

Actinic Version 10

Release Notes

Actinic Software Limited

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Revision History

Revision	Date	Author	Comments
0.1	23/02/2010	Bruce Townsend	Initial version prepared
0.2	21/04/2010	Bruce Townsend	First maintenance release
0.3	15/06/2010	Bruce Townsend	Second maintenance release

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1 Version 10 Release History

1.1 Changes in 10.0.2

Actinic can now store the last 4 card digits, expiry date and transaction reference from Actinic Payments in the payment record and customer account, AC10-1774
Added a new Reconciliation report for Actinic Payments, AC10-1780
Added the ability to re-use the same card details for subsequent offline payments against the same order, AC10-1804
Added 'Commit' as an option for One-Click Order Completion when used with Actinic Payments, AC10-1827
Added new 'Strict' validation for address, postcode and CVV2 with Actinic Payments, PSP-325
Added the ability to display Feefo customer feedback detail for both products and site within the web pages, AC10-1823
Invalid opaque ship data no longer causes Actinic to crash, AC10-170
The Actinic Payments Refund dialog is now pre-populated with the likely refund amount instead of the full order total, AC10-889
Fixed an issue that could cause Javascript errors for RTSPRODUCTSINTHISSECTION and RTSSOCKSINTHISSECTION, AC10-899
Last site opened is now remembered in SQL-only installations, AC10-1087
Fixed an issue that caused the error 'The requested phrase was not found' while importing a snapshot, AC10-1275
Missing additional files no longer cause a crash if ignore passive transfer errors is turned off, AC10-1286
Links in Fragments are now updated correctly if you click away without Applying changes, AC10-1400
Corrected the misspelling 'Adress' in Checkout Page 0 Page Preview, AC10-1417
Setting 'Tax by invoice address' with HSCB Secure ePayments no longer returns "Please select a state/province for United Kingdom" if that field is not shown, AC10-1574
Fixed an issue that could cause a crash when importing hierarchical files, AC10-1580
All 'Recently Viewed' layouts now observe the 'Number of Products to Show at a Time' setting, AC10-1663
MOTO form 'Shopped Before' option no longer has to load all orders before you can start searching, AC10-1711
Recently Viewed Products list no longer generates an error if Index Product Duplicates is disabled, AC10-1718
Enabling 'Auto download fraud status' with auto sync no longer freezes the software, AC10-1732
Fixed a performance issue that could make back-ordering very slow on sites with large numbers of orders, AC10-1743
Corrected a descriptive error in the Recently Viewed Products list dialog option, 'Only Add a Product to the List if it is the Only Item on the Page', AC10-1754
Corrected a syntax error in the checkout css div.CheckoutCartSection, AC10-1767

Corrected a problem that caused a 'Page Not Found' 404 error when returning from the add to cart page to an extended information page, AC10-1789
Fixed cause of data truncation errors when testing order download in Actinic Designer, AC10-1792
Hiding the invoice and delivery country/state/province in the checkout no longer results in VAT not being applied to products, AC10-1795
Order adjustments are now shown in the Sales Analysis report, AC10-1805
Fixed a Fatal Error that could occur during snapshot import if the snapshot used was exported using the Deploy Site Snapshot option, AC10-1840
Fixed and EPOS Link connectivity issue during auto stock sync process, AC10-1843
Fixed an issue that prevented Actinic Payments page customisations showing on the web site, AC10-1858
Fixed an issue that caused a general script error with SSL when returning to the checkout from the view cart page, AC10-1875
Feefo export file header no longer contains extra spaces, AC10-1936
Corrected the advisory email for web hosts to include requirements for compressed upload and real time stock, AC10-1914

1.2 Changes in 10.0.1

Using only a single delivery country no longer generates a Javascript error in the checkout. AC10-1647
Action Due Date field reinstated in Business and above, AC10-1675
Customer accounts no longer lose their tax in checkout, AC10-1692
Fixed an issue in Google Checkout integration that could cause only the default shipping option to be shown. PSP-307
Fixed issues introduced by the SagePay v2.23 protocol, which caused problems with State-based charges, and with using Simple Tax and Simple Shipping together, PSP-314 & 316

1.3 Changes in 10.0.0

New features in v10 of Actinic Catalog, Business, Business Plus, Enterprise, Designer and Clients can be found in section 2.2 below.
Products in hidden sections no longer appear in search results. AC10-42
Resolved a performance bottleneck in the use of a list in CDataCache::RegisterAsModified. AC10-76
Section blobs are no longer unnecessarily uploaded. AC10-84
Shipping is now correctly validated by CartManager script with 'Request Location Information Early'. AC10-173
Can now create a new quantity discount with clean sheet in tax inclusive mode. AC10-174
Hotshot & Prime themes now bounce correctly to the PSP. AC10-179
Order Filter is now specific to the Windows user. AC10-194

