

Ongoing Updates to the ACT 1 PC System



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

Nielsen Audio updates their data regularly. It is **vital** that you (or someone you designate) promptly download and install these ongoing/frequent data updates to ensure your company's business decisions are based on current data. **ACT 1 has a "Check for Updates" feature to automatically download and install any available files you are missing.**

How to Download and Install Updates

1. Launch **Site Manager**
(Start > Programs > ACT 1 Systems, or
\\MKTN\APP\Manager.exe)

2. Click **Install/Remove** tab.

3. Click "**Check for Updates**"

4. If you are missing any available files, a new window will appear. Leave all files checked, and leave "automatically install" checked. Click the "**Download**" button.

5. As files are downloaded, they will display a download status.

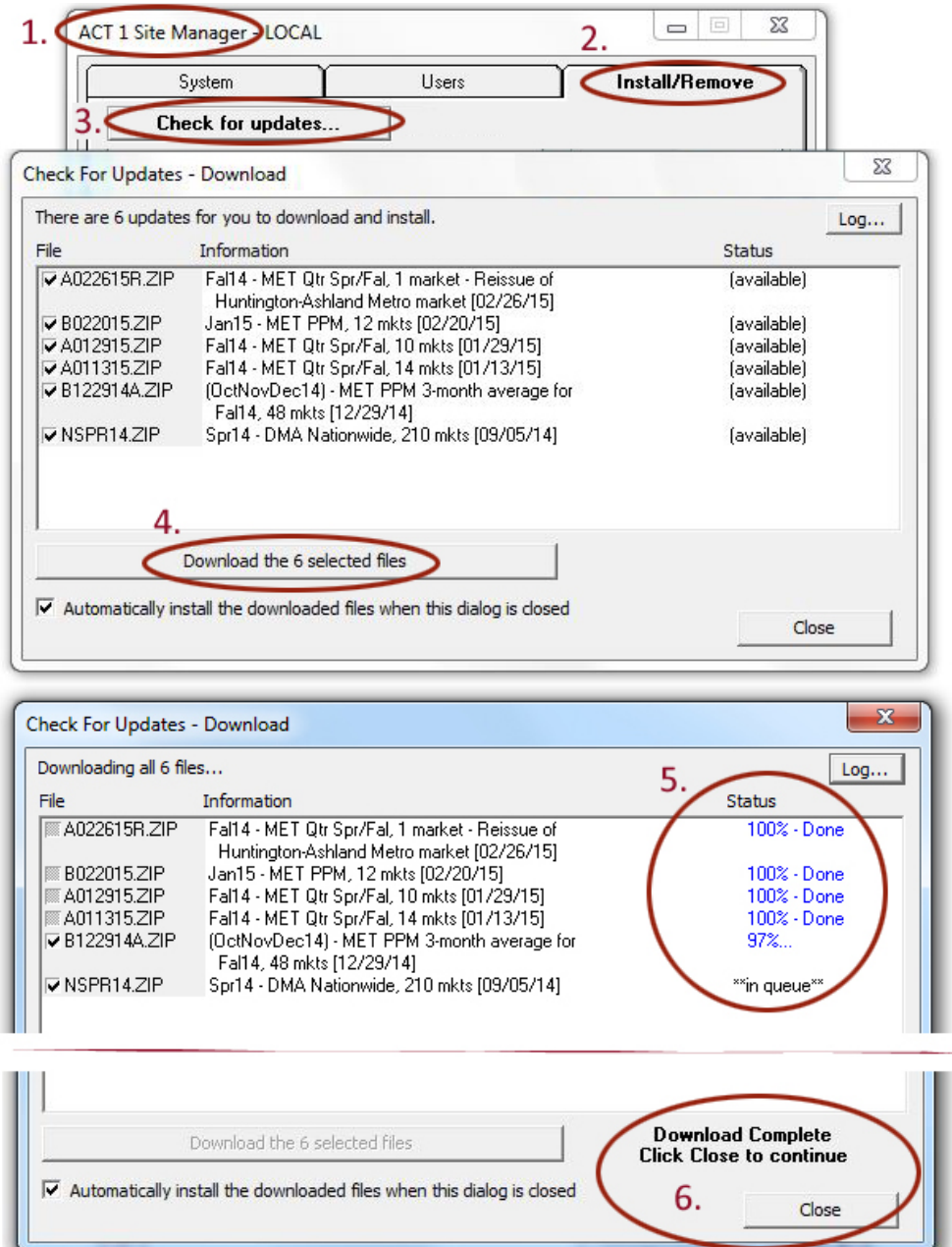
6. Click the "**Close**" button when the "Download Complete" text appears.

