

# Troubleshooting the SAM 2003 Installation Process

If you receive error messages during the SAM CD installation process, follow the procedures below:


## 1. Be sure the CD-ROM is clean.

Please make sure the back of your CD-ROM is clean. If it appears dirty or has any adhesive from the packaging, please clean the CD-ROM using a small amount of non-abrasive soap or rubbing alcohol and a soft cloth.


## 2. Create a folder on the desktop.

1. Start your computer and log on to Windows.
2. When the Windows desktop appears, right click any blank area on the desktop.  
*The desktop shortcut menu will appear*
3. Click New and then click Folder.  
*Windows creates a new folder, with the default name, New Folder. The folder name is selected by default.*
4. Change the name to SAM Disks by typing "SAM Disks" and then pressing the ENTER key.

## 3. Copy the contents of the SAM 2003 installation CDs to the SAM Disks folder.

1. Put the 1<sup>st</sup> disc of the SAM 2003 installation discs in your CD-ROM drive.
2. If the CD-ROM starts the installation process, click the Cancel button (even if the Cancel button is grayed out). Click Yes to confirm that you would like to cancel the installation. If necessary, click the Finish button.
3. Right-click the Start button at the bottom-left corner of the Windows desktop by pressing the right mouse button.
4. When the shortcut menu appears, click Explore on the shortcut menu.  
*The Windows Explorer window will open.*
5. In the left pane, scroll down, if necessary, and then click the icon for the CD-ROM drive.   
*The right pane displays the files and folders on the CD-ROM.*
6. Click Edit on the menu bar and then click Select All on the Edit menu.  
*The right pane displays the files and folders on the CD-ROM in blue, to indicate they are selected.*
7. Click Edit on the menu bar and then click Copy.  
*The files and folders on the CD-ROM are copied.*
8. Click the Close button (x) in the upper-right corner of the Windows Explorer window.  
*The Windows Explorer window closes and the Windows desktop displays.*
9. Using the right mouse button, right-click the SAM Disks folder you created on the Windows desktop.  
*A shortcut menu appears.*
10. Click Paste on the shortcut menu.  
*The Copying window appears, showing that the files and folders on the CD-ROM are being copied to the SAM Disks folder. This can take up to ten minutes.*
11. The Copying window closes when the copy is complete. If a message appears indicating that all files were copied, click OK to close the dialog box.
12. Remove the disc from the CD-ROM drive and place the next disk (for example, Disc 2) in the CD-ROM drive.
13. Repeat steps 1 through 12 until you have copied the contents of all two or three discs to the SAM Disks folder. After all three disks are copied; remove the last disk from the CD-ROM drive.

#### 4. Install SAM.

1. Close all open programs (check your taskbar to be sure no icons appear).
2. Using the left mouse button, double-click the SAM Disks folder on the Windows desktop.  
*The Windows Explorer window will open and display the contents of the SAM Disks folder.*
3. In the right pane of the window, locate the file, setup.exe.  setup.exe
4. Using the left mouse button, double-click this icon.  
*The SAM 2003 installation process will begin. You do not need to remove and install individual CD-ROMs.*
5. After the installation is complete, a SAM 2003 icon will appear on your Windows desktop.
6. Log into sam2003.course.com and verify that SAM is working correctly.

#### 5. Delete the SAM Disks folder from the Windows desktop:

1. Using the right mouse button, right-click the SAM Disks folder you created on the Windows desktop. [Be sure you do not select the SAM icon on the screen created by the installation process.]  
*A shortcut menu displays.*
2. Click Delete on the shortcut menu.
3. When prompted, click the Yes button in the Confirm Folder Delete message box.