DL3 CONTENT VIEWER ADMIN USER GUIDE V2.9

11 April 2016

For DL3 Content Viewer help, contact:

contentviewer@bydeluxe.com

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Purpose

The purpose of **DL3 Content Viewer** is to securely conduct screening of content, localization approval, and subtitle reference from anywhere in the world. Permissions to view the content can be set for each user on a project-by-project basis for a set time period. Content can be viewed on a PC, Mac, and iPad.

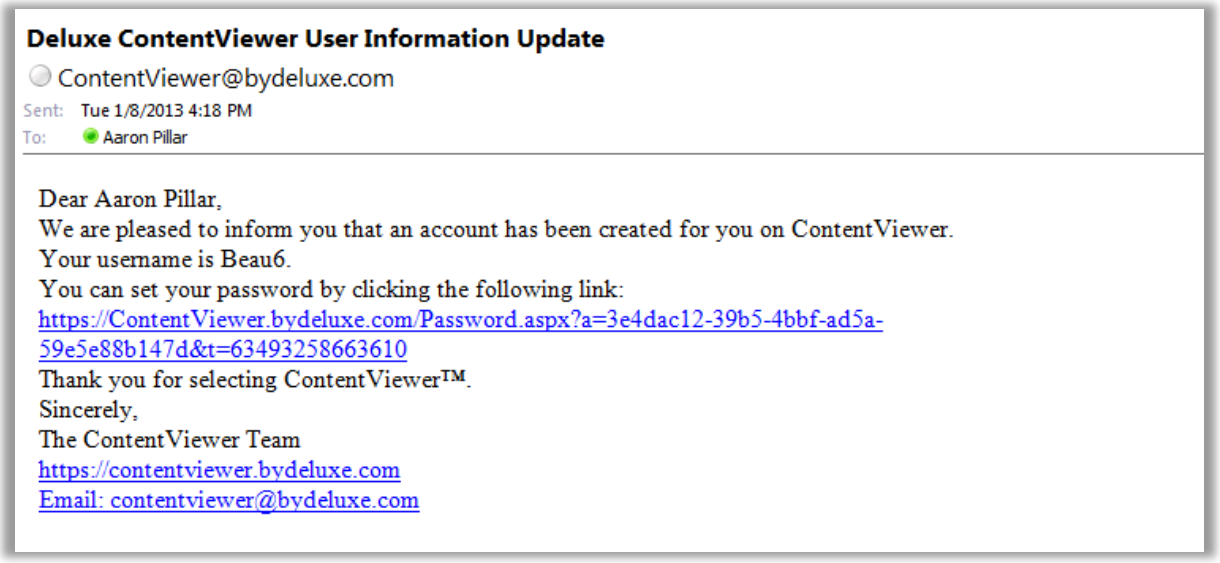
NOTE: Some images in this document are blurred to protect client IP privacy.

1. Installation

1.1. DL3 Content Viewer site connection

To access the site, you acquire login credentials from Deluxe support first. Once your account is created, you will receive an email notification containing the user account and password information.

Example of Account Creation Notification Email:



Deluxe ContentViewer User Information Update

ContentViewer@bydeluxe.com

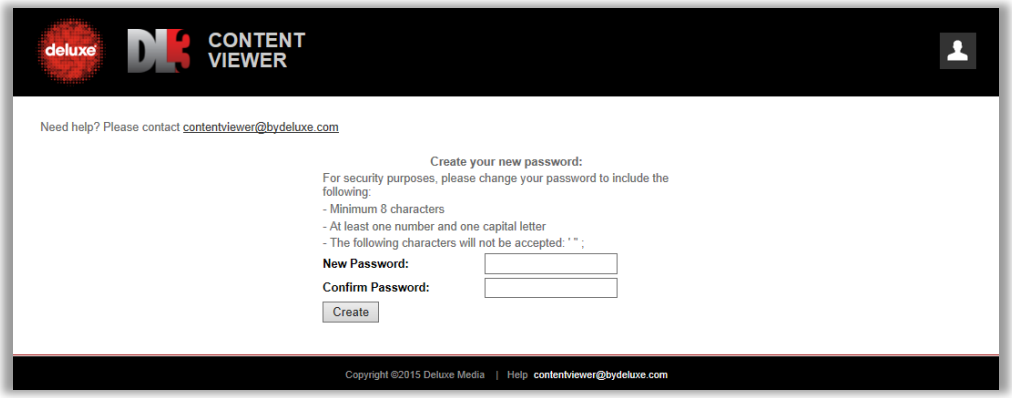
Sent: Tue 1/8/2013 4:18 PM

To: Aaron Pillar

Dear Aaron Pillar,
We are pleased to inform you that an account has been created for you on ContentViewer.
Your username is Beau6.
You can set your password by clicking the following link:
https://ContentViewer.bydeluxe.com/Password.aspx?a=3e4dac12-39b5-4bbf-ad5a-59e5e88b147d&t=63493258663610
Thank you for selecting ContentViewer™.
Sincerely,
The ContentViewer Team
https://contentviewer.bydeluxe.com
Email: contentviewer@bydeluxe.com

You can connect to the **DL3 Content Viewer** site via internal access through your corporate network, or from a Wi-Fi connection at home. The streaming content is composed of a multi-bit rate stream which automatically adjusts to your network environment. When using an iPad, it is highly recommended you connect using a high speed Wi-Fi router, which Apple Computer recommends for iPad streaming content usage.

When you click the Content Viewer link (as in the example email above), you'll arrive at a window similar to the one below, where you create (or change) your password.



Select a password, and then press the **Create** button. You'll then be taken to the DL3 Content Viewer log in window.

1.2. DRM (Digital Rights Management) security

DL3 Content Viewer streaming content is securely protected using DRM access control technologies. Each time the tool is accessed, user playback devices need to pass through authentication to play back the streaming content.

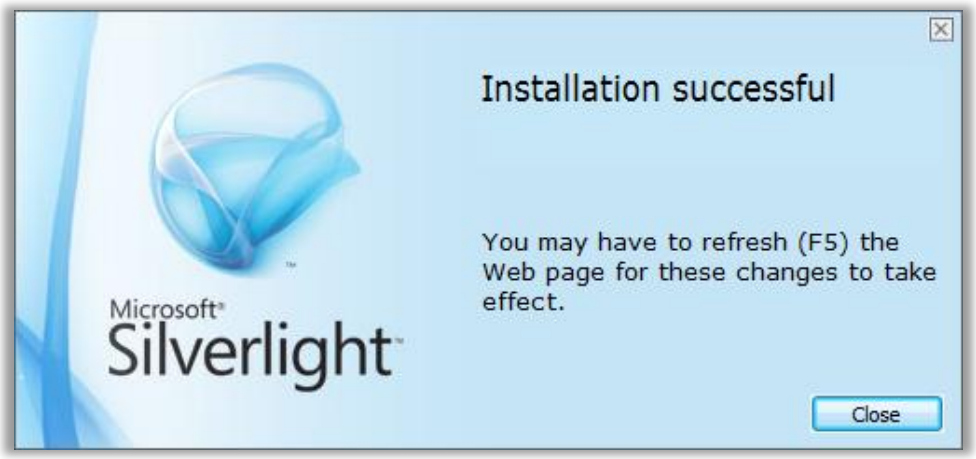
1.3. Permissions

Admin users manage permissions project by project for both starting date/time and expiration date/time. Before and after this designated access period, projects are not visible on the user project view. In addition, the login user name appears on the streaming content in the form of a watermark pattern, which is set by the admin user.

1.4. PC player installation (specific to Microsoft Silverlight support)

After your account has been created, after you've properly logged in, and after an admin user has uploaded content for you to view, when you click on a project content thumbnail (see instructions later in this document), **DL3** Silverlight player launches automatically. If Silverlight is not installed on your PC, the installation prompt message shows up (see below).

If you click the “Click now to install” button, click “Run,” then “Install Now,” the proper version of Microsoft Silverlight will be installed.



Click the “Close” button, close only the Silverlight browser window in your browser (**DL3 Content Viewer** should still be open in another browser window), then click on the content you originally wanted to play.

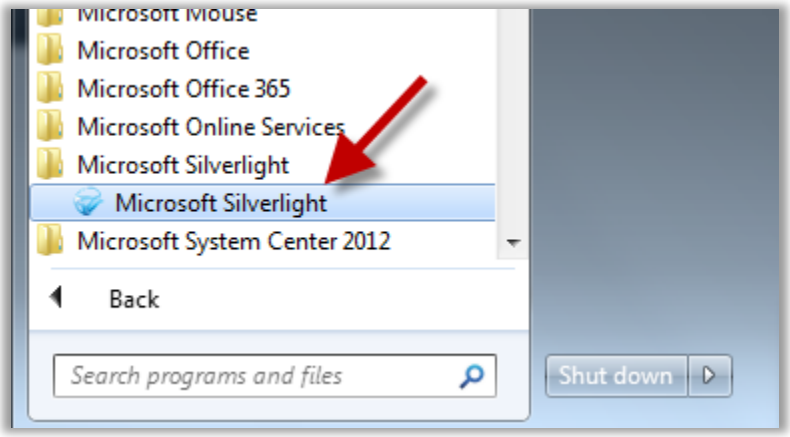
If Silverlight is installed on your PC, Mac, or iPad, installation messages will not show up, and instead, playback will immediately begin.

