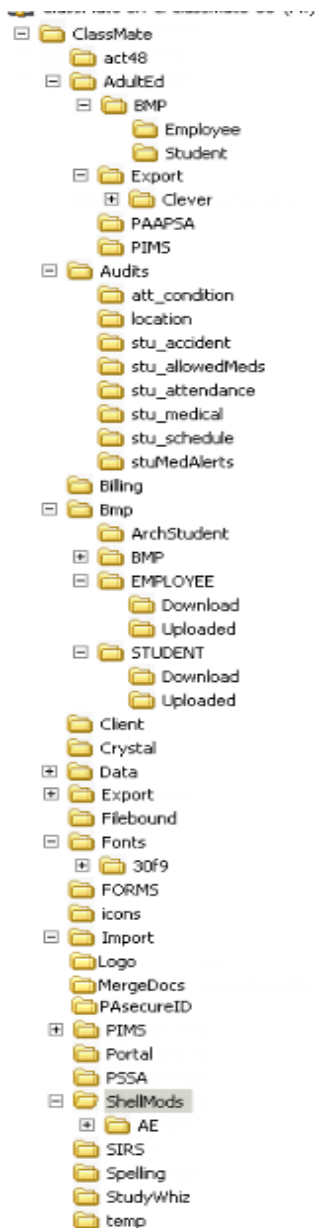


Cleaning up Your M: Drive

Below are a few tips on what you can do to keep your M: Drive clutter free and avoid “low disk space” and “slowness” that could be encountered with too much saved to your M: drive. You can do these things, preventatively, at any time which may alleviate issues from occurring at all. This will require someone with LaunchPad access, as they will use File Explorer to access the M: drive.

(Note that paths must be “clicked through” – due to security restrictions on LaunchPad, you can’t directly type a pathname on the Address bar.)

- The below picture shows folders that should ***NOT*** be touched on the M: drive. If you know that you or other users at your site have created any sub-folders within any of these “**required**” folders they should be purged and/or removed periodically as well - but you ***MUST*** keep our folders shown below.



There could be subfolders under the Export and Import folders depending on what 3rd Party integrations have been setup for an individual client.

Some additional “House Keeping” suggestions:

- Open the M: drive by clicking on the File Folder icon on the left side of your LaunchPad. You will start in the top level of M: and the first thing to do is note if there are any folders here at all other than “classmate”. Anything other than the “classmate” folder was placed there by someone at your school, and is not necessary for the functioning of ClassMate. If possible, move these to some non-M: drive location as soon as possible. (If you need assistance with how to move files and folders from M: to your local computer drive or network, the Help Desk can assist you with that also.)
- Click to the folder M:\classmate\data, this is essentially a ‘temp’ folder and nothing of value or importance is ever here. If it hasn’t been cleared out in a long time, very old temporary backup files or other large files may be taking up space here. If you see a TreeSize – Setup.exe file please do leave that.
- Click to PIMS (PA) or SIRS (NY) and consider either clearing the contents or moving to non-M: drive space. At most, you may wish to keep one of each from the prior year’s exports, and any already submitted so far in the current year. Anything older than last school year should already have been PDF’d and archived by your school staff and can be deleted. If there is any question if that has been done, better to move from the M: drive and keep locally.
- Click to the BMP (M:\classmate\bmp) folder. This folder and subfolders are used for working with your school photos. Many clients have a not-so-good habit of allowing year after year of photos to pile up in here and this is the #1 space waster we see. Please avoid this, by making sure to delete, or move to non-M: space, all photo files from “M:\classmate\BMP\student” after they have been uploaded to the database. Once that’s done, they do not belong here but should be immediately moved to non-M: space. If you are not sure which photos have and have not been uploaded, you can do the upload again (using System Administrator module Photo Management) as it is safe to re-upload photos. Once complete, delete or move all photos. Please refer to the Photo Management Basics documentation for detailed information on managing your BMP folder and sub-folders

If you receive a “Low Drive Space on Drive C:” (or similar) or “SQL Error: Log File is Full” message you should contact the ClassMate Help Desk for assistance but below are explanations of each.

A1: “Log file full” occurs when a database operation has, for whatever reason, filled up the entire log file and then stopped unexpectedly. The database does not understand it should then clear the log file, so it remains full until a reboot or a Help Desk technician clears it. So for these, notify the Help Desk for assistance & resolution.

A2: The message ‘Low space on Drive C:’ (or similar worded messages about Drive C:) could be caused by several issues, most not under your control. The one possible exception is when it is caused by a user attempting to view/print a very large report – such as Progress Reports or Report Cards for 1000 students. In such a case, the ‘spool’ file where the report is assembled on disk before displaying on screen, may grow too large and take up all available space. To prevent this, please break up printing of such large reports, such as first printing last names A-G, then H-P, then Q-Z and so on. If this happens and you feel you know which user might have caused it, it may be as simple as that user logging out of the system. Note that means a proper logout, so if in LaunchPad, click START > Log Off, and if in ClassMate Published App direct, click the red X icon on the top center of the application. That may prompt the operating system to delete the large, no-longer-needed spool file. If this does not help, or you are not sure of the user, notify the Help Desk for the fastest resolution.