Multi-User Installation Guide

IMPORTANT - Please read this guide before installing the software
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Introduction

What is the purpose of this manual?

This manual is intended to set out and explain the options available for installing Serif software in a multi-user environment. It is important that you read this guide to avoid issues after installation, particularly with regards to registration.

Which programs and versions are covered?

The methods explained herein are applicable to all current and future Serif programs; specifically you must have at least these versions:

<table>
<thead>
<tr>
<th>Program</th>
<th>Version</th>
</tr>
</thead>
<tbody>
<tr>
<td>DrawPlus</td>
<td>X5 or later</td>
</tr>
<tr>
<td>MoviePlus</td>
<td>X6 or later</td>
</tr>
<tr>
<td>PagePlus</td>
<td>X6 or later</td>
</tr>
<tr>
<td>PhotoPlus</td>
<td>X5 or later</td>
</tr>
<tr>
<td>WebPlus</td>
<td>X5 or later</td>
</tr>
</tbody>
</table>

For other programs or earlier versions of these, please contact us for more information (see the contact section at the back of this guide).

Which methods are covered?

Serif is dedicated to providing easy multi-user installations in the following scenarios.

- RM Community Connect 3
- RM Community Connect 4
- Windows Server 2003 and 2008 (for Group Policy or other software distribution means)
- Stand-alone (for cloning/Workstation Imaging, Ranger or non-networked environments)

This guide deals with these separately with a section dedicated to each.
How do I register the programs?

The installation methods presented here automatically remove the requirement to register the software at each workstation. Assuming the installation goes through successfully, you will not be asked to register when running the programs.

In order to proceed, you will need the Serif ID and Key to hand (sometimes referred to as Admin ID and Password). This is printed on the Serif Multi-User Licence Agreement which will have been included with your order. You will be asked to enter these details early on in the process. You will only need to do this once per program, irrespective of how many workstations you are distributing to.

You will also need your Product Key. This is a 25 character alphanumeric printed on the back of the CD case and on the Multi User Licence Agreement this will be asked for during the installation procedure.

Please ensure you are using a multi user product key (These all have a letter ‘M’ as the 5th character in the first product key group)

Registration Example

In this example we have used the MoviePlus X6 Program CD.

1. When you have inserted the Serif installation CD into the server, and the Registration screen appears, select the option **Use a multi-user license key to register all installs**.

2. Enter your Admin ID and Password.

3. You may have to enter the Product Key.

   - **The Product Key is printed on the sticker on the back of the CD case and Multi User Licence Agreement.**

     **Please note that the Product Key for a network installation is printed on an Orange sticker and contains the letter ‘M’ as the 5th character. If the Product Key you are entering is not printed on an Orange sticker, you have the wrong installation CD and the Product Key will be rejected.**

4. Click Next to continue with the network installation.
Installation

RM Community Connect 3 / 4

To install our software on a RM Community Connect 4 network please follow the RM CC3 installation steps below then use the RM management console to import a package and select the community connect 3 option.

Serif installations can create a package specifically for allocation over an RM CC3 network without you having to build the package yourself using the Application Wizard. This has the added benefit that common files (such as samples, tutorials and help files) are stored on the server, not duplicated on every computer.

No preparation is needed. You can install via the following steps straightaway. Be sure to follow these steps carefully, particularly Stage One, as they are quite different to the standard way of installing software on an RM network.

Stage One — Server-Side Installation

1. Log in to the server and insert the Serif installation CD, in this example we have used the MoviePlus X6 Program CD. The autorun will detect you are running an RM server and a prompt will appear, to which click Yes.

2. Click Next on the first screen of the installation. Accept the licence agreement (assuming you have read and understood it) and click Next again.

* If the CD does not autorun, explore it and run the Windows Installer Package (*.msi) that refers to RM CC3 Servers, in this example “Serif MoviePlus X6 for RM CC3 Servers.msi”.

3. Enter your **ID** and **Key** (and/or **Product Key**, if applicable). Click **Next**.

4. Leave the locations at their default settings and click **Install**.

5. The installation will progress and complete after a few minutes. Click **Finish**.
Stage Two — Workstation Allocation

1. Log in to the RM Management Console. Right-click Main Site and select Update Package List.

2. Right-click the area you want to allocate the software to, for example "ICT Suite 1" or select a group of workstations and right-click. Choose Properties.

3. Go to the Packages tab and change the current view to Available application packages. Highlight the program (e.g. Serif MoviePlusX6 for RM CC3).

4. If you change the current view to Allocated application packages, you will see the program listed. Click OK to close the Properties window.

