

# EleGrade Frequently Asked Questions (FAQ)

UPDATED: December 2006

Current Version: 10.2.0

Update Method: Automatic from FTP server at the district office

## IMPORTANT:

Whether you are installing, repairing or patching EleGrade, BE SURE you have logged on to the LOCAL MACHINE, "THIS COMPUTER" as ADMINISTRATOR, using your EERS password.

## GENERALLY KNOWN DESKTOP OR LAPTOP ISSUES

**BEFORE YOU INSTALL ELEGRADE:** Make sure that you have run the Windows updates and also the Office updates. This will resolve potential problems before you install the program.

1. Windows XP with Service Pack 2 and Office Pro 2003 – No issues
2. Windows 2000 with Service Pack 4 and Office Pro 2000
  - a. Must Run MDAC 2.8 before installing EleGrade
  - b. May need to run HHCTRL.OCX due to "missing or out of date files" error message.
3. Windows 2000 with Service Pack 4 and Office Pro XP (2002) – **EleGrade will not install correctly!**
  - a. Recommend upgrading computer to Windows XP Pro and Office Pro 2003
4. Windows 98 with all current updates and Office Pro 2000
  - a. Use custom Register 98.bat
  - b. The above .bat file correctly registers .dlls for windows 98

## GENERALLY KNOWN SERVER ISSUES

With the arrival of the latest EleGrade version (10.1.0.11) EleGrade now self updates from the FTP server at the district office. As Network Managers you no longer need to concern yourself with having to touch each computer to perform updates. When teachers open EleGrade, the program checks for latest version and updates if necessary.

### Recommended Best Practices:

- o **Server Files – You only need ONE EleGrade Folder on your Server**
- o **EleGrade Server File Contents**
  - **Current EleGrade ZIP file (You must unzip the ZIP file to have the correct Install files!)**
  - **EleGrade Cab Zip**
  - **EleGrade Setup file**
  - **EleGrade Log file**
  - **MDAC 2.8 file**
  - **DECOM98 (For Windows 98 computers only)**
- o **When a new Version comes out \*\***
  - **Delete old version Zip, Cab Zip, Setup file, and Log file.**
  - **Download and unzip latest version.**

**\*\* NOTE:** When a new version comes out, removing the old files and setting up the new files ensures that you install the latest version on a NEW machine. Hopefully, this will reduce errors in the program's operation.

## SPECIFIC ISSUES

### How do I access and edit functions or commands in DOS?

- o To access the DOS (Command prompt window
- o *Click* **Start** button
- o *Click* **Run**
- o In the **Run** box, *Type* **CMD**
- o *Click* **OK** button

## How do I access and edit functions or commands in DOS? (Cont'd)

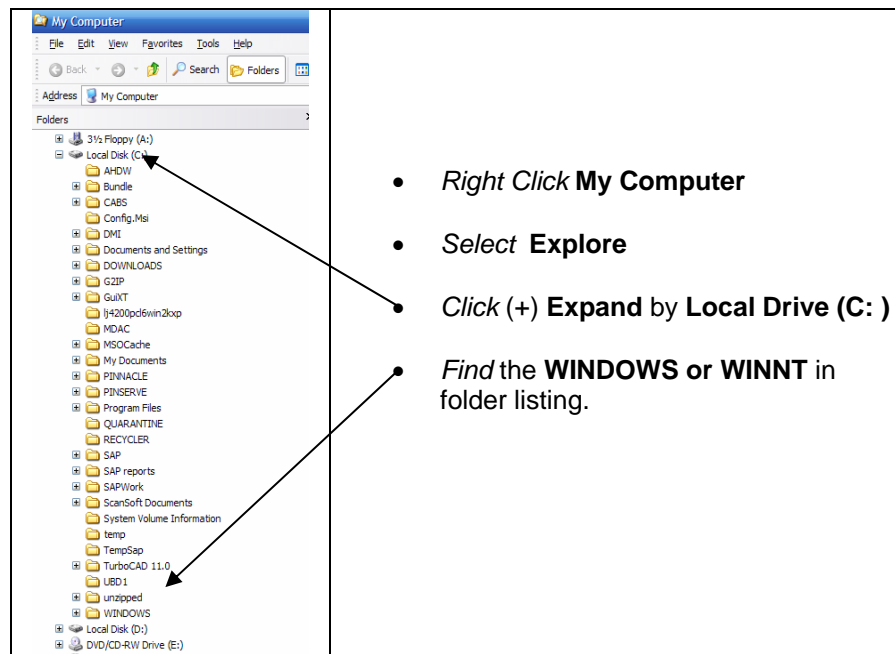
When the black command box appears you will see:

**C:\documents and settings\Administrator. Computer name**

**Note: If you see any name other than Administrator in the command box, you are not logged on to the LOCAL MACHINE. Log off and log back in as Administrator, This Computer.**

To gain access to the windows\system32 files to edit command functions, you need to know what the name of your **WINDOWS FOLDER**.

