

2Animate FAQ

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Q: "2Animate has encountered an error and needs to close"

Q: "Error - File not found (53)" when trying to save in 2Animate Express

Q: Clipart appears with a white background

A: Please contact us for the latest version of the program.

Q: There's no option to save an AVI file

A: 2Animate will automatically save an AVI copy of your animation if it contains sound. You don't need to set anything extra for this – by using the default save settings (.2ani and animated GIF) the program will produce 3 files - .2ani, .GIF and .AVI.

Q: The webcam button is greyed out

A: Open the teacher options screen (ctrl+shift+ the letter "o") and click on the 'animation' tab. Select your webcam from the dropdown list. Go to the 'general' tab and make sure the webcam button is enabled.

Q: I can't see a print button

A: Open 2Animate and press ctrl, shift and the letter "o" to go into the teacher options. Select the "printing" tab and make sure "Show printer button" is selected.

Q: How do I save my animation in a format which can be played by other programs?

A: When you save an animation, it will automatically save both a .2ani file (2Animate's own internal format) as well as a .gif file (an animated gif file which is a standard format which can be played by other programs such as Windows Media Player).

Q: In teacher options > Animation, I untick “loop animation”, and set the number of loops to zero. However when I now save as an animated gif, the animation loops indefinitely.

A: You need to set the number of times to loop in the teacher options to ONE, not ZERO.

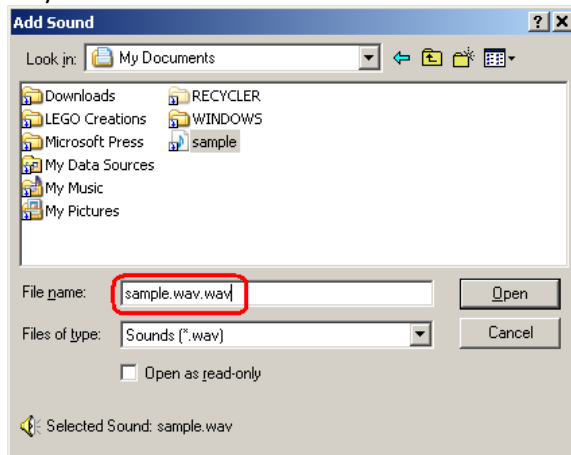
Q: How do I copy the contents of one frame to the next one ?

A: In the movie strip at the top of the page, click onto one frame and drag to the next, then release the mouse button.

Q: I cannot get imported sounds to play in my animation

A: This is a bug with the latest version of 2Animate (v2.0.76). Here are some workarounds:

1. When you import the sound file, after you have selected the file name you need to manually type in “.wav.wav” (without the quotes) and click Open – see screenshot. If you have your windows explorer set to not hide extensions of known file types, you need to manually type in “.wav” once only.



2. We have a version which fixes this issue – you can download it from here: <http://support.2simpleweb.com/public/fixes/2Ani/> . Download the executable file and paste it over the existing one, which is found by default in: C:\Program Files\2Simple Software\2Animate. This new version has not at this stage been incorporated into an official install.

Q: I am unable to get into the teacher options

A: Make sure you press ctrl + shift + the letter “o” from within the program (eg. within Advanced Mode), not just when the 2Animate launcher is open.

Q: I have a network where pupils are not allowed to browse to the C drive. Consequently, when I click on the “clipart” button it does not display the clipart that gets installed with the program

A: Possible solutions to this are

1. Copy the clipart folder from C:\Program Files\2Simple Software\2Animate\Clipart to some shared location on your network. Now when pupils click on “clipart” they can navigate to this shared location and choose a picture.
2. Install and run the 2Animate program itself from a shared location on your network. The default clipart folder will then be visible to pupils. Note that if you run 2Animate this way, you will still need to have the 2Animate dlls installed on each local machine.

Q: I paste an image into a frame but when I try move the pasted image or resize it, it does not work

A: Make sure you have chosen the “select” tool (the dotted square).

Q: How do I add a background?

A: Click the new button, select a size and click ok. You now have the option to choose a background or draw your own. You can only choose a background at the beginning of creating your animation. (Technically, it is possible to change the background at a later stage but this is a very advanced option and not recommended for pupils. If you're interested, this is how you would do it: save your file and close 2Animate. Rename the file to have a .zip extension rather than .2ani. If you can't see the extension you will need to, from Windows Explorer, click Tools > Folder Options > View, and untick "Hide extensions for known file types". Now unzip the file. 2ani files are in fact zip files which have had their extensions renamed – this method is used for a number of 2Simple programs. Within the zip file is a file named BG2s.bmp. This is the background picture – you can amend it as necessary, then zip the files up and rename the zip file to .2ani.)

Q: I have a number of images I want to batch-import into the 2Animate frames. How can I do this?

A: Use 2Animate Express; from the main launcher, click Help&Videos > Utilities > 2Animate Express. Follow the instructions and you will be able to create a simple animation which is just a combination of a series of images. You can save this as an animated gif file, which could then be opened in the main 2Animate program if required.

Errors

Q: "Run-time error 52: bad file name or number"

Q: "Run-time error 438: object doesn't support this property or method"

Q: "Run-time error 449: Argument not optional"

Q: "Run-time error 339: Component ... or one of its dependencies not correctly registered..."

Q: "Run-time error 372: Failed to load control ... your version might be outdated..."

Q: "Run-time error '-2147417848' (80010108)': Automation Error - The object invoked has disconnected from its clients"

A: Make sure you have the latest version of 2Animate installed (see www.2simple.com > support > most recent versions). If you don't, contact 2Simple for a download link. If you already have the latest version installed, try un-installing and re-installing the program, or alternatively run the DLL installer for this program which you can download from www.2simple.com > support > downloads.

Q: "Run-time error 372: Failed to load control 'SeeThroughPicture' from Transpic.ocx..."

A: Download and install Microsoft VB runtime from the following location:

http://support.2simpleweb.com/public/tools/3rd_party/Microsoft/VB_runtime/vbrun60sp6.exe

Q: "Gif export error. Can't add Bitmap 0." when saving

A: Make sure your default save path exists and can be written to (check the default save path in the teacher options or 2Animate.ini file). For CC3/CC4 networks, you may have to edit the default save path and instead of "MYDOCS", set it explicitly to the N:\ drive.

Q: "2Animate has encountered an error and needs to close"

A: If the event log refers to "faulting module dlbtwds.ds" this may indicate a corrupt graphics card.

Q: "Error - File not found (53)" when trying to save in 2Animate Express

A: You need to give full permissions to the following folder:

<C:\Program Files\2Simple Software\2Animate\Application\Temp>

(in some versions of 2Animate, the "Application" folder will be absent). This folder is used by 2Animate Express when saving a file. Note that 2Animate Express is a separate program from the main 2Animate program, and the main 2Animate program stores its temporary files in a different location - the local environment temp folder:

C:\Documents and Settings\USERNAME\Local Settings\Temp (2000, XP)

C:\Users\USERNAME\AppData\Local\Temp\ (Vista, Win 7)

The environment temp folder almost always has write permissions by default even for restricted users, and

so no further permissions modification is usually required for these folders.

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