



AirFLOW User's Guide

Version 2021.3

May 2021

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Chapter 1: Introduction

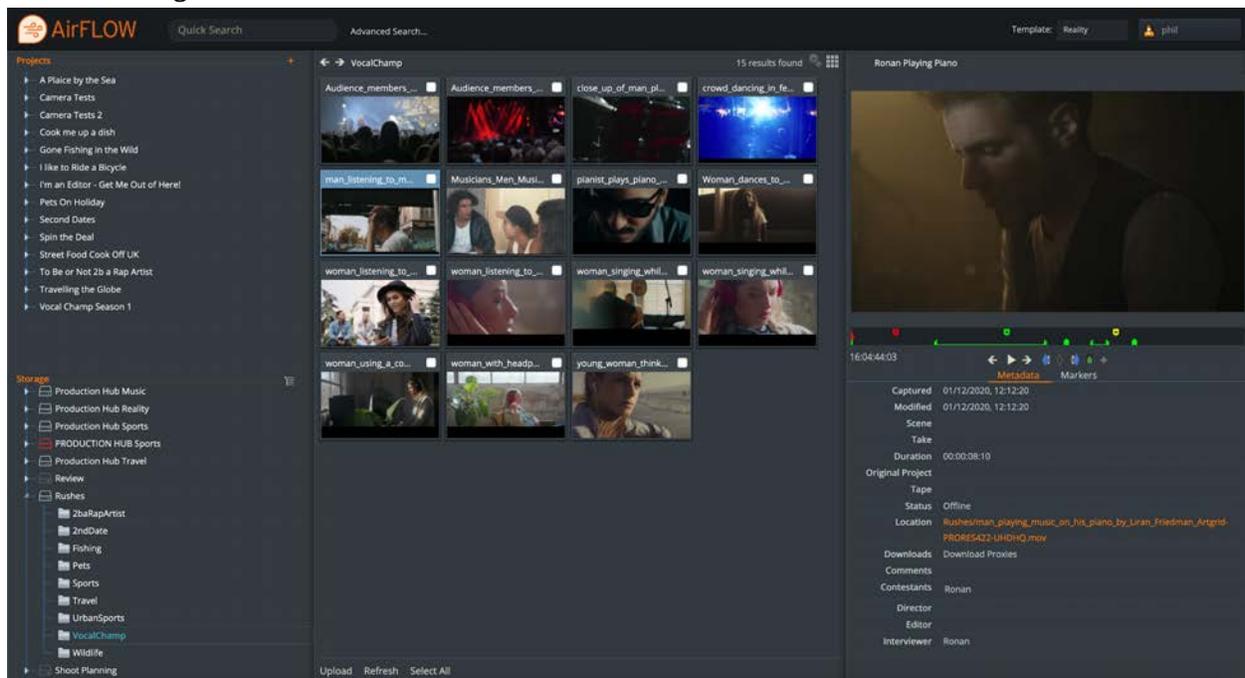
This User Guide explains how to use the AirFLOW software supplied with EditShare FLOW. The User Guide is designed for any user of the FLOW system and is divided into the following chapters:

- Chapter 2: Getting Started
- Chapter 3: The File Browser
- Chapter 4: Projects and Sequences
- Chapter 5: Troubleshooting

The User Guide assumes that the EditShare FLOW system has been installed and fully configured. Administrators should refer to Appendix A: Administrating AirFLOW for information regarding the deployment of the AirFLOW gateway on corporate networks. Additional information can also be found in the FLOW Administrator's Guide.

Overview

AirFLOW is a web-based application produced by EditShare that gives you remote access to all your content through a web browser.



AirFLOW allows you to collaborate with other AirFLOW users or FLOW Story users in real time, browse, search and play video clips and sequences. You can also look for non media files on your FLOW system. AirFLOW provides many of the features, including:

- Browsing storage spaces and folders.
- Playing audio and video clips in the dedicated media player.
- Adding In and Out Points, Markers, and Ranged Markers, to clips and sequences.

- Updating metadata associated with clips.
- Searching for clips.
- Creating new projects, project folders and sequences.
- Adding clips to sequences.
- Uploading files to, and downloading files and proxies from, the storage.
- Reviewing and approving sequences from FLOW Story.

AirFLOW uses high quality, low-bit rate streaming proxy files for audio-visual media, making it suitable for web browsers. Users can add or update metadata, markers and subclips. With the appropriate permissions, users can organize projects and content within storage spaces.

Recommended Web Browsers

When using AirFlow on Big Sur, EditShare recommends that you use Chrome or Firefox web browsers.

Handheld Devices

Because AirFLOW runs through a web browser, many devices running on different platforms can be accommodated, including iPad and Android™ tablet devices.

A Wi-Fi connection is required to connect handheld devices to AirFLOW.

NOTE: Some elements of AirFLOW may not be optimised for mobile device use.

Requirements for AirFLOW Clients

You can use AirFLOW on most web browsers for Windows, macOS, iOS, Linux and Android workstations and handheld devices. However, we recommend Chrome for the best experience. You must keep your web browser up to date, to take advantage of the full functionality of AirFLOW's advanced features.

Conventions Used in this Guide

This user guide assumes that the majority of AirFLOW users are using desktop workstations with a keyboard and a mouse. When the instructions tell the user to 'click', they are referring to pressing the left mouse button. Users of handheld devices and touch screens should 'tap' when asked to 'click', and 'tap and drag' when asked to 'click and drag'.

It should be noted that right-clicking invokes functions determined by the web browser, not by AirFLOW. Similarly, clicking or tapping within the browser address and title bars invokes functions outside the influence of AirFLOW. Refer to the documentation relevant to the version of browser you are using for further information.

When you are asked to type text into a field, the text to be typed is represented like this. This includes the typing of Uniform Resource Locators (URLs) into the web browser.

Technical Support

For questions not addressed in our documentation, contact EditShare Technical Support. Have the exact version number of your FLOW implementation ready.

EditShare strongly recommends that you purchase a support agreement. If you do not have a support agreement, a per-incident rate may be available.

