

EyeMedia 1.0

OnSite Integration

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1. INTRODUCTION

EyeMedia is a server-based solution for the management of digital assets, designed to support registering, locating, and re-purposing images, content and artwork. The digital asset management (DAM) capabilities of EyeMedia include searching asset libraries, proofing, and support for OPI and proxy workflows.

TeamWorks is a server-based collaboration and project management system, designed to support content creation.

This document describes how to integrate an EyeMedia server for use with the customer's InSite and *Prinergy* software production workflow. A service representative performs these procedures. The Production Team will have installed EyeMedia and other software as ordered on the shipped system.

1.1 Related Documents

- EyeMedia 1.0 Factory Installation (document number 719-00517)—available from the TechPlanet *EyeMedia 1.0 Installation* page.
- EyeMedia System Administration Guide (document number 731-00593)—available on the EyeMedia DVD under EyeMedia 1.0 Documentation.

1.2 Prerequisites

You must have the following components before proceeding with the onsite integration:

- Customer-completed *EyeMedia Presite*, located in **Outlook under Public Folders\All Public Folders\WFS\Synapse TwEm**
- Prinergy system at version 3.0.2.1 or later
- InSite system at version 4.1.0.1288 or later
- EyeMedia server delivered to the customer site with EyeMedia 1.0 installed
- Dongle delivered to the customer site
- New license key to be entered on the customer's EyeMedia server

  Note: During factory installation, this license key should have been recorded on the EyeMedia server in the **new_license_key.txt** file at **E:\TwEmStuff**.
- Remote access and VNC. If they are not installed, contact the Response Center.
- *Dell* W2K Resource CD (part number 21-0151)
- *PowerChute* v5.2 CD (part number 21-0067)
- EyeMedia 1.0 DVD

Before you begin unpacking and setting up the system components, ensure that the EyeMedia Presite (document number 719-00543) is complete. This document is available from the TechPlanet *EyeMedia 1.0 Installation* page

The customer's completed Presite document can be found in Outlook under **Public Folders\All Public Folders\WFS\Synapse TwEm**.

2. CONNECTING THE EYEMEDIA SERVER TO THE NETWORK

To physically connect the EyeMedia server to the customer's InSite system:

1. Verify that the shipping package is intact.

   CAUTION: If the package is damaged in any way, do not proceed with the installation. Contact Shipping Logistics immediately.

2. Move the equipment to the approximate final location before unpacking. This will minimize the possibility of damaging the equipment or misplacing components.

3. Check that the equipment is at room temperature. This is especially important if the outside temperature is extremely hot or extremely cold.

4. Unpack the equipment. Check each item against the packing slip. If there are any missing items, contact Kodak immediately.

   Note: Keep all packaging materials in case anything needs to be returned.

5. Do a simple power-on test to confirm that the equipment is working.

   CAUTION: If the equipment appears to be damaged, contact Kodak immediately.

6. Assemble the EyeMedia server.

7. Attach the dongle to the EyeMedia server.

8. Power on the system.

9. From the EyeMedia server, connect to the Microsoft Web site at *http://www.microsoft.com*. Click **Security**.

10. Under **Current Security Updates**, click **Windows Security Update** to download the latest critical Windows hotfixes.

11. Set up the EyeMedia server to automatically download Microsoft Windows Updates:

    a. From the **Start** menu, select **Settings > Control Panel.**

    b. Double-click **Automatic Updates**.

    c. Ensure that **Automatic (recommended)** is selected.

    d. Set how often the server will check for updates. We recommend daily at 3:00 am.

    e. Click **OK**.

Microsoft also releases updates that are not classified as Critical. Examples of non-critical updates include driver updates, service packs, feature packs, and tools. We recommend that you do not install non-critical updates until they have been approved by the InSite team. You will be notified of approved updates via the InSite distribution list on eCentral at *https://ecentral.creo.com*.

