RosettaStone®

Version 3
Installation Guide

START HERE

This Guide Includes:

Rosetta Stone Installation Guide

Welcome to your organization's comprehensive system for managing language learning. This Installation Guide will guide the initial Administrator of your Rosetta Stone® Manager through the process of setting up your system. Use the CDs in this package to install the following components:

- **Rosetta Stone Manager Version 3 Server** – the system on your server computer that coordinates all your Administrators and Learners, hosts the language content, and tracks the progress of Learners.
- **Rosetta Stone Manager Version 3** – the client application installed on the Administrators' workstations to provide management and reporting capabilities.
- **Rosetta Stone Network Version 3** – the application Learners use to access the language lessons in Rosetta Stone.
- **Rosetta Stone Language Level(s)** – the language content for each Language and Level your organization provides to your Learners.

Organizations use Rosetta Stone Manager two ways.

- **Networked**: Multiple Learner and Administrator computers connecting over a network and using Rosetta Stone Manager Version 3 Server.
- **Standalone**: Multiple Learners and Administrators using the same non-networked computer to access Rosetta Stone Manager and the Network application. This can be one non-networked computer or multiple non-networked computers running their own Rosetta Stone Manager and Network applications.

Networked installations differ from standalone installations. **Note:** Follow the **All Installations** instructions first, and then follow the appropriate instructions for your networked or standalone installation.

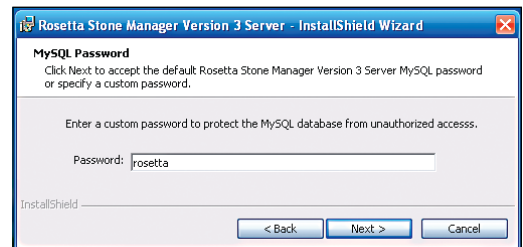## All Installations

Ⓐ Install the Server

Note: If you already have the Rosetta Stone Manager Version 3 Server installed and only want to add Languages, perform only the steps in *All Installations: Sections B and C* for the additional Languages. If you are adding new Languages that did not come with your original Rosetta Stone Manager package, refer to the steps on the **Attention** sheet that came with your new language disks.

1 Log in as an Administrator on the computer where you will install the Rosetta Stone Manager Version 3 Server.

2 Insert the CD labeled **Rosetta Stone Manager Version 3 Server**.

Windows
1. Click **Next** to begin and follow the prompts. If the installer does not start on its own, double-click the setup file labeled: **setup.exe**.

2. Select the destination folders for the Server and Language files.

3. Enter a custom password to protect the MySQL database from unauthorized access.

The Installer will display a series of command windows. Do not close these windows.

4. When the installation is complete, click **Finish**.

Double-click **Rosetta Stone® Manager V3 Server.pkg**. Follow the prompts and click **Install** to begin installing the server. Enter your Mac Administrator password when prompted. The installation will take several minutes. Click **Close** to complete.

Ⓑ Add Languages

Your organization will use at least one Language and Level with Rosetta Stone Manager. We recommend adding all languages before proceeding to *All Installations: Section C* for activation. Languages must be installed on every computer running Rosetta Stone Manager Version 3 Server.
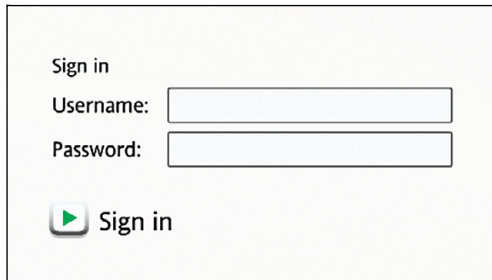
1 Start the Language Utility:

Windows: Select **Start > Program Files > Rosetta Stone > Rosetta Stone Manager V3 Server > Language Utility**

Mac: Select **Applications > Rosetta Stone Manager Version 3 Server > Language Utility**

2 Sign in using the initial Super Administrator username and password from the Activation Card in your Rosetta Stone Manager package.

