

Actinic Business Multi User Version

Installation Guide



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Note: This guide covers Actinic version 8 created by Actinic Software Ltd. All the screen shots are taken from Actinic version 8

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Introduction

Overview

This document contains the instructions required to install Actinic Business Multi User on your network. Actinic Business Multi User Version will now be referred to as 'MU' throughout the remainder of the guide.

This guide details the setup and configuration of your LAN for the operation of MU. See Appendices for details on shared drive setup.

A troubleshooting section is provided in the Appendices.

More information on the operation of Multi User can be located by going to 'Help | Help Topics | Index' and looking up 'Multi User Order Processing' in Actinic.

System Requirements

Hardware Requirements

Pentium PC with a minimum 256MB of memory. 120MB free disk space. Recommend 65536 colour display viewed at a minimum of 800x600 pixels.

Network Requirements

100 Mbps or greater Local Area Network. Not recommended for use on a Virtual Private Network (VPN) or wireless solutions.

MU requires access to a shared database. This database must be located on a shared drive that has 'Full Control' permissions available to all installations of MU on the network.

Operating System and Environment

Windows 2000 (Service Pack 2 or above), XP Professional or Home using either FAT32 or NTFS filesystem. Windows XP Professional and Windows 2000 Professional editions allow 9 concurrent users to access MultiUser, while XP Home edition there is a limit of 4 concurrent users. Administrative access to the PC is required for all installations and operation of MU. Internet access. Internet Explorer v6 (and higher).

Each installation of MU requires a separate licence key. Contact Actinic Sales for additional keys. No more than six

installations of Actinic MU are recommended for performance reasons.

Optional Bar Code Readers If Bar Codes Are To Be Used

MU can be used with an optional bar code reader. MU outputs letters read from the bar codes in uppercase only. The font used is ID Automation font at a size of 14pt. The bar code format is code 39.

The following models are recommended

- WASP 633808501051
- Symbol Technologies LS 2208

The DataLogic DLC6065-MO and Intermec Scanplus 1800SR are **not recommended**.

For the scanning of bar codes, a laser printer set to 360dpi or higher is recommended.

Installation Process

Planning your Installation

Actinic recommend that the database is located on the machine that will be mainly used for maintaining and uploading the site. This machine will be known as the 'Primary Machine' through the remainder of this guide. If you use Actinic Link, Actinic Link must be installed on the same machine as both an installation of MU, and the database. Sage or Quickbooks can be located on another machine, so long as this other machine is on the same network as MU. Only install Link on one machine.

During installation, you will be given the choice between 'Install v8' - a 'Clean Installation' - or 'Upgrade vX Installation' - an 'Upgrade Installation'.

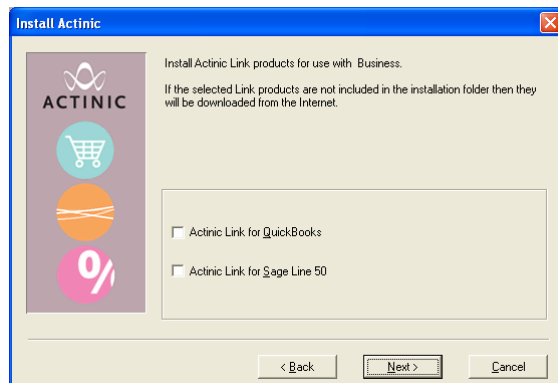
You need to carry out a 'Clean Installation' if you want to create a brand new Actinic Business Multi User Site, or you want to install Multi User, and then subsequently import a snapshot containing an existing Actinic site.

You need to carry out an 'Upgrade Installation' if you have an Actinic site on your PC which you want to upgrade whilst you are installing Actinic Business Multi User.