3. SETTING THE INTERNAL (LAN) IP ADDRESS OF THE EYEMEDIA SERVER

The system was set up with a default address that must be changed to integrate the system on the network. In the following procedure, you will set the Static IP address supplied in the *EyeMedia Presite*. To set the LAN IP address:

1. Log in as an Administrator (Username: Administrator, Password: creo).
2. On the desktop, right-click **My Network Places** and select **Properties**.
3. Right-click **Local Area Connection** and select **Properties**.
4. From the list of components in the Local Area Connection Properties dialog box, highlight **Internet Protocol (TCP/IP)** and click **Properties**.
5. Complete the boxes provided, using information from the customer's completed *EyeMedia Presite*, or contact the customer's network administrator:
   - Internal Private (LAN) IP address (IIS for EyeMedia)
   - Internal Private (LAN) Subnet mask (IIS for EyeMedia)
   - Default gateway for EyeMedia server
   - Primary (Preferred) DNS address for EyeMedia server (if required)
   - Secondary (Alternate) DNS address for EyeMedia server (if required)

   Note: Some IT departments require the DNS address to be left blank for security reasons.
6. Click **Advanced**.
7. On the **WINS** tab of the Advanced TCP/IP Settings dialog box, ensure that **Enable NetBIOS over TCP/IP** is selected, and add the Primary and Secondary DNS IP address if required.
8. Click **OK** and then **OK**.

4. SETTING THE CORRECT APPLETALK ZONE

The system was set up with a default AppleTalk zone. You must update this with the correct AppleTalk zone.

1. On the desktop of the EyeMedia server, right-click **My Network Places** and select **Properties.**
2. Right-click **Local Area Connection** and select **Properties**.

3. Select **AppleTalk Protocol** and click **Properties**.
4. Select the correct zone and click **OK**, and then **OK** again.

   Note: If you don't know the correct AppleTalk zone, check any Macintosh on the network to determine it, using these same steps.

To verify that you have selected the correct zone, check the registry.

1. Open a command prompt and type `regedit`.
2. Locate **HKEY_LOCAL_MACHINE > SYSTEM > CurrentControlSet > Services > AppleTalk > Parameters > DesiredZone**.
3. If the zone listed is incorrect, right-click the zone name and select **Modify**. Type the correct name and click **OK**.

   Note: If there is no zone, type *****.
4. Close the Registry Editor and type **Exit**.

5. MOVING THE EYEMEDIA SERVER INTO THE INSITE SERVER'S DOMAIN

If the customer's InSite server is in a domain rather than a workgroup, the EyeMedia server must be moved into that same domain:

1. On the EyeMedia server's desktop, right-click **My Computer** and select **Properties**.
2. On the **Network Identification** tab, click **Properties**.
3. Under **Member of**, select **Domain.** Type the name of the domain into which the EyeMedia server is being moved.

   Note: Do not change the computer name. There are many references to this name.
4. Click **OK**.
5. Enter the username and password of the domain. Click **OK**.
6. Restart the EyeMedia server.

6. ADDING EYEMEDIA TO THE PRINERGY/INSITE SYSTEM

When the EyeMedia server is delivered to the customer site, its registry will still list Production's InSite and Prinergy primary servers. This must be updated to point to the customer's InSite and Prinergy primary servers.

On the EyeMedia server:

1. Select **Start > Programs > Creo TWAM > TeamWorks Config App**.
2. In the TeamWorks Import Assistant, click **Set Servers** and fill in the following information:

   - **Insite Server**—type the name of the InSite server.

- **Prinergy Server**—type the name of the Prinergy server.

3. Click **Apply**.
4. Type the Username and Password for the TWAM Service (usually `ARAXI/ARAXI`).
5. The Set Servers script should run. It should complete with no errors in the message window.
6. Close the Server Configuration window and then close the TeamWorks Import Assistant window.
7. Open a command prompt and type `net start twam`.

On the InSite server:

1. Notify the customer that you need to stop and restart the Insite service. You may need to schedule this for a convenient time when no one is using InSite.
2. Open a command prompt and type `net stop insite`.
3. Type `net start insite` to restart the InSite service.

7. CONFIGURING EYEMEDIA

During onsite integration, enter these configuration settings based on information provided in the customer's Presite document.

