Section 4

Technical Information

FAQ

System requirements for client computers

These are the minimum system requirements for any client computer to run LanTEEAL 2.0.

Processor: 1500 MHz

Memory: 1 GB

> **Please note:** While LanTEEAL 2.0 can run on systems with less than 1 GB RAM, software performance may be compromised.

Operating system: Windows® 2000, XP, or Vista

Hard drive space: 2 GB

Other equipment: One free USB port; DVD drive

Required software*:   Acrobat® Reader® ; Microsoft® .NET Framework 2.0 +
                            (both provided with LanTEEAL 2.0)

* You must have the .NET Framework (v. 2.0+) from Microsoft® installed on the computer. See **pages 32-33** for more information on checking for and installing the .NET Framework.

System requirements for servers or host computers

These are the minimum system requirements for any server or computer to host the LanTEEAL 2.0 content for a network. Note that you do **not** install the LanTEEAL 2.0 application on the server or host computer.

Processor: 1500 MHz

Memory: 512 MB

Operating system: Windows® Server® 2000, 2003, or 2008 (for a server)†
                            Windows® 2000, XP, or Vista (for a host computer)‡

Hard drive space: 500 GB (only if copying all content to a hard drive or server)

Other equipment: One free USB port; DVD drive

† If you are running a Windows® Server® operating system, you can have an unlimited number of users connecting to LanTEEAL 2.0 at any time.

‡ If you are running Windows® 2000, XP, or Vista on your server/host computer, the operating system automatically limits the number of simultaneous connections to 10.

Install Microsoft® .NET Framework (Windows® 2000/XP)

1. Go to **Control Panel > Add/Remove Programs** (figure 4.1 & 4.2) and look for "Microsoft .NET Framework." If it is in the list, you have it (figure 4.3). Otherwise, go to step 2.
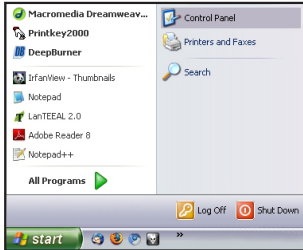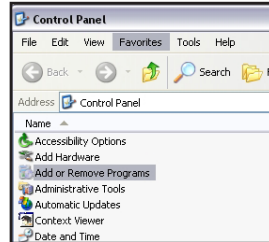

figure 4.1

figure 4.2

figure 4.3

2. Plug in the LanTEEAL 2.0 drive to your computer. Go to **My Computer > LanTEEAL 2.0 > Additional Files > Microsoft .NET Framework** (figure 4.4 & 4.5).

figure 4.4

figure 4.5

3. Choose the appropriate language (English, French, or Spanish) and version. If you have Windows® 2000/XP, run **dotnetfx2**.

4. If a Security Warning window opens, click on **Run**. Follow the instructions.

Install Microsoft® .NET Framework (Windows® Vista)

1. Go to **Control Panel > Programs > Programs and Features** (figure 4.6 & 4.7) and click **Turn Windows Features on or off** (figure 4.8). Look for "Microsoft .NET Framework 3.0." If it is in the list, you have it (figure 4.9). Otherwise, go to step 2.
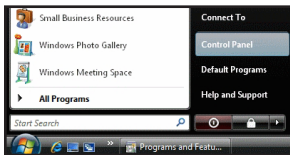
figure 4.6

figure 4.7

figure 4.8

figure 4.9

2. Plug in the LanTEEAL 2.0 drive to your computer. Go to **Computer > LanTEEAL 2.0 > Additional Files > Microsoft .NET Framework** (figure 4.10 & 4.11).
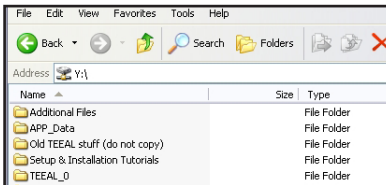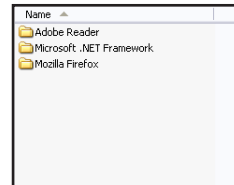

figure 4.10

figure 4.11

3. Choose the appropriate language (English, French, or Spanish) and version. If you have Windows® Vista®, run **dotnetfx3**.

