



# Avid | Edit On Demand<sup>®</sup>

Setup and User's Guide

Version 2019.12

Update April 2020

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# 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.
<b>Bold font</b>	Bold font is primarily used in task instructions to identify user interface items and keyboard sequences.
<i>Italic font</i>	Italic font is used to emphasize certain words and to indicate variables.
<b>Courier Bold font</b>	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](http://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](http://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](http://www.avid.com/support) and follow the Training 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 for short-term projects without investing in additional on-premise infrastructure—ideal for projects that you need to staff on short notice (within a few hours). It supports virtual Media Composer seats working with Avid NEXIS | Cloud Storage, accessed through Teradici® Cloud Access Manager (CAM). Users download and install the Teradici PColP client to access the virtual Media Composer workstations.

Users can upload and download files in the cloud from anywhere, through a secure Internet connection provided by FileCatalyst® Transfer Agent. As an administrator, you can monitor usage over time to manage your subscription resources.

This chapter describes how to complete the setup of a new Avid | Edit On Demand system.

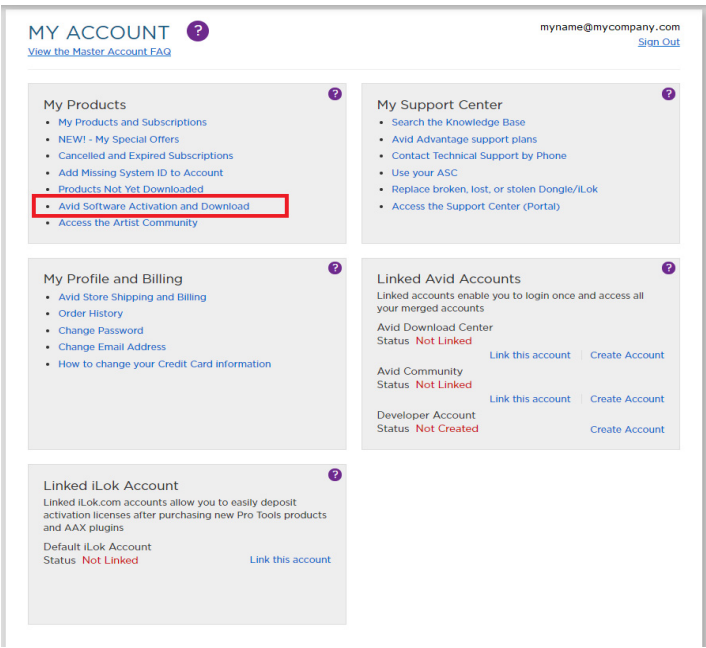
## Configuring Avid | Edit On Demand

As administrator, you purchase and configure a plan, create users with access to the system, distribute the system information and password to the users, and monitor system usage.

Your users (editors) install the Teradici PColP client software to access the Media Composer workstations, and connect to the FileCatalyst web application to transfer files to and from the cloud storage.

### **To configure Avid | Edit On Demand:**

1. Purchase a plan from Avid using a part number and receive a redemption code.
2. Log in to your Avid Master Account (or create one), then:
  - a. Click “Avid Software Activation and Download.”



b. Validate your account (new users only).

A screenshot of a web application's 'VALIDATE YOUR ACCOUNT' form. The form is titled 'VALIDATE YOUR ACCOUNT' and includes a sub-header 'Billing Information'. Below this, there are several input fields: 'First Name \*', 'Last Name \*', 'Phone Number \*', 'Address 1 \*', 'City \*', 'Country \*' (a dropdown menu currently showing 'Ukraine'), 'Zip / Postal Code \*', and 'State / Province \*' (a dropdown menu currently showing 'Ukraine'). There are also two radio buttons for account type: 'This is business account' and 'This is personal account' (which is selected). A 'Validate' button is located at the bottom right of the form. A note at the top of the form states: 'Before you can make full use of you Avid account, we need to collect some more details. Please verify or update your details below. If you represent a business entity, please also fill the Company name. \*denotes required fields'.

c. Enter the redemption code and redeem the product.

