

Appendix E

Installing and configuring the Captioning Manager

The Mediasite Captioning Manager, a separately sold EX Server add-on, allows users to submit and monitor captioning requests through Automatic Sync Technologies® (AST) and other captioning services. When using the AST captioning service, you must use an already existing account. Using the credentials of your AST account, you will use the Captioning Manager to select a folder for automatic submissions of media files for captioning or select individual presentations for captioning.

This appendix explains how to install and configure the Captioning Manager.



For instructions on using the Captioning Manager, see “Using Mediasite Captioning Manager” in the *Mediasite Server Guide* available on the Customer Assurance Portal at www.sonicfoundry.com/support.

Captioning Manager system requirements

Captioning Manager must be installed on a machine that meets the following requirements:

- Microsoft Windows XP, Server 2003, or Server 2008
- IIS 5.1 or later
- Microsoft .NET 3.5 SP1
- Has a public IP address

Installing the Captioning Manager

To install the Captioning Manager:

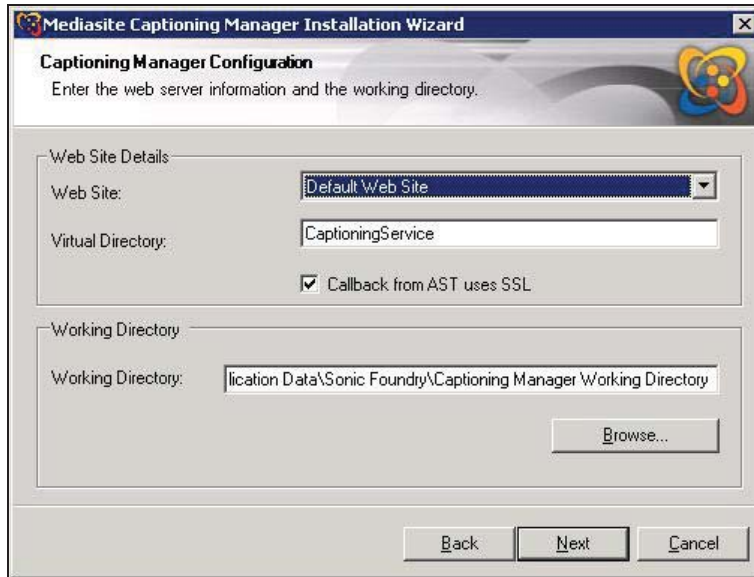
1. Double-click `CaptioningInstaller.exe` and follow the prompts in the Wizard to install the software.
2. On the **Mediasite Captioning Manager Location** page, click **Change** to install the software in a location other than the default one.
3. On the **Web Site Details** page, specify the captioning web service settings:
Web Site: Choose a web site for the web server from the drop-down list.

Virtual Directory: The installer creates this virtual directory on the server. This virtual directory points to the captioning web service.

Callback from AST uses SSL: Clear this check box if you don't want the AST to use SSL to communicate with the EX Server.

Working Directory: The directory media files will be copied into for new jobs. Click **Browse** to use a location other than the default one. The default directory location is:

C:\Documents and Settings\All Users\Application Data\Sonic Foundry\Captioning Manager Working Directory



Captioning Manager Installation Wizard, Configuration page

4. On the **Ready to Install the Mediasite Captioning Manager** page, click **Next**. When the configuration is complete, click **Finish** to exit the Wizard.

Connecting to the EX Server

To use the Mediasite Captioning Manager with an EX Server, you must first connect it to the EX Server.

To connect the Captioning Manager to an EX Server:

1. Click the **Captioning Manager 5.1** shortcut on the desktop to launch the Captioning Manager.
2. Click **Tools > Options**, click the **Mediasite Settings** tab, click **Add New Connection**, and specify the connection settings:
3. Enter the site connection properties for the EX Server:
Name: Enter a name for the site.

