

Rev On-Premise Account

Root Tenant and Root User Functions Guide

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The Rev Root Tenant and User

Rev Root Tenant – What Is It?

The Rev Root Tenant is normally limited to either Vbrick internal employees or On-Premise Rev installations. It may be considered the “back-end” of your Rev system. If your organization is part of Cloud Rev, this documentation does *not* apply to you. If you have any questions, please contact Vbrick Support Services.

The Root User – What Is It?

When Rev is first installed and configured, the *first* user account that is created is called the Root User. It should be understood that this user account is the “Super User” account for Rev and should *not* be used for day-to-day actions. Certain functions in Rev may *only* be accessed through the Root User account. Further, the password for the Root User account is critical and should not be forgotten or misplaced. If the Root User account is compromised in any way, it may require a re-installation of your Rev account. For these reasons, the Root User account should only be used in special circumstances (described in this document) after creation and is not for day-to-day use.

The Root User versus Account Admins on the Rev Root Tenant

It is also necessary to create Account Admins on the Root Tenant. However, be aware that certain functions will *only* be available to the Root User. This means that if you create additional Account Admins, *only* the initial Root User account created will have access to those functions. This is subtle but important distinction between the Root User account and an Account Admin on the Root Tenant. When possible, you should always use an Account Admin account instead of the Root User account to accomplish tasks on the Root Tenant for the reasons defined above.

Rev On-Premise Account Initial Configuration

If you are a Vbrick Rev On-Premise customer, a Vbrick implementation specialist will assist you with installation of your Rev Root Tenant. Once you have run the necessary set up files for installing the environment, you will need to configure it for the first time before you are able to populate it with content. Configuration steps are described below. These steps only need to occur once unless your environment needs a complete (rare) re-installation.

Configure the Rev Environment

As noted, your implementation team will provide you the installation files and instructions you need to install the Rev environment. Once the installation process has completed, the **Initial Configuration** form will appear for you to initialize your environment. Begin by completing the **Root Account Information** and **Root User Information** sections, described below.

Initial Configuration

Step 1 of 2
Enter Contact Information

ROOT ACCOUNT INFORMATION

Account Name: *

Account Host Name:

TIMEZONE: *

ROOT USER INFORMATION

Username: *

Password: *

Confirm Password: *

Email: *

First Name:

Last Name: *

Title:

Phone Number:

| Field | Description |
|---------------------------------|--|
| (Root/Tenant) Account Name | This should normally be the Parent company name. |
| (Root/Tenant) Account Host Name | Host name or IP address. |
| (Root/Tenant) Timezone | The timezone that the various time-based settings of your Rev account will be based on (such as Webcasts). Default setting is UTC. |
| (Root User) Account Username | <p>The Super User, or Root User account, for the Rev environment. <i>Not</i> for day-to-day use. Once this account is created, it is <i>highly</i> recommended that a separate Account Admin be created with all permissions assigned for day-to-day Admin use instead of using the Root User created here.</p> <p>If the Root User is inadvertently locked out, and there is not another Admin user with access, there is no way to unlock the Root User and certain Root functions may only be accessed through this user. Therefore, it is not advisable to use the Root User unless absolutely necessary and then only with caution.</p> |
| (Root User) Account Password | Password for the Root User account. This password is <i>critical</i> . Make sure it is saved somewhere and not forgotten. |
| Confirm Password | Confirm the password for the Root User account. |
| Email | Root User account email address. |
| First Name | Root User account first name. |

| Field | Description |
|--------------|------------------------------|
| Last Name | Root User account last name. |
| Title | Root User account title. |
| Phone Number | Root User phone number. |

The **Email Server Information** section enables your environment to send emails to accounts when certain events have occurred such as uploads completing, account access information, and so forth.