- d. Verify the subscription information is correct, and select an appropriate geographic region to deploy your Avid | Edit On Demand system. If you have questions about the best region to choose, consult your Avid Sales Representative. Confirm the displayed subscription option for your redemption code.

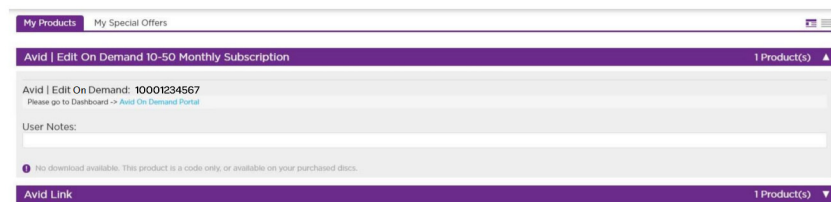
- e. Assign a prefix to your deployment that is meaningful for your project, then click Activate Product.

The prefix can be from two to 21 characters, any combination of upper- and lowercase letters (A-Z and a-z), numerals 0-9, and dashes (-), and should start with a letter and end with a letter or number.

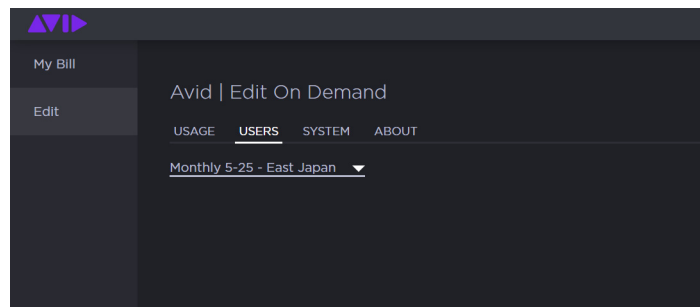


The prefix will be used to create the deployment names (host names) specific to your subscription. Your users will use these links to access the Media Composer workstations (within the PCoIP client) and the file transfer (File Catalyst) web application. For example, with a prefix of KLANews10, the links are named as follows:

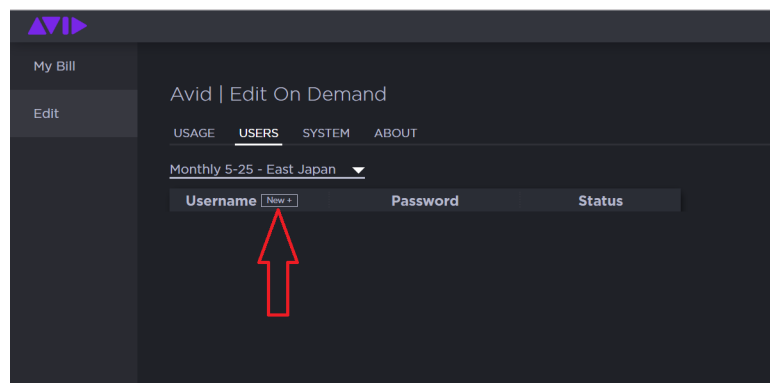
- Teradici PCoIP CAM server—KLANews10-cam.ondemand.avid.com
  - File Catalyst web URL—KLANews10-fc.ondemand.avid.com
- f. The deployment process begins and can take several hours. Wait for a confirmation email with information on how to proceed (this information is also listed below).



- g. After you have received the confirmation email, log in to your Avid Master Account, click the My Products link and confirm the Avid | Edit On Demand subscription has been added to your account. Click the Avid On Demand Portal link.
3. In the Avid On Demand Portal, click the Edit tab, then select USERS to create a user name for each user who will access the solution, as follows:
- a. Open the drop-down menu for your subscription.



- b. Next to Username, click New+.



- c. Enter a user name that starts with a letter, contains only letters, numbers, and dots, and ends with a letter, then click Send.

