Avid | Edit On Demand®

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Avid | Edit On Demand Setup and User's Guide • Revised 2/2/22 • This document is distributed by Avid in online (electronic) form only, and is not available for purchase in printed form.

Contents

Using This Guide

Avid | Edit On Demand provides a cloud-based editing environment using Media Composer workstation instances backed by Avid NEXIS | Cloud Storage. This guide describes how to set up and use the system.

Who Should Use This Guide

This guide is intended for administrators and users (editors) of an Avid | Edit On Demand system.

Symbols and Conventions

Avid documentation uses the following symbols and conventions:

Symbol or Convention	Meaning or Action
	A note provides important related information, reminders, recommendations, and strong suggestions.
	A caution means that a specific action you take could cause harm to your computer or cause you to lose data.
	A warning describes an action that could cause you physical harm. Follow the guidelines in this document or on the unit itself when handling electrical equipment.
	A user tip provides a helpful hint that can aid users in getting the most from their system.
	A shortcut shows the user keyboard or mouse shortcuts for a procedure or command.
›	This symbol indicates menu commands (and subcommands) in the order you select them. For example, File › Import means to open the File menu and then select the Import command.
▸	This symbol indicates a single-step procedure. Multiple arrows in a list indicate that you perform one of the actions listed.
(Windows), (Windows only), (Macintosh), or (Macintosh only)	This text indicates that the information applies only to the specified operating system, either Windows or Macintosh OS X.
Bold font	Bold font is primarily used in task instructions to identify user interface items and keyboard sequences.
Italic font	Italic font is used to emphasize certain words and to indicate variables.
`Courier Bold font`	Courier Bold font identifies text that you type.

Symbol or Convention	Meaning or Action
Ctrl+key or mouse action	Press and hold the first key while you press the last key or perform the mouse action. For example, Command+Option+C or Ctrl+drag.
| (pipe character)	The pipe character is used in some Avid product names, such as Interplay | Production. In this document, the pipe is used in product names when they are in headings or at their first use in text.

If You Need Help

If you are having trouble using your Avid product:

1. Retry the action, carefully following the instructions given for that task in this guide. It is especially important to check each step of your workflow.

2. Check the latest information that might have become available after the documentation was published.

   Always check online for the most up-to-date release notes or ReadMe because the online version is updated whenever new information becomes available. To view the online versions, visit the Knowledge Base at www.avid.com/support.

3. Check the documentation that came with your Avid application or your hardware for maintenance or hardware-related issues.

4. Visit the online Knowledge Base at www.avid.com/support. Online services are available 24 hours per day, 7 days per week. Search this online Knowledge Base to find answers, to view error messages, to access troubleshooting tips, to download upgrades, and to read or join online message-board discussions.

Accessing the Online Documentation

The Avid online documentation contains all the product documentation in PDF format. You can access the documentation from the Knowledge Base site specific to your release. Download and install Acrobat Reader before you access the PDF documentation.

Avid Training Services

Avid makes lifelong learning, career advancement, and personal development easy and convenient. Avid understands that the knowledge you need to differentiate yourself is always changing, and Avid continually updates course content and offers new training delivery methods that accommodate your pressured and competitive work environment.

For information on courses/schedules, training centers, certifications, courseware, and books, please visit www.avid.com/support and follow the Learn from Avid links, or call Avid Sales at 800-949-AVID (800-949-2843).

1 Deploying an Avid | Edit On Demand System

Avid | Edit On Demand is a service that lets you add editing seats and staff on short notice (within a few hours) instead of investing in additional on-premises infrastructure. It supports virtual Media Composer seats working with Avid NEXIS | Cloud Storage, accessed through Teradici® Cloud Access Manager (CAM).

📄 *Avid understands that system security is critically important. For information on the security protocols used in Avid | Edit On Demand, see the Avid Edit On Demand Security Overview on the Knowledge Base. This document supersedes the Security chapter previously included in this guide.*

Users (editors) install the Teradici PCoIP client software to access the Media Composer workstations, and upload and download files in the cloud from anywhere, through a secure Internet connection provided by FileCatalyst® Transfer Agent.

With FileCatalyst HotFolder access, included in your subscription, users can configure automatic file transfers on a schedule that suits their needs.

As an administrator, you can manage your subscription services, and you can manage Workspaces and users.

📄 *In the context of an Avid | Edit On Demand deployment, the person who redeems the code is considered the administrator, and is then responsible for managing users and other administrative tasks.*

The overall process of configuring and managing an Avid | Edit On Demand system consists of:

- Purchasing the product and receiving a redemption code

- Redeeming the code and registering the product

- Using the credits provided by the redemption code to create a new subscription or add more services to an existing one

- Creating user accounts and passwords for the editors who will use Avid | Edit On Demand

- Distributing the system information and passwords to the users
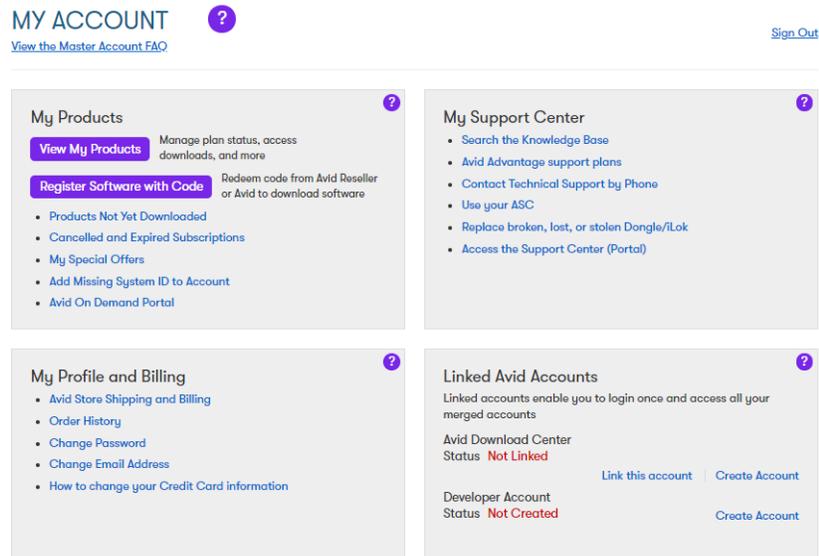
Purchasing and Registering the Product

When you purchase the product, you receive a redemption code for a specific number of Service Credits for subscriptions, edit seats and hours, storage, and data egress. By applying the credits in your account you can determine the length of the subscription and the configuration of services over its duration. You can use all your credits at once or over time, to extend the length of your subscription or add more users or storage.

📄 *Credits are specific to a geographic region.*

To register Avid | Edit On Demand:

1. Purchase Service Credits from Avid and receive a redemption code.
2. Log in to your Avid Master Account (or create one). Go to avid.com and in the upper right, click Sign in.
3. Click "Register Software with Code."

4. Validate your account (new users only).

5. Enter the redemption code and click Register product.

REDEEM YOUR CODE

Enter Code:

[   ]   **Register product**

Where to find your code:

- In your order confirmation email or receipt provided by your authorized Avid Reseller
- Inside your Avid product packaging on the Registration/Activation Card (code on back)
- In an email or other communication provided by Avid Support team

Your product will be added to your Avid Account. After registration is complete, you can access download files on your Avid Products page to install and activate your product. You can also use the Avid Link app to redeem, download, install, update and renew your software.

Creating a New Subscription

After you redeem your code, your account contains credits that you use to create a new subscription or extend an existing one.