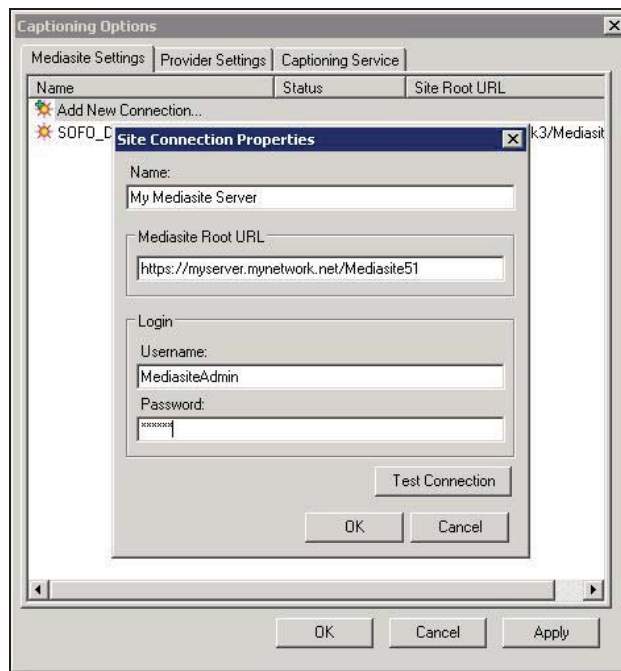
Mediasite Root URL: The Service Root URL for the EX Server. If you are connecting to an EX Server in a high-availability environment, the URL should use the load-balancer's IP address or FQDN.

For example: `https://myserver.mynetwork.net/Mediasite51`

Username/Password: The credentials specified for the MediasiteAdmin user during installation.

Test Connection: Click this button to test the connection to the Mediasite Server. If the connection fails, verify the information you entered is correct by comparing it against the data in the Configuration Editor and try again.

4. Click **OK** to add the connection.



Captioning Manager: Mediasite Settings tab

Now that the Captioning Manager is installed, you can use it to specify provider settings and create and monitor automated captioning jobs.



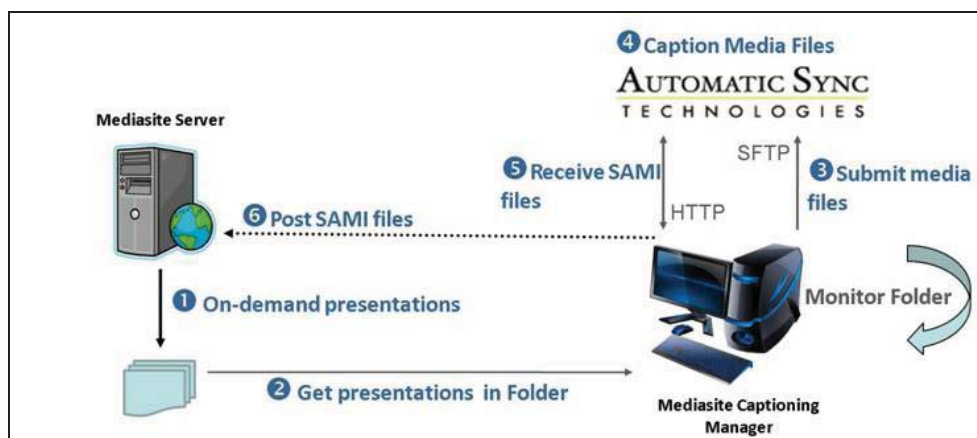
For instructions, see “Using Mediasite Captioning Manager” in the *Mediasite Server Guide* available on the Customer Assurance Portal at www.sonicfoundry.com/support.

Appendix C

Using Mediasite Captioning Manager

Use the Mediasite Captioning Manager to submit and monitor captioning requests through Automatic Sync Technologies® (AST) and other captioning services. When using the AST captioning service, you must use an already existing account. Using the credentials of your AST account, you will use the Captioning Manager to select a folder for automatic submissions of media files for captioning or select individual presentations for captioning.

The diagram below shows the workflow between the EX Server and AST when the automated captioning options are selected:



Automated captioning workflow

Once jobs are submitted, you can monitor and manage them. Each job has one or more items (presentations) to be captioned and you can view status reports for jobs and each item within the job. However, you cannot manage individual items within a job. You can also use the Captioning Manager to batch download media files for captioning or other purposes.



For information on installing and configuring the Captioning Manager, see “Installing and Configuring the Captioning Manager” in the *Mediasite EX Server Deployment Guide*.

Specifying the captioning provider details

Before you can automate captioning using AST, you must specify the provider details.