Sales Analysis report no longer adds VAT twice to sales orders. AC10-196
Using the 'Find' dialog after searching with Find Ordered Products no longer returns no results. AC10-210
Fixed a performance issue in preview pane when making changes to a section/product if there are lots of sections. AC10-211
Improved the efficiency of order download. AC10-248
Card type is no longer reset after warning if one of the fields is completed incorrectly. AC10-264
In one-click completion, the packing list is now printed before the invoice. AC10-282
Performance of the product cache has been improved. AC10-320
Digital download files are no longer uploaded for duplicate products when nothing has been changed. AC10-321
Fixed a coding error in the reflective theme. AC10-332
Fixed an issue that caused random crashes during site upload. AC10-334
Brochure Home Page is now uploaded whenever changes are made. AC10-365
On startup, attempts to safely fix missing database keys caused by a bug in v9.0.4. AC10-375
Tax rate changes no longer get applied to old orders if an order line is edited. AC10-432
Fixed an issue that caused a crash in CProductCache::SetNewest. AC10-461
Invoice printing is much faster than in v9. AC10-581
Fixed an issue that could cause a crash on refreshing the site. AC10-753
Fixed an issue that could cause the upload window not to appear. AC10-793
One click complete now observes printer settings. AC10-956
Bypass order with offline ordering not marking lines as shipped. AC10-971
PO number for an order now prints on invoices. AC10-1176
Sales Analysis report no longer subtracts tax twice from order total in inclusive mode for exempts. AC10-1320
Sales Analysis Report no longer displays the component's name where it should display its parent product's name. AC10-1331.
Going Back and forward on browser can no longer cause duplicate transactions in Actinic Payments. PSP-281
Auto Download of Fraud Status now works reliably. PSP-276
Fixed an issue that could cause payment to be taken twice for the same order with Actinic Payments. PSP-267
Email address is no longer a mandatory field in the Actinic Payments screen for MOTO. PSP-273
SECPay and Metacharge renamed Paypoint. PSP-265

2 Introduction

2.1 About the Actinic Ecommerce Application

Actinic Ecommerce (referred to as 'Actinic') is a desktop Windows program which enables you to design and publish an illustrated, on-line catalogue, take secure, encrypted orders over the Internet, and process these orders in-house.

Actinic v10 continues to require minimal resources to build a successful store. All you need is a dial-up account with an ISP (preferably a broadband connection) and a web site with CGI access capability.

With the enhancements made in v10, **Actinic Catalog** remains the most comprehensive low-cost ecommerce solution available today. Actinic Catalog includes everything a small business needs to design, build and control its own secure web store.

Actinic Business delivers a more productive environment for users who have a reasonably high volume of sales going through their store and who wish to further automate their ecommerce procedures. It is also aimed at suppliers who deal online with other businesses (B2B) as well as retailers who want to give regular customers a more personalised service. Actinic Business builds on the comprehensive features in Catalog and allows the online merchant to integrate ecommerce into other existing business systems to create a true e-business.

Actinic Designer offers a set of easy to use and flexible tools to enable internet professionals to create highly functional ecommerce sites on behalf of their clients. It offers multiple, unlimited site creation and licensing and integration with Macromedia Dreamweaver enabling external design of the store pages. This product is primarily a site design tool, but it provides all the tools for order processing and the related features such as mailing list generation for demonstration purposes.

Actinic Catalog Client and **Actinic Business Client** provide a cost effective route for ecommerce professionals who use Designer to deliver Actinic functionality (without the web design capability) to their clients.

Actinic Business Plus delivers all the features of Business along with the capability to create multiple sites that can take orders. This product is primarily for merchants or designers who operate more than 1 store. It also allows multiple users on these sites to maintain the store and process orders.

Actinic Enterprise includes all the functionality of Business Plus, with a local SQL database option for handling larger order volumes, plus additional user access and order picking facilities for companies with warehousing and more advanced user access requirements.

Version 10 is an upgrade from Version 9.

2.2 Description of Additions to Actinic Since Version 9

2.2.1 Real Time Stock Control

- Actinic can now track stock levels in real time on the web site; display stock levels in web pages; automatically prevent ordering of out of stock items; and provide automatic stock level synchronisation between the web site, the offline order database, and Actinic EPOS systems.

