



Ariadne Installation and Setup Guide

Version: 2.11

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CHAPTER 1.

Introduction

The Ariadne is a server-client system for controlling display of electronic signs. There is a server part with a web-based user interface for content management. The signs are clients of the system. The signs poll the server for instructions about what to display and display the content at its monitor. The signs have different capabilities; some support only text and images and other also support rich media such as flash or video.

Sincerely,
The Ariadne Team

CHAPTER 2.

Ariadne Overview

The Ariadne is a server-client system for controlling display of electronic signs. There is a server part with a web-based user interface for managing the content. The signs are clients of the system. The signs poll the server for instructions about what to display and displays the content at its monitor. The signs have different capabilities; some supports only text and images and other also rich media such as flash or video.

The primary applications of sign systems are a combination of visual information: Directory to Events (way finding), Visitor information, Room Event information, Specific and general Information, Message.

Each type of visual information can be displayed in separate windows on a sign and are prioritized according to the general Layer specification.

The Ariadne system contains the following components:

- **Ariadne Database**
- **Ariadne IUI**
- **Ariadne Scheduler Service**
- **Ariadne External Booking Service**
- **Data Synchronization Service**

Ariadne Database is a database used to store Ariadne Application's data

Ariadne IUI Application is a Silverlight application for user to view and edit items.

Ariadne Scheduler Service is to generate schedule files for signs to read and display information. To send event successfully to signs, **Scheduler Service** must be installed on the target computer.

Ariadne External Booking Service is used to import events booked by other booking system to Ariadne database.

Data Synchronization Service is running to synchronize the data in the Ariadne Database's tables. The service is also for create new element in series event which has been in a specific time range compare to the current date. When day pass (at midnight), the service would check if an element in a series event satisfy the time range condition and create an event if it does. The **Data Synchronization Service** runs in 1 hour time interval and synchronizes data for the customer whose is at 12pm.

Definitions, Acronyms and Abbreviations

Term	Definition
Internet Information Services (IIS)	A Web server with integrated, reliable, scalable, secure, and manageable capabilities available over an intranet, the Internet, or an extranet, and is a tool for creating a strong communications platform of dynamic network applications.
Microsoft SQL Server	A database management system that supports Structured Query Language (SQL).
Microsoft .NET Framework	A set of Microsoft software technologies for connecting information, people, systems, and devices. It enables a high level of software integration through the use of Web services – small, discrete, building-block applications that connect to each other as well as to other, larger applications over the internet.
IUI	Intuitive User Interface
Sign	A physical stand with a built in monitor and client system to interpret the instructions from the server part of the system and visually display the output for the Viewers.

Table 1. Terminology List

CHAPTER 3.

Installation

This chapter describes how to install and set up Ariadne application. In this chapter:

- System Requirements
- Installing Prerequisite Software
- Installing Ariadne
- Removing Ariadne
- Post-Installation Setup

System requirements

This section elaborates on the essential system requirements that should be met prior to beginning the Ariadne installation.

Hardware Requirements

- 4Gb of RAM
- Processor Xeon Dual Core 2.83 GHz or higher
- 100 GB hard disk space available for the Ariadne Web Server.
- 100 GB hard disk space available for the Ariadne database.

Software Requirements

Ariadne server:

The table below shows the compatible installation options for components used in the Ariadne server to some certain operating systems:

Component OS	IUI	Database			Scheduler Service	External Booking Service	Data Synch Service
		SQL 2008 32bits	SQL 2008 R2 64bits	SQL 2012 Native			
Windows 2008 (32 bit)	Y	Y	N	N	Y	Y	Y
Windows 2008 R2 (64 bit)	Y	N	Y	N	Y	Y	Y
Windows 2012 Standard (64 bit)	Y	N	N	Y	Y	Y	Y

Y: The component can be installed into the relevant operating system.

N: The component cannot be installed into the relevant operating system.

REMARK:

- The English Windows server and SQL server must be employed.
- Make sure that no website uses port 80 on the machine where Ariadne server is installed.

Installing Prerequisite Software

Ariadne can run on the following operation systems: Windows Server 2008 (32 bit), Windows 2008 R2 (64 bit) and Windows 2012 Standard (64 bit).

Installing Microsoft .NET Framework

To run Ariadne you will need to have installed Microsoft .NET Framework 4.5.1
Microsoft .NET Framework 4.5.1 Redistributable Package is available [here](#)

REMARK: You can check whether you have .NET Framework installed or check the installed version by looking in **Control Panel, Add or Remove Programs**. If .NET Framework is installed on your machine, it should appear on the list.

Installing Microsoft Internet Information Services

Ariadne web application is hosted on a server running Internet Information Services (IIS). Prior to installing Ariadne application, you must make sure that IIS is installed on the target computer or a computer within your network.

If the version of IIS is 6.0, it must include the components below:

- Common Files
- Internet Information Services Manager
- World Wide Web Service:
 - Active Server Pages
 - Internet Data Connector
 - Server Side Includes
 - World Wide Web Service

If the version of IIS is 7.0, it must include the components below:

- Common HTTP Features
- Application Development
- Security
- Management Tools

Installing Microsoft SQL Server

Ariadne uses Microsoft SQL Server to store data in a database. Prior to installing Ariadne, you must make sure that SQL Server is installed on the target computer or a computer within your network.

For information on how to install Microsoft SQL Server, please refer to the standard Microsoft SQL Server documentation.

Information about Microsoft SQL Server is available [here](#).

Microsoft SQL Server Management Client tool must be setup to manage SQL Server. The SQL server has to be set to use Mixed mode security (Windows and SQL):

1. Right click at the SQL server in the main menu and select Properties

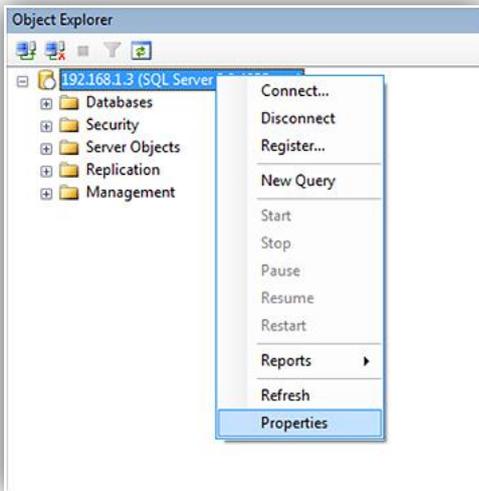


Figure 1. Object Explorer

2. In the Server Properties window, select Security on the left panel and set the Server authentication as SQL Server and Windows Authentication mode

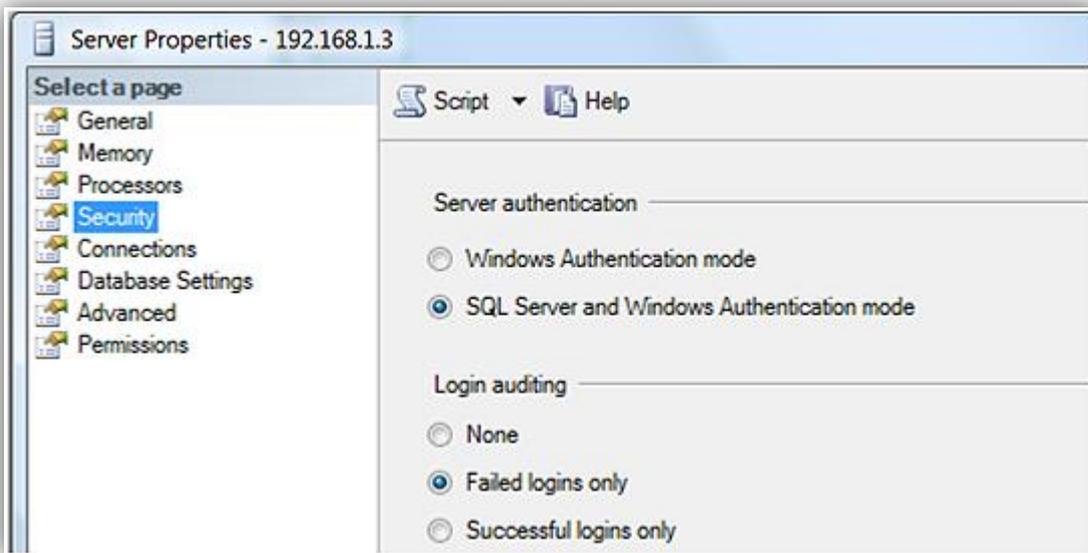


Figure 2. Server properties window

Installing Ariadne system

Ariadne Database installation

Launch the Ariadne installer by double clicking the file named Installer.exe

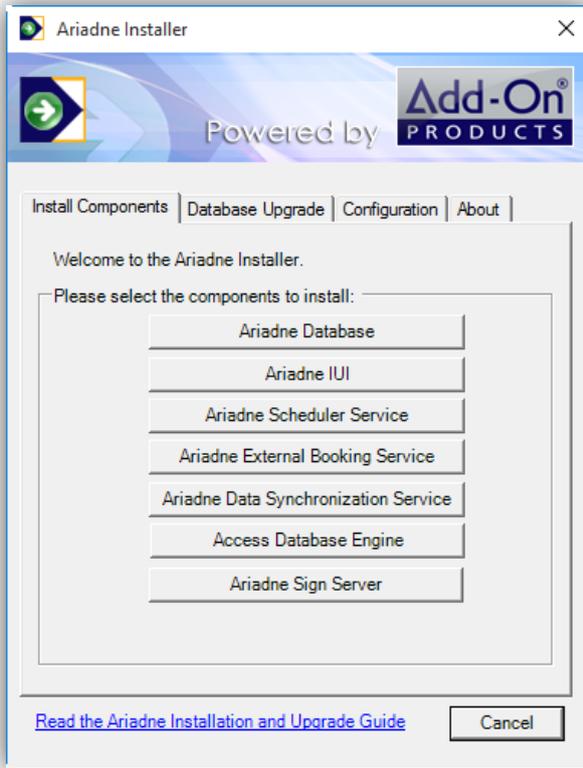
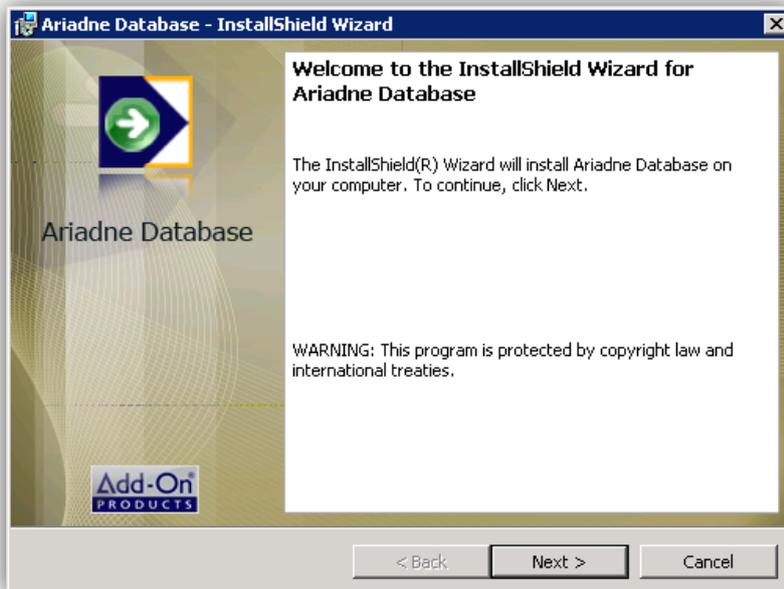
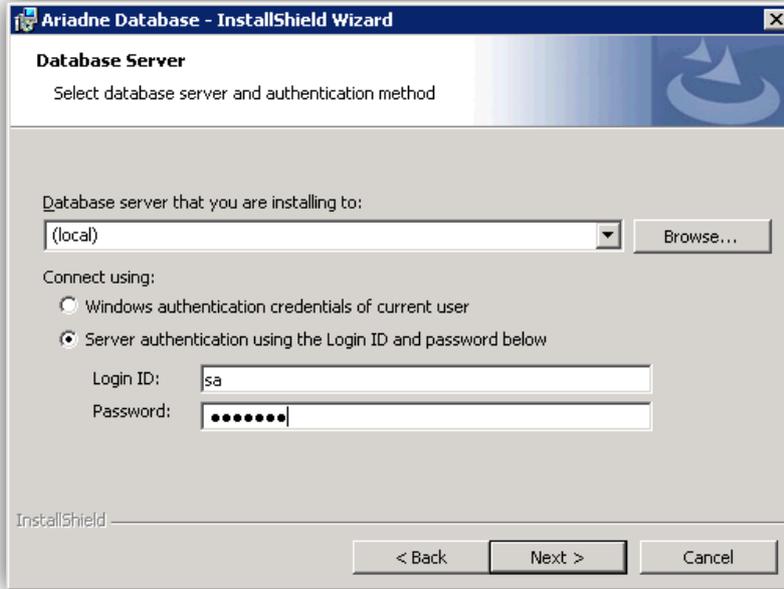


Figure 3. Ariadne Installer wizard

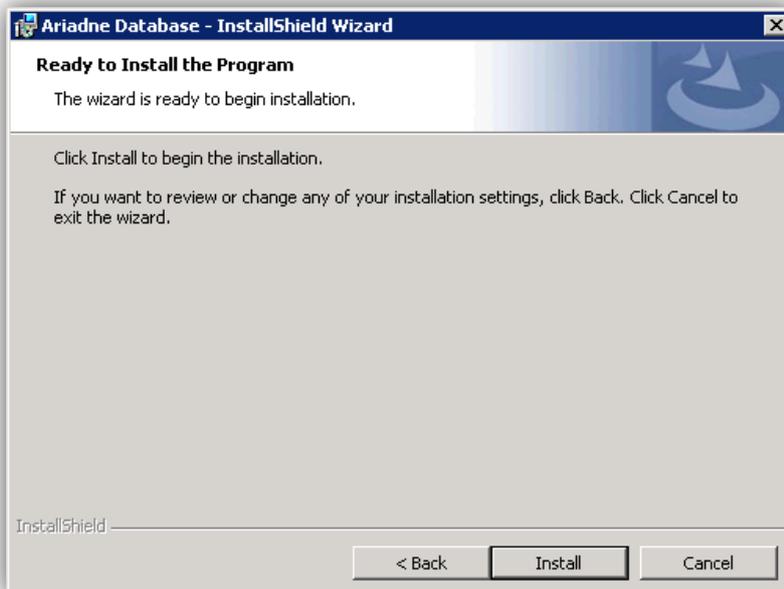
Click the [**Ariadne Database**] button to start the Ariadne database installation.



