

Proper Connections and Settings for Users

(for a Multi-User Network Server Setup)



ACT 1 “PC System” Support Document
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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.

Important Note: Server’s directory structure should be `\ACT1\MKTN\` where ACT1 is “parent” directory and MKTN is “child” folder. Users will be mapping real drive letters to the ACT1 folder (don’t map to the MKTN folder).

Local Users

- **SECURITY:** All users must have **full “Modify” permissions** to the ACT1 directory, able to read, write, delete, execute & write file date stamps. Users should not inherit Deny permissions from a parent folder.
- **MAPPING:** Must **map a real drive letter (the same letter for all users)** to the server’s ACT1 directory (don’t map to the MKTN folder). UNC Syntax (such as `\\server\share\file_path`) is not supported!
- **PDF:** Users should be able to print to PDF format (Acrobat Pro, PrimoPDF, etc.) and to their local paper printers.
- **CSV:** Each user should have access to a spreadsheet application (such as Excel, Google Docs, Open Office, etc.).
- **EMAIL CLIENT:** “Manager” users of our software (those performing the frequent audience data updates) must send an email confirmation after doing updates. This requires a default email client configured with outgoing settings. Confirmations are important for us to confirm everything is installed correctly on an ongoing basis.

Remote Users

- **SECURITY:** All users must have **full “Modify” permissions** to the ACT1 folder (and subfolders), able to read, write, delete, execute & write file date stamps. Users should not inherit Deny permissions from a parent folder.
- **REMOTE SESSION:** 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. 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.
- **UNIQUE SESSIONS:** 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).
- **MAPPING:** If a remote session is connecting to a computer on the same LAN as the server (and not directly to the server itself), the remote session must map a real driver letter (the same drive letter for all users) to the server’s ACT1 folder (don’t map to MKTN). UNC Syntax (such as `\\server\share\file_path`) is not supported!
- **PDF:** Users should be able to print to PDF format (via Acrobat Pro, PrimoPDF, etc.) using their local workstation’s PDF print driver or within the remote session itself, as well as to their other local paper printers.
- **CSV:** Users may make use of CSV format files between our software and spreadsheet programs. For ease, users should have a spreadsheet application within the remote session (Excel, Google Docs, Open Office, etc.).
- **FILE TRANSFER:** Must have the ability to quickly and easily share and/or transfer files between their remote session and their local workstation (via a shared network drive, session sharing a local folder, DropBox, etc.).
- **EMAIL CLIENT:** “Manager” users of our software (those performing the frequent updates) must send an email confirmation after each update. This requires a default email client configured, either having the remote session utilize their local workstation’s email client, or configuring an email client within the remote session. Confirmations are important for us to verify everything is installed correctly on an ongoing basis.
- **NEWLOCAL:** Should not be running the NEWLOCAL.EXE utility (this tool is supported for Local Users only).