

Boardmaker 7 Release Update

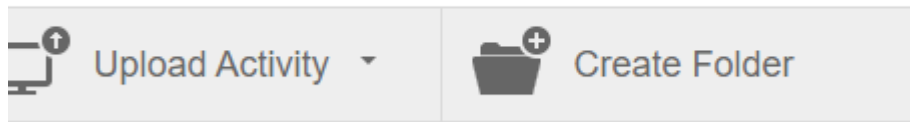
As of 11/23/2020 1pm EST

Known Issues with Workarounds

- 1) I see the below message, what's going on?



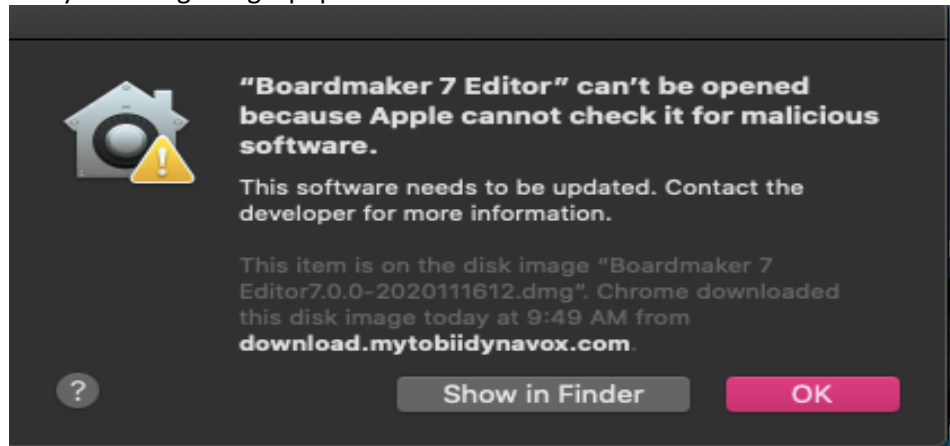
- a. You still have pre-release version of the software. The auto-updater starts downloading the latest version of the software in the background, we are seeing that this takes about an hour, but there is no indication of progress, so most users shut the software down, which will restart your download process entirely. We recommend leaving the software running for about an hour, then shutting it down and restarting.
 - b. At that point it should update to the new version. If you don't want to wait for the auto-update and they have admin privileges, they can download the full installer from <https://get.myboardmaker.com/downloads>, uninstall the pre-release and run the full install.
 - c. When running the pre-release version on a Mac, you may see a dialog popup that says "An update is ready to install. Boardmaker 7 is trying to add a helper tool." And it asks for a Username and Password. In this instance, you need to enter the admin credentials for the machine for the update to complete.
- 2) Is the Boardmaker 7 Editor available in the Google Play Store yet?
 - a. The Editor is NOW AVAILABLE! Please check the store and begin your install.
- 3) I do not see any of my activities in the dashboard of myBoardmaker. Have they been lost?
 - a. Not to worry, we did not have a data loss! If you open Boardmaker 7 Editor and sign in, but don't see any of your activities listed when you choose 'My Boardmaker' check to see how many activities you have in the main area of your account by logging into the website. If you have more than 500 activities, move excess activities into folders or delete them if they are not needed. This should resolve the issue.



Showing 1-20 of 500 results



- 4) I am a Mac user and tried to download the Editor from the direct link sent out via email yesterday and am getting a pop that it is malicious software. What should I do?



- a. Try the following first
1. Right Click (or Control+Click) on the icon
 2. Select Open in the menu that pops up
 3. Select Open in the new window that pops up

If that does not work you will need to do the following. If this is a school or work computer you may need your internal IT departments assistance.

