

# Infant Video Toolkit FAQ

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**Q: I press ctrl + shift + "o" for teacher options, but nothing happens, or I get a languages dropdown.**

**Q: Module C:\..\XlmgEdit30.ocx failed to register. HRESULT -1073741819...**

### Common Issues

**Q: Is 2Publish+ the same as 2Publish?**

A: No! They are 2 different programs. 2Publish is 1 of 6 programs included as part of the Infant Video Toolkit. 2Publish+ is a separate program that was based on the principles of 2Publish, but extended further.

**Q: How do I import a picture in 2Publish?**

A: Go to teacher options (ctrl + shift + the letter "o"), select the TOOLS tab, and tick "Enable Right-Mouse-Click Menu" and click OK. Now you'll be able to right-click the canvas and import a picture.

**Q: How do save my work in a standard format which other people (who don't have 2Publish) can view ?**

A: Out of the 6 programs within Infant Toolkit, only 2Paint has the option to save in a standard picture format (eg JPG). For any of the 5 other programs, if you want to save work in a standard format, you need to use a PDF printer. This will allow you to save in PDF format – and some PDF printers even have the option to save in picture formats as well, such as JPG. See the [www.2simple.com](http://www.2simple.com) > Support > Technical Questions > Printing for more information.

### Printing

**Q: 2Publish is not printing correctly (eg some of the text does not get printed)**

A: Contact 2Simple for the latest version which fixes this issue. Alternatively change the screen resolution to 800x600 (right-click your desktop > Properties > Settings)

**Q: How do I change the printer?**

A: Go to teacher options (ctrl + shift + the letter “o”), select the PRINTING tab, and choose the printer from the dropdown. Click OK.

**Q: When I try print from 2Publish it crashes the print spooler.**

A: Make sure you are using the latest version of the IVT (see [www.2simple.com](http://www.2simple.com) > support > most recent versions for a list of latest version) and that you have the latest printer driver installed on your printer. If you still have problems, open 2Publish and open the teacher options (ctrl + shift + the letter “o”) – then go to the printing tab and tick "print as bitmap". Click OK.

**Q: Try print in 2Publish but the print dialog box prints along with the picture!**

A: Go to teacher options (ctrl + shift + the letter “o”), select the PRINTING tab, and untick the “Print as Bitmap” option and click OK. Now try print. Also make sure you are using the latest version of the software.

### Saving and Opening

**Q: I press save but am not able to choose which folder to save to**

A: You currently have SIMPLE save dialogs enabled. To choose STANDARD save and open dialogs, go into the teacher options (ctrl + shift + the letter “o”), select the GENERAL tab and click the button on the bottom right with 3 dots on it. Select STANDARD dialogs on the bottom left and click OK and OK again. You may need to be logged in as administrator for this setting to be remembered. You’ll need to make this change on each computer (for more info, see [www.2simple.com](http://www.2simple.com) > support > networks > copying 2Simple settings across a network)

**Q: “Sorry. This file could not be saved here” in 2Graph**

A: Contact 2Simple for the latest version which fixes this issue.

**Q: “Sorry. This file cannot be saved here” in 2Publish**

A: Check the default save path as specified in the teacher options actually exists

**Q: “Sorry. This file couldn’t be opened...” in 2Question**

A: 2Question v2 cannot open files created in v1, and vice versa. Please contact 2Simple for help converting specific files to the latest version format.

**Q: “Cannot save this file. Path/file access error” in 2Publish**

A: Make sure all users have full permissions to the “temp files” folder, by default located within the Infant Toolkit program folder.

**Q: “Cannot save this file. Path not found” in 2Publish**

A: Open the file 2publish.ini which is located in the same place as the program itself. Look at the entry "TempPath=..." and make sure it refers to a location which exists and which all users have full access to. In the Files.ini settings file, “WorkingDir=MYDOCS” tells the program to default to the My Documents folder of the logged in user when loading and saving. However the program does not understand when you try use this word for the TempPath, so do not set “TempPath=MYDOCS”; use a full windows path instead.

**Q: “Cannot write this file (WriteZip) tempFileName: ckz\_1.zip. Cannot open temporary file” when saving in 2Publish**

A: The 2 possible solutions to this error are

- (1) Give pupils full permissions to the main program folder, ie C:\Program Files\2Simple Software\Infant Video Toolkit, or
- (2) Change to “standard dialog boxes” for opening and saving. To do this, open the Teacher Options (press ctrl + shift + the letter “o”), go to the General tab and click the button with the 3 dots on the bottom right. Now select Standard Dialog Boxes on the bottom left and click OK and OK again.

## General

**Q: Where are the settings stored? I've looked in the application folder and there's no .ini file there**

A: Older versions of the IVT stored the .ini file in C:\WINDOWS. It is called ivt.ini for version 1, and 2ivt.ini for version 2. The current version of the software (2.6) stores these within the program folder, in line with most other titles.

**Q: "Run-time error 339: Component ... or one of its dependencies not correctly registered: a file is missing or invalid"**

A: Un-installing and re-installing the program should fix this, or alternatively run the DLL installer for this program which you can download from [www.2simple.com](http://www.2simple.com) > support > downloads.

**Q: "Run-time error 380 Invalid Property Value" when exiting 2Go**

A: Make sure you have Arial font installed on your computer.

**Q: How do I enable the "web publishing" button in the 2Paint / 2Publish teacher options?**

A: This feature is no longer supported for this program.

**Q: I press ctrl + shift + "o" for teacher options, but nothing happens, or I get a languages dropdown.**

A: To access the teacher options in this program, you need to press ctrl + shift + "o" from *within* one of the parts of the program, eg 2Paint or 2Publish needs to be open. You cannot access the teacher options when only the launcher is open.

**Q: Module C:\..\XImgEdit30.ocx failed to register. HRESULT -1073741819...**

A: This error can occur when attempting to install Infant Toolkit on Windows OS's which are more recent than XP, such as Vista and Windows 7. It has been fixed with the latest installation – please contact 2Simple for a download link.

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