1. Click the **Captioning Manager 5.3** shortcut on the desktop to launch the Captioning Manager.
2. Click **Tools > Options** and click the **Provider Settings** tab and specify the settings that will be needed to connect with the automated captioning service:

Settings Name: Enter a name for the setting.

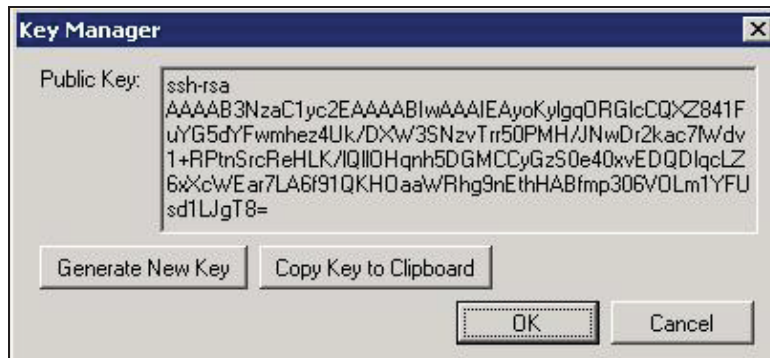
Server URL: Enter the URL of the FTP server for the captioning service. For AST, the URL is:

`sftp://services.automaticsync.com`

Username: Enter the username required to connect the service. The FTP username is provided by your captioning service, not by Sonic Foundry. You must have this username before you can use the Captioning Manager with the automated captioning service.

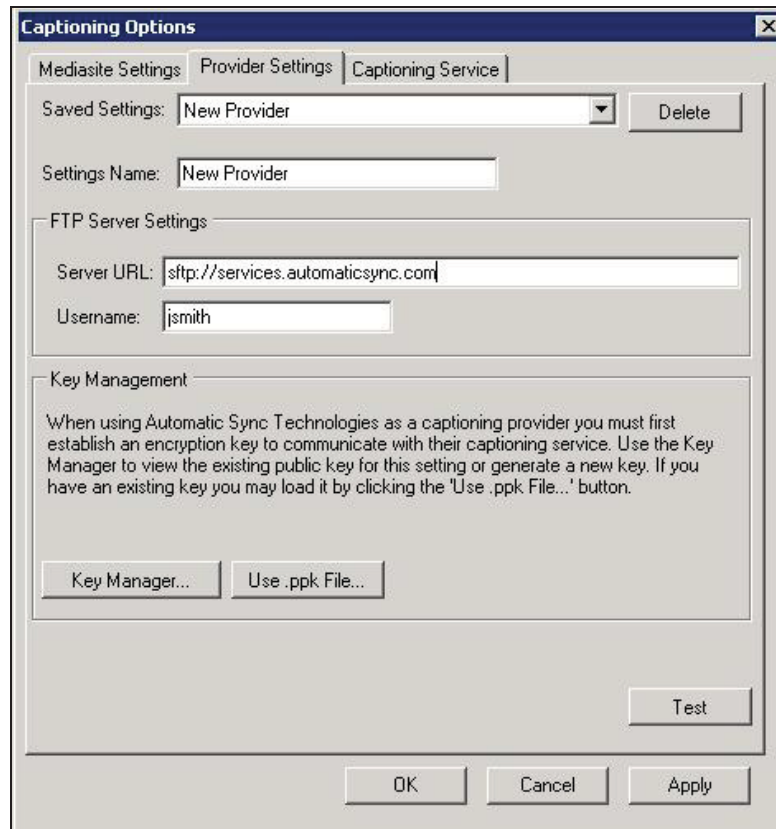
Key Management: When using AST as the captioning provider, you must first establish an encryption key to communicate with the service. You can generate a new key or you can use an existing key.

- **Key Manager:** Click to launch the Key manager dialog. Click **Generate Key** to generate a new key. Click **OK** to save changes and exit the dialog.



Automated captioning workflow

- **Use .ppk File:** Click to navigate to and select the file containing the public key you want to use.
3. Click **Test** to verify you can connect to the service using the specified settings. Click **OK**.



Captioning Options, Provider settings

Registering encryption key with AST

Before you can connect to AST using your encryption key, you must register it on the AST website (www.automaticsync.com). You must do this any time you generate a new key.