The screenshot shows the 'Avid | Edit On Demand' interface. On the left is a sidebar with 'My Bill' and 'Edit' links. The main area has tabs for 'USAGE', 'USERS', 'SYSTEM', and 'ABOUT', with 'USERS' selected. Below the tabs is a dropdown menu showing 'Monthly 5-25 - East Japan'. A table with three columns is visible: 'Username' (with a 'New +' button), 'Password', and 'Status'. The 'Username' column contains the text 'testuser'. The 'Status' column contains a 'Send' button.

It can take a while before the new user is created. The Status displays “processing” until the user account becomes active.

This screenshot shows the same interface as the previous one, but the 'Status' column for the 'testuser' entry now displays 'processing' in a yellow box. The 'Password' column now shows a series of dots, with 'show' and 'copy' buttons next to it.

This screenshot shows the 'testuser' entry with the 'Status' column now displaying 'active' in a green box. The 'Password' column still shows dots with 'show' and 'copy' buttons.

- d. When you see the new user, click Show to display the temporary password. You must securely inform each user of their user name and temporary password.



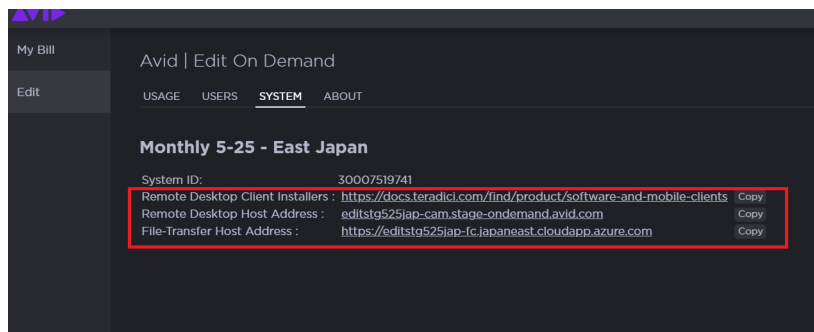
To delete users or reset their passwords, contact Avid Customer Support.

## 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.

Include the following information:

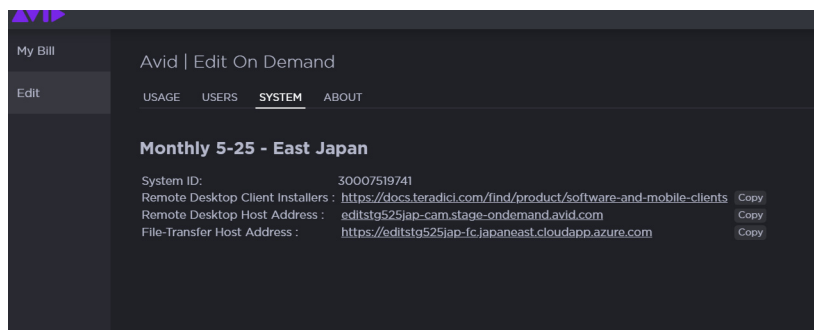
- Link to download the latest Cloud Access Software client installers from Teradici
- Link to the remote desktop host address which is used to connect the PCoIP Clients to CAM
- Link to the host address for the file transfer agent (FileCatalyst)



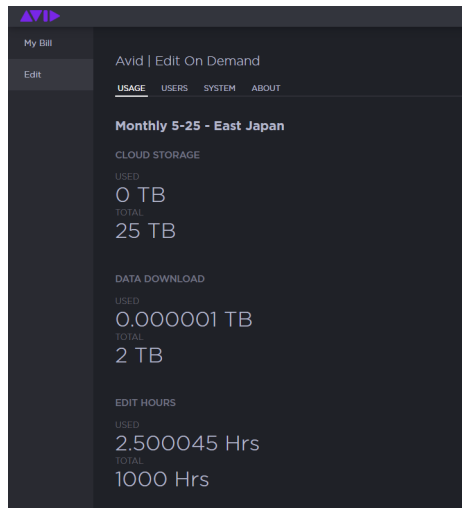
## Monitoring Cloud Usage

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 SYSTEM INFO tab you can see the subscription type, system ID, and your unique deployment names.



