

Limits in Ascribe™:

- Verbatim Limits – 3000 Characters
- Study ID Limit – 30 Characters
- Respondent ID Limit – 20 Characters
- Question ID Limit – 60 Characters*
- Question Label Limit – 25 Characters
- Transcription Limit – 3000 Characters
- Code Description – 1000 Characters
- Long Help Limit – 1000 Characters
- Hover Help Limit – 400 Characters
- Input/output ID limit – 24 Characters
- Session Expires – 60 Minutes
- Regular Expression Field – 800 Characters
- Winzip file limit – 65,535 files
- ACM Model – 30 Characters

*The limit is really 50 Characters; Ascribe™ saves the last 10 spaces in case there are iterations.

Problems outputting tables to Excel/ Receiving the “Automation Server Error”/ Unable to filter/ Unable to apply codes in review responses/ Unable to edit the codebook/ Unable to edit the study/ Unable to edit a question.

If you are experiencing the problems above, go through the following five steps to make sure your PC is set-up properly.

1. Which Operating System are you using?

We are happy to assist every user of Ascribe no matter which operating system they are using. However, we cannot guarantee full functionality with Windows 98. Microsoft no longer supports the Operating System. Windows 98 or lower may require an update of your Windows software by downloading a DLL module (Dynamic Link Library). To do so, go to Ascribe™'s download section on the home page and click on the link for mdac_typ.exe.



The DLL enables some SQL/Server data access functionality that is used by review responses, filtering, and Cross-TAB. You will know that you need to download the mdac if you get an “Automation Server Error”.

MDAC (Microsoft Data Access Components) 2.60.6526.3

The MDAC 2.6 RTM redistributable installer installs the same Data Access core components as Microsoft SQL Server 2000. This release does not include Microsoft Jet, Microsoft Jet OLE DB Provider, Desktop Database Drivers ODBC Driver, or Visual FoxPro ODBC Driver.

- For More Information - <http://www.microsoft.com/data>
- Version - 2.60.6526.3
- Release Date - 26 Sep 2000
- Estimated Download Size/Time @28.8 - 5,319 kb / 26min

System Requirements

Windows 95 needs the Y2K Update and Internet Explorer 4.01 SP2.
Windows 98 needs the Y2K Update 2 and Internet Explorer 4.01 SP2.

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Windows NT 4.0 needs Service Pack 5 (or greater) and Internet Explorer 4.01 SP2.

Operating System - Windows 95 & 98, NT 4.0 & 2000, Windows Me

2. Which version of Internet Explorer are you using?

You can check which version you are using by opening Internet Explorer and choosing Help from the toolbar. Next choose "About Internet Explorer".

We urge you to use Internet Explorer 6.0 or higher. We recommend IE 6.0 because it fixes a couple of issues that were in previous versions and it has XML support. Netscape will not work.

To upgrade your Internet Explorer, go to www.microsoft.com and choose downloads.

Find the download for IE 6.0. Download it and install.

3. Is Ascribe set up as a trusted site (green circle with check mark in status bar)?

You must configure your browser to treat Ascribe™ as a trusted site. This will allow you to use all of the features of Ascribe without compromising your security settings for other sites.

Follow these steps to configure your browser:

- From the Tools menu, select Internet Options
- Select the Security tab
- Highlight the Trusted Sites icon by clicking on it
- Click the Sites button
- In the "Add this Web site to the zone" box, type:
"*.languagelogic.net"
(You will need to make sure that the "Require server verification (https:) for all sites in this zone" box is unchecked to add the above site. Once you have added the site you can re-check the box.)
- Click the OK button
- On the Security tab, click the Custom level button
- Enable the Active X Control options (depending on the version of IE you have there may be anywhere from 10 to 15) under "Active X Controls and Plug-ins". Make sure each of these options is set to "Enable"
- Click OK
- In the Internet Options dialog box, click OK to close the dialog box.

The reason for this setting is to allow you to use the copy to Excel feature of Ascribe tables. Excel is not marked as a safe program for the web browser, because it is possible to write programs that use Excel maliciously, such as to modify files on your hard disk. By trusting the LanguageLogic.net site and enabling the option described above, you indicate to the browser that you trust the Language Logic web site to use Excel.

4. Are you logged in securely with https:?

A lock will appear in the status bar at the bottom of your screen right next to the trusted sites check mark. If you cannot sign on to https: site then you will need to repeat the step above for making Ascribe™ a trusted site.