To register your encryption key:

1. Go to the AST website, click log in, and enter your account credentials.
2. Click **SSH Keys** and select **Add Keys**.
3. Go to the Mediasite Captioning Manager, click **Tools > Options** and click the **Provider Settings** tab.
4. Click to **Key Manager** to launch the Key manager dialog. Click **Copy Key to Clipboard**.
5. On the AST page, paste the copied key into the **Public Key** field and add details about the key, such as username and machine being used, into the **Note for Key** field. Click **Add Key**.

6. Wait for the status of the key to go from “Pending” to “Ready” in the list.
7. Once the status has changed, go to the Captioning Manager and click **Test** to verify you can connect to AST.

Creating new projects

When you create a new captioning project, you will select one of three options: automated captioning for an entire folder, automated captioning for one or more presentations, or media download.

Automate captioning for a folder

Create this type of project to completely automate the captioning process for any presentations published in the selected folder. When this option is selected, Mediasite automatically uploads your recorded media files to AST’s captioning service. AST captions. These settings only need to be specified once.

To automate captioning for a folder:

1. Use the shortcut on the desktop to launch the Captioning Manager. Click **Create a new captioning project** to launch the **Captioning Project Wizard**. Alternatively, you can launch the Wizard by selecting **File > New Project**. Follow the prompts to create the project.
2. On the **Choose Project Type** page, select **Automated captioning for an entire folder** and click **Next**.
3. On the **Project Settings** page, specify the project details:

Project Name: Enter a new name for the project.

Time Interval: Select how often the service should check the folder for presentations.

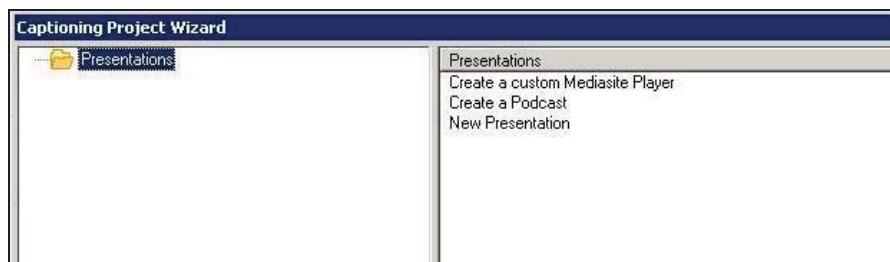
Settings: Select a provider setting from the drop-down list. The captioning provider’s FTP Server URL and the username you are using to connect to it are shown.

View presentations that are offline: Select the check box to also include presentations that are not available for on-demand viewing for automated captioning.

Rush captioning for presentations in this project: Select to use AST’s rush captioning service. Contact AST for additional information on this service.

Automated captioning for folder option, project settings page

4. Click **Next**. On the following page, folders on the Mediasite Server are shown. Navigate to the folder you want and select it. Click **Next**.



Automated captioning for folder option, select folder

5. On the **Project Information** page, verify the information is correct. Click **Finish** to accept the changes. The new project is listed in the Mediasite Captioning Manager's project list with a status of **Queued**.

Automate captioning for one or more presentations

When you select this option, you can select presentations from different folders.

To automate captioning for one or more presentations:

1. Use the shortcut on the desktop to launch the Captioning Manager. Click **Create a new captioning project** to launch the **Captioning Project Wizard**. Alternatively, you can

launch the Wizard by selecting **File > New Project**. Follow the prompts to create the project.

