

Adding New Users to an Existing Multi-User Network Server Setup



ACT 1 “PC System” Support Document
(818) 347-6400 | www.act1systems.com

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These steps are **only** for adding new users to an existing multi-user network server setup. See our other support documents if you need to do a “first-time” fresh/new installation or move an existing installation from one server to a new server. We ask that you notify us of all new users, as it may impact software licensing.

Note: Do not use the original installation CD to add new users. The software and data on that disc are not current.

Note: Do not copy the entire MKTN folder from the server to each new user's workstation (or to each new user's remote session). This will prevent users from sharing resources with one another, create potential confusion and cause problems when trying to update software and data. The correct steps are below.

1) Set Full “Modify” Permissions to MKTN’s Parent Directory for All New Users

The example presumes you have a directory structure of \ACT1\MKTN\ where ACT1 is the parent directory for the MKTN folder, and users will be mapping real drive letters to the ACT1 parent directory (don't map to MKTN).

Configure all new users to have full “Modify” permissions to the ACT1 folder on the server or add them to an existing “ACT1” security group that has full “Modify” permissions to the ACT1 folder on the server. Our software requires all users to be able to read, write, execute, delete and the ability to (during updates) write over files date stamps within this ACT1 folder and subfolders. Users should not inherit Deny permissions from ACT1's parent folder.

A note on date stamps: We date our files based on when they were released. Our software updates depend on these dates being accurate to know whether or not to replace files. Without proper permissions, the Windows OS will alter file dates to be the date the files were written/modified, which prevents our updates from working correctly.

2) Create New User(s) within Site Manager

Run our Site Manager application. This application can be launched directly on the server where our software is installed or through any Local User's workstation (or Remote User's remote session) that already has access to the MKTN folder on the server. Go to Start menu > Programs > ACT 1 Systems > Site Manager or run the MKTN\APP\Manager.exe directly.

Once Site Manager is open, click the USERS tab at the top, and add the new users that plan to have access to our software (via the “Add New User” button). For User IDs, we recommend using the person's full first name and first initial of their last name. For any user that should not have the ability to edit lineups (stations lists), uncheck the “Lineup Maintenance” check box. If you do not know this information, it can be changed at a later time.

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3) Install Client Access on Each New User’s Workstation (or Remote Session)

Note: Do not copy the entire MKTN folder from the server to each new user’s workstation (or to each new user’s remote session). This will prevent users from sharing resources with one another, create potential confusion and cause problems when trying to update software and data. The correct steps are below.

Repeat the steps below on each user’s workstation, depending on what kind of user they are.

Local Users are defined as being on the same physical Local Area Network (LAN) as the server where our software is installed. Everyone else is defined as a **Remote User**. Even users connecting through a Virtual Private Network (VPN) are considered Remote Users if they are not on the same physical LAN as the server where our software is installed. Proper connections are crucial to allow for optimal stability and performance. Improper connections can result in poor performance and potential file corruption, preventing all users from using our software.

a) Configure Remote Session and Connect (Remote Users only)

Remote Users should not be mapping to the server through the WAN or VPN or shared drive. **Remote Users must access our software by a “remote session”** (using a service such as Citrix, Terminal Server, or Remote Desktop) connected directly to the server where our software is installed or connected to a computer that is on the same physical LAN as the server where our software is installed. Ideally, each user should have a **unique remote user** connecting to a unique session with a unique desktop (mimicking a LAN setup of one workstation per user). By using a remote session, the only information transmitted over the pipe is screen sharing – all application activity and calculations are done at the server where our software is installed and not at each user’s workstation. Note: Make sure remote sessions **roaming** and **local profiles** have the correct entry for “DefaultUserID” within the `\UserName\AppData\Local\Act 1 Systems\MKTSTART.INI` file.

b) Map a Real Drive Letter to MKTN’s Parent Directory (All Users – Local & Remote)

Remote Users must perform this step from within their “remote session.” Map a real drive letter (the same drive letter for all users) to the drive or folder that contains the MKTN folder (the “parent” directory). Do not map directly to the MKTN folder itself. **Do not use UNC syntax; you must use a real drive letter.** Depending on your setup, it might be easiest to use the “Browse” option while mapping the network drive to get the proper path. *Remote sessions connecting directly to the server hosting our software can skip this step if they already have direct access to the MKTN folder.*

c) Run NEWUSER.EXE or NEWMGR.EXE to Install Shortcuts (All Users – Local & Remote)