Every subscription requires the following information:

- Geographic region where the Media Composer and Cloud storage will be deployed. (Applies only if you purchased redemption codes for multiple regions.) Choose a region that is closest to or equidistant from all the editors using the subscription.

- Subscription term: weekly or monthly.

- Subscription start date: from the current date to one month in the future.

- Editing seat types:

  - Standard: A minimum of six cores, and hyper-threading. Use for basic editing, DNxHD and HR.

  - Advanced: A minimum of 12 cores. Use for highly compressed or CPU-intensive media. Provides more power for rendering and transcoding.

- One or more credits to apply for storage, seats, and subscription term.

- Media Composer version (all editors in a given subscription use the same version).

- Unique prefix to apply to the endpoints for your solution (choose a name that identifies the subscription to you and your users).

To create a new subscription:

1. In your master MyAvid account, click View My Products.

2. On the My Products tab, click Avid | On Demand Credits.

3. Review your credits and click Use credits to apply them.
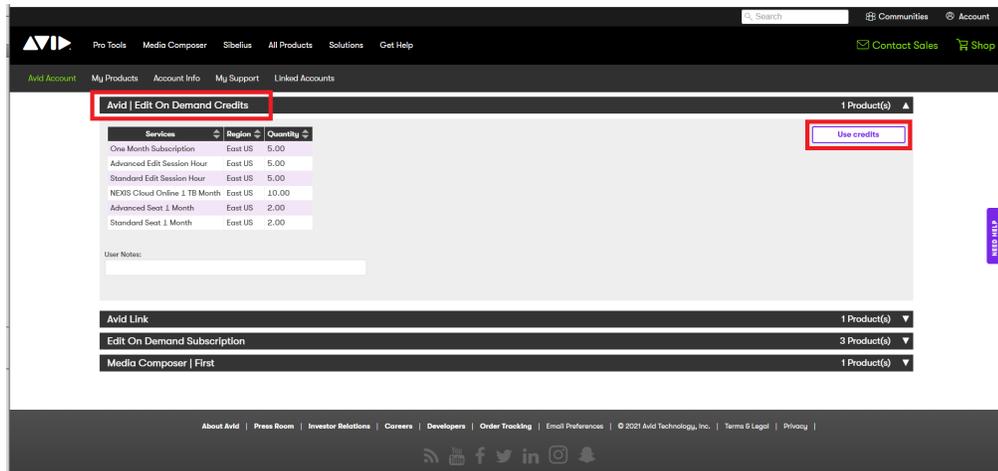
4. If prompted, select either Create a new subscription or Update an existing subscription, then click Confirm.

5. In the Create Subscription window, do the following:

a. Select the region where the new subscription will be deployed.

b. Select a term for the subscription (weekly or monthly).

c. Select a start date for the new subscription, between now and one week or month in the future.

d. Enter the number of credits you want to apply for the number and type of editing seats and the amount of Cloud storage per term. Every subscription (weekly or monthly) includes 1TB of data egress.

e. (Optional) Click the blue plus sign to display additional weeks or months for the subscription. Continue to enter the number of credits you want to apply to each additional term. As you enter credits, the Available Credits decrease to show you the remaining balance.

f. Click Next.

g. Choose a Media Composer version to deploy. (Available versions are subject to change.) The selected version will apply to all Media Composer instances in your subscription.

h. Assign a prefix to your deployment that is meaningful for your project.

The prefix will be appended to the connection endpoints of your solution and also acts as a unique identifier for your subscription (if you have multiple subscriptions). Your users will use these links to access the Media Composer workstations (within the PCoIP client) and the file transfer (File Catalyst) web application. For example, with a prefix of KLANews10, the links are named as follows:

-   Teradici PCoIP CAM server—KLANews10-cam.ondemand.avid.com

-   File Catalyst web URL—KLANews10-fc.ondemand.avid.com

i. Click Next.

j. Confirm the subscription information, check the box to accept the terms and conditions, then click Create Subscription.

If the subscription start date is today, your deployment is started. (Deployments take 2-4 hours to be created; for start dates in the future, the deployment process begins at midnight UTC time on that date so that it is ready when your editors start their day.)

You will receive email when the subscription is successfully deployed. At that time your new subscription is shown on the Products page under the "Edit On Demand Subscription" tab. You can add more credits to the subscription at any time by clicking the Use credits button. See "Updating a Subscription" on page 9 or "Extending a Subscription" on page 10 for more information.

6. For new deployments, create accounts for the editors who will use Avid | Edit On Demand; see "Creating User Accounts" on page 6.

Creating User Accounts

Create a user account for each editor who will access and use Avid | Edit On Demand. These accounts are automatically created on the Avid NEXIS | Cloud Storage system as well.

You will receive email when the base subscription has been deployed. However, some seats might still be in the process of deployment, even if the base subscription is ready. Wait until all seats are deployed before creating users.

To create user accounts:

1. Log in to your Avid Master Account and go to the Avid | Edit On Demand Portal.

2. Click Edit.

3. Click Users.

4. Click your subscription to expand it.

5. Next to Username, click New+.
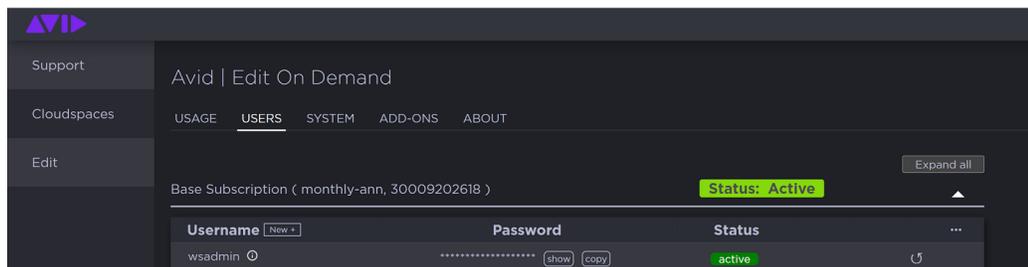
By default, an account called "wsadmin" already exists for every new deployment, for managing Workspaces on the Avid NEXIS system (see "Managing Users and Workspaces" on page 13).

6. Enter a user name that starts with a letter, contains only letters, numbers, and dots, and ends with a letter. If you enter a name that is restricted (such as "Avid" or "guest"), an error is displayed.

7. Click +Add another user to add more users.

8. After adding all the users, click Submit.

It can take a while before the new users are created. The Status displays "pending" or "processing" until the user accounts become active.
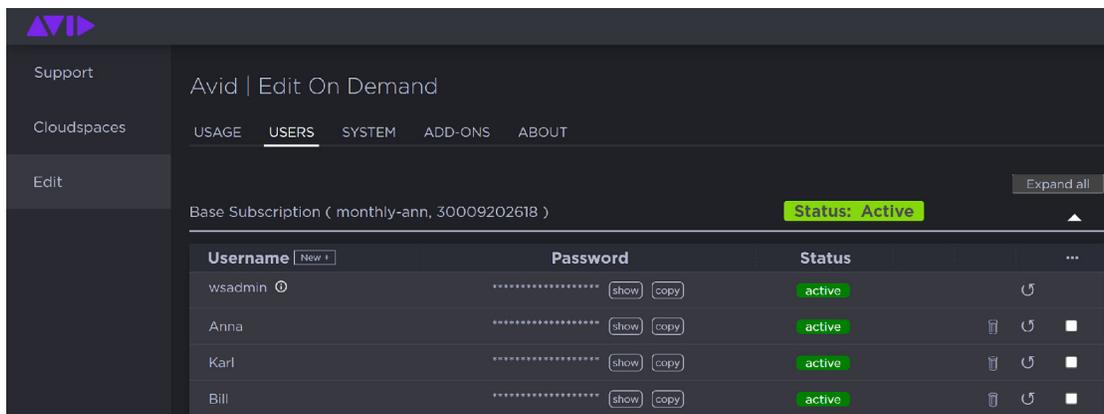
9. When each new user shows a status of "active," click Show to display their temporary password. You must securely inform each user of their user name and temporary password.