Note: Click **Update** before exiting any Configuration Settings page to ensure that the information on that page is properly recorded in the registry.

1. Double-click the TWAM Administration shortcut on the desktop, or use Internet Explorer to go to *http://<TwEmservername>:6377/TwamWebAdmin/*. Log on using the username ARAXI and password ARAXI.
2. Select **Configuration Settings > Printer Information** and enter the following information:
   - **Printer Name**—type the printer's name.
   - **TWAM Administrator Email**—type the system administrator's email address.

     Note: You can only have one administrator email address.
   - **TWAM Home Page**—enter the URL for the customer's EyeMedia home page (this will be the same as the URL for InSite)

     Example: `http://eyemedia.printer.com`
3. Click **Update**.
4. Click **Security** and select **Enforce Strong Passwords**. Click **Update**.
5. Click **Customer Access Control**.
6. Ensure that **Allow HiRes Download** and **Allow Download of Uploaded Files** are selected.

7. Under **History Messages**, click **Select All**. This ensures that all history messages are enabled and that the data gets fixed in the registry.

8. Click **Update**.

8. CONFIGURING EYEMEDIA IF INSITE IS MULTI-HOMED

If the InSite server is multi-homed, a number of registry entries must be added manually to the registry of the EyeMedia server. You can check the registry settings on the InSite server to determine if it is multi-homed:

1. On the InSite server, open a command window type `regedit`.

2. Navigate to **HKEY_LOCAL_MACHINE\Software\Creo\Araxi\Settings\Default\PWEB\Networking**.

3. Check if the value for **Multihomed** = **True**.

If the InSite server is multi-homed, add the additional registry entries to the EyeMedia server:

1. On the EyeMedia server, open a command window and type `regedit`.

2. Navigate to **HKEY_LOCAL_MACHINE\Software\Creo\Araxi\Settings\Default\TWEB** and select the **Enterprise** entry.

3. Select **Menu > Edit > New > String value** to create a new entry in the Enterprise section.

4. Rename the newly created key name `LocalCoopServerBrokerLanIp`.

5. Repeat, creating additional registry string entries in the Enterprise section for:

    - LocalCoopServerBrokerWanIp
    - LocalCoopServerInternalIpRanges
    - LocalCoopServerIsMultiHomed

6. Double-click each of the entries in turn, and add the following values. The actual values to be entered can be found in the corresponding **Networking** section of registry of the InSite server, which can be found in the InSite registry at **HKEY_LOCAL_MACHINE\Software\Creo\Araxi\Settings\Default\PWEB\Networking**. The values to be modified are:

    - LocalCoopServerBrokerLanIp = <SmartReviewLanIp in InSite Networking registry>
    - LocalCoopServerBrokerWanIp = <SmartReviewWanIp in InSite Networking registry>
    - LocalCoopServerInternalIpRanges = < InternalIpRanges in InSite Networking registry> (will look something like `10.1.*; 127.0.0.1`)
    - LocalCoopServerIsMultiHomed = True

9. CONFIGURING EYEMEDIA IF A TERTIARY IS REQUIRED

If the TeamWorks and EyeMedia projects and libraries are to be homed on a tertiary server, complete the following steps:

1. Set up a share on the tertiary server (recommended name is **AraxiVolume_<servername>_<drive>**, for example, **AraxiVolume_ServerXXX_J**).
2. Ensure that the tertiary server is configured to allow read/write permission for an ARAXI user accessing the share.
3. Add the tertiary location to the EyeMedia database:
    a. On the EyeMedia server, open a command window and type `sqlplus prinergy/araxi`.
    b. Type `SQL> exec pkg_twcustpath.sp_twupdateprinterdefaults(<server name>, <sharename>);`
    c. Type `SQL> commit;`
    d. Type `SQL> quit;`

The server and share name of the tertiary are added to the database, so that all new projects and libraries will be created on the tertiary.

10. CHECKING THAT .NET REMOTE OBJECTS ARE ENABLED

Confirm that the **aspnet_isapi.dll** file has been successfully installed. This .dll file enables .NET remoting objects (.rem extensions) required for InSite-to-EyeMedia collaboration.