In general, Windows XP uses WINDOWS as the name of the system folder and Windows 2000 uses WINNT as the name of the system folder.



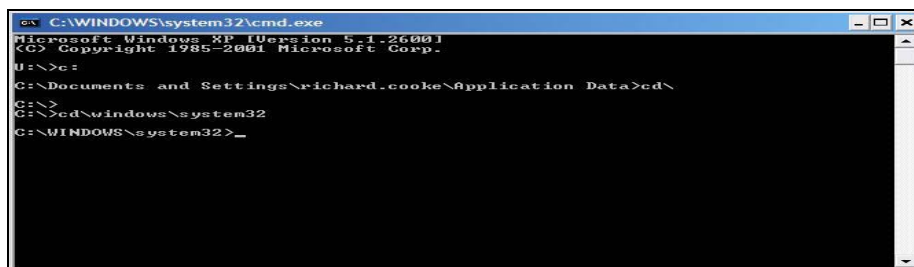
Now that you know the correct name for your Windows folders, you are ready to edit system files. To get out of the **Documents and Settings** folder, perform the following command lines:

**C:\Documents and Settings\Administrator.computer name>\_ ← Flashing Cursor**

Type **CD\** then Press the **Enter** key (The screen returns) **C:>\_**

Type **CD\windows (or winnt)\system32** then Press the **Enter** key

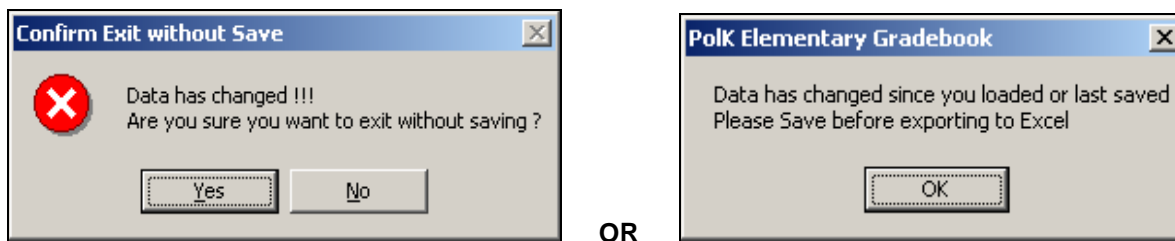
(The screen returns) **C:\windows\system32>\_** or **C:\winnt\system32>\_**



## Error Message when Teacher is Entering Grades

### Problem

Your teachers are reporting either of the following error messages when they try to exit the application or export to Excel but they have Saved the grades entered, please read the following.



### Cause

The reason these error messages occurs is because the teacher did not exit the cell where the last grade was entered.

**Example:** If a teacher were entering grades for the entire class (column on the grid), the teacher enters a grade and presses <Enter> to move to the next row in the column. When the teacher gets to the last row, the grade is entered but <Enter> is not pressed, they click File/Save to save the grades. Then the teacher tries to Exit the application or Export to Excel and gets one of the above error messages.

### Answer

The teacher has to press **<Enter Key>** after the **last grade** is entered to move off the last cell **before** they click File/Save. When <Enter> is pressed, and the cell position is the last cell in the column, the cursor will move to the first cell in the column. Alternatively, the user can click the mouse pointer on another cell in the grid or use the Arrow Keys to move off the cell. The **important part is to move off the last cell** where grades were entered before **Saving** the grades.

## Error #91 – Object Variable or Block Variable Not Set

### Problem

User gets the following error after entering password:

Increment = 0

Error # 91

Object variable or block variable not set

This is machine specific; the user can logon successfully on other machines.

### Cause

Assuming the Network Manager installed MDAC or tried to install MDAC and received message that MDAC 2.8 was already installed. The network manager was logged in **as the user** when EleGrade was installed. Network Manager needs to logon as the administrator of "THIS MACHINE" to install EleGrade, especially on the new machines with Windows 2000 & XP.

### Answer

Logon on as administrator (this machine / computer)

Uninstall EleGrade

Install EleGrade

then:

Open a DOS window and type the following. (**Note: you will need to press the "enter" key after each line.**)

Type C::

Type CD\Program Files\Common Files\System\Ole DB

Type regsvr32 /u msdadc.dll - might return a failed message (disregard)

Type regsvr32 msdadc.dll

Type regsvr32 /u oledb32.dll - might return a failed message (disregard)

Type regsvr32 oledb32.dll **Close DOS window and start EleGrade.**

## Teachers Who Won't Use EleGrade for Grades until End of Grading Period

### Problem

A school has to be 100% electronic grade book or 100% scan sheets. How do the teachers who simply will not use an electronic grade book get their grades into EleGrade for report cards?