Changing User Passwords

You can change the password for any user, including the `wsadmin` account. The new password is created automatically; you cannot specify the new password.
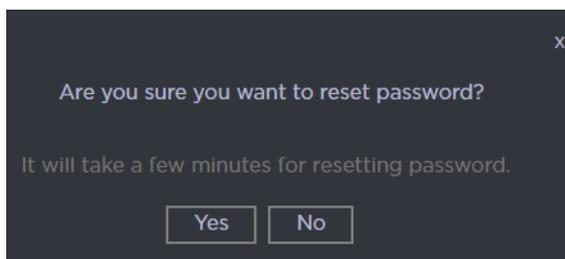
To change a user password:

1. Log in to your Avid Master Account and go to the Avid | Edit On Demand Portal.

2. Click Edit.

3. Click Users.

4. Select your subscription (if more than one is listed). The Users list opens.

5. Select the user whose password you want to change and click Reset Password. Optionally, click Show to see the current password.

6. In the confirmation dialog box, click Yes to continue.

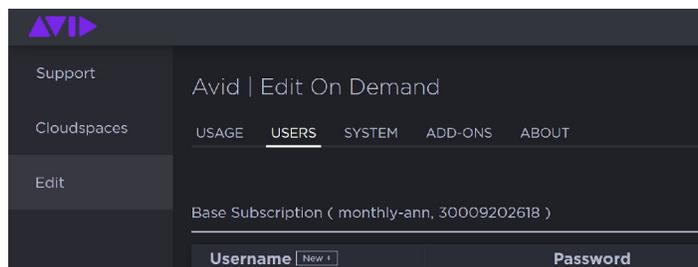The new password is created. If you are displaying the password value, you see the new one when it is ready.

7. Securely inform the user of the new password.

Deleting a User Account

If a user account is no longer needed, you can delete it. (You cannot delete the default `wsadmin` account.)

To delete a user account:

1. Log in to your Avid Master Account and go to the Avid | Edit On Demand Portal.
2. Click Edit.
3. Click Users.
4. Select your subscription (if more than one is listed). The Users list opens.

5. Select the user you want to delete and click Delete User.
6. In the confirmation dialog box, click Yes to continue.
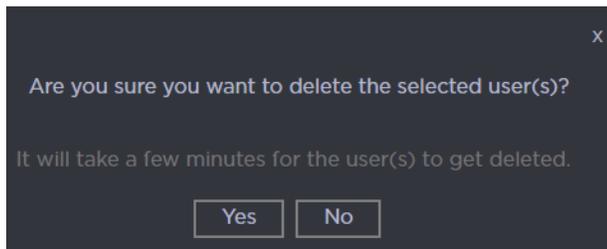

The user is deleted.

Distributing "Getting Started" Information to Users

After you configure the Avid | Edit On Demand instance, securely let the target users know how to access it.

To see the information for your subscription, click the SYSTEM tab. One at a time, click Copy next to each component, then paste it into an email or text note file. Make sure to send the following information:

- Link to the Remote Desktop Client Installers

- Link to the Remote Desktop Host Address, which your users will need to connect the PCoIP Client to CAM

- Link to the File-Transfer Host Address (FileCatalyst agent)
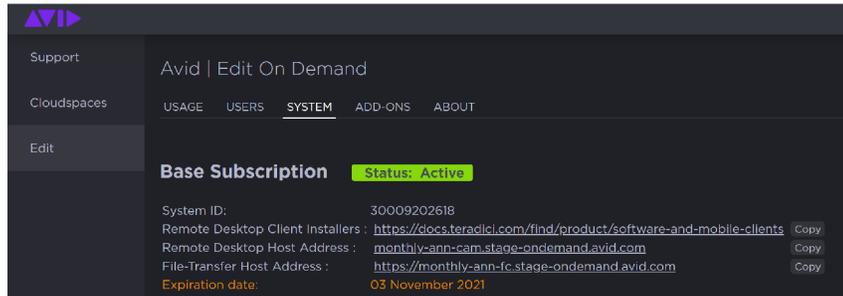
Checking Your Add-Ons

You can see all the Add-Ons (services) currently applied to your subscriptions.

To see the Add-Ons currently applied:

1. Log in to your Avid Master Account.

2. Do either of the following:

   ▸ Click View My Products, then expand your Edit On Demand Subscription.

   You can see all your subscription details. For active subscriptions, the Services table shows all applied Add-Ons.

   ▸ Click the Avid On Demand Portal, click Edit, then click Add-Ons.

   Expand your current subscription or click Expand all to see information for all available subscriptions.

   The page displays the active Add-Ons, listing the Seat type (Standard or Advanced), storage size, start date, and end date. To see all past (expired) Add-Ons, click Add-ons History.

Updating a Subscription

You can update a subscription to extend the term (change the expiration date). You can also apply credits to add more seats or storage to a subscription for the current term, or for additional terms.

Keep in mind the following:

- If your subscription lapses, all the associated services for your subscription are frozen and you will not have access to the account until you renew.

- If you apply a subscription credit at any point prior to your termination date, the subscription will extend from the date your current subscription is set to expire.

- If you enter a subscription credit after the subscription has lapsed and your subscription is "frozen", it will take a few hours to start up all the services again. Your subscription will extend from the date you entered this subscription credit.

- If your subscription is nearing expiration or has lapsed accidentally, contact Avid Sales or your reseller as soon as possible to purchase more credits to extend or reinstate your subscription.

- If you plan to extend your subscription, do so before adding more services (seats or storage). The Add-Ons expire at the same time as the base subscription if you entered them on the same date.

  For example, you start a one week subscription on January 10, 2022 and you apply Add-ons that start on January 10, 2022. The subscription and Add-Ons expire on January 17.

  If you add Add-Ons on a date after the base subscription starts, the Add-Ons stop when the subscription expires. However, if you extend the subscription, the Add-Ons will be available for the remainder of the original Add-On length and then will expire even if the subscription is active.

  For example, you start a one week subscription on January 10, 2022 but you do not apply one week Add-Ons until January 14. The subscription expires on January 17 and the Add-Ons stop. If you renew the subscription (any length), the Add-Ons are available for the remainder of their original one week term, or for 3 days in the new subscription.

- If you apply credits to future time periods (the next consecutive week or month), the currently provisioned Media Composer seats are extended into the next subscription term. In the PCoIP client, users will see the same Media Composer names.

- If you add fewer seat credits to a subsequent term than what you have in the current term, the excess seats are deleted according to which was most recently provisioned. For example, if you have five seats in January and apply credits for only three seats in February, two seats are deleted. You cannot specify which seats are removed.

- If you have not applied credits for the next term, the current Media Composer seats are deleted, and new ones provisioned, when you apply credits to a future time period. In the PCoIP client, users will see new Media Composer names.

Extending a Subscription

By extending a subscription, you change its expiration date. After extending the subscription, you can add more services that will continue through the new subscription end date.

To extend a subscription:

1. Log in to your Avid Master Account and click View My Products.
2. On the My Products page, click Edit On Demand Subscription.
3. Click Update Subscription.