Note: You'll be able to change the Super Administrator password when you sign in to Rosetta Stone Manager. See Section A, *Additional notes*, under either Networked or Standalone Installations.
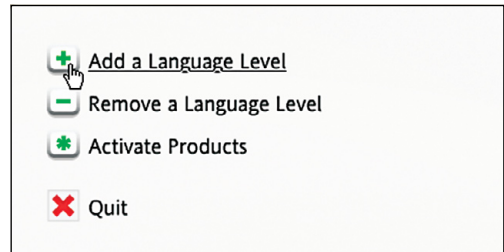
Sign in
Username:
Password:
▶ Sign in

3 Select **Add a Language Level**.

╋ Add a Language Level
➖ Remove a Language Level
✱ Activate Products
✖ Quit

4 When a prompt appears to insert a CD, insert the Language Level CD and click **Continue**.

5 Select the Language Level to install.

6 Click **Install selected language**.

The Language Level installation can take up to 30 minutes depending on your computer hardware. Each Language Level requires up to 600 MB. Verify that you have enough space for all Levels you intend to install.

Windows: All Language Levels you install are stored in the folder you selected when you installed the Server (see *All Installations: Section A*).

Mac: The Language Levels are installed by default to Library/Application Support/Rosetta Stone Manager V3 Server/Content. If you need to change the location of the Language Level installation, you will need to run a script before installing Language Levels. Contact Rosetta Stone Product Support for help. See the back cover of this Installation Guide for contact information.

7 Repeat steps 3-6 to add each Level of all Languages you want to install before proceeding to *All Installations: Section C*.
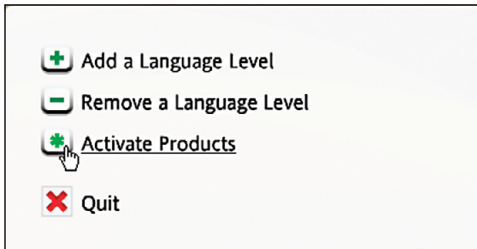
C Activate Languages

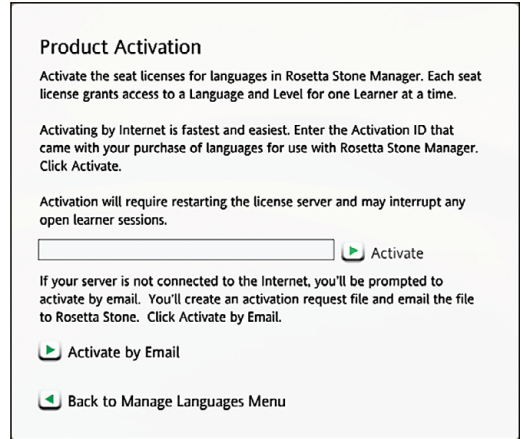Based on your specific licenses, you have received one or more Activation IDs.

You must activate each Language Level to allow Learners to access Language content. Activation must be completed on every computer running Rosetta Stone® Manager Version 3 Server. Activation requires a one-time Internet connection.

Note: If the computer where you installed Rosetta Stone Manager Version 3 Server cannot be physically connected to the Internet, you can use a different computer to activate by email. See the onscreen instructions for email activation.

1 Select **Activate Products.**

> ➕ Add a Language Level
>
> ➖ Remove a Language Level
>
> ✳ Activate Products
>
> ❌ Quit

2 Enter your Activation ID from the Activation Card in your Rosetta Stone Manager package.

Product Activation

Activate the seat licenses for languages in Rosetta Stone Manager. Each seat license grants access to a Language and Level for one Learner at a time.

Activating by Internet is fastest and easiest. Enter the Activation ID that came with your purchase of languages for use with Rosetta Stone Manager. Click Activate.

Activation will require restarting the license server and may interrupt any open learner sessions.

[   ] ▶ Activate

If your server is not connected to the Internet, you'll be prompted to activate by email. You'll create an activation request file and email the file to Rosetta Stone. Click Activate by Email.

▶ Activate by Email

◀ Back to Manage Languages Menu

3 Click **Activate**.

You will be asked to confirm your license information. Please verify, and if there are any problems, contact Rosetta Stone Product Support. See the back cover of this Installation Guide for contact information.

4 Repeat steps 1-3 for all Activation IDs.

5 Click **Back to Manage Languages Menu**.

6 Click **Quit** when you've activated all Languages and Levels.

Networked Installations

Rosetta Stone Manager allows an unlimited number of Administrator workstations and a specified number of Learner workstations to access Rosetta Stone from anywhere on your network. The licenses for your organization determine the number of Learner workstations that can access each Language Level at any given time. **Note:** Follow the **All Installations** instructions before you proceed with **Networked Installations**.

A Set Up Your Rosetta Stone Manager Version 3 System

Install Rosetta Stone Manager on your computer. Install a copy of Rosetta Stone Manager for your use as the initial **Super Administrator**.