2.2.2 Streamlined Checkout

- Version 10 includes a completely new checkout with fewer pages, a more logical structure, and improved presentation and usability; plus a few small enhancements including the ability to display product images in the checkout and shopping cart.

2.2.3 Recently Viewed Products List

- Shows the shopper a list of the products that they have recently viewed on the web site. This makes it easier for them to review their options and return to products later in order to purchase them.

2.2.4 Customer Feedback

- Actinic is now directly integrated with Feefo, an independent customer feedback service. This enables prospective shoppers to view feedback and opinions from previous customers about the products and service provided, which can lead to increased shopper confidence and greater sales.
- Version 10.0.2 added the ability to display detailed Feefo customer feedback for both products and site within the web pages, including individual customer comments.

2.2.5 Site Selection On Startup

- If you have multiple online stores, then when Actinic starts it will prompt you for which one you want to open. You can optionally revert to the old method of always starting the last site that was opened.

2.2.6 Improved Email Sending

- One-click order processing now has the ability to generate an email, and an option to send emails automatically.
- When sending large email volumes, Actinic can now pause between batches to reduce the load on your email server and reduce the risk of emails being blocked as spam.
- A new OrderNumber variable has been provided to enable you to include the Order number in your own emails to customers.

2.2.7 Card Number Shredder

- If you store or have stored credit card numbers locally, these can now be automatically shredded for security purposes. NB under current banking regulations you must not store payment card details unless your business is fully PCI DSS compliant. Failure to comply can result in heavy fines.

2.2.8 Performance Enhancements

- Version 10 incorporates improvements to the product cache for faster loading and smoother operation; faster invoice printing; and further improvements to the upload.
- Searching through a large database of orders has been further improved with the addition of an Order Filter tab, which intelligently loads orders that match a user definable filter; and a new 'Quick Find' tab, which performs a single search across the most commonly used fields.

2.2.9 New Payment Options

- Actinic now integrates directly with Google Checkout and Direct eBanking.
- Version 10.0.2 added support for some significant enhancements to Actinic Payments:
 - A new Reconciliation report for Actinic Payments, to enable quicker and easier reconciliation between bank account, Actinic and Actinic Payments Admin (WebMIS).
 - The ability for One-Click Order Completion to Commit payments.
 - The ability to re-use the same card details for subsequent offline payments against the same order.
 - A new 'Strict' validation option for address, postcode and CVV2 with Actinic Payments, which voids the transaction if the information in the order does not match the corresponding card data.

2.2.10 Other Enhancements

- Where a product has components that are associated with other products, there is now an option to ship those components separately if the order has to be split.

- A new 'Condition' field has been provided for products, and included by default in the Google Product Feed.
- Some of the most commonly used and restrictive windows and fields have been enlarged or made resizable.

2.2.11 Additions to Enterprise

- Three features previously included in special Enterprise builds are now incorporated into the standard product:
 - A new Order Picking feature has been added for the warehouse environment, providing a consolidated picking list for multiple orders, with storage of product location, and the ability to pick a product by scanning its barcode.
 - Additional granularity has been provided for the access rights of Order Processors, including the ability to separately permit or prevent them from processing card payments with Actinic Payments.
 - The product date prompt can now define an Action Date in the Orders tab when an order is downloaded; for example, to enable customers to request a specific delivery date.

2.3 System Requirements.

2.3.1 Merchant PC

- Microsoft Windows XP (service pack 2), Windows Vista or Windows 7
- 1 GB RAM for XP; 2 GB RAM for Vista or Windows 7
- Minimum 1 GHz processor recommended; 2GHz for sites with over 5000 products
- At least 120 MB available on the hard disk
- Broadband or dial-up access to the Internet
- Internet Explorer version 6 or higher
- Minimum screen resolution of 1024x768 pixels (anything less and Actinic will not be displayed wholly within your screen)
- Best viewed using a 65536 colour (or better) display

2.3.2 Web site

Your ISP must be running a Windows or UNIX server (at least 20MB process memory recommended), and provide Perl 5.004 or better and a user writeable CGI directory.

All products now require a set of Perl files called 'MD5'. These files implement encryption/decryption, which is required to support logging in to online customer accounts. Actinic Products include a local copy of MD5, however for improved performance, Actinic recommend that the ISP be asked to install "Digest-MD5", version 2.09 or later.

2.3.3 Actinic Enterprise SQL

Actinic Enterprise SQL version requires MS SQL 2005 or 2008

If you are running an Actinic Enterprise SQL Server site on a Windows XP machine, you should have Windows XP Service Pack 3 or higher.