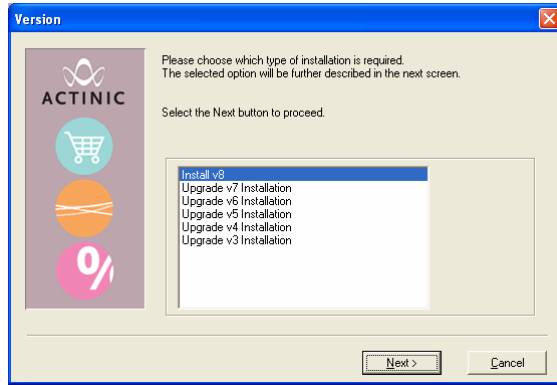
Installing on the Primary Machine

To initiate the installation on your PC, do the following:

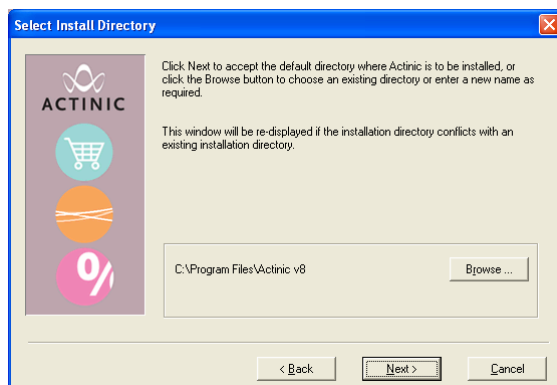
1. Make sure all versions of Actinic are closed prior to starting the installation.
2. Place the MU installation CD in your CD drive. It should automatically start. If it does not, click the 'Start' button in the Windows taskbar and go to 'Run'. Click 'Browse' and then go to 'D:' (where D: is your CD drive). Then select 'setup.exe' and double click.
3. It is recommended you read the 'Licence Agreement' and 'Data Protection' statements before agreeing to them.
4. You will have the choice to either run a 'Custom' install or a 'Standard Install'. A 'Standard Install' is recommended. The 'Custom Install' allows the removal of certain components from the installation. If a 'Custom Installation' is selected, it is important that the same set of components is installed on the subsequent installations of MU on the network.
5. If either 'Actinic Link for Quickbooks', or 'Actinic Link for Sage Line 50', is required, check the relevant checkbox, then click 'Next>' If Actinic Link is being installed, it should be installed on the machine that will have the MU shared database on.



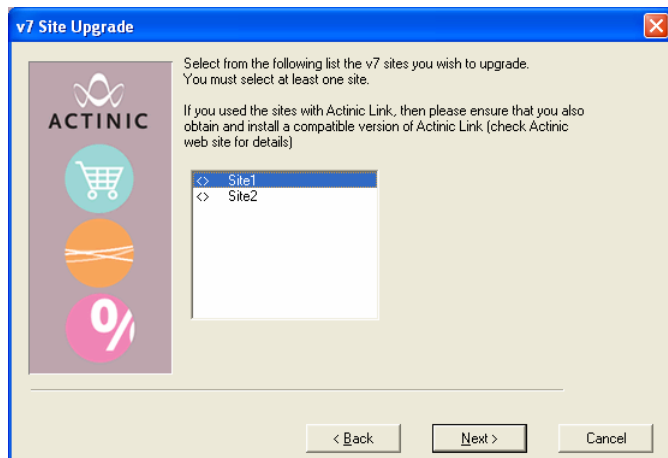
6. MU will prompt you with the options to either 'Install v8', or if you have a previous version of Actinic, it will provide you with the option to 'Upgrade'. If you are performing a 'Clean Installation', select 'Install v8'. If you are upgrading from a previous version of Actinic, select 'Upgrade vX Installation', where 'X' is the version number of Actinic you are upgrading from.



7. You can choose a location to install Actinic to by clicking 'Browse', or you can accept the default. This is not the shared part of the application, and should be installed on the drive of the local machine.



8. If an 'Upgrade Installation' has been selected, you will be required to select the site(s) that you wish to upgrade. When done click 'Next>'. If you are doing a 'Clean Installation', skip to point 10.
9. If you have more than one site, MU will prompt you to select a primary site. This is the site that will be active the first time MU is started. Make your selection and click 'Next>'.



10. You will be asked to enter your company details, do so.
11. Once the main part of the installation has completed, MU may prompt you to install the PSP and/or SSL components, choose 'Install Now' when prompted. If

you have run a 'Custom Install' and have not chosen to install the additional components, you will not see this part of the installation.

