System Administration Guide

English

Synapse EyeMedia 1.0

731-00593A-EN Rev A

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Synapse EyeMedia Overview

What Is Synapse EyeMedia?

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

Synapse TeamWorks is a companion to Synapse EyeMedia that provides project-based collaboration for content creation.

EyeMedia and TeamWorks have a Web-based user interface for general use. You can access this user interface from a computer running either a Macintosh OS X or Microsoft® Windows® operating system. For power users of both Synapse EyeMedia and TeamWorks, advanced software called Synapse Desktop is available. This software runs on a Macintosh OS X platform only.

Synapse EyeMedia Components

Synapse EyeMedia consists of software and hardware components:

- Synapse EyeMedia and Synapse TeamWorks—the main software. This is what your customers and staff use.
- Synapse EyeMedia Administration—software for configuring and managing the system
- Synapse Desktop—a desktop client user interface for Synapse EyeMedia, Synapse TeamWorks, and Synapse InSite. It is available for use only on computers running Macintosh OS X .
- Synapse EyeMedia server computer—the Web server on which the Synapse EyeMedia software is installed.

Web Browser Compatibility

Synapse EyeMedia and Synapse EyeMedia Administration are Web-based software that can be viewed on multiple platforms and browsers. Table 1 lists the Web browsers that you can use to access Synapse EyeMedia and Synapse EyeMedia Administration.



Note: This information is subject to change. For the latest information about compatible browsers, ask your service representative.

Table 1: Recommended browsers

Software	Microsoft Windows Browsers	Macintosh Browsers
Synapse EyeMedia	Internet Explorer 5.0 or later	Safari™
Synapse EyeMedia Administration	Internet Explorer 5.0 or later	Internet Explorer 5.0 or later

System Architecture

Figure 1 illustrates how a tyical Synapse EyeMedia system might be set up as part of your network. Your users access Synapse EyeMedia either through a Web browser or through Synapse Desktop. Users log on through your Synapse InSite server. If Synapse EyeMedia or TeamWorks user rights are enbled, users will be directed to a new home page offering projects, jobs, and libraries.

The Synapse EyeMedia server has its own Oracle® database. When you process a file through Prinergy® that contains an FPO (For Placement Only) image from Synapse EyeMedia, Prinergy searches the Synapse EyeMedia database to locate the high-resolution original of the image. When a Synapse EyeMedia user searches based on job information, Synapse EyeMedia queries the Prinergy server's database to return usage information.