2.3.4 Actinic FreeTrial Compatibility

Compatible with FreeTrial hosts running script id 101000.

3 Installation Details

3.1 Multiple Installations of Actinic

Like previous releases of Actinic, it is not possible to install two copies of v10 on the same PC. However, once a copy of v10 has been installed and licensed, new sites can be licensed and maintained using the single software instance.

3.2 Co-existence with earlier versions

If you have an earlier versions installed, they will be unaffected by the installation of v10 if you choose not to upgrade. Use of a second website to 'evaluate' the upgrade is permitted within the terms of the licence agreement so long as you do not operate both sites concurrently to take live orders.

If you have an existing installation of v10 you will be offered the choice of upgrading it.

Version 10 requires a different authorisation key to earlier versions.

4 Upgrading from Previous Versions of Actinic

If you have a web site using an earlier version of Actinic, this site has to be upgraded to v10. v10 uses the same design architecture as v8, which is very different from previous versions (v7 and earlier).

4.1 Checkout Upgrade

Because Actinic version 10 includes a completely new and modernised checkout, your existing checkout cannot be upgraded. Actinic will replace your earlier checkout layouts and scripts with the new versions, and any modifications will be lost. However the checkout pages will continue to respect whatever overall page layout you have chosen or defined.

4.2 Upgrading from v8 or v9

There are instructions for this in the main help in v10. Just install a standard v10 and then go to 'Application Settings | Upgrading to New Versions' in the main help when you are ready to do the upgrade.

4.3 Upgrading from v7 and Earlier

An automated upgrader will convert your old site(s) to the new architecture, but it is recommended that you familiarise yourself with the new design concepts and features in case you have to make a few manual changes after the automated upgrade. The upgrader will handle the bulk of the changes for you. A few changes may be reported by the upgrader as needing attention but you will need to make the changes manually. Finally you will need to check through the appearance and operation of the upgraded site to make sure it is as you expect. A few manual amendments may also be required here.

For these reasons it is recommended that you do the following:

1. Install v10 without upgrading your existing site(s) and familiarise yourself with the new v10 design concepts and features. The design elements you are used to in v7 and earlier are not quite the same in v10. Templates have been replaced by layouts and layout selectors. Themes have now become independent sets of layouts, images and button sets. Your existing site image files get upgraded to custom themes and button sets (called something similar to 'Best Seller of Site1 upgraded from version 7.0.6.0.0.0.GBGA' etc) – this happens even if you had not modified them. Some v7 themes have been retired but this doesn't prevent your site upgrading satisfactorily.
2. Upgrade your site and check it carefully in a test environment. There are three ways of upgrading an earlier version site:
 - a. During the initial installation of v10, the installer program will ask you if you wish to upgrade an existing site. All previous versions of Actinic can be upgraded this way.
 - b. If you have already installed v10, you can still run the v10 installer. This is the file called 'setup.exe' that came on the CD or in the download file. Again it will ask you if you wish to upgrade an existing site. All previous versions of Actinic can be upgraded this way.
 - c. Alternatively you can export a snapshot from your earlier version site. Then startup v10 and import the snapshot into a v10 site. This only works on v6 or higher sites. Snapshot upgrades will not work with v5 or v4.

In cases (a) and (b) ensure that you close your previous copy of Actinic before running the installer. The full site upgrade will only take place when you start up v10 and use the relevant site.

Your earlier version installation will be unaffected by the upgrade process.

3. The upgrade may produce some log files (it will tell you). These are placed in the Actinic v10\upgrader\"sitename" folder and called something similar to ScriptUpgrades

8.0.0.0.0.GEXA.log and DesignTextUpgrades8.0.0.0.0.GEXA.log. The former lists any changes you made to Perl scripts. These changes are not automatically applied by the upgrader so you may have to manually reapply these changes to the new v10 scripts. The scripts haven't changed much in v10 so this should be fairly straightforward. The DesignTextUpgrades log contains changes you made to certain items of design text, typically ones with embedded HTML. With each change in the log there is a suggested action you should take to apply a similar change in v10.

