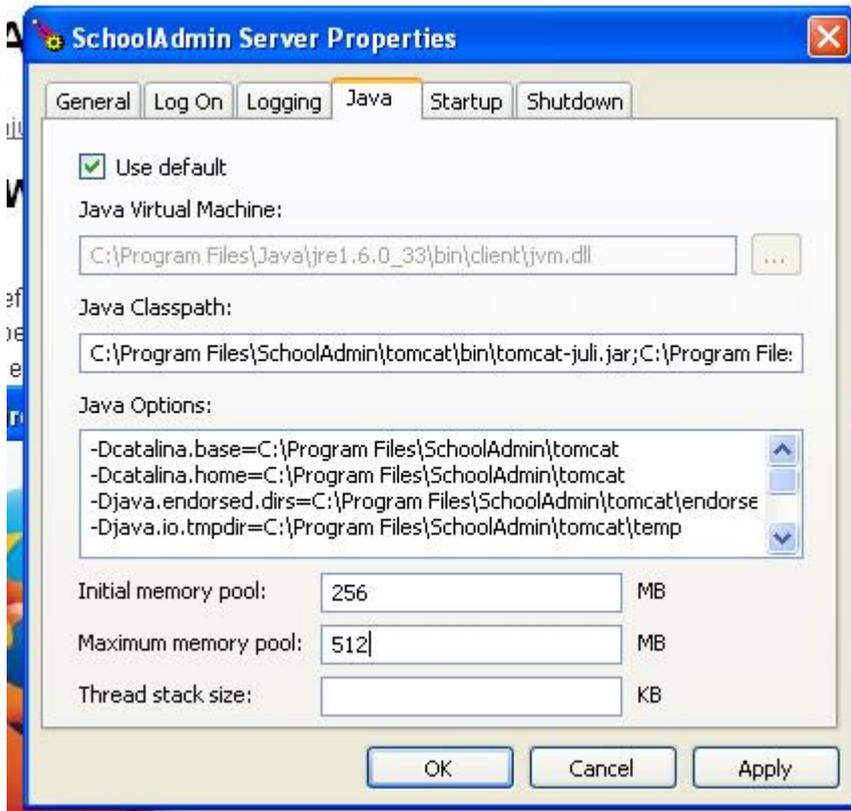
<http://www.slideshare.net/msssoftware/marvelsoft-schooladmin-school-software>

## SchoolAdmin - I feel SchoolAdmin Server is running Slow, when compared to my other applications!

1. The minimum required RAM for SchoolAdmin Server System is 4GB and the processor speed must be Intel Dual Core / AMD Dual Core / Core I3 / Core I5 / Core I7.
2. The Intel Atom / Celron processors are not supported.
3. If you have the 1st configuration and still feel it is slow, check the Server Service as shown below and increase the Server Memory.



4. Goto Start menu, All programs under SchoolAdmin program group click on SchoolAdmin Service ( In windows 7 / Windows 8 / 10) right click and run as administrator. The below Service window will be displayed. Change Initial memory pool to 512 and Maximum memory pool size to 1024 MB. Stop and Restart the service.



### SchoolAdmin - When I open in mozilla firefox browser and work in SchoolAdmin, the browser hangs / restarts!

1. You must use Firefox latest version to work in SchoolAdmin. And the Fire Fox must in Regular Release channel. If the firefox you installed is the beta version, it might result in unknow behaviours while browsing.
2. If you are using the correct and latest version of Firefox, when you goto Firefox Help, about us menu, the Screen Should look like below (with the latest Version)