On the USAGE tab you can see the subscription type, cloud storage usage (including uploads, rendering, transcoding and consolidating), data download information (data downloaded from the Avid NEXIS Workspace to local systems), and how many hours the clients have used out of the total amount allowed for the subscription type.



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:

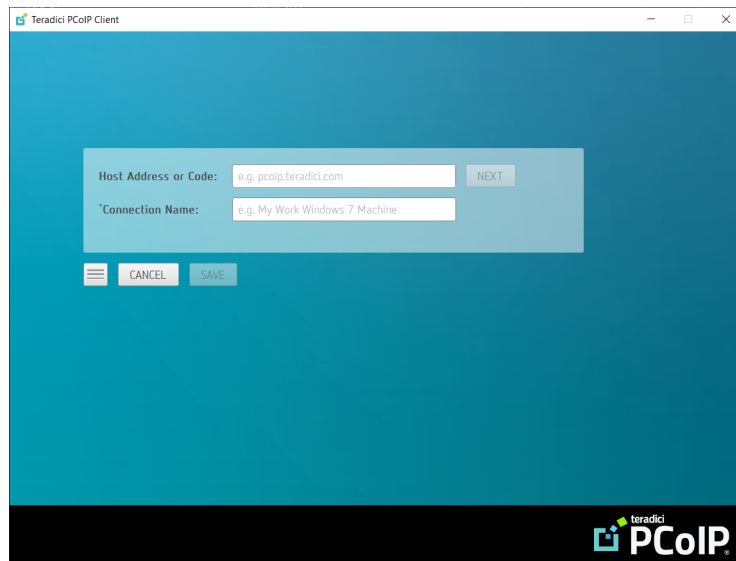
- Remote desktop host address
- Link to install the Teradici PCoIP client (to connect to the virtual Media Composer workstations)
- Link to access the file transfer application (FileCatalyst) to move media files to and from the Avid | Edit On Demand system
- Your user name and temporary credentials



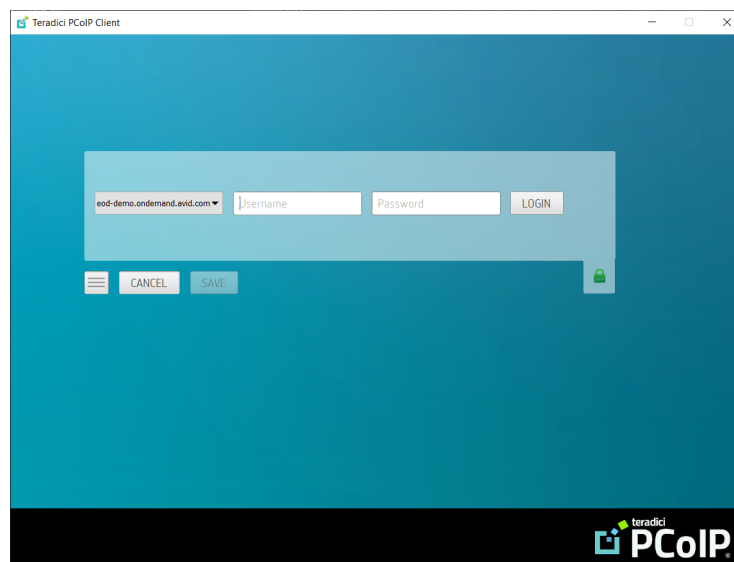
Make sure to install the PCoIP client and change your temporary password before connecting to the FileCatalyst web application, as it does not have a way for you to change your password.

**To configure your Avid | Edit On Demand environment:**

1. Download and install the [Teradici PCoIP client](https://docs.teradici.com/find/product/software-and-mobile-clients) 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.