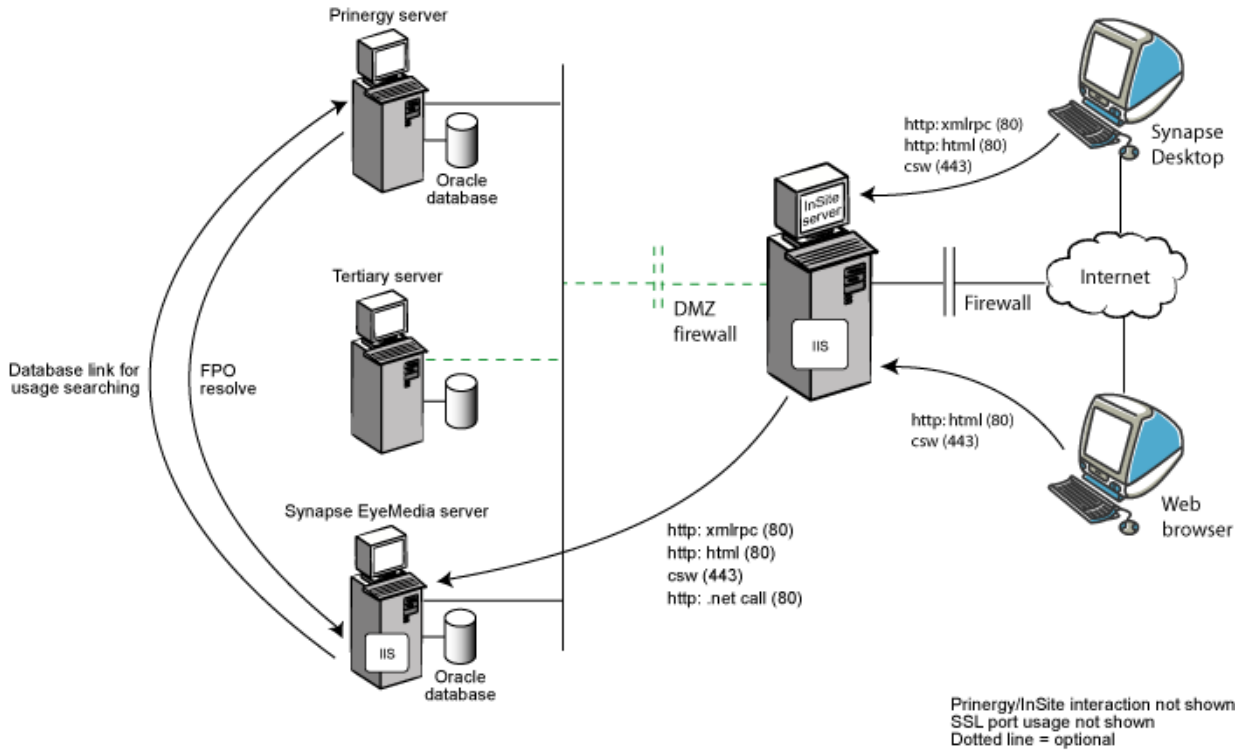


Figure 1: Synapse EyeMedia system architecture

Security

Although every effort has been made to ensure security within Synapse EyeMedia, you are ultimately responsible for the security of any data transmitted via Synapse EyeMedia software.



For information about planning system security, including firewalls, SSL, and strong passwords, see the *Synapse InSite System Administration Guide*.

Setting Up and Maintaining the System

Managing Licensing

Synapse EyeMedia uses licensing to manage the number of users who can concurrently access the software. If one of your users cannot log in to Synapse EyeMedia, you may have already reached the maximum number of concurrent user logins allowed by your license.

Licensing is controlled by entering a license key in the Synapse EyeMedia License Manager. In addition to entering the correct license key, you must also have valid dongle connected to your Synapse EyeMedia server. This dongle is installed when your Synapse EyeMedia system is installed.

To view your Synapse EyeMedia license:

- From the Windows **Start** menu, select **Programs** > **Creo TWAM** > **License Manager**.

Adding Synapse EyeMedia Rights to Accounts

Once the Synapse EyeMedia server has been added to your network, you can configure the system and add Synapse EyeMedia user rights to staff accounts and customer accounts.

Adding Synapse EyeMedia Rights to Staff Accounts

Because Synapse EyeMedia uses the Synapse InSite customer and user database (located on your Prinergy primary server), you should not create any staff accounts directly in Synapse EyeMedia Administration. Instead, create staff accounts in Synapse InSite and then open Synapse EyeMedia Administration to assign Synapse EyeMedia user rights to those accounts.

To assign Synapse EyeMedia user rights to a Synapse InSite staff account:

1. Log in to the Synapse EyeMedia Administration Web page at `http://<Synapse EyeMedia server name or IP address>:6377/TWAMWebAdmin/`

   User Name: `ARAXI`
   Password: `ARAXI`



   Tip: You can also access Synapse EyeMedia Administration by first going to your Synapse InSite Administration Web page and then clicking **TwAm Admin Page**.

2. Click **Staff Accounts**.
3. Click the name of the staff user to whom you want to give Synapse EyeMedia rights.

4. Select or clear the Synapse EyeMedia **Projects** and **Libraries** user rights, depending on what tasks you want the user to perform in Synapse EyeMedia.
5. Click **Update**.

Adding Synapse EyeMedia Rights to Customer Accounts

You can add Synapse EyeMedia user rights to customer accounts using either Synapse EyeMedia or the Synapse EyeMedia Configuration software.

In general, you will use Synapse EyeMedia to modify customer rights. However, using this method, you can modify only one customer account at a time. If you want to assign the same user rights to several customer accounts at once, you can do so using Synapse EyeMedia Configuration.

To add user rights to a customer account using Synapse EyeMedia:

1. Log in to Synapse InSite using a staff account that has Synapse EyeMedia rights.
2. On the **Customer** page, find the customer to whom you want to assign Synapse EyeMedia user rights and click **Edit Customer Info**.
3. Click the name of the user to whom you want to give Synapse EyeMedia rights.
4. Under **Projects** and **Libraries**, select or clear the Synapse EyeMedia user rights, depending on what tasks you want the user to perform in Synapse EyeMedia.
5. Click **Update**.

To add user rights to multiple customer accounts using Synapse EyeMedia Configuration:

1. On the Synapse EyeMedia server, from the Windows **Start** menu, select **Programs > Creo TWAM > Teamworks Config App**.
2. Click **Assign User Rights**.
3. Log on with an existing staff user name and password.
4. In the **Select customer** list, select the customer whose accounts you want to assign Synapse EyeMedia rights to.