5. Go to the Program Sets in the Resources section of the console. Right-click the list and select New Program Set. Give it a name, in this example we have used MPX6. Now right-click this entry in the Program Sets list and select Properties.
6. Go to the **Shortcuts** tab and change the source to **Application Packages**. Double-click the Serif program in the list and it will automatically be added to the Selected Shortcuts list.

- Shortcuts are only available for the main Serif programs. Resource and other extra CDs do not have shortcuts.

7. Go to the **Groups** tab. Select the group of users that you wish to grant access to the program and click the right arrow button to add it to the Selected Groups list. Click **OK**.

8. Restart the workstations and the program will install.
Installation

RM Community Connect 4

To install our software on a RM Community Connect 4 network please follow the RM CC3 installation steps below

Serif installations can create a package specifically for allocation over an RM CC3 network without you having to build the package yourself using the Application Wizard. This has the added benefit that common files (such as samples, tutorials and help files) are stored on the server, not duplicated on every computer.

No preparation is needed. You can install via the following steps straightaway. Be sure to follow these steps carefully, particularly Stage One, as they are quite different to the standard way of installing software on an RM network.

Stage One — Server-Side Installation

1. Log in to the server and insert the Serif installation CD, in this example we have used the MoviePlus X5 Program CD. The autorun will detect you are running an RM server and a prompt will appear, to which click Yes.

   ![Server-Side Installation](image1.png)

   • If the CD does not autorun, explore it and run the Windows Installer Package (*.msi) that refers to RM CC3 Servers, in this example “Serif MoviePlus X5 for RM CC3 Servers.msi”.

2. Click Next on the first screen of the installation. Accept the licence agreement (assuming you have read and understood it) and click Next again.

   ![Server-Side Installation](image2.png)
3. Enter your **ID** and **Key** (and/or **Product Key**, if applicable). Click **Next**.

4. Leave the locations at their default settings and click **Install**.

5. The installation will progress and complete after a few minutes. Click **Finish**.
Stage Two — RM CC4 Import

1. Log in to the **RM Management Console**. From the **File** menu click **Import** then **Package**.

2. Browse to the location of the installed CC3 package and click **Open**.

3. In the **Import Package** screen check that the Community Connect 3 Package is selected. Then click **OK** to import the CC3 package into CC4.

4. Once the import process has finished click on **Software** then **Packages & Products** then **All Packages**.

All the install packages will now be shown. Select the required package an right click the package and select **Assign**.
5. The Package details will now be shown.

Please click **OK**.

(You can also apply the package to a group of workstations from this screen if you wish.)

6. Right-Click on the package and select **Properties**

7. Go to the **Constraints** tab and in the **Supported Operating Systems** tick your workstations Windows version using the any SP option.

   Click **OK**

---

**Stage Three — Workstation Deploy**

1. Select the Computers or Location you wish to deploy the Serif software too.

   Right-Click and select **Properties**

   (In this example we are deploying to a workstation)
2. In the **Packages** tab select the package that you wish to deploy to the workstation.

Click the **Assign** button.

3. In the **Select Packages** window the Serif software package should be highlighted click **OK** to confirm addition of the package.

4. The Serif software package will now be displayed in the **Assign Packages** window.

Click the Add button assign any additional packages.

In the Target window add any additional computers required.

Click **OK** and the Package(s) will be deployed on workstation startup.
Windows Server 2003

Serif programs are supplied with Windows Installer Packages (*.msi) on their CDs, and although these can be potentially used in network distribution, doing so would then require all workstations to have the program registered individually.

To avoid this, there is a utility on the CD that creates a new Windows Installer Package that does not have the registration requirement.

Stage One — Preparation

1. If one doesn’t exist, create a share on the server to use as the distribution point. The workstations that the software will be installed to will need access to this share.

2. Create a directory structure within this share. For example, you may want a top level folder of "software", then "serif" below this then the name of the program, such as "movieplusx6". You should avoid spaces in these names. The resultant UNC path will look something like this:

   \vmw23tsp-netsrv\Serif\MoviePlusX6\n
3. Make a note of your UNC path as it will be needed later. It is important to use UNC paths which are consistent across the network as opposed to mapped drives that may vary between server and workstation.

Stage Two — netcopy.exe

1. Insert the Serif installation CD into the server. In this example we have used the MoviePlusX6 Program CD.

   • If the autorun begins, click Cancel.