1.4.1.Microsoft Silverlight Configuration – Enable DRM Support

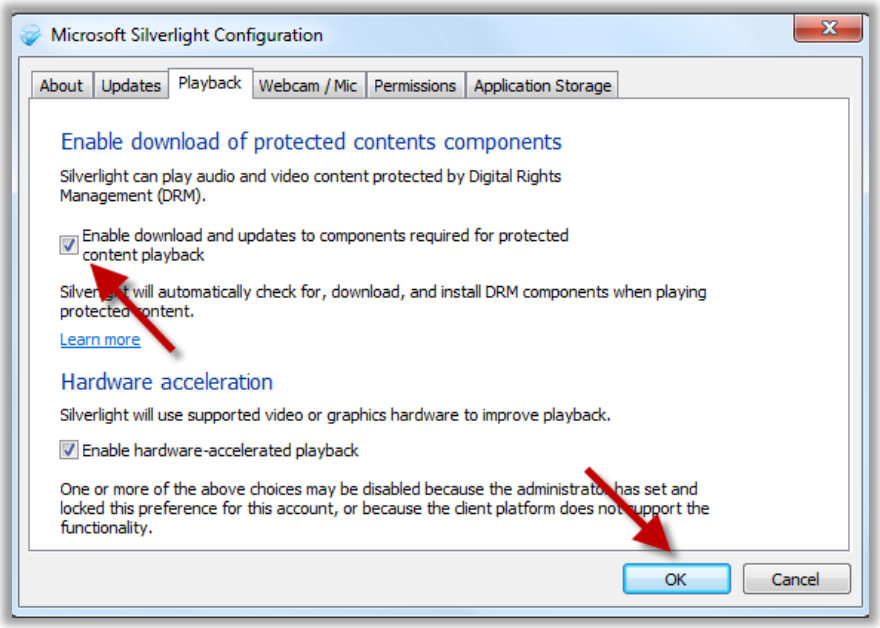
If you find you need to manually enable DRM support, follow these three steps:

1. Right-click on the Silverlight player in any project. Click the Silverlight menu item, **OR**

Click the Windows “start” button and select Microsoft Silverlight from the “All Programs” menu (some browsers will not display the right-click menu in the player).



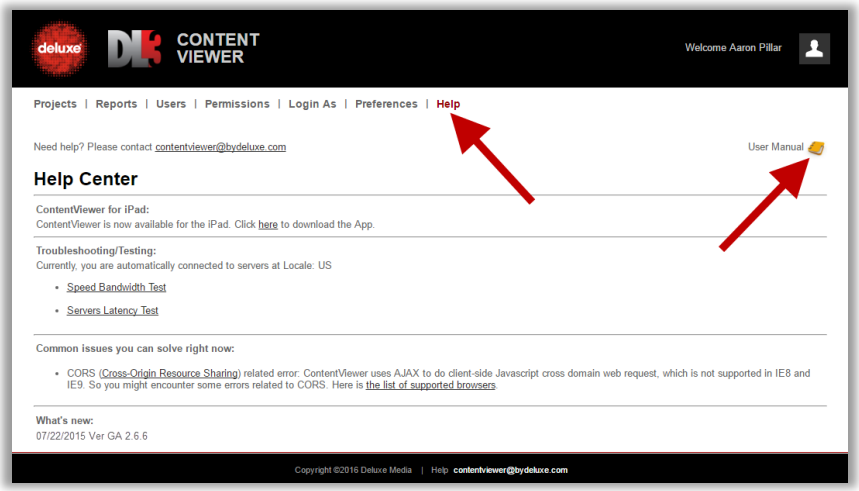
2. In the **Microsoft Silverlight Configuration** window, select the Playback tab and check the option to “Enable download and updates to components required for protected content playback.”



3. Click OK. It may be necessary to close out of the player and log in again for the new configuration to take effect.

1.5. User Guide Access

Click on the **Help** menu to access the help center and a PDF of the **DL3 Content Viewer** admin user guide (in the screen shot below, the red arrow is pointing at it).



1.6. Supported OS

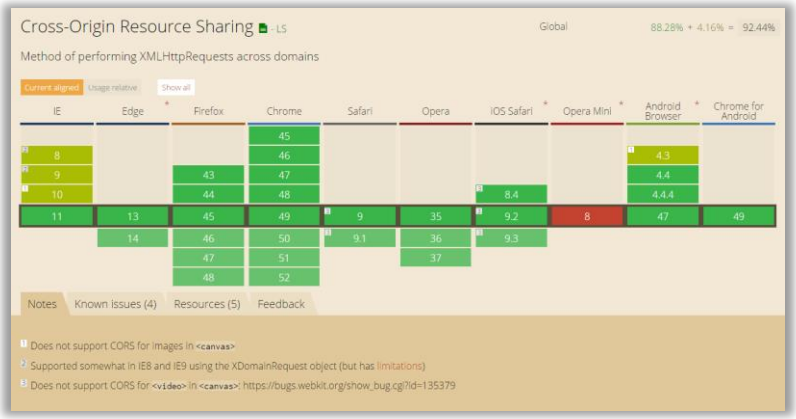
- Windows 7 and newer (Windows 10 coming soon)
- Mac OS X

1.7. Supported browser versions (for player access)

- **HTML5**: Google Chrome 30+ (recommended and preferred), Windows 10 Edge, Internet Explorer 11 (Windows 8+); also, see Supported Browser and OS Combinations for DASH HTML5 below.
- **Microsoft Silverlight**: Firefox 38+ and IE9+
- **iOS 8 and earlier (iOS 9 not yet supported)***

*no content upload or edit

NOTE: Specifically for file upload, your browser must support CORS (CORS definition at http://en.wikipedia.org/wiki/Cross-origin_resource_sharing).



1.8. Supported Browser and OS Combinations for DASH HTML5

Content Viewer supports the DASH HTML5 standard only (see chart below).

Device	DASH HTML5
Chrome >= 30	✓
Chrome < 30	
Safari 8	✓
Safari < 8	
Firefox	
IE 11 Windows 8	✓
IE <= 11	
HbbTV 1.5	
Samsung Smart TV 2012+	
LG Smart TV 2012+	
Sony TV 2012+	
Philips NetTV 4.1+	
ChromeCast	
Android >= 4.0 with Chrome	✓
Android >= 4.1 with ExoPlayer	✓
Windows Phone 8	✓
iOS	
Apple TV	
Mac OS	

1.9. Silverlight Initialization/Corruption Issues and Solutions

At times, the Silverlight Player may not initialize or may become corrupt. Functionality errors or error windows may appear, and are known to appear, in both the Firefox and Internet Explorer browsers.

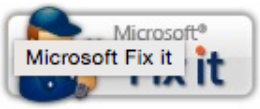
1.9.1.Silverlight Never Initializes in Firefox or Internet Explorer

Navigate to the following site and check if you have Microsoft Silverlight installed on your computer or if you have an update that is required: http://www.microsoft.com/getsilverlight/Get-Started/Install/Default.aspx.

1.9.2.Silverlight Installation is Corrupt: Uninstall then Re-install

Access this url: http://support.microsoft.com/kb/2608523#fixitforme

Scroll down the page. Click the following link icon to download a tool to remove the Silverlight player:



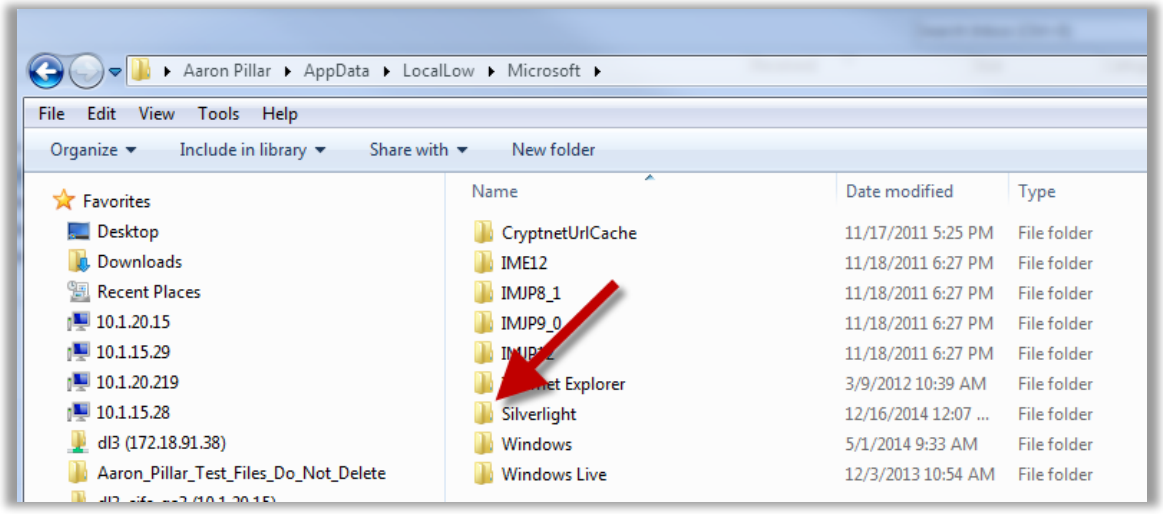
Once the player has been uninstalled, delete the Silverlight isolated storage on your machine.