Please contact EditShare Technical Support using the following URL:

<http://www.editshare.com/support>

Chapter 2: Getting Started

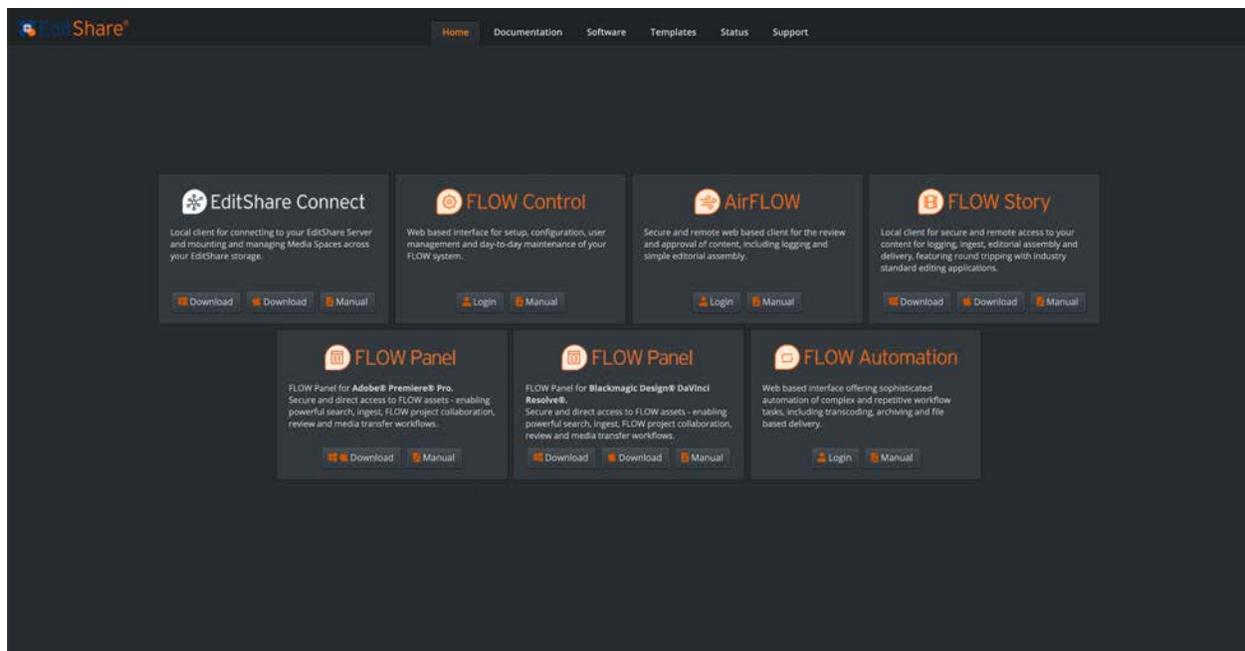
The AirFLOW Login Page is on Port 8005 of the IP Address of the AirFLOW server. For example, if the IP address of the AirFLOW server is airflow.mydomain.com, type

`https://airflow.mydomain.com:8005` into the location bar of your web browser.

You can open AirFLOW from the FLOW landing page.

Opening the FLOW Landing Page

The FLOW landing page is accessible by entering the IP address of the server you installed into the address bar.



From the Landing Page you can open and configure FLOW Control, open AirFLOW, and download the Story and Automation client installers.

1. Open a Web Browser.
2. To open the FLOW landing page, do either of the following:
 - Type the IP address of the server you installed into the address bar. In the example above we have used `192.168.1.100`
 - Open the FLOW Landing Page from the installer by clicking the Open FLOW button.

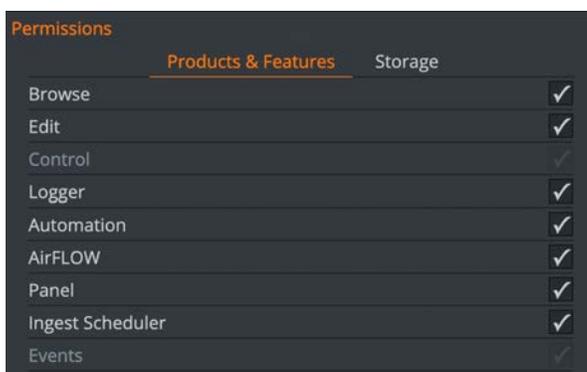
Signing In to AirFLOW

Note: EditShare recommends that you bookmark the AirFLOW Sign In Page or set it as your Homepage.

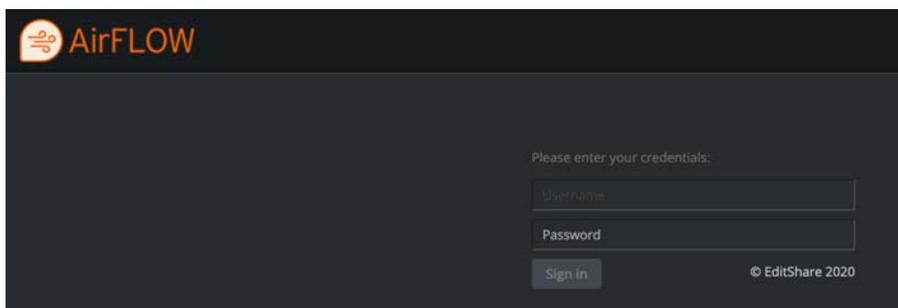
Confirm the web address for the AirFLOW web server. By default, the AirFLOW web server runs on Port 8005, and uses the HTTPS secure protocol. If the host name of your AirFLOW server is `airflow.mydomain.com`, you type `https://airflow.mydomain.com` into the location bar of your web browser.

You can use an IP Address, for example `https://192.168.1.100:8005`, to access the login page, however, your browser may display a security warning.

An AirFLOW user must have permission to log into AirFLOW. These permissions can be set in FLOW Control under Users/Products & Features tab.