4. The next thing to do is go to the Design menu and choose the Check Coding Errors option. This will produce a report of all coding problems that may cause problems when generating your web site. Double-clicking on an error message will take you to the offending code in a layout.
5. Keep a careful record of all changes you make as you will need to reapply them later in the process.
6. Once you have fixed up any script changes, design text changes and coding errors it is time to test whether the site appears and functions as you would expect. One way of testing is to go to 'Web | Switch to Test Mode'. When you next upload, Actinic will upload your store pages to a sub-folder called 'test' within the 'acatalog' folder online.
7. If you find areas where the upgrade has not given the same appearance or functionality as you had previously, firstly see whether these are small issues that you can correct yourself.
8. If you have issues with the upgrade that you are unable to resolve manually, contact Actinic Support. They may either guide you through the necessary changes or possibly give you new upgrade instruction files. In this latter case you will need to reapply the upgrade.
9. When you feel confident that the upgrader (together with any small changes you need to make yourself) has satisfactorily upgraded your site it is then time to do the upgrade for real. Within your currently live copy of Actinic, download all the outstanding orders from your website. If you have a large volume of sales, you may want to go to 'Settings | Business Settings | Orders' and tick where it says 'Suspended' and upload. This will replace all your 'Add to Cart' buttons with a message saying 'CATALOG SUSPENDED'. After suspending online ordering, wait half an hour and download orders again to ensure there are none up there. This eliminates the risk of any orders being lost during the upgrade. Finally then repeat the upgrade and changes so that this time you have an up-to-date set of orders transferred together latest stock levels etc.
10. Once you are happy the store is working correctly, you can switch out of test mode (if you used that approach for testing) and put the site live. To put your site live:
 - Go into your new site, and double-check that you are going to upload to the correct location by checking 'Web | Network Setup'. These settings should be identical to the settings in your old site.
 - Go to 'Web | Refresh Website' to upload the site.
 - Once it has uploaded successfully, go to 'Business Settings | Ordering' and un-tick 'Suspended' in order to make the site active again (if you ticked this box earlier).
 - You can now update the site by going to 'Web | Publish to Web'.

5 Instructions for Use

5.1 Main Help

Actinic comes with extensive and integrated help. You can press the F1 key on your keyboard at any time to display the main help file. You can also click on the '?' button at the top right hand corner of each window and then click on an individual field on the screen to get specific, context sensitive, help. Use the Help menu for a complete explanation of using Actinic, including configuration details and creating the online store at your web site.

5.2 Starter Guide

The 'Getting Started Guide' can be accessed via 'Help | Starter Guide' option in Actinic. It is a PDF file designed to introduce the salient features of Actinic, and help you work through how to use them. They are a very good way to become familiar with the key features of Actinic.

To access this guide, a copy of Adobe Acrobat Reader needs to be installed on your machine - this is available from <http://www.adobe.com/> or <http://www.adobe.co.uk/>.

6 Technical Data

6.1 Release Version Details

6.1.1 Installation directory structure

Actinic v10	The default installation directory. Holds files common to all sites, such as reports and help files.
BACKUP	Any non site-specific files replaced during the installation are placed here.
Backup <i>version</i>	Files from an earlier version site that have been upgraded
Extensions	Files related to any software extensions e.g. Actinic Assistant for Dreamweaver
Formats	Holds various default styles.
Themes	The files that constitute the themes, available via the 'Design Themes' menu option.
OCCUpgrade	Installation directory for the Payment Service Providers install program. Contains the master files. On startup, Actinic copies the relevant files to the current site.
Original	The master set of general files used when sites are created.
SiteBackups	Default location of all site and theme backups
SSLUpgrade	Installation directory for the Shared SSL Service Providers install program. Contains the master files. On startup, copies the relevant files to the current site.
Starter Guide	The browser-based introduction to the functionality.
Upgrade <i>version</i>	Theme files associated with any upgraded sites
My Documents	
Actinic v10	
Sites	Locates all licensed sites.
Site1	Default site after installation.

6.1.2 File version numbers

6.2 Install program version numbers

6.3 Restrictions

6.3.1 Installing Database Components

“Microsoft Data Access Components” (MDAC) and the Access Jet engine are provided on the installation CD. They are installed as part of the normal installation process but can be skipped by user selection. If they aren’t installed then certain database operations within Actinic may fail meaning that normal operation isn’t possible.

6.3.2 MD5 calculation

Actinic Business and Developer install their own MD5 script and uses it if it can't find the MD5 Perl module installed on the web server. If the MD5 Perl module is already installed then it is used instead of Actinic's.

Actinic's MD5 implementation is slower than the Perl module implementation (because it has to be written in Perl) so we recommend the ISP install the Perl module for improved browser performance.

6.3.3 Internet Explorer earlier than version 6

Actinic v10 uses some facilities provided in libraries installed with Internet Explorer. In particular, Internet Explorer version 6 or later must be installed otherwise the software may fail to run properly. You may receive the error message:

“Error Starting Program - The Catalog.exe file is missing export WININET.DLL:FtpCommandA” if you don't have Internet Explorer version 6 or later installed.