For Windows 7 or Windows Vista, in the Windows Explorer window address bar, type this:

%userprofile%\AppData\LocalLow\Microsoft\

For Windows XP:

%userprofile%\Local Settings\Application Data\Microsoft



Then click the **Enter** button on your keyboard. In the list of folders that appears, delete the Silverlight folder.

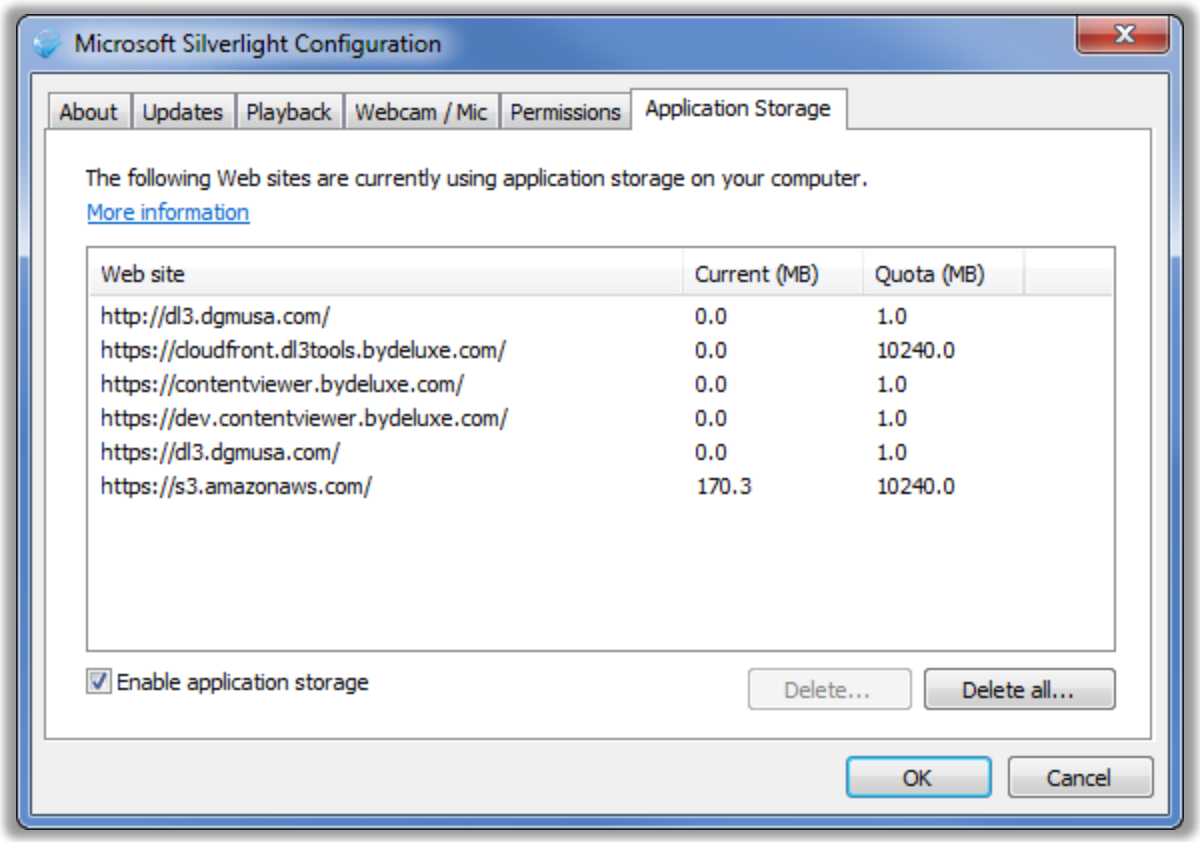
Install Silverlight again, by going to the following link:

http://www.microsoft.com/getsilverlight/Get-Started/Install/Default.aspx

1.9.3.Silverlight Shows an Application Storage Error

In the Finder on a Mac, or in the Programs/Applications menu inside the Start Menu on Windows, open Microsoft Silverlight.

Access Application Storage, either by accessing Silverlight preferences or configuration.



Make sure that you have “Enable Application Storage” enabled/checked.

To clear storage, click “Delete All” (see pictured below).

Restart your browser and attempt to run the program again.

1.9.4.I am Unable to Update Any Microsoft Silverlight Preferences

If you cannot update Silverlight’s preferences, it is possible that your company’s IT department does not allow employees to have administrative rights on their computers. Please reach out to your local IT department and ask them if they can either update your Silverlight settings, or allow you to have administrative rights/access to your computer.

1.9.5.Email the Content Viewer Support Team

If the above solutions did not solve the problem you are experiencing, please email our support team at contentviewer@bydeluxe.com.

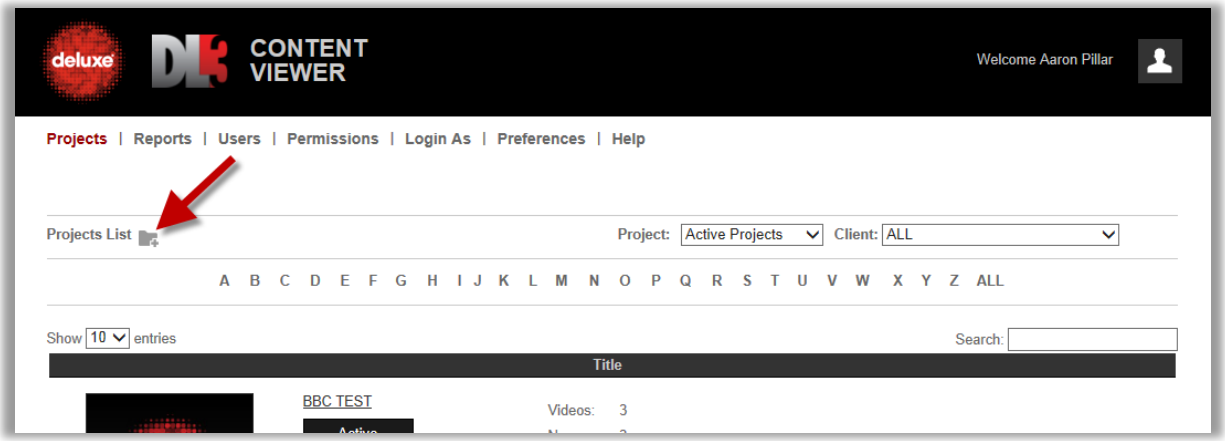
1.10. Playing Content

For additional, detailed, end-user operations, please refer to the client user manual “DL3 Content Viewer Client (non-admin) User Guide.” This document is accessible if you are logged in as a client.

2. Content Upload

2.1. Uploading Content

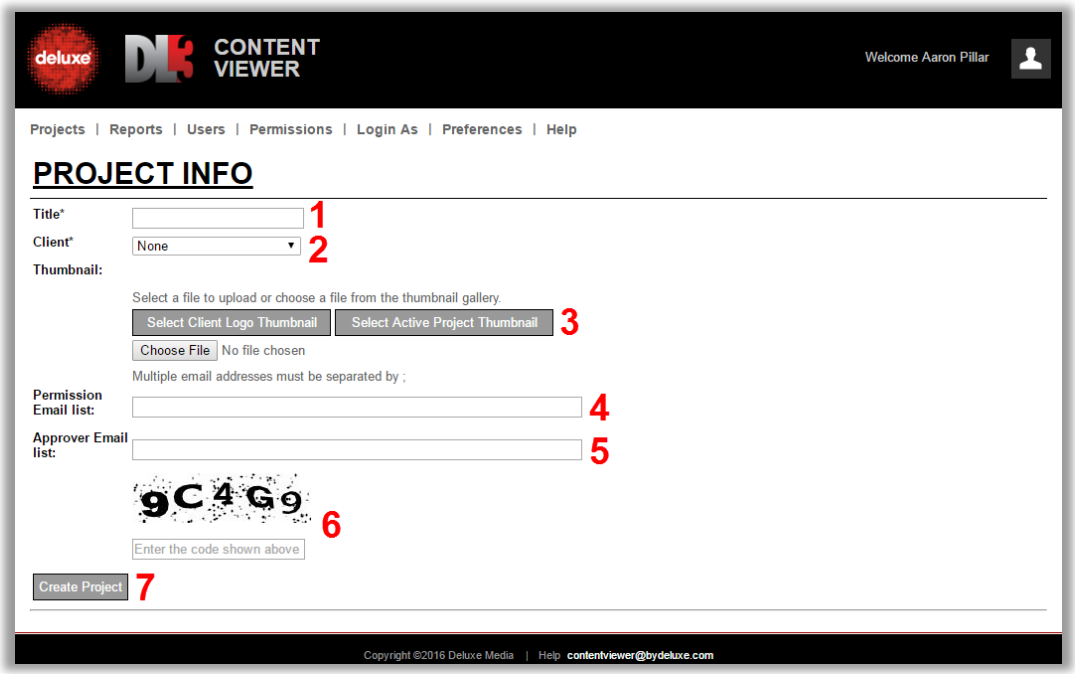
2.1.1.From the Project List Welcome window, click on the New Project hyperlink.



