



Quick Start Guide

Version 4.0

1 Check your configuration

A To use AB Tutor Control, you should, as a minimum, run the following configuration:

Operating system:

Microsoft Windows, 98, ME, NT, 2000, XP, 2003
Internet Explorer 4.01 service pack 2 or above.

Hardware Requirements:

Pentium III or greater.
64MB RAM
8MB free disk space
SVGA video minimum
10BaseT or higher network card,

Network:

TCP/IP network protocol running
Windows Sockets 2.0
TCP/IP port 5151 must be available and not blocked by firewalls etc.
Multicast enabled routers/firewalls

Internet Access

You must allow AB Tutor Control to connect to the Internet. If you cannot do this, contact support@abconsulting.com for information on how to proceed.

Note: If you are not sure of your configuration, contact your technical support staff.

Note: Some of the more advanced features, including Windows Registry Control Settings and Port Blocking require Windows NT.

2 Download AB Tutor Control

A You are entitled to run AB Tutor Control for a period of 30 days without registration. Upon expiry of the trial period you will need to purchase a license and register the software (see step 9 below)

B Go to AB Consulting's website at www.abconsulting.com/html/Download.htm

C Enter your details into the online form and click on **Submit**.

D You will receive an email with a hyper-link from which you can download the .msi installation file. Clicking on this link will open up a file download box.

E **Save** the file to your preferred location. If you save the file to a memory stick, it will be easier to install it on multiple machines.

F When you reach the 'Download Complete' dialog box, select '**Close**'

Note: Take care to enter your correct email address and check that your email server does not block emails containing links.

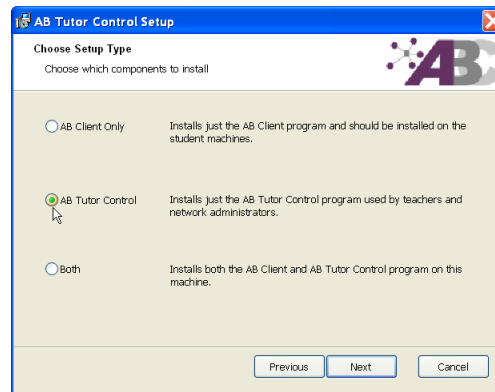


3 Install the tutor program

- A** Check that you have got Administrator rights on the computer on which you want to install the tutor program. Before you start, we recommend you close down all running software.
- B** Locate **abtcsetup.msi**, the file you have just saved (remember, it might be on the memory stick), and double-click to start installation.
- C** You will now be taken step-by-step through the installation of the tutor program.
- D** When you get to the **Choose Setup Type** Screen, be sure to select *only* **AB Tutor Control**.
- E** The next window that opens is the **'Connection Password'** Window. Although passwords are *very* important from a security perspective, leave the password boxes blank for now and just click on **Next**. We will set up passwords later.
- F** When you receive a message about 'ABC Mirror Driver', click on **Continue Anyway**. (This is only installed on Windows NT based machines and will greatly improve screen update performance.)
- G** You may need to re-start Windows.
- You will now have 3 components set up on your machine: AB Tutor Control program, an uninstall program and a user guide.



Note: Some older versions of windows may not support the MSI installer. Please contact AB Consulting for an alternative setup program.



4 Install the client program

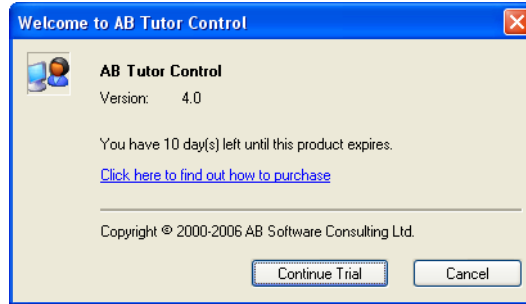
- A** You will also need Administrator Rights to install the student program.
- B** Log onto each student workstation in turn. Go through exactly the same process as you did for installing the tutor program, *except*:
- C** When you get to the **Choose Setup Type** Screen, be sure to select **AB Client Only** (This is selected by default)
- D** The next window that opens is the **'Connection Password'** Window. Although passwords are *very* important from a security perspective, leave the password boxes blank for now and just click on **Next**. We will set up passwords later.
- E** When you reach the **Setup Complete** screen, simply click on **Finish** and your installation is complete. If prompted, you may need to restart Windows.
- F** In order to allow the Tutor Control Program to connect to the clients, you must ensure that any firewall/Internet security software installed on the client machines is configured to allow the client program to run and use port 5151.