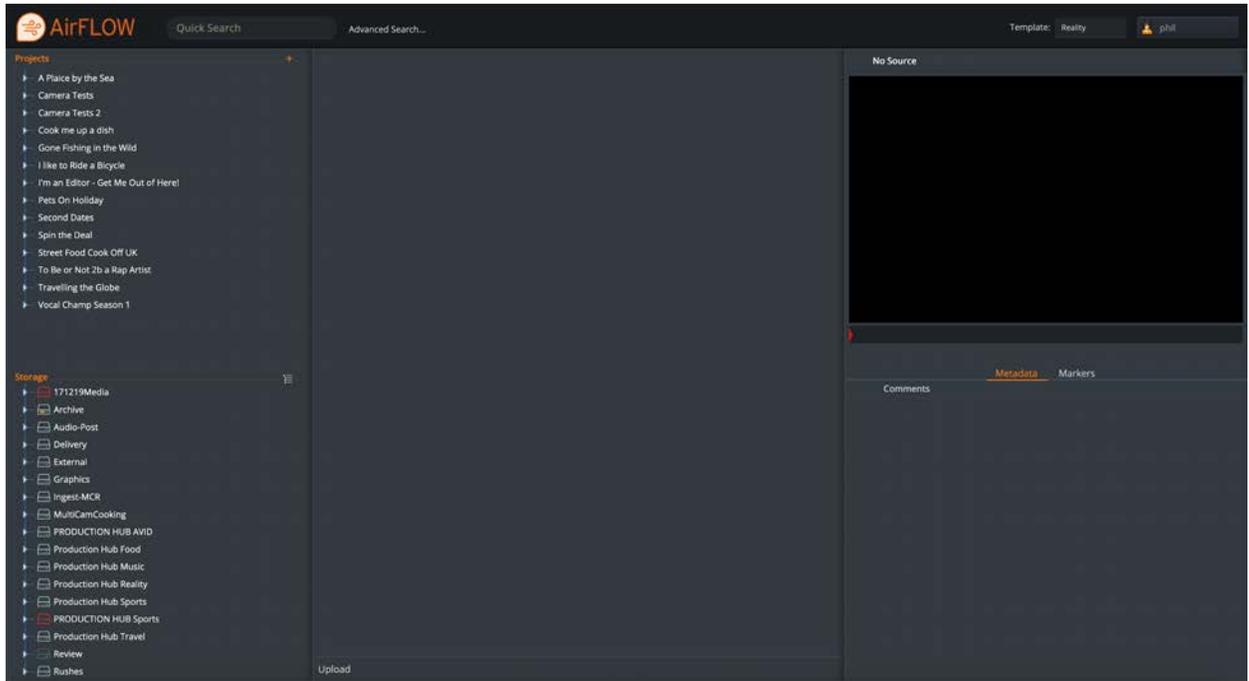


The sign in page is displayed:



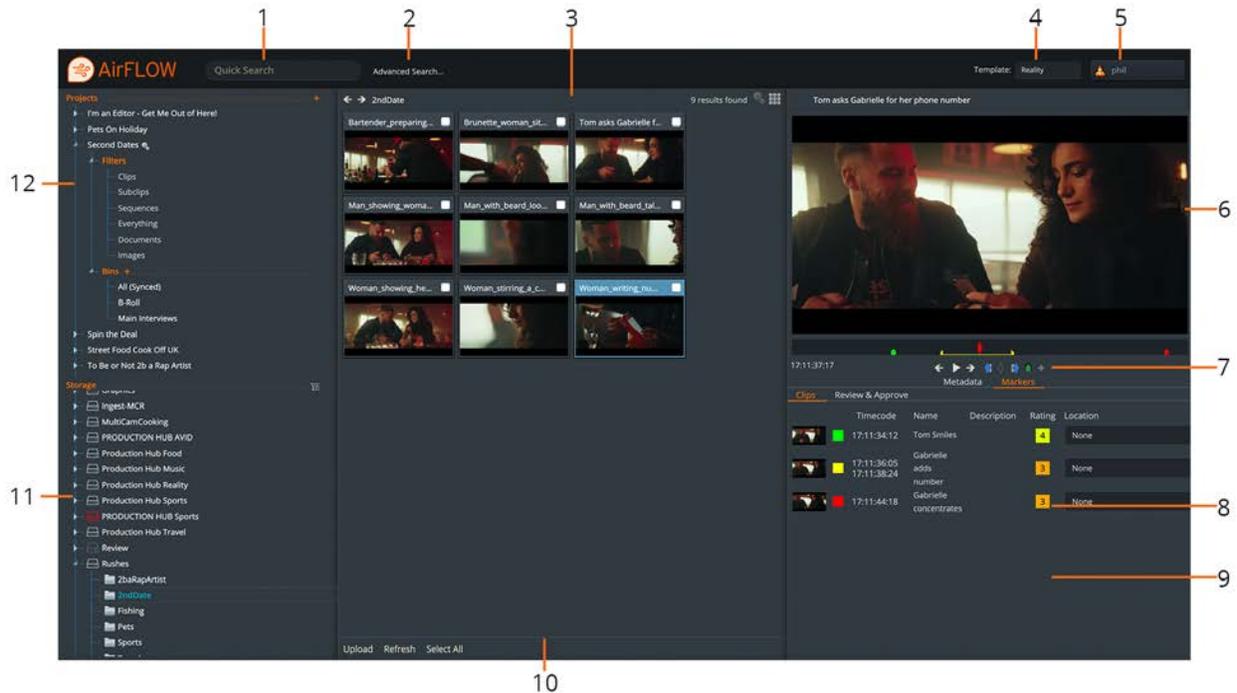
1. Enter your username and password into each of the fields. These are the same user name and password that was created in FLOW Control (or EditShare Manager, if integrated with EditShare Storage).

2. Click **Sign in**. The AirFLOW home page opens:



AirFLOW Display

When you have successfully logged in to AirFLOW you can see the media that is available for you to browse and edit.