2.1.2.Select content and upload

CREATE PROJECT

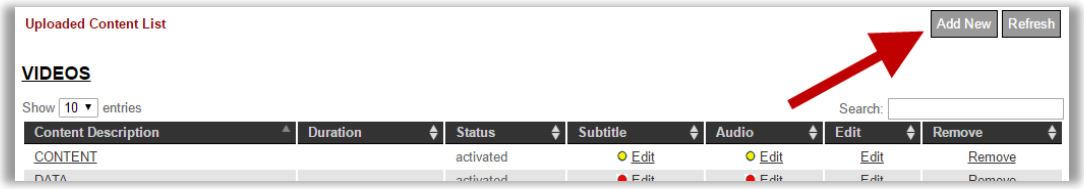
Uploading: The red numbers in the screen shots below refer to the following list showing the **Project** creation and content upload steps.



1. Name your **Project**.

2. Select the client name.
3. Select a **Project** thumbnail. You have three options:
    a. Press the **Browse** button to select a custom thumbnail
    b. Press the **Select Client Logo Thumbnail** to select a preset client logo pic as your **Project** thumbnail
    c. Press the **Select Active Project Thumbnail** to select a thumbnail from any of the other active **Projects** in Content Viewer, to use for your **Project's** thumbnail.
4. **Permission Email list**: Enter addresses to be CC'd when new permissions are granted for this **Project**.
5. **Approver Email list**: Enter addresses to be notified be notified when the user selects the "Approved As Is" and "QC Complete" buttons within the player.
6. Enter the security code seen.
7. Click the **Create Project** button to store your project in the web portal database.

UPLOAD CONTENT



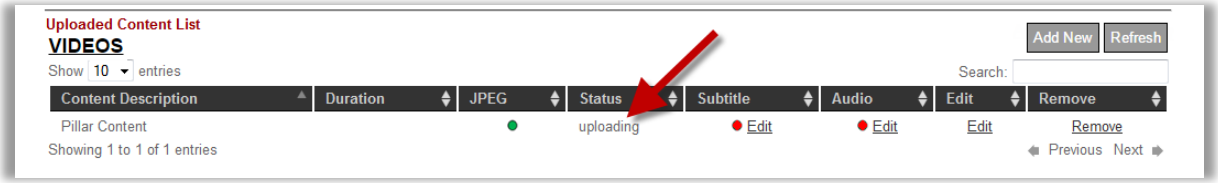
To add new content, on the **New Project** window, at the bottom click the **Add New** button to the right. The **Add New Content** window appears.

1. Name your content.

2. Select one of the radial buttons next to the type of content you want to upload, and then click the **Choose File** button to select your content file (video or image). After selection, the message, "video (image) file has been uploaded," will appear. Content Viewer only accepts .mp4 or .flv video files (with H.264 video stream and aac audio inside) with a file size limit is set at 5GB, or .jpeg image files.
3. If content to be uploaded is high definition, place a check in the HD checkbox to notify the system.
4. Select a content thumbnail. You have two options:
    a. Press the **Content Thumbnail Gallery** to select generic content thumbnail
    b. Press the **Select Active Project Thumbnail** to select a thumbnail from any of the other active **Projects** in Content Viewer, to use for your content thumbnail.
5. Enter the fps (frames per second) for the content.
6. Enter a video offset timecode. [Player default starts at 01:00:00:00. If your burned-in TC starts at a different time, *enter that TC* in the **Video Offset** field and the player will also start at the entered TC.]
7. Select the audio language of content you just uploaded.
8. Click the **Save** button at the lower right.

As your content begins to upload, the **Status** column will indicate progress. It will pass through these stages:

- Uploading
- Encoding
- Activated (or Failed)

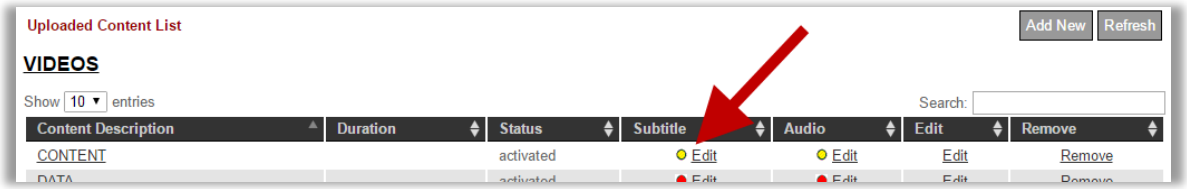


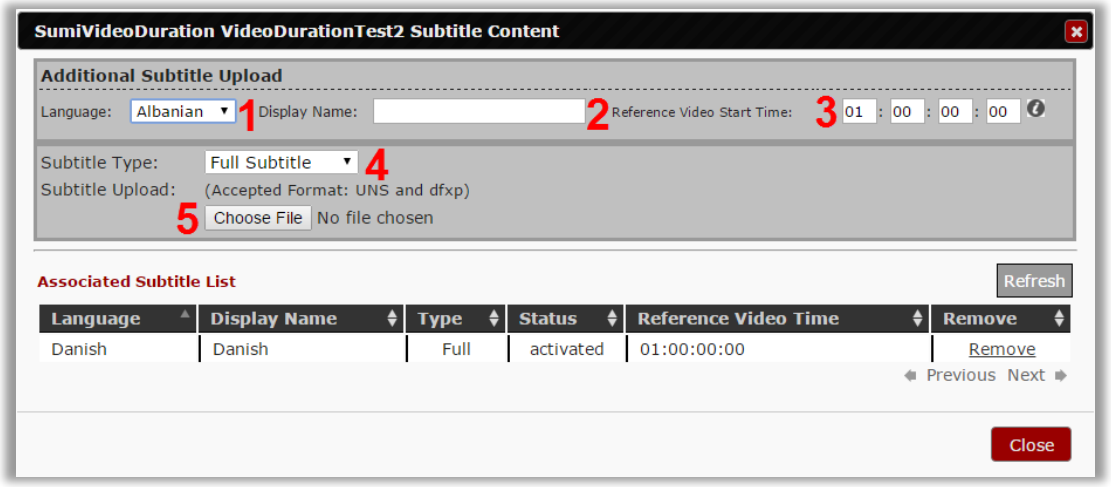
NOTE: If the **Status** is *failed,* you can click the word *failed* to try the same file again.

OPTIONAL: UPLOAD ADDITIONAL SUBTITLE STREAMS

If you have *additional* subtitle (only .uns files) or audio streams (only .mp3 files) to upload (beyond what is contained in the main content A/V file) then continue below. Otherwise, you're finished.

For additional subtitle streams, click on the **Edit** hyperlink under Subtitle.



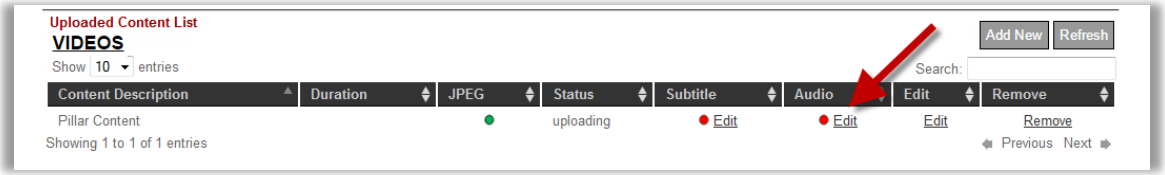


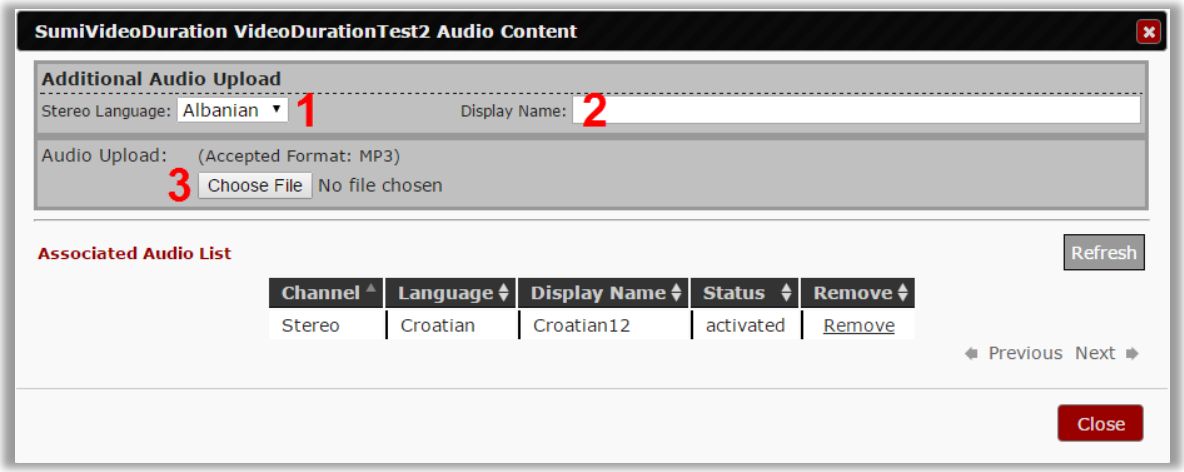
1, 2, 3, 4, and 5. At the top of the **Additional Subtitle Upload** window, select your language, a display name for that language, enter the first frame of your subtitle file, select the subtitle type, then browse and select your subtitle file.