EMAIL SERVER INFORMATION

Email Server Address: Port:

Email Server User Name:

Email Server Password:

Email 'From' Address:

| Field | Description |
|------------------------|---|
| Email Server Address | URL of the email server. |
| Port | Email server address port, whole number, range of values may include 1 to 65,535. |
| Email Server User Name | User name of the email server. |
| Email Server Password | User name password, if used. |
| Email 'From' Address | Optional field that will be used in email communications from Rev as the 'From' address when emails from the system are sent. Must be a valid email format input. |

Note: Setting up your **Email Server Information** fields at this point is completely optional. You may choose to wait until you have your Rev system populated with content so that you do not accidentally invite your users to create accounts before you are ready (to an empty environment). See the [Rev Initial Set Up](#) Help topic for more information on steps to populating a new Rev environment with content once configuration is complete.

Next, complete the **Contact Information** section. This section should contain relevant information about the Account Admin (or person to contact) if there is an issue with your Rev environment. The **Billing Information** section can mirror Contact Information or, may differ if necessary, and contain additional contact information related strictly to billing if required.

Initial Configuration:

Step 2 of 2

[Back](#) [Create Root Account](#)

CONTACT INFORMATION

First Name:

Last Name: *

Contact Email: *

Address Line 1:

Address Line 2:

Country:

State:

City:

Postal Code:

Phone Number:

Preferred Language:

Enter a different billing address

[Back](#) [Create Root Account](#)

Finally, click the **Create Root Account** button and the system will begin to initialize the environment. Once complete, the Rev sign in screen will appear. Enter the **Root User** and **Password** that you just created and click **Sign In**.

Sign In

(Root User Account Name)

(Root User Password)

[\(Forgot Password?\)](#)

[Sign In](#)

You will be logged in as the Root User. As noted previously, your first few steps should be as follows:

- ▶ Create an Account Admin user account that is separate from the Root User account and log in with that user account to begin performing all functions that do not require the Root User. See: [Add or Edit a User Account](#)
- ▶ If you plan to use Child Accounts within your Rev environment, create the necessary Child Accounts and associated system admin account for each of them. See: [Add or Edit a Child Account](#)
- ▶ Begin populating your Rev system with content. See: [Rev Initial Set Up](#)

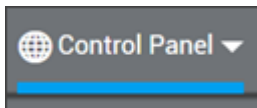
Control Panel Functions

The Rev **Control Panel** provides the Root User of your Rev system the ability to access and enable/disable functionality on the Root Account and all Child Accounts of your Rev System. You should *only* use the functions described in this section if you are fully aware of what each does *and* in conjunction with Vbrick Support Services or Operations as each can affect the performance of your Rev system.

Caution: The Control Panel is *only* available to the Root User logged in to the Root Tenant of your Rev system. Proceed with caution and contact Vbrick Support Services if there is ever a question of anything you want to modify.

To access the Rev Control Panel functions:

1. Login to the Root Account with the Root User.
2. Navigate to **Admin > Control Panel** drop-down(s).



3. Each drop-down menu option under the Control Panel is described in the following sections.

Control Panel Node Runtime Services

The Rev **Control Panel** option provides the Root User of your Rev system the ability to enable or disable specific runtime resources on a node/server. For example, if you want to use one server as your main Core Services server you may do so using the Control Panel while deactivating other nodes.

Be very careful when modifying the runtime services resources, as modifications have performance impacts and may cause your Rev system to behave sub-optimally. If you need more information or help, contact Vbrick Support Services.

To access the **Node Runtime Service** functions:

1. Login to the Root Tenant with the Root User.
2. Navigate to the **Admin > Control Panel** drop-down(s).
3. The nodes on your Rev system and their status will be listed under the **Node** section as seen below. Each service and its availability will also be detailed. For example, in the image below, two nodes are currently **Inactive** under **Status**.

| CONTROL PANEL | | | | | Apply All |
|----------------|-------------------------------------|-------------------------------------|----------|-------------------------------------|-----------|
| NODE | CORE | PUSH | STATUS | STOP | |
| REVQA-REV02-80 | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | Ready | <input type="button" value="Stop"/> | |
| REVQA-REV04-80 | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | Inactive | | |
| REVQA-REV01-80 | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | Ready | <input type="button" value="Stop"/> | |
| REVQA-REV03-80 | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | Inactive | | |

4. **Core Services:** Includes network context except for users log on, log off, users API and user projects. Runtime context, portal service, push service (enabled/disable separate column), uploads service, and download service.
5. **Push:** Enables or disables the node as a push node to provide signalR traffic. As of Rev 7.27, support for multiple push nodes is available. This means all active nodes may now run as push service(s) to better scale push connections and be more resilient to failures of one or more nodes. This also eliminates the need of running a backup push node for failover purposes.
6. **Status:** Specifies if the node is Active (Ready) or Inactive.
7. Use the checkboxes to enable or disable a service and then click **Apply All** to save your selections.

