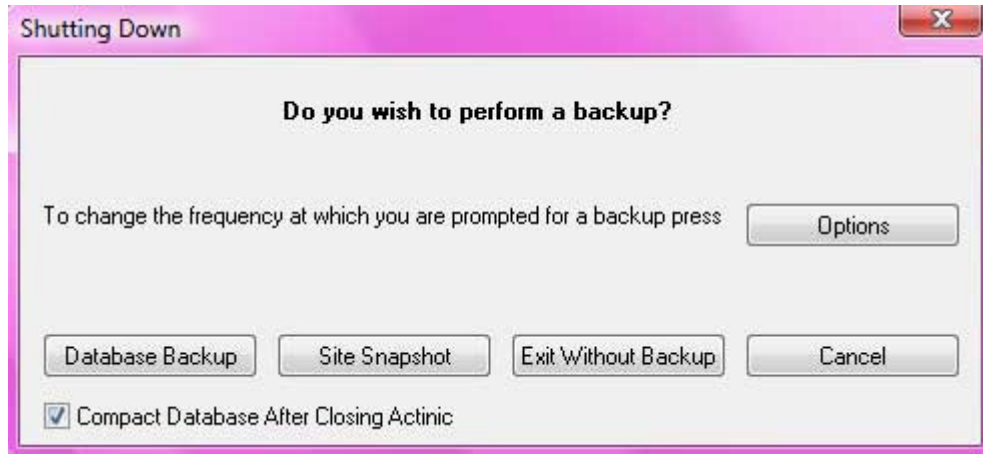


Actinic Best Practice

Snapshots

An Actinic snapshot contains the entirety of your website – if your computer crashes and you don't have a recent snapshot of your site you may end up losing a lot of data including product and customer data. For this reason it is vitally important to get into the habit of regularly creating snapshots.

When you close the Actinic software you should be prompted by a window like this:



You should create a site snapshot whenever you have downloaded new orders or made some changes to your website. Simply click on the Site Snapshot button and navigate through the wizard. By default this will create a snapshot called Site1 followed by today's date. This will be saved in your Actinic V11 folder in Program Data, usually C: Program Data / Actinic V11 / SiteBackups (this folder location may differ if you configured Actinic differently when you installed it). It doesn't matter where you store your snapshots, but don't store them in your Site folder, and wherever you do store them make sure you back them up to a remote location, either to an external hard drive or a remote server.

If Actinic crashes you can use a snapshot from your computer to restore your site, but if your whole computer crashes then a snapshot on your computer will be useless.

You can change the frequency with which Actinic prompts you to create snapshots by going to Housekeeping / Backup / Shutdown Backup Options.

Compacting the database helps to keep the size of your snapshots to a minimum.

Product Images and other Images

Product images and any other images used on your site should be saved into your Site 1 folder. You can organise your images into as many sub-folders as you like, just make sure they are inside the Site 1 folder.

Image filenames should not contain any spaces, otherwise you will get an error when trying to upload the site to the server.

Also, although you may organise your images into separate folders, during upload Actinic will take all the images out of those folders and put them in the same folder on the server. For this reason you can't have 2 images with the same filename even if you put them in different folders. For example, if you have these 2 images:

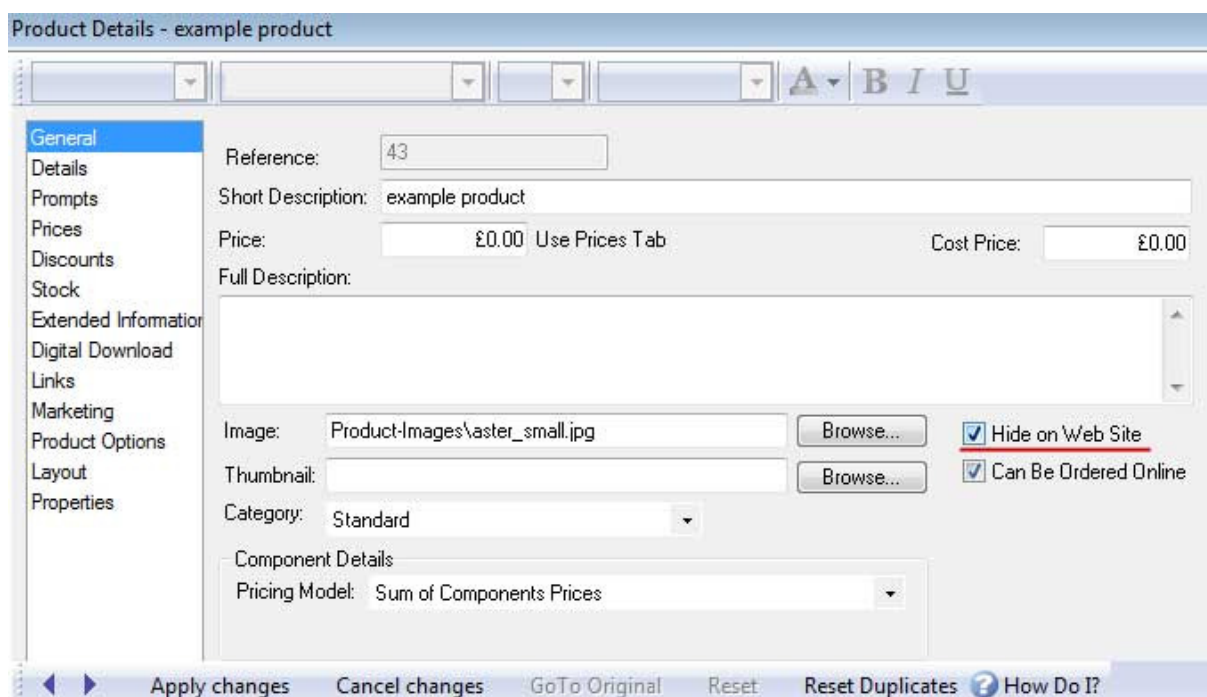
Site 1 > Product Images > Large Images > image1.jpg

Site 1 > Product Images > Small Images > image1.jpg

Actinic will return an error when you try to upload.