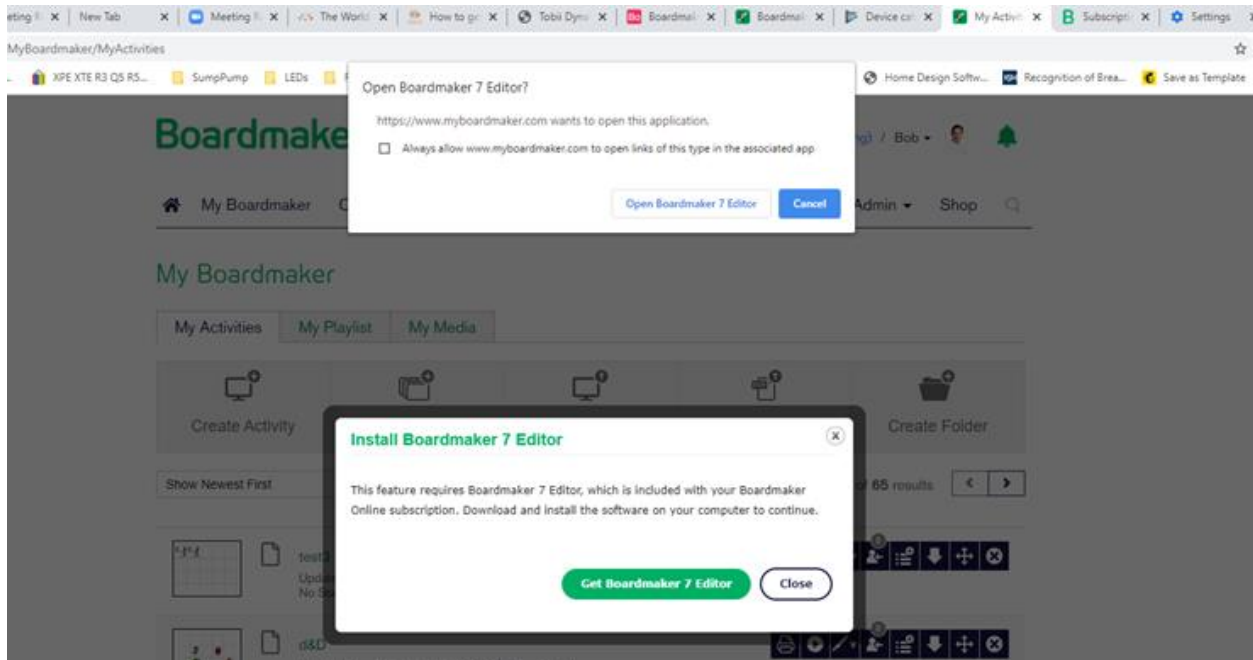
1. Open your System Preferences
2. Select Security and Privacy

Under General you should see a section called Allow Apps Downloaded from. It is likely set to App Store. Change that to Anywhere.

- 5) I am a Mac user and am getting an "initializing file handler" error and then my machine freezes. What should I do?
- a. Please update your operating system and this should quickly solve your issue.

- 6) I tried to print a PDF and it is blank or not showing updates that I made to the activity. What is the solution?
 - a. If you select Create PDF after making changes to an activity, without saving your work, those changes will not be reflected in the PDF. The work-around is to save before selecting Create PDF.

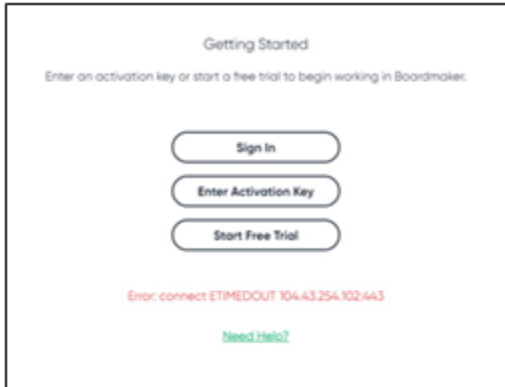
- 7) When I select Create or Edit Activity, there are two prompts showing for me, what should I do?
 - a. Please check the Check box that displays at the top of the window and then click Open Boardmaker 7 Editor, once you have done that click close on the second window. This should open that the software without any further issue.



Known Issues - Under Investigation with Development Team, no workaround currently available. Please check back soon for updates

- If your organization uses a proxy server to secure connections between software running on their network and required outside sources, the Boardmaker 7 software may not launch properly, or may produce some errors. An example error message is shown below:

Error: connect ETIMEDOUT



- There are a few conditions where the Boardmaker 7 Student Center apps will not download activities from the server to the app.
- Some customers, when signing into the software are seeing a certificate error message such as:
 - “Error: self signed in certificate in certificate chain”
 - “Error: unable to get local issuer certificate”
 - “Error: unable to verify the first certificate”
- Opening many of the older curriculum titles in the Student Center will not display images properly. This affects Core First Learning, Expedition Education, and Book Bridge. It does not affect Reading Avenue.
- New activities created in Boardmaker 7 are not showing any symbols when played in the Snap Core First software.