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 will 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.