4. If a Security Warning window opens, click on **Run**. Follow the instructions.

FAQ (frequently asked questions): LanTEEAL 2.0 administration

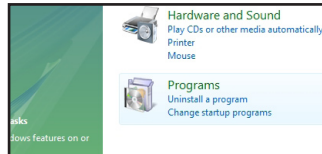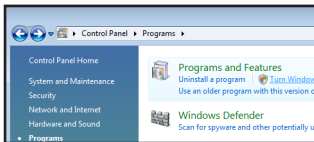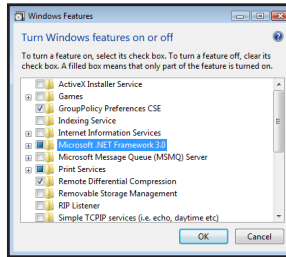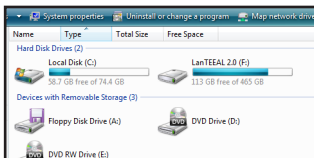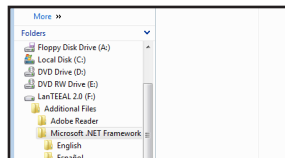1. **Can I use LanTEEAL 2.0 on the Internet?**

   It is strictly forbidden to access or provide access to LanTEEAL 2.0 via the Internet. The system is intended only for use on an organization's internal local area network. Violation of this rule may jeopardize the TEEAL Project.

2. **How should I use and store the hard disk drive?**

   First make sure that your equipment is compatible with our hard disk drive (page 31). If you have a server for your local area network, it is best to copy the LanTEEAL 2.0 content to your server and map each client computer to the content on the server. Then you can store the hard drive as a backup.

   If you do not have enough hard drive space then you can network directly from the drive (page 16 or 28, for Windows XP or Windows Vista, respectively).

   While in use or in storage, protect the hard drive as much as possible from the environment (dust, moisture, heat, direct sunlight, magnets, flood, and theft).

3. **How many workstations can I network to LanTEEAL 2.0?**

   If you are hosting the full text content on a server with Windows Server 2000+, an unlimited number of users can be connected at any time.

   If you are hosting the shared content from a computer with Windows 2000, XP, or Vista, the operating system limits the number of simultaneous connections to 10. You can network as many workstations to the host computer as you like, but only 10 people will be able to access LanTEEAL 2.0 at the same time.

4. **What if I cannot get LanTEEAL 2.0 to work?**

   Contact the TEEAL or ITOCA office (page 4) and we will troubleshoot the problem along with you.

5. **What if my LanTEEAL 2.0 hard disk drive fails?**

   • Verify that the machine you have installed it on meets our specifications (page 31).

   • Uninstall and reinstall the LanTEEAL 2.0 program.

   • Try the hard drive on another machine with different specifications.

   If the hard drive still does not work, we will replace the hard drive once at no cost if it fails within one year after the date of shipment. After one replacement

or one year, you must pay a fee for a replacement drive and shipping. See question 7 for instructions.

We will not replace the drive for free if it is damaged as a result of tampering, fire, flood, theft, or electrical surges (use an approved voltage regulator), or if it goes missing.

6. When I try to access or open LanTEEAL 2.0, I get the message that the hard drive is corrupted. What does this mean?

This means that the hard drive has failed. Please see question 7 for instructions.

7. What is the process for replacing a failed disk drive?

• Notify TEEAL immediately via email at teeal@cornell.edu.

• Package the damaged hard drive in its original packing material and box. You must return the failed drive in order to get a replacement. If a drive goes missing, you must pay the full cost to replace it.

• Provide a written explanation of the events and descriptive details surrounding the hard drive failure.

• Dispatch the package by air courier to: TEEAL, Mann Library, Cornell University, Ithaca, New York, 14853, USA. You are responsible for all customs duties and fees incurred.

We try to replace your hard drive as soon as possible. Replacement time varies depending on how quickly you notify TEEAL, how many hard drives we have in stock, and possible customs delays.

8. What if other equipment gets damaged from using the hard drive?

We do not provide compensation or replacement for any equipment that is damaged as a result of using the hard disk drive we provide.

9. How do you determine pricing?

Revenue from sales of TEEAL sets and annual updates cover the costs of production and distribution, and of outreach and training activities. The pricing structure is updated periodically based on anticipated project expenditures and revenue.

10. How long will TEEAL be available and updated?

As long as there is a demonstrated need and we have the ongoing support of our publishers. We hope that free or low-cost internet resources such as AGORA (www.aginternetwork.org) will eventually eliminate the need for TEEAL.

FAQ (frequently asked questions): using LanTEEAL 2.0

This is an abridged FAQ with the most important questions included from the Help pages in the program. Please see the Help pages for more questions about how to use the program.

1. How do I find an article by subject?

The best way is to search for the subject term or terms. You can use quick search on the home page to quickly search for a term, or you can use the Advanced Search page to refine your search and set up search parameters to look in specific fields (such as author, article title, publication year).

2. How do I look for everything about a subject published in a certain year, such as soil erosion in 2003?

Go to Advanced Search. In the box type in your keywords, e.g. soil erosion. In the Date boxes, enter the year range you want to search. If you only want one year, e.g. 2003, put that year in both boxes. Click Search.

3. How do I search for variations on a term--farms, farmers, and farming?

LanTEEAL 2.0 automatically searches for grammatical and spelling variations on words. If you search for farm you will get results that include farm, farms, farmer(s), and farming.

4. Why can't I search just by typing in multiple keywords, such as *farms cassava*?

To search for multiple keywords in either Quick Search or in a single search field in Advanced Search, you must use a Boolean operator between terms. In this case, you need to type in *farms and cassava* or *farms or cassava* to get results.

If you don't add the Boolean operator, LanTEEAL 2.0 will search for the keywords as a phrase.

5. How do I search for a phrase?

Simply type in the phrase you would like to search. For example, *integrated pest management* will search for all documents with that phrase.

6. Some journals don't show individual issues, having only one article per volume. How do I get to the articles?

Some of our scanned content includes articles that lack a citation. This means that the LanTEEAL 2.0 database cannot identify them to display them to

you. In these cases we have consolidated the journal issues with missing citations into one entire issue that you can manually look through to find an article. However, a search of the database will not identify articles in these consolidated issues. We apologize for the inconvenience and are working to correct it.

7. What is the AND, OR, AND NOT menu for in Advanced Search?

These are called Boolean operators. They allow you to combine search terms to make complex queries of the database. AND is the default setting, which means the database will return records that include all search terms given. Please see Combine Search Terms for more information.

8. What is a descriptor?

A descriptor is a keyword assigned by the author or the citation creator to help categorize, or tag, an article. Descriptors are words or subjects which feature prominently in the article. These words can include geographic terms, species names, and general subject categories. Articles about pests and diseases in rice grown in Laos would likely have descriptors such as rice, pest, disease, farming, and Laos.

9. What if there are bugs in the software?

If you encounter an error in the software performance, please contact us immediately to report it at **teeal@cornell.edu**. If we find problems, we will try to correct them right away.

10. When I open an article, this message pops up: "This file appears to use a new format that this version of Adobe Acrobat does not support..."

Some PDF documents are created in or designed for newer versions of Adobe® Reader®. In most cases these documents will open in old versions of Adobe® Reader® without a problem. Simply click OK in the dialog box.

Adobe® Reader® is a free program - ask your librarian about updating to a newer version.

11. Can I use LanTEEAL 2.0 on the Internet?

It is strictly forbidden to access or provide access to LanTEEAL 2.0 via the Internet. Violation of this rule would have serious repercussions for the TEEAL project and puts future efforts at risk.