Note: It is possible to run a remote silent installation of the client software. See User Guide for instructions.

Note: You will see **no** icons to indicate that AB Client program has been installed. The client program runs silently in the background and starts automatically when the machine is turned on and Windows starts up.

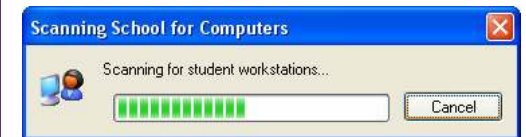
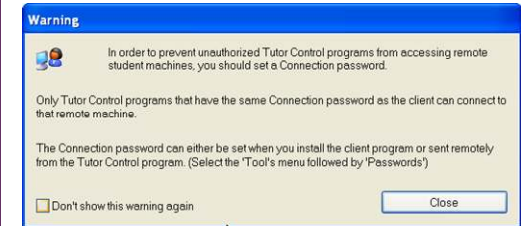
5 Launch AB Tutor for the first time on the tutor machine

- A** First, make sure that all the client computers to which you want to connect to are turned on and running.
- B** Double-click the **AB Tutor Control** icon on your desktop (Alternatively, select **Start - All Programs - AB Tutor Control - AB Tutor Control**)
- C** This will open the main AB Tutor Control Window, with the trial expiry reminder box open. This will tell you how many days you have left until the end of the trial. Click **Continue Trial** or wait a few seconds until this box disappears.
- D** If your trial has expired, the **License Activation** Screen will automatically be loaded. See '9 - Activating your license' below for more instructions on what to do in this case.
- E** If you are running firewall/Internet protection software (e.g. Norton), you will need to configure this not to block AB Tutor Control. Check your anti-virus protection documentation on how to do this.
- The Norton Anti-Virus warning screen is given here as an example only.



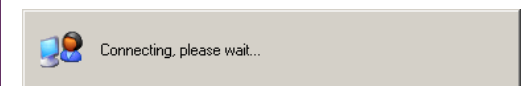
First launch of AB Tutor Control - Continued.

- F** Next, you will see a warning message, advising you to set a connection password. We will do this soon, but for now, click on **Close**.
- G** Your computer will automatically start trying to find remote computers running the AB Client component
- H** If you have correctly configured all firewall and virus protection software on both the tutor and client machines, and if the client program has been successfully installed on your student computers, which are up and running, then you should see all the client computers displayed in the main window.
- I** In the case of our classroom, AB Tutor Control has 'found' all 5 client computers.
- J** You will notice that all five machines are marked as '**Not connected yet**'. AB Tutor Control is waiting for you to tell it which machines you want to connect to. Select all the machines in your classroom (NB you might be able to 'see' computers in other rooms if they are on the same network and also running AB Client). On the toolbar, click on the '**Connect**' button. AB Tutor Control will try to connect to the selected computers.



Note: AB Tutor control displays the name given to the computers by Windows. (You can change this name by going to **Control Panel, System, Computer Name**).

Computer	User	Status
ICT01		Not connected yet
ICT02		Not connected yet
ICT03		Not connected yet
ICT04		Not connected yet
ICT05		Not connected yet



Note: If you have not been able to connect to the clients, this is probably a firewall or Internet Security issue. Run through Appendix II of the user guide, consult your Internet Security software documentation, and, if you can, ask your technician for advice, telling him that TCP/IP port 5151 must not be blocked.

6 Setting passwords

- A** There are two types of passwords that you can use to protect AB Tutor Control: **Connection Passwords** and **Start-up Passwords**.
- B** **Connection Passwords**
Connection passwords are how you protect your clients from being watched and controlled by other tutor programs. Until you have set a connection password on your client machines, any computer running the tutor control program will be able to 'see' your clients. Once a connection password has been set on all clients, only those tutor machines with the same password as the clients will be able to 'see' them
- C** Check to make sure that you have connected properly to all your computers. (The status of each machine will change to 'Connected', and you will also be given the name of any users that are logged onto any of the machines at the time of connection.)
- D** It is important that you are connected to all the computers in your classroom for setting connection passwords

Note: Please try not to forget these passwords as you will need to completely re-install the program. If you forget your connection password, you will need to re-install all the clients as well!