Hiding Products

If you want to temporarily hide a product on the website, tick the 'Hide on Web Site' box on the General tab of the product.



The screenshot shows the 'Product Details - example product' form. The 'General' tab is selected in the left-hand menu. The form contains the following fields and options:

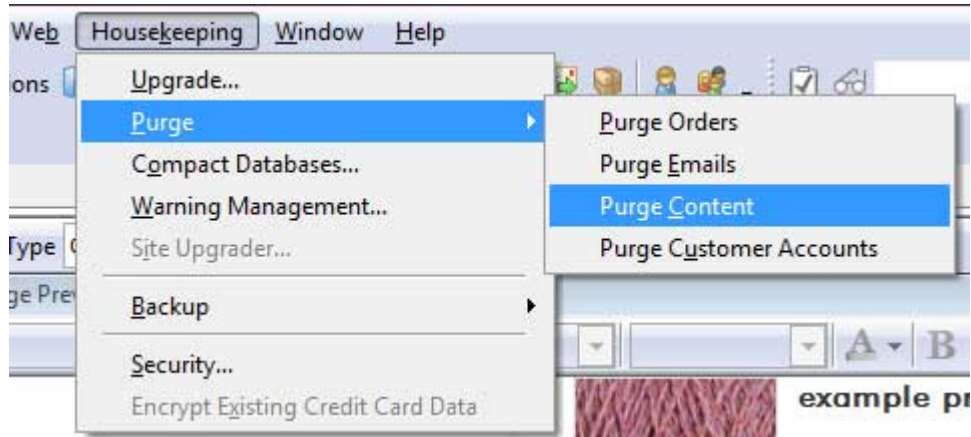
- Reference: 43
- Short Description: example product
- Price: £0.00 Use Prices Tab
- Cost Price: £0.00
- Full Description: (empty text area)
- Image: Product-Images\vaster_small.jpg (with a 'Browse...' button)
- Thumbnail: (empty text area) (with a 'Browse...' button)
- Category: Standard (dropdown menu)
- Component Details: Pricing Model: Sum of Components Prices (dropdown menu)
- Checkboxes: Hide on Web Site and Can Be Ordered Online

At the bottom of the form, there are buttons for 'Apply changes', 'Cancel changes', 'GoTo Original', 'Reset', 'Reset Duplicates', and a 'How Do I?' help link.

Deleting Products

You can also delete a product by right clicking on it in the content tree and clicking 'delete'. This will not permanently remove the product and you can right click on it again and 'undelete' it.

If you want to permanently remove products and fragments that have been deleted, go to Housekeeping | Purge | Purge Content. This is a good idea to do regularly to keep things tidy.



Troubleshooting

If Actinic is not working as expected, here are a couple of useful links:

<http://www.matrix23.co.uk/blog/general-get-out-of-actinic-hell-tips/>

<http://www.matrix23.co.uk/blog/changes-not-showing-up-on-my-actinic-website/>

Downloadable User Guides and Help

V11 - http://www.actinic.co.uk/docs/user_guides/v11StarterGuide.pdf

V10 - http://www.actinic.co.uk/docs/user_guides/v10StarterGuide.pdf

V9 - http://www.actinic.co.uk/docs/user_guides/v9StarterGuide.pdf

Actinic does not supply a comprehensive printed user manual but does have quite a detailed Help section in the software itself. The PDF guide listed above is also available from within Actinic at Help > Starter Guide. The Help index is available at Help > Help Topics. Try browsing the contents or search from the index or search tabs.

Each panel within Actinic has a 'How Do I?' link with a question mark next to it, so if you are editing a product for example and you are on the 'Product Page' panel and want to know how to use it, click the 'How Do I?' link and it should take you to the relevant page in the Help section.

Technical Support

Actinic provides free email support to all users of Actinic 9,10 and 11. To submit a support query go to <http://www.actinic.co.uk/support-centre/support-enquiry.html>

If you have a technical issue relating to a Matrix23 Actinic template or website please contact me and I will help if I am able to. Any useful questions and answers will then be used in my Actinic FAQs document.

Online Community

There is also a very good online community at <http://community.actinic.com/> - most issues that you are likely to encounter with Actinic will have been encountered by someone else at some stage and the resolution will be in the forum. People who help in the forum do so for free and anyone seeking help is asked to search the forum first before posting a question. If you do post a question that has been answered before someone will probably post a link to the relevant thread for you.

Working with Duplicates

If you are using product duplicates remember to always edit the master product and not the duplicate (unless you deliberately need or want to edit the duplicate and not the original).

Various parts of a product can be edited in the duplicate – these settings are controlled in Settings > Duplicates Field Configuration