After your selections are complete, press the **Close** button at the bottom right.

OPTIONAL: UPLOAD ADDITIONAL AUDIO STREAMS

For additional audio streams, click on the **Edit** hyperlink under Audio,



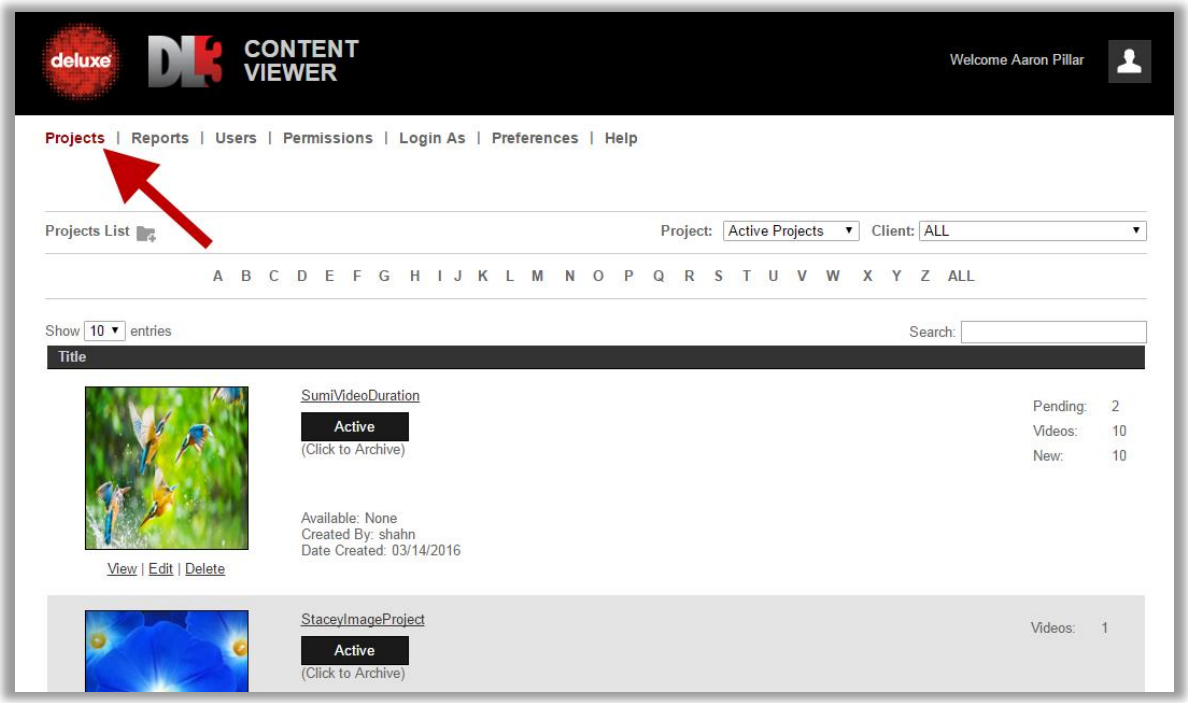


1. Select the stream language.
2. Create a Display Name for the stream.
3. Browse to select your audio files.

After your selections are complete, press the **Close** button at the bottom right.

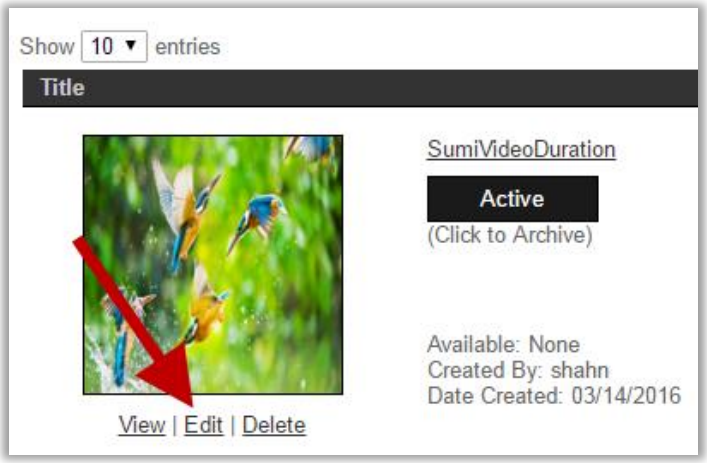
2.1.3.View your new project in the Title list

After a few moments for uploading, you can go back to the **Project List Welcome** window by clicking on the **Projects** button at the top of the wind and view your newly created project in the **Title** list.

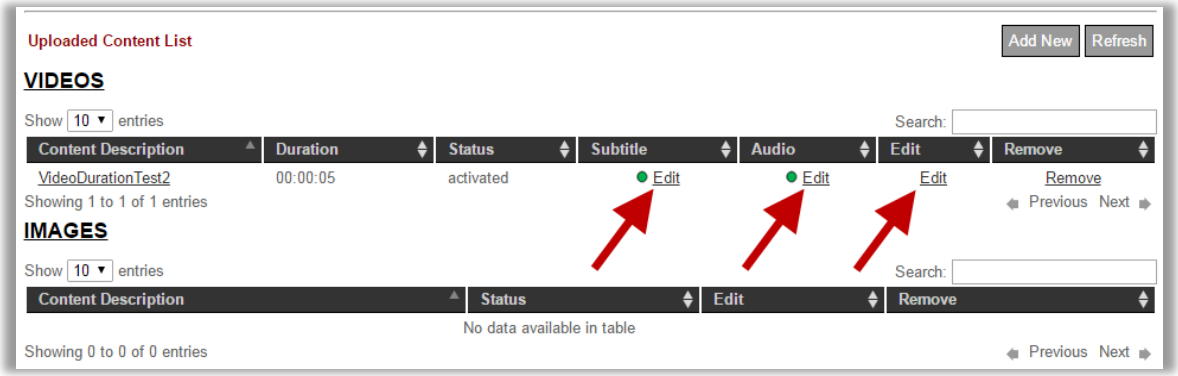


2.2. Edit an uploaded Project

Click the **Edit** button below a Project thumbnail in the **Project Title** list.



In the resulting **Project Edit** window, click the **Edit** button in the **Subtitle**, **Audio**, or **Edit** columns, in the **Uploaded Content** section (at the bottom of the window).



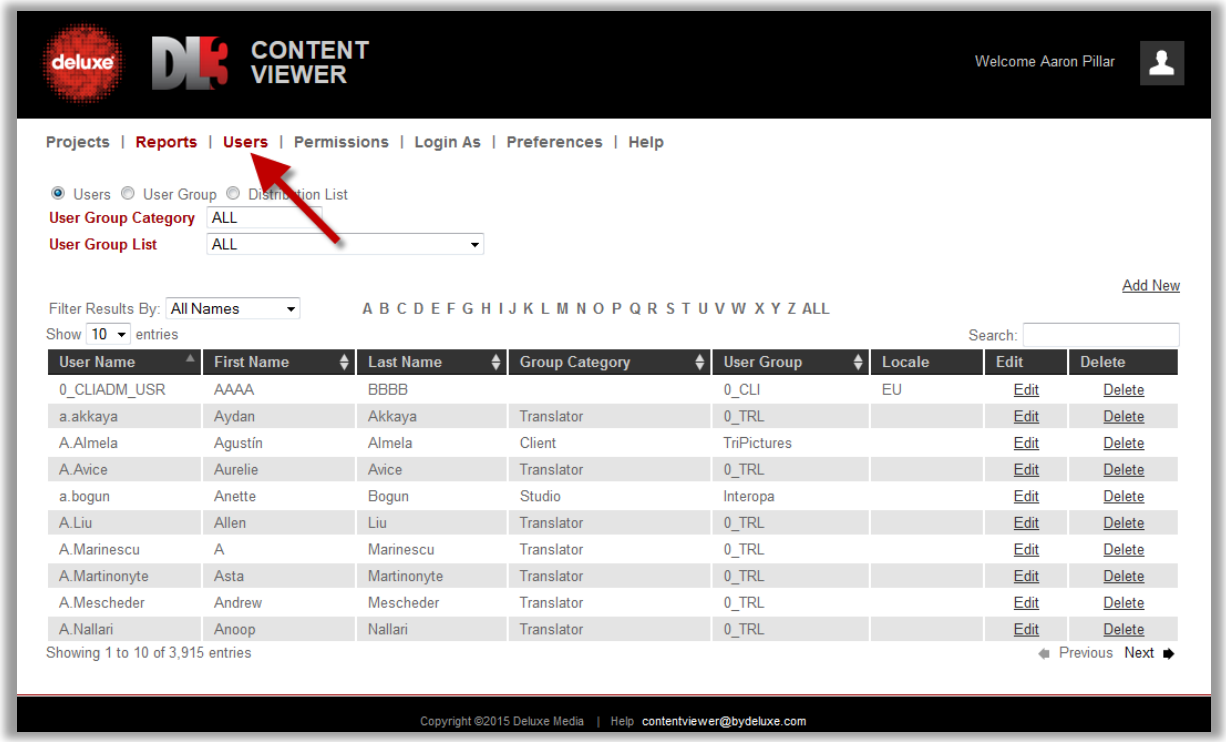
The **Additional Upload** window for that type of content appears.

