

# Gradebook Launch Installers FAQ

## For Teachers

### About the New Launcher

#### 1. Why should I use the new launch method?

The new launcher allows you to run PowerTeacher Gradebook and be protected from Java updates. It runs without browser plugins, which is an added security benefit. It also includes a desktop shortcut so you can login to the Gradebook directly.

#### 2. How do I get the new launcher?

Click the installer link in the New Gradebook Launch section of the PowerTeacher portal left navigation menu.

#### 3. I'm using the new launcher on my computer at school. Do I need to install it at home too?

Yes, you should install the new Gradebook Launcher on each computer you use to access PowerTeacher Gradebook.

#### 4. What are the minimum Mac and Windows versions supported?

The new Gradebook Launcher will work on the following:

- Mac: 10.7.3 and later
- Windows: XP, 7, 8 and 8.1+

#### 5. I have an older version of Mac or Windows that does not support the new launcher. What should I do?

Computers on earlier Mac and Windows versions can still use the previous Java launch method. In the New Gradebook Launch area in the left-hand navigation, the lower portion contains a link to the original / old launch mechanism. Click that link to use the previous launch method.

### Help Getting Started

#### 1. I clicked to download the installer, but can't find the file that was downloaded. What should I do?

The file is downloaded to the default directory you have set for downloads. In some browsers, you can see it directly at the bottom of the browser. Check your browser download history if you do not see it.

**2. I have the new desktop launcher icon, but an error appears when I click it. What should I do?**

To complete the installation, you must sign in to the PowerTeacher portal and use the new Launch button to download a configuration file. Downloading this configuration file activates the Launch Gradebook shortcut on your desktop.

**3. When I click "Launch" in the New Gradebook Launch area, it downloads a file rather than just opening Gradebook. Can I fix that?**

Set your browser preferences to automatically open this file type. Consult your browser's online help for more information.

**4. When I click "Launch" in the New Gradebook Launch area, I get an error or I'm prompted to select an application. What should I do?**

You must first run the install process for the new "Launch" button to work. Click the "Install" tab and follow the on-screen instructions.

**5. On a Mac, can I get the new Gradebook shortcut to stay in the dock?**

Yes. Drag and drop the desktop **Gradebook Login** alias to the dock. Do not use the right-click menu to add the icon to the dock, as it will not function correctly.

**6. I received an error about not being able to create a directory. What should I do?**

This error usually means you do not have permissions on your computer to write to this directory. Contact your network administrator for assistance and be sure to provide the exact error message.

**7. I'm using Internet Explorer, and get a warning when downloading the launcher. The only options appear to be "Don't run" and "Delete". What should I do?**

On the warning message, click "More Options", then select "Run Anyway" to allow the new launcher to be downloaded. Follow the remaining onscreen instructions. Internet Explorer users running the "SmartScreen Filter" may see this warning because the launcher is a new download.

**8. Is it okay to upgrade the version of Java on my computer? In the past, this has prevented me from launching PowerTeacher Gradebook.**

Depending on the needs of your system administrator, it is now okay to upgrade Java on your computer. This new Gradebook launcher includes its own embedded instance of Java which is separate from what the rest of the computer is using. PowerTeacher is now be unaffected by any updates you make on the computer.

**9. What should I do if I used the previous alternate Gradebook download?**

This new process replaces the older alternate launch process. You should remove the shortcut icon for the old launcher so it is not used accidentally. You may consult your system administrator to remove it completely from your computer, though there is no harm in leaving it there.

**10. My PowerSchool Administrator would like more detail about this process. Where should they go?**

An administrator FAQ is available right in PowerSchool, at the following location:  
System > System Settings > Gradebook Launcher Installers > FAQ.

## For Administrators

**1. How does the new launch process for the Gradebook protect from Java updates?**

The new launch process includes an embedded JRE (Java Runtime Environment) that is used solely by PowerTeacher Gradebook. You are free to turn off plugins in the browser, and upgrade Java (or not) on the OS as needed. PowerTeacher will use the embedded JRE only, and remain unaffected by any of these changes or updates on the operating system.

**2. Should I care about this new launch process now? Will the old method be going away?**

In a future PowerSchool release, this new launch method will become the primary launch method for teachers due to the benefits listed above. The old launch method will remain available for a limited time, but will be removed from PowerSchool in a future release.

**3. What folders do my users need write access to for the installation?**

- Windows XP: \Documents and Settings\<User>\Application Data\...
- Windows 7, 8, 8.1: \Users\<User>\AppData\Local\...
- Mac: Macintosh HD/Users/<User>/...

**4. I'm an administrator, and want to push out the setup to all teacher computers. What should I do?**

In PowerSchool, go to System > System Settings > Gradebook Launcher Installers. See details on this page for specific installers designed to help you mass deploy the new launcher.

**5. I want to run the Gradebook Launcher setup on a shared computer. What should I do?**

For computer lab and other shared computers with multiple users, follow the same installation process as described on the "Install" tab.

For shared machines with multiple user accounts on the same machine, administrators can download the all users installer and run it on that shared computer, allowing all users to have access. Alternatively, each user can download it to their profile from the PowerTeacher portal. More detail is available in PowerSchool under System > System Settings > Gradebook Launcher Installers.

**6. Where are the PTg cache files now stored?**

- Windows XP: \Documents and Settings\<User>\Application Data\Pearson\PTg\...
- Windows 7, 8, 8.1: \Users\<User>\AppData\Local\Pearson\PTg...

- Mac: Macintosh HD/Users/<User>/Library/Caches/Pearson/...

**7. Is it okay to delete everything in the .ps folder if the previous PSWebStart was used?**

Yes. The .ps folder can be safely removed without impacting the new Gradebook Launcher.

**8. Can I install Gradebook Launcher on a network drive?**

Yes. Note that the application will be installed on the network drive but the PTg files will be cached on the local system. It is recommended to test this option before mass deployment to ensure it meets your district's criteria for responsiveness.

**9. Can I do a silent install?**

- Windows: Yes, adding a /S switch from a command line will invoke a silent install. This is case-sensitive.
- Mac: This option is currently not available.

**10. My teachers are using Internet Explorer, and get a warning when downloading the launcher. The only options appear to be "Don't run" and "Delete". What should they do?**

On the warning message, click "More Options", then select "Run Anyway" to allow the new launcher to be downloaded. Follow the remaining onscreen instructions. Internet Explorer users running the "SmartScreen Filter" may see this warning because the launcher is a new download.