

## Actinic FAQs

Q: You've sent me a site snapshot but I can't open it – my computer says I don't have the correct software or program to open .acd files

A: You don't need to open the snapshot. .acd files are Actinic snapshots and can only be opened using the Actinic software. The snapshot needs to be imported into Actinic.

Save the snapshot to your SiteBackups folder. Your SiteBackups folder should be in:

C: Program Data > Actinic V10 > SiteBackups

C: Program Data > Actinic V11 > SiteBackups

If you are using V9 then the locations will be:

C: Program Files > Actinic V9 > SiteBackups

These locations may differ if you have configured your computer differently.

Open Actinic and then go to File > Snapshot > Import Site

Follow the instructions of the import wizard, browse to select the snapshot you just saved and when it asks you about overwriting content or orders, tick the box to overwrite content but not orders.

Q: Where Can I Download the latest Actinic software, user guides etc?

A: <http://www.actinic.co.uk/support-centre/download-centre.html>

V11 - [http://www.actinic.co.uk/docs/user\\_guides/v11StarterGuide.pdf](http://www.actinic.co.uk/docs/user_guides/v11StarterGuide.pdf)

V10 - [http://www.actinic.co.uk/docs/user\\_guides/v10StarterGuide.pdf](http://www.actinic.co.uk/docs/user_guides/v10StarterGuide.pdf)

V9 - [http://www.actinic.co.uk/docs/user\\_guides/v9StarterGuide.pdf](http://www.actinic.co.uk/docs/user_guides/v9StarterGuide.pdf)

Q: If I import a design snapshot will it overwrite my network settings?

A: No

Q: How do I import a design snapshot?

A: File > Snapshot > Import Design

Q: How do I import a normal snapshot?

A: File > Snapshot > Import Site – when prompted make sure you tick or untick the boxes for overwriting content or orders

Q: When I import a snapshot can I overwrite orders but not content?

A: No. If you tick the box to overwrite all orders it will automatically tick the box to overwrite content. You can however choose to overwrite content but not orders.