2. Explore the CD and run the netcopy.exe file. Click Next.
3. Select the option **Use a multi-user license key to register all installs** and enter your ID and **Key** (and/or **Product Key**, if applicable). Select whether you want to enable the **Auto Update** and/or the **Crash Reporter**.

   - Depending on the program, you may also have the option for **Unrestricted Application Data**. Tick this to allow the program to store data in the users’ Application Data folders (as set in the Windows variable %appdata%). However, it may be desirable to keep the Application Data size to a minimum, in which case untick this.

   *If you have limited internet access for the Workstations Untick the Allow access to online resources*

4. Click **Next** and then enter the UNC path as noted in the preparation stage. Click **Next** again.

5. Click **Install**. After a few minutes the installation will complete. Click **Finish**.
Stage Three — Distribution

You should now have a correctly prepared distribution point that contains a Windows Installer Package for the program and all other required files.

If you are confident in doing so, you can go ahead and distribute this using the method you normally use.

Given that each network is different and there are many software distribution methods, the following steps are very brief and for guidance only. It is unlikely that this precise method will fit in with the way your network functions.

These steps use Microsoft Windows Server 2003 and Active Directory/Group Policy software distribution.

Tip: If using Windows 7 workstations please disable UAC using group policy

1. On the server, go to the Start Menu and click Manage Your Server.

2. In the Domain Controller (Active Directory) section, click Manage Users and Computers using Active Directory.

3. Right-click the Organizational Unit that you want to apply the software to, for example you might have “ICT Suite”. Click Properties.
4. Go to the **Group Policy** tab and click **New**. Give the object a name, for example, Serif MoviePlus X5.

5. Click **Edit** and the Group Policy Object Editor will appear. Under **Computer Configuration**, then **Software Settings**, right-click **Software installation** and choose **New > Package**.

6. Using the UNC path as noted in the Preparation stage, select the Windows Installer Package in here and click **Open**.

7. Select the **Assigned** deployment method and click **OK**.

8. Close the Group Policy Editor and the Properties window behind it.
9. Restart the workstations that you have applied this Group Policy to. When they start up you will see the software being installed. In some cases the computers need to be restarted twice: once to apply the Group Policy and then again to start the installation.
Windows Server 2008

Serif programs are supplied with Windows Installer Packages (*.msi) on their CDs, and although these can be potentially used in network distribution, doing so would then require all workstations to have the program registered individually.

To avoid this, there is a utility on the CD that creates a new Windows Installer Package that does not have the registration requirement.

Stage One — Preparation

1. If one doesn’t exist, create a share on the server to use as the distribution point. The workstations that the software will be installed to will need access to this share.

2. Create a directory structure within this share. For example, you may want a top level folder of “software”, then “serif” below this then the name of the program, such as “movieplusx6”. You should avoid spaces in these names. The resultant UNC path will look something like this:

\WIN-CNCOGTK6ILV\Packages

3. Make a note of your UNC path as it will be needed later. It is important to use UNC paths which are consistent across the network as opposed to mapped drives that may vary between server and workstation.

Stage Two — netcopy.exe

1. Insert the Serif installation CD into the server. In this example we have used the MoviePlusX6 Program CD.

   * If the autorun begins, click Cancel.

2. Explore the CD and run the netcopy.exe file. Click Next.
3. Select the option **Use a multi-user license key to register all installs** and enter your ID and **Key** (and/or **Product Key**, if applicable). Select whether you want to enable the **Auto Update** and/or the **Crash Reporter**.

   • Depending on the program, you may also have the option for **Unrestricted Application Data**. Tick this to allow the program to store data in the users’ Application Data folders (as set in the Windows variable %appdata%). However, it may be desirable to keep the Application Data size to a minimum, in which case untick this.

   *If you have limited internet access for the Workstations Untick the Allow access to online resources*

4. Click **Next** and then enter the UNC path as noted in the preparation stage. Click **Next** again.

5. Click **Install**. After a few minutes the installation will complete. Click **Finish**.
Stage Three — Distribution

You should now have a correctly prepared distribution point that contains a Windows Installer Package for the program and all other required files.

If you are confident in doing so, you can go ahead and distribute this using the method you normally use.

Given that each network is different and there are many software distribution methods, the following steps are very brief and for guidance only. It is unlikely that this precise method will fit in with the way your network functions.

These steps use Microsoft Windows Server 2008 and Group Policy Manager software distribution.

Tip: If using Windows 7 workstations please disable UAC using group policy

1. Open the Group Policy Management Console and select your policy and choose edit

   In this case Serif

2. In the Group Policy Management Editor select Computer Configuration then polices and then software settings.
3. Right-click Software installation and choose New > Package.