Remote Users must perform this step from within their “remote session.” Click on the mapped drive letter to refresh how you are accessing it (you want to make sure your Windows Explorer Address Bar is showing the mapped drive path and not UNC syntax). Navigate to within our MKTN folder on the mapped drive. For normal users, run **NEWUSER.EXE**. For manager-users (those responsible for future ongoing updates), run **NEWMGR.EXE**. This will create shortcuts to the 3 (or 4) server applications and 4 PDF guides in the client’s Start > Programs > ACT 1 Systems menu and (optionally) a duplicate set of shortcuts in a desktop “ACT 1 Systems” folder. The only difference between the two EXE installers is that NEWMGR.EXE installs one extra shortcut to the server’s Site Manager application (used for updates). The only other file installed on the client’s workstation (or remote session) is an INI file used to store their default user name and custom settings. Users should have full “modify” permissions to write to their respective `\UserName\AppData\Local\Act 1 Systems\MKTSTART.INI` files.

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3) Install Client Access on Each New User's Workstation (or Remote Session) [continued]

d) Assign Default User ID and Run a Test Report (All Users – Local & Remote)

Remote Users must perform this step from within their "remote session." Launch **Affiliate System** from within the ACT 1 Systems desktop folder or from Start > Programs > ACT 1 Systems. The first time you log in from a user's workstation, you will be prompted to assign a default User ID to this computer. Enter the User ID based on the User List you created in step #2 above and click OK. On the "Welcome" prompt, the User ID should automatically be entered. Leave the password field empty and click OK. Click the "**Demo Summary**" report. In order to run a test report, we must set some minimal input choices. In the Lineups tab, enter **/PUR** in the "lineup code" box (should have a blue border) and enter **MSu6a12m** in the "Global override exact time" box at the top. Click **OK** at the bottom. "Page Down" and confirm you see Nielsen Audio audience data for different ages/demos.

e) Printing to PDF Format (All Users – Local & Remote)

Our software is primarily used to generate printed reports, so it is important that all users have the ability to print to PDF format (via Acrobat Pro, the free PrimoPDF or other utility). Remote User's either need to print to PDF using their local workstation's PDF print driver (via the session sharing local printers) or within the remote session itself (PDF driver installed within the session), as well as the ability to print to their other local paper printers.

f) Working with CSV Format (All Users – Local & Remote)

Users may make use of CSV format files between our software and spreadsheet programs, so it is important that users have a spreadsheet application (Excel, Google Docs, Open Office, etc.) on their local workstation. For ease, Remote Users may benefit from having the spreadsheet application within their remote session.

g) File Transfer and Sharing (Remote Users)

Our software is often used to export and import CSV files and print PDF reports. It is important for Remote Users to have the ability to share and/or transfer files between their remote session and their local workstation (via a shared network drive, the session sharing a local folder, DropBox, etc.). If you are seamlessly publishing our applications (rather than giving each user a whole remote desktop), please make sure users have access to the remote server's MKTN subdirectories, especially to **MKTN\USER** and **MKTN\IMPORT** and **MKTN\EXPORT**.

h) Email Confirmations / Default Email Client (Manager-users)

Manager-users (those responsible for future ongoing updates) can be either Local Users or Remote Users and do not need to be IT staff. They are required to send an email confirmation after doing updates, as email confirmations are important for us to verify you have everything installed correctly. This requires a default email client configured with outgoing settings. For Remote Users, this can be either having the remote session utilize their local workstation's email client, or configuring an email client within the remote session.

If this new user is responsible for Email Confirmations, and if you are unable (or don't want) to assign a default client for them, please use this work-around so we still receive an email confirmation. On Site Manager's SYSTEM tab, set the "**Email client (mailto) supported**" option to **No**. This will allow you to still perform the next step by saving the confirmation as a text file at **\MKTN\CONFIRM.TXT** rather than opening an email client. Using a browser-based email client, or by moving this file to a shared drive, you can now email this file to us (either as an attachment to an email or copy/pasted into the body of an email) to act1support@act1systems.com.