4. In the Add term field, enter the number of credits you want to apply (one per term) to extend the expiration date.

5. (Optional) Click the blue plus icon to add more services, then select a service and enter the number of credits you want to apply. You can also change the start term for the additional service.

6. Click Next.

7. Confirm the information, click the box to accept the terms and conditions, and click Update Subscription.

8. (Optional) Verify the updates by clicking the Edit On Demand Subscription tab, which displays the new expiration date.

Adding Services to a Subscription

You can add more seats or storage or both to an existing subscription.

The new services can add to the existing services in the subscription (for example, if you started with two Media Composer seats and need more within the same period) or to make sure the existing services continue through to the new subscription end date, if you extended it.

Make sure to extend the subscription before adding more services so they do not expire when the base subscription expires.

After you add services, the deployment can take several hours. Make sure you add services well before you need them.

To add credits to an existing subscription:

1. Log in to your Avid Master Account and click View My Products.

2. On the Avid | Edit On Demand Credits page, click Use credits.
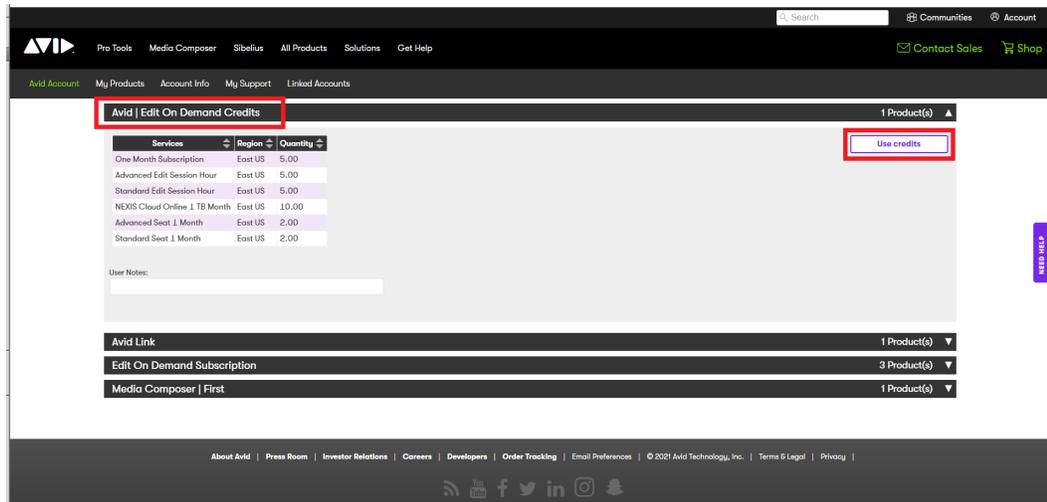
3. In the dialog box, click Update an existing subscription.

4. The system IDs for all of your current subscriptions are displayed. Select the appropriate system ID, then click Confirm.

5. Your available credits are listed. Make sure the system ID and the start and end dates match the subscription you are modifying.

6. Enter credits to extend the term of the subscription (add more time).

7. Click the blue plus sign under Services and select the type of service (Add-Ons) you want to add.

8. Enter the number of credits you want to use for the additional service.

▸ If you extended the base subscription and want to renew or extend the current services, add the same number of seats as are in the subscription. For the start date, enter the current end date of the service.

For example, the new subscription end date is August 31, 2021. The current seat expires August 24. To make sure that seat is also extended through August 31, add a credit for another Advanced seat, and enter the start date of August 24. The additional seat will replace the current one on that date, with no interruption to the editor using it.

▸   If you want to add more services to be available within the current subscription term (for example, you need another editor to complete a project on time), enter the number of credits you want to apply and enter a start date from today's date to the subscription end date.

9. Click Next.

10. Confirm the information, click the box to accept the terms and conditions, and click Update Subscription.

11. (Optional) Verify the updates by clicking the Edit On Demand Subscription tab to see the additions or extensions.

Managing Users and Workspaces

As administrator, you can add and modify Workspaces and configure the EOD users that can access them. You connect as a special user named "wsadmin" to the Avid NEXIS Management Console through the Client Manager running on a client VM. Once connected, you can create and resize Workspaces and allow or deny users access to specific Workspaces.

Use the wsadmin account only to log into the Management Console to manage users and Workspaces, not for editing or file transfers. The wsadmin account does not have access to FileCatalyst.

Connecting to the Avid NEXIS Management Console

To manage Workspaces and users, you connect to the Avid NEXIS Management Console as a special kind of user called a *workspace administrator*.

To log into the Management Console:

1. Log into a cloud VM system via PCoiP with the user name `wsadmin` and the temporary password listed in the Users tab of your Avid On Demand portal.

2. When prompted, change the password for the `wsadmin` account.

3. In the taskbar, show the hidden icons. Identify and click the Avid NEXIS Client Manager icon to maximize the interface.

4. Select the Avid NEXIS system and click the Management Console icon.
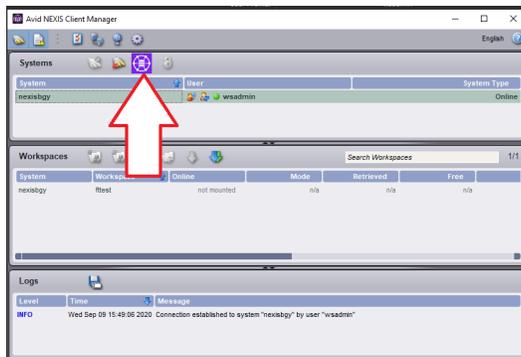
The Avid NEXIS Management Console login screen is displayed.

5. Log into the Avid NEXIS system with the user **wsadmin** and the new password.
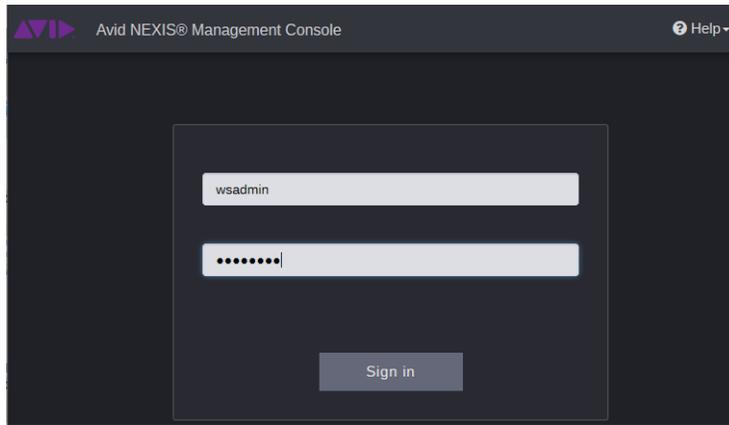
The workspace administrator can see only a subset of the full functionality available to the main administrator of an Avid NEXIS system.

Creating or Modifying a Workspace

You can modify some properties of the default Cloud workspace, and create additional Workspaces for your EOD users.

The steps provided in this guide assume some familiarity with the Avid NEXIS Management Console. For full details on the Management Console, including more information about the procedures included here, see the Avid NEXIS Administration Guide, available on the Avid NEXIS Documentation Knowlege Base.

To modify or create a Workspace:

1. In the Management Console, click Storage › Workspaces.

   You can see the default Cloud workspace, named avidworkspace, which is created automatically as part of your deployment. By default, EOD users do not have access privileges to this Workspace. (Initially, this workspace uses all the allocated space in the Storage Group, but you can delete the Workspace or decrease its size to free up space in the storage group for additional workspaces. See the *Avid NEXIS Administration Guide* for how to decrease a Workspace.)