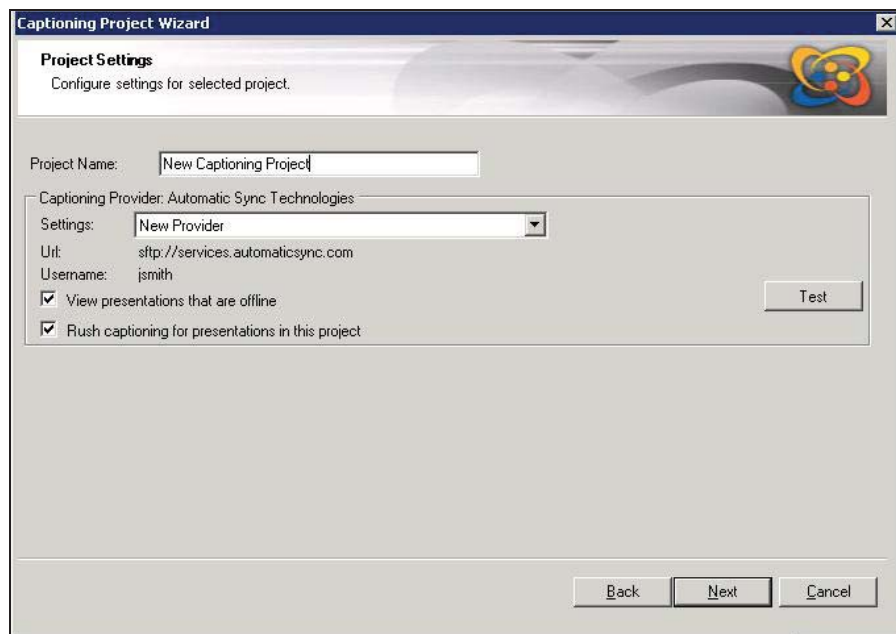
2. On the **Choose Project Type** page, select **Automated captioning for one presentation or groups of presentations** and click **Next**.
3. On the **Project Settings** page, specify the project details:

Project Name: Enter a new name for the project.

Settings: Select a provider setting from the drop-down list. The captioning provider's FTP Server URL and the username you are using to connect to it are shown.

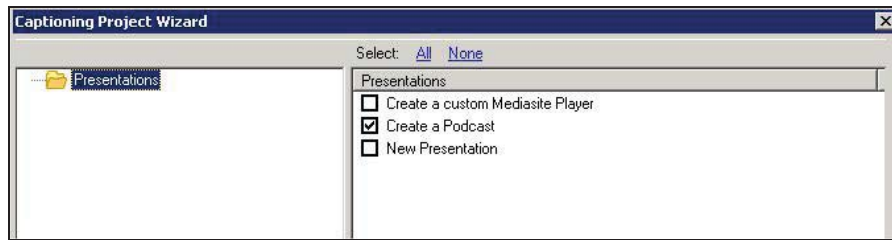
View presentations that are offline: Select the check box to also include presentations that are not available for on-demand viewing for automated captioning.

Rush captioning for presentations in this project: Select to use AST's rush captioning service. Contact AST for additional information on this service.



Automated captioning for one or more presentations option, project settings page

4. Click **Next**. On the following page, folders on the Mediasite Server are shown. Navigate to the folder you want and select it. Select the checkbox next to each presentation you want to include for automated captioning. Click **Next**.



Automated captioning for one or more presentations, select presentations

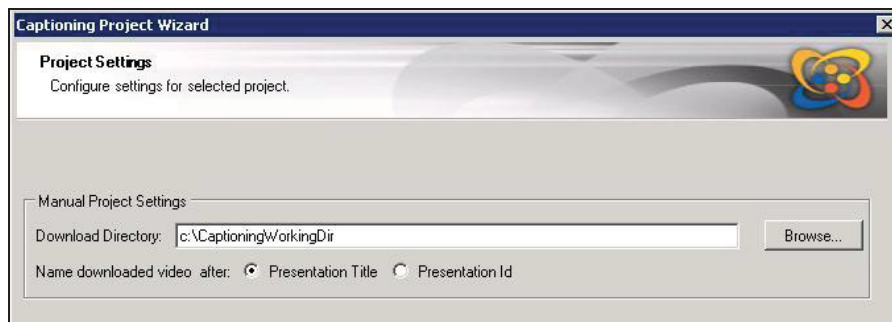
5. On the **Project Information** page, verify the information is correct. Click **Finish** to accept the changes. The new project is listed in the Mediasite Captioning Manager's project list with a status of **Queued**.

Download media

1. Use the shortcut on the desktop to launch the Captioning Manager. Click **Create a new captioning project** to launch the **Captioning Project Wizard**. Alternatively, you can launch the Wizard by selecting **File > New Project**. Follow the prompts to create the project.
2. On the **Choose Project Type** page, select **Media Download** and click **Next**.
3. On the **Project Settings** page, specify the project details:

Download Directory: Click **Browse** to select the directory where you want to download media files. The default directory is `c:\CaptioningWorkingDir`.