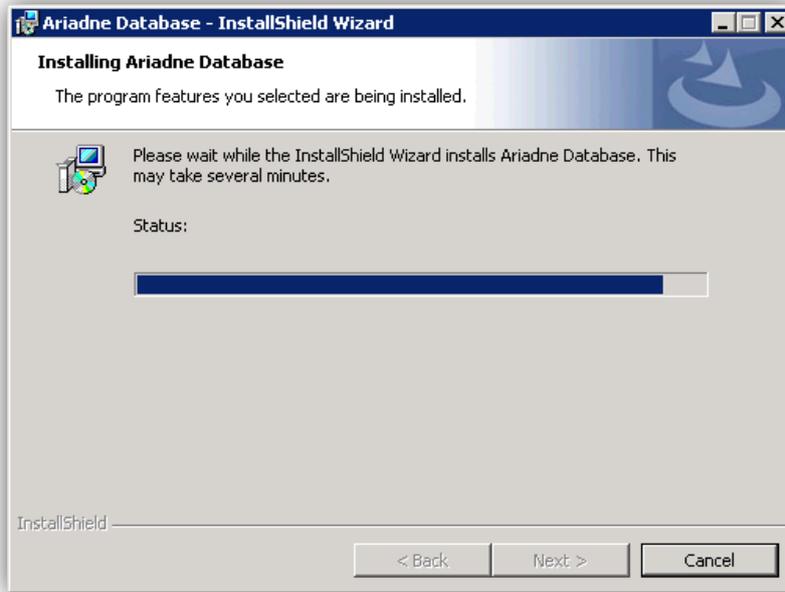
Click [**Next**] to proceed.



Select the database server where the Ariadne database will be installed. If your current login user does not grant you the right to create a new database on the database server, you must provide the installer with user name and password which has the right to create new database. Click [**Browse**] to find the database server on your local network.



Click [**Install**] to perform the Ariadne database installation.



Click [**Finish**] to close the Ariadne database installer wizard.

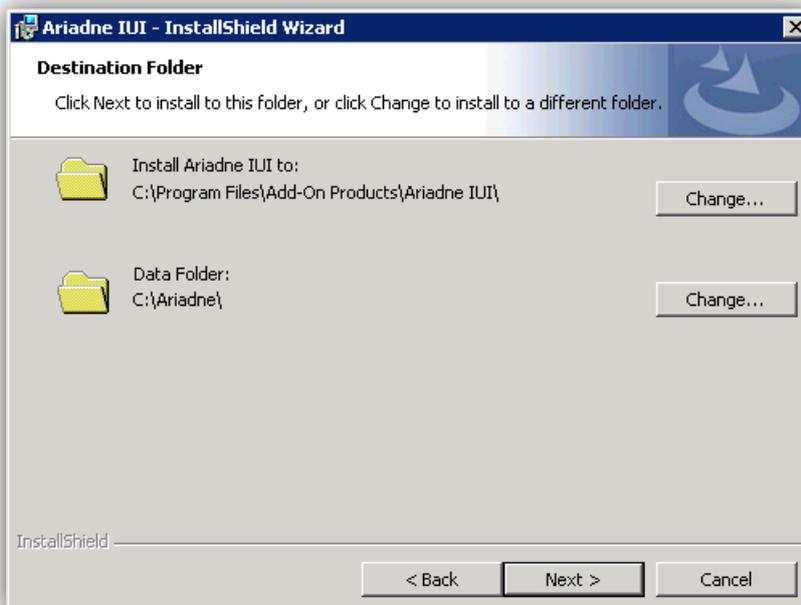
After the installation, Ariadne Database can be upgraded by the **Database Upgrade tool** described in the [Upgrading Ariadne Database](#) section in this guide.

Ariadne UII installation

On initial screen of Ariadne Installer Wizard, click the [**Ariadne UII**] button to start the Ariadne web server installation.

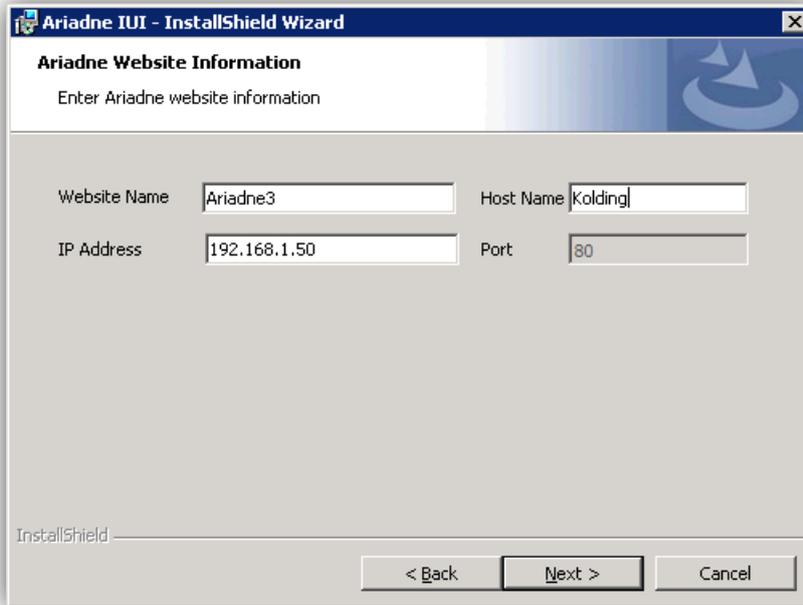


Click **[Next]** to continue.



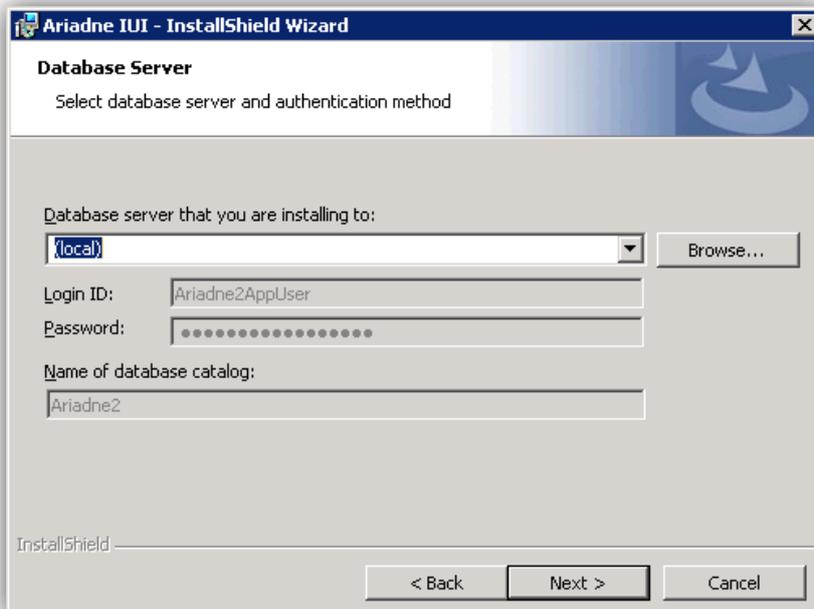
Select the location for Ariadne IUI installation folder and the **Data folder** where all dynamic content will be placed.

Click **[Next]** to continue.



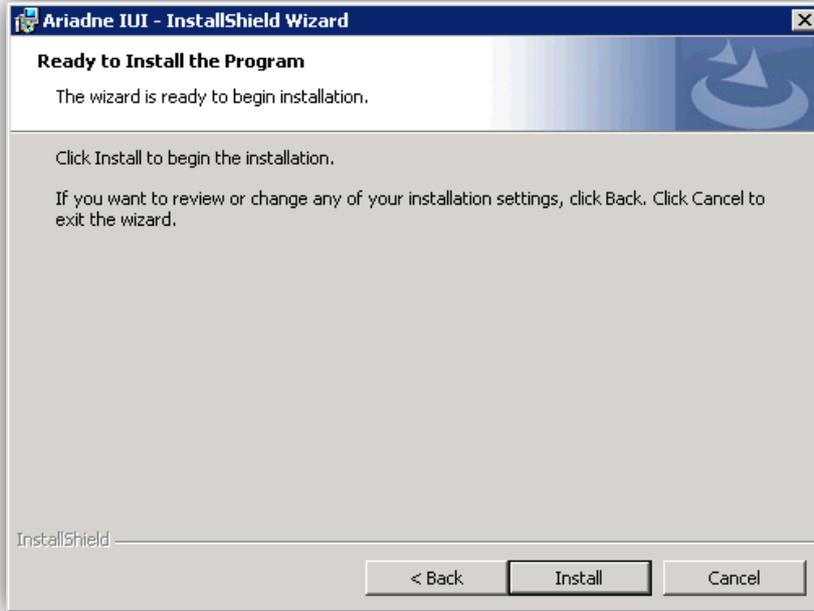
The screenshot shows the 'Ariadne Website Information' step of the 'Ariadne IUI - InstallShield Wizard'. The window title is 'Ariadne IUI - InstallShield Wizard'. The main heading is 'Ariadne Website Information' with the instruction 'Enter Ariadne website information'. There are four input fields: 'Website Name' with the value 'Ariadne3', 'Host Name' with the value 'Kolding', 'IP Address' with the value '192.168.1.50', and 'Port' with the value '80'. At the bottom, there are three buttons: '< Back', 'Next >', and 'Cancel'. The 'InstallShield' logo is visible in the bottom left corner.

Input Domain name and host name of the site, and enter the IP which the Ariadne site will be using. Click [**Next**] button to continue.

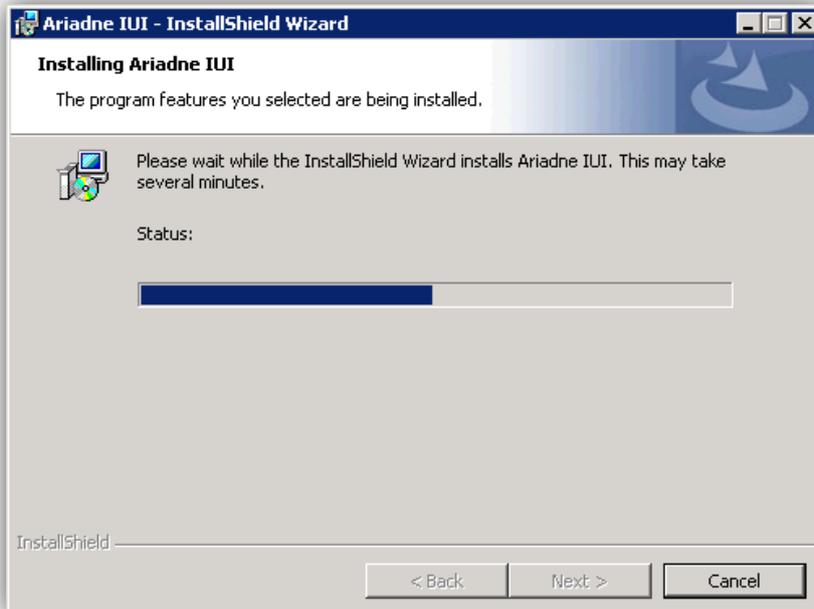


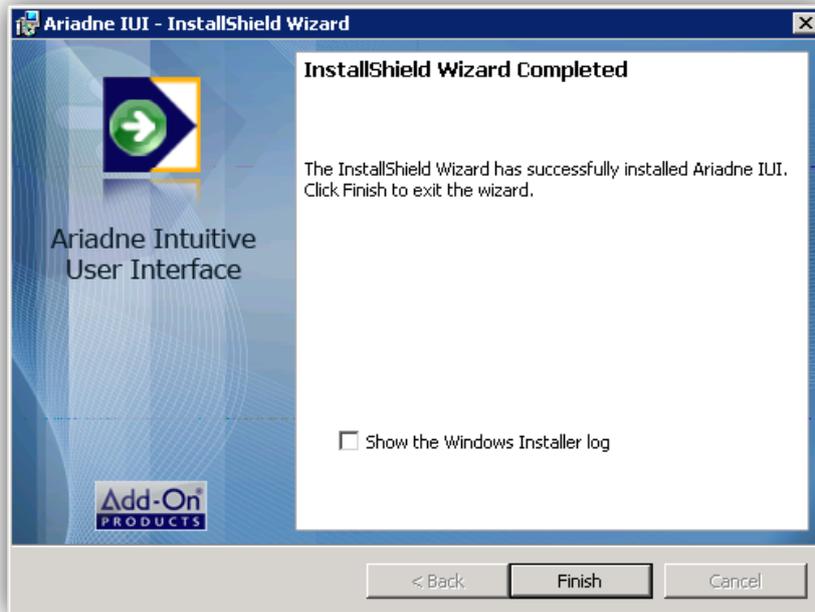
The screenshot shows the 'Database Server' step of the 'Ariadne IUI - InstallShield Wizard'. The window title is 'Ariadne IUI - InstallShield Wizard'. The main heading is 'Database Server' with the instruction 'Select database server and authentication method'. There is a dropdown menu for 'Database server that you are installing to:' with the value '(local)'. To the right of the dropdown is a 'Browse...' button. Below the dropdown are three input fields: 'Login ID:' with the value 'Ariadne2AppUser', 'Password:' with a masked password of ten dots, and 'Name of database catalog:' with the value 'Ariadne2'. At the bottom, there are three buttons: '< Back', 'Next >', and 'Cancel'. The 'InstallShield' logo is visible in the bottom left corner.