1. On the desktop, right-click **My Computer** and select **Manage**.
2. Under **Services and Applications**, double-click **Internet Information Services**, then double-click **Default Web Site**.
3. Right-click **SynapseInSiteWebServices** and select **Properties**.
4. Click **Configuration** near the bottom right of the window.
5. On the **App Mappings** tab, look for the following entry:

    Executable: D:\WINNT\Microsoft.NET\Framework\v1.1.4322\aspnet_isapi.dll

    Extension: .rem
    Executable: C:\WINNT\Microsoft.NET\Framework\v1.1.4322\aspnet_isapi.dll
    Limit Verbs: GET,HEAD,POST,DEBUG

6. If the entry is not there, add it by completing the following steps:
    a. Click **Add**.
    b. Next to the **Executable** box, click **Browse**.
    c. In the **Files of type** box, select **Dynamic Link Libraries (*.dll)**.

d. Locate and select **D:\WINNT\Microsoft.NET\Framework\v1.1.4322\aspnet_isapi.dll** and click **Open**.

e. In the **Extension** box, type `.rem`.

f. Click **Limit to** and type `GET,HEAD,POST,DEBUG`.

g. Click **OK**.

11. SETTING UP THE EYEMEDIA SERVER FOR BACKUP

You must configure EyeMedia for backup. Oracle Backup Manager software is included with each EyeMedia system.

1. Open a command prompt and type `run oraclebackupmanager`.
2. Type `show`.

   The backup configuration appears.
3. Write down the BACKUP_DESTINATION and ZIP_FILES_DESTINATION location values.
4. Create a Windows NT share for each location (OracleBackup_BCK and OracleBackup_ZIP). To create each share, complete the following steps:

   a. Select **Manage > System Tools > Shared Folders > Shares**.

   b. Select **Action > New > File Share**.

   c. Browse to one of the share locations identified above.

   d. Provide the corresponding share name (OracleBackup_BCK or OracleBackup_ZIP).

   e. In the **Accessible from the following clients** box, select **Microsoft Windows**.

   f. Click **Next**.

   g. Select **Adminstrators have full control; other users have read only access**.

   h. Click **Finish**.

12. CONFIGURING THE PRINERGY SERVER

1. Create a process template to use the image proxy feature in EyeMedia:

   a. In Prinergy Workshop, select **Tools > Process Template Editor**.

   b. Right-click **Refine** and select **New Process Template**.

   c. Select the **Normalize** check box and then expand the **Normalize** pane.

   d. Under **Images**, select both **Do OPI Image Replacement** and **Search Synapse AssetManager For High-Resolution Images**.

e. Select the **ColorConvert** check box.

f. On the **File** menu, select **Save** and type the name `Image Proxy Refine`.

g. Close the Process Template Editor.

2. Create an **Image Proxy** pre-job and add a hot folder that uses the new **Image Proxy Refine** process template.

a. In Prinergy Workshop, click **Pre-Jobs**.

b. On the **File** menu, select **New Pre-Job.**

c. Type the name `Image Proxy` and click **Create**.

d. On the **Job** menu, select **Manage Hot Folders**. Click **Add**.

e. Under **Process Files**, select the **Image Proxy Refine** process template.

f. Type a name for the hot folder. Click **OK** and then **Close**.

g. Close the Job Manager and Job Finder windows.

3. Add the EyeMedia server to the Prinergy backup strategy:

a. On the Prinergy server, click the Prinergy Administrator shortcut.

b. Select **Tools > Configure System**.

c. On the **Backup** tab, click **Add Server** and add the EyeMedia server to the list of servers to be backed up.

13. LOGGING IN TO INSITE/EYEMEDIA

EyeMedia must be tested from inside the firewall (on the LAN).

1. Double-click the TWAM Administration shortcut on the desktop, or use Internet Explorer to go to *http://<twem_server_name>:6377/TwAmWebAdmin/*. Log on using the username ARAXI and password ARAXI.