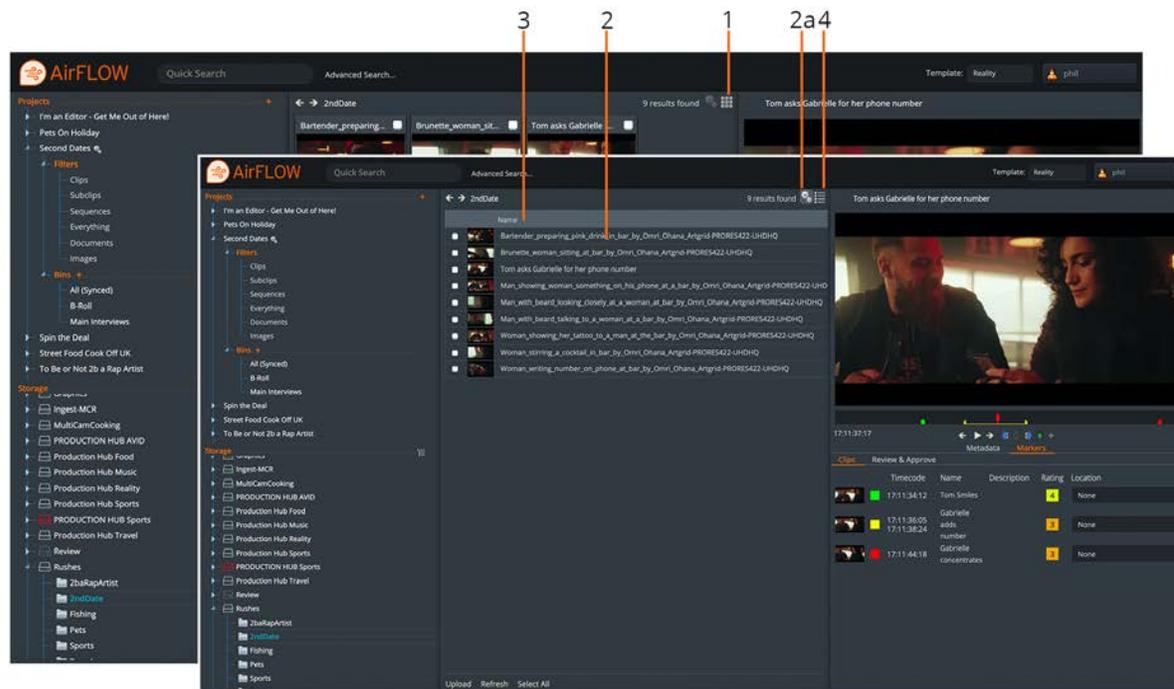


1. Search Box
2. Advanced Search Button
3. Bin / Filter / Storage Contents
4. Template Selector
5. Currently Signed-In User
6. Clip Viewer
7. Media Player Controls
8. Rating Buttons
9. (Metadata and Markers) Tabbed Panel
10. Clips Window
11. Storage Panel
12. Projects Panel

Appearance

Changing how the Clip List is displayed

You can toggle the display of the clips depending on how you want to find them. Thumbnails provide a more visual cue, (a small picture of a frame in the file), whereas the list view gives more detail, such as the clip's size, resolution, and the time and date it was captured.



1. Click the display type icon at the top of the desktop.
2. The Clip display changes to List View.
 - a. When in the List View you can use the List View Settings button to select what information from the clips are displayed.
3. Click on any of the column headers, Name, Size, Captured, Modified or File Type, to change the order of clips.
4. To return to Thumbnail view, click on the display type icon again.

Keyboard Shortcuts

The following keyboard shortcuts are available in AirFLOW:

Shortcut	Function
Spacebar	Start/Stop playback
m	Set Marker
i	Set the In Point
o	Set the Out Point

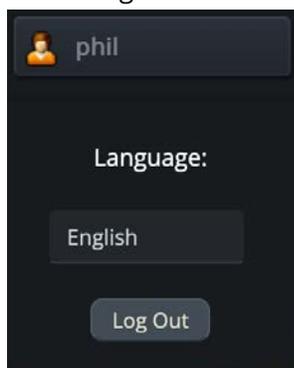
Note that some web browsers may not support all of these shortcuts.

Bookmarking

To save typing in the URL for AirFLOW every time you use it, EditShare recommends that you create a Bookmark for the AirFLOW Sign In page, or to set your browser's home page to the AirFLOW Sign In page.

Logging Out

To log out from AirFLOW, click on the username button at the top right corner of the screen and click on the Log Out button. You are returned to the Sign In page.



Chapter 3: The File Browser

The File Browser is a flexible tool that is the starting point for all FLOW applications – you must find files before you can begin working with them.

AirFLOW offers two methods for finding files: quick search and advanced search. Once you have found the files you want, you can review and play media files, including most audio formats, and create subclips from video files.

Because AirFLOW provides high quality, low resolution proxies of media files from the FLOW server, you can search for and play files from storage spaces without having to connect directly to them or mount them as network volumes. If you have lots of storage spaces, this is an effective way to find the clips you are looking for.

All FLOW-compatible video and image files display thumbnails for easy identification, while FLOW Sequences also display a FLOW Sequence icon in the top left corner. Audio and Non-Media file types do not have thumbnails but do display their file name.

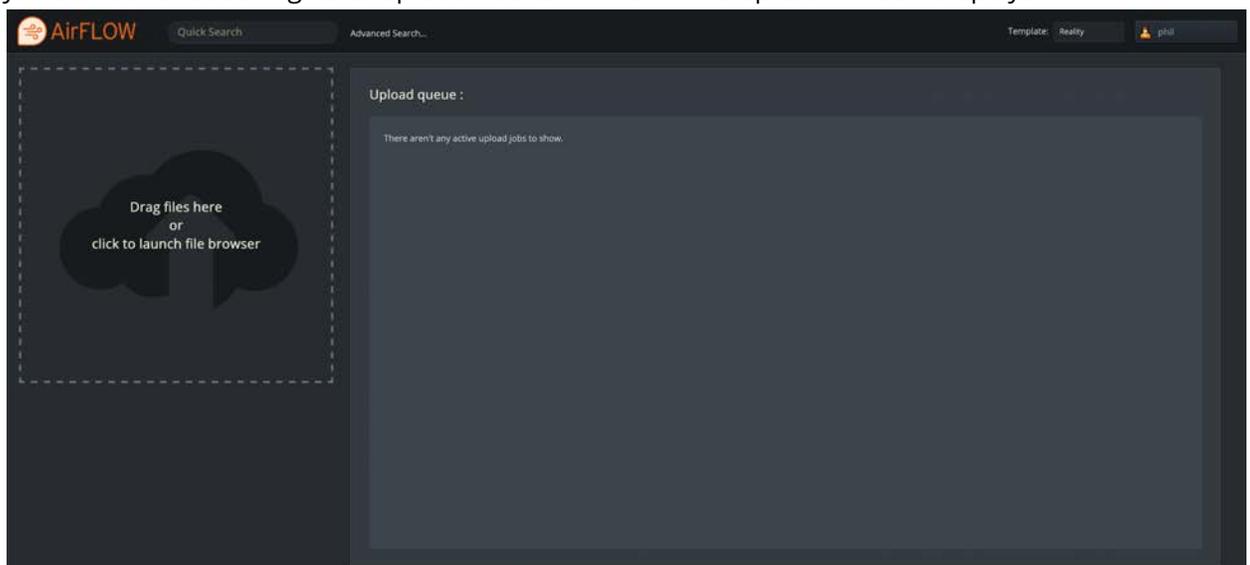
The Logging area is where you can review and add clip metadata and markers, as well as create and manage subclips.