2. Click Add. The Workspace Edit page is displayed.

3. In the Attributes panel, enter a name for the new Workspace, and (optionally) specify its size (by default, a new Workspace is 214.75GB).

4. In the User Access panel (if you cannot see it, scroll down or close the Attributes panel), select one or more users who can access the new Workspace, and select the kind of access you want them to have (Read, Read-Write, or None) by clicking the respective icon.

Make sure to give the default user account, filetransfer_service_user, access to all new Workspaces, in addition to the appropriate EOD users.

5. Click Save.

Changing User Access to a Workspace

You can change the access permissions for any EOD user for any Workspace, on a per-Workspace basis. That is, you select the Workspace, then apply the relevant access type to the appropriate users.

About Default Workspace Access and the Default File Transfer User Account

By default, EOD users do not have access to the default Workspace, `avidworkspace`. You must give them access if they need to use that Workspace, or delete the Workspace if no one will use it.

In addition, make sure to give the default user account, `filetransfer_service_user`, access to all Workspaces you create, so your EOD users can copy files into and out of Workspaces using FileCatalyst.

To change user access privileges for a Workspace:

1. In the Management Console, click Workspaces.

2. Double-click the Workspace you want to change.

   The Workspace Edit page is displayed, showing the Capacity Tracker, Attributes panel, and User Access panel for the Workspace. You can close the Capacity Tracker and Attributes panels to make the User Access panel more visible, or scroll down.

3. In the User Access panel, select the users whose access you want to change, then click the type of access you want them to have, and click Save.
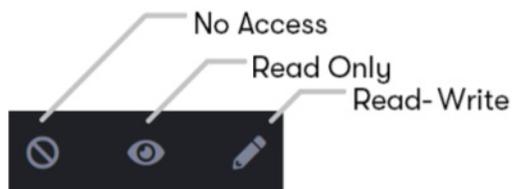
If you are changing the access type for multiple users, do them in separate operations depending on the type of access you want them to have. For example, select all the users who will have Read-Only access, click the Read-Only icon, and click Save, then select all the users who will have Read-Write access, select the Read-Write icon, and click Save.

Performance Information

The performance your editors can expect depends on the latency to the region where your Avid | Edit On Demand system is deployed and the type of editing they are doing.

Latency and bandwidth figures are for general guidance and your experience may vary due to screen resolution, pixel activity, and network conditions.

For more information about Teradici performance and requirements see the "Session Planning Guide" at www.teradici.com.

Latency to Azure Region[a]	PCoIP Responsiveness
‹50ms	Excellent; most users cannot tell they are connected remotely
50 to 100ms	Slight loss of responsiveness; most users will find it acceptable
100 to 250ms	Lag in responsiveness is perceptible to most users
›250ms	Not tested

a. Avid recommends latency ‹ 60 ms for an optimal editing experience, though many users are satisfied with performance at higher latencies. Azure Speed Test 2.0 (https://azurespeedtest.azurewebsites.net/) is a useful tool for estimating latency.

Media Composer Activity[a]	Bandwidth Required per Screen
Idle/low activity	0.5 - 2 Mbps
Basic editing	10-20 Mbps
Full screen playback	Up to 85 Mbps

a. Avid recommends › 20 Mbps per screen for optimal performance.

Monitoring Cloud Usage

As administrator, you can keep track of the cloud storage usage for each Avid | Edit On Demand instance you purchase. In your Avid Master Account, open the Avid On Demand Admin portal.

On the USAGE tab, click your subscription to expand it.

The tab shows the following information, which is updated daily (every 24 hours):

• Cloud Online Storage — The total amount of Cloud Storage associated with your subscription and the amount that has been used (files uploaded to the Avid NEXIS Workspace)

• Data Egress — The allowed amount of data your editors can download from the Cloud storage (to their local systems for editing) and how much has been downloaded
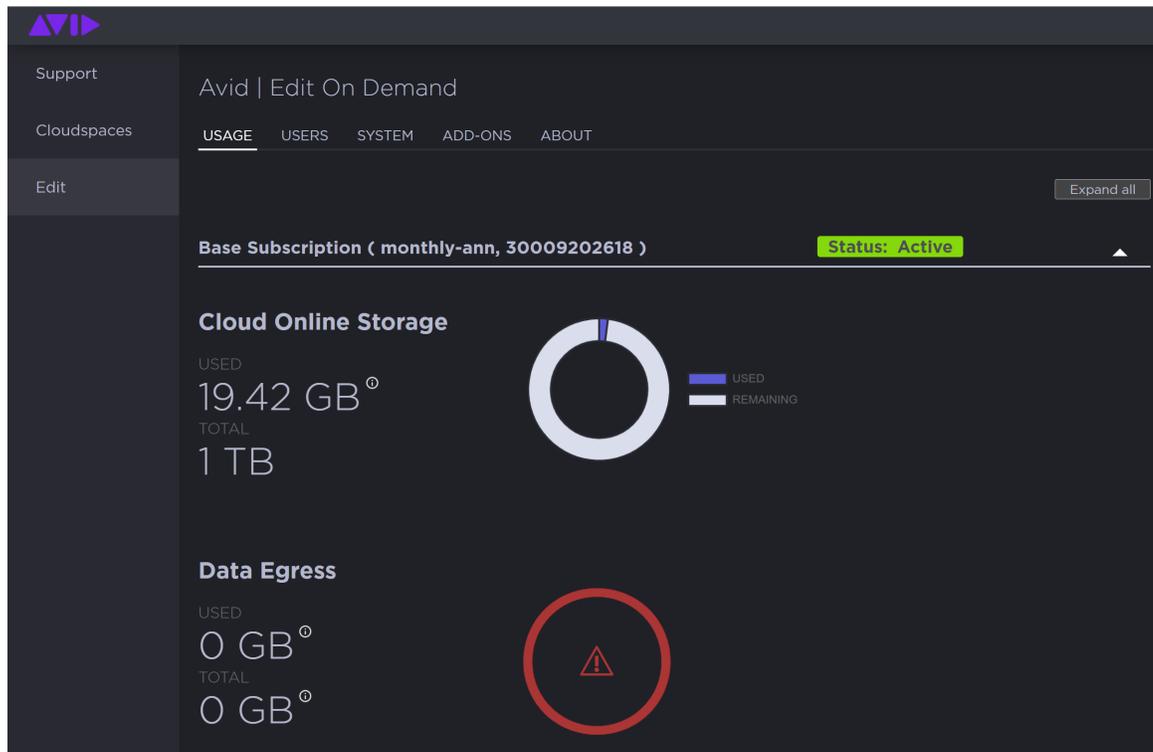
If there is no storage applied to your subscription, the Usage tab shows the message "No cloud storage credit was applied." See "Creating a New Subscription" on page 3 or "Adding Services to a Subscription" on page 11.

If you need help with your Avid | Edit On Demand subscription or system, contact Avid Customer Care.

2 Using Avid | Edit On Demand

Avid | Edit On Demand is a service that provides access to a virtual instance of Media Composer, which you use to edit media files in collaboration with other editors on your project.

Configuring Access to Avid | Edit On Demand

Your administrator will provide you with the following information:

- Remote desktop host address

- Link to install the Teradici PCoIP client (to connect to the virtual Media Composer workstations)

- Link to access the file transfer application (FileCatalyst) to move media files to and from the Avid | Edit On Demand system. Your FileCatalyst license also includes the HotFolder application, which allows users to configure and schedule automatic file transfers.