### Answer

1. The Teacher logs on to EleGrade.
2. The user changes grading periods if EleGrade says that the user's Grading Period setting does not match the current Grading Period.
3. At least **one** Grading Item must be created before the user clicks on **Grade Summary**. Simply create a Grading Item, no need to enter grades for it and then go to **Grade Summary**.
4. The grade book grades for the six academic subjects will be U's.
5. Press the **Copy** button to copy the U's to the appropriate grading period.
6. Once the grades are in the current Grading Period column, they can be edited and the grade the teacher has kept can be entered.
7. Repeat for all students in the teacher's classroom.

## Create Grading Items Error - "Increment = CreateGradeItem - 1

### Problem

An automation error always occurs whenever a user selects Grading/ from the EleGrade menu (This seems to occur only on a Windows 2000 machines). On Windows XP machines the error message will contain the following phrase "Increment = CreateGradeItem - 1" and then list an error number and description. The title box of the error message will say "EleGrade Database Error".

### Answer

The system file, MSCAL.OCX, has not been properly registered; it needs to be unregistered and registered again for the Calendar object on the Create Grading Item screen to work properly. This seems to occur mostly on computers running Windows 2000 operating system. To unregister and reregister the MSCAL.OCX file, do the following:  
From a DOS prompt navigate to \yourWindowsDirectoryName\system32 (on a Win2K machine)

At the C>

Type **CD\winnt or windows\system32** (use either but not both) Press **Enter**

Type **regsvr32 /u mscal.ocx** - this should unregister MSCAL.OCX file

Type **regsvr32 mscal.ocx** - this should register the file using the dependency information in MSCAL.DEP

### Special Note:

On some of the new E4500 computers, MS Office has a second location for the MSCAL.OCX file. You will need to do a search for ALL MSCAL.OCX file locations.

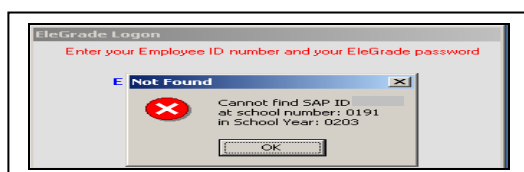
Once you find the location of the file, you will need to follow the same procedure as above, but be sure you are in the file location of the Office OCX file.

Then you would unregister and register as above.

## First Time Login Error – Teacher or Administrator – Cannot find SAP ID # 12345

### Problem

Teacher or Administrator receives an error message when logging on for the first time.



### Answer

The teacher or Administrator is not entered or not entered properly on Genesis. Have the Terminal Operator to check if teacher has been entered on the Genesis in **Staff, Maintain School Staff Records**. If

Help Desk: 519-8042 or 51586

teacher is present, check to see if the teacher's Social Security Number matches the SSN entered on SAP. Both numbers have to match before teacher is imported into EleGrade database.

### "Class does not support automation"- Error

#### **Problem**

An error appears when you first try to start the EleGrade application: "Class does not support automation or does not support expected interface" or "ADO could not find the specified provider"

#### **Answer**

You probably don't have any database drivers loaded on the machine. Download MDAC 2.8 from the EleGrade Update website, <http://204.122.253.60/EleUpdate> and run it on the target machine. **You must be logged on to the computer as administrator of "this computer"**.

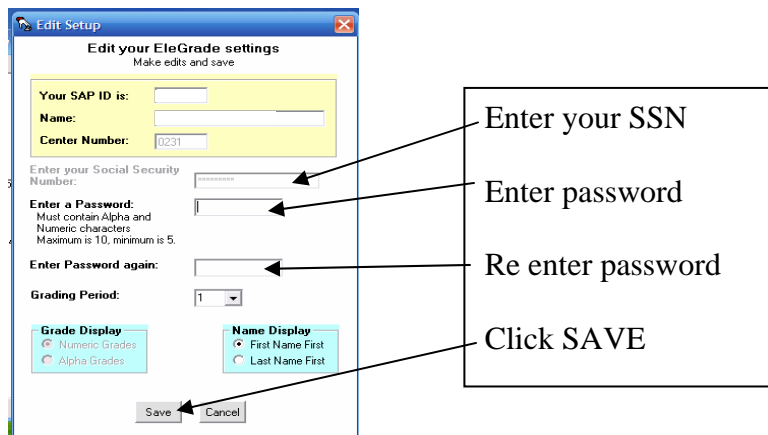
### Edit Your EleGrade Setting Box

#### **Problem**

When a teacher logs on to EleGrade the first time, they do not have a password to enter in the Password field of the Logon Box.