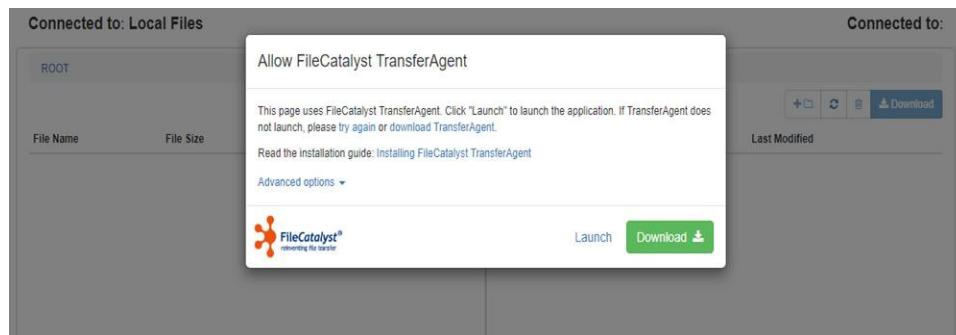


# Uploading Media Files

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.

## To upload and download media files:

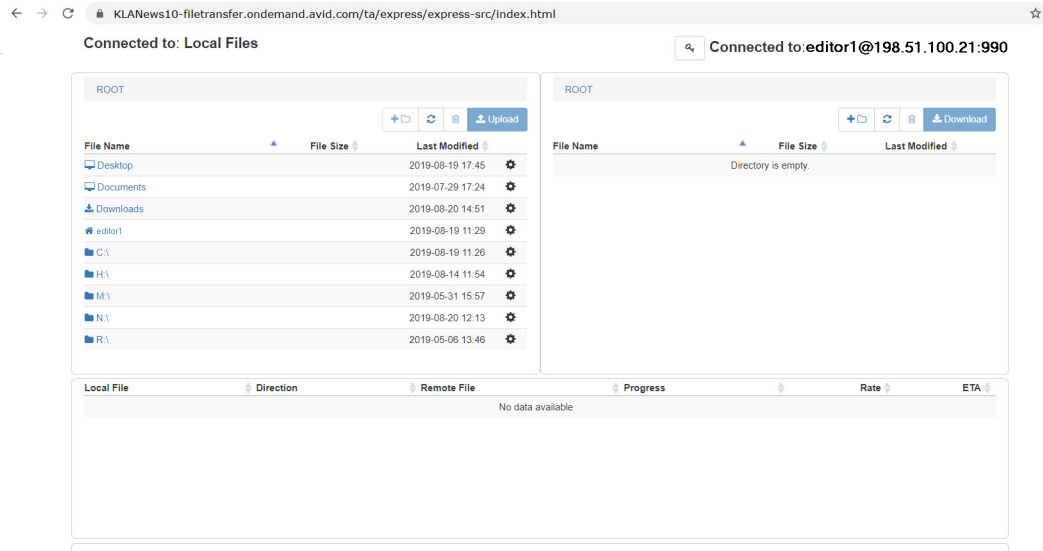
1. Access the file transfer web application on your local system from the URL provided by your administrator, with a name in the format: `https://<yourprefix>-fc.ondemand.avid.com`.
2. The first time you go to that URL on a given machine you are asked to allow the TransferAgent to be downloaded and installed. 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. Start uploading files from your local drives. The file transfer target folder is linked to the following folder on the Avid NEXIS Workspace: `<Workspace_name>\File-Transfers\<username>`.



Bookmark the TransferAgent URL in the browser so you can return to it easily for additional file transfers.

5. When finished, close the browser.

## 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.

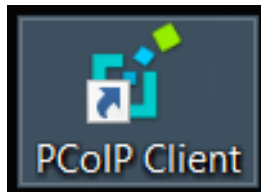


*You might not be able to use the same Media Composer workstation each time you connect. Therefore, make sure all data needed for your project, including your user settings for a Media Composer session, is stored in the Avid NEXIS Workspace so you can access it from any available Media Composer system.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