- Your user name and temporary credentials

⚠ Make sure to install the PCoIP client and change your temporary password before connecting to the FileCatalyst web application, as it does not have a way for you to change your password.

To configure your Avid | Edit On Demand environment:

1. Download and install the Teradici PCoIP client from the following link:

   https://docs.teradici.com/find/product/software-and-mobile-clients

2. Launch the client. By default you are prompted to create a new connection, as follows:
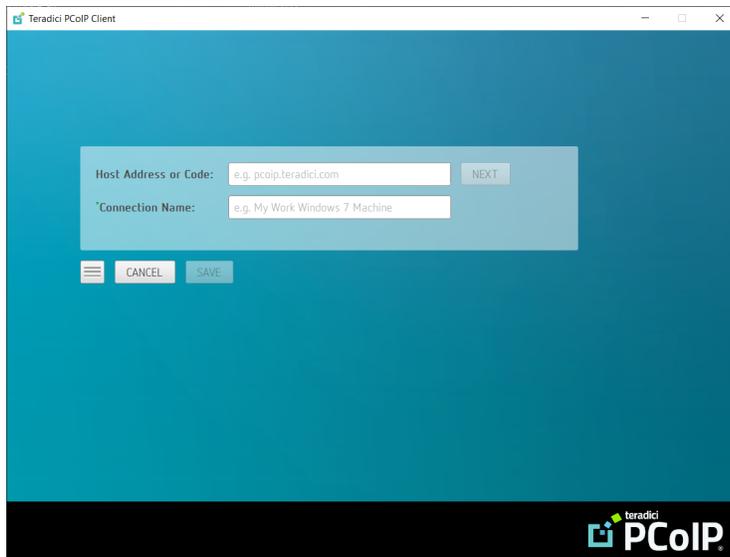
a. Enter the remote desktop host address provided by your administrator; for example: https://<yourprefix>-cam.ondemand.avid.com

b. Enter a connection name of your choice, then click Save, then click Next.

    The connection name is unique to you, and is what you see when you start the PCoIP client and use to connect to your Avid | Edit On Demand system.

c. Log in with the user name and temporary password that was created for you by the administrator. You will be prompted to change your password after you log in the first time.
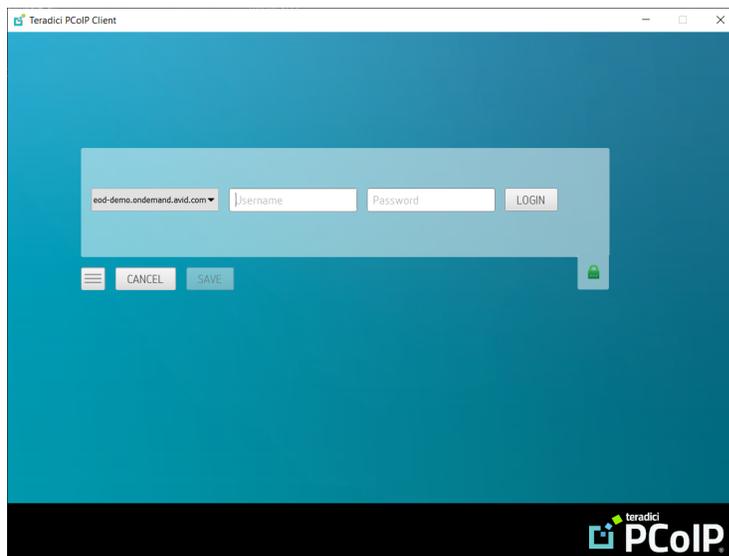
Uploading Media Files

To edit media with Avid | Edit On Demand, upload the media files to the shared Avid NEXIS | Cloud Storage workspace. When your changes are made you can download the edited files to local storage.

By configuring FileCatalyst HotFolder access, the Avid NEXIS | Cloud Storage workspace can be configured to automatically transfer files on a schedule, or when media files are created or changed.

To upload and download media files:

1. Access the file transfer web application on your local system from the URL provided by your administrator, with a name in the format: `https://<yourprefix>-fc.ondemand.avid.com`.

2. The first time you go to that URL on a given machine you are asked to allow the TransferAgent to be downloaded and installed. Click Download, then click Launch.
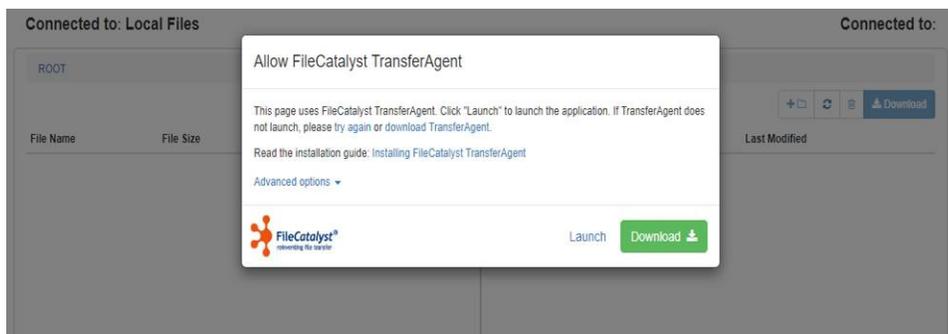
You download the application only the first time you access that URL. The next time you access the web application on the same machine, you launch the application.

3. Log in using the same user name (provided by your administrator) and the new password that you set when connecting for the first time in the PCoIP client. Use the default value in the TransferAgent port field, then click Confirm.