- Edit already uploaded content by selecting the same language, same display name, then edit other attributes as need. Then add and upload as if it were new content. After a few moments, your original content, with the same name language and name, will be updated.
- Add new content (later) by accessing these windows in the same manner, and following the usual subtitle and audio upload instructions described earlier.

3. User Administration

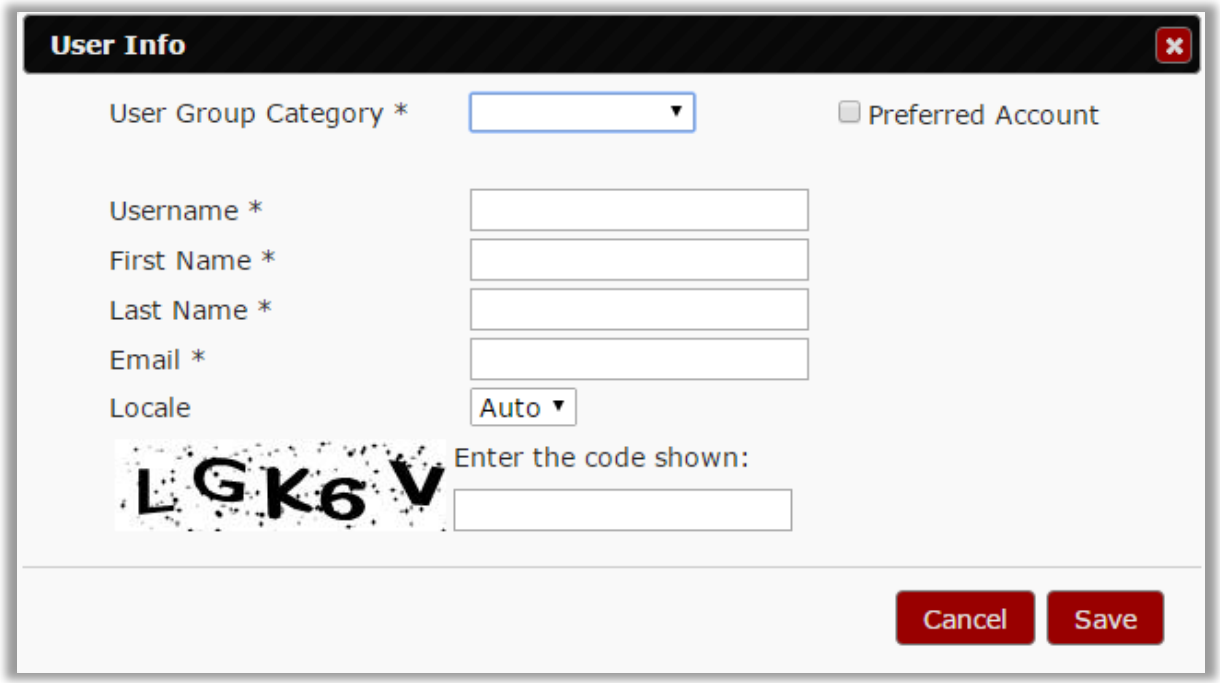
3.1. Users

User information is accessed by clicking on the word, “Users” at the top of the **Content Viewer Welcome** window. This menu is employed to add, edit, or delete users individually, create groups of users, or to create distribution lists.



3.1.1. Navigating Users Menus

- With one of the User, User Group, or Distribution List radio buttons selected, use the various filtering tools to view pre-existing users.
    - Select from **User Group Category** pull-down.
    - Select from **User Group List** pull-down.
    - Click on alphabetical letters for user names, then use the “User Name/First Name/Last Name” drop-down to the left, depending on which of those items you want the chosen alphabetical letter applied to.
    - Select different numeric display options in the **Show Entries** pull-down
    - Type in the Search field to automatically see users who match what you typed.



3.1.2.Adding New Users, Users Groups, or Distribution Lists

- Click the **Add New** button at the right to add Users, User Groups, or Distribution Lists.
    - For Users, in the **User Info** window, fill in the fields and click **Save**.

    NOTE: Place a check in the **Preferred Account** checkbox allow the user to upload HD content.

    - For User Groups, in the **User Group Info** window, fill in the fields and click **Save**.
    - For Distribution Lists, in the **Distribution List Info** window, name your list at the top, use the various filtering pull-downs to view pre-existing users, then put a check in the checkbox to the left of users you want to add to your list, press **Add** at the bottom, then **Save**.

3.1.3.Editing New Users, Users Groups, or Distribution Lists

- Click the **Edit** button in a pre-existing user, group, or list row to make edits.
    - For Users, in the **User Info** window, edit the fields and click **Save**.

    NOTE: Place a check in the **Preferred Account** checkbox allow the user to upload HD content.

    - For User Groups, in the **User Group Info** window, edit the fields and click **Save**.
    - For Distribution Lists, in the **Distribution List Info** window, you can rename your Distribution List at the top, add users in the middle by placing a check in the checkbox to the left of users you want to add to your list, or remove users at the bottom. When you're finished, click the **Save** button at the bottom. The

distribution list can be created for multiple users of the same studio client company, and eventually other users who can access the same content.

3.2. Permissions

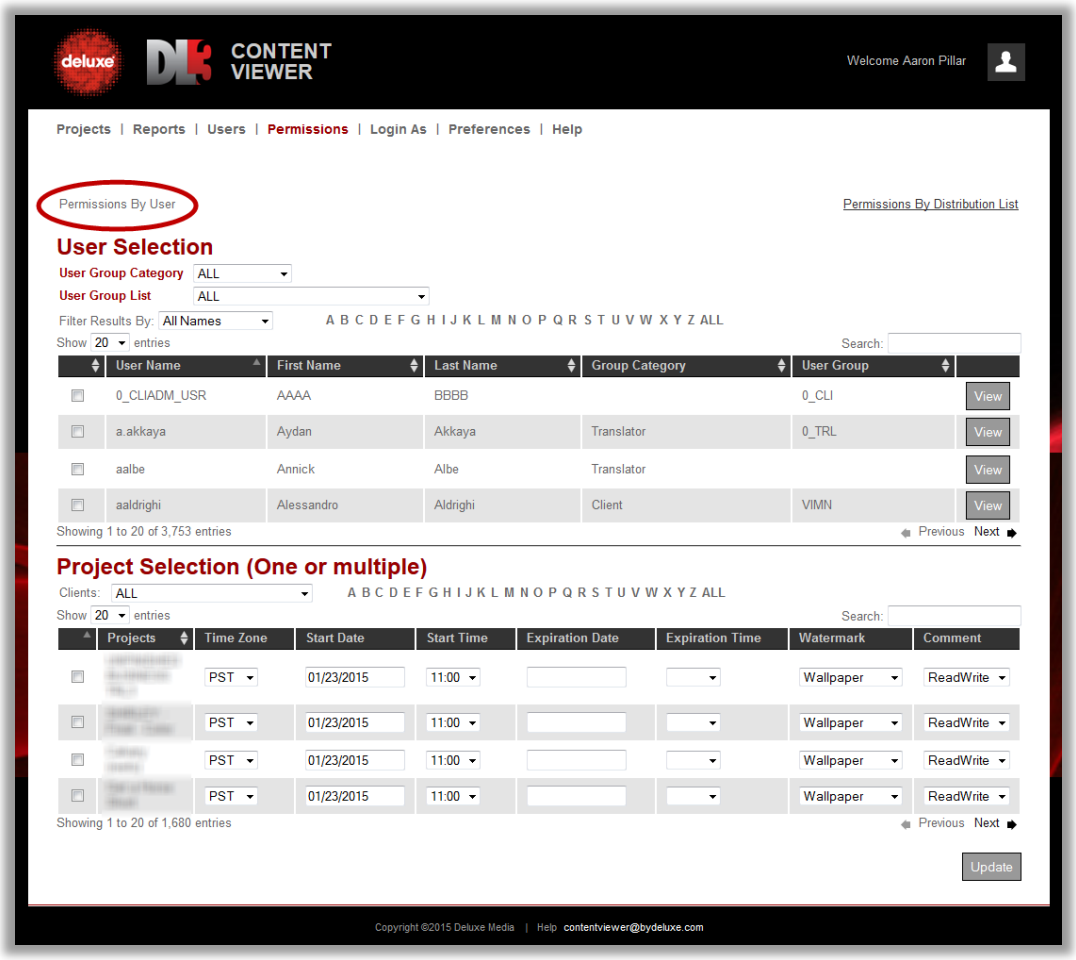
The **Permissions** menu allows you to set up user access permissions with a starting date/time and an expiration date/time. When new permissions for a user are set up, an email is automatically sent to them when the permissions are saved. When the client user logs in, they will only see projects for which they were given viewing permission, and where the current time is within the designated permission time range.