12. If you wish to use Dreamweaver to create your own designs for Actinic, the Dreamweaver Extension should be installed when prompted. Actinic recommend that the extension is only installed on the 'Primary Machine'. Also make sure that any images that are used in the external design are saved into the root of your site, e.g. 'Site1' folder.
13. Once MU has been installed, start the application and enter a valid MU licence key. It is important that each installation of MU on the network is licensed with a different key. Failure to adhere to this will result in a licensing warning being displayed, and MU will not start.

Important note for firewall users: If you receive a warning from your firewall stating that Catalog.exe is attempting to access the Internet, or Catalog.exe is behaving as a server, please allow it. Most firewalls have a 'Remember this setting' feature, select it. Failure to do this will result in continuous security warnings whilst using MU.

14. If an 'Upgrade Installation' has been run, the 'Site Upgrader' will start. If you are not doing an upgrade you will now be presented with the 'Please Log On' window.

To login for the first time, leave the 'User Name' as 'Administrator' and enter the password as 'Administrator'.

15. MU will now start.

Adding Users

It is recommended that the users are setup at this stage by going to the 'Settings | Users' menu.

To install MU on subsequent machines on your network, see page 7. Before commencing the additional installations, ensure MU is closed.

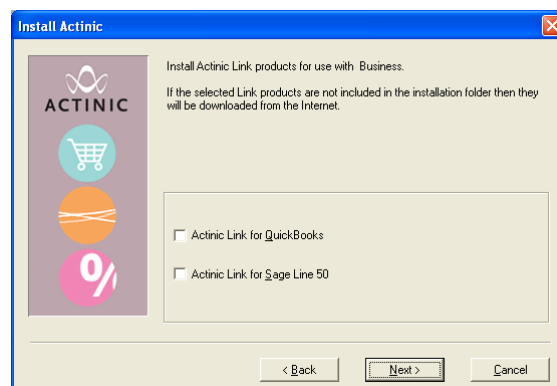
Installation on Subsequent (Order Processing) Machines

Installing on subsequent machines is the same whether you have chosen to do a 'Clean Installation' or an 'Upgrade Installation' on your 'Primary Machine'.

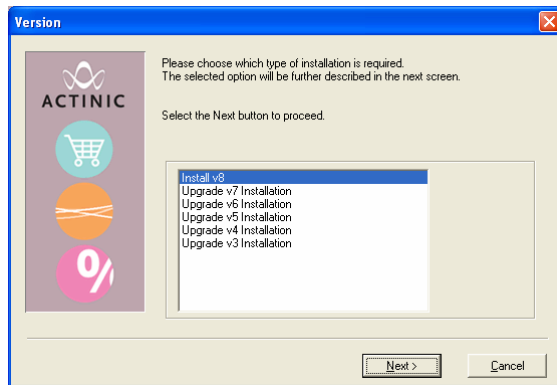
Make sure all versions of Actinic are closed before commencing the installation.

To initiate the installation on your PC, do the following:

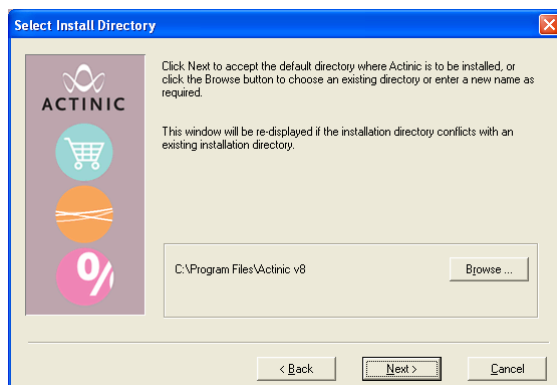
1. Place the MU installation CD in your CD drive. It should automatically start. If it does not, click the 'Start' button in the Windows taskbar and go to 'Run'. Click 'Browse' and then go to 'D:' (where D: is your CD drive). Then select 'setup.exe' and double click.
2. It is recommended you read the 'Licence Agreement' and 'Data Protection' statements before agreeing to them.
3. You will have the choice to either run a 'Custom Install' or a 'Standard Install'. A 'Standard Install' is recommended. The 'Custom Install' allows the removal of certain components from the installation. You must install the same set of components on each installation of MU on each machine.
4. If either 'Actinic Link for Quickbooks', or Actinic Link for Sage Line 50', is required, check the relevant checkbox, then click 'Next>'. Note that Link should only be installed on the machine that houses the shared database.