#### **Answer**

Enter their SAP ID in the Employee ID box and *Press Enter* or *Click OK*. No password is needed if they do not have an EleGrade account. They will be taken to the User Set-up screen to create an account.



### Error when Installing EleGrade - Some of the system files are out of date

**Problem - Some of the system files are out of date and Windows wants to replace them.**

When installing EleGrade on a Windows 2000 or XP machine, Setup says that some of the system files are out of date and wants to replace them. You answer yes, Setup updates the files and then wants to reboot the system. You let it reboot the system and then you run Setup to continue the installation. The same message comes up about system files being out of date and prompts you to replace them. This happens every time you run Setup.

#### **Answer**

1. Make sure you are logged on to the computer as the Administrator of this machine.
2. *Run* the HHCTRL.OCX patch.

**MAKE SURE all of your Windows Updates are current. Uninstall and previous EleGrade program or files.**

Please see Missing System Files Error Message document at <http://dev.polk-fl.net/helpdesk/ELEGRADE.htm>

### Increment 70 Error # 3704

Created by Polk County School Board  
Updated: 12/4/2006

Help Desk: 519-8042 or 51586

## Problem

I'm getting an EleGrade error message. Increment 70 Error # 3704.

### Increment 70 Error # 3704 Cont'd

## Answer

This problem is common with machines that have MS Office 2000 and Office XP. Download or install from your EleGrade server the MDAC2.8. Be sure that you install this program as the **administrator on that machine**.

### Grade Grids and Student Assignment Problems

## Problem

Student A is a homeroom student in Mrs. K's homeroom class. The student also has an ESE teacher, named Mrs. B.

1. Student A was assigned to Mrs. B's ESE Math 3 group. He needed to be moved to Mrs. B's ESE Math 2 group. When he was deleted from the math 3 group his name and grades appeared in Mrs. K's homeroom. **So far, there is no problem.**

2. Next, Mrs. K assigned him to Mrs. B's ESE math 2 group. He does appear to be in that group. However, his name and his grades are still appearing in Mrs. K's gradebook, even though the **view/delete assignments** indicates he is in Mrs. B's ESE math 2 group.

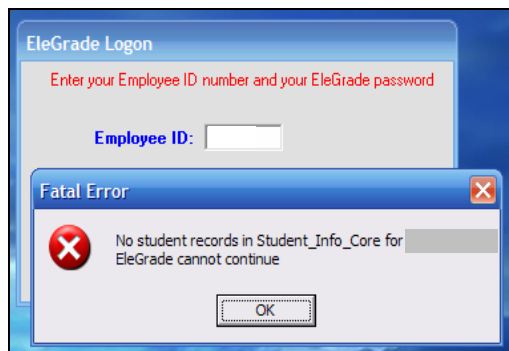
## Answer.

When a student assignment is deleted, the Grading Items and Grades appear in the homeroom teacher's Grade Grid. If the student is assigned to another teacher for the same subject, the grades and Grading Items in the homeroom teacher's Grade Grid do not go to the new teacher. They stay in the homeroom teacher's Grade Grid; grades from the new assigned teacher are combined with the homeroom teacher's grades for reports and Grade Summary.

### No Student Records in Student\_Info\_Core Error

## Problem – No student records in Student\_Info\_core....

When a teacher logs on to EleGrade, he or she receives this message.



## Answer

Notice the information "No student records in ....". This means that although the teacher has created her personal account and password, the Terminal Operator has not assigned any students to the teacher in Genesis.

### Error -2147467259 Connection Open....

## Problem

When a teacher logs on to EleGrade, she receives this message.



**Answer.**

Local machine has old or outdated version of EleGrade(any version prior to Ver. 10) installed.

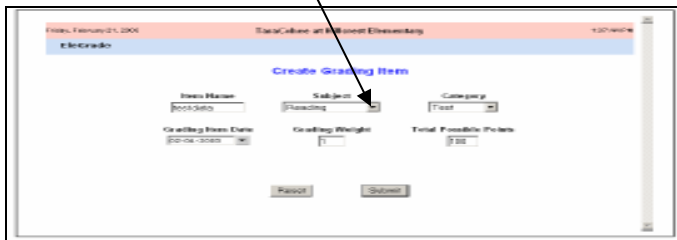
**A Teacher Cannot Create a Grading Item Using EleGrade Web Access**

**Problem**

A teacher cannot create any **grading items** when using EleGrade **WEB Access** from home.

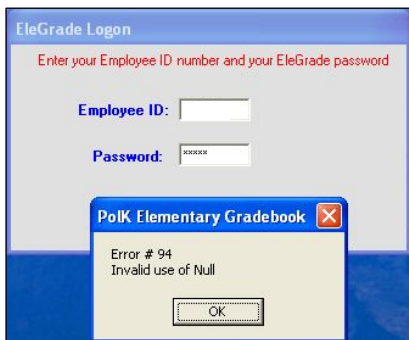
**Answer**

Each teacher must create one grading item for each academic subject while logged on to EleGrade **AT SCHOOL**. The Grading Item **DROP DOWN** will not function in WEB ACCESS until this has been completed. After the initial creation of a grading item for EACH academic subject has been created AT SCHOOL, the teacher will be able to create grading items from home or any remote local where they would have internet access.