Uploading Media to AirFLOW

Note: You must have the appropriate user privileges to upload media and access to the required storage spaces. If you do not have any media on storage spaces the first thing you must do is upload some content. If you already have content in your storage spaces you can skip this step.

To upload media to AirFLOW:

1. Click on the Upload button at the bottom of the AirFLOW desktop. If the link is not visible, you do not have user rights to upload files to AirFLOW. The Upload window displays.



2. Complete one of the following:
 - Drag the files you want to upload to the Upload panel in AirFLOW.
 - Select the files you require from the file explorer in your web browser and then click **OK**.
3. The Upload dialog box opens.
 - a. The files selected for upload display in the dialog box panel.
 - b. Select the storage space you want the file to reside from the displayed list. If the storage space you want is not displayed, you do not have access rights to it.
4. Click **Continue** to start the Upload process.
5. The Upload process starts:
 - a. The Upload Queue panel provides a visual indication of the progress of your upload.

Upload queue :

#	Name	Storage destination	Progress	
—	cmillerchip 14/06/2018 15:42:22	flow-tests-api	<div style="width: 50%; background-color: #007bff; height: 10px;"></div>	⊗
	Chrysanthemum.jpg	flow-tests-api	Scanning. Please wait.	✓
	Desert.jpg	flow-tests-api	<div style="width: 10%; background-color: #007bff; height: 10px;"></div>	

- b. When the upload has completed, a tick displays to the right of each file.
- c. Thumbnails are then created for the uploaded files.

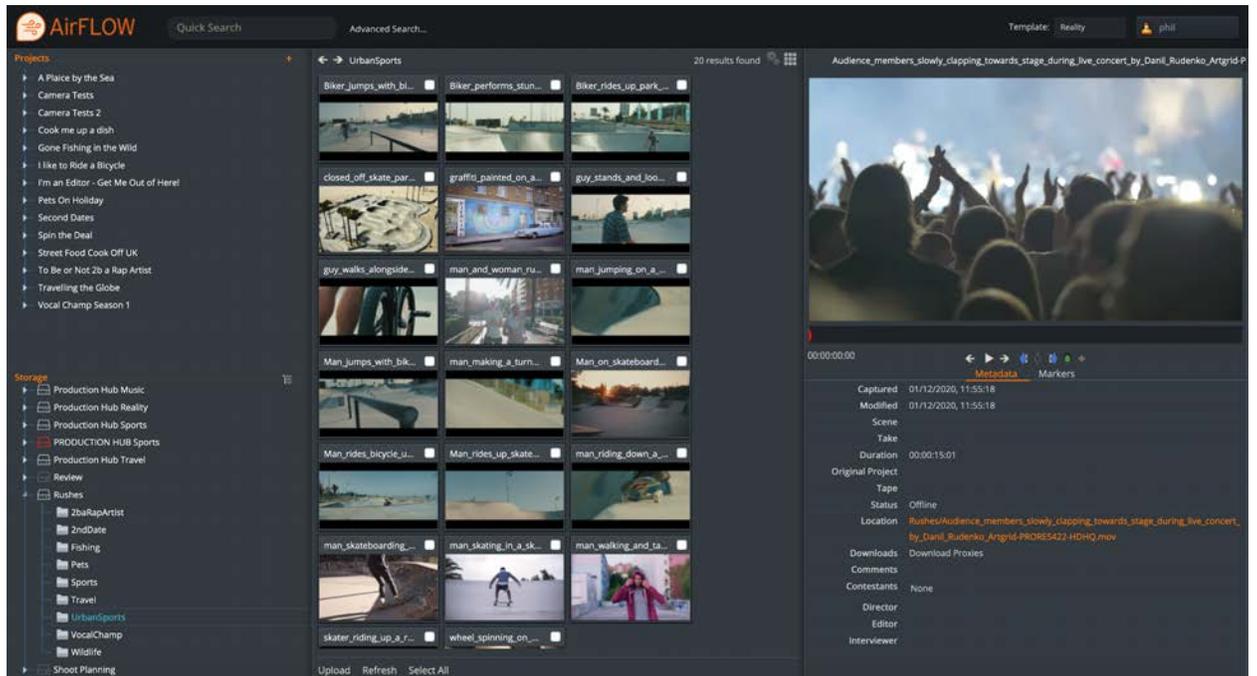
Upload queue :

#	Name	Storage destination	Progress	
—	cmillerchip 14/06/2018 15:42:22	flow-tests-api	<div style="width: 100%; background-color: #007bff; height: 10px;"></div>	✓
	Hydrangeas	flow-tests-api		
	Jellyfish	flow-tests-api		
	Desert	flow-tests-api		
	Chrysanthemum	flow-tests-api		
	Koala	flow-tests-api		
	Lighthouse	flow-tests-api		
	Penguins	flow-tests-api		
	Tulips	flow-tests-api		

6. Once all files are uploaded, you can:
 - a. Click on a file to view it in the media player.
 - b. Click on the Upload link to upload more files.
 - c. Click the Back button at the bottom left corner to return to the main AirFLOW screen.

Finding Media

1. Click on a storage space name to select it.



2. The contents of the selected storage space are displayed.
3. Click a clip to load it into the clip viewer.

Storage Space Status

The type and status of storage spaces is displayed in the Storage panel.