5. MU will prompt you with the options to either 'Install v8', or if you have a previous version of Actinic, it will provide you with the option to upgrade. Select 'Install v8' then click 'Next>'.



6. You can choose a location to install Actinic too by clicking 'Browse', or you can accept the default. This is not the shared part of the application and should be installed on the drive of the local machine.



7. You will be asked to enter your company details, do so.
8. Once the main part of the installation has completed, MU may prompt you to install the additional components, choose 'Install Now' when prompted. If you have run a 'Custom Install' and have not chosen to install the additional components, you will not see this part of the installation.
9. Actinic will prompt you to install the Dreamweaver Extension. It is not recommended for the extension to be installed on anything but the 'Primary machine'.
10. Once MU has been installed, start the application and enter a valid licence key. It is important that each installation of MU on the network is licensed with a different key. Failure to adhere to this will result in a licensing warning and MU will not start.

Important note for firewall users: If you receive a warning from your firewall stating that Catalog.exe is attempting to access the Internet, or Catalog.exe is behaving as a server, please allow it. Most firewalls have 'Remember this setting' feature, select it. Failure to do this will result in continuous security warnings whilst using MU.

11. Wait a few moments, and then the login dialogue will appear. You can login as the default 'Administrator' user by entering a 'password' of 'Administrator', or you can

login as a user that was created during the first installation of MU.

12. Repeat the process from page 7 until the desired number of machines have received the MU installation.
13. Once the 'sites' folder has been shared on the network, (see page 11 for information on how to achieve this), you will need to ensure that all the installations of MU are pointing at the same 'sites' folder. Go to 'File | Sites' then click the 'Sites Directory' button. See the 'Setting Up Multi Order Processing' in Actinic's built in help for more information.

Notes On Upgrading An MU Installation

If you have previously installed MU and wish to upgrade it, ie by installing a later version, please follow these instructions.

1. Warning, before starting an Upgrade, a snapshot must be taken from the maintenance machine. Make sure all users are logged out.
2. Run the MU installer and choose 'Upgrade 8 installation' when prompted.
3. Make sure all users are logged out.
4. To carry out the procedure on the 'Order Processing' machines, Run the MU installer and choose 'Upgrade 8 installation' when prompted.
5. Once installed, start MU, re-enter your licence key.
6. Start MU, then go to 'File | Sites' and use the 'Browse' button to browse to the shared drive.

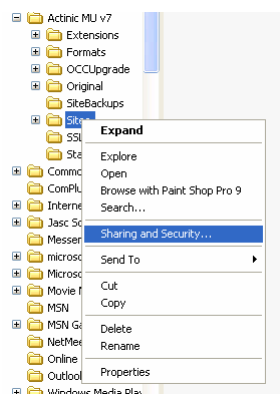
Additional Information

Shared Drive Setup

In order for Actinic MU to be able to share its database, the database must be located with a shared folder. How you do this depends on which operating system you are using, and whether you are connected to a domain or to a workgroup. It is possible to network both Windows XP and Windows 2000 machines together. At the time of writing, only Windows 2000 and Windows XP Professional have been tested using the NTFS filesystem.

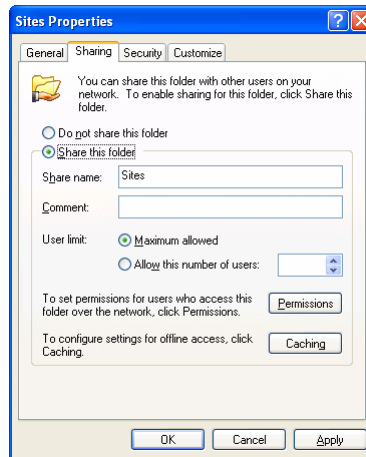
Machine Where Share And MU Database Are Located

1. If Windows XP is being used, open Windows Explorer, go to 'Tools | Folder Options | View', scroll to the bottom of the list and uncheck 'User Simple File Sharing'. In Windows XP Home, this option is not available.
2. Open Windows Explorer and drill down to the folder you would like the Actinic shared database to be located. This is normally 'C:\Program Files\Actinic v8\Sites'. Right click on the folder and select 'Sharing' for Windows 2000, either 'Sharing and Security' or 'Sharing' for Windows XP.