Warning: Client machines on which no connection password has been set are not secure. Please ensure that you set one as soon as possible.

Note: For a more complete description of passwords, please refer to the User Guide.

Setting passwords - connection passwords

- E** To set connection passwords, go to the menu bar, select **Tools, Connection Passwords**. This will bring up the Connection Passwords dialog box
- F** Enter your chosen password into the connection password field, and confirm it in the next field. Then click on '**Save and apply to selected Clients**.' This will encrypt your chosen password, save it on the tutor machine and also transmit it to all clients to which you are connected at the time. If a tutor program without a matching connection password now tries to connect to your clients, it will not be able to do so.
- G** If you want more than one tutor machine to connect to the same clients, you must use the same connection password on all tutor and all client machines

Connection Password

In order to prevent unauthorized Tutor Programs from Connecting to clients on your network, you can specify a Connection password.

Connection Password: [password field]

Confirm Password: [password field]

This password must be entered into ALL valid Tutor programs on your network in order for them to connect.

For added security, connection passwords can be set at a classroom group level. (See 'Groups' -> 'Manage Groups' menu)

Save Only Save and apply to selected Clients Cancel

Note: If you now change a connection password on the tutor machine and save but do not apply it, you will not be able to connect to clients with earlier connection passwords. Similarly if you change the password and attempt to apply it whilst not connected to a client machine and try re-connecting to that client machine, you will not be able to do so, but will instead get an 'invalid connection password' message.

Note: To further enhance security with-in classrooms, you can set different connection passwords per classroom and assign these passwords to a classroom group. See Creating Classroom groups later in this guide or refer to the main user guide.

Setting passwords - start-up passwords

- A** Start-up passwords control who has access to run the tutor control program, and the level of access of those users. To set start-up passwords, go to the menu bar, select **Tools, Settings** and select the **Passwords** tab.

You have two passwords to set here.

Administrator password

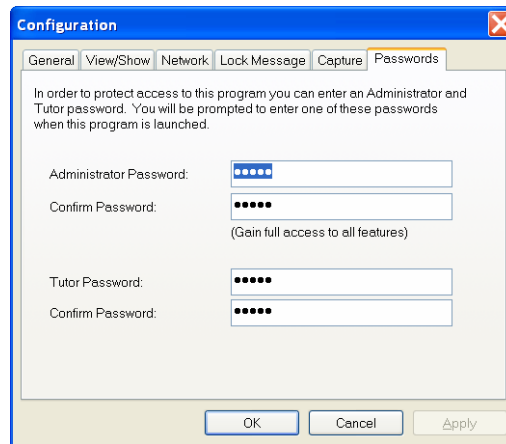
This is the password to allow administrator access to the software. See the User Guide for more information on administrator rights.

Tutor password

Anyone logging on with this password will get tutor-level access to AB Tutor Control. Depending on the restrictions set by the Administrator, this might also mean that a tutor would only have access to selected classroom groups

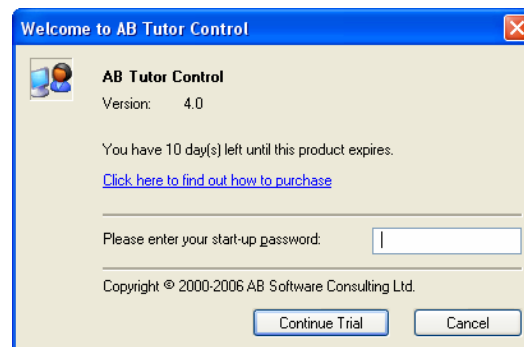
- B** Enter your chosen passwords into the Administrator and Tutor password fields, confirming them as appropriate. Then click on 'OK'

- C** Next time you launch AB Tutor Control, you will need to enter either the Administrator or Tutor password to access the software. If you cannot enter either, you will not be able to run the software.



Note: By default, and until you set passwords, anyone (including pupils) could have full access to AB Tutor Control.

Note: Please keep your passwords secure and change them on a regular basis in case they are inadvertently disclosed.



7 Creating classroom groups

- A** When you first launch AB Tutor Control, it will scan and find all computers on the network – this could run into hundreds! So to connect to only those machines in your classroom, you need to set up classroom groups.

- B** On the menu bar, select **Groups, Manage Groups**.

- C** The **Classroom Group Manager** dialog Box will open.