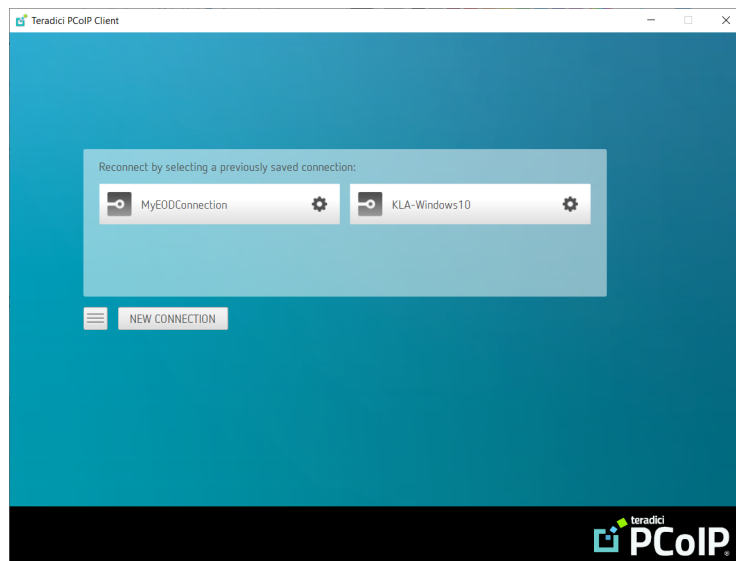
**To edit files in Media Composer through Avid | Edit On Demand:**

1. Launch the PCoIP client on your desktop, if you are not already logged in.

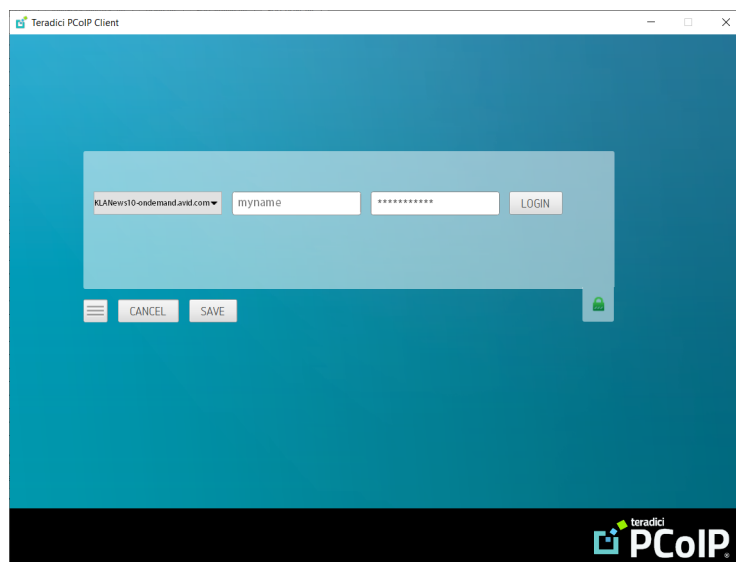




2. Select your previously created connection.



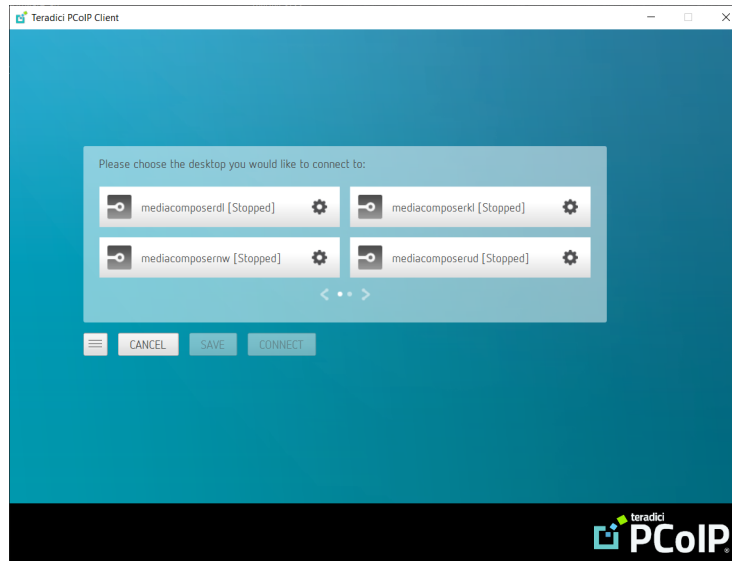
3. Enter your user name and password, then click Login.