Enter IP or name of the Ariadne database server.



Click [**Install**] to begin the install process.





Click [**Finish**] to close the Ariadne web server installer.

Post-installation Setup

You have to manually check and, if needed, setup MIME types for the Ariadne website as in the table below:

Extension	MIME Type
.sch	application/schedule+xml
.rss	application/rss+xml
.ply	application/playlist+xml
.xaml	application/xaml+xml
.xap	application/x-silverlight-app
.xbap	application/x-ms-xbap

For more information of how to setup MIME types in IIS 7, refer to the **Appendix B: MIME type implementation**.

NOTE: Time of Ariadne database server and Ariadne UI server must be the same.

Microsoft Office Access database engine 2007 installation

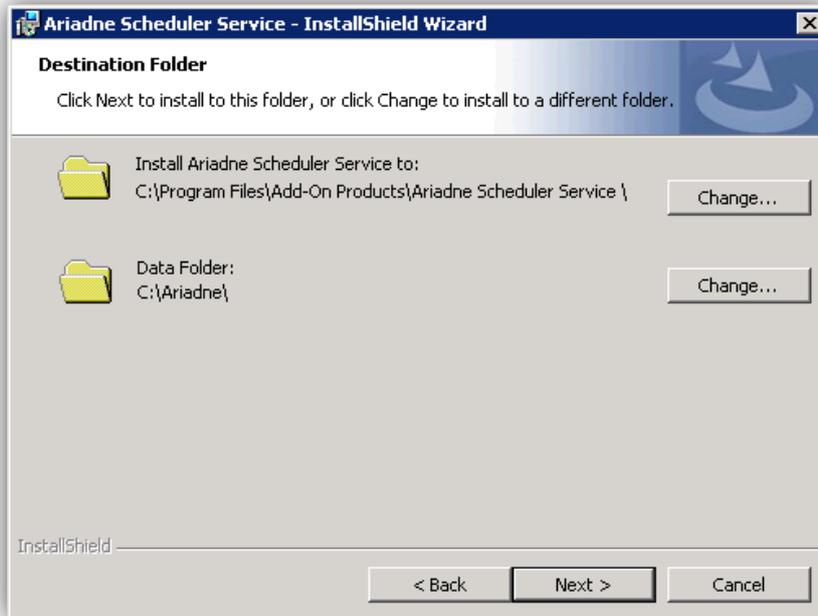
On initial screen of Ariadne Installer Wizard, click the [**Access Database Engine**] button to start the Microsoft Office Access database engine 2007 installation. Then follow the Microsoft Office Access database engine 2007 wizard's instruction to install the engine.

Ariadne Scheduler Service installation

On initial screen of Ariadne Installer Wizard, click the [**Ariadne Scheduler Service**] button to start the Ariadne scheduler service installation.

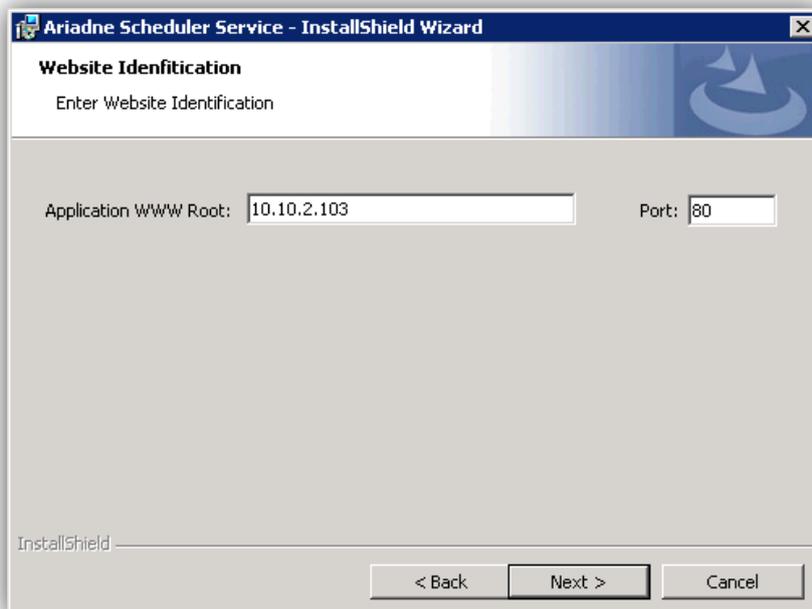


Click [**Next**] to continue.

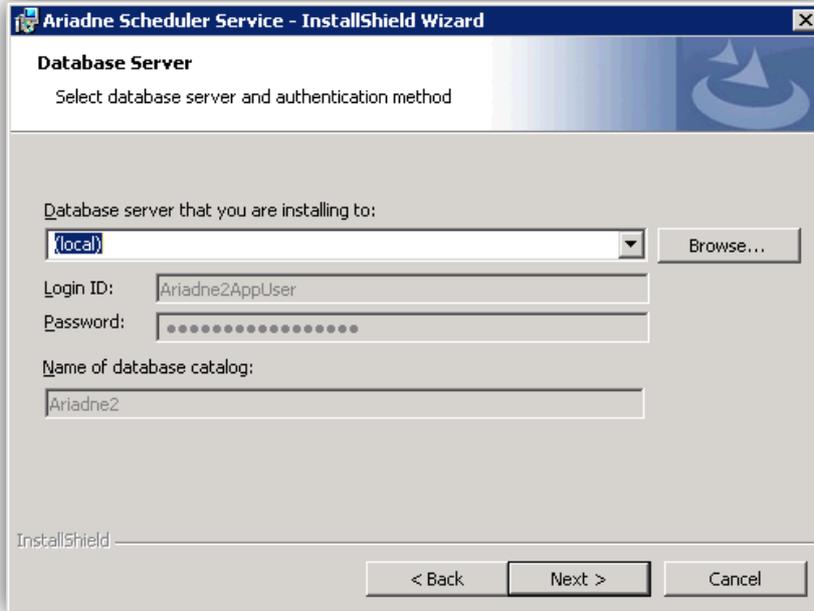


Select location for Scheduler Service installation folder and the **Data folder** which is the same data folder that you selected during the Ariadne IUI installation. The data folder path is used for saving Scheduler file and logging purposes.

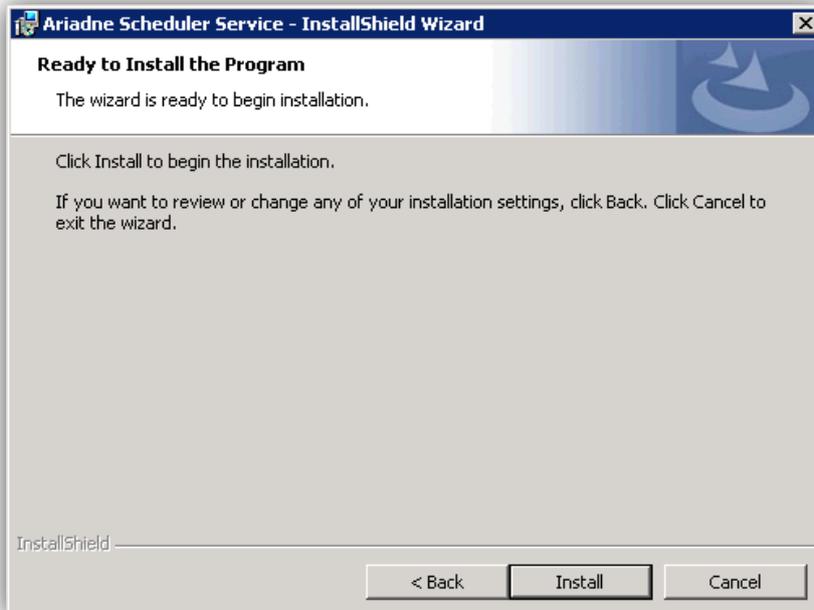
Click [**Next**] to continue.



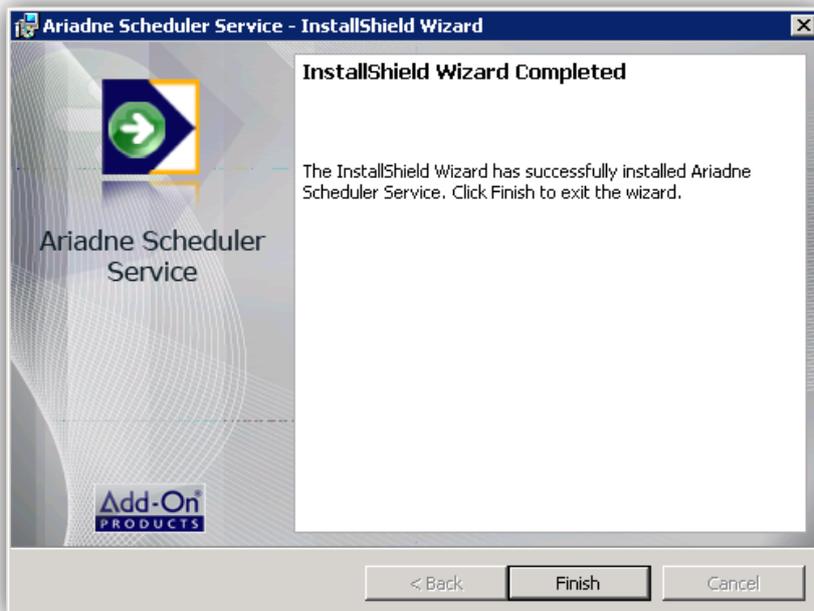
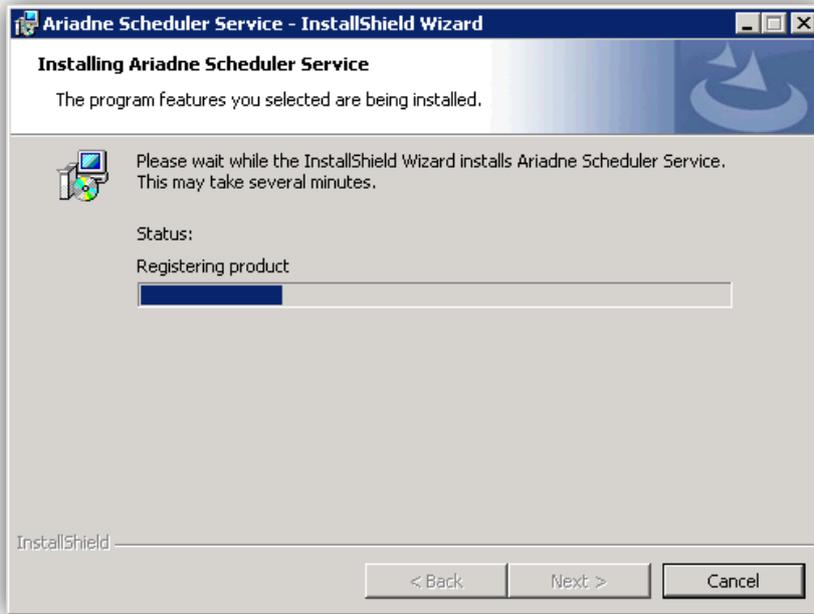
Select the Ariadne IP, and click [**Next**].



Enter IP or name of the Ariadne Database server then click [**Next**] to proceed.



Press [**Install**] to begin the installation process.



The Ariadne scheduler service installation has now been finalized.

Click [**Finish**] to close the installer.

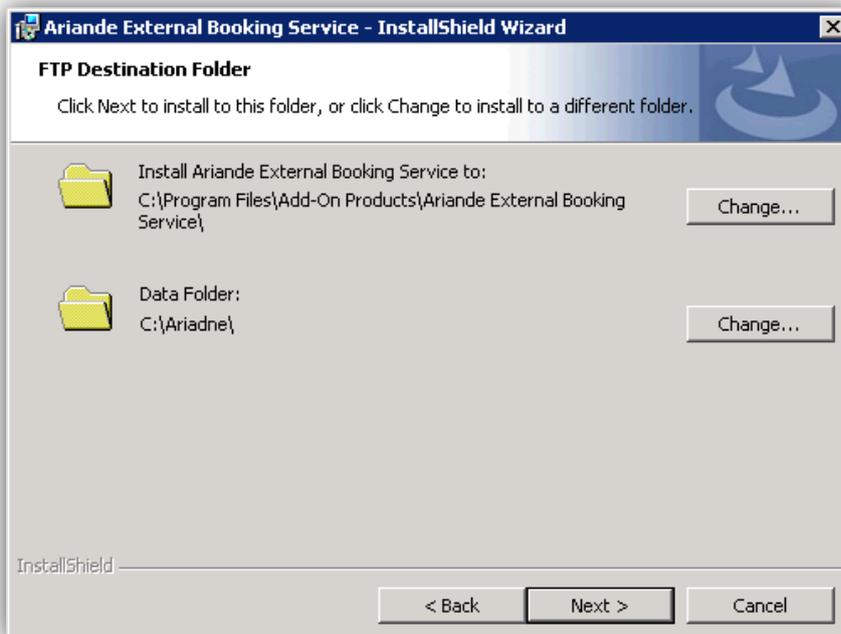
Scheduler Service will start automatically after the installation.

Ariadne External Booking Service installation

On initial screen of Ariadne Installer Wizard, click the [**Ariadne External Booking Service**] button to start the Ariadne External Booking Service install.

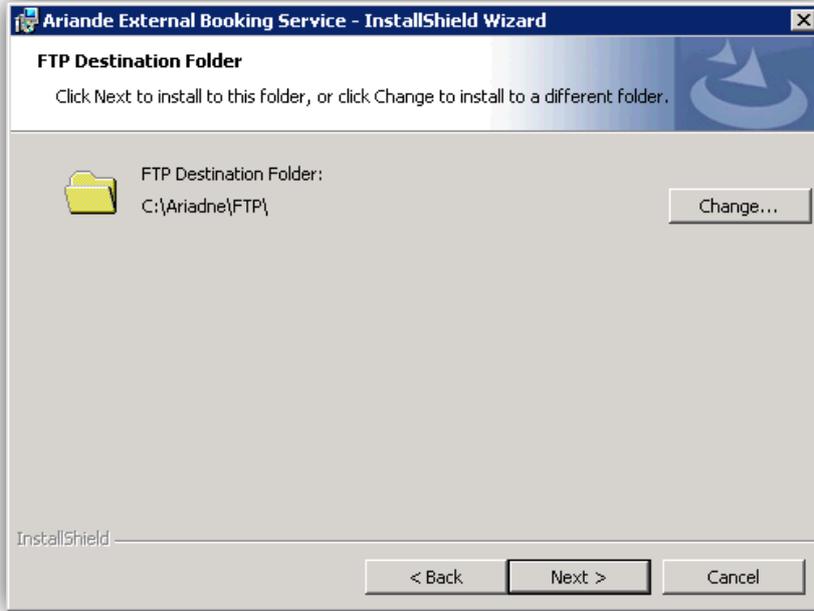


Click [**N**ext] to continue.

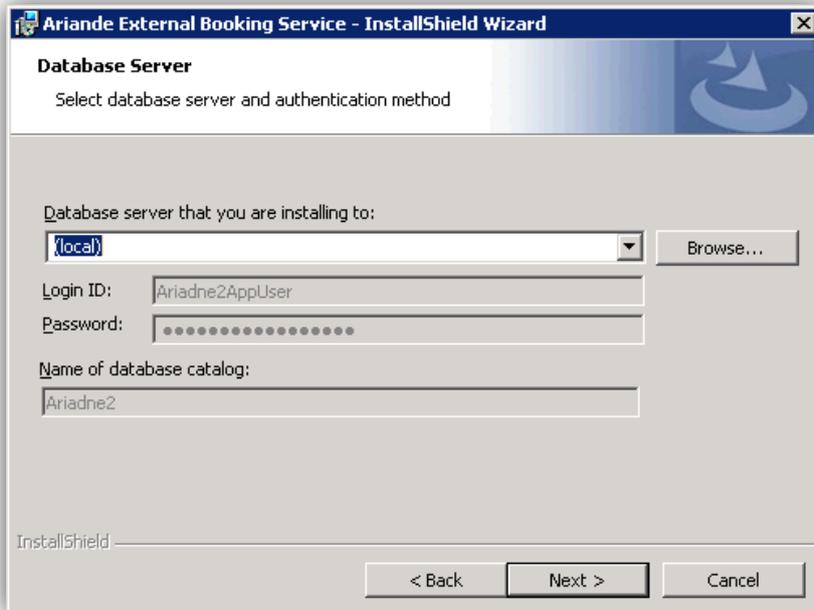


Select the location for External Booking Service installation folder and the **Data folder** which is the same data folder that you selected during the Ariadne UI installation. The data folder path is used for logging purpose as External Booking Service log file would be placed in the Log folder located in the data folder.

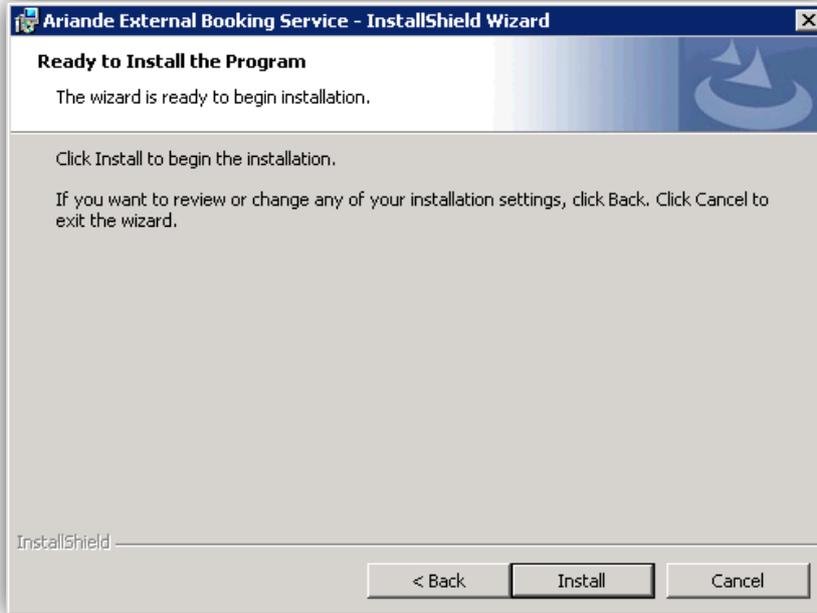
Click [**N**ext] to continue.



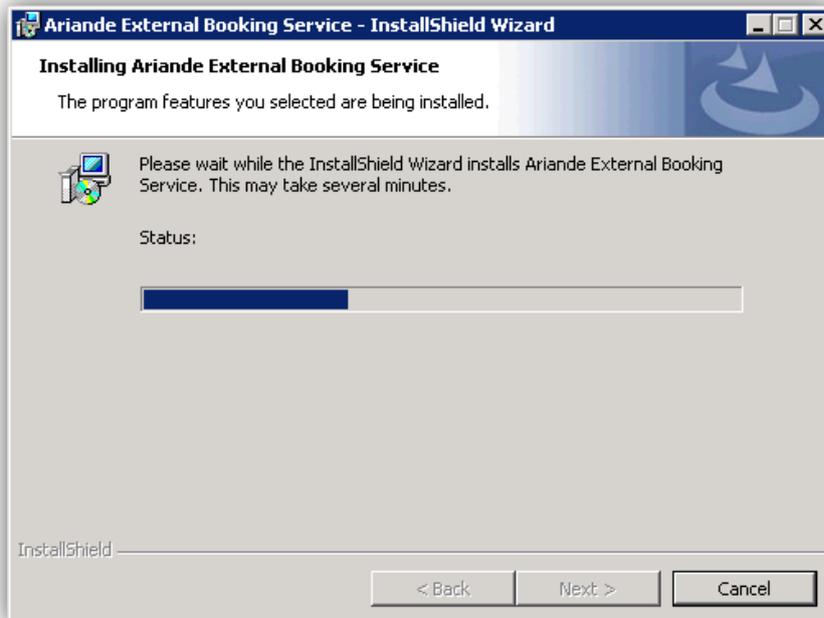
Enter the location where xml import data should be imported from.

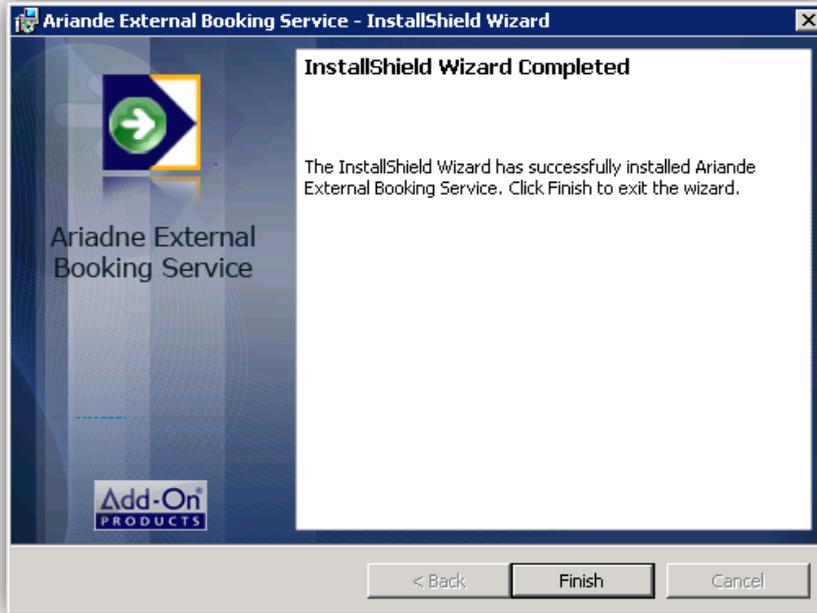


Enter IP or name of the Ariadne Database server, and click **[Next]**.



Press [**Install**] to begin the installation process.

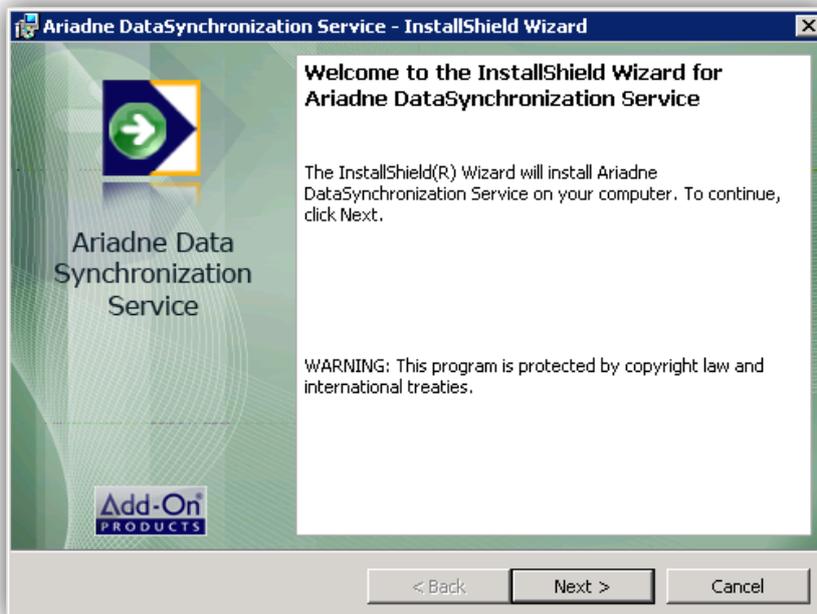




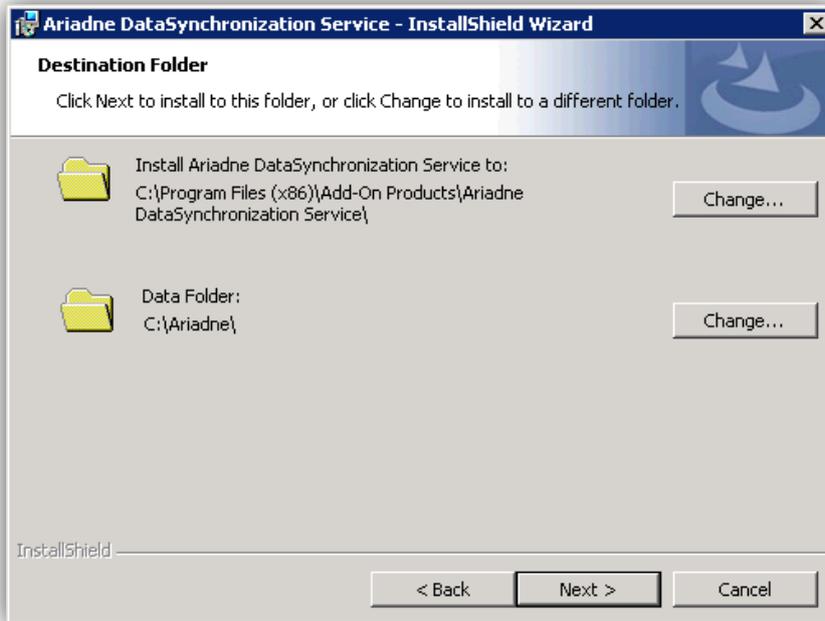
The Ariadne external booking service installation has now been finalized. Click **[Finish]** to close the installer. Ariadne External booking service will start automatically after installed.

Ariadne DataSynchronization Service installation

On initial screen of Ariadne Installer Wizard, click **[Data Synchronization Service]** button to install the Data Synchronization Service.

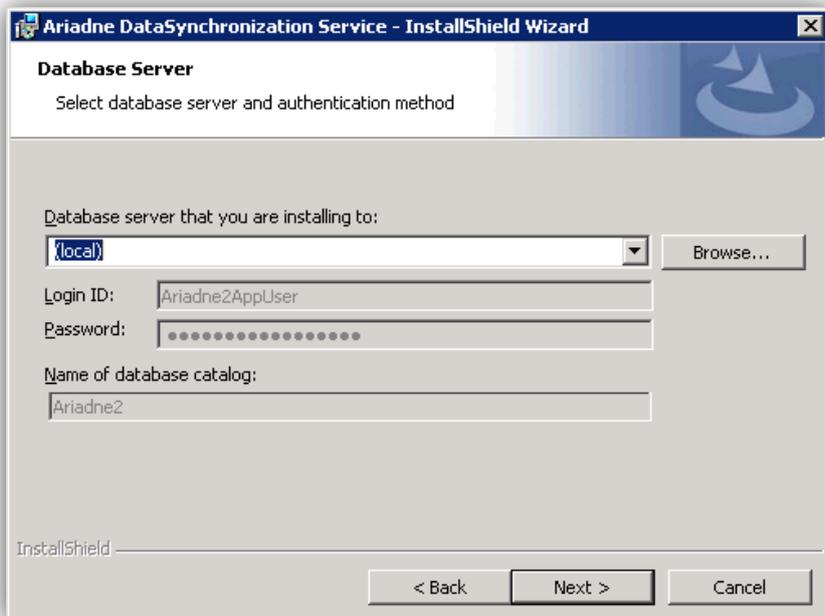


Click **[Next]** to continue.

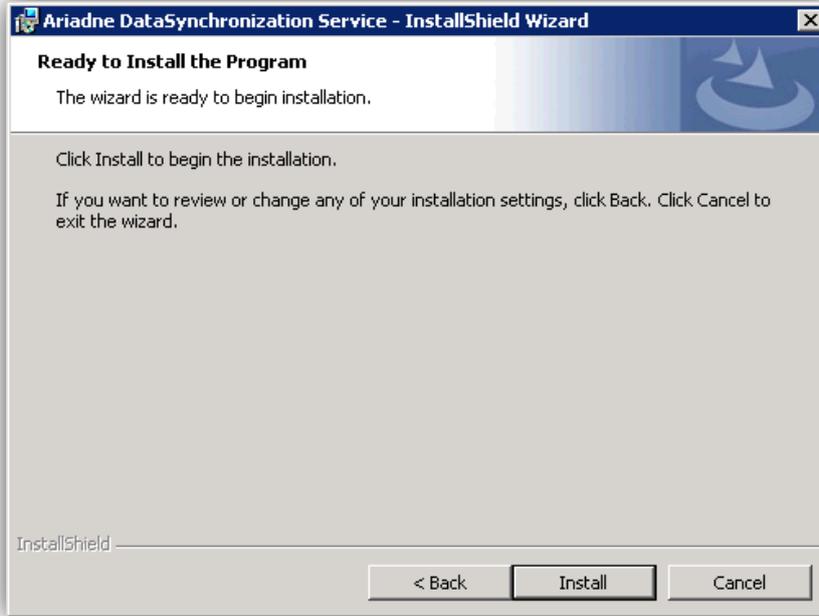


Select the destination folder where the Ariadne DataSynchronization Service files should be placed and the **Data folder** which is the same data folder that you selected during the Ariadne UI installation. The data folder path is used for logging purpose as External Booking Service log file would be placed in the Log folder located in the data folder.

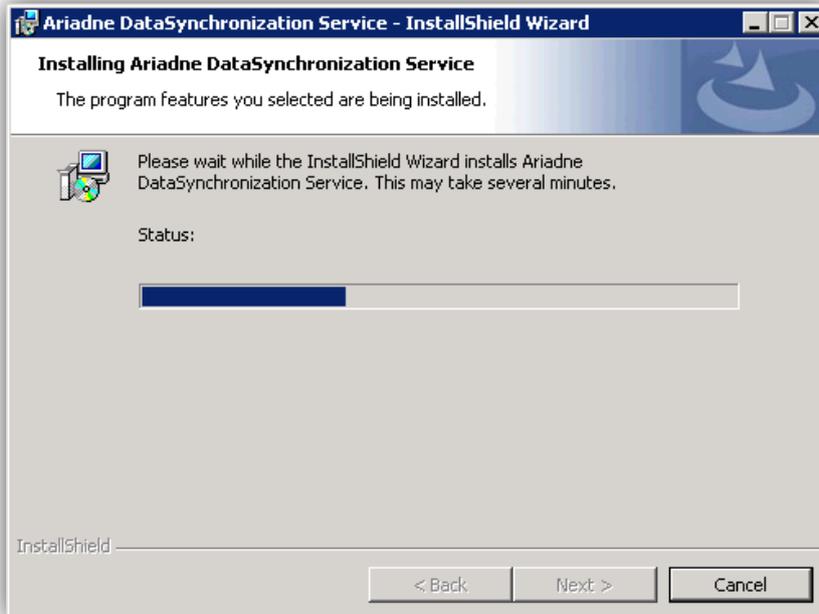
Click [**Next**] to continue.

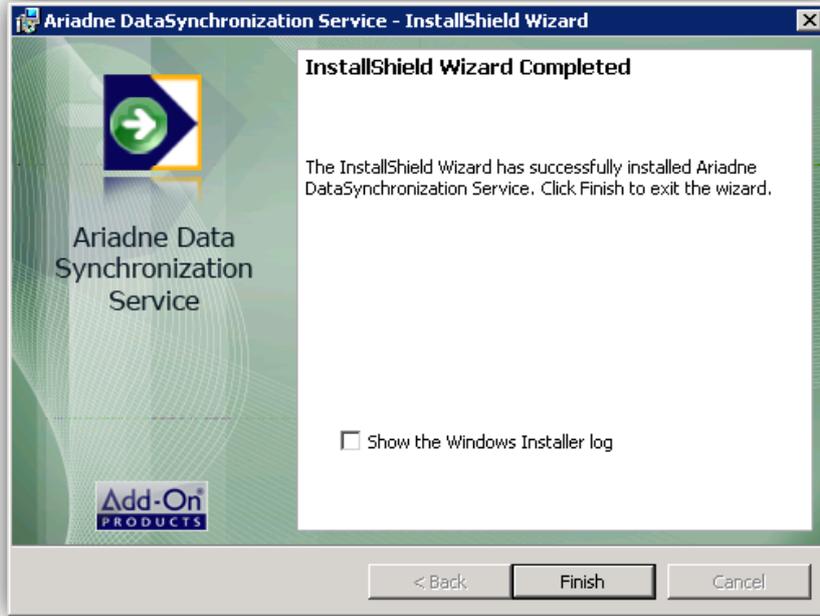


Enter IP or name of the Ariadne Database server.



Click **[Install]** to begin the installation process.

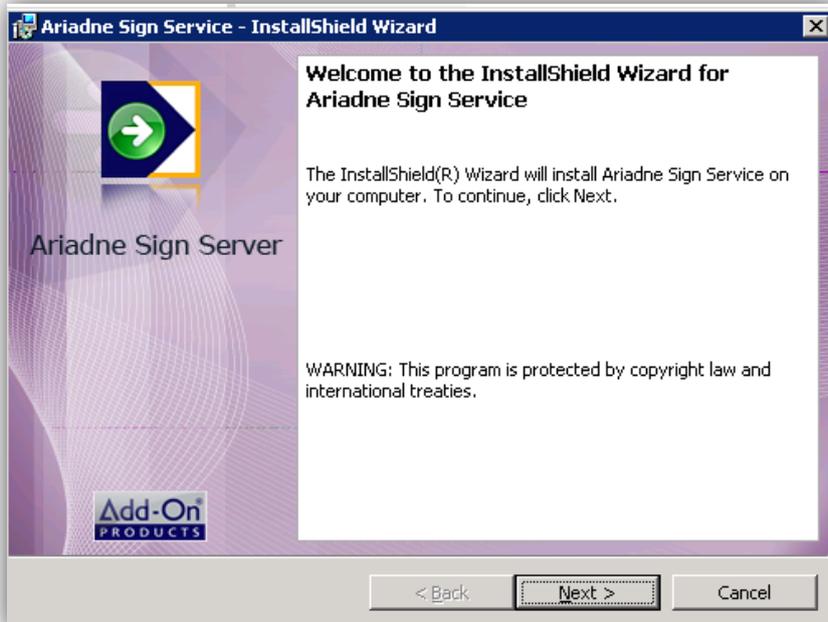




The Ariadne DataSynchronization Service installation has now been completed. Click [**Finish**] to close the installer. Ariadne DataSynchronization Service starts automatically after the installation.

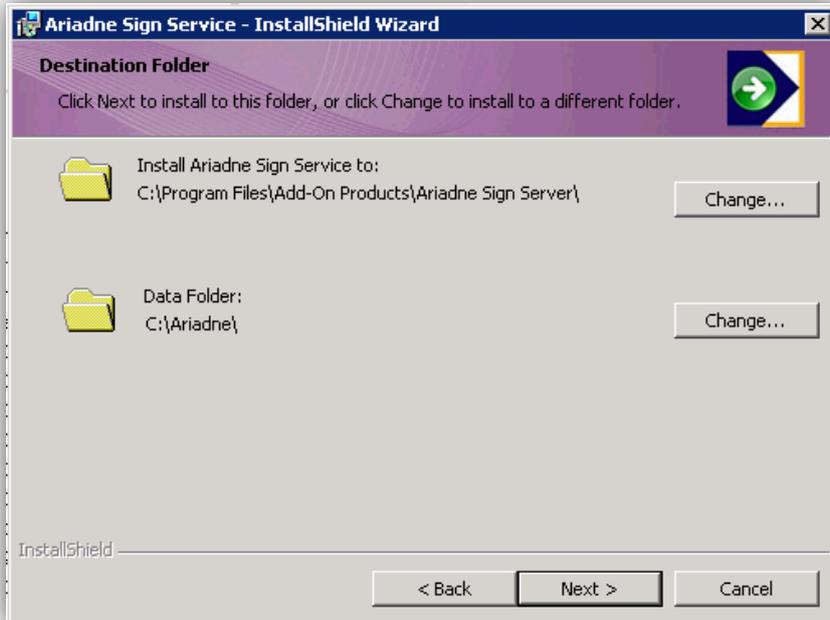
Ariadne HWI Server installation

On initial screen of Ariadne Installer Wizard, click [**Ariadne Sign Server**] button to start installing Ariadne HWI Server. This will open the Ariadne Sign Service installation wizard:



Click [**Next**] to continue... The default installation destination or data folder can be changed by clicking [**Change**]... and browse the customized folders.

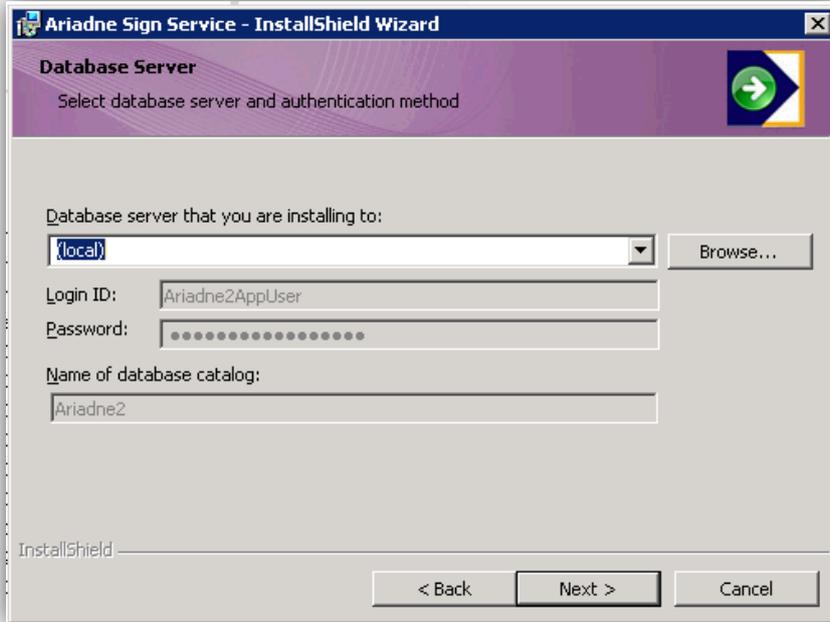
Click [**Next**] to the next step.