**Invalid Use of Null Error**

**Problem -Invalid use of Null**



**Invalid use of Null**

This error is possibly due to file corruption of the teacher data. This usually occurs when a teacher has more grades being imported than she has grading items. Another possible cause is that there is no local ID for the school location. The local ID must be entered into SAP by the school's terminal operator.

**Invalid Use of Null Error (Cont'd)**

**Answer**

This problem has to be referred to the programming department for correction. Please contact the Help Desk with the Teacher's SAP#, Local ID#, and School #.

### **ACTIVE X COMPONENT CANNOT CREATE OBJECT**

#### **Problem – ACTIVE X COMPONENT CANNOT CREATE OBJECT**

I am in the process of setting up one of the new E2500/WINXP machines for our computer lab. I have installed EleGrade and am able to open it and work in it. When I close EleGrade I get the message: Run-time error '429': ActiveX component can't create object.

#### **Answer**

EleGrade must have Excel installed on the machine for EleGrade Excel options to function. If Excel is not installed, install it and reboot the machine.

If Excel is installed and you still receive the error message, perform the following from the command prompt by clicking on START, Run, type CMD, and press enter.

From a DOS prompt navigate to \yourWindowsDirectoryName\system32 (on a Win2K machine)

Type **CD\winnt or windows\system32** (use either but not both) **Press Enter**

Type **regsvr32 /u excel9.olb** - this should unregister the file **Press Enter**

Type **regsvr32 excel9.olb** - this should register the file **Press Enter**

**Close the command window**

Reboot the machine and try accessing EleGrade and then exit EleGrade.

### **DUAL PARENT WEB ACCESS – Separated or Divorced Parents**

#### **Problem - DUAL PARENT WEB ACCESS – Separated or Divorced Parents**

I have parents who are divorced and both want access to the child's grades. How can I do this in EleGrade?

#### **Answer.**

Create a new parent password like would normally would. EleGrade's Admin Viewer will see another record for the same student ID and ask you if you want to edit that record or create another record for the same student ID (see step 21, chapter 15, Admin Viewer, EleGrade Manual).

### **Increment 71 Error**

#### **PROBLEM – INCREMENT 71**



INCREMENT 71

Operation is not allowed when the object is closed

### **Increment 71 Error (Cont'd)**

**ANSWER – Install MDAC 2.8**

Created by Polk County School Board  
Updated: 12/4/2006

Help Desk: 519-8042 or 51586

## Problems with Departmentalization

### PROBLEM - DEPARTMENTALIZATION

Our teachers switch for Math and Reading classes. We currently use the departmentalization feature in EleGrade. However since the groupings are flexible- meaning that a student may move to another group one or more times depending on how they are doing and what they need help with. This part is not friendly...

We currently delete the assignment, then the grades from the other teacher go back to the homeroom teacher, then the homeroom teacher reassigns them to their new teacher. Is there any way that we could just reassign the student to a new teacher and have the grades transfer to the new grouping teacher VS. having the middle man (the homeroom teacher) forward the average and a grade report to the new grouping teacher so they have grades to speak to for conference time?

### ANSWER

No, when assignments are deleted by the classroom teacher, the grades (and grading items) revert back to the classroom teacher. Why would the classroom teacher have to send grades to the new assigned teacher? The grades come with grades from other Assigned teachers and the Classroom teacher at Grade Reporting time.

Grades are the property of the issuing teacher, not even the classroom teacher can change grades issued by another teacher, unless the assignment is deleted and the grades revert back to the classroom teacher. Only the classroom teacher is ultimately responsible for all grades. I don't see (and neither does the State) the ethics in allowing another teacher (not the classroom teacher) the chance to alter grades issued by another teacher.

EleGrade may not be friendly ... but it is legally correct according to Florida Dept. of Education guidelines.

## PROBLEM – PROVISIONAL SUBSTITUTE

I need to get access to EleGrade for a D1 Provisional Sub that is assigned to our school.