4. The TransferAgent launches in a browser window, and defaults to the ROOT directory in the right-hand pane, and lists the available Workspaces:
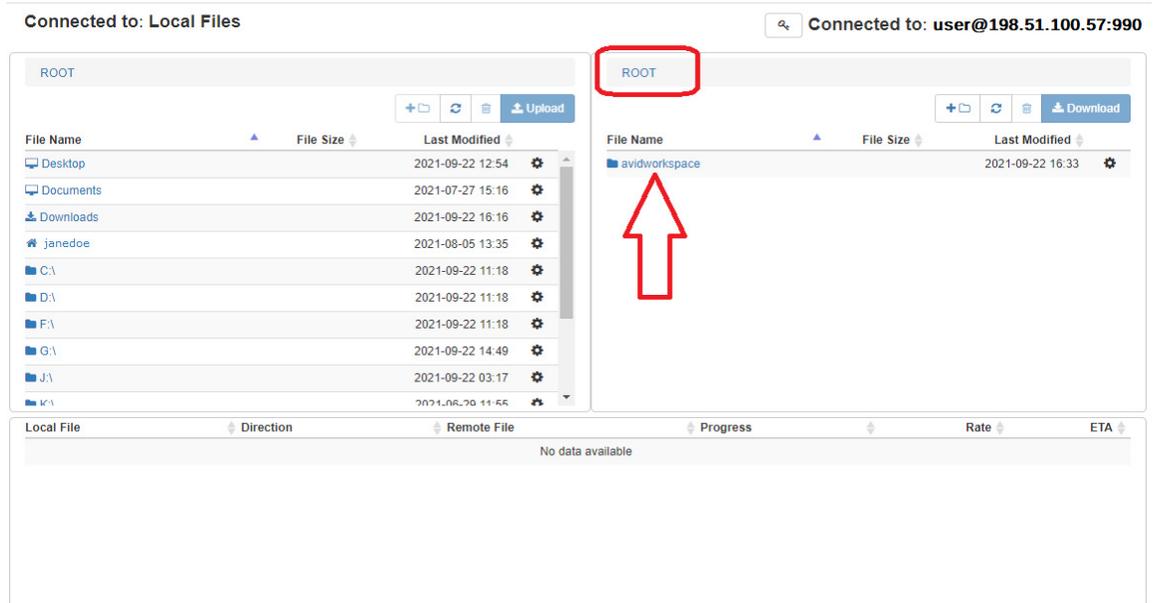
Double-click the Workspace to open it:
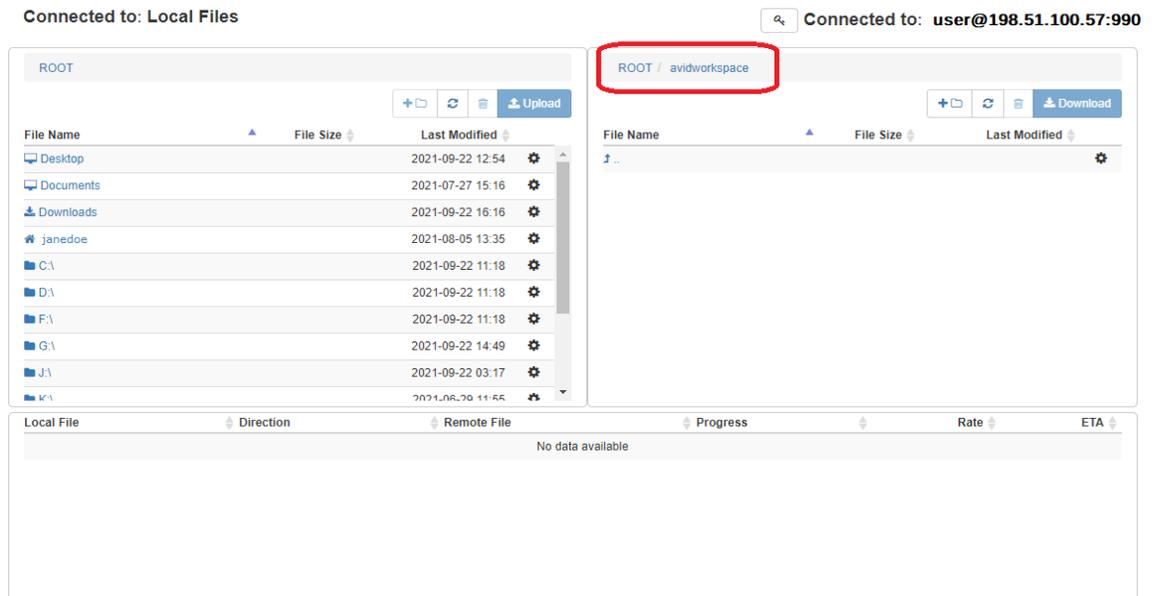
📄 *Bookmark the TransferAgent URL in the browser so you can return to it easily for additional file transfers.*

5. Start uploading files from your local drives. When finished, close the browser.

Verifying the Local Host Information

Local systems running the FileCatalyst transfer agent must be able to resolve the name `localhost.filecatalyst.net` to the IP address 127.0.0.1. This mapping is designed to provide a trusted, secure connection to the local Transfer Agent service. For systems that cannot resolve `localhost.filecatalyst.net`, you can work around the issue by manually creating an entry in your local DNS service, or by adding a line to the `hosts` file on your local machine.

Editing with a Media Composer Workstation

After you have configured the PCoIP client and uploaded media files, you are ready to start editing.

Avid suggests the following:

- The first person to work on a project (or an administrator) creates an "Avid Projects" folder in the Avid NEXIS Workspace for all users to store their projects.

- The first person to work on a project (or an administrator) creates an "Avid Users" folder in the Avid NEXIS Workspace for all users to export their user settings to.

- Within the Avid Users folder, each user (or an administrator) creates a folder as the target for their exported Media Composer user settings.

You might not be able to use the same Media Composer workstation each time you connect. Therefore, make sure all data needed for your project, including your user settings for a Media Composer session, is stored in the Avid NEXIS Workspace so you can access it from any available Media Composer system. In any given session, export your Media Composer user settings to the Workspace so you can import them to another Media Composer workstation the next time.

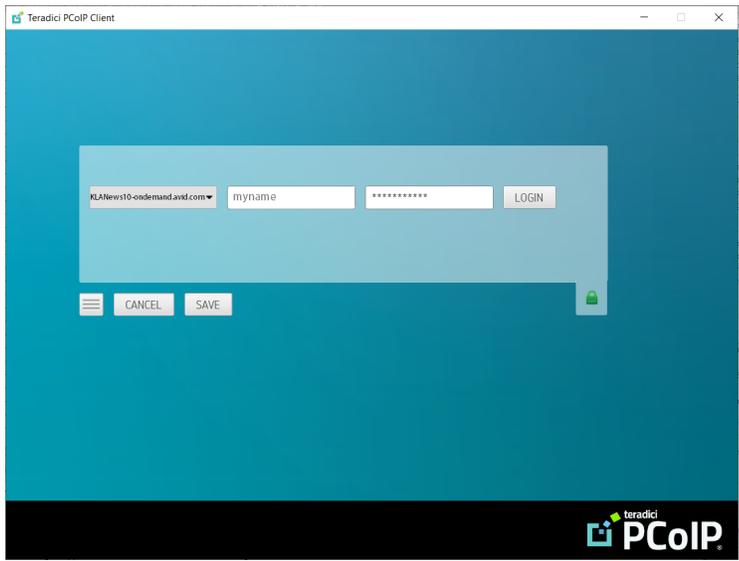**To edit files in Media Composer through Avid | Edit On Demand:**

1. Launch the PCoIP client on your desktop, if you are not already logged in.
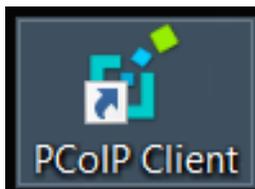
2. Select your previously created connection.
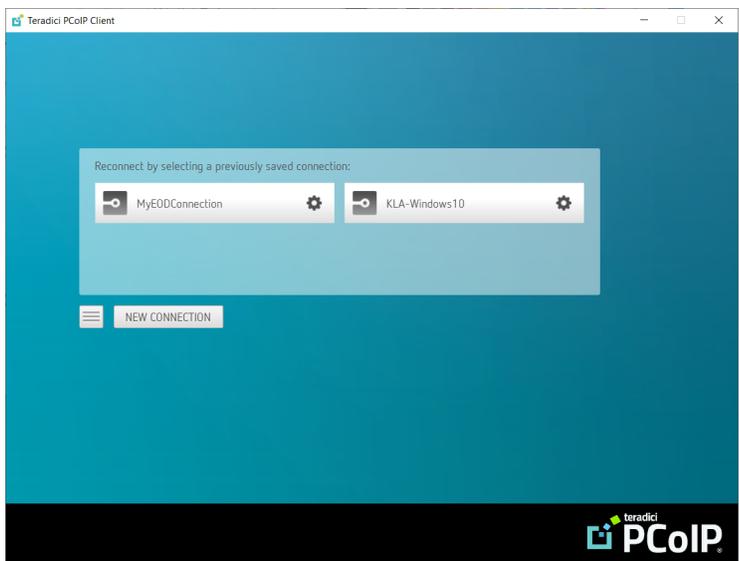
3. Enter your user name and password, then click Login.

Media Composer workstations are displayed, with one of the following statuses:

- Ready—Available to connect, no current user session

- In Session—In use by another user

- Starting—Starting up (by another user)

- Stopping—Turning off (by another user)

- Stopped—Available to connect. Might take a few minutes to start.

