

**Question:** Do I need a new/separate server to run the Paradigm Pioneers School System?

**Answer:** No, It's been proven over nine years. The only requirement is SQL Server 2000 needs to be able to run on the server. If you have an extra server, great, if not, this system runs side by side many programs without any problems.

**Question:** What about my data? Can you save me all the time I've invested in my current data?

**Answer:** YES, We have migrated from many popular and not so popular data stores and programs.

**Question:** Can I secure and lock out users from various parts of the system?

**Answer:** YES, there are several layers of security that we configure that allow a custom combination of Add, Update, and Read only or No access to the various parts of the system for your organization.

**Question:** What should I do when an IEP/Progress/Report Card is not showing for a Student?

**Answer:** Go to Student IEP/Progress/Reports Card-> View Achievement Tables-> Admin Only Feature then put in this year's date range and Click **Create Blank Records**.

**Question:** I'm stuck in the program with an error:

1. How do I get out of the situation?
2. Will I loose my data?
3. How do I prevent this in the first place?

**Answer:** Read the error.

1. Press OK or Cancel and then on the key board press Esc(Escape)
  - a. If that does not Work Press CTRL-ATL-DEL at the same time.
  - b. Then Choose task manager and Select the program and End Task.
2. You will only loose the most recent field or record typed.
3. Never Change a goal or duplicate a goal. Always delete unwanted goals.

**Question:** Should we shut down our PCs?

**Answer:** YES, You should restart nightly so that service packs are applied and memory is cleared.

**Question:** Should we perform automatic updates?

**Answer:** YES, Only if you are a local Administrator and you already have Windows XP Service Pack 2.

**Question:** Do I need a Firewall, Content Filter, and Anti-Virus?

**Answer:** If you have internet access, YES, YES, YES.

**Question:** What kind of Anti-Virus Should we use.

**Answer:** Anti-virus should be integrated with your SonicWALL internet appliance

**Question:** Should I use the new AOL internet security and Anti-Virus?

**Answer:** NO, Not if you already have another Anti-virus program since this will lock up your PC.

**Question:** Why are my Billing, ADE or ADA figures not correct?

**Answer:** Verify Student District history data is correct and that all the dates you entered are correct.

**Question:** What is this Black Box on my PC? I can't get into my program.

**Answer:** The Black box is called a script and is used to give you a fresh copy of the front end program. If you closed this box before you are prompted to do so or before it goes away on it's own you will not be able to open the program. Reboot your computer and let the script complete.

**Question:** Can I work on my school work from home?

**Answer:** YES the technology is available and we can set you up, but it is up to your Administrations policy.