1. Insert the Rosetta Stone Manager Version 3 CD.

2. Install Rosetta Stone Manager.

Windows:

1. Click **Next** to begin and follow the prompts. If the installer does not start on its own, double-click the file labeled: **setup.exe**

2. Select the destination folders for the Rosetta Stone® Manager application files.

Mac OS:

Drag and drop the Rosetta Stone Manager application into your Applications folder.

Create a structure for your system.

As you set up the initial **Super Administrator** Rosetta Stone Manager on your computer, consider the needs of your organization and then create the structure of your system.

The System Administrator should complete the initial steps of this setup, but the remaining steps can be completed by other Administrators.

For a detailed description of this process, see the *Rosetta Stone Manager Version 3 Administrator's Guide*. Below is an overview of the system setup.

1. Create Groups: Groups organize Administrators and help define your organization's reporting structure.

2. Create Roles: Roles are important because they define the privileges for Administrators. Depending on the privileges granted to Administrators, they can manage Learners, create other Administrators, and define the structure of Rosetta Stone Manager itself.

3. Manage Administrators: You can add Administrators to Rosetta Stone Manager, edit their information, assign Roles to them, and assign Administrators to the Groups they can view or manage.

Delegate the remainder of setup.

The remaining steps can be completed by other Administrators who are closer to the educational process and who have proper privileges.

For a detailed description of the remaining setup steps, see the *Rosetta Stone Manager Version 3 Administrator's Guide*.

1. Choose Curricula: Curricula are the courses Learners follow. Each Curriculum consists of a guided path of Lessons and Activities designed to build a combination of language skills. Manager provides predefined Curricula, which should be sufficient for most Learner needs.

2. Manage Learners: You can register individual Learners or import multiple Learners and edit Learner information to choose Language, Level and Curricula.

Additional notes:

1. Change your Super Administrator password the first time you sign in to the Rosetta Stone Manager system to enhance your system security.

2. Set up your system first so that other Administrators can get up and running as soon as you install Rosetta Stone Manager on their workstations.

3. Register a test Learner so that when you install Rosetta Stone Network Version 3, you can connect the Learner workstations to the Server.

B Install Rosetta Stone Manager Version 3 on Administrator Workstations

To install the Rosetta Stone Manager application for use by your additional Administrators at their workstations, you can either:

- Install Rosetta Stone Manager on each workstation using the installation CD, or

- Use a remote installation utility to deploy Rosetta Stone Manager to all networked Administrator workstations.

CD Installation

To use the CD method, follow these steps for each Administrator's workstation:

1. Insert the CD labeled **Rosetta Stone Manager Version 3**.

2. Install Rosetta Stone Manager Version 3 using the steps for your operating system:

   Windows:
   1. Click **Next** to begin and follow the prompts. If the installer does not start on its own, double-click the file labeled: **setup.exe**.

   2. When the installation is complete, click **Finish**.

Mac OS:

Drag and drop the Rosetta Stone® Manager application into your Applications folder.

Remote Installation

You can use your own remote deployment system to install Rosetta Stone Manager on each Administrator workstation. Details are specific to your system.

C Sign In and Connect Administrator Workstations to the Server

The first time each Administrator signs in to Rosetta Stone Manager on his or her workstation, the application attempts to discover (locate) the Rosetta Stone Manager Version 3 Server.

On the Select a Service screen, the Administrator should click **Connect** to accept the server connection.

Select a Service	
▼ **Discovery**	
Host	Valid
http://10.20.10.111:55582/	Valid ✔
Refresh	
▶ **Custom**	
	Connect

If the discovery attempt fails, the Administrator will need to click **Custom** to specify a server connection. Supply the Administrator with the Rosetta Stone Manager Version 3 Server IP address or hostname.

Select a Service	
▶ **Discovery**	
▼ **Custom**	
Enter IP address or hostname:	
10.20.10.112	
	OK ✔
	Connect

D Install Rosetta Stone Network Version 3 on Learner Workstations

To install Rosetta Stone Network Version 3 on each Learner's workstation, you can either:

- Install the Rosetta Stone application directly on each workstation using the Application Install CD, or

- Use a remote installation utility to deploy the Rosetta Stone application to all networked Learner workstations.

CD Installation

Follow these steps for each Learner's workstation:

1. Insert the CD labeled **Rosetta Stone Network Version 3.**

2. Click **Next** to begin and follow the prompts.

3. When the installation is complete, click **Finish**. Leave the checkbox selected to launch Rosetta Stone and continue to the instructions in *Networked Installations: Section E*. Or, deselect the checkbox to allow Learners to connect to the Server (as described in *Networked Installations: Section E*).