Name downloaded video after: Select one of the radio buttons to name the downloaded media file using the presentation's title or ID number.



Media download option, project settings page

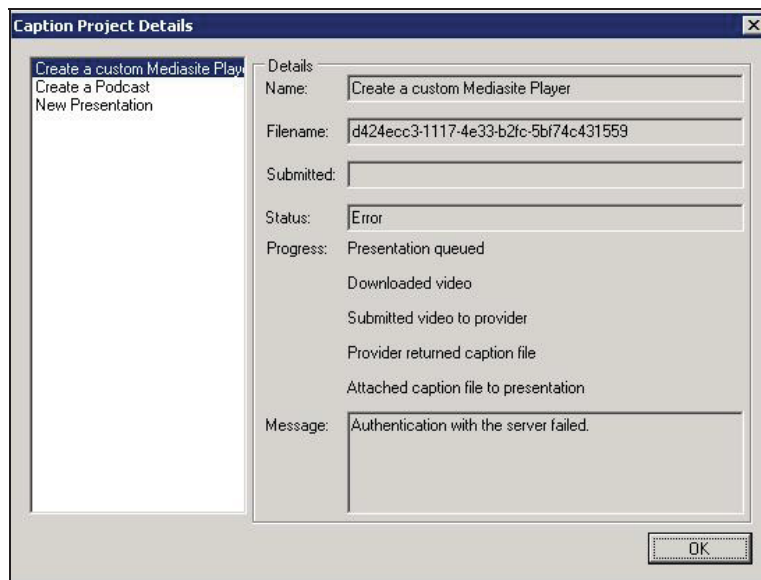
4. Click **Next**. On the following page, folders on the Mediasite Server are shown. Navigate to the folder you want and select it. Select the checkbox next to each presentation whose media file you want to download.
5. Click **Next** to download the media files. Click **Finish** to exit the Wizard.

Managing existing projects

Once you create a new project, it is immediately placed in the queue. You view the project details to monitor its status as well as stop and restart the automated captioning process for the project. You can also delete projects.

View project details

1. Use the shortcut on the desktop to launch the Captioning Manager. Click **Manage existing captioning project** to view the list of projects.
2. Right-click your project in the list, and select **Details**. For automated captioning for folders or multiple presentations, select a presentation to view its details including errors.
3. Click **OK** to exit the dialog.



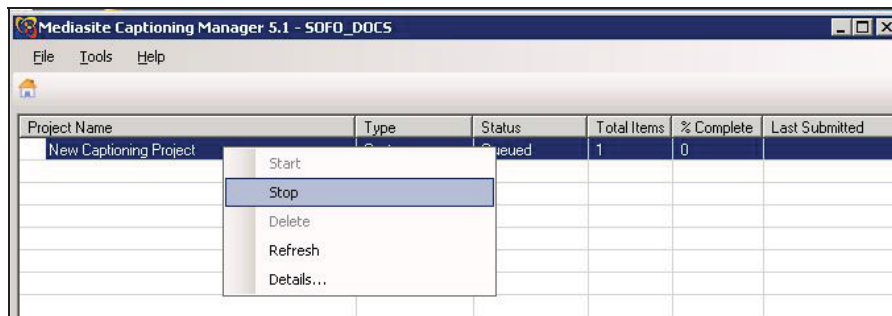
Media download option, caption project details

Stop and restart service for a project

When you automate the captioning process for a folder, the captioning service will poll the folder at the interval specified and when new presentations are detected, will upload them to the captioning service. In some instances, you may temporarily want to stop the automated captioning service for a project and restart it at a later time.

To stop and restart service for a project

1. Use the shortcut on the desktop to launch the Captioning Manager. Click **Manage existing captioning project** to view the list of projects.
2. Right-click your project in the list, and select **Stop**. The automated captioning service will no longer poll the folder or process captions for it.
3. To restart automated captioning for the project, right-click it and select **Start**.



Project list, stop service against project

Delete a project

To delete a project you must first stop running the caption service against it.

1. Use the shortcut on the desktop to launch the Captioning Manager. Click **Manage existing captioning project** to view the list of projects.
2. Right-click your project in the list, and select **Stop**.
3. Once the status of the project is shown as **Canceled**, right-click your project in the list, and select **Delete**.