

Overview, System Requirements and Proper Connections



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

Revised: 12/9/13 | Page 1 of 1

Overview

Nielsen Audio collects data which measures radio audience listening for markets across the country. Your company uses our software to analyze that Nielsen Audio data in order to generate reports and make business decisions. Nielsen Audio updates their data regularly, so you (or someone you designate) will be responsible for promptly downloading and installing these ongoing and frequent data updates from our web site. Our software is installed within a self-contained MKTN folder, either in a **single user setup** (on a single workstation) or in a **multi-user “server” setup** (on a network server or on a virtual or cloud server). The entire MKTN folder should be backed up at least weekly. While our system supports unlimited users, we ask that you notify us of all new users, as it may impact software licensing.

System Requirements

- Pentium 1.2GHz or faster, 512MB or more RAM, Windows XP or newer, and 3 GB of hard disk storage space.
- Citrix, Terminal Server or Remote Desktop for **Remote Users** (see “proper connections” below)

In a multi-user network server setup, you’ll likely want to have a better processor and more RAM. If the server is also being accessed by Citrix, Terminal Server or Remote Desktop, you’ll want enough RAM to support the number of simultaneous remote user “sessions” you anticipate having. Older Windows Server OS (2003 and 2008) will work fine. If you are using an Intel-based Apple Mac, you can run our software (as single user or by accessing a multi-user PC server setup) by either running Windows in Boot Camp or a virtualization program (such as Parallels/VMware Fusion) or by using Microsoft Remote Desktop Client for Mac to connect to a Windows computer running our software. For more details, see our “Running Our Software on an Apple Mac Computer” support document.

Proper Connections (for a Multi-User Network Server Setup)

The discussion below is a summary. For full details, see our “Proper Connections and Settings for Users” support doc.

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.

- Create server directory structure of `\ACT1\MKTN\` where ACT1 is “parent” directory and MKTN is “child” folder
- All users must have **full “Modify” security permissions** to the ACT1 directory (and all subdirectories and files)
- All users must **map a real drive letter (the same letter for all users)** to the ACT1 directory (don’t map to the MKTN folder). UNC Syntax (such as `\\server\share\file_path`) is not supported!
- 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. Remote sessions must be unique 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, not at each user’s workstation.
- All users must be able to print to PDF, and access an email client and a spreadsheet application.
- Remote Users need the ability to transfer CSV/PDF files between the remote session & their location computer.
- Remote Users should not be running the NEWLOCAL.EXE utility (this tool is supported for Local Users only).