Remote Installation

You can use your own remote deployment system to install Rosetta Stone Network Version 3 on each Learner workstation. Details are specific to your system.

E Sign In and Connect Learner Workstations to the Server

When the first Learner signs in to the Rosetta Stone application from each Learner workstation, the application attempts to discover (locate) the Rosetta Stone Manager Version 3 Server.
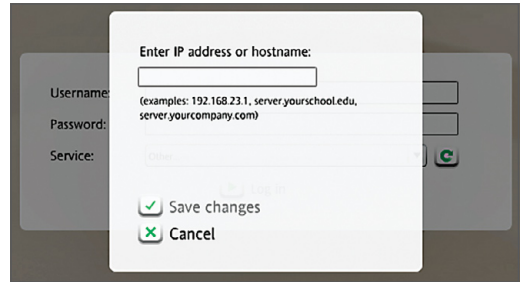
Note: Administrators might want to complete this task using the Learner test account to streamline the experience for Learners. If, in *Networked Installations: Section D*, you checked the box to launch Rosetta Stone, the service will be automatically selected.

1 Click the circular arrow to detect the Rosetta Stone® Manager Service.

2 Select a Service from the list of servers that were found automatically.

Username:	
Password:	
Service:	▾ ⟳
	▶ Sign in

3 If the Service is not found, click the pulldown arrow and select **Other**. Type the Rosetta Stone Manager Version 3 Server hostname or IP address. Click **Save changes**.

Enter IP address or hostname:

(examples: 192.168.23.1, server.yourschool.edu, server.yourcompany.com)

Username:
Password:
Service: Other

✓ Save changes
✗ Cancel

4 Enter the Username and Password (using the Learner test account if you created one) and click **Sign In**. See **additional notes**, p. 4.

Ⓐ Update Your License File

To use Rosetta Stone® Manager Version 3 Server, Rosetta Stone Manager, and Rosetta Stone Version 3 Network on one workstation, you will need to update your license file after activating your Language Levels. **Note:** Follow the **All Installations** instructions before you proceed with **Standalone Installations**.

Windows XP:

1. Update the license file.
   - Go to *C:\Program Files\Rosetta Stone\Rosetta Stone Manager V3 Server\utility*. Use a text editor such as Notepad to open **rslmc.lic**.
   - Change the IP address to **127.0.0.1**. The IP address is the section between **SERVER** and **ANY**. Save and close the file.

2. Restart the license server.
   - Open **lmtools.exe** in *C:\Program Files\Rosetta Stone\Rosetta Stone Manager V3 Server\utility*. Go to the Start/Stop/Reread tab.
   - Check the box for **Force Server Shutdown**. Click **Stop Server**.
   - Click **Start Server**.

3. Confirm that the new license file is operating.
   - Click **Reread License File**.
   - Go to the Server Status tab and click **Perform Status Enquiry**. You will see a listing of the licenses you have in use on your Rosetta Stone Manager Version 3 Server.

Windows Vista:

1. Update the license file.
   - Go to *C:\Program Files\Rosetta Stone\Rosetta Stone Manager V3 Server\utility*. Copy **rslmc.lic** to your desktop.
   - Use a text editor such as Notepad to open the desktop copy of **rslmc.lic**.
   - Change the IP address to **127.0.0.1**. The IP address is the section between **SERVER** and **ANY**. Save and close the file.
   - Replace the existing **rslmc.lic** in *C:\Program Files\Rosetta Stone\Rosetta Stone Manager V3 Server\utility* with the desktop copy.

2. Restart the license server.
   - Go to the Start menu. Right-click **Computer** and select **Manage**. Continue through the User Account Control dialog. Double-click **Services and Applications** and then double-click **Services**.
   - Right-click **Rosetta Stone Ltd Licensing** in the list of Services and select **Stop**.
   - When the service stops, right-click it and select **Start**.

3. Confirm that the new license file is operating.
   - Open **lmtools.exe** in *C:\Program Files\Rosetta Stone\Rosetta Stone Manager V3 Server\utility*. Go to the Start/Stop/Reread tab.
   - Click **Reread License File**.
   - Go to the Server Status tab and click **Perform Status Enquiry**. You will see a listing of the licenses you have in use on your Rosetta Stone Manager Version 3 Server.

Mac OS:

The following steps must be run from Terminal with root privileges.