4. Using the UNC path as noted in the Preparation stage, select the Windows Installer Package in here and click Open.

5. Right Click on the package and select Assign to activate.

6. The package is now ready to deploy.
9. Restart the workstations that you have applied this Group Policy to. When they start up you will see the software being installed. In some cases the computers need to be restarted twice: once to apply the Group Policy and then again to start the installation.
Standalone

In a similar way to the Windows Server situation, the Windows Installer package on the CD could potentially be used for the standalone installation and cloning process. However, to avoid registration issues this should not be used.

The first stage of this can be done on any computer, not necessarily a computer that the program will be eventually installed to.

If creating a ghost image to deploy please do not start the installed Serif programs until the ghost operation has been completed otherwise the workstations will need to be reregistered

Stage One — netcopy.exe

1. Insert the Serif installation CD into the computer. In this example we have used the MoviePlus X6 Program CD.
   - *If the autorun begins, click Cancel.*

2. Explore the CD and run the `netcopy.exe` file. Click Next.
3. Select the option **Use a multi-user license key to register all installs** and enter your ID and **Key** (and/or **Product Key**, if applicable). Select whether you want to enable the **Auto Update** and/or the **Crash Reporter**.

- Depending on the program, you may also have the option for **Unrestricted Application Data**. Tick this to allow the program to store data in the users’ Application Data folders (as set in the Windows variable `%appdata%`). However, it may be desirable to keep the Application Data size to a minimum, in which case untick this.

   If you have limited internet access for the Workstations Untick the Allow access to online resources.

4. Click **Next** and then browse to or create a new empty folder. Click **Next** again.

5. Click **Install**. After a few minutes the installation will complete. Click **Finish**.
Stage Two — Installation

You will now have a folder with a specially prepared package ready for installation. You might want to copy this to a CD or put it in a shared network location for future use.

With this package you can either:

• Run the installation on individual computers;

• Install this on one computer for cloning; or

• Use this with the Ranger package builder for network distribution.
Installing Serif Program Patches

Serif is dedicated to delivering the very best products to its customers. As problems are reported to us, we make every effort to resolve them as quickly as possible. In some cases a problem may require a modification to the core program, so we create updates and patches which can be downloaded and installed on your system.

If you are not sure which version of program you currently have installed on your system, click on the Help/About menu in your Serif program.

For RM CC3 networks please contact our technical support team for a new full patched installation disk as the CC3 network does not allow you to update the Installed Serif programs using a patch file and a new full program installation package needs to be created.

For Windows and RM CC4 servers the Serif programs can be upgraded using the msp patch file.

To extract the msp file from the patch file download the required patch file from the following URL http://www.serif.com/downloads.asp

Rename the downloaded exe file to zip file extension.

Open the zip file in a file compression program (Winzip, WinRAR, IZArc)

Extract the msp file

Repackage the extracted msp file using your preferred msi packager and use CC4 management console or Windows Group Policy to deploy the packages to your workstations

Please contact the Serif Technical Support department on networking@serif.com, if you need any assistance or have any questions
MoviePlus X6 Unlocking Feature

MoviePlus X6 contains a wide range of codecs for importing and exporting different media types. Some examples are mpeg, mov, wmv and mp4 files.

The first time a user attempts to use a particular codec or feature that requires unlocking, MoviePlus X6 contacts the Serif unlocking server over the internet to notify Serif of the use of the codec. As you may be aware, many codecs and DV technologies incur royalties. Therefore, the use of these third party intellectual properties must be monitored. When a user attempts to open a file or use a feature that is locked MoviePlus X6 will show the message:

The feature codes are written to the workstation registry and the user will need read/write permissions to the Local Machine section of the registry.

The only information that is sent to us during the unlocking process is:

1. Your product key (which is printed on the back of the CD case)
2. A code which identifies the codec that you are attempting to unlock

There is absolutely no fee to the licensed organization for this feature unlocking process.

If the user does not allow MoviePlus X6 to unlock the feature, the file will show in the Media Pane with a Padlock symbol over it. Please note that once you have unlocked a codec or feature you do not have to unlock it again regardless of the number of times you uninstall and re-install the software.

It is also important to note that the unlocking feature requires internet access. This means that you will have to give your users access to the internet, even if that access is restricted to the Unlocking server only.

If a proxy server is used please add the following to the allowed list

Frequently Asked Questions

If you have followed the instructions in the manual, you are unlikely to come across any issues with regards to installing our programs. If you do come across an issue then the below should help. For other issues not directly related to network installations please see the Contact Us section.