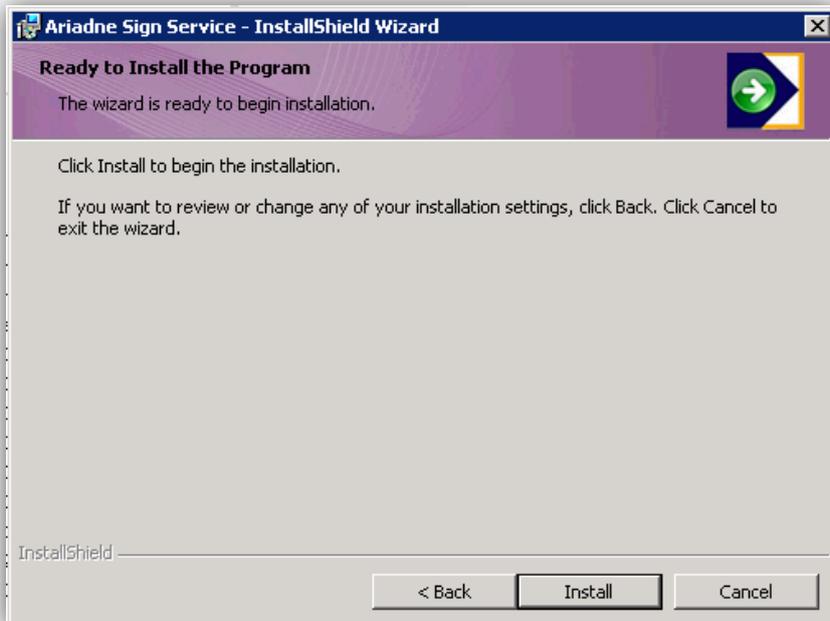
Enter Ariadne Sign Server IP into the box and click [**Next**]



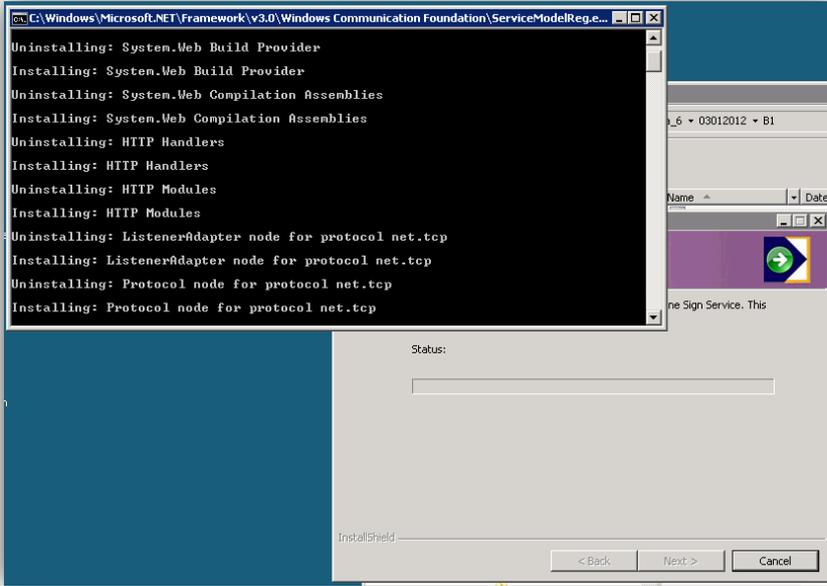
Select the Database server that you are installing by choosing from the list or using [**Browse**] button. Click [**Next**] to continue...



Click [**Install**] to start installation progress...



You can see some progresses like this:



Click [**Finish**] to complete the Ariadne Sign Service installation:



Upgrading or Removing Ariadne

Upgrading Ariadne Database

On initial screen of Ariadne Installer Wizard, select Database Upgrade tab:

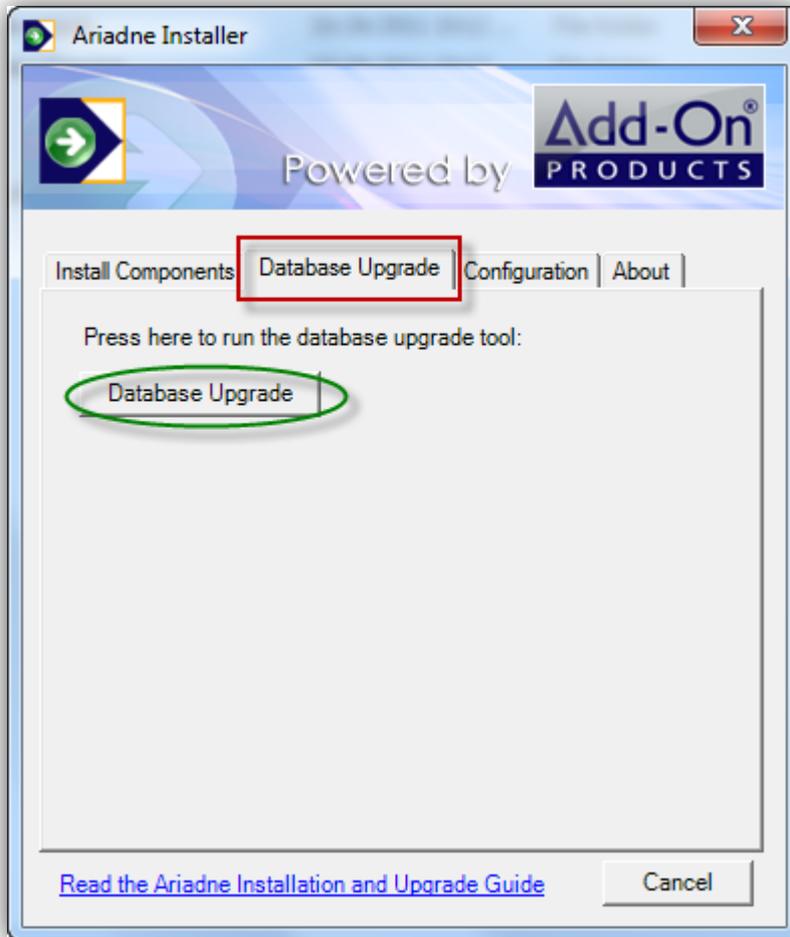


Figure 4. Ariadne Installer Wizard

Clicking Database Upgrade button opens the Ariadne Database Upgrade Tool as shown in the figure below:

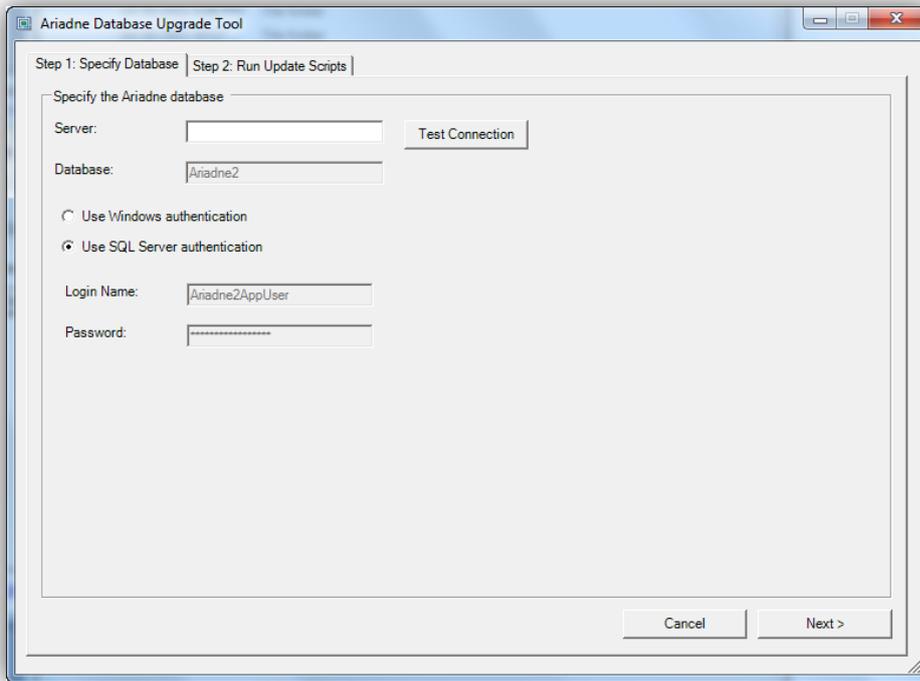


Figure 5. Ariadne Database Upgrade Tool – Step 1

In the Step 1 displayed on the interface, you have to specify necessary information of Ariadne database. After that, click **[Next]** button to proceed to step 2:

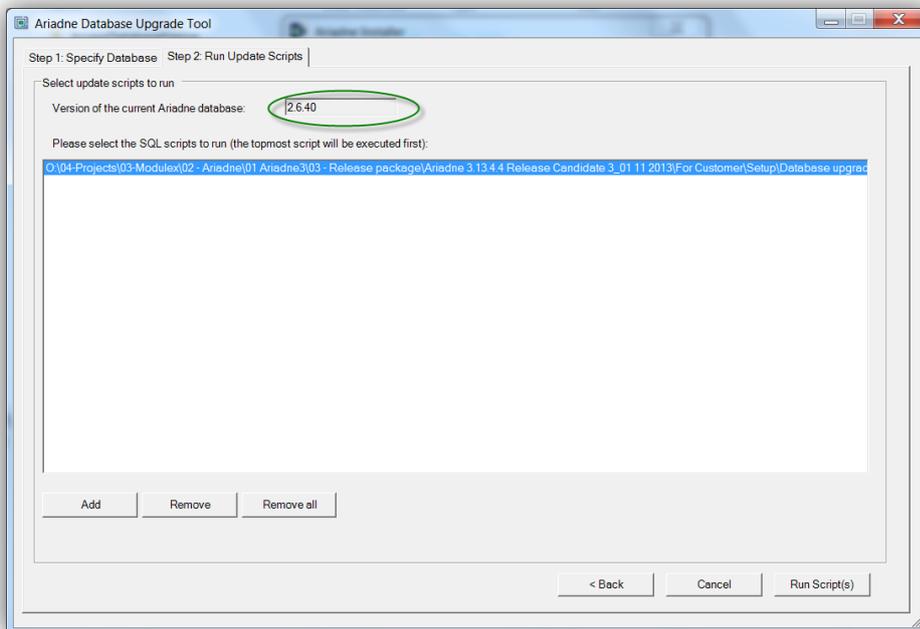


Figure 6. Ariadne Database Upgrade Tool – Step 2

You can see your current database version as highlighted in the above figure. Select the script to execute upgrading, then click **[Run script(s)]**. A confirmation message appears:

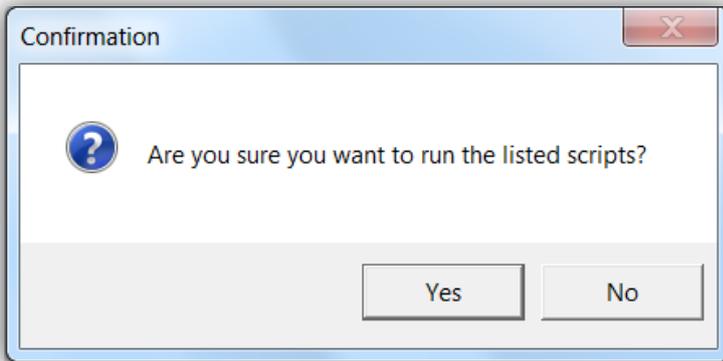
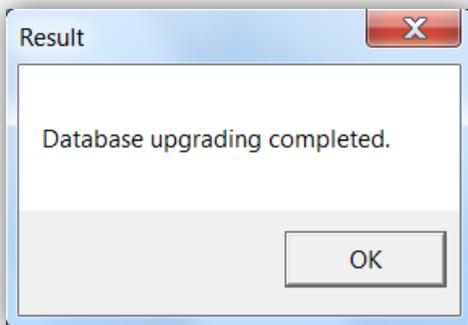


Figure 7. Confirmation message

Click [**Yes**] to proceed, the script(s) will be executed until the result notification shows up:



After clicking [**OK**], you can see that the version of your database has been changed to a new one:

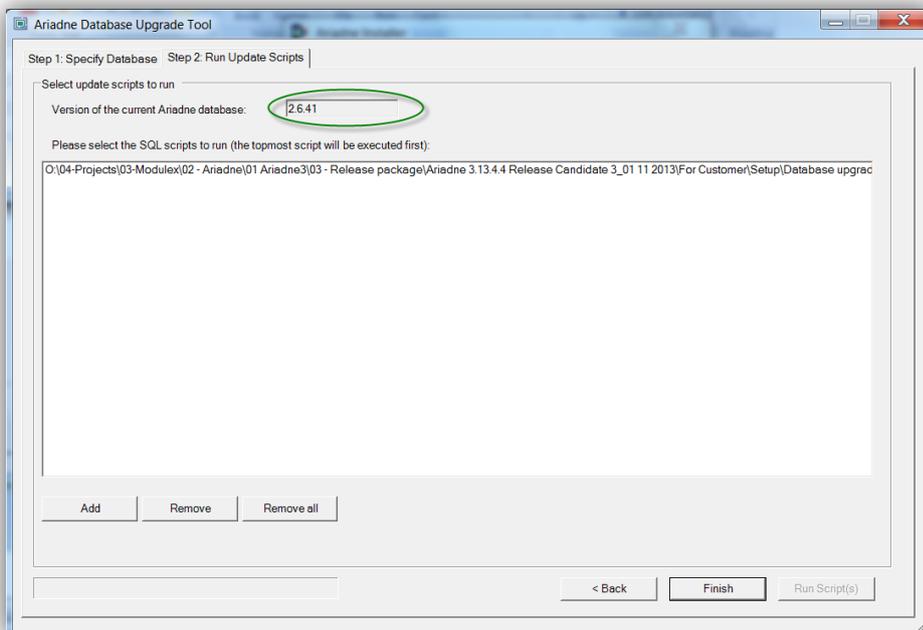


Figure 8. Finish upgrading database

Click [**Finish**] to complete upgrading Ariadne database.

Upgrading other components

To perform an upgrade for Ariadne Scheduler Service, Ariadne External Booking Service and Ariadne Data Synchronization Service, execute the Installation file which has new version than the installed Ariadne UII version.

For instance to upgrade Ariadne Scheduler Service: On initial screen of Ariadne Installer Wizard, click [**Ariadne Scheduler Service**] button to start the installation.

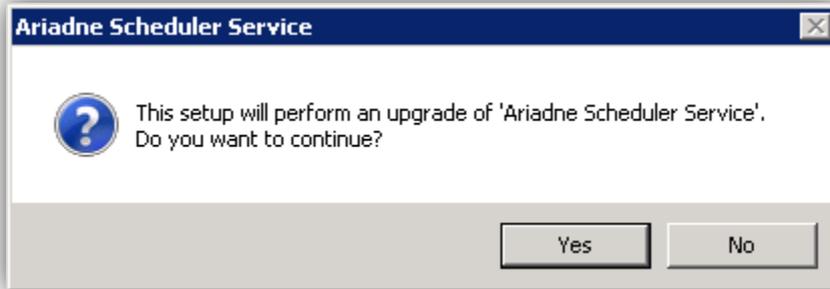


Figure 9. Ariadne Scheduler Service upgrading dialog box

Click [**Yes**] to confirm and follow instruction of the setup wizard to perform the upgrade.

Removing Ariadne

You are able to repair, modify or remove any installed Ariadne components by opening the Ariadne installer wizard, select an installed component and then follow the instruction of the wizard.

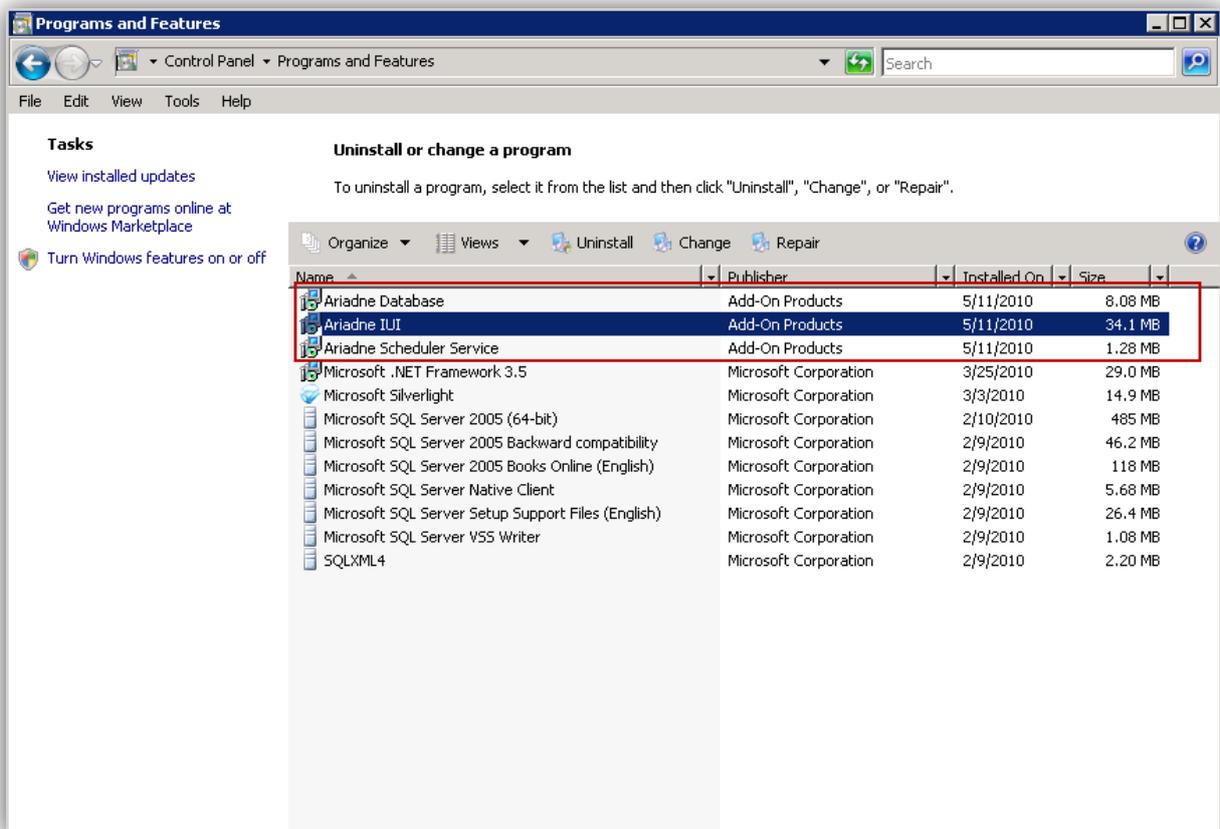
NOTE: To perform this action, the version of the setup file must be the same version as the setup wizard which is used to install Ariadne UII.

For instance to upgrade Ariadne UII: On initial screen of Ariadne Installer Wizard, click [**Ariadne UII**] button to start the Ariadne web server uninstallation.





It is also possible to remove Ariadne by Windows tool: **Start → Control Panel → Programs and Features**. The list of all programs installed on your computer will appear. It will look similar to the figure below:



Select an Ariadne component entry in the list and click **[Uninstall]**.

CHAPTER 4.

Post-Installation Setup and Maintenance

This chapter describes how to set up and maintain Ariadne system.

In this chapter:

- Setting up a new Ariadne system
- Trouble shooting

Setting up a new Ariadne system

After installation, you have to set up a new customer and other essential settings:

1. Create New customer
2. Import License file
3. Customer properties
4. Choose language
5. Date/Time settings
6. Add/remove modules
7. Setting up External Booking
8. Register Sign
9. Select Sign using license
10. Import License and select signs.
11. Import Pictures, Fonts, and pictograms and other media files.
12. User/Groups
13. Setting "Write" permission for Network service at the StyleSetXMLFiles folder. Refer to Appendix C.
14. Import StyleSet
15. Assign StyleSet to Sign
16. Create Room template
17. Create rooms, room groups, areas, accessories
18. Create WayFinding template
19. Create Guest template
20. Assign template to StyleSet
21. Assign Room to Sign

For information about how to do these steps, refer to the **Ariadne Administrator Guide**. About step 6, refer to the **Ariadne User Guide** for detailed information.

Trouble Shooting

This section describes common problems that you may encounter when using Ariadne along with recommendations on how to avoid or solve these problems.

Ariadne system fails to install

1. In the installation process, you might encounter the error: *The current identity (NT AUTHORITY\NETWORK SERVICE) does not have write access to 'C:\windows\Microsoft.NET\Framework\v2.0.50727\Temporary ASP.NET Files'*. To fix this, you have to add write permission for the current user or install by a user which has write permission in this folder.
2. After install, when enter the web application, you see the **Http 404** error, try to re-register .NET framework 2.0.

Ariadne Application Fails to Start

If you cannot access Ariadne application in the Web browser and you are shown an error page, please make sure that:

- You entered the correct address to the Ariadne application.
- The port for HTTP connections is not blocked by a firewall between the client PC and the server with the Ariadne application.
- If you have more than one version of .NET Framework installed on the machine with Ariadne Application, make sure version 3.5 is specified for the Ariadne Web server.

Error 500.19

After installing Ariadne Web server, if you encounter the error 500.19, please check if you have installed the .Net feature of IIS 7.

Error 2104

When you open the Ariadne Web application, if you encounter the error 2104, please setup three different MIME types for the Ariadne website as in the table below:

Extension	MIME Type
.xaml	application/xaml+xml
.xap	application/x-silverlight-app
.xbap	application/x-ms-xbap

Signs on Ariadne production server appears to be offline

The symptom of this issue is that all screens (for all customers) seem to be off-line, but actually they are not. When this happens, please check the time on Ariadne database server and Ariadne IUI server. Make sure the times in these servers are the same.

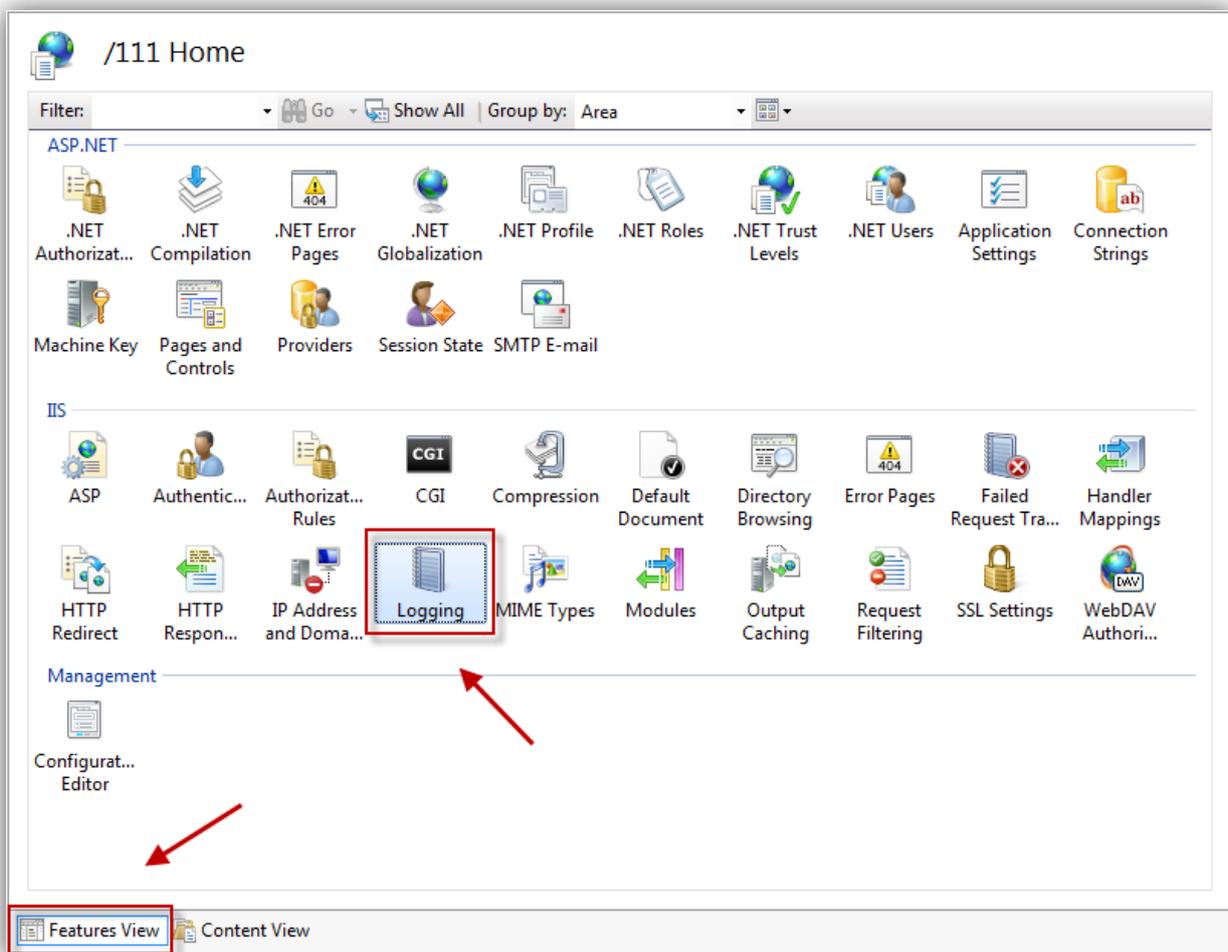
CHAPTER 5.

Appendices

Appendix A: IIS Log

The IIS Log is an integrated part of IIS 6 and 7, which logs any access to a web page. This feature is valuable if you wish to do statistics, measure traffic or detect hacking attempts. Unfortunately Microsoft has not implemented a cleanup routine for this feature, which means that this data will just accumulate and take up space on the system drive. Meanwhile the Ariadne software generates a lot of this log (~50 Mb/day) because of the way it drives some web services, so you are advised to simply deactivate IIS logging.