Note: Keep in mind that these configurations are for technical resource allocations and do *not* change end user functionality. The intent is to allow for designating specific resources for resource intensive tasks. Further, keep in mind that each service must be running on at least *one* node.

Recompose Data

The **Recompose Data** drop-down is occasionally used by Vbrick Support and technical engineers when network/connectivity issues arise or if the elastic search and view data are out of sync with the write database.

Caution: This functionality should *not* be used without consultation with Vbrick Support Services. Please use caution.

Player Heartbeat Settings

The **Player Heartbeat Settings** drop-down allows you to set the time interval for how often the player gathers analytics data for VOD video and Webcasts.

Analytics collected include the following:

- ▶ Account ID
- ▶ Video ID
- ▶ Unique User ID
- ▶ Video session ID
- ▶ Event Time Stamp
- ▶ Time in Video
- ▶ Event Type
- ▶ Video Player
- ▶ Stream Type
- ▶ Bit Rate
- ▶ Bandwidth
- ▶ Zone
- ▶ Playback URL
- ▶ Browser
- ▶ Player Device

To access the **Player Heartbeat Settings**:

1. Login to the Root Account with the Root User.
2. Navigate to the **Admin > Control Panel > Player Heartbeat Settings** drop-down(s).
3. Enter a value for Video (in seconds) and Webcast (in seconds). The default is 30 for Video and 60 for Webcasts. The minimum for both is 15.

CONTROL PANEL

Player Heartbeat Settings

Video (in seconds): *

Webcast (in seconds): *

Root Tenant System Settings

System Settings in Rev determine how security is handled, the contact and billing information for your organization, and system environment options.

Most System Settings are accessible to Account Admin accounts in addition to the Root User. However, some are only available when logged into the Rev Root Tenant. This includes the following:

- ▶ The **Environment** System Setting option
- ▶ The **System Messages** System Setting option

Each system setting is explained in the topics below. If you need additional details, contact Vbrick Support.

Environment


Environment System Settings specify email servers and DME file update information if you want to allow Account Admins to update DMEs from within Rev.

To access Environment System Settings:

1. Login to the Root Tenant with either the Root User or an Account Admin. **Note:** Account Admin is always recommended.
2. Navigate to the **Admin > System Settings > Environment** drop-down.
3. Each option is described below.

Email Server Information

This section provides the ability to add an email server to Rev so that emails may be sent from the system to user accounts. Complete each field as specified to add an email server.

| EMAIL SERVER INFORMATION | |
|--------------------------|--|
| Email Server Address | <input type="text" value="mail.myRevMailServer.com"/> * |
| Port | <input type="text" value="25"/> * |
| Email Server User Name | <input type="text" value="mail server username"/> |
| Email Server Password | <input type="password" value="....."/>  |
| Email 'From' Address | <input type="text" value="system@myRevMailServer.com"/> |

| Field | Description |
|------------------------|---|
| Email Server Address | Required. URL of the email server. |
| Port | Required. Email server address port. Whole number. Range of values may include 1 to 65,535. |
| Email Server User Name | User name to log in to the server |
| Email Server Password | Password to log in to the server |
| Email 'From' Address | Optional field that will be used in email communications as the "from" address when emails from Rev are sent. Must be a valid email format. |

Note: If the email server was set up during configuration of the Rev environment, the email field values will be populated in this form automatically. See: [Configure the Rev Environment](#).

DME Update File Information

The **DME Update File** should be set if you want to allow your Account Admins to update DMEs from within Rev. They can also perform a bulk software update for many DMEs at once if this path is set.

Caution: You must have DME v3.17 or greater installed before you utilize this functionality in Rev.