1. Update the license file.
   - Enter the following: *sudo /Applications/TextEdit.app/Contents/MacOS/TextEdit /usr/local/rsmv3/utility/rslmc.lic.*
   - Change the IP address to **127.0.0.1**. The IP address is the section between **SERVER** and **ANY**. Save the file and close the window by entering *Ctrl + c*.

2. Restart the license server.
   - Enter the following: *sudo /Library/StartupItems/RosettaStoneLicensingService/RosettaStoneLicensingService restart.*

3. Confirm that the new license file is operating.
   - Enter the following: */usr/local/rsmv3/utility/lmutil lmstat -a.*
   - You will see a listing of the licenses you have in use on your Rosetta Stone Manager Version 3 Server. If you have not activated your languages yet, you will see a message that says the lmgrd process is not running.

B Set Up Your Rosetta Stone Manager Version 3 System

Rosetta Stone® Manager gives an Administrator the ability to register and establish Curricula for the Learners who will use specific workstations.

Note: If installing Rosetta Stone Manager on multiple computers, you will need to repeat these steps for each computer.

1 Install Rosetta Stone Manager

1. Insert the Rosetta Stone Manager Version 3 CD.

2. Install Rosetta Stone Manager using the steps for your operating system:

    Windows:
    1. Click **Next** to begin and follow the prompts. If the installer does not start on its own, double-click the file labeled: **setup.exe**.
    2. Select the destination folders for the Rosetta Stone Manager application files.

    Mac OS:
    Drag and drop the Rosetta Stone Manager application into your Applications folder.

2 Create a structure for your system.

As you set up Rosetta Stone Manager on your computer, first consider the needs of your organization. Next, design your Rosetta Stone Manager system and assign Administrators to monitor Learner progress. Finally, register Learners and assign Curricula to them. See the *Rosetta Stone Manager Version 3 Administrator's Guide* for more information. Below is an overview of the Administrator setup.

1. Create Groups: Groups organize Administrators and help define your organization's reporting structure. You might create Groups for Learners at different locations or for Learners studying different languages.
2. Create Roles: Roles are important because they define the privileges for Administrators. Depending on the privileges granted to Administrators, they can manage Learners, create other Administrators, and define the structure of Rosetta Stone Manager itself.

3. Manage Administrators: You can add Administrators to Rosetta Stone Manager, edit their information, assign Roles to them, and assign Administrators to the Groups they can view or manage.

Below is an overview of the Learner setup.

1. Choose Curricula: Curricula are the courses Learners follow. Each Curriculum consists of a guided path of Lessons and Activities designed to build a combination of language skills. Manager provides predefined Curricula, which should be sufficient for most Learner needs.
2. Manage Learners: You can register individual Learners or import multiple Learners and edit Learner information to choose Language, Level and Curricula.

Note: If you are using multiple non-networked computers, Learner progress will be tracked individually on each computer, so each Learner should be assigned to one computer and continue using the same computer.

Additional notes:

1. Change your Super Administrator password the first time you sign in to the Rosetta Stone Manager system to enhance your system security.
2. Register a test Learner so that when you install Rosetta Stone Network Version 3, you test the connection with the Server.

C Sign In and Connect Rosetta Stone Manager to the Server

The first time an Administrator signs in to Rosetta Stone Manager, the application attempts to discover (locate) the Rosetta Stone Manager Version 3 Server. The discovery and connection should occur automatically. If there is a problem, you will see the Select a Service Screen.

To connect, the Administrator should specify the local host and click Connect on the Select a Service screen to accept the server connection.

D Install Rosetta Stone Network Version 3

1 Insert the CD labeled Rosetta Stone® Network Version 3.

2 Click **Next** to begin and follow the prompts.

3 When the installation is complete, click **Finish**. Leave the checkbox selected to launch Rosetta Stone and continue automatically to *Standalone Installations: Section E*. Or, deselect the checkbox to allow Learners to connect to the Server (as described in Section E).

E Sign In and Connect the Network Application to the Server

When the first Learner signs in to the Rosetta Stone Network application, the application attempts to discover (locate) the Rosetta Stone Manager Version 3 Server.

Note: Administrators might want to complete this task using the Learner test account to streamline the experience for Learners. If, in *Standalone Installations: Section D*, you checked the box to launch Rosetta Stone, the service will be automatically selected.

1 If the Service is not found on localhost, click the pulldown arrow and select **Other**. Enter **127.0.0.1** for the Server IP address. Click **Save changes**.

2 Enter the Username and Password (using the Learner test account if you created one) and click **Sign In**.

Reference

Important Notes

- For current system requirements, go to RosettaStone.com and click **Support > Organizations > System Requirements**.