Cleaning Excel Files

When an excel file will not load into Ascribe, the first thing to do is clean it.

When a file needs to be cleaned it contains hidden/ unprintable control characters.

To clean a file:

There are two ways to clean a file. The first and easiest way is by using the Language Logic Tools in the Excel Add-In for Ascribe™ (for help installing the Add-In, see the "Excel Add-In for Ascribe™" section). The second way is a manual method.

1. If you have the Add-In downloaded on your computer all you need to do to clean a file is simply:
 - Open the file
 - Click on Language Logic Tools in the toolbar
 - Select "Loading Tools" and then "Clean Active Worksheet"
2. To manually clean the file:
 - Insert a new worksheet into the original Excel file.
 - Type =clean(name of original worksheet) in column A row 1
 - Now, when you highlight the cells by dragging the formula, the cleaned data from your original worksheet will appear in Sheet 1 (the worksheet you created).
 - You will need to copy the cleaned data, paste special, and choose value. (I usually just copy and paste special (value) over the data that is there.
 - Now, be sure the new worksheet (worksheet 2) is first in line, or delete the original worksheet and rename the file.

Named Ranges

A "named range" is the most common type of Excel issue that can cause trouble when loading Excel data. A "named range" can be any selected area of cells in an Excel Workbook/Worksheet. The "Check for Excel Load Errors" function of the Excel Add-In will return a message if the Excel file you are working with contains a named range. If there is a named range in the file take the following steps to delete it:

- Click on "Insert" in the Excel Toolbar, and then select "Name", and then "Define".
- A "Define Name" box should come up. You want to delete all of the named ranges listed in the large middle box.
- Highlight the named ranges in the large box then click the "Delete" button on the right. Delete each individually and then click "OK" when done.
- Check the file again by running the "Check for Excel Load Errors" function of the Add-In.

If you still receive the named range error proceed with the following:

- Highlight the entire worksheet.
- Paste into a new blank worksheet within the same Excel workbook. (It is important to paste back into the same workbook. There is a rule in Excel that

- will truncate data to 255 characters if: the a column contains both textual and numeric characters, and is copy and pasted to a new workbook.)
- Delete the old worksheet.
 - Run the "Check for Excel Load Errors" function of the Add-In again.

Question automatically marked as the wrong question type when data was loaded.

The Ascribe™ logic for assigning a question type upon data load is as follows:

- Open End – if the first response for the question is textual and greater than 15 characters
- Closed End – if the first response for the question is numeric and less than 15 characters
- Other Specify – if the first response for the question is textual and less than 15 characters

Microsoft Jet Driver Bug

We have confirmation from Microsoft of a bug in their Jet driver that causes problems with some excel files that are loaded into Ascribe™. We confirmed the problem a couple of weeks ago and immediately deployed software that; 1) Identifies any affected excel file, 2) Reports the error, and 3) Stops the Excel file from loading.

Description of the Problem

In some circumstances the bug causes the truncation of textual comments that are larger than 255 characters. When textual and numeric only responses are mixed in an excel column, any of the textual responses that exceed 255 characters are truncated and replaced with a string of random/"garbage" characters. This occurs when an excel file is opened by a program that uses Microsoft's Jet¹ driver (in this case the Ascribe™ data loading software).

Practical Affect in Ascribe™

There are two basic ways that Ascribe™ loads Excel files.

1. In a **Vertical format** where the data to be loaded is in the format; questionID, respondentID, data in the first three columns. If you get an error message loading an excel file in this format, the work around is very simple, just save the file as a tab delimited file and load it again.
2. In a **Horizontal format** where each respondent is in a row, the first column has a RespondentID, and subsequent columns contain data for each question with the QuestionID residing in the first row of each column containing that question's data. If you get an error message in this format, it'll contain the row where the first problem occurred. You can then eliminate the cause of the error by placing a non-numeric character in front of the offending number.

What we're doing about the Bug

¹ The Jet Driver is a piece of Microsoft software that is the lowest level piece of software that allows other programs to open Excel files. It's also the only Microsoft software that provides access to Excel files.

- **Informed Microsoft** – We've reported the bug to Microsoft (incident SRZ040223001443) and they know about it but have no plans to fix it².
- **Stopped The Bug from Occurring** – We've written software that traps the situations where the bug occurs, displays an error message and stops the Excel file from loading.

Unable to access right click menus.

You may have a pop-up blocker installed, if so, uninstall it. We have found that users with "High speed dial-up" have problems with our pop-up menus. If you are using high-speed dial-up please disable it and see if you experience the same problems.