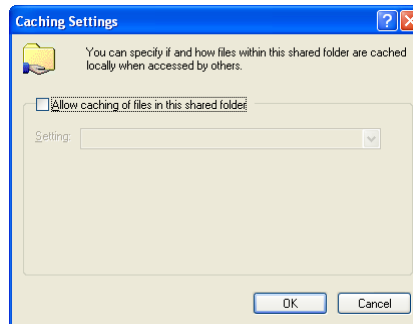


3. For Windows 2000/XP Pro, select the 'Sharing' tab and select the 'Share this folder' radio button. You can change the 'Share name' and add a comment if you wish, but this is not compulsory. Click

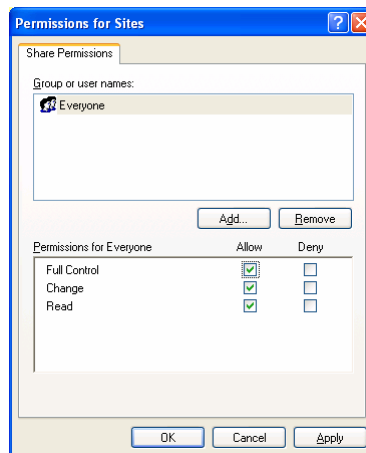
'Permissions'. For Windows XP Home, skip to the Windows XP Home Edition section on page 15.



4. Windows XP users must click the 'Caching' button and then uncheck 'Allow caching of files in this shared folder'.

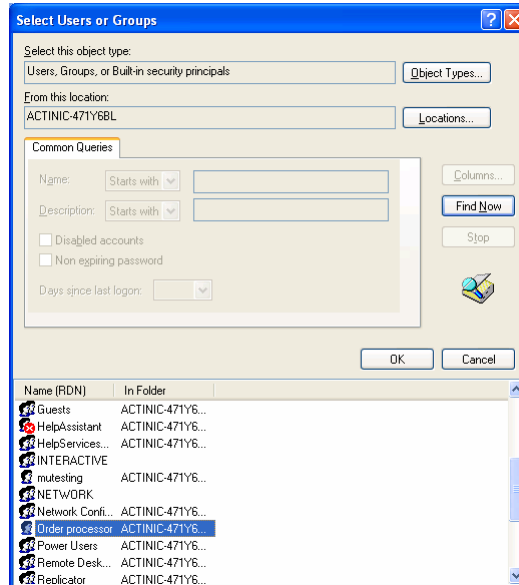


5. By default, Windows will assign the 'Everyone' user share level permissions to your folder. If you are happy with this level of security, make sure the 'Everyone' user has 'Full Control', 'Change' and 'Read' checkboxes selected, then skip to point 9. If you want a higher level of security, proceed to point 6.

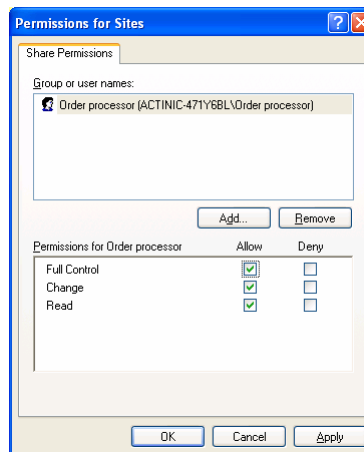


6. To only allow certain users access to the share, select the 'Everyone' user and click 'Remove'. Then to add your new users, click 'Add'.

7. With Windows 2000, the 'Select Users, Computers or Groups' window showing the users will appear straight away. If you are on a domain, you may need to enter a domain password with rights to edit. Select the user(s) you require, then click 'Add', when adding the users is complete, click 'OK'. With Windows XP, a small 'Select Users and Groups' window will appear. Click 'Advanced', then 'Find Now' Select the required users, then click 'OK'.