To update your DME file information:

1. Login to the Root Tenant with either the Root User or an Account Admin. **Note:** Account Admin is always recommended.
2. Navigate to the **Admin > System Settings > Environment** drop-down.
3. Scroll to the **DME Update File Information** section.
4. Edit the **DME Update File Path** field with the path to the rpma file or zip file of the DME version you want to use.

Caution: The following special characters must *not* be used in the DME Update File Path or as part of the DME Update File filename itself:

@ # \$ () + [|

5. Enter the **Password** to the file.
6. Once you have saved your changes, the **Version** number of the file will update automatically.

| | |
|----------------------|--|
| Version | 3.21.0.132 |
| DME Update File Path | <p>The DME update file must be of file type .rpma.zip</p> <input type="text" value="https://s3.amazonaws.com/nb-nitga/QADMEupdate/vbrick-dr"/> |
| Password | <input type="password" value="....."/> 🔒 ★ |

Caution: If you have specific firewall rules for accessing sites outside your rev tenant, be sure to whitelist the following URLs so that the DMEs may access the DME update files:

dme-update.us.vbrick.com (US customers)

dme-update-eu.vbrick.rev.com (EU customers)

System Messages

System Messages allow you to set system maintenance messages in several different languages at specific dates and times as needed.

To access System Messages:

1. Login to the Root Tenant with either the Root User or an Account Admin. **Note:** Account Admin is always recommended.
2. Navigate to the **Admin > System Settings > System Messages** drop-down.
3. Each option is described below.

System Maintenance Messages

Using **System Messages** under the System Settings menu, you are easily able to set system maintenance messages. When a system message is created under the Root Tenant, all user accounts in Rev will receive it. You may create a message about planned downtime, for example, so that every user will be aware when it will occur and will not schedule Webcasts or large uploads during that time. You may also suppress DME and Encoder email warning messages during maintenance should you so choose.

MAINTENANCE MESSAGES

Suppress DME/Encoder Emails During Upgrade Maintenance Enabled

SYSTEM MESSAGES

Message Start Date: Oct 8, 2018 9:00 AM

Message End Date: Oct 8, 2018 9:30 AM

Timezone: (UTC-05:00) Eastern Time (US & Canada)

English: We hold these Truths to be self-evident: that all Men are created equal; that they are endowed by their creator with inherent and* [certain] inalienable rights; that among these are life, liberty, & the pursuit of happiness: that to secure these rights, governments are instituted among men, deriving their just powers from the consent of the governed; that whenever any form of government becomes destructive of these ends, it is the right of the people to alter or abolish it, & to institute new government, laying it's foundation on

| Field | Description |
|--|---|
| Suppress DME/Encoder Emails During Upgrade Maintenance | When selected, status emails for the DME and Encoder will not be sent during maintenance. This includes: <ul style="list-style-type: none"> ▶ Warning status for DME ▶ Warning status for Encoder ▶ Offline status for DME ▶ Offline status for Encoder |
| Message Start Date / Time | Required. Start date and time the message will begin appearing. The message is displayed to users after authentication and before the Home Page is displayed until the Message End Date/Time. All child accounts will receive the message. |
| Message End Date / Time | Required. End date and time the message will be discontinued. |
| Timezone | If system time zone selected, the time will be translated to the user's timezone. |
| Language Fields | Each supported language field in Rev may contain a system message if desired. |

Rev Licensing

Some features and functionality require certain licensing features to be added through a licensing file. This is maintained under Root Tenant.

Add a License File

Some features and/or functionality in Rev require a specific license to use. If you are required to upload an additional license file to enable a new feature, you must do so under the Accounts menu under Admin menu options.

To add a license file:

1. Logon to the Root Tenant as either an Account Admin or Root User.
2. Navigate to Admin > **Accounts**.
3. Click the **Edit** button on the **Contact** tab.
4. In the **License Information** section, click the **Add File** button to upload the file you were provided by Vbrick Support/Ops.

LICENSE INFORMATION

License File + Add File

For more details on the different license types in Rev and how to use them, view the following help topics:

- ▶ [View License Usage Summary](#)
- ▶ [Apply a License Type to a Child Account](#)