4. 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)

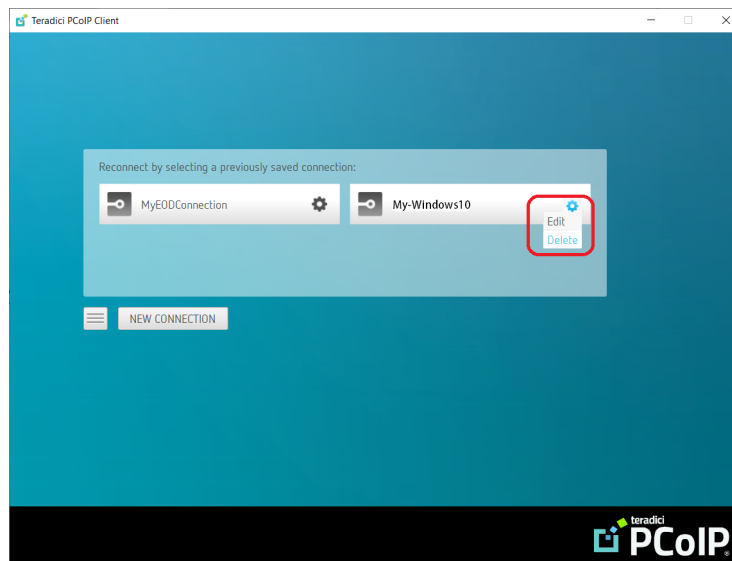
- Stopping—Turning off (by another user)
- Stopped—Available to connect. Might take a few minutes to start.
- UNKNOWN—In a corrupted state. Contact Avid customer support.



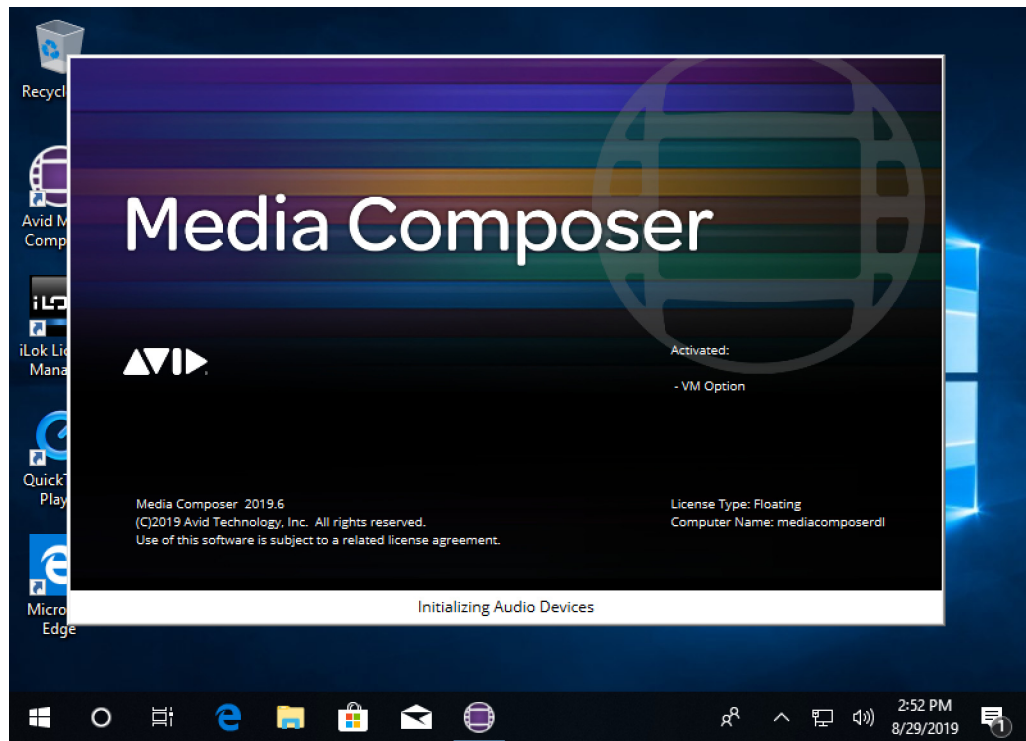
5. Choose an available Media Composer workstation with a status of Ready or Stopped and click Connect.