1. Access Level is determined by the outline colour:
 - a. White - File level access
 - b. Grey - Metadata level access (see FLOW Admin guide: Storage chapter for detail)
 - c. Red - Deleted storage space
2. State is determined by the LED icons:
 - a. Yellow - Archive storage
 - b. Green - Online to FLOW system



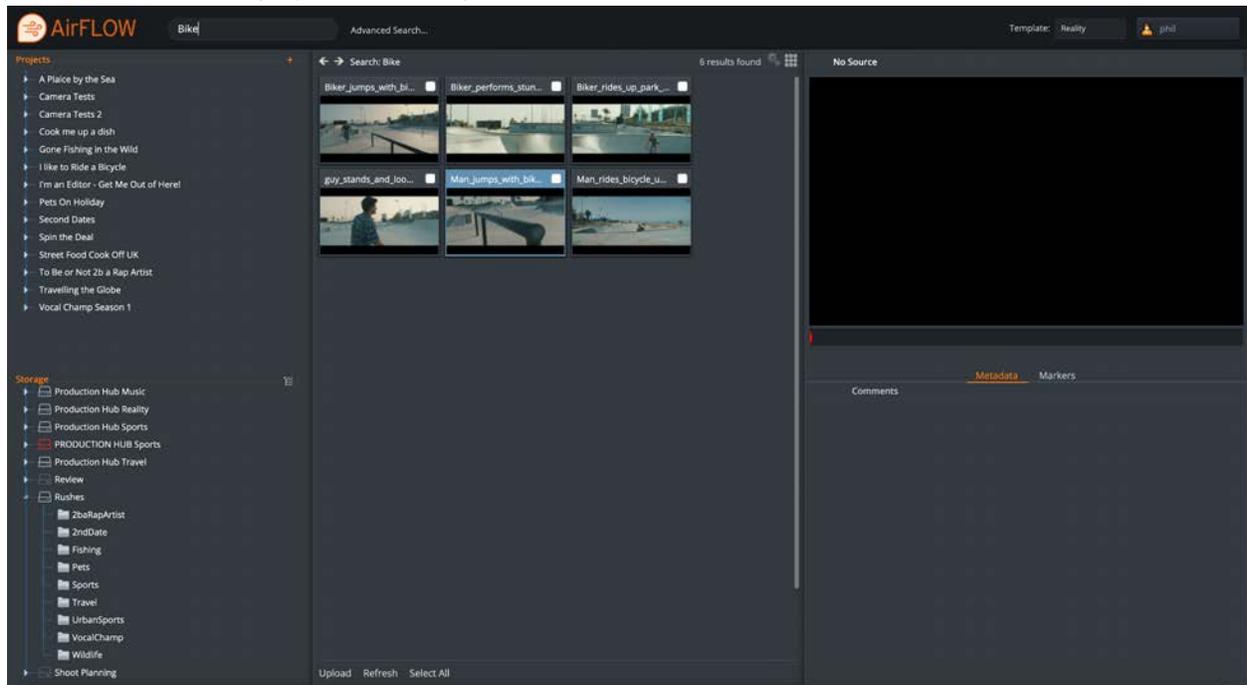
Searching

Searching allows you to locate files quickly and easily.

Quick Search

A quick search gives you a one time search for a file.

To begin a search, enter the text you want to use in your search and click **Enter**. Files that match your search term display in the main panel.



Advanced Search

Using an advanced search allows you to set up a filter to only show certain files that correspond to how you set up the filter. For example, you might want to add a filter that displays only files that have a reference to a certain episode of a programme. When you remove the filter, all files are displayed again.

1. Click on the Advanced Search button at the top of the main window. The Advanced Search dialog box opens.

Advanced Search			
Search type			
Match all			
Filters			
Status	equals	archived	🗑️
Media Space	does not equal	Rushes	🗑️
Clipname	contains	Bike	🗑️
Add Filter		Search	

2. From the Search Type drop down box, select:
 - a. Match all - displays items that match all the Filters you apply.
 - b. Match any - displays items that match one or more Filters you apply.
3. From the Filters drop-down list, select the item you want to search on, for example: 'Clipname', 'Project'.
4. Select the rule you want to apply to your search, for example: 'equals', 'contains'.

Note: The criteria options vary according to the metadata item you chose in step 4.

5. If the item to the right of the criteria drop down list is a text box, type the text you want to search. If the item is in the drop-down list, select the list item that is relevant to your search.
6. To apply additional criteria to your search, click the Add Filter button and repeat steps 2 and 3.
7. Click the **Search** button. The results of your search query display in the main panel of AirFLOW.

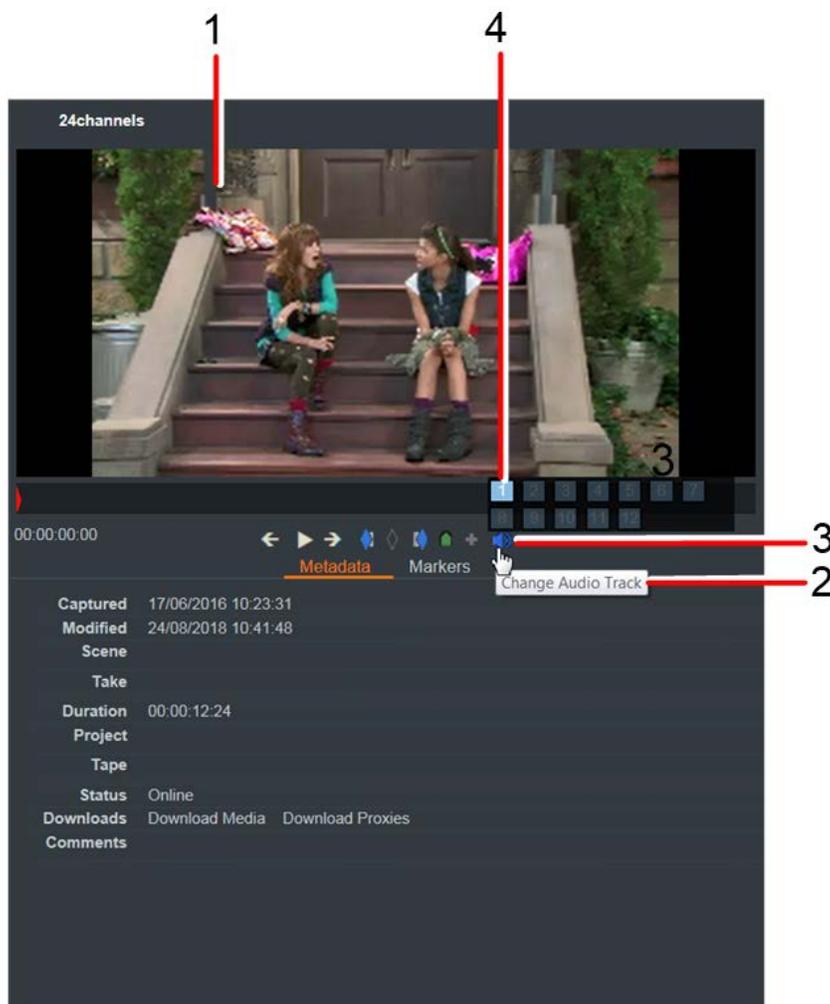
Turning Audio Tracks Off and On

Note: Not all web browsers support this feature.