Additionally, different watermark image patterns can be applied to each project for each user as well. Users will see the login name as a dynamically generated watermark on the streaming content.

Lastly, the **Comment Authority** pull-down can be used for non-admin users to designate access levels to comments.

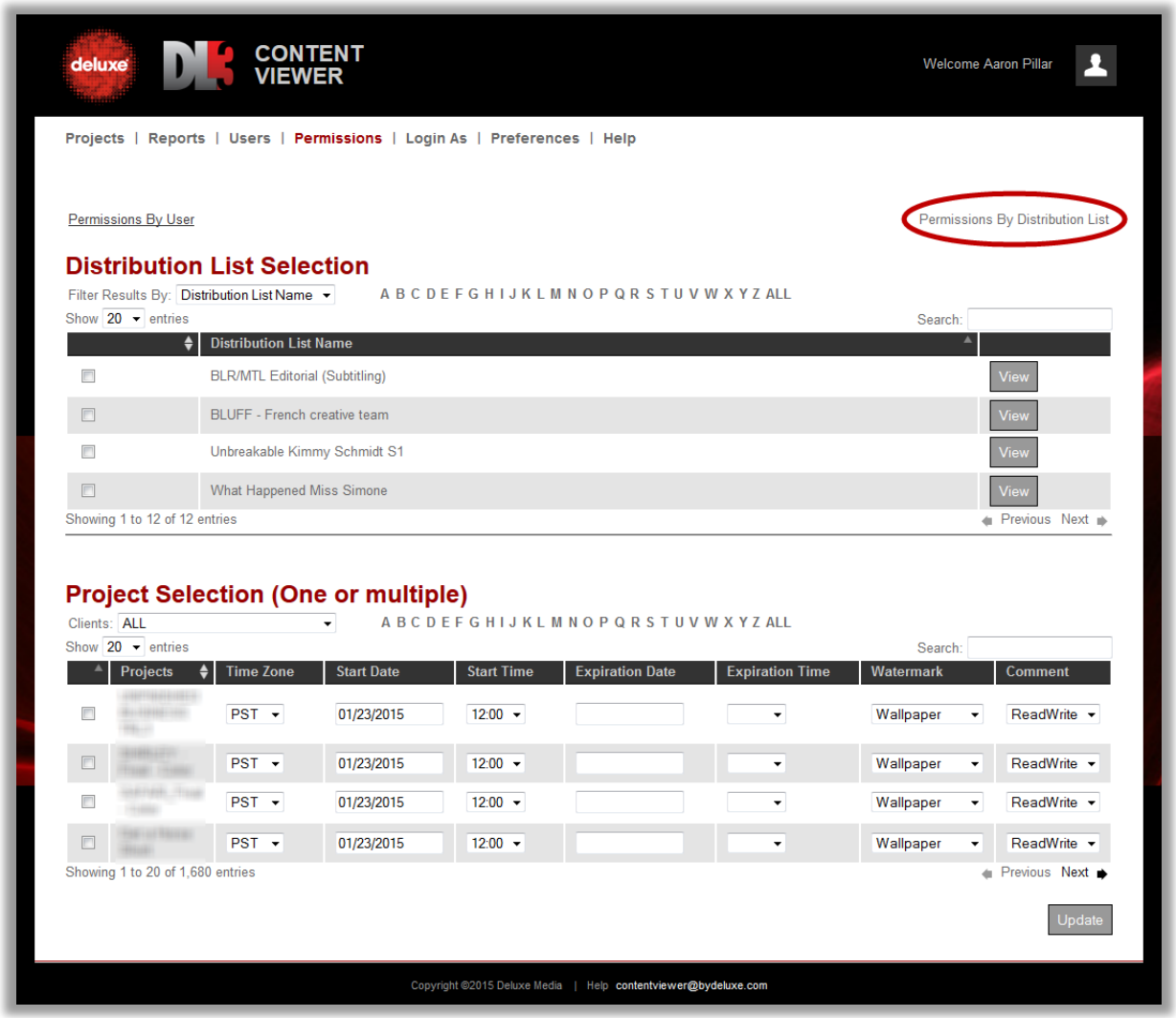
Permission Categories

Permissions By User



- **Permissions By User** allows you to select one or multiple users and set up permission for the selected project. You can search for and select users at the top, and search for and select projects at the bottom. You then set the various permissions, and at the bottom, click **Update**.

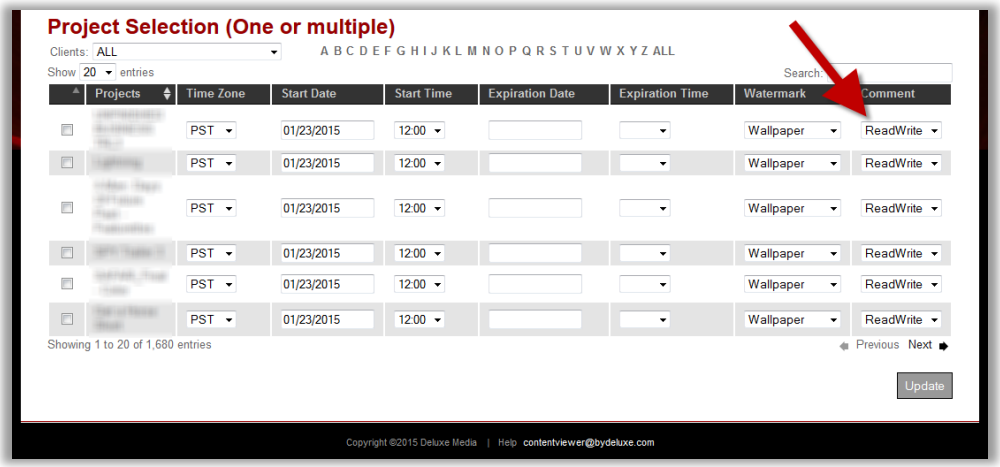
Permissions By Distribution List



- **Permission By Distribution List** allows you to set up the project access permission for multiple users belonging to the distribution list, without repeating the same operation for multiple users. You search for and select the distribution list at the top, and search for and select the project(s) at the bottom. You then set the various permissions, and at the bottom click **Update**. Use the **View** button at the right of the Distribution list row to see permissible projects.

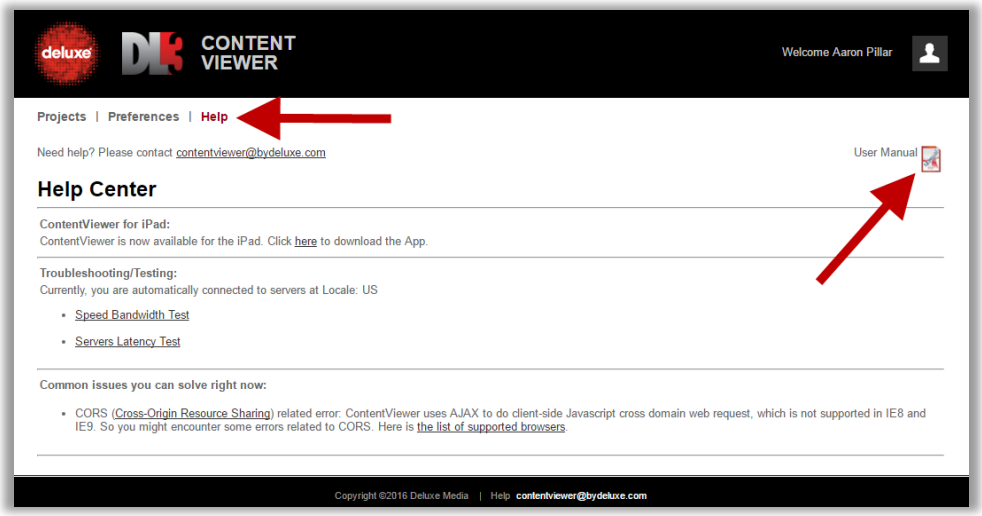
IMPORTANT NOTE: After you've set permissions for one project, if you want to add others to the **Selected Project List**, *deselect* that first project so you don't affect its permission settings when you set permissions for additional projects.