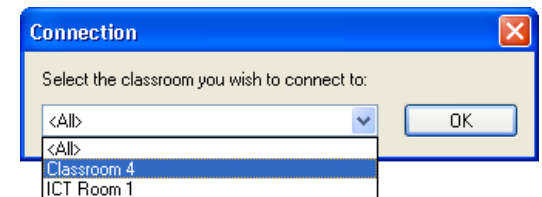
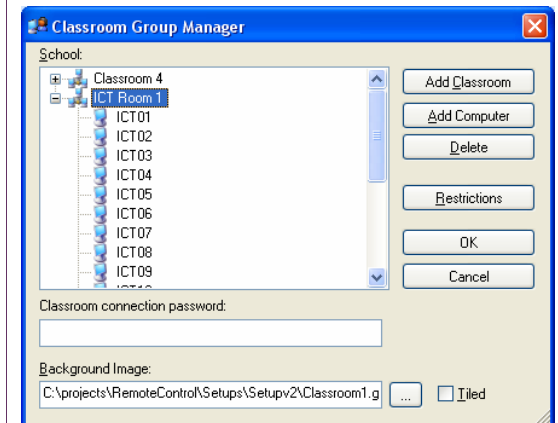
- D** Click on **Add Classroom** and give your classroom a name.

- E** Then click on **Add Computer** to add a new computer to the group. Keep adding computers until you can see all the computers in your classroom. Use **Delete** to remove any you do not want in your classroom.

- F** If you choose, you can also add **restrictions** and **classroom connection passwords** for that group. See User Guide.

- G** When you are happy with your group, click on **OK**.

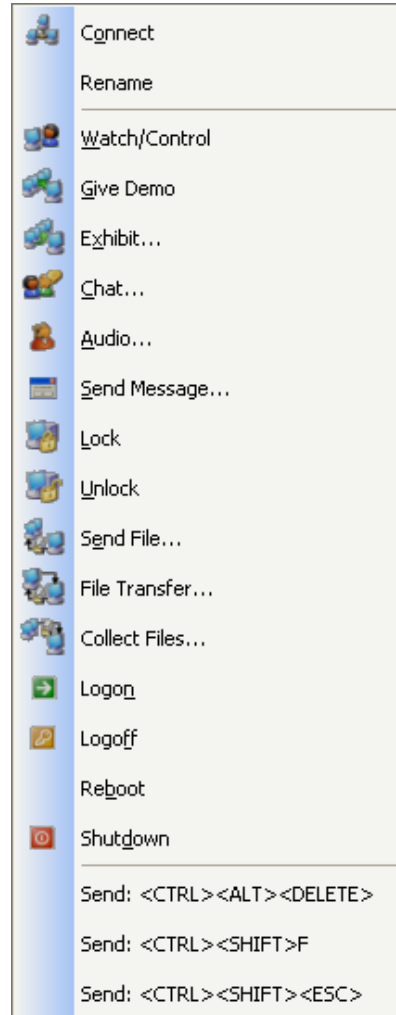
- H** Once Classroom groups have been added, each time the Find button is pressed or when the Tutor Control program first starts up, a connection box will ask you which classroom group you want to connect to.



8 Familiarising yourself with the software

You are now ready to start using AB Tutor Control. We recommend that you become thoroughly familiar with the working of the software before you use it in your teaching.

You might like to try out each of the functions in the command menu – see the User Guide for more information on each.

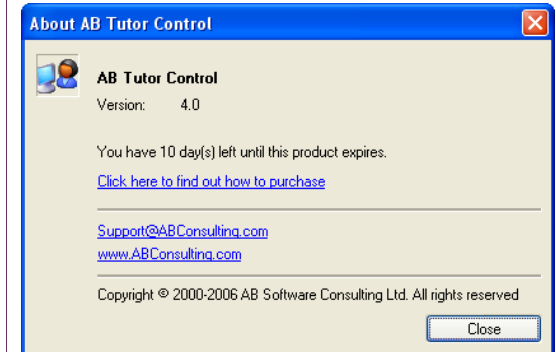


Warning: Some of the functionality of AB Tutor Control (e.g. Windows Registry Control Policies) is very powerful and should only be used with care by experienced technical staff. We would not recommend that you set permanent registry policies during the trial of the software, as these cannot easily be removed after the trial has expired.