### ANSWER

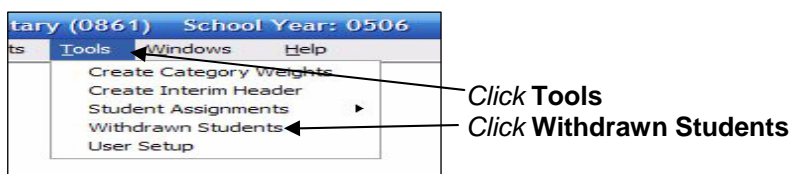
Providing the Provisional Sub is assigned to your school in Genesis, the setup for EleGrade is no different from any of your other teachers. Install EleGrade on the teacher's computer, and have the terminal operator assign students to the Provisional Sub. Once the Provisional Sub logs on to EleGrade and creates a user account, (logon with SAP ID and no password), he or she will show in your Admin Viewer and have full access to their students.

## PROBLEM – LOST GRADES FOR WITHDRAWN STUDENTS

Students are removed from classes before grades have been finalized. This usually occurs when a student is withdrawn from a school, and the TO does not notify the Homeroom teacher before withdrawing the student in Genesis. Additionally, any assigned students (students that are receiving grades from other teachers) must have their assigned classes **unassigned** by the homeroom teacher before the student is withdrawn from the school.

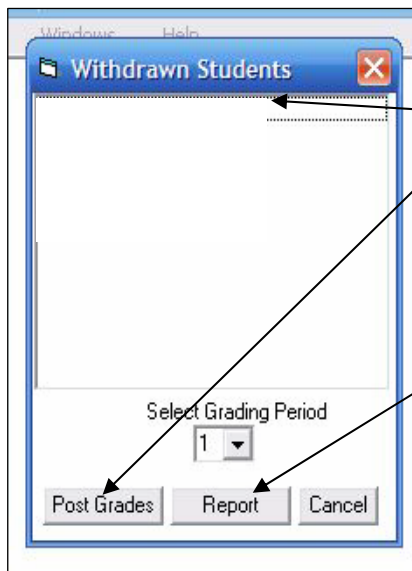
The missing grades can be found using the following EleGrade options.

From the homeroom teacher's EleGrade screen.



(Cont'd)

## PROBLEM – LOST GRADES FOR WITHDRAWN STUDENTS



Select **Student Name (s)**

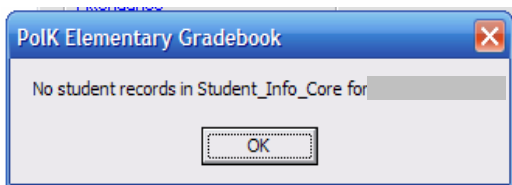
Click **Post Grades** – If the student is transferred within 15 days from the end of the grading period and the grades didn't get transferred due to student movement by the TO, the original school can **POST GRADES** by using this function. Clicking the **POST GRADES** button brings up the **Grade Summary** screen.

**OR**

Click **Report** – This will print a detailed report of every grading item and an average grade for each class the student is assigned. This report would go into the CUM folder.

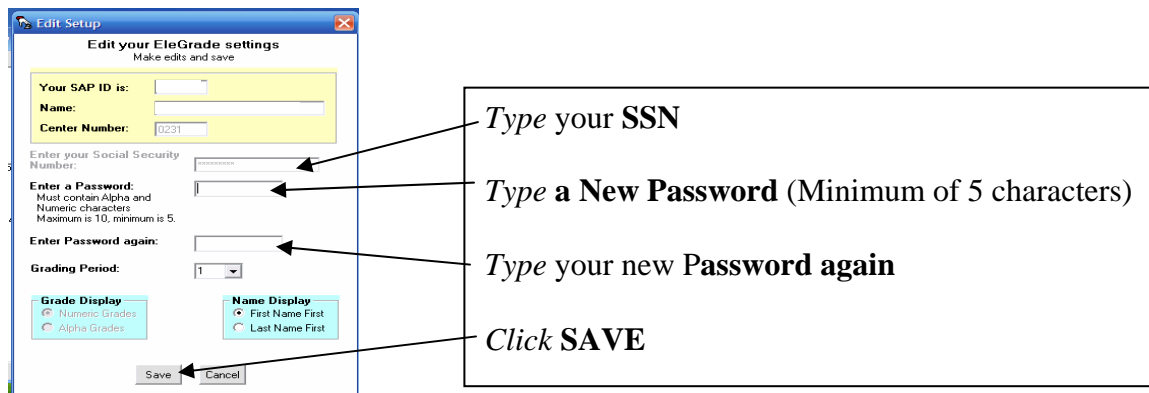
### **PROBLEM – BEGINNING OF SCHOOL YEAR SETUP**

EleGrade will not function for teachers until the terminal operator has entered the Teacher info and at least one student into the teacher's class in the Genesis system. Until the Terminal Operator has completed the data entry into Genesis, the teachers will see the following message when they attempt to access EleGrade.



### **INITIAL TEACHER LOGIN – After Terminal Operator has entered required data!**

Please remember that EleGrade data and login are **NEW** at the beginning of each school year. Also, the Administrative account needs to be assigned to the Network Manager at the beginning of each school year. Teachers will also be required to create their new account by logging into EleGrade using their SAP ID, press the TAB button and accept the default password. When they click on the "OK" button, the following screen will appear.