3.2.1.Comment Permissions Management



Comments allow users to leave notes within the Player for themselves and other users about any content related items at any timecode point within the content. Admin users manage non-admin user's access to comments, whether it is permission to read, write, or delete a comment, using the **Comment** pull-down menu contained in the two permission windows described above. Users can also download Excel files of all comments in a content file.

NOTE: For information on using the **Comment Entry** area of the Player, please refer to the *Comments Management* section of the *client version* of the **DL3 Content Viewer** user guide by logging in to the application as a non-administrator, then clicking on the user guide PDF icon in the **Help** menu at the upper right. See Content Viewer Help window *client view* below.



3.3. Login As

As an admin user, you can emulate the client user login operation behavior by searching for a specific client-user and clicking “Login as.” The main menu of the selected client user appears. You can check to see if the permission settings you’ve given them are what you want. After you’ve finished checking their settings just log out, and your view comes back to your own, currently active **Content Viewer** login.

3.4. Reports: User Access History and User Permissions Status

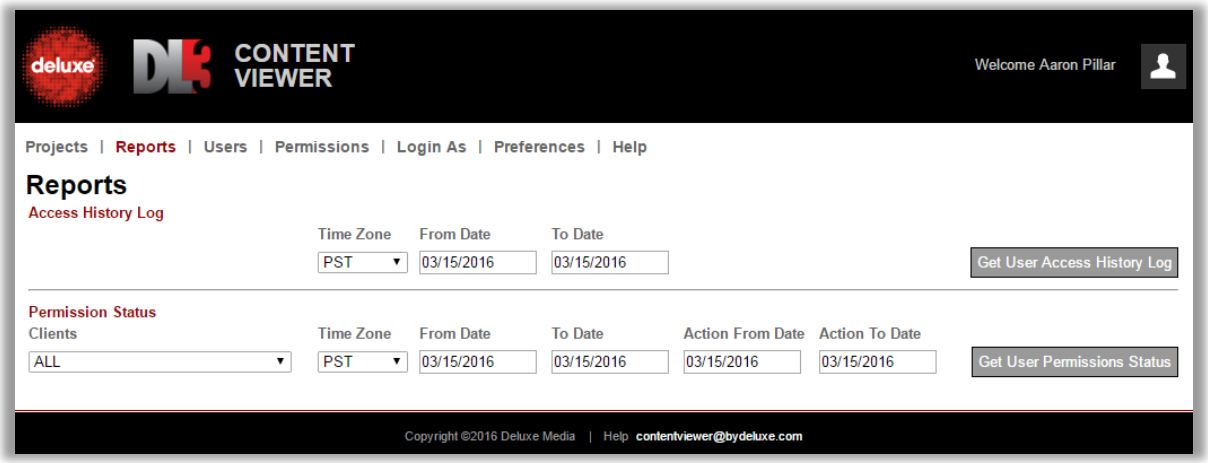
The **User Access History Log** Excel contains all the activities logs of all the users, including internal admin users, depending on the From/To date range selected in the **Access History Log** section of the **Reports** window.

The **User Permission Status** Excel contains all the permission settings for users, and distribution lists of multiple users, depending on the Client and the From/To date range selected in the **Permission Status** section of the **Reports** window.

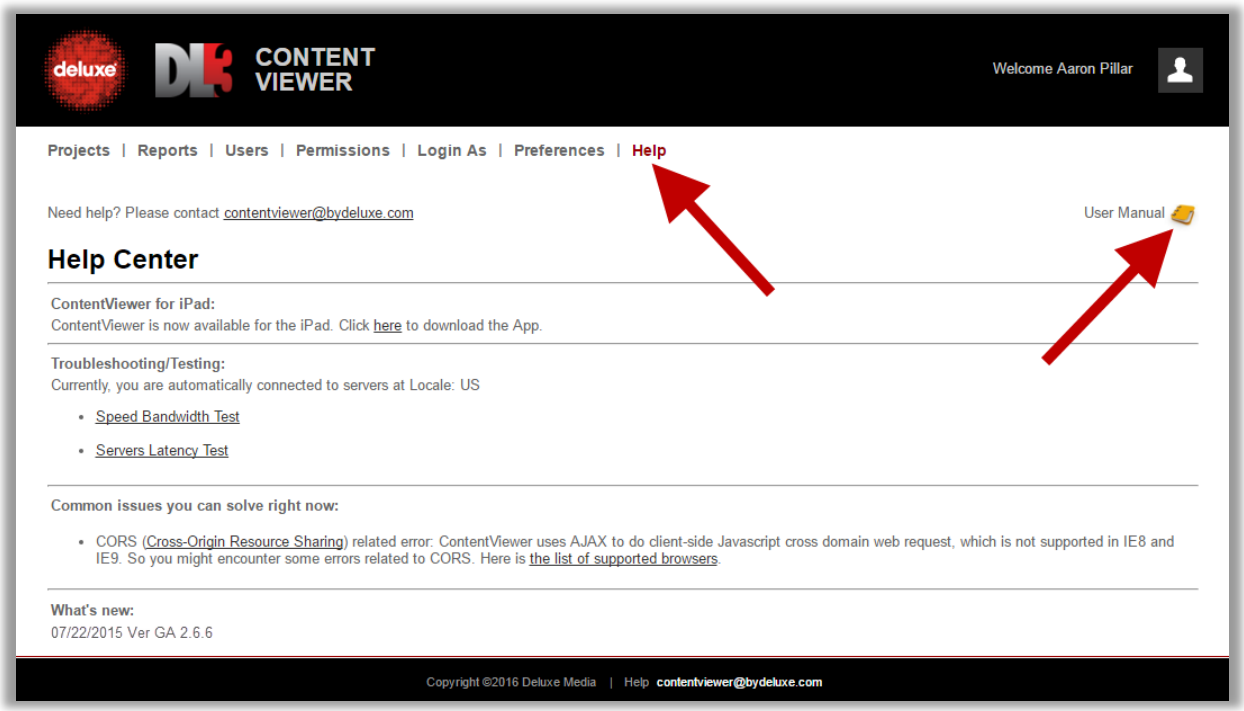
The reports will help the admin user to detect and monitor unusual user access, all the user creation logs, and all the project permissions, to avoid unnecessary business troubles.

Tracked items include:

- Login and logout time
- User IP, browser, PC/Mac/iPad access information
- Access project and content playback history
- User account creation and permission settings (admin user)



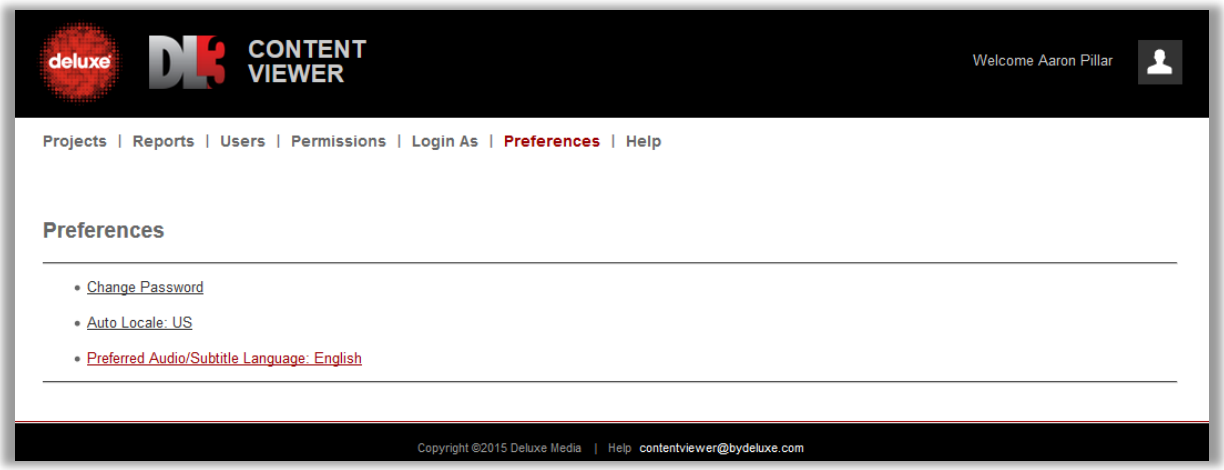
4. Help Page



Access this page by clicking on the **Help** menu at the top of the **Client Project List Welcome** window. Here you can:

- Find quick solutions to common issues by searching for issues in the Help Center section,
- Send an email for help with any other issues you may encounter,
- Click the user manual icon to access this user guide from the Content Viewer tool,
- Run a speed bandwidth test
- Run a server latency test, and
- See Content Viewer updates.

5. Preferences



Access this page by clicking on the **Preferences** menu at the top of the **Client Project List Welcome** window. Here you can:

- Change your password,
- Select the *Locale* (geographical location) of the streaming server for reliable and smooth streaming (letting the tool "Auto" select the location is also an option), and
- Set your preferred audio/subtitle language.