9 Activating your license

- A** The Tutor Control program will only run for a period of 30 days free. At the end of the trial period, you will either need to un-install the software, or activate it.
- B** You can tell the status of your license (including how many days trial you have left) by selecting **Help, About AB Tutor Control**.
- C** In any case, you will know that your trial has ended because the license activation dialog box will automatically open upon start-up. (You can also open this box at any time by selecting **Help, License Activation**)
- D** In order to activate the software, you need to
- a) have an account serial number
 - b) have free licenses.
- To obtain your serial number, you need to purchase the software. Contact sales@abconsulting.com or go to our website at www.abconsulting.com to purchase one or more licenses.

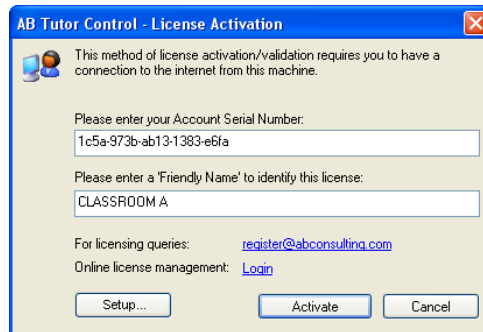
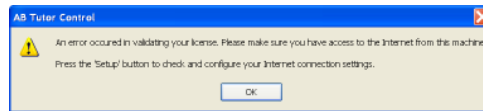
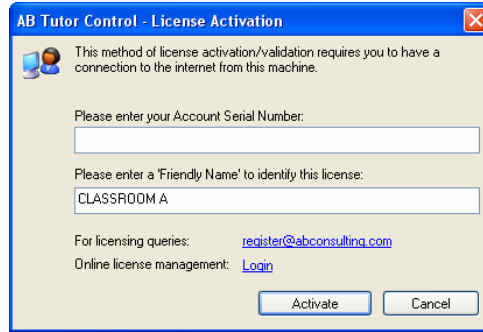
Warning: If you are approaching the end of your 30 day trial, you must make sure that you have removed /reversed all permanent policies set on client machines. See 'Clearing Policies' in the User Guide.



Note: You **must** have an Internet connection and allow AB Tutor Control to use it if you want to activate the software online. If you are unable to allow this, please email register@abconsulting.com for how to proceed.

Activating your license - continued

- E** In the License Activation dialog box, enter your Account Serial Number in the top input box.
- F** Give the computer on which you have installed the software a 'friendly' name (the computer's name is used by default) to help you identify it in future. Please make sure that this is a unique name as the licensing system will not accept duplicate names. Then click on **Activate**.
- G** If AB Tutor Control is unable to make a connection to the Internet you will get a message warning you that there was an error in validating your license.
- H** If you get this error, please check that you are allowing AB Tutor Control to connect to the Internet (and that firewalls, third party policy and virus protection software are not blocking access). If you are running a proxy server, click on **Setup** to configure your proxy server settings (check with your technical support for information on proxy servers.)



If you have any problems working with AB Tutor Control, please email support@abconsulting.com.

10 Troubleshooting

- 1** I have just installed the tutor program but it does not find any remote machines.

Please make sure you have installed the client program on all the machines to which you wish to connect.
- 2** The Tutor and Client programs are installed and running but the Tutor program does not find any remote clients.

This usually means that a firewall either on the Tutor or client side is blocking communications. Double-check the Windows firewall or third party Internet security software on the client and tutor machines. Also make sure any routers/hardware firewalls or switches are not blocking port 5151

Verify that the client program has installed and is running. (See Windows—Services—AB Client Manager)
- 3** I can connect to the clients fine when using a direct LAN connection, but it fails to find the client when using a wireless connection.

Please check your wireless router has 'Multicast' enabled and does not block port 5151.
- 4** As soon as I try to connect to a remote machine it give an 'Authentication failure' message and indicates an 'Invalid connection password'

This happens when the connection password saved in the tutor machine does not match the password set on the client. Please refer to the User Guide for information on working with passwords.
- 5** I can't seem to find the 'Tools' menu to be able to configure and set passwords. Neither can I create groups or policies.

To do this, you must have administrator level access to the tutor program. This is controlled through start-up passwords. See User Guide.
- 6** Some of the remote machines keep unexpectedly disconnecting.

This happens when the connection between the tutor and client machine is lost or fails. This can happen when the remote machine is rebooted, powered off, the cable is disconnected, a network fault occurs (e.g. low wireless signal), or a system failure. Try selecting and re-connecting to the machines.

For more troubleshooting help, please refer to the User Guide.