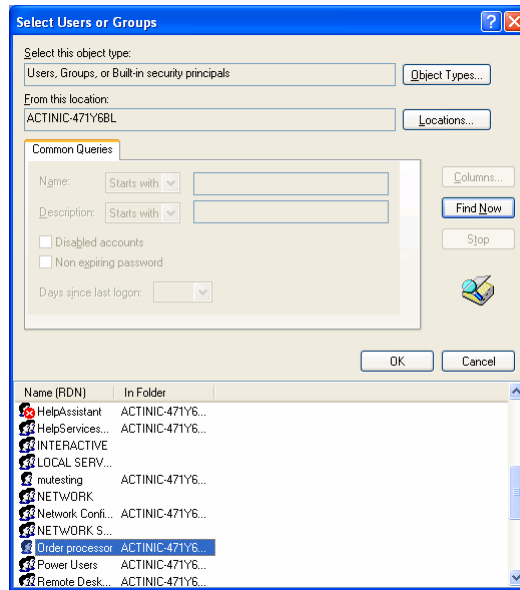


8. The 'Permissions [Folder Name]' window will reappear. Make sure 'Full Control', 'Change', and 'Read' are selected for each of your users, then click 'OK'.



9. If you are using the 'FAT32' file system, the 'Security' tab will not appear, jump to point 11. If you are using 'NTFS', switch to the 'Security' tab. Click the 'Add' button. With Windows 2000, the 'Select Users, Computers or Groups' window showing the users will appear straight away. If you are on a domain, you may need to enter a username and password that has access to change the permissions – this also applies to Windows XP. With Windows XP, a small 'Select Users and Groups'

window will appear. Click 'Advanced', then 'Find Now'. Select the required users, then click 'OK'.



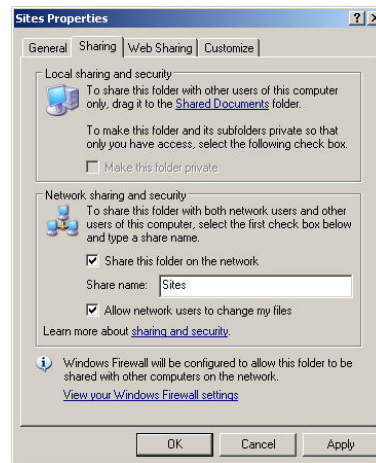
10. The '[Folder Name] properties' window will appear. Make sure 'Full Control' is selected for each of the users and click 'OK'.
11. Your folder that has just been shared will now have a small hand under it in Windows Explorer. See below:



Windows XP Home Edition

Windows XP Home Edition does not give the same level of control over how folders and files are shared across a network.

1. Under the 'Network Sharing and Security' section of the folder properties box, tick 'Share this folder on the network', provide a name for the share, ie 'Sites', and check 'Allow network users to change my files'. When done, click 'Apply'.

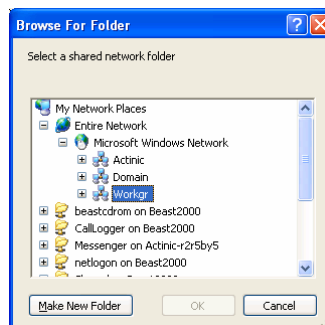


Procedure For Machines To Be Connected To The Shared Drive

The procedure for Windows 2000 and XP is the same.

1. Open Windows Explorer, select 'Tools | Map Network Drive'. Select the drive letter you would like, and then click the 'Browse' button. Each machine that is connected to the share must use the same drive letter.
2. Double click on the network that contains your share to show all the available computers on the network. Double click on the computer that contains the shared folder. You may be asked to enter a username and password to access this computer. If you are creating the shared drive letter on the machine that houses the share, simply browse to the drive that contains the share, rather than browsing through the network.