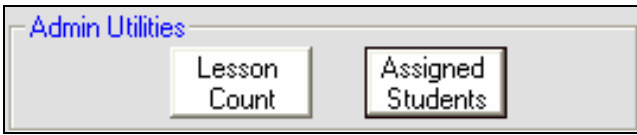


The Teacher will enter their SSN number and then enter their new password in both boxes. Next click the **SAVE** button. EleGrade is now setup.

**Version 10.2.0 UPDATES and CHANGES**

The following changes have been made in the Administrative Viewer.

**Lesson Count and Assigned Students Button**



**Lesson Count Report**

- The following report provides a listing of all teachers, the total number of lessons (grading items) for both the Home Room Lesson Items and the Assigned Lesson Items.

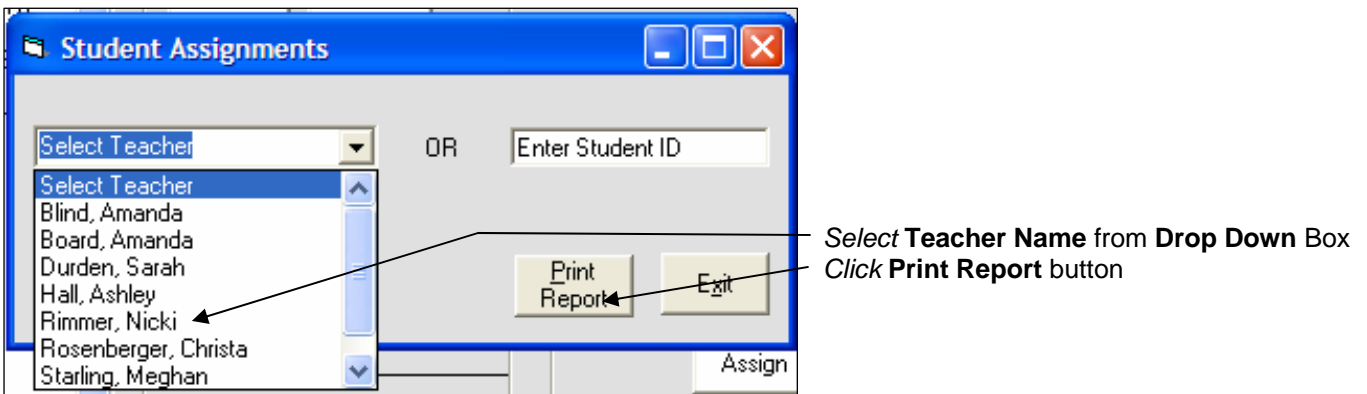
**Number of Grading Items Created Grading Period: 1**

Pinewood Elementary 12/4/2006 9:29:23 AM

Teacher Name	Local ID	Total Lessons	Homeroom Lessons	Assigned Lessons
Baker, Torsha	014	82	82	0
Blind, Amanda	315	77	77	0
Board, Amanda	300	90	90	0
Claridy, Sharon	309	78	78	0
Craft, Joseph	203	113	113	0
Desrosiers, Crystal	013	63	63	0
Dunlap, Sharonda	027	181	181	0
Dunn, Eris	306	92	92	0
Durden, Sarah	321	122	122	0
Ertel, Jean	009	77	77	0
Fox, Hope	011	146	146	0
Frazier, Alisha	020	107	107	0
Freeman, Christopher	019	6	6	0
Hall, Ashley	025	70	0	70
Mailloux, Ann	021	163	163	0
Reyes, Nilka	016	47	47	0
Rimmer, Nicki	336	89	43	46
Rosenberger, Christa	303	101	101	0
Sammon, Alison	319	33	33	0
Sergi, Nancy	340	113	113	0
Starling, Meghan	343	39	7	32
Stearns, Sherry	033	303	0	303
Stewart, Celeste	304	35	7	28
Stokem, Gail	026	28	28	0
Suttle, Debra	008	105	105	0

**Assigned Students Report**

- This tool provides information by selecting either the Teacher or entering a Student ID number.



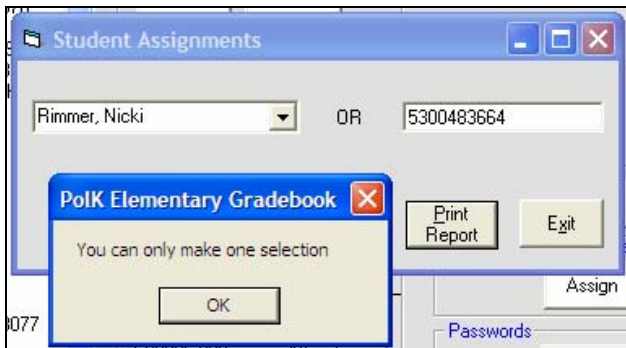
**Assigned Students Reports (cont'd)**

- This report provides information about the Subject, Group Name, Assigned Teacher, and Date the changes were made.