The first course of action with any issue is to make sure you have the latest patch version of the program. To check which version you have, install the program on a computer by using the single user installation (setup.exe). The version is shown in the Help > About window of the program. Compare this to what is available on www.serif.com/downloads.asp. However, rather than using the patches available from this site, the installation is much easier if you contact us for an updated CD.

Why am I being asked to register on each computer?

You will need to reinstall the program making sure you follow the instructions in this manual. Pay particular attention to the step where you enter your Serif license details.

I have an installation number – how do I get a registration number?

If you are being asked to provide a registration number then the installation has not been performed correctly. Please see above.

Where do I find my Serif Admin ID, Key, Password and/or Product Key?

The ID and Key (sometimes referred to as Admin ID and Password) will be printed on your Serif License Agreement supplied with the program. The Product Key will be on the CD case and on the Multi User Licence Agreement.

Why do I keep getting the ‘Invalid Product Key’ error during installation?

The network installation product key is printed on an orange sticker. Also, the fifth letter of the product key is always the letter M. If the product key you are entering does not meet these two conditions, you are using the wrong installation CD. If you are still having problems with the product key, please make a note of the error code and contact our Technical Support department.

How do I install a patch available from the Serif website?

The easiest and most effective method of installing patches is to contact us for an updated CD to redistribute to your workstations.
A student edited a document at home – why won’t it now open at school even though it is the same program?

It is likely the patch versions of the programs are different. Make sure the latest update is applied to both (see above).

Why won’t the Serif Network Utility CD work with these programs?

The Network Utility is for older Serif programs. It is not required when using the methods in this manual. See the introduction section for a list of programs that are covered here.

What registry and file permissions do your programs require?

In line with Microsoft guidelines, all users need read access to the following. Write access is also mandatory for 2 and 4.

1. C:\Program Files\Serif
2. %appdata%\Serif (e.g. C:\Documents and Settings\[username]\Application Data\Serif)
3. HKEY_LOCAL_MACHINE\SOFTWARE\Serif
4. HKEY_CURRENT_USER\Software\Serif

These are true by default in Windows so you will only need to check them if they have been altered previously.

Can I reduce the amount of data stored in the users’ Application Data folders?

Make sure you untick the option Unrestricted Application Data on the installation.

MoviePlus X6 also has a file called minappdata.mst on the CD to reduce this further (introduced in version 9.0.2). This can be installed in the following way:

**RM CC3** – Add the following line to the Serif MoviePlus X6 for RM CC3 Workstations.ini file and place minappdata.mst in the same folder.

WITransform=minappdata.mst

The program will need to be unallocated and then reallocated to make these changes.

**Windows Server** – Uninstall the program first of all. Copy the minappdata.mst file to the same folder as the MSI. Now create a new Software Package in Group Policy. Choose the Advanced option instead of Assigned after selecting the MSI. Go to the modifications tab and click Add to add the minappdata.mst file.

**Standalone** – At Stage Two (Installation) use the following command line to start the installation:

```cmd
msiexec /i "path\Serif MoviePlus X6.msi" TRANSFORMS="path\minappdata.mst"
```
Why do the DrawPlus X2 and/or WebPlus 10 installations fail?

Make sure you have the latest versions of these programs and that all the workstations have the latest version of Adobe Flash installed.

If the installation still fails, contact Technical Support for further advice.

Why is content missing from the program’s Help on RM CC3 Workstations?

In some Serif programs, the Help files are stored in the RMPublic drive. A security update to Windows blocked HTML Help content not stored on the computer itself. Please see the Microsoft Knowledgebase at the link below for further information on how to overcome this.

http://support.microsoft.com/kb/892675/
Contact Us

Technical Support

Serif provides free lifetime technical support for all of its education customers. If you have any questions regarding these installation methods or general usage of the programs please contact us.

Initial contact with Technical Support should be made through the online knowledgebase. You can search for answers to common questions and, if necessary, email us using the online form. To access the knowledgebase go to:

http://support.serif.com/Main/Default.aspx

If you wish to Email tech support direct please send to networking@serif.com

It is policy that Technical Support replies to all emails within one working day. However, if the query is more urgent, please telephone:

UK - 0845 345 6770
US - 603 886 6642

Corporate and Educational Sales

All account, ordering and licensing queries, and anything else of a non-technical nature, should be directed towards the Corporate and Educational Sales team. They can be contacted as below:

Email - edusales@serif.com
UK Telephone - 0800 376 6868
US Telephone - 1 - 800 489 6712