Unable to access the last verbatim in a question, Ascribe shows there is one verbatim left to code but it does not show up in Review Responses or the Coding Window.

Make sure another coder is not currently viewing the response in the coder window. It is possible the verbatim is locked, if you simply close your browser in the standard coding window (without logging off), the response you were coding will remain locked awaiting your codes. This will prevent others from coding this response. Ascribe™ will eventually unlock the response automatically, but this can take up to two hours. Contact support if your response is still locked after two hours.

When logging on, receive the following error: Procedure hwf_get_User by account name expects parameter user name.

This error happens when an account requires https: but the cipher strength of internet explorer is not 128-bit.

The solution is to upgrade internet explorer (or at least the cipher strength). IE even provides a direct link to upgrade the cipher strength under Tools/ About Internet Explorer.

Unable to return verbatims with the expression tester in Review Responses.

Check your View Options to make sure you are returning the correct data fields. When you open the view options box, the first window is automatically active. When you scroll, you could inadvertently select "Show transcriptions only". If there are no transcriptions, nothing will be returned when you use the Expression Tester.

Unable to bring up responses in Coding window

Check to make sure that you have verbatim/transcription/ect. (whatever you are looking for) selected as the coding source for the question. You can check this by navigating Supervisor/Studies/Questions/right click and select "Edit"/click on the "Coding" tab/select the correct field for coding.

² You have to pay Microsoft to speak with a technician about problems in their software. In case you find a bug, they refund your payment.

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Check to make sure you don't have a filter applied.

Also, check to make sure you don't have the "Reviewed Only" check box selected.

Missing questions from your study.

Check to make sure you have all question types selected. Sometimes, you will inadvertently scroll while the Question Type box is activated. The "Type" display toggle boxes are sticky, so if you change the question type to "value" but do not have "value" questions displayed, you may think you have lost the question.

Downloading the Excel Add-In for Ascribe™

Click on the "Downloads" link under the "General" heading on the homepage. There will be a link for the Excel Add-In for Ascribe™. The link on the "Downloads" page is for a zip file. When you click on the link, you first want to select Open and then once the zip file is open you can extract the Add-In. Highlight the LLUtilities2 file and then click "Extract". You then want to save the file in the following folder:

Windows XP or prior versions:

C:\Documents and Settings*<username>*\Application Data\Microsoft\AddIns

Vista or Windows 7:

C:\Users*<username>*\AppData\Roaming\Microsoft

<username> will be unique; this is a folder for your user name.

Navigating to this location can be difficult if the "Application Data" folder is hidden. If this is the case, just type in the above line in the "Extract to" text box, then click the "Extract" button. If you cannot save the Add-In in the folder specified above, you can save it on your desktop or somewhere else on your PC (just make sure you remember where you save it).

- If using Excel 2003 or earlier:
Open Excel. Click on "Tools" in the Excel toolbar and select "Add-Ins". You should see "Excel Utilities for Ascribe" listed. Select the adjacent text box to have the "Language Logic Tools" appear in your Excel toolbar.
- If using Excel 2007/Vista:
Open Excel. Click on the Microsoft icon at the top left of the Excel window and a box will appear. There should be a button at the bottom right that says Excel Options, click that button. Next select "AddIns" and then "Manage AddIns". Click the Browse button and then browse out to wherever you have extracted the LLUtilities2 document.

Do not have full functionality with the Excel Add-In (all options under Language Logic Tools).

Check to see what version of Excel you have. The latest version of the Add-In requires a version later than Excel 2000 (i.e. Excel 2002, 2003, xp).

If you have the correct version and still do not have full functionality try reinstalling the Add-In. In order to make sure you reinstall the Add-In properly first remove your current version and then re-download the latest version from the site.

The difference between log on hours, session hours and tracked hours.

- **Session hours**

A session corresponds to an internet browser session in Ascribe. A session starts when the user logs on, and ends when the user logs off, or the session times out. If the user logs off, the session end time is the time of the logoff. If the session times out, the session end time is the time of the last activity by the user, **not** the time that the timeout occurred. A session is tied to the user ID of the person who logged on.