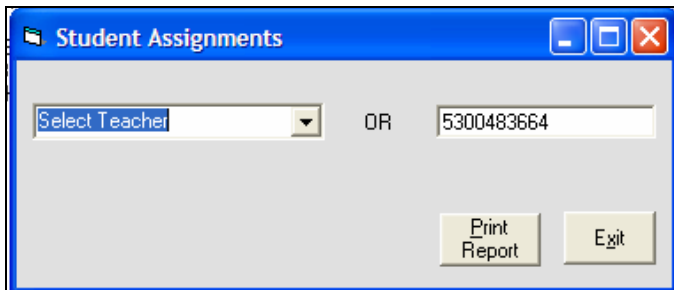
Assigned Student Report			
Pinewood Elementary		12/4/2006 9:53:18 AM	
Student		Home Room Teacher	
Student Name & Number		Rimmer, Nicki	
Subject	Group Name	Assigned Teacher	Update Date
Mathematics	Math 1	Hall, Ashley	9/18/2006 9:28:00 AM
Social Studies	Hall Soc. St. 1	Hall, Ashley	9/18/2006 9:28:00 AM
Science	Hall Science 1	Hall, Ashley	9/18/2006 9:29:00 AM
Reading	Reading 1	Rimmer, Nicki	9/18/2006 9:26:00 AM
Spelling/Phonics	Spelling 1	Rimmer, Nicki	9/27/2006 4:05:00 PM
Student		Home Room Teacher	
Student Name & Number		Rimmer, Nicki	
Subject	Group Name	Assigned Teacher	Update Date
Mathematics	Math 2	Hall, Ashley	8/28/2006 3:31:00 PM
Social Studies	Hall Soc. St. 2	Hall, Ashley	9/5/2006 3:29:00 PM
Science	Hall Science 2	Hall, Ashley	9/5/2006 3:33:00 PM
Reading	Reading 2	Rimmer, Nicki	8/25/2006 3:38:00 PM
Spelling/Phonics	Spelling 2	Rimmer, Nicki	8/25/2006 3:37:00 PM
Student		Home Room Teacher	
Student Name & Number		Rimmer, Nicki	
Subject	Group Name	Assigned Teacher	Update Date
Mathematics	Math 2	Hall, Ashley	8/28/2006 3:31:00 PM
Social Studies	Hall Soc. St. 2	Hall, Ashley	9/5/2006 3:29:00 PM
Science	Hall Science 2	Hall, Ashley	9/5/2006 3:33:00 PM
Reading	Reading 2	Rimmer, Nicki	8/25/2006 3:38:00 PM
Spelling/Phonics	Spelling 2	Rimmer, Nicki	8/25/2006 3:37:00 PM

**Assigned Student Report Error Message**

- The error message appears if you attempt to use both the Teacher name and the student number, at the same time.



- To correct this situation, click **OK** and then either delete the Student number or select the drop down and change the selection to "Select Teacher".



**Assigned Students Reports (cont'd)**

- When you choose to view the Student Assignments Report by a single student, the following report will appear.
- This is the same report format as is used for the Teacher Assigned Student Report.

Assigned Student Report			
Pinewood Elementary		12/4/2006 10:25:05 AM	
Student		Home Room Teacher	
Student Name & Number		Rimmer, Nicki	
Subject	Group Name	Assigned Teacher	Update Date
Mathematics	Math 1	Hall, Ashley	9/18/2006 9:28:00 AM
Social Studies	Hall Soc. St. 1	Hall, Ashley	9/18/2006 9:28:00 AM
Science	Hall Science 1	Hall, Ashley	9/18/2006 9:29:00 AM
Reading	Reading 1	Rimmer, Nicki	9/18/2006 9:26:00 AM
Spelling/Phonics	Spelling 1	Rimmer, Nicki	9/27/2006 4:05:00 PM

**Next IEP Date and Next Reevaluation Date**

- To access the IEP and reevaluation data in EleGrade, *left click* the **box** to the left of the student's name.
- The **NEXT IEP Date and the Reevaluation date** info appears.

Student Name, Address, Info

Exceptionality Code: F  
 Next IEP: 1/19/2007  
 Next ReEvaluation: 3/2/2007

Entry Date: 08-07-2006  
 Entry Code: E01

Consent Information  
 Network Access: Y  
 Photo/Video Use: Y  
 Photo Published on Web: Y  
 Work Published on Web: Y  
 Name Published on Web: P  
 Last update date: