Level(3)
COMMUNICATIONS

Connecting and Protecting
the Networked World

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WELCOME

Thank you for selecting Level 3 Communications as your Global Network partner.

As a world-class network services provider, Level 3 is dedicated to making your experience with us positive in every regard. From sales, to service activation, to network operations, Level 3 strives to deliver uncompromising service.

Part of our commitment to you is to anticipate your needs and to efficiently provide straightforward, thorough answers to your questions. To help meet that commitment, we developed this Customer Handbook to help guide you through our support structure, no matter what solution set we are delivering.

Today, Level 3 Communications connects more people in more countries than ever before with state-of-the art voice, data, video and managed solutions over a seamless, global IP network. We are focused on continually optimizing our processes, network and systems. This handbook is a reference to the people and processes you can rely on — from sales account teams to customer care, implementation, service management, billing and portals.

CLOUD CONTENT EXCHANGE (CCE) OVERVIEW

Level 3 Communications' Cloud Content Exchange (CCE) is our custom solution for safely sharing content across our global network. CCE uses Aspera - a high speed transfer software - on the Level 3 Global IP backbone to allow users to quickly and securely upload and download extremely large media, as well as categorize, label and search across custom libraries. Administrators can create User Groups and manage user permissions on their library items.

GETTING STARTED

LOGGING IN / SIGNING OUT

Before accessing Cloud Content Exchange you will need to enter your username and password. Your username will be the email address used to activate your account when first set up, and the password will be the new password you created when prompted to following the activation link. Supported browsers are listed in the SYSTEM REQUIREMENTS at the end of this document.

If you are logging in for the first time using an activation link, you will be given a temporary password to use. You will be prompted immediately to change your password. The new password must at least 8 characters, and no more than 20. You must also include a special character in your password.

Special characters:

```
` ~ ! @ # $ % ^ & * ( ) _ - + = { } [ ] \ | : ; " ' < > , . ? /
```

Once your password has been changed, this is the password you will use to login in future.

To sign out of Cloud Content Exchange, simply click "SIGN OUT" in the top navigation bar and your session will be ended.

Note: If you are in the process of uploading a file, this upload will be cancelled as soon as you log out. If, however, you are downloading a file, the transfer should complete successfully.

TIME PREFERENCES

To access your time preferences click SETTINGS on the top navigation bar, and choose TIME PREFERENCES. Here you can choose your current time zone, which will display the upload times of your content in your local time. Alternatively, you can choose to have the times displayed in the times of any preferred time zone.

ASPERA CLIENT INSTALLATION

CCE uses Aspera software to publish and retrieve content to and from CCE. Aspera uses highly efficient bulk data transport technology to ensure transfer speeds multiple times faster than sites using traditional FTP.

Before you can upload to or download from CCE, you need to install the Aspera client on the machine you are using CCE from. This is a simple one-off installation, the instructions for which are detailed in ASPERA INSTALLATION at the end of this document.

TERMINOLOGY

Before beginning on the core functionality offered by CCE, you will first need to become familiar with some terms you will see used throughout this User Guide.

CONTENT ITEM

A **content item** is a file that has been uploaded to CCE via our upload function. Content items may also have secondary files uploaded along with the primary file, to represent the item in a content search. These secondary items are typically thumbnail images, or a short preview clip.

To aid with searching and categorization, a content item can have up to 25 descriptors, or "metadata" associated with it on upload. Therefore a content item would typically consist of a single file (with optional secondary files), together with identifying data as entered by the user who uploaded it.

*Note: a default "**Name**" field must always be completed on upload of a file to create a valid content item.*

If no further metadata is added manually by the user on upload, content items within CCE can still be categorized by their default fields:

- Priority
- Name
- Publish Date
- Uploaded Date
- File Extension
- File Size
- Content Type (see below)

Users with the correct permissions can also add or edit a content item's custom metadata from within CCE, after it has been uploaded.

CONTENT TYPE

Content Types are created by customers who wish to define what type of files can be uploaded, and what metadata can/must be entered to define that content item. A content type can allow one, or any amount of file types and request up to 25 metadata fields be available to the uploader. If required, both the file type for upload and certain metadata fields offered to the uploader can be labelled as mandatory for that content item.

Customers can create any number of content types, and can associate one or more content types with any of their **content libraries** (see below). This allows administrators, should they wish, to restrict the uploading of certain file types to certain libraries. Content types can also be used to restrict users within **user groups** who have upload rights to certain libraries only.

Note: A content type can also exist with no requirements, allowing users to upload any file type with no associated metadata.

CONTENT LIBRARY

Content Libraries are custom virtual libraries for your content. User permissions are set at the content library level, which means you can have many content libraries which may each be accessible by different **user groups** (see below).

As discussed above, **content types** can be associated with content libraries, allowing administrators to set what type of content (and metadata) they want to see within a specific library. Where no restrictions are required, a content type allowing all files can be associated with a library.

Within a content library you can create your own folder structure to organize your content items using the **explorer bar** (see below) within CCE. The content library itself acts as a top level folder, and each folder within is treated like a sub folder of this.

USER GROUPS

CCE users have their content access permissions granted on the basis of which **user group(s)** they belong to. Users are added to user groups on creation of their account, but can also be added or removed from groups at any point afterwards by an administrator.

On creation, a user group is associated with one or more content libraries, after which the administrator sets the permissions they want the members of that user group to have for those libraries. Where a user group exists, users can be added individually or as a batch and will automatically be granted the content library permissions already associated with that group. Permission options for user groups on individual content libraries are listed below. A user or user group may have one or more of the permissions below, or a combination of same.

- View
- Download
- Upload
- Edit
- Move
- Delete
- Manage Folders

EXPLORER BAR

CONTENT PAGE OVERVIEW

The content page of CCE is the primary location for viewing and managing content items, uploading content, as well as maintaining the folders within your content libraries. Any actions relating to specific content items or the folders they are contained within will be performed from here. To access the content page, click "CONTENT" from the top navigation, or choose the "Content" tile on the Homepage.

TREE VIEW

On the left hand side of the content page you will see the tree view used to navigate your content libraries and associated sub folders.

In most cases, your company name will be the top node in the tree view, with your **content libraries** expanded beneath representing your top level folders. Clicking on any branch of the tree expands below any subfolders contained within, and displays the content within that selected branch in the display grid on the right of your browser window. Content libraries are indicated by the 'drawer' icon with sub folders using the traditional folder icon.

A blue arrow to the right of a content library or folder indicates that a sub folder exists within. If you want to expand through sub folders without refreshing the content items on the right, use the arrows to navigate down the tree.

Note: Where a user manages more than one company account within CCE, they will see a 'cloud' icon as their top node and the different accounts expanded one level below this.

TREE VIEW ACTIONS

At the top of the tree view are a selection of action icons which relate to the libraries and folders underneath. These icons become active when a relevant branch of the tree is selected. When an action cannot be performed on the selected branch, or the user does not have the correct permissions to perform that action, the icons remain inactive.

The action icons from left to right at the top of the tree view are as follows:

Upload Content
Users wishing to upload content to CCE must first select a folder and then click the upload icon to open an upload window. The upload process is explained in more detail later in DOWNLOADING AND UPLOADING CONTENT.

Add Folder
Clicking this icon allows users to add a sub folder to a content library or to an existing sub folder.

Move Folder
Clicking the Move Folder icon will open a dialogue box prompting the user to choose a content library or folder to move the selected folder to.

Rename Folder
This option allows users to rename their selected folder.

Delete Folder
Users with the requisite permissions can delete entire folders from within the explorer bar.

Refresh Branch
Click the refresh icon to refresh your current branch of the tree view, as well as its content within the display grid.

Note: after performing a folder action, the tree view should automatically refresh the relevant branch of the tree to reflect your changes.

Toggle Explorer Bar

To the left of the Tree View you will see a clickable bar running vertically up your browser. Toggling this bar allows you to hide/display this view. When hidden, the results display on the right stretches to use the extra space in your window.

CONTENT ITEM DISPLAY

CONTENT ITEM DISPLAY OVERVIEW

All content items are displayed in a grid on the right of the content page. On entering this page no content items are displayed by default. Clicking on a content library or folder that contains content will populate this view. Alternatively you can do a **search** or **advanced search** (see below) to display specific content items.

When a content item is displayed in the grid view, three columns display by default.

1. First is the "***Name***" column, which displays the name given the content item by the uploader. As discussed above, a name is required upon upload to create a valid content item. The name can be edited after upload. (This column can also display thumbnails and preview video which will be discussed below).

2. The "***Details***" column displays the remaining four default metadata elements that are attributed to every content item. They are as follows:

   Priority:　　　　Displays the priority given the item by the uploader - NORMAL (default) or HIGH.
   Uploaded Date: The date and time the content item was uploaded (displayed in the preferred time zone).
   Publish Date:　 The date and time the content item was last moved between content libraries.
   File Name:　　　The name of the main file associated with that content item.
   File Extension:　The file extension of the file uploaded.
   File Size:　　　　The file size of the file uploaded.
   Content Type:　The content type (see above) of the content item.

3. The "***Actions***" column contains four icon buttons that allow you to perform four actions relating to the specific content item. These actions are fully described later, but briefly are as follows:

   - Download Content Item
   - Link/Move Content Item
   - Delete Content Item
   - Edit Content Item

   Note: When the user does not have permission to perform an action on a content item, the icon for that action will be disabled.

As well as the default columns as described above, a content owner can also add extra columns to the display via the **content type** function.

As discussed above, a content item can have up to 25 metadata fields associated with it. These fields can also be selected to display as columns in the display grid. For example, if a content item has five custom metadata fields associated with it, and each are selected to display, the content item of that content type will appear in the display grid with a column for each of those five metadata fields – as well as the three defaults columns.

The benefit of this option is enhanced by the display grid, which allows you to sort results by any displayed column. In real terms, a display grid displaying a large amount of columns is impractical. Therefore any metadata fields you have associated with a content type that are *not* selected to display as a column can be displayed in the *Details* column.

Within the "details column" you can also choose to have metadata displayed or hidden. The default metadata (listed above) will always be displayed, but you can choose what other metadata you wish to "show".

Metadata you have set to "hidden" in the details column can be viewed by clicking on the 'plus' icon, This will expand the row to display "hidden" data. This allows you two ways to choose only the most important metadata fields to display (in a column or displayed in the details column), and to keep your search grid to a practical size.

You can also sort your results using the metadata within the details column simply by clicking on the metadata label.

Note: Toggling the Explorer Bar view (as described earlier) gives you more horizontal space to view a display grid. It can also prevent you from clicking into another library/folder and accidentally refreshing your results.

Where many exist in a library/folder, or as part of your search, they are displayed via **pagination**. You can set the default amount of content items to display as 20, 50 or 100 items. A display on the bottom right of the grid tells you have many content items in total are returned in your view.

THUMBNAILS AND VIDEO PREVIEW

Where content types allow the user to upload individual files for identifying content items, the "Name" column in the display grid may contain a thumbnail image and/or an icon to play a preview video.

Images uploaded as part of a content item will be displayed by default in this column as a thumbnail W190px, H90px. Clicking on the thumbnail in the grid will open the full size image in a modal window. To close the window, simply click in the image.

If a valid video preview clip is uploaded as part of a content item, an icon with a "play" symbol will appear to the right of the name column. Clicking this icon will play the video in a modal window. Close the window by using the close "X" icon at the top.

SEARCH OVERVIEW

Located on top of the display grid, the simple and advanced searches both search within the library or folder selected in the Explorer Bar. Results from both will only display content from that chosen location. You can search right up to the top level of your **tree view**. For example, clicking on your company name and running a search will return results from all of your content libraries.

SIMPLE SEARCH

The simple search can be found on top of the display grid in the Content page. Users can search across all metadata associated with content items (with the exception of dates which are addressed in the advanced search). You can search for single or multiple terms using specific separators. Single word terms are separated by either a space or a comma, and terms with two or more words are contained within quotation marks.

Example search:	**video h264 "aspect ratio"**
Alternative valid search:	***video,h264,"aspect ratio"***

The above searches both search for the terms **VIDEO** and **h264** and **ASPECT RATIO**, where ASPECT RATIO appears as two words together.

Furthermore, users can use "OR" and "-" to further refine their searches. The OR command allows you search for any of two or more terms, while the minus sign allows you to leave out results containing certain term(s).

Example search: **video (h264 OR mov)**

This example searches for metadata containing **video,** and *either* **h264**, or **mov**.

Example search: **video h264 -mov**

This example searches for content containing **video** and **h264** but *without* **mov**.

You must enter at least 2 characters into the search field to activate the "SEARCH" button. Characters can be alphanumeric, or contain special characters as described earlier.

*Note: You can also enter ** to search for all content, add a single * to another search character to search specifically for that single character, or search for * by typing *.*

ADVANCED SEARCH

Clicking the "ADVANCED SEARCH" button expands the advanced search function above the results grid. This function can be hidden by clicking the "up" arrows icon on the right.

The first option available to you in the advanced search is to choose to search for a particular **content type**. The content types associated with the **content library** you have selected will appear as options in the "Choose Content Type" dropdown menu. When you select a particular content type, only content items of that content type will appear in the results.

When you choose a specific content type in the dropdown, you can then narrow your search based on the metadata associated with that content type using the "Add Search Field" dropdown menu. This dropdown is automatically populated by the metadata types relevant to the chosen content type, including the default metadata that forms part of every content item.

Note: Where you choose "All Content Types", the dropdown menu only contains the default metadata types – plus any metadata types common to all the content types associated with content library you are searching within.

Choosing a metadata type from the dropdown menu creates a new row that prompts you with options to narrow your search further by applying specific criteria to that metadata type.

There is also an "**All Metadata**" option in the dropdown, which allows you to add a multiple-term search field like the simple search, which you can then go on to refine using specific metadata from the dropdown. *This is the only field within the advanced search that allows you to use two or more search terms.*

For example, you can choose to search within the "Name" field for content items that exclude a certain word or letters in its name. If you choose "Publish Date", you will be prompted to choose between a range of dates, or a specific date. In each case a dropdown menu allows you to choose the constraints, and further fields allow you to enter search strings or choose from pre-populated menus. If you want to remove a single metadata item from your search, just click on the delete 'X' icon on the right and that criteria will be deleted.

If you specify multiple search criteria, logical AND operation is applied; for example *Name contains "HD" AND publish date greater than 1 January 2013.*

The options available in the advanced search are only constrained by the amount of metadata types associated with your content type(s). As with the simple search, the same minimum criteria need to be entered for the search button to become active.

Your last advanced search will be saved as long as you remain on the content page, even if you refresh your grid view by selecting another folder. Exiting the content page will reset any advanced search.

Note: If you want to also search in the sub-folders of your selected library/folder, please ensure you tick the "include subfolders" checkbox in the header.

BASIC CONTENT ITEM ACTIONS

When the display grid is populated, the 'Action' icons are displayed in the far right column. Clicking an action icon opposite a content item highlights the icon, and activates the relevant button on the top of the grid. Clicking again deselects the content item.

With the **download**, **move** and **delete** functions, you have the option to **select all** or **deselect all** content items in the page for each action. For example, attached to the DOWNLOAD button at the top of the page there are two icons: clicking the highlighted color icon selects all items in the page for download, and clicking the default color icon deselects all items. There are similar icons attached to the LINK/MOVE and DELETE buttons.

DOWNLOAD CONTENT ITEM

To download particular content item(s), select them by clicking on the relevant "Download Content Item" icon in the display grid. Once you have selected all items for download, click on the DOWNLOAD button to open the "Download Selected Items" modal window. You will be shown a list of all the items you have selected so you can verify they are correct. To begin the download of these items click DOWNLOAD at the bottom of the window. You will then be returned to the display grid and your content items will have been automatically added to your **transfers queue**, and will commence download as soon as any on-going transfers have completed.

Note: Once the download is initiated, a transfer summary will appear at the very top of your browser window to indicate the process is underway. The transfer process is described in more detail below.

LINK/MOVE CONTENT ITEM

This function allows you to either move content items from one library/folder to another, or create a 'link' that allows the content item to be accessible from other locations without moving it.

Creating a 'Link' to a Content Item

Rather than physically copy a content item, you can create a "link" to the item so that it can be viewed and downloaded from many locations. As they are not copies, links cannot be edited except by editing the original content item. Where an item is a link, rather than an original content item, the Content Item Type will be labelled as 'Link' in the **details column**, and the Edit action will be grayed out for all users.

Note: You cannot create a link to an existing link, only to an original content item.

To create a link, highlight the item using the 'Link/Move' (arrow) icon, and click the MOVE/LINK button at the top. Multiple items can be selected for links at one time. Items you have chosen to create links for will be listed in the top box. The second box allows you to choose a destination for your links. Once you have selected the correct library/folder, click ADD DESTINATION and that location will be added to the box below this. You can repeat this step to select as many destinations as you want for multiple links. You can also remove selected destinations by clicking the X opposite the destination in question.

Click CREATE LINKS when your destination(s) have been chosen to finish. Your content items will now appear in the destinations folders.

Moving a Content Item

To select an item to move you click on the 'Link/Move' (arrow) icon. If you wish to select more items to be moved to the same destination, simply click the icon opposite each of these items. To unselect, simply click again and the icon reverts to its unselected state. The LINK/MOVE button will remain active as long as at least one content item remains selected for moving.

Once you have selected your item(s), click on the LINK/MOVE button to open the "Link/Move Selected Items" modal window. Where it says "Choose an action", select "MOVE ITEM(S). The first area in this window lists the items you have selected to move. If you wish to remove an item you need to click CANCEL to close the window, deselect the item in the display grid, and click MOVE again.

The second area in the window is the tree view that prompts you to choose a destination content library/folder for your selected items. Once you have selected a destination, the MOVE button becomes active. To move your items to that folder simply click MOVE. Back in the display grid the items you had selected will now be gone from your current results.

DELETE CONTENT ITEM

This function allows you to delete single or multiple content items. Similar to above, you click the "Delete Content Item" icon to select a content item for deletion. The icon becomes highlighted and the DELETE button becomes active.

Once you have selected all items for deletion, click on the DELETE button to open the "Delete Content Items" modal window. You will be shown a list of all the items you have selected so you can verify they are correct. To delete these items click SUBMIT. You will be returned to the display grid and your content items will have been removed.

Note: Deleted content items go to a recycle bin area where an administrator can restore them within 30 days, before they are permanently removed. This process is discussed later.

EDIT CONTENT ITEM

Clicking on this icon opens a modal window that contains all the editable metadata fields relating to a content item. The 'Name' field is the only default editable field, being a requirement on upload. Any other fields in the Edit Content window are based on the custom metadata, if any, associated with that item's **content type**.

Once your desired fields have been edited, simply click the "SAVE" button on the top right to save your changes and exit the window. Your changes will appear immediately in the display grid.

DOWNLOADING AND UPLOADING CONTENT

DOWNLOAD CONTENT

To download a content item you simply need to follow the download process as described above. The content item is downloaded to a local directory you chose when installing the Aspera software. (This directory can be changed in your Aspera settings and is discussed in the Aspera section of this document). Active downloads can be managed in the **transfers window** (discussed below).

UPLOAD CONTENT

The first step in uploading content to CCE is to choose the destination library or folder. To do this you navigate to the preferred folder within the explorer bar and ensure it is selected. Where a user has permissions to upload to that folder, the "upload content" icon should be active above the tree view. Clicking the "upload content" icon opens the Upload Content modal window.

Within this window, users first have to choose a **content type** for their upload. The content type options will be restricted to those associated with the content library the content is to be uploaded to.

Note: Where a content type with no restrictions has been associated to that content library, an uploader who selects it will have no restrictions on what they can upload.

Once a content type is selected, the metadata fields associated with that type are displayed for the uploader. Those that are mandatory are labelled, and if an administrator has set restrictions on what file types can be uploaded, these will be listed.

When all mandatory metadata fields have been completed and file(s) of the required file type have been selected, the UPLOAD button becomes active. To clear the selected files, simply click the CLEAR button.

Certain content types may allow you to upload more than one file per content item. For example, a large piece of media may have an associated **preview clip** or **thumbnail** that can be viewable in the content display grid. To choose file(s), click the BROWSE button to open a dialog box and locate your file for upload. A separate BROWSE button will appear opposite the types of file you can upload and files that are mandatory for that content type will be labelled "Required".

You can also multiple files at a time, by choosing the "**MULTIPLE FILES**" option at the top. This allows you upload up to 20 of the **primary allowed file type**. When the multiple files option has been chosen, clicking the BROWSE button opens a dialog box that allows you highlight multiple files easily at one time (if within the same local folder). Files for upload are added to the list below this button, and can be removed individually by clicking the delete (X) icon on the right. Where more than 20 files have been selected, an alert lets you know by how many you have exceeded the maximum.

Each **primary** file you upload during the multiple upload process creates a new **content item**. The metadata fields you complete in the upload window are applied to each content item. The one exception to this is the "Name" field. While the "Name" field is normally compulsory to complete, where a user selects the multiple file option the new content item names are defaulted to the filename of each primary file uploaded.

Note: Individual content item names can be subsequently changed by someone with the correct permissions using the "Edit Content" option in the display grid of the Content Page.

Lastly, any secondary files such as thumbnails or preview clips are associated with **all** newly created content items. The upload window restricts you to uploading only one set of secondary files (where allowed by the content type). For example, if you upload 10 primary files and include a thumbnail image with your upload, this thumbnail will be displayed under all 10 content items in the display grid.

Note: You can also upload content directly via the Homepage, or via the UPLOAD link in the top navigation. Uploading outside of the Content page requires to you first choose an upload location within the modal window, following which you complete the upload process as outlined above.

TRANSFERS WINDOW

The transfers window allows you to monitor and manage active transfers. The term 'transfers' in CCE refers to both uploads and downloads. To open the transfers window, simply click on the TRANSFER button available on the top center of every page. Opening the window does not affect the current view of the page you have open. To close the window, simply click the TRANSFERS button again, or use the 'close' icon on the top right of the window.

The default tab in the window is the PROCESSING tab. This will be empty until you have one or more active transfers.

Once an upload or download is in progress, an entry in the transfers queue will appear. Each entry has the following elements displayed:

- Transfer status
- Up/Down buttons to move the transfer within the queue
- Content item name
- Icon to indicate whether the transfer is an upload or a download
- Progress bar
- Percentage complete
- MBs uploaded/remaining
- Pause/restart transfer button
- Remove transfer button
- Filename of content item

Note: Where there is an error with a transfer, a relevant error message will be displayed below your item.

"Active" transfers are those that are currently in the process of transferring. The **transfer status** for active transfers is "Transferring". Pending transfers that are not currently active are queued beneath the active ones with a status of "Queued".

You can move transfers in the "Queued" state up and down the queue using the 'arrow' icons to prioritize which becomes active first once an active slot becomes open. Once an item becomes active the move arrow icons become disabled.

Note: How many active slots there are is dependent on your Aspera setup. You can set how many you want in your Aspera preferences. (The default is three).

A transfer can be paused at any time, whether active or queued, using the 'pause' icon. Clicking this icon maintains the progress made but pauses any transfer, and changes the transfer status to "Stopped". After pausing, the icon switches to a 'restart' icon which allows you to restart the transfer from where it left off. Pausing an active transfer drops it to the bottom of the queued items. Once restarted, it will remain at the bottom of the queue unless you manually move it using the arrow icons.

Finally, you can remove a transfer completely from the queue – in any status – by using the 'remove' icon to the right of the pause icon. Removing this precludes you from restarting the transfer.

*Note: Where you are uploading an image/preview video as part of a content item, these files will be uploaded first. The progress of these files will be indicated in the bottom left of the transfer item, and **the progress bar will only appear showing the progress of the primary file once these secondary files have been uploaded**.*

*Note: Where very **large files** are added to the transfer queue, there may be a delay in changing their status from "Connecting" to "Uploading/Downloading". Users are advised to leave the transfer connecting and the status will change when the transfer is underway. In the event there is a problem, the user will receive an actual error message.*

The second tab in the transfers window is the COMPLETED tab. This tab displays a table listing a history of all transfers undertaken within your current session. The table displays the following information:

- Transfer type (upload or download)
- Transfer status (Completed, Removed, Error)
- Content item name
- Content item file type
- [For downloads] Location of your downloaded file

For the last option, the table displays a folder icon that when clicked, opens the folder on your local machine that contains the relevant content item.

Note that this tab is cleared after you sign out, or can be cleared manually by using the "Clear List" option at the top.

Finally, above both tabs of the Transfer Window, there is a button labelled TRANSFER PREFERENCES that can be used by advanced users to change their Aspera settings. This opens the Aspera preferences window where you can change settings such as your preferred download location for CCE content.

TRANSFERS QUICKVIEW

The transfer quickview appears in the top center of your browser window to the right of the TRANSFERS button. This quickview gives you the following information at a glance:

- The number of active transfers
- The number of queued transfers
- The number of transfers in an error state

If all active transfers are in a "Transferring" state, the quickview will display a green circle. This circle will be red if one or more of your transfers is in an error state. When no transfers are active the circle is greyed out.

END OF SESSION BEHAVIOUR

Within CCE, you are required to be signed in to complete content **uploads**. If you end your CCE session, your uploads will be terminated meaning you will lose any progress made.

However, any active **downloads** should complete even if you sign out mid-transfer.

ADMINISTRATIVE FUNCTIONS

QUICK GUIDE

MANAGE USERS: Create and delete user accounts.

- **Group Management** – Add and remove users from multiple user groups
- **Content Library Effective Permissions** – View individual user permissions on content libraries
- **Content Library Permissions** – Edit individual user permissions on content libraries
- **Aspera Configuration** – Edit individual user Aspera settings

MANAGE USER GROUPS: Create, delete and rename user groups.

- **User Management** – Add and remove multiple users from user groups
- **Content Library Permissions** – Edit user group permissions on content libraries

CONTENT LIBRARIES: Create, edit and delete content libraries. Associate content libraries with folders.

- **Details** – Shows associated folder and default content type.
- **User Groups** – Edit user group permissions on content libraries
- **Users** – Edit individual user permissions on content libraries
- **Users Effective Permissions** – View individual user permissions on content libraries

MANAGE FOLDERS: Create, edit and delete folders.

- **Content Libraries** – View individual user permissions on content libraries

METADATA FIELDS: Create and delete metadata fields for inclusion in content types.

- **Details** – View and edit existing metadata fields
- **Content Types** – Displays content types using the selected metadata field

CONTENT TYPES: Create and delete content types.

- **Details** – Add, edit or delete metadata fields belonging to the selected content type

RESTORE DELETED ITEMS: Restore content items deleted less than 30 days previously to their original location.

REPORTS: View monthly usage reports.

AUDIT: View your account's activity logs using an advanced search, or on a per user basis.

MANAGE USERS

The primary administrative functions are available to CCE administrators to manage their **users**, **user groups, content libraries** and **content types**. Using these tools, administrators can allow or deny access to individuals or groups to certain content, and manage what content is available in their content libraries.

*Note: Where an administrator manages **more than one company account**, each page in the ADMIN section will display a dropdown menu on the top right listing the account options. Any action done within an Admin page will be relevant to the selected account only. Consequently, only users and user groups associated with that account will be displayed in the administration pages.*

PERMISSIONS EXPLAINED

User permissions in CCE are tied to **content libraries**. To grant or deny access to content, the user is granted or denied access to the content library that contains that content.

User Group Access
The preferred method for setting a user's access rights is by adding them to a **user group**. The user group is then given the appropriate access to the relevant **content library**. A user can be part of multiple user groups and user groups can have rights to multiple content libraries. User groups can have any combination of access rights per content library, meaning a user group could, for example, have full access to one content library but browse-only access to a second.

Individual Access
A secondary method of giving access to a user is **individually** on **content libraries**. A user can be individually granted access a content library, despite not belonging to a user group with the same access.

Where a user who is granted rights individually belongs already to a user group, the individual access rights take precedence over the user group rights. These are what are known as **Effective Permissions**. Effective permissions display an individual's access rights to a content library, based on both the user group(s) they belong to and any individual access rights they may have been granted.

Setting Permissions
Users/user groups can have the following permissions set individually per **content library**:
Browse, Download, Upload, Edit, Move, Delete and Manage Folders.

Permissions can be in one of three states – **allowed**, **denied** and **not set**. Setting the "allow" permission grants that user/user group the right to perform that action on the relevant content library. Setting "deny" specifically precludes them from that action. Leaving the permission as "not set" does not grant any permissions, but can be superseded by specifically allowing or denying them that permission on the same content library within a different user group.

Hierarchy
Where a user belongs to two or more user groups with different permissions on the same content library, or has permissions set on an individual level; there is a hierarchy that determines that user's **effective permissions**.

Where rights have be **not set** in one user group, but allowed or denied in a second user group, the specifically set rights will take precedence.

For security reasons, if a user has been specifically **denied** certain rights on a content library as part of a user group, then they will be denied even where they are members of a second user group specifically **allowing** them the same rights.

The exception being, as mentioned previously, **individually** set allow or deny user permissions take precedence over **user group** set permissions in all circumstances.

USER MANAGEMENT

The User Management page is accessed by clicking ADMIN in the main navigation, followed by MANAGE USERS. The main purpose of this page is to allow administrators to add or remove individual users from existing **user groups**. The list on the left will populate with the existing **users** from the chosen customer (where relevant). There is a Quick Search box above the list to allow you search within your user base, which dynamically narrows down your results as you enter a search term.

Underneath this list, you can use the pagination options where more than one page of results is returned. You can display up to 100 users in any single page using the dropdown menu under the user list. The number of pages of users is displayed, as it the total number.

*Note: Management of **user groups** is done within the separate Manage User Groups page.*

ADDING NEW USERS

The Add Users function enables you to create individual accounts for CCE either singly, or in batches. To use this function, click on the "+" icon above the **user list** in the Manage Users page. Clicking on this button opens the Add Users window.

User accounts are created by adding their email addresses. In the "New User Emails" box, you can add as many emails as you wish up to 2,500 users per customer. Email addresses need to be separated by a comma (,) within this box to form a valid list. To help you do this, where invalid email addresses have been entered, those invalid addresses will be listed dynamically in the "Invalid Emails" box. As you fix any errors in your list, the error box will reflect this.

New user(s) must be added to at least one **user group** during the account creation process. For this purpose, available user groups are listed in the Add User window so that an administrator can select the group(s) they wish the user to be a member of.

Once submitted, a window is shown displaying the successfully created account email addresses, and the user group(s) to which they now belong. New users are displayed in a list titled "**New Users Added to Selected Group**".

*Note: Where an administrator adds an email address already associated with a user account, that existing user is simply added to the user group(s) chosen in the Add User window, and no second account is created. The results window will display that user in a list entitled "**Entitled User Added to Selected Groups**".*

REMOVE USERS

You can remove a user from a chosen customer by selecting that user, then clicking the "X" icon above the user list on the left of the User Management page. This permanently deletes that user account and removes all previous access. For this function, multiple users can be selected for deletion at one time.

GROUP MANAGEMENT

The first tab in the Manage Users page, "Group Management", allows you add individual **users** to existing **user groups**, or remove users from user groups. Selecting a user from the list on the left activates two more list areas within this tab:

1. The first list area within the tabbed area ("All User Groups") displays **all existing user groups**. A Quick Search box is also available here to allow you to narrow down your search.
2. The second list area ("Current User Groups") lists the existing **user groups the selected user belongs to**. Again, a Quick Search option is available.

To add a user to a user group, you simply select the user group from "All User Groups" you wish to add the user to, and click the ADD button between the lists. The user group will now appear in the users "Current User Groups" list.

To remove a user from a user group, selected that user group from their list of "Current User Groups", and click the REMOVE button. That user group will be removed from their current list.

In both cases, multiple user groups can be selected to add/remove. Once you had added a user to a user group, they have any permissions that user group has been granted on **content libraries**. (User groups are given permissions on content libraries in the Content Library Management pages (discussed below).

Note: Where more than one company is maintained by an administrator, the company is selected from the dropdown menu on the top right. An administrator can only manage users/user groups from one company at a time.

CONTENT LIBRARY PERMISSIONS

The two **content library permissions** tabs within the Manage Users pages allow you to see exactly what permissions a user has on content libraries.

The first tab, "Content Library Effective Permissions" displays a list of all content libraries, and opposite the **effective permissions** the user has in relation to each of these. These effective permissions are based on the user groups the user is a member of, and any individual permissions awarded the user by an administrator (with the individual permissions taking precedent). This is a static display, and rights cannot be changed from within this tab. The Quick Search box at the top allows you easily find a particular content library.

The second tab, "Content Library Permissions" allows you to confer permissions in relation to individual content libraries on individual users. The display here does not take into account user group permissions but only reflects any permissions granted individually in this tab. Select a user on the left to display their current permissions.

To grant or remove a user's individual permissions on a content library, **click on the padlock icon at the top to "Unlock Permissions"**. Opposite the relevant content library, you will see icons for all the relevant functions. Clicking the icons toggles the permission state as follows: **not set** (blank checkbox), **allowed** (checkbox with tick), **denied** (checkbox with X). Remember, these permissions will take precedence over user group permissions. Denying a user, for example, "browse" access here, will deny them access even if they belong to a user group allowing them full access.

ASPERA CONFIGURATION

These settings allow you configure the **Aspera** settings of an individual user for both **uploads** and **downloads**.

There is a default setting per customer, which can be set by default. The first option in this page is to use the customer default.

Alternatively, you can specify a **target bitrate** which allows you to choose a rate (up to 200Mbps) which Aspera should attempt to adhere to. Here you can also set a **target rate cap**, which sets a speed limit that Aspera will not go above.

Checking the "Encrypted" box can assist in certain cases where routers on external networks are causing issues with lengthy transfers. Administrators should talk to CCE Support before checking this option.

MANAGE USER GROUPS

The primary functions of the "Manage User Groups" pages are to allow administrators to add/remove users from user groups, and to specify what permissions **user groups** have on **content libraries**. User groups are also be created and deleted here.

The left hand side of the Manage User Groups page displays a list of all of your **user groups**. The icons at the top of this list allow to you (from left to right) to **create**, **edit** and **delete** user groups.

- To create a user group, simply click on the icon, enter a name, and click submit.
- To edit the name of a user group, highlight the relevant user group, click the icon, enter the new name and click submit.
- To delete a user group, highlight the relevant user group, click the icon, and click submit to confirm.

Note: you cannot delete a user group than contains users. If you wish to delete a user group, remove all the users first and follow the steps above. Also note that the Administrator user group cannot be deleted.

USER MANAGEMENT

The "User Management" tab of the Manage User Groups page is where users are added to or removed from user groups. **This function is essentially a mirror of the Group Management function from within the "Manage Users" pages.** Selecting a user group from the list on the left activates two list areas within this tab (only one user group can be selected at a time):

1. The first list area within the tabbed area ("All Users") displays **all user groups**. A Quick Search box is also available here to allow you to narrow down your search.
2. The second list area ("Current Users") lists **all users who are members of your selected group**. Again, a Quick Search option is available.

To add a user to a user group, you simply select the user from the "All Users" list, and click the ADD button between the lists. The user will now appear in the selected user group's users list ("Current Users").

To remove a user from a user group, select that user from the list of "Current Users", and click the REMOVE button. That user will be removed from your selected user group.

In both cases, multiple users can be selected to be added or removed.

CONTENT LIBRARY PERMISSIONS

The "Content Library Permissions" tab allows you to set **user group** permissions on **content libraries**. Choosing a user group on the left of the Manage User Groups page displays a list of all content libraries inside the tab; along with the current permissions that user group has on each library. A quick search box at the top allows you to search for specific libraries.

To change the access a user group has to an individual content library, click on the "Unlock Permissions" padlock icon at the top to enable edit mode. Granting/denying permissions is an identical process to that of the Manage Users page. Clicking the icons under the relevant function (browse, download, etc.) toggles the permission state as follows: **not set**, **allowed**, **denied**.

All users belonging to the selected user group with then have these permissions on the relevant content library.

CONTENT LIBRARIES

CONTENT LIBRARIES AND FOLDERS EXPLAINED

Although a user accesses CCE content via **content libraries**, the content is actually stored in **folders** pointed to by content libraries. The folder structure is managed by administrators in their **Manage Folders** section, where they can maintain a folder tree to order content. A content library is essentially a window into a particular folder and its subfolders. All content libraries must point to a folder.

Using content libraries to access content allows administrators absolute control over who can access what, as *user permissions are granted on individual content libraries*. For example, an administrator might want to give a new group of users access to content residing in a specific subfolder. Creating a new library (with associated user group) pointing to that subfolder allows you to restrict access to this content only.

The primary function of the "Content Libraries" pages is to **create**, **edit** and **delete content libraries**, as well as choose which **folder** your content library should point to.

You can also view/manage both user and user group permissions from the tabs on the right, using a similar process to those in the Manage Users/User Groups pages. Folders are managed in the Manage Folders pages.

CREATING/EDITING CONTENT LIBRARIES

When the page is loaded, a list of existing content libraries is display on the left hand side of the page.

To add a new content library, click on the add "+" icon at the top of this list to open the "Create New Content Library" window. Enter a name for your new library in the first field, and then choose a default content type in the dropdown below it (all content libraries must have at least one content type associated with them).

As described above, content libraries must be pointed at an actual folder that will be treated as the root folder of the library. The first option when creating a content library is to check the box "*create new root folder using your new content library name*". This will automatically create a new root folder of the same name to which your new library will be pointed to.

If you want to point your new library at an existing folder, choose that folder from the folder explorer box in the window.

Once you have chosen to create a new root folder, or to point to an existing folder, click CREATE to create your content library. Your new library should now appear in the content library list.

To edit a content library, click on the edit icon at the top of the content library list to open the "Edit Content Library" window. This window allows you change the name, default content type and folder that the library points to.

Note: to create a new folder for an existing content library to point to, you need to use the "Manage Folders" pages to create that folder, and then return to the "Edit Content Library" window to choose it as a target.

To delete a content library, select one or more content libraries from the list and click on the "x" icon at the top to open the "Delete Content Library" window. Click DELETE to confirm you wish to delete the selected content library(s).

Deleting a content library does not delete content within it, or the folder associated with it. The content remains in the folder (and subfolders) that the deleted content library previously pointed to. User groups who previously had access to the deleted content library will no longer have permissions on the content that belonged to it unless they have access to another content library which points to the same folder, or a parent folder of it.

Similarly, pointing an existing content library to another location does not affect the content that was previously accessible from that content library. That content is now accessible only if another content library exists to point to the original location.

DETAILS

If you select a content library from the left hand side, information relating to that library will be displayed on the right in the (default) "DETAILS" tab.

Default Content Type: All content libraries must have at least one content type associated with them. Where more than one is associated, this default is the content type that is initially selected when a user attempts to upload to that library.

Folder Path: This is the folder the selected content library is pointed to. Subfolders of this folder will appear as subfolders of the content library. The folder a content library points to can be changed in the "Edit Content Library" window.

USER GROUPS

The functionality in this tab is the inverse of the "CONTENT LIBRARY PERMISSIONS" tab in the "Manage User Groups" page. Here, selecting a **content library** on the left displays a list of all **user groups** in the tab. In "edit mode", permissions can then be granted to individual user groups.

USERS

Similar to above, the functionality in this tab is the inverse of the "CONTENT LIBRARY PERMISSIONS" tab in the "Manage Users" page. Selecting a **content library** on the left displays a list of all **users** in the tab. If you choose "Unlock Permissions", permissions can then be granted to individual users

USERS EFFECTIVE PERMISSIONS

This tab allows you to view the permissions of individual **users** on content libraries similar to the "CONTENT LIBRARY EFFECTIVE PERMISSIONS" tab in the "Manage Users" page – taking into account their individual permissions and the user group(s) they below to.

MANAGE FOLDERS

The folder structure required to manage your content is managed from the "Manage Folders" page. This is where you create/maintain the folders to which you point your content libraries.

A folder setup could be as basic as having a top folder for every content library, but administrators can use the flexibility of the CCE system to share content amongst diverse groups of users in different ways as their user base evolves.

To create a new folder or subfolder, click the add "+" icon, and give your folder a name. Your new folder will appear in the folder tree underneath. You can rename and delete a folder using the edit and delete icons.

General Notes on Folders:

- If you create a new top level folder, no content can be added to it until such time as you point a content library at that folder. Content uploaded to any content library pointing at it will reside in that folder.
- If you create a new sub folder, it will also be visible as a new subfolder of any content library pointed at its parent.
- You cannot delete a folder that contains content items.
- Using the Explorer Bar in the CONTENT page to move a subfolder under another content library will be reflected in the folder tree. The moved subfolder will now appear as a subfolder of whatever folder the new parent content library points to.
- Technically, you can point a content library at the very root of your folder structure, which would have the effect of making *all other content libraries* appear as subfolders of your new library. For example, an administrator might do this to grant a single user browse-only access to *everything*, without having to give that user browse-only access to each individual content library. This feature should be used with care however, as the administrator view in the content window becomes complicated with a second full content tree being contained within that new content library.

CONTENT LIBRARIES

If you select folder on the Manage Folders page, the tab on the right displays any content libraries currently pointing to that folder.

*Note: Highlighting a subfolder on the left only displays the content libraries using that folder as a **root folder** – and disregards any content libraries who only see that folder via the parent folder.*

CONTENT TYPES AND METADATA MANAGEMENT

CONTENT TYPES

Content types allow an administrator to manage what type of media is uploaded to individual content libraries, as well as what type of information must be included by an uploader to create a valid content item. The two common elements of a content type are the types of file that can be uploaded, and the metadata fields that are offered to an uploader to complete when uploading a content item.

CONTENT TYPE CREATION

To create a new content item, click on the "+" icon on the top of the Content Types page. Enter the name of your new content type, and click SUBMIT.

Once you have created a content type, the top bar on the right shows the name, reference code and status of your new content type. The "Content Type Code" defaults to the content type name. You can change this if required. (Content Type Codes are relevant for users using CCE's Bulk Upload feature). Lastly, you need to set the status of your content type to ACTIVE before it will appear as an available option in the **create/edit content library** windows.

Before a content type is valid, you must specify the type of files this content type will allow. To do this you need to add a metadata field. The default method is the CREATE NEW FIELD option.

Adding a New Field

The first step in creating a new field is to specify what type of data the field will contain, and how to label the field. The options in the dropdown menu are summarized as follows:

Metadata Field Types

- **File Type *** – A mandatory field specifying the type(s) of file that can be uploaded/downloaded.
- **String** – A basic text entry.
- **List** – A list of prepopulated options.
- **Editable List** – A list of prepopulated options that also allows a user to enter their own.
- **Integer** – A greater than/less than value.
- **Number** – A numeric entry.
- **Date** – A date chosen from a popup calendar.
- **Preview Image File** – Allow an image be used to preview a content item.
- **Preview Clip File** – Allow a clip to be available to preview a content item.

Choose one of the above to create your new metadata field, enter a "Metadata Field Name", and click "ADD FIELD". Your new field is then created, and you will be offered the interface to customize the information required and other options.

Depending on the field type, you will see different options here. For example, for the mandatory "File Type", you can leave the default value which is ".*", or **all file types**, or you can remove this and specify a single file type to associate with this content type. To allow only .mov files, for example, in the "Expected File Extensions" field type the file extension (in this case "**.mov**") in the blank text box and press enter. To remove an existing file type click the "x" beside the file extension.

As a second example, if you choose to create an **editable list** you will be given the option to create values to prepopulate the list, and other option that apply to that metadata field type. You can also choose from values that have previously been created for other editable lists.

Below is a summary of the options common to many of the different metadata fields for your content type:

- **Data Type** – The type of metadata you choose to create initially from the dropdown menu.
- **Metadata Field Name** – The name you originally gave your metadata field.
- **Code** – A mandatory field that can be any alphanumeric value. It is required for users who use the bulk upload feature.
- **XPath** – A reference populated automatically for users using the bulk upload feature.
- **Display Mode** – This allows an administrator to choose how this metadata is displayed in the display grid on the Content page. The field can have its own column, be listed in the "Details" column, or be hidden completely. *When a lot of metadata fields exist, care should be taken in choosing how many columns should be displayed so that the user doesn't have to scroll horizontally in the content page.*
- **Searchable** – Allows the metadata to be searchable, or hidden from search criteria.
- **Include in Email** – An option to display this metadata in a column in notification emails relating to content items of this content type.
- **Reusable** – Allow this exact metadata field to be used again in another content type.
- **Required** – Specify whether users are required to complete this field when uploading using this content type.

Any additions to, or changes made to metadata fields must be saved using the SAVE ALL CHANGES button on the bottom of the page.

If you don't click SAVE ALL CHANGES before you click on another content type in the left hand list you will lose any changes you have made to a content type.

Where the SAVE ALL CHANGES button is greyed out, this means there is a metadata field that is missing some mandatory information. An "invalid" label will also appear in the grey header bar of the field letting you know. Filling in any mandatory information will activate the SAVE button. The RESET button removes any changes made since the last successful save.

Note: If you have created a valid content type but it doesn't appear as an option in the Content Library pages, ensure the "Active Status" on the top bar of your content type is set to "YES".

Adding an Existing Field

The second option when adding fields to your new or existing content type is to choose "ADD EXISTING FIELD", and add a field that has already been created and marked as "**Reusable**". If you click in the "Search for an item" dropdown, you can choose from a list of existing metadata fields. The fields are listed by the "Metadata Field Name" that was chosen for the field on creation.

If you edit the **Name** or **Code** of an existing field added to your content type, this will not be reflected in any other copy of that shared field. However if you edit the **values** of the field, for example the file types or list values, then these values will be mirrored in the other content types using that shared field.

EDITING AND DELETING METADATA FIELDS

Clicking on a content type on the left, displays all the associated metadata fields in the details tab on the right. Each field can be expanded by clicking the arrow (or the field name) on the left. The expanded form shows all the editable criteria of the metadata field. To apply any changes remember to click the SAVE ALL CHANGES button at the bottom of the page.

You can delete a metadata field by clicking the "x" icon on the right of the title bar. New fields can be added using the CREATE NEW FIELD and ADD EXISTING FIELD options.

Note: Any given content type can have up to 25 different metadata fields. The only required field is the "File Type" to specify what file type(s) can be uploaded.

METADATA FIELDS

METADATA FIELD MANAGEMENT

The list on the left displays all existing metadata fields marked as "Reusable". These can be fields created from this page, or from within the Content Type pages.

To create a new metadata field, click on the "+" icon to open the "Create New Metadata Field" window. Similar to the Content Type pages, you first choose the Data Type and give your new field a name. Click "CREATE" to create your new field.

Editing a metadata field (within the DETAILS tab) is done in the same manner as from within the Content Type pages, only here you only edit one field at a time. Simply make your changes and click SAVE to apply them.

*Note: Where you edit a shared metadata field, changes to the **Name, Code** and **XPath** won't affect any content type already using the field. However, changes to the field values – list values, file types, etc. – will be mirrored wherever the metadata field is reused.*

CONTENT TYPE ASSOCIATION

The CONTENT TYPES tab displays any **content types** currently using a selected metadata field. This tab also displays a message at the top to let you know if the particular metadata field can be deleted.

*Note: A metadata field **cannot** be deleted where it is a "Required" field and content has been uploaded using this field as part of a content type.*

OTHER ADMINISTRATIVE FUNCTIONS

RESTORE DELETED ITEMS

This page is accessed by clicking ADMIN in the main navigation, followed by RESTORE DELETED ITEMS. Content items deleted by users within the display grid are listed here, and can be restored by an administrator to the library they were deleted from.

To restore a deleted item, select one or more content items using the "restore content items" icon in the "Actions" column. The RESTORE button on top becomes active, which opens the "Restore Selected Icons" modal window when clicked.

You will see a list of the deleted items you have chosen to restore. To restore them click the RESTORE button underneath. Those item(s) will be restored and the display will be refreshed with the remaining deleted contents.

REPORTS

Basic monthly usage reports can be access from the Reports page. Administrators can choose a month to display the following statistics for that period:

- Peak Storage
- Total GB Uploaded
- Total GB Downloaded

There is also a figure for current storage on Level 3 Origin Storage.

TRANSFER/AUDIT LOGS

This page offers administrators the chance to search the activity logs of users within their CCE account. Found under ADMIN; AUDIT the page is divided into two tabs:

1. **Transfer Logs:** Displays data relating to the Aspera uploads and downloads of users.
2. **Audit Logs:** Displays individual user actions (except transfers) within the CCE site.

Both searches allow an administrator to search using numerous search criteria, including individual user, time and date.

Note: Data returned in a search can be exported as a CSV file by clicking the EXPORT DATA button.

OTHER USER SETTINGS

EMAIL NOTIFICATIONS

Users can choose to be notified via email of new content added to CCE. Email preferences are specified on a **content library** basis. This means that users can choose to be notified of new content uploaded to individual, all or none of the content libraries they have access to.

Under SETTINGS, within the EMAIL NOTIFICATIONS page, users are shown a list of content libraries whose content they can view. Users can then choose the frequency they wish to receive notifications in relation to both newly uploaded **normal and high priority** content. If a user wishes to receive notifications for one or both level of content, the following are the frequencies they can choose from:

Normal Priority	High Priority
Every 3 hours	Every 15 minutes
Daily	Every 30 minutes
Weekly	Every hour
	Every 3 hours
	Daily
	Weekly

Note: Within this page, administrators with more than one account can expand each account by clicking on it to display the associated content libraries.

LOGS

Found under SETTINGS, the purpose of logs are to allow troubleshooting of issues within CCE. If there is an issue, you may at some point be asked to check the logs and potentially send on the information to have the issue resolved. You will only see logs relating to your own actions.

HELP

FREQUENTLY ASKED QUESTIONS

The "HELP" section can be accessed from both the Homepage and the top navigation. Some of the most basic questions in relation to the operation of CCE have been laid out in FAQ form. This is not meant to be a substitute for this User Guide, but a quick reminder to users of basic terminology and actions. Whatever is not extensively explained in the FAQ should be fully explained here.

Note: A link to the most up-to-date User Guide is available from the top right of the FAQ page.

SYSTEM REQUIREMENTS

SUPPORTED BROWSERS

In order to utilise the latest technology, CCE is designed to operate in the most modern browsers. Any of the following browsers will be supported:

- Chrome
- Firefox
- Internet Explorer 9 or later
- Safari (Mac and PC)

SUPPORTED OPERATING SYSTEMS

CCE is designed to run on desktop versions of Microsoft Windows and Apple Mac OS. Currently, mobile operating systems such as Android or Apple's iOS are not supported.

NETWORK REQUIREMENTS

In order for Aspera transfers to run, there are required network port settings. The plug-in uses SSH to connect and authenticate.

✓ **FASP transfer use ports 33001 – 33010 over UDP.**

These are the recommendations from Aspera:

- Allow outbound connections from the Aspera client on the TCP port (TCP/33001, by default).
- Allow outbound connections from the Aspera client on the FASP UDP port (33001, by default).

As well as ensuring these ports are opened and allowed, the user should check the following with their IT department:

- That they have permissions to initiate an SSH session.
- That there is no Anti-virus/Monitoring software running that blocks such connections.
    o For example Symantec may disallow SSH connection.
- That their firewall also allows them to make SSH connections.

ASPERA INSTALLATION AND USE

ASPERA CONNECT DOWNLOAD

When downloading, the Aspera Connect browser plug-in enables fast downloads of large files. If you have a high-speed internet connection (above 10 Mbps), you will experience significantly faster downloads than you would without the plug-in, and even some improvement on lower-speed connections. Aspera-based downloads are the only allowable way to download files from the portal, so installation of the plug-in is required.

Installation is very simple. However, please take the following precautions.
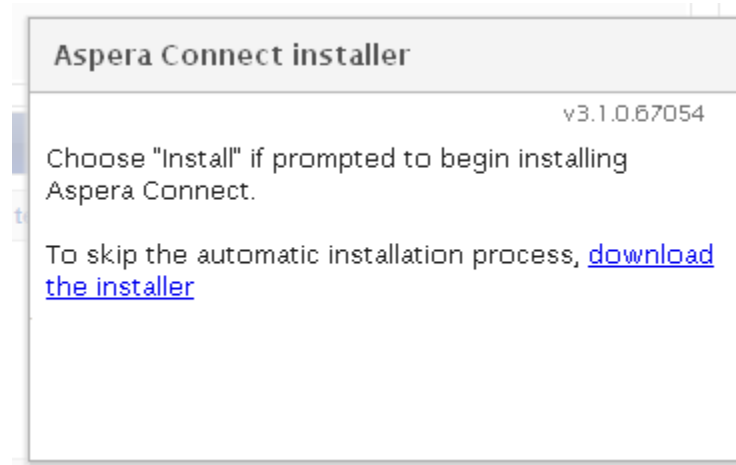
1. Save and close any open files on your computer

2. Open a new browser window when preparing to install the plug-in; do not simply open a new tab in a browser window since you may be required to close the browser as part of the install process

The first time you log in and navigate to the Download Page area of the portal, you will see the following pop-up box:
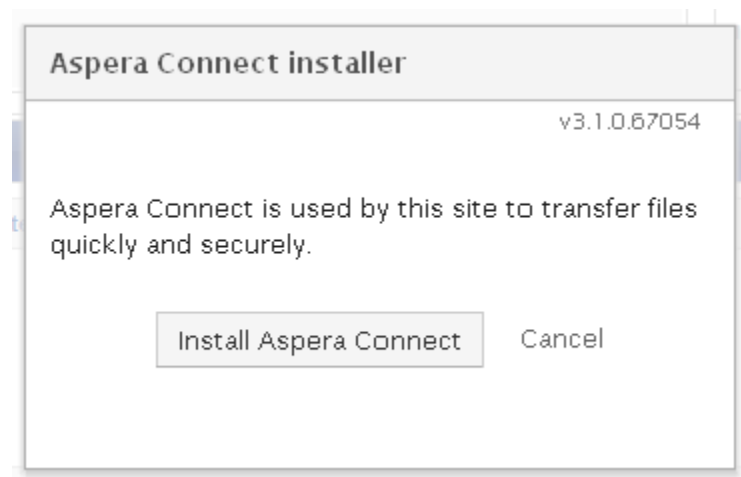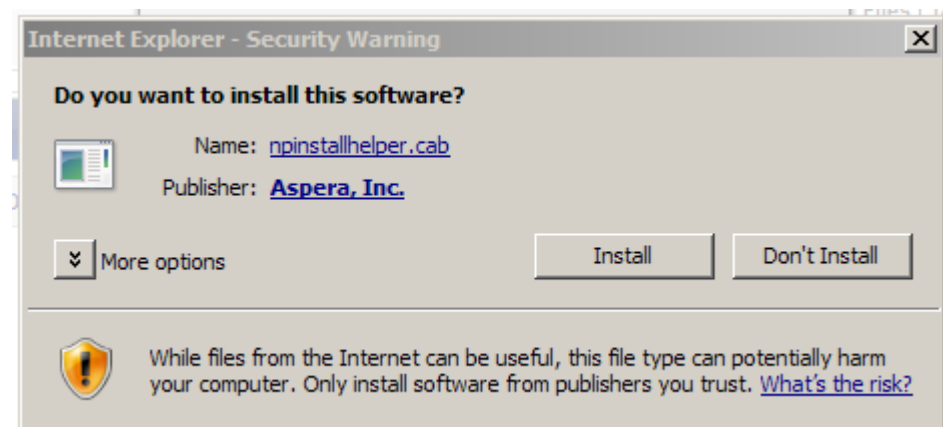

Before clicking on the "Install Aspera Connect" button, please double-check that you have saved and closed any open files as a precaution.
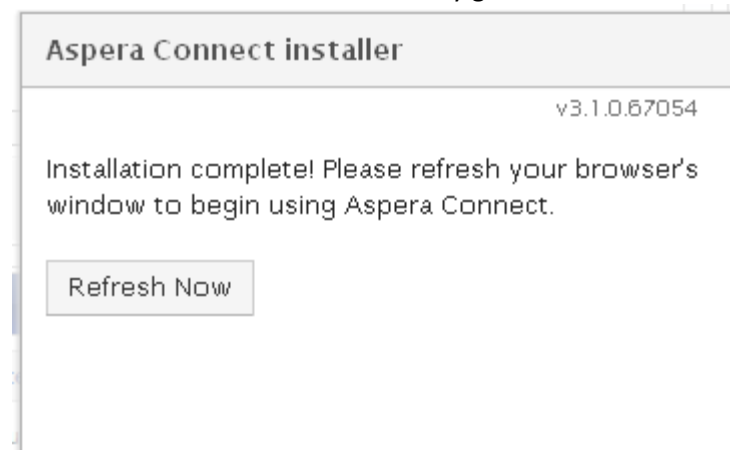
Having saved and closed all open files, click on the "Install Aspera Connect" button. Next, you will see the following pop-up box:

Aspera Connect installer

v3.1.0.67054

Choose "Install" if prompted to begin installing Aspera Connect.

To skip the automatic installation process, download the installer

Within a few seconds and you should see the following box pop up (the design may vary based on the browser used):

Internet Explorer - Security Warning

Do you want to install this software?

Name: npinstallhelper.cab
Publisher: **Aspera, Inc.**

More options   Install   Don't Install

While files from the Internet can be useful, this file type can potentially harm your computer. Only install software from publishers you trust. What's the risk?

Click on the "Install" button. You may get one of several results. You most likely will get this request:

Aspera Connect installer

v3.1.0.67054

Installation complete! Please refresh your browser's window to begin using Aspera Connect.
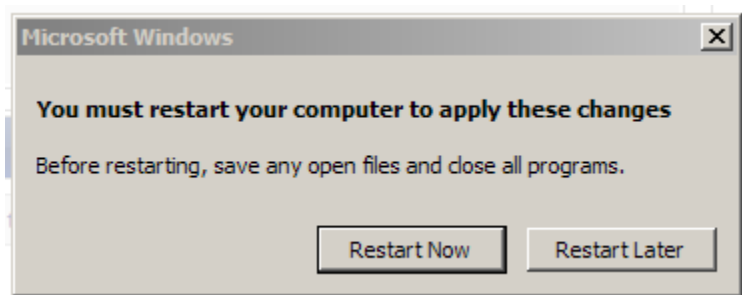
Refresh Now

Simply refresh the browser window to continue using the portal.

You may instead be asked to restart your browser, in which case close the browser window, open a new window, and log in to the portal again to finish the install.

In some cases, you will get this message:

If so, do as requested by closing all programs and restarting your computer to finish the Aspera installation.

From time to time, new versions of Aspera Connect become available. If you receive a notice to install them, please do so. The process is similar to the one described above but you will not have to restart your computer – updates will only require a browser refresh to complete.

Note: Installing Aspera in Internet Explorer is a slightly different process. You will be prompted to install an .exe file directly, rather than within your browser.

CHOOSING YOUR DESTINATION FOLDER FOR DOWNLOADS

If you right-click the Aspera Connect icon in the taskbar of your PC, it will open a Preferences dialog box (see above for details of where to find this icon).

Choosing the "Transfers" tab allows you to change the default destination folder for any downloads from CCE. Simply browse to a preferred location under the label "Save downloaded files to".