Troubleshooting LanTEEAL 2.0

1. **I'm having trouble connecting to my networked server/host computer from a workstation. I can't map the network drive.**

   Make sure you have the corect IP address **for your server or host computer**. Do **not** use the example IP shown in the guide. Contact your IT staff for the IP address if you do not know it.

2. **When I click on an article link to view full text, I see a document that says "The system cannot find this PDF." What do I do?**

   First, make sure your computer has an established connection to the server, host computer, or external hard drive where the full text content resides:

   If you are using LanTEEAL 2.0 on a network via server or host computer, open My Computer and look for the networked drive "teeal....". Double click on it and make sure it opens and displays a list of folders.

   - If you see the drive but cannot open it (upon opening, you see a message "There was an error attempting to connect..."), make sure that the drive is mapped correctly. Verify that the drive letter is **any letter except Z**. If it is Z, you can change it by simply re-mapping the drive. Right click on the current "teeal..." drive and click Disconnect. Then follow the steps in the next instruction below.

   - If you do not see this networked drive, you must map to it. For **Windows 2000/XP**, turn to page 15 and follow steps 9-12. For **Windows Vista**, turn to page 27 and follow steps 8-11. **Make sure you have the correct IP address for your server or host computer. Your IT staff should be able to help you with this.**

   - If you have copied the content from our external drive to your server, make sure your server has adequate disk space - at least 500 GB. If the hard drive on your server is smaller than 500 GB, you must either network directly from our external drive (see page 16 for Windows 2000/XP, or page 28 for Windows Vista), or purchase a larger hard drive.

   - Also, make sure you have followed all the installation instructions correctly for setting up on a server. You must uninstall any instances of old LanTEEAL. Then you must follow the step by step instructions (see page 14 for Windows 2000/XP, or page 26 for Windows Vista). Note that you do **not** install the LanTEEAL 2.0 application directly on a server--you must only set up sharing so that workstations on the network can connect to the server.

If you have just the external hard drive connected directly to your computer, make sure the hard drive is plugged into your computer and to a power source. You should see a white light on the front of the drive.

If you are connected to the server/host computer/external drive, and you still cannot view the article, contact teeal via email at **teeal@cornell.edu**. Let us know which articles you cannot view, and if it is just that single article or if you cannot connect to any article. Give us as much information about the problem as you can. We will work with you to try to fix the problem.

3. **I clicked on a button or searched for something and saw this message "We're sorry, an error has occurred." What do I do?**

First, try your search or perform the command again, and see if you got the error a second time. If you keep getting the error:

1. Write down how it happened - what did you click on that caused the error message to come up?

2. Email us at teeal@cornell.edu and describe the problem and how it occurred.

Please note that some machines running localised versions of Windows (French, Spanish, Portuguesue, etc. - any language other than English) may not work correctly with LanTEEAL 2.0.

4. **LanTEEAL 2.0 is loading slowly or crashing often.**

See our system specifications on page 31. If your workstation has less than 1 GB of RAM, LanTEEAL 2.0 will not run as well as it could. LanTEEAL 2.0 is a memory-intensive program and requires enough spare RAM to be able to run correctly.

5. **What if my question has not been answered here?**

Email us at **teeal@cornell.edu**.

Rules for use

The LanTEEAL 2.0 database can be used on a:

- standalone computer, or,
- on a local area network (LAN) with multiple users.

LanTEEAL 2.0 can only be installed on the server specified in the original User Agreement.

You cannot access LanTEEAL 2.0 via the Internet, or share LanTEEAL 2.0 content over the Internet. Likewise, you cannot share LanTEEAL 2.0 on a wide area network or on multiple LANs. If this happens, the subscribing institution will lose its license to own and operate LanTEEAL 2.0.

To use LanTEEAL 2.0, you must be a faculty member, researcher, student, employee, or affiliate of the subscribing institution. The institution can allow public access to LanTEEAL 2.0 for scholarly use within certain limits (in the Agreement).

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