Currently, only Microsoft Edge, and Internet Explorer are known to support multi-track playback.

You can turn individual audio tracks ON and OFF during playback. This is useful, for example, when the media has multiple audio tracks carrying commentaries in different languages, and you need to mute tracks not specific to your language which would prove distracting.

1. Load the video into the clip viewer.
2. If your web browser supports multi-track playback, hovering your mouse over the loudspeaker icon displays the tooltip **Change Audio Track**.



3. Click the loudspeaker icon to open the audio track display.
4. Click each audio track, as required, to toggle that track on or off.

Metadata

You can add information to your clips, known as metadata, such as subject matter, location, cameraman, director. This metadata is added to the FLOW database which then can be used by FLOW applications, including AirFLOW. Users with the appropriate privileges in FLOW can define the metadata categories for your media. The type of each piece of metadata can also be defined as follows:

- Free form text
- Numeric only
- Boolean (true or false)
- Date and/or time

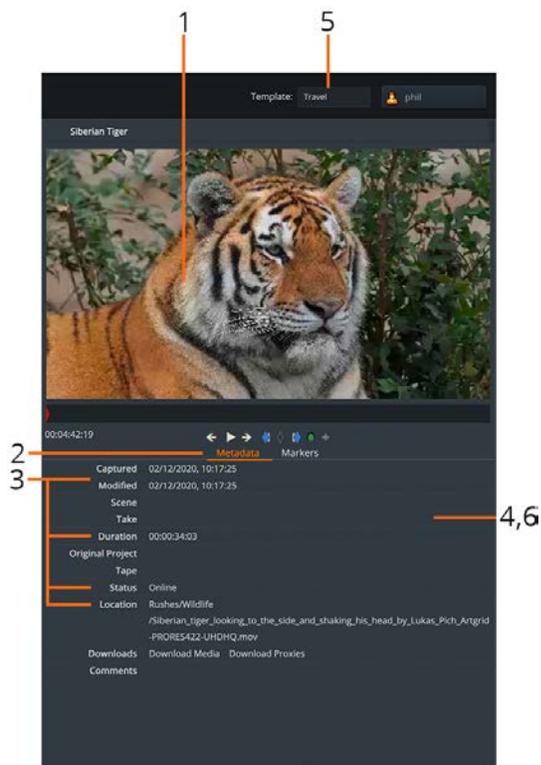
The FLOW database also adds some metadata relevant to your file, such as creation date, and clip duration. You can choose to include clip metadata in your searches in FLOW. See the following topics:

- [Reviewing and Changing Metadata](#)
- [Reviewing and Changing Batch Metadata](#)

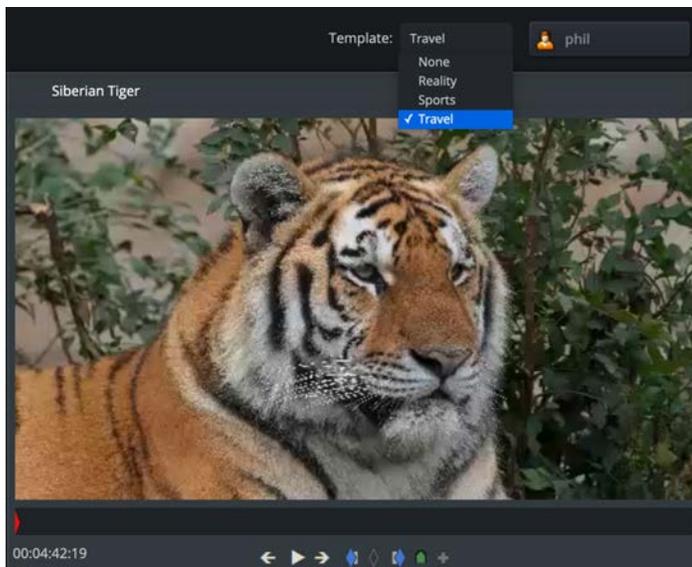
Refer to the FLOW Control Administrator's Guide for information about setting up metadata categories.

Reviewing and Changing Metadata

To review and update clip metadata:



1. Load the clip you want to review.
2. Click on the Metadata tab to select it. Metadata for the selected clip displays below the Media Player.
3. The following metadata fields are standard FLOW items and are read-only:
 - Captured: The date and time the clip was ingested.
 - Duration: The duration of the clip in hours, minutes and seconds.
 - Status: The clip status can be Online, Offline or Archived.
 - Location: Where the files are stored.
4. The remaining metadata fields are user definable and can be adapted by the administrator to suit your organization's workflow. They may differ from the example shown above.
5. You can change the set of metadata fields by selecting a different template from the Template drop down menu. These fields are created in FLOW Control. See the FLOW Control User Guide for more information.