This window will close, and any downloaded files will be automatically installed.

Follow the prompts to delete the downloaded files (you no longer need them, as the data was installed into ACT 1).

Exit Site Manager.

New data is immediately available the next time you launch (or re-launch) other ACT 1 applications.



See the next page for frequently asked questions regarding ongoing updates →

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Frequently Asked Questions Regarding Ongoing Updates

1. Who can install updates?

Someone you designate at your end will be responsible for ongoing data and software updates. Anyone with access to the **Site Manager** application can perform the quick updates.

The frequent updates (monthly) are “**data updates**” which can be performed any staff, such as actual users of the ACT 1 software. The data updates do not need to be installed by IT staff and can be installed while users are actively accessing ACT 1 applications. The infrequent updates (generally only twice per year, in early March and September) are “**software updates**” which include both software and data. The software updates cannot be installed while other users are actively accessing ACT 1 applications, and as such, are best installed by IT.

2. Can users be accessing ACT 1 software during updates?

Only for data updates. Users cannot be accessing ACT 1 applications during any software updates (denoted by the letters UPD or S at the beginning of the update file name). Ask users to disconnect before running software updates.

3. Do we install the updates on each individual computer or just the server?

In a multi-user network server setup, updates only need to be done on the server where the ACT 1 software is installed (not at each user’s individual workstation). This is because users have no ACT 1 applications installed on their actual machines.

In single-user setups, where ACT 1 is installed on individual workstations, each installation would need to perform its own “Check for Updates” to stay current on a regular basis.

If users are utilizing the “NewLocal” utility (to make a portable copy of the ACT 1 installation off the server to their own individual workstation), they have the option to either “Check for Updates” on their individual workstations or wait until the server is updated and then perform an “Update from Network”.

4. Are data update files cumulative?

No, you must download and install **each** individual file to get **all** the data. *For example, Monthly PPM data typically comes out as 4 individual files with 12 markets each. You must download and install all 4 files to get all 48 markets.*

5. Should I unzip the downloaded updates?

No, you should never unzip update files downloaded for ACT 1. We require these files to remain zipped.

6. How often do we need to perform updates (and backup the MKTN folder)?

You will need to run a “Check for Updates” at least once per month to keep your access to ACT 1 current as well as to get the most current station call letter changes from Nielsen. We email alerts to you on an ongoing basis when updates are available. If you only subscribe to DMA data (i.e., you don’t subscribe to Metro data), you would still do monthly call changes updates along with twice-per-year DMA data/software updates, and any software patches.

Given the frequent updates (and your own saved work), we suggest that you backup the entire MKTN folder weekly.

See [Data Release Schedules](#) on our web site for full details, but typical updates are:

- **Monthly Call Letter Changes** (usually once per month, in one small “M” file)
- **Monthly PPM Metro Data** (once per month, 4 days of daily small “B” file downloads)
- **Monthly CDM Metro Data** (once per month, typically 10 days of daily small “C” file downloads)
- **Fall/Spring Quarterly Diary Metro Data** (twice per year, 2 to 4 weeks of daily small “A” file downloads)
- **Nationwide DMA Data and ACT 1 Software Releases** (twice per year, in March & September, one “UPD” file)
- **ACT 1 Software Patches** (only as needed, denoted by the letter “S” at the beginning of the file name)