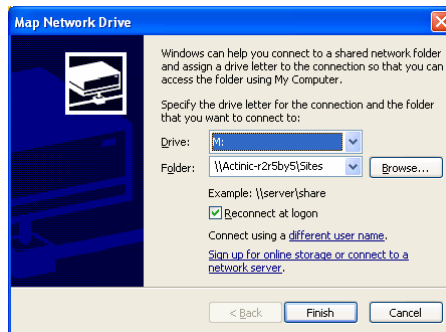
If you cannot see the computer that holds the share in the list, click 'Cancel', then type its name into the 'Folder' text box preceded by \\ . For example, if the computer is called 'Actinic01', type '\\Actinic01'. You may have to enter a username and password. If you do not know the name computer, click on 'My Computer', on the computer with the share, in Windows, and select 'Network' Identification' for Windows 2000, or 'Computer Name' for Windows XP, the name will be displayed.



3. Now left click the shared folder that you want to map to, you may need to drill down through the folder structure to locate it.



4. Make sure 'Reconnect at Logon' is selected, then click 'Finish'.

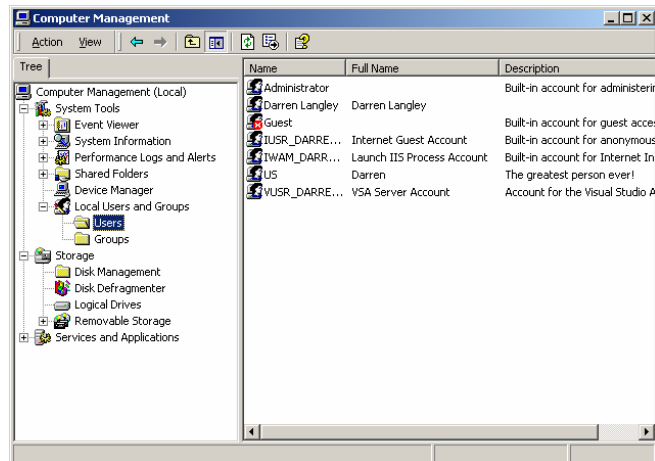


The shared drive is now setup. Check in Windows Explorer to see if it appears. It is worth trying to create a notepad document within this shared drive to check the permissions. Repeat the process for each machine that needs to have access to the shared drive.

Important Notes for Workgroups

If your network is a workgroup, and you wish to only grant permissions to individual users, rather than a built user such as the 'everyone' user, you will need to make sure all users have access to the shared drive. To do this:

1. Go to the machine that contains the share, then go to the 'Start' menu, select 'Control Panel'. Open 'Administrative Tools', then open 'Computer Management'. Expand 'System Tools', then 'Local Users and Groups'.



2. Right click on the 'Users' folder and select 'New User'. Enter the same 'Username' and 'Password'. This username and password must be the same as the username and password on the computer that will be connecting to the share.
3. Repeat point 2 until the required number of users are added.

Troubleshooting

Problem:

Installation Hangs.

Resolution:

Make sure all instances of Actinic are closed on the machine that is receiving the MU installation.

Problem:

Unable to locate selected database.

Resolution:

Make sure the network share is still connected. Open 'Windows Explorer' and make sure you can access the shared drive.

Check that access to MU is not blocked by a firewall. If prompted by a firewall to 'Allow Catalog access to the Internet', (or words to that affect), allow it and choose the 'Remember Me' function.

Problem:

Users being logged out and MU not correctly displaying orders being edited on each machine under the 'User' tab in the 'Orders' screen.

Solution:

Ensure all machines on the network are either all assigned to use the network DHCP server or are manually assigned IP addresses. A mixture of the two will cause problems.

Problem:

My upload takes a long time and the automatic preview is slow

Solution:

Actinic recommends that the machine that is used most heavily for uploading and downloading holds the MU database. Running the database across the network when uploading, particularly with a large site, will affect performance. Also try switching off the automatic preview.

Problem

The site uploads in full each time I upload from a different machine.

Solution

This is because 'Compact HTML\CGI' is unticked under 'Design | Options | Miscellaneous' Login to each MU installation as an administrator and uncheck the box.

Problem

Why if 2 or more administrators are logged in at the same time, only one can perform Catalog maintenance, i.e. adding products.