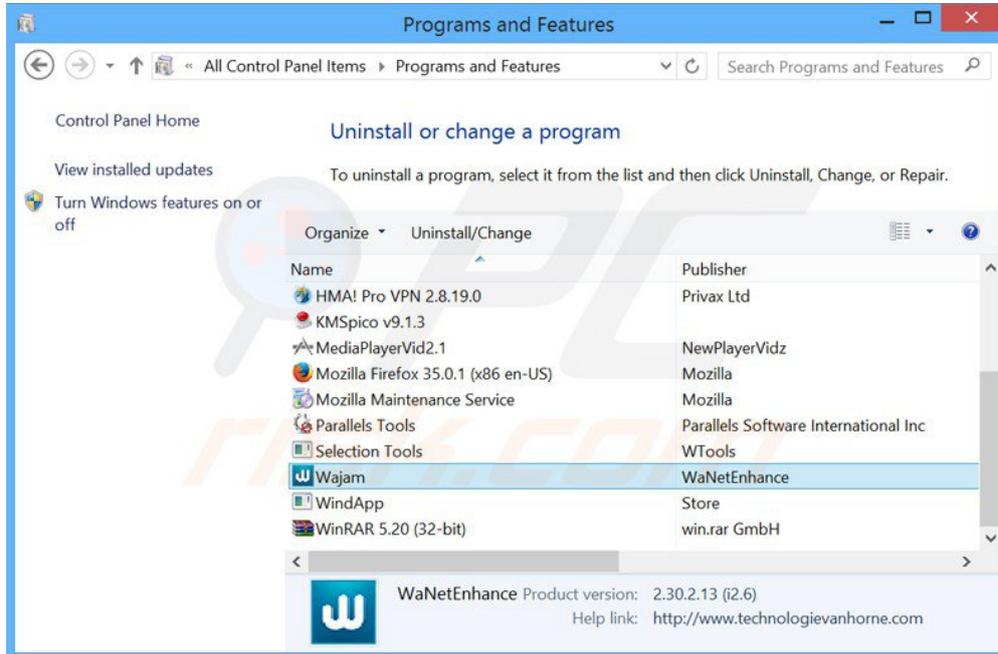


3. If you have installed Mozillal FireFox in beta mode, the Help About us page will look like below, in which case you have yo download and install the regular release mode firefox and it must be latest.



### SchoolAdmin - When I open in browser unwanted add popup and makes it difficult to navigate!

1. Check if you have installed any free software and any thing got installed while browsing from the plugins menu in the Firefox browser.
2. If you find any unusual plugin disable it.
3. Also goto control panel, check if any unwanted software is installed without your knowledge remove them. one such program which we have more frequently come across in many of our customers is **wajam** its a free addwhere, which gets installed automatically when you download some free tools. check the image below if you find wajam in control panel under add / remove program, first remove it and restart the computer.



### SchoolAdmin - When I open in browser, it says page can not be displayed!

1. Goto **Program Files / All Programs** in the **Start menu** -> Goto **SchoolAdmin** menu group, click on **SchoolAdmin Service** (on Windows 7 right click and click on Run as administrator)
2. Check if the service is running, if not start the service. If Service does not start, goto Add remove program and check the version of Java.
3. SchoolAdmin runs on Java 6 and Java JRE version 7. If Java JRE version is 8, uninstall it and reboot the system. SchoolAdmin server will run properly.

## **SchoolAdmin - Reports are not opening in the report dialog, it opens in new window!**

1. Goto Firefox -> options menu, click on Applications sub menu. in the right side windows check Portable Document File (PDF) row.
2. The Action column must say Use Adobe Acrobat in firefox. If it is not selected select and restart firefox.
3. Even then If the problem remains same, Download latest Mozilla firefox ( In about us is should not say Beta) and Latest Adobe Acrobat Reader.
4. Then the pdf reports will work properly and all the alignmentst will be proper.

## **How to open Open Office document, MS word does not open it properly?**

1. To view or open Open Office Reports, you need MS Office 2010 or above.
2. You can also download Open Office 3.0 or above or Libre Office for Windows. Then you will be able to view the ODT Report / Modify the Report templates.

## **What is the default Username and Password to login?**

Default user name: **admin** password: **admin**

## **What is the Url for login into SchoolAdmin from Mozilla FireFox / Chrome Browser?**

The default url is <http://localhost:8080/SchoolAdmin>

## **Which is the Supported Browser for SchoolAdmin?**

**Mozilla Firefox Version 39 or above.**

## **Which is the Supported version of Acrobat Reader for SchoolAdmin?**

**Adobe Acrobat Reader 11.0.2 or above.**