- UNKNOWN—In a corrupted state. Contact Avid customer support.

4. Choose an available Media Composer workstation with a status of Ready or Stopped and click Connect.

Depending on how your Edit On Demand administrator manages the subscription, you might see the same Media Composer instance names or different ones from week to week or month to month, depending on your subscription term.

Do not click Save after selecting a Media Composer workstation. Saving a particular Media Composer instance links your connection to that Media Composer only, and you will not see any other instances when connecting in the future. If you click Save by mistake, the next time you start the PCoIP client, you can delete the saved connection and recreate it.
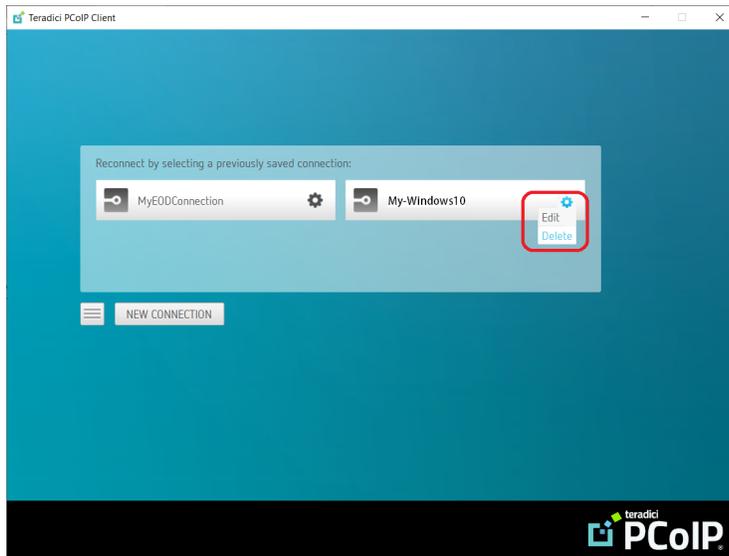
When connected, you see the desktop of the PCoIP client.

5. Start the Avid NEXIS Client Manager, connect to the Avid NEXIS system, and mount your Workspaces. For more information, see the *Avid NEXIS Client Installation and User's Guide*, available on the Avid NEXIS Documentation KB site.

6. Start Media Composer.

7. Navigate to the appropriate drive to find your media folder, which will be in the following format: `<drive_letter>:/Workspace_name/`.

8. Edit media using the Media Composer workstation. For more information, including how to import media into bins, see the Media Composer Documentation KB site. Click the link for the appropriate Media Composer version.

The C:/ drive on the Media Composer VM is not optimized for intensive disk I/O tasks (such as zipping or unzipping archives). Avid recommends using an Avid NEXIS Workspace for all file storage purposes, as they are optimized for performance. Alternatively, use the D:/ drive on the VM; the D:/ drive is a very high performance local drive, but do not store data on this drive. All data left on the D:/ drive is deleted when you stop the VM.

9. When finished using Media Composer, sign off from Windows. This closes (stops) the Media Composer session and closes the PCoIP session.
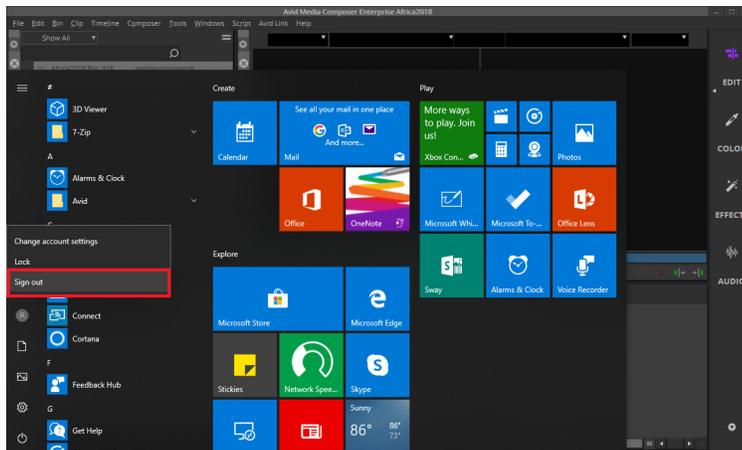
⚠ Do not close the PCoIP client without signing out of the session. If you close the PCoIP client while the Media Composer workstation is still running, the session becomes inaccessible to other users. In addition, higher usage data (and costs) will result.

Using HotFolder for Automated File Transfers

About HotFolder

FileCatalyst HotFolder is an application that helps you manage and automate file transfers. Using a HotFolder, you can automate transfers of only new or changed files, and set up scheduled transfer intervals.

HotFolder can be configured on the client from which you run Avid | Edit On Demand, or on a separate server.

For detailed information, see FileCatalyst HotFolder Quickstart.

You can configure the FileCatalyst HotFolder application to transfer automatically at specified intervals, and you can control the files that are transfered (such as only new or changed files).

Transferring Media

In the Task settings, exclude the "Creating" folder in any media directories to avoid copying partial or in-process files or causing file locks that will interfere with the writes.

⚠ Be careful of HotFolder options that delete or overwrite files to avoid data loss!

Working with Projects

⚠ Do not attempt automatic syncing of projects or bins to avoid bin lock issues and overwriting data.

Use copies of projects or bins to work from, rather than syncing projects or bins.

Configuring HotFolder—Tips and Examples

The following tips and examples apply only to using HotFolder with Avid | Edit On Demand, and do not attempt to describe all available HotFolder features and functions.

Set Connection Options

Avid recommends using the defaults on the Set Connection Options dialog (see following figure), but you can adjust the Aggressiveness slider to a value that fits your use case. Make sure to read the guidelines for Aggressiveness and proceed with caution.

Transfer Options

Avid recommends keeping or enabling the following options in the Transfer Options dialog.

- "Keep file modification timestamp." This preserves the file's original modified time, instead of applying the time the file was transferred. This is especially helpful in workflows that require syncing media in both directions, to prevent the file from being continually re-transferred.

- "Transfer files with temporary name" with either a temporary prefix or suffix. This can help avoid confusion of someone is browsing for media, allowing them to easily tell if a file is still being transferred or is available for use.

- Multi-Client. This is especially useful for workflows that involve many small files (several hundred MB) rather than mostly large files (several GB or larger).

  The Multi-client options applies to each task. If five tasks are configured to run simultaneously, and all tasks have 10 client connections, then HotFolder will execute 50 simultaneous connections. This might overwhelm the server, or decrease performance (or both), since all connections share the same bandwidth.

  Consider your use case to decide how to size the number of client connections:

  - If you have mostly large files, leave this option disabled or use a small number of connections (2-5). Large files are more likely to saturate the network, so using this option with a higher value won't be beneficial.

  - If you have mostly small files, consider increasing the client connection count to 5-10 or more. Avid recommends you keep the total number of simultaneous client connections under 30 to prevent overloading the service.

  - Consider using "Enable Auto Archiving of small files" which automatically zips small files at the source and unzips them at the destination.

Define File Set

In the Define File Set dialog (see following figure), make sure to choose the appropriate Avid NEXIS Workspace and directory on the FileCatalyst server for uploads and downloads.

Use the "File Filters" option to exclude files and folders from being transferred.

For example, when working with Avid MediaFiles folders, enter the phrase "Creating" and enable "Filter directories" to avoid transferring files being actively written by Media Composer or other applications.

Use the "Transfer cache" option to prevent files from being transferred multiple times.