   All of the accounts for the selected customer are listed in the **Users** area.
5. Select the accounts to which you want to assign Synapse EyeMedia rights. To select all of the accounts in a range, press SHIFT while clicking the first and last accounts in the range. To select only specific accounts within the list, press CTRL while clicking each account that you want to modify.
6. On the **Project Rights** and **Library Rights** tabs, select or clear the Synapse EyeMedia user rights, depending on what tasks you want the selected users to perform in Synapse EyeMedia.
7. Click **Assign**.
8. When you have finished adding Synapse EyeMedia rights to customer accounts, click the **X** in the upper-right corner of the dialog box to close the dialog box.

Stopping and Restarting Synapse EyeMedia

You can stop and restart the Synapse EyeMedia service whenever required. To stop and restart, you must be on the Synapse EyeMedia server. You cannot do this remotely.

1. From the **Start** menu, select **Run**.
2. In the **Open** box, type `cmd` and click **OK**.
3. To stop the service, type `net stop twam` and press ENTER.
4. To restart the service, type `net start twam` and press ENTER.



Note: You can also stop Synapse EyeMedia through Synapse EyeMedia Administration, but you must still be on the Synapse EyeMedia server. To do so, select **Maintenance > Shutdown > Shutdown Now**.

Generating a Synapse EyeMedia Usage Report

Synapse EyeMedia Configuration enables you to generate a report indicating the total amount of data (in megabytes) uploaded by each of your customers during a specified time period. You can then use this information, for example, to charge your customers for their usage of Synapse EyeMedia based on their level of upload activity.

To generate a usage report:

1. On the Synapse EyeMedia server, from the Windows **Start** menu, select **Programs > Creo TWAM > Teamworks Config App**.
2. Click **Run Report**.
3. Specify the time period for which you want to view upload activity.
4. Click **Generate**.

   The report appears, indicating the amount of data that each customer uploaded to each of their projects and libraries during the specified time period.

Backing Up Synapse EyeMedia

Overview

It is essential that you regularly back up the Synapse EyeMedia server's Oracle database and system drive to disk. This is the best way to minimize data loss or damage caused by problems such as disk failure, power outages, and virus infections. We recommend that you back up your system every day to ensure maximum data recovery in the event of a problem.

In addition, you should run regular tests to ensure that your backup files will be available in the event of an emergency.

For detailed instructions on how to configure, back up, and recover backups for Synapse EyeMedia, contact your Creo service representative.

Triggering the Backup Process

Prinergy Backup Manager specifies the Prinergy servers on which backup will occur. You can add the Synapse EyeMedia server to this list. Prinergy Backup Manager then triggers Synapse EyeMedia Online Backup on the Synapse EyeMedia server.

To add the Synapse EyeMedia server to the list, in Prinergy Administrator, select **Tools** > **Configure System** > **Backup**. In the same dialog box, you can indicate whether you want to be notified on this server if there is a problem with the backup.



For more information about adding to or removing servers from the Prinergy Backup Manager list, see the Prinergy Administrator online help.

Using Synapse EyeMedia Online Backup



Important: On a regular basis, check to ensure that appropriate backup disk space is available.

The following steps outline the major activities that occur during a Synapse EyeMedia Online Backup:

1. An Oracle database backup runs automatically each day. The default time is 3:00 A.M., although your service representative can change the scheduled time for you.

2. The Prinergy primary starts Synapse EyeMedia Online Backup, which performs the following functions:
    a. Backs up the Synapse EyeMedia server system drive, System State, and the Oracle database backup files.
    b. Checks the backup and updates the primary registry key.
    c. Generates log files in the **D:\Creo\TWAM\System\log\Backup** folder.

To check a Synapse EyeMedia Online Backup:

1. Confirm that the backup was successful by checking the latest log file located at **D:\Creo\CreoAraxi\system\log\backup.**
2. If the backup was not successful, take appropriate measures. (See *What To Do If Backup Fails.*)
3. When the backup is complete, store the backup file according to your backup plan.

What To Do If Backup Fails

Monitor your system on a regular basis to ensure that backup is successful. It is essential that you have the most up-to-date backup data available, should you be required to recover your system.

The Synapse EyeMedia Online Backup automatically monitors the system to confirm backup success.

If backup fails, try to determine why it failed. Backup may fail for a number of reasons, including insufficient available disk space or network problems. If you can identify the cause of the failure, take appropriate steps to prevent future failures, if possible.

If you cannot identify the cause of the failure, or if failure persists, contact your service representative.

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