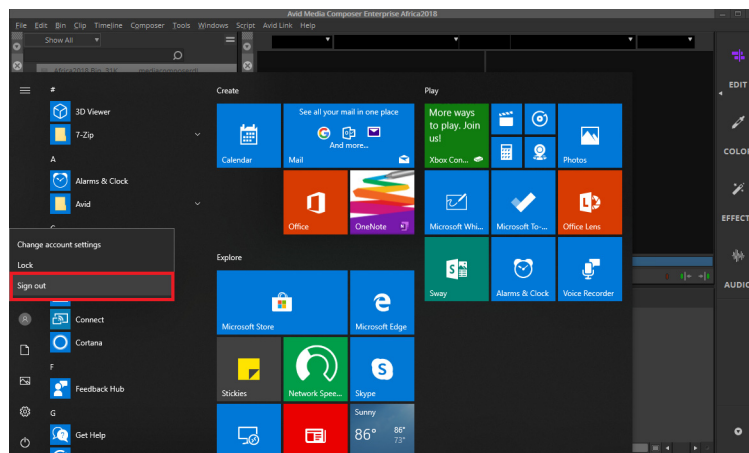
Do not click Save after selecting a Media Composer workstation. Saving a particular Media Composer instance links your connection to that Media Composer only, and you will not see any other instances when connecting in the future. If you click Save by mistake, the next time you start the PCoIP client,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



6. When connected, a Media Composer session starts in the PCoIP client.



7. Navigate to the Z:/ drive to find your media folder, which will be in the following format: `Z:/Workspace_name/File-Transfers/<username>/`.
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](#).
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.

## 3 Avid | Edit On Demand System Security

Avid | Edit On Demand service implements the following practices for data security.

### PCoIP Security

Your users (editors) install the Teradici PCoIP client software to access the Media Composer workstations. To maintain system and data security:

- All PCoIP components use security certificates to ensure a trusted, end-to-end Transport Layer Security (TLS) connection for TCP communications.
- The PCoIP UDP protocol is encrypted with industry-standard secure AES-256 encryption.
- The security gateway of the cloud access connector ensures secure PCoIP traffic flow between external and internal networks.
- The PCoIP protocol is host-rendered and no data ever leaves the remote workstation, except encrypted pixels.

### Data Security

Users upload and download files in the cloud from anywhere, through a secure Internet connection provided by FileCatalyst® Transfer Agent, which implements the following security practices:

- TCP Control channel (used for authentication and negotiating transfers) is established using SSL.
- When a transfer is initiated by a client, UDP ports are negotiated and exchanged over this secure TCP connection.
- Data transfers are AES encrypted. The AES key is shared over the SSL connection and a new key is issued for each new file. Each individual packet payload is encrypted using the AES key.

All files uploaded through FileCatalyst are stored in an Avid NEXIS | Cloud Storage Online storage system that stores data in Azure's premium blobs. The Avid NEXIS is not visible to the public Internet. It can be reached only by other virtual machines in the deployment's resource group.

# Cloud Security

The cloud infrastructure in which Avid | Edit On Demand operates implements the following security practices:

- Each customer's service is deployed in its own dedicated resource group with no communication across resource groups from different deployments.
- Edit VMs have no public network exposure. The only external traffic allowed is via the Teradici Cloud Access Manager encrypted PCoIP connection.
- All backend VMs are protected from public network exposure.