1. Open IIS Manager and select the Ariadne website.
2. In **Features View**, double-click **Logging**.



3. On the **Logging** screen view, in **Actions** pane, click **Disable** to disable logging.

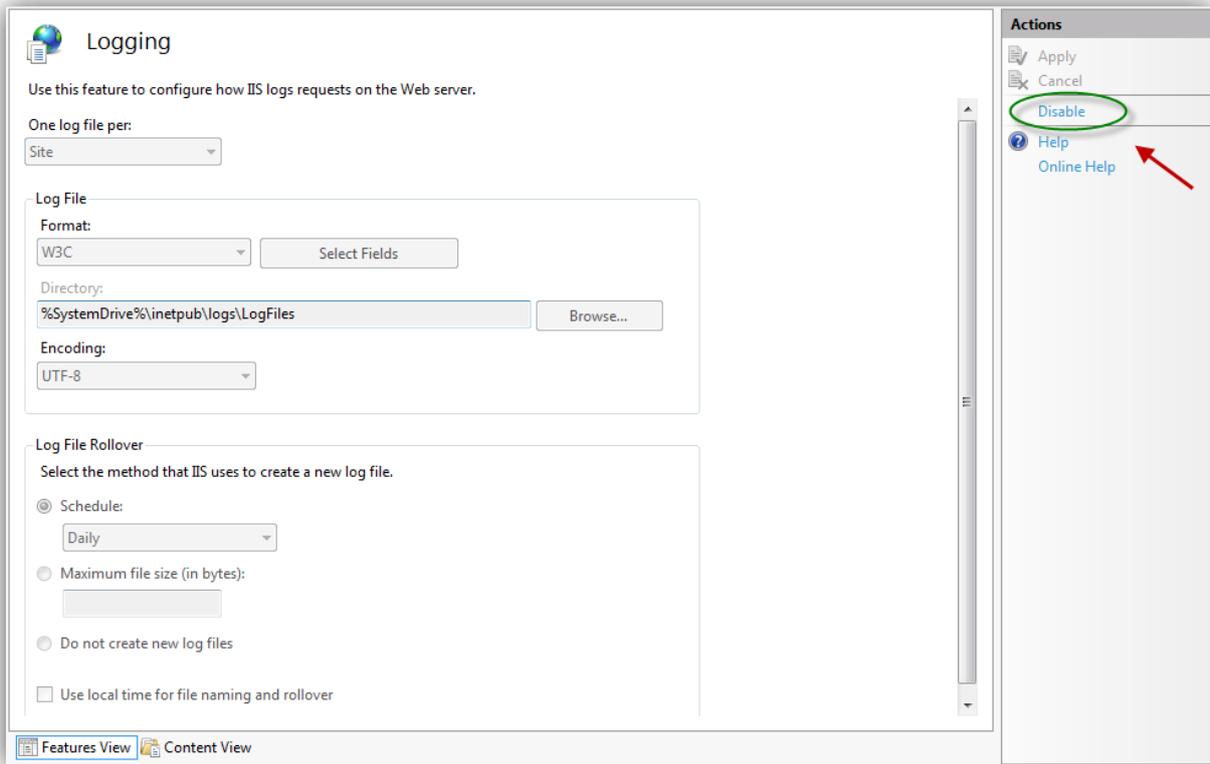


Figure 10. Logging screen view

Appendix B: MIME type implementation

In order to ensure that the Ariadne system displays content correctly on signs, it is important that MIME types are correctly configured on the web site that hosts the rich media contents for the signs.

Configuring Ariadne website in IIS 6.0

In the IIS Manager, right click at Ariadne3 website and select properties

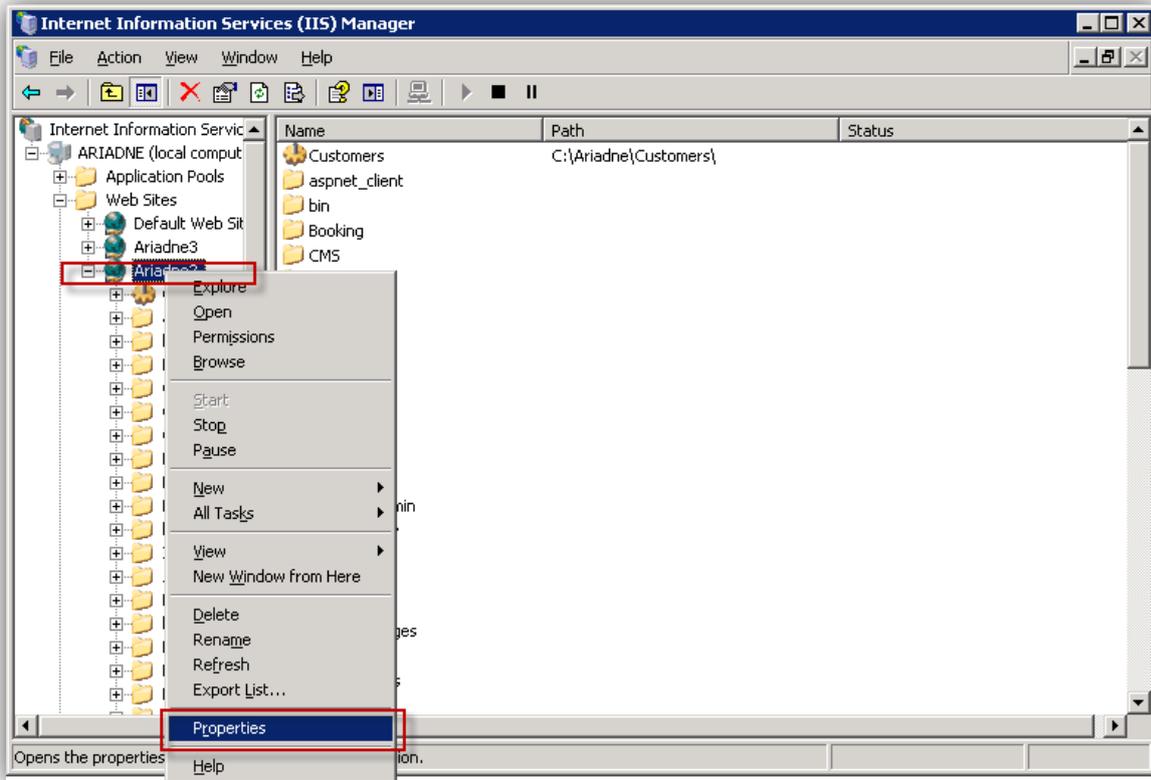


Figure 11. IIS Manager window

In [HTTP Headers] tab, set MIME types for the Ariadne website as below:

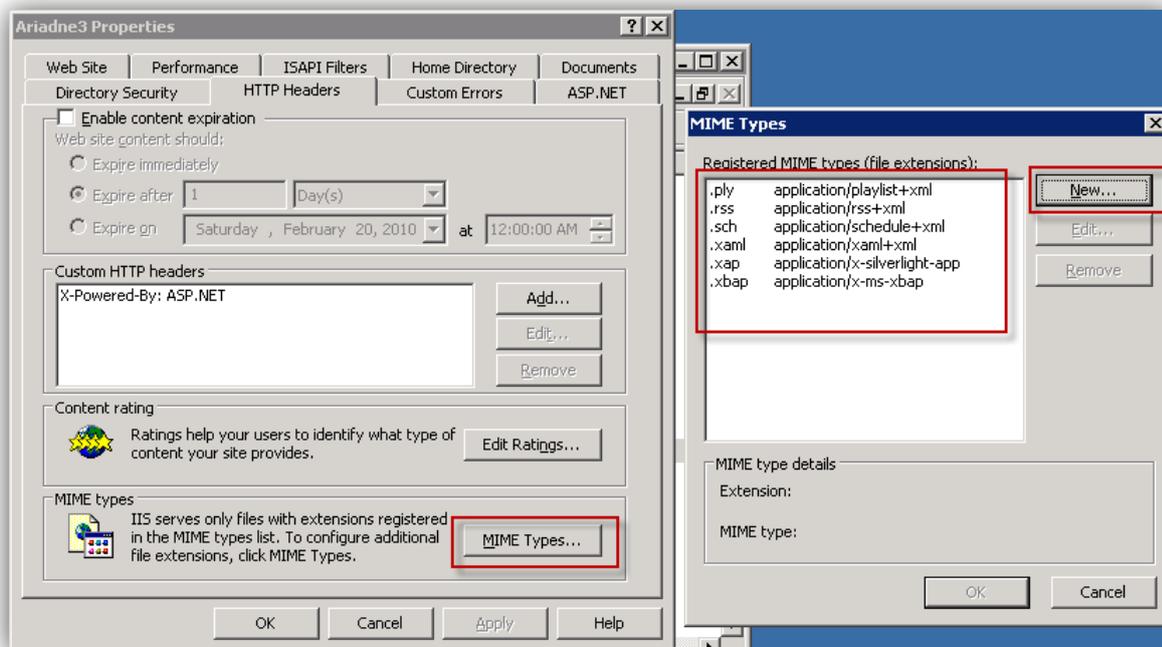


Figure 12. Ariadne properties in IIS Manager

Apply the new setting, and close Properties windows.

Appendix C: Sign Configuration

To set up a sign, follow the steps below:

1. Plug in LAN cable, screen, power to the sign and turn the sign on
2. Get the IP address of the Sign that will be displayed on the screen (e.g.: 192.168.1.118)
3. Open browser and type the IP address into address bar.
4. Enter user name and password to login (e.g.: Username: admin/ Password: W52N22). This password is provided by the sign provider.
5. Afterward, the default home page of the sign – **Sign Schedule Status** will be opened. Click the **Configuration page** button to open Ariadne Event Sign Configuration

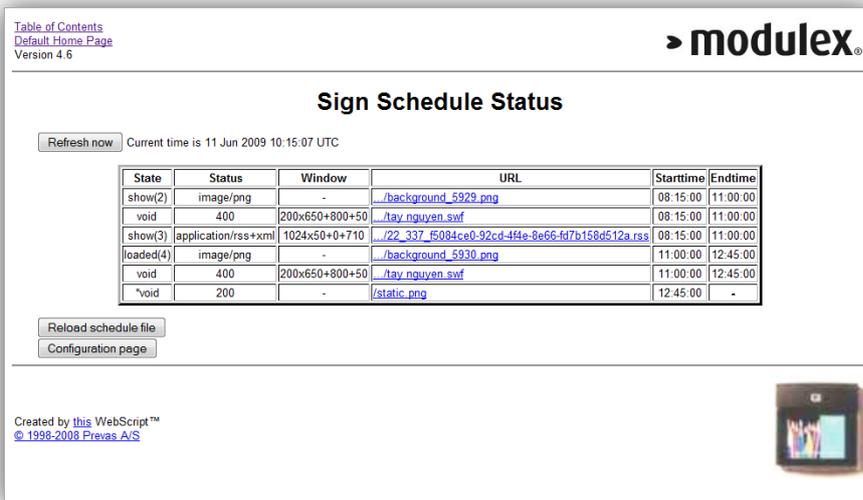


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Default Home Page
Version 4.6

modulex®

Sign Schedule Status

Refresh now Current time is 11 Jun 2009 10:15:07 UTC

State	Status	Window	URL	Starttime	Endtime
show(2)	image/png	-	./background_5929.png	08:15:00	11:00:00
void	400	200x650+800+50	./tay.nguyen.swf	08:15:00	11:00:00
show(3)	application/rss+xml	1024x50+0+710	./?2_337_f5084ce0-92cd-44e-8e66-fd7b158d512a.rss	08:15:00	11:00:00
loaded(4)	image/png	-	./background_5930.png	11:00:00	12:45:00
void	400	200x650+800+50	./tay.nguyen.swf	11:00:00	12:45:00
*void	200	-	./static.png	12:45:00	-

Reload schedule file
Configuration page

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Figure 13. Sign Schedule Status

6. In the Configuration page, fill out the necessary fields:



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modulex®

Ariadne Event Sign Configuration

Network Setup Password Setup Time Setup Schedule Status

Default image: Change Default Image

Event Sign Name: Add-on test machine

Schedule file URL: http://192.168.1.248/cms/schedule.aspx Auto-append MAC to schedule URL.
Example: http://www.m-sign.ariadne.info/cms/schedule.aspx

Registration URL: http://192.168.1.248/cms/register.aspx?customerid=593
Example: http://www.m-sign.ariadne.info/cms/register.aspx?customerid=xxxx

Time Configuration Synchronize time and date with the schedule file web server.

Poll Rate (sec): 30

Power Save Time: Start: 22:00 Stop: 06:00

RSS colors: Text: ffffff Background: e40505, 24-bit RGB hex, e.g. #0000 is red.

Pre-load Pages: Active pages: 25/99

Save changes Reset

Register Sign Save changes before Register Sign.
Firmware update

Switch to Installation Mode

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Figure 14. Ariadne Event Sign Configuration

- a. **Schedule file URL** indicates where the sign will obtain its schedule file. In this example it is on the hosted solution. And onsite solution requires the Ariadne server's IP address or DNS name to be used.
NOTE: You must select auto append MAC to schedule URL.
 - b. **Registration URL** shows the registration string of the sign with the server name, unique customer ID and the sign type
 - c. **Time Configuration** directs the sign to pull the date and time from the server when checked.
 - d. **Backlight** tells the sign the level of brightness to use when illuminating the screen.
 - e. **Poll Rate (sec)** determines how often to poll the server for changes to the signs configuration. This is only a pull by the sign and not a push from the server.
 - f. **Power Save** determines the sleep and wake times of the sign based on GMT time.
 - g. **RSS colours** determines the colors of the text and background for the message band.
 - h. **Pre-load Pages** determines the Number of pages to be loaded in the sign memory.
7. Click [**Save changes**] button to save the above information.
 8. Click the [**Register Sign**] button to register the sign into Ariadne system.
 9. Enter the Ariadne New Admin page to assign styleset to the new registered sign.
 10. If the assigned styleset has door object, you have to assign a room to the sign.

REMARK: For more information about how to assign styleset and room for sign, refer to ***Ariadne Administrator Guide***.

Appendix D: Grant rights for writing to server folders

In the folder where Ariadne UI is installed, there is a sub folder named '*Admin\StyleSetXMLFiles*'.

For example, if we have installed Ariadne UI into '*C:\Program Files\Add-On Products\Ariadne UI*', that sub folder will be '*C:\Program Files\Add-On Products\Ariadne UI\Admin\StyleSetXMLFiles*'.

We need to grant the user '*NETWORK SERVICE*' to write to that sub folder.