**Common Questions**

**There are some common questions about connection problem, registration failure, black screen, delay and lag, and incomplete uninstallation. We have corresponding solutions for these questions.**

**Connection Problem**

If the software is unable to connect, you can check the following information:

1. Ensure that the TCP/IP is running smoothly with ping test.

2. Make sure that the firewall at the teacher side is turned off.

3. Check the channel, and if the users are all on the same channel.

4. Check if both student’s and the teacher’s computers are in the same network segment.

5. Check if the teacher’s computer is running anti-virus software. It is recommended to install our software first and then to install the anti-virus software.

6. Check if the virtual network adapter’s IP address associated with the teacher’s or student’s computers are active and within the network.

7. Check multicast performance of the switch or wireless router. If its multicast performance is not well, please change the software data transmission mode to “Use IP Broadcast”.

8. Students or Class icons too cluttered. Clear the icons of unregistered students or delete the students icons in the class, then ask the students log in again.

9. Installation error on student application or teacher’s application. The student’s version is not the same as the teacher’s version. Update the versions so that they are the same.

10. Check network connection. Under offline mode IP address cannot be accessed, please check if the network card is enabled, and update network adapter driver if necessary.

**Registration Failure Problem**

Registration failure may be caused by following reasons:

1. Keypro is in the midst of installing the driver. Light will flicker while the keypro is installing, register after the light has stopped flickering.

2. Keypro cannot be identified. Open the computer’s device manager, click on the human interface devices and look for HID device. If there is HID device, perhaps the Keypro version and the software version do not match. If there is no HID device, the Keypro is not being detected, please check if the Keypro is normal, or try another USB port (and there may be insufficient power supply or the USB port may be defective)

3. Corrupted Keypro. If Keypro still could not be detected, it may be broken, please contact sales staff for replacement.

4. Password input error. If the “Please check computer printer port and other information” message comes out during registration, it indicates that the 10-letter code is wrong or the password does not match with the keypro, please contact sales staff or technician.

5. ID number on the label is lost. If already registered, please contact technicians for the machine identification. If not, please contact sales staff for inquiry or replacement.

6. If the above cannot be resolved, please try to replace the machine for registration or identification of keypro, or it may relate to the system for some special case.

7. Parameter error during registration. If the machine had an associated a serial number previously, parameter error will occur during registration, please contact technicians or sales staff for machine .identification.

8. When online registration prompts successful registration without any authorization message, you will need to disable the original serial number, or use an offline file for registration.

9. Too many computer network cards. For multiple network cards, one of them will be picked during registration, to be associated with the software, if that card is disabled, the software will recognize other network cards without any authorization, in which case, you will need to enable the original network card. If it is not enabled, you will need to use a new authorization.

**Black Screen Problem**

Black screen problem can be caused by many reasons, and different operating systems may have variety of reasons:

1. In the Windows version of the teacher's black screen, the reason may be that the display driver is blocked by security software, or it could be that the software and some graphics cards are not compatible.

If the display driver is blocked by the security software, please close or uninstall the security software to install CDD screenshot driver. For 64-bit systems, please uninstall and then re-install the software. If the software is not compatible with some graphics, please update the graphics driver. If it still fails after the update, you may need to disable the discrete graphics and use integrated graphics for broadcast.

2. For Android versions of the software, you will need to install the system service that corresponds to the tablet model (details please inquire with the technicians), otherwise it cannot be used for monitoring or demonstration by the students.

**Delay and Lag Problem**

If the system is unstable or slowing down, you can try to check the following.

1. Check if the anti-virus software and the firewall are closed, sometimes they may block network communication.

2. Properly lower the broadcast frame rate and frame quality. Click the gear icon on the top right corner, select the Network on the left and lower the broadcast frame rate and broadcast quality on the right.

3. Please check if the multicast transmission in the software settings option is checked. Click the gear icon on the top right corner, select the Screen Broadcast on the left and check “Use multicast transmission”.

4. Cable environment: Please test the multicast performance of the switch. If the multicast performance is not good enough, you can change to broadcast mode.

Wireless environment:

(1) If it is not the AP recommended, please check if the wireless AP supports multicast, whether the multicast port is opened, or whether it is domestic AP, etc. If needed, please replace to the recommended AP.

(2) If it is the AP recommended, check whether the multicast option in the setting is checked, whether the AP is reset or rooted, and whether the broadcast quality and frame rates are properly lowered.

5. Check the application environment. Application environment must be cable to cable or wireless to wireless, . They cannot mix, otherwise delay and lag issue may occur.

6. Check if the network works normally. Please ensure it is not interfered by other wireless signals.

7. Check the settings of the switch and wireless AP. If it works well in LAN, but serious delay occurs when access to external network, it’s due to the data package being sent to the external networks. Please replace wireless AP when necessary.

**Incomplete Uninstallation**

Sometimes you may delete some files of the software accidentally, resulting in unsuccessful uninstallation of software, please refer to the following instructions for processing:

1. Open the registry of the machine; enter “regedit” in command prompt.

2. Find the following directories

32-bit system:

HKEY\_LOCAL\_MACHINE\SOFTWARE\Microsoft\Windows\CurrentVersion\Uninstall\{5FB4EEDF-6A79-45C3-B049-EF327CA03FCD}

64-bit system:

[HKEY\_LOCAL\_MACHINE\SOFTWARE\Wow6432Node\Microsoft\Windows\CurrentVersion\Uninstall\{5FB4EEDF-6A79-45C3-B049-EF327CA03FCD}]

3. Delete directory {5FB4EEDF-6A79-45C3-B049-EF327CA03FCD} on left side directories.

4. If it does not work after deletion, search the values {5FB4EEDF-6A79-45C3-B049-EF327CA03FCD}, related files searched will be deleted from the left side directory tree.

5. Search key word topdomain，delete related directory.

6.Search key word mythware，delete related directory.

**Other Questions**

**There are some other questions about Student side’s password setup, fail to remote startup and fail to launch application remotely, we also have corresponding solutions for these questions.**

**Student side’s password setup**

Default password for student computers is null. When students’ computers connect to their teacher’s computer, the teachers will be able to set the passwords of student computers via teacher computer’s Remote Command 🡪 Remote Settings 🡪Advanced Setting 🡪 Student’s password setting.

**Fail to remote Startup**

Remote startup should meet three requirements: (i) the cable environment, (ii) motherboard supports Wake on LAN, (iii) correct BIOS settings (For details please contact PC manufacturer). If the remote startup function is not working properly, please check if the above three requirements have been met. The remote startup function will not work in wireless environment.

**Fail to launch application remotely**

Fail to Launch Application by Remote Command may be because of incorrect parameter setting. Remotely launch application requires correct parameter settings and the file name and path should be consistent.