- **Logon hours**

It is possible for a given user to have more than one simultaneous session. The user might open two browsers and logon in each of them. Or, two people might logon to Ascribe at the same time using the same user ID. Logon hours report the time a given user is logged on, eliminating any overlapping session hours for the user. As an example, suppose a user opened two browsers and logged on with the same user ID in both, then worked for an hour and logged off in both browsers. The Session hours recorded for this user would be 2 (one hour in each browser). The Logon hours reported would be 1 (the overlapping time is discarded). Logon hours are a better indication of the total time a user worked in Ascribe, assuming no two users log on with the same user ID. If your users never work in two browsers at the same time, Logon hours will be the same as Session hours. One final note: Logon hours are computed when the session ends. Logon hours will therefore not contain times for any open sessions.

- **Tracked hours**

As described above, Ascribe keeps track of time spent in certain activities. These are Tracked hours. Tracked hours, like Session hours, are recorded for each open session. If more than one session is active for the same user, Tracked hours will be recorded for each session.

Generally, Session hours will be greater than both Logon hours and Tracked hours.

Unable to see Counts and Percents in the Taskbar when in Review Responses

A program has taken control of your computer's task bar; usually an additional toolbar (primarily Google Toolbar). Uninstalling the toolbar should correct the problem.

Unable to pull up Respondent in Respondent window by using the "Load List" or "Find" features.

Make sure you strip leading zeros. Ascribe™ strips these when you load the data in. For example, if you type in 00032 and click "Find" or "Load List" nothing will come up, but if you type 32 the respondent is found.

Unable to change the Coding Source (Coding Source and Alternative Coding Source are grayed out even though you have the license and the questions are set up for Translation, Transcription, etc.).

There is a saved parse in Phrase Analyzer. Go into Phrase Analyzer for the question, right click in the left (response) pane, and select "Delete this parse". You should now be able to change the coding source.

Translations of the site are not appearing for a user or having trouble with translating the site.

When translating the site it is important to always choose the base language (with a two letter abbreviation), under Internet Options/Languages. Once anything is translated to the base language, any subset of that language (with a 4 letter abbreviation) will be able to read the translation. If translations are made using one of the subsets of languages, these translations will only appear for those users who have their browser set for that specific language.

*For example instead of translating the site to "French (fr-be)" you should translate the site to "French (fr)" that way anyone with their browser set to any of the French languages will be able to view the translations.

Transcription or Translation does not appear as an option in the Edit Question window.

Check the Account Options (under Administrator) and make sure that you have Transcription or Translation selected as Question Tasks under the "Questions/Codebook options".

Running Slow, Ascribe is hanging up, takes a long time to apply codes.

If you are working on a large study in the coder window, turn off "code duplicates". When code duplicates is selected, Ascribe compares each verbatim with every other verbatim in the question. With a lot of large verbatims, this function will noticeably slow the Coding Window.

Can you reach any other internet addresses? Is the internet running slow? (One way to know if it is your access or our server is to try a new google search, like "foobar".)
Is your PC running slow, generally?

Ping the Site and send to Support@LanguageLogic.net

Run a Trace Route on the Site and send to Support@LanguageLogic.net

Call Language Logic Support 513.241.9112 ext. 21

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Pinging

To reach your dos prompt:

Left click on your windows start button

Choose Run

Type cmd into the Open: box

To Ping the ascribe website:

Type: Ping languagelogic.net

Alt Print Screen (hold both down at same time)

Paste into email and send to support@languagelogic.net

Trace Route

To reach your dos prompt:

Left click on your windows start button

Choose Run

Type cmd into the Open: box

Type: tracert languagelogic.net

Alt Print Screen (hold both down at same time)

Paste into email and send to support@languagelogic.net

Other websites to use for Speed Tests:

<http://www.wugnet.com/myspeed/speedtest.asp>

<http://aroundcinci.com/speedtest/>

<http://speedtest.zoomtown.com>

Unable to delete a code from a Codebook.

Make sure the code is not being used.

If the codebook is shared, be sure to check "From Shared Codebooks" under view options and then, return all responses for the code.

If the codebook is shared across studies, be sure to check every instance of the shared codebook, individually. You can not access responses across studies even when codebooks are shared.

Check to make sure Quality Codes have not been set. You can check for Quality codes by going to Client/Reports/Quality Report. If quality codes have been set, you will need to delete the quality codes in order to delete the codes from your codebook. To delete quality codes, go to Supervisor/Studies/Questions/Right click on any question/Choose "Delete Questions".

No code values appear in the data file.

Usually, the codebook has not been numbered, or the code values are in the code description with the code text. This happens when codebooks have been pasted in from another source and there was not a tab between the code value and the code text.