2. Click **Staff Accounts** and then click **zCSupport_CSR**. Enable all of the EyeMedia user rights for this account.

   Note: Do not *create* a staff account in EyeMedia Administration. If zCSupport_CSR is not listed, log in to InSite Administration and create the account there (Username: zCSupport_CSR, password: CreBPNumber!). Return to EyeMedia Administration and zCSupport should appear (you may need to refresh your browser).

3. Click **Update**.

4. Close EyeMedia Administration.

5. Log in to EyeMedia at *http://<InsiteServerName* using the username `zCSupport_CSR` and password `CreBPNumber!`.

14. VERIFYING THE JAVA VERSION ON THE EYEMEDIA SERVER

1. In EyeMedia, click **System Diagnostics** (the wrench in the right-hand corner of the toolbar). Check if the Java version is up to date by scrolling down to the **Java** section of the System Diagnostics window. If the version is not supported, follow the instructions as indicated for updating the server's Java version:

    a. Click the link and start the installation of the new version of the Java executable.

    b. Use all Java installer defaults.

    c. Once the installation is complete, check that you have an entry for Java in **Settings > Control Panel**.

    The final steps of the Java installation require you to close open browsers and clear your caches.

2. Close your browser window.

3. Reopen your browser, log in again, and click **System Diagnostics**. Verify that the Java version is now up to date.

15. TESTING EYEMEDIA

1. Login in as a CSR user.

2. Create a new library.

    a. Click **Libraries**.

    b. Click **New Library**.

    c. Type the library name `TestLibrary`.

    d. Click **Create Library**.

3. Upload elements into the library.

    a. Click **Libraries**.

    b. Click **TestLibrary**.

    c. Click **New Upload**.

    d. Click **Upload Files**.

    e. Click **Change Folder** and locate some files (any files).

    f. Select the files. Click **Add** and then **Upload**.

    g. In the Upload Details window, click **Close**.

4. Download an element.

    a. Click **Libraries**.

b. Click **TestLibrary**.

c. Locate an element and select it.

d. On the Operations palette, select **Download HiRes**.

5. Create a new project.

a. Click **Projects**.

b. Click **New Project**.

c. Type the project name `TestProject`.

d. Click **Create Project**.

6. Copy elements between the library and project.

a. Click **Libraries**.

b. Click the new library name **TestLibrary**.

c. Select an element.

d. On the Operations Palette, click **Copy**.

e. Type the folder that you want to copy the element to.

7. Create a job.

a. Click **Jobs**.

b. Click **New Job**.

c. In the **Job Name** box, type `zSupport`.

d. In the **Job Code** box, type `<date of installation>`, for example `17-03-05`.

e. Click **Create Job**.

8. Click the job **zSupport**. Click **New Upload** and move some files from a project.

9. Click **X** at the top right corner of the page to log out of EyeMedia.

16. ONSITE INTEGRATION CHECKLIST

- ❑ Obtained required documents, license key, and CDs/DVDs.
- ❑ Connected the EyeMedia server to the network and verified network connectivity.
- ❑ Set the internal IP address of the EyeMedia server.
- ❑ Set the correct AppleTalk zone.
- ❑ Moved the EyeMedia server into the InSite server's domain, if required.
- ❑ Added EyeMedia to the Prinergy/InSite system.
- ❑ Set EyeMedia Administration configuration settings.

- Configured EyeMedia for multi-homing (if required).
- Configured EyeMedia to use a tertiary (if required).
- Checked that .NET remote objects are enabled.
- Set backup.
- Configured the Prinergy server to use EyeMedia's image proxy feature.
- Added an EyeMedia process plan to InSite's upload processing settings.
- Verified the Java version on the Insite server.
- Tested the onsite integration of the EyeMedia server from inside the firewall (on the LAN).
    - Added EyeMedia user rights to the zCSupport_CSR staff user.
    - Created a new library.
    - Uploaded elements to the library.
    - Downloaded an element.
    - Created a new project.
    - Moved elements between a library and a project.
    - Created a new job.
    - Uploaded files to the job.
- Emailed creodocs@creo.com with feedback on this document.
- Verified that the Presite document is correct and updated, and emailed any changes to CustomerDataCenter@creo.com (or faxed 604.437.9891).