Solution:

Actinic is working as designed; only one administrator can have administrative rights at any one time. If another administrator logs in at the same time as another administrator, they will have order processing privileges only.

Problem

I can upload and preview from the machine with the database on, but if I try from another machine, I get a message that it cannot find templates or images.

Solution

The site folder is not in the Actinic MU installation folder on the machine with the database, ie it is in 'C:\Sites' instead of 'C:\Program Files\Actinic v8\Sites\'.

Problem

After using MU for a while, I receive an 'Out of Resources' message and have to restart MU.

Solution

This is because the machines on the MU network are continuously trying to contact each other causing a system resource problem. Contact Actinic Technical support for the solution.

**Note for Actinic Technical Support.*

In the hive

HKEY_LOCAL_MACHINE\Software\Actinic\Catalog8\Synchronization

Two DWORD values:

**SendSocketTimeout:* time period during which the socket waits for connection to remote machine, value in milliseconds, default 3000*

**RemoteNotificationTimeout:* time period at which 'check machine alive' notifications are sent, value in seconds, default 5*

It is also worth deleting the contents of the ECMachine table within ActinicCatalog.mdb

This needs to be done on each MU machine

Note for Actinic Support

Sometimes it maybe necessary to obtain a trace log for the development team to analyse.

To do this, close MU, open 'regedit. In the hive HKEY_LOCAL_MACHINE\Software\Actinic\Catalog8, create a DWORD value called 'TraceOn'. Set the value to 1. A file called 'CatalogTrace.txt' will be created within the MU installation folder.

Problem

When starting MU on a remote machine, I get an error that reads:

'Actinic failed to open the database DSN=ActinicCatalog8. The database may be corrupt or the version may be newer than expected. This prevents Actinic working.'

Solution

This problem can occur because the database has become corrupted or because the permissions have become reset. To repair the database you will require 'Microsoft Access 2000'. If you do not have this version of Access, contact Actinic Technical Support. Under no circumstances must another version of Access be used.

Resetting permissions only:

1. Make sure all instances of Multi User are closed.
2. With Windows 2000/XP Pro right click on the 'ActinicCatalog.mdb', select 'Sharing and Security' then set the permissions accordingly. See page 11 for more information.
3. For Windows XP Home edition the database must be cut from the site folder, copied into the 'Shared Documents' area on the machine, then copy back to the site folder. It is imperative that Actinic is closed during this process, we also strongly recommend you make a backup of the database prior to cutting it.
4. Restart Actinic, if the problem persists then the database is probably corrupted. To repair it, follow the instructions below.

Repairing the database using Microsoft Access 2000

1. Make sure all instances of Multi User are closed.
2. Open Access 2000, note that no other versions of Access must be used.
3. Select 'Tools | Database Utilities | Compact And Repair Databases'.
4. Select the 'ActinicCatalog.mdb' file from your shared Site folder.
5. Enter a new filename for the compacted database
6. Once the database has been compacted, close Access, make a backup of the original 'ActinicCatalog.mdb' in the site folder and keep it safe, then delete the 'ActinicCatalog.mdb' from there.
7. Rename the file that was created in point 5 to 'ActinicCatalog.mdb'
8. Before starting Actinic, you will need to reset the permissions on the 'ActinicCatalog.mdb' as the compact and repair resets them to default. See the above instructions on Resetting permissions only.

Problem

There may be a delay in new orders appearing on different machines on the network.

Solution

Note for Actinic Support

There may be a problem with the network. Open an order in Actinic, the go to the command prompt and type 'netstat /a' on each machine. One of the entries should say 'listening on port 6440'.

Problem

It takes a long time for order reports to print

Solution

There may be a build up of old orders in the database, delete and purge the ones that are no longer required. Then compact the databases by going to 'Housekeeping | Compact Databases'.

Problem

Actinic hangs sometimes and becomes unresponsive, particularly if one of the users switches sites.

Solution

The upper limit of connections to the shared database may have been reached. The maximum number for Windows XP Home edition is 4 simultaneous users, whilst MultiUser can support 9 concurrent users on Windows XP Pro and Windows 2000 editions.