Server

- The default ports for Rosetta Stone Manager Version 3 Server are in the range 55580 to 55585 and 55591 to 55598.

- When you install Rosetta Stone Manager Version 3 Server, Apache, MySQL, and Ruby are also installed.

- A one-time Internet connection is required to activate the licenses on the machine(s) hosting Rosetta Stone Manager Version 3 Server. If the computer where you installed Rosetta Stone Manager Version 3 Server cannot be physically connected to the Internet, you can use a different computer to activate by email. See the onscreen instructions for email activation.

- Rosetta Stone Manager is installed to run as a set of services on the server machine so that these components run continuously in the background.

- The Rosetta Stone application and Rosetta Stone Manager cannot be installed to a Novell or Linux server and do not run through Citrix, Thin Clients or Terminal Server.

Network

- The Rosetta Stone Manager Version 3 Server requires a computer to run as a server with a static IP address on the network accessible via TCP/IP by all client (Administrator and Learner) workstations.

- The client workstations access Rosetta Stone Manager Version 3 Server via the IP address of the server or host machine. The client workstations will find the server connection automatically using the Discovery mechanism.

- Some network infrastructures, particularly when VPN or wireless is involved, have longer latencies. Rosetta Stone® Network Version 3 needs to be configured to handle the longer latencies. If your network has a longer latency, the license server may timeout in the Network application, making it appear that activated Language Levels are not activated and content is locked.

To adjust this configuration, you will need to create an environment variable on the Learner workstations that increases the timeout from its default of 100 milliseconds to a value long enough for the latencies in your network. Five seconds should be sufficient for most networks.

The environment variable should be named **FLEXLM_TIMEOUT**, with a value set to the desired number of milliseconds. A value of **5000000** would be five seconds. You can set the environment variable on individual workstations, or you can use your remote deployment system to set the environment variable on the workstations across your network.

Licenses

Your Rosetta Stone Manager contains licenses that allocate access to the Rosetta Stone Network application for learning languages. The license allows for a specific number of concurrent Learner workstations to access Rosetta Stone for each Language Level.

Number of Licensed Workstations

You may install Rosetta Stone Network Version 3 on an unlimited number of workstations. However, the number of Learner workstations with access at any given time will be limited to the Language and Level licenses in your organization.

Glossary

Activation: The process of granting access to the specified number of Learner workstations per Language Level provided for your organization.

Administrator: Any person with access to the Rosetta Stone Manager application. The initial Super Administrator installs the system and creates additional Administrators with varying levels of privileges based on their Roles.

Administrator Workstation: A computer where Rosetta Stone Manager is installed as a client

application for Administrators to manage Learners and view reports. Each workstation is connected to the server computer through the network. You may install and use Rosetta Stone Manager on an unlimited number of workstations.

IP Address: The Internet Protocol (IP) address that locates the computer on your network. When required by Rosetta Stone Manager, enter an IP address in the format: xxx.xxx.xxx.xxx where the xxx characters represent the IP address, such as: 10.20.10.112 You can also enter the hostname defined on your network, such as: server.hostname.com.

Learner: Any person who can access Rosetta Stone Network Version 3.

Learner Workstation: A computer where Learners use Rosetta Stone Network Version 3 to learn languages. Each workstation is connected to the server through the network. You may install Rosetta Stone Network Version 3 on an unlimited number of workstations. However, the number of Learner workstations with access at any given time will be limited to the licenses of your organization.

License: The access rights to a Language Level granted to a specific number of Learner workstations on the network at any time. You activate a specific number of licenses or "seats" for Learner workstations, such as "25 seats of Spanish Level 1."

Rosetta Stone Language Level(s): The language content for each Language and Level your organization provides to your Learners.

Rosetta Stone Manager Version 3 Server: The system that coordinates all your Administrators and Learners, grants access to the system, and tracks the progress of Learners. The Server includes an instance of the Rosetta Stone Manager Version 3 application installed on the server computer.

Rosetta Stone Manager Version 3: The client application that runs on Administrators' workstations to provide management and reporting capabilities.

Rosetta Stone Network Version 3: The application where Learners access the language lessons in Rosetta Stone.

Server: The central computer on the network where Rosetta Stone Manager Version 3 Server is installed.

RosettaStone®

Need Help?
Online Knowledge Base: RosettaStone.com
Live Technical Support: (800) 280-8172 or (540) 432-6166 Outside U.S.

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