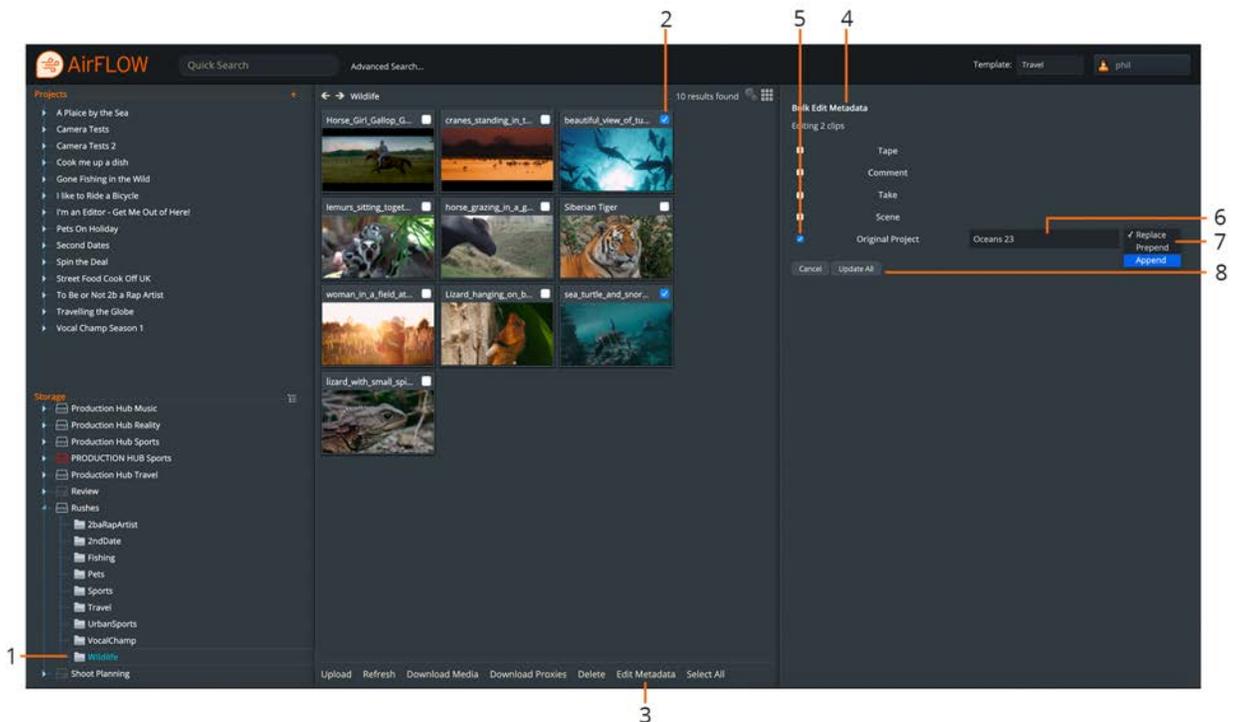
6. User defined text based metadata fields can be updated by typing directly into them.
7. Metadata fields that have boxes against them can be ticked or unticked to indicate a true or false condition.

Reviewing and Changing Batch Metadata

You can review and make changes to multiple clips in a bin at the same time by editing their metadata in the Bulk Edit Metadata panel. The fields that you can edit are dependent on the types of file that are selected, and what fields are present in the selected template.

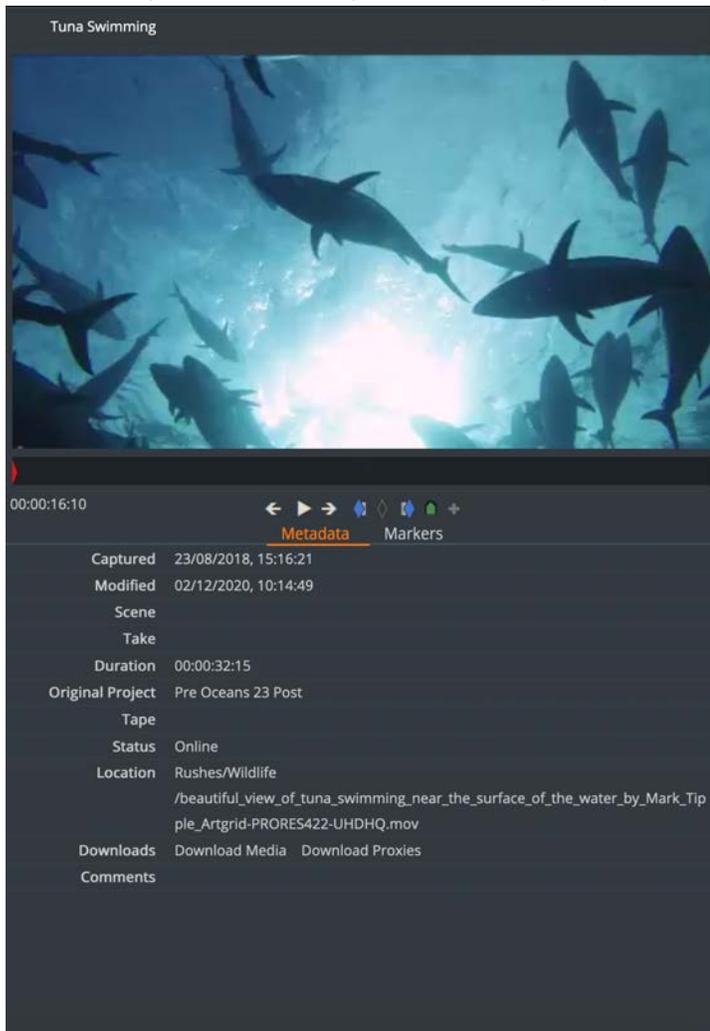
To review and make changes to batch metadata:

1. Open the bin that contains the clips that you want to review or change.
2. Select the required clips by clicking their check boxes.



3. Click the Edit Metadata button at the bottom of the screen.
4. The Bulk Edit Metadata panel is displayed, replacing the clip viewer.
5. Select the checkbox that corresponds to the metadata element that you want to review and change.
6. Type new text into the relevant fields.
7. You can select the following options for each metadata field:
 - a. Replace - Replaces the existing metadata text.
 - b. Prepend - Places the new text at the beginning of the metadata field.
 - c. Append - Places the new text at the end of the metadata field.

8. In the example below the Tape field was originally blank.



- The text 'Oceans 23' was added using the Replace option. The text was added to the field because there was no text to replace.
 - The text 'Pre' was added using the Prepend option, and was added before the text Oceans 23.
 - The text 'Post' was added using the Append option, and was added after the text Oceans 23.
9. Click Update All to make changes to the metadata fields.
10. Check your changes by viewing the content in the bin.

Subclips

Subclips are shorter sections of longer parent clips. Subclips exist only as virtual clips, that is, they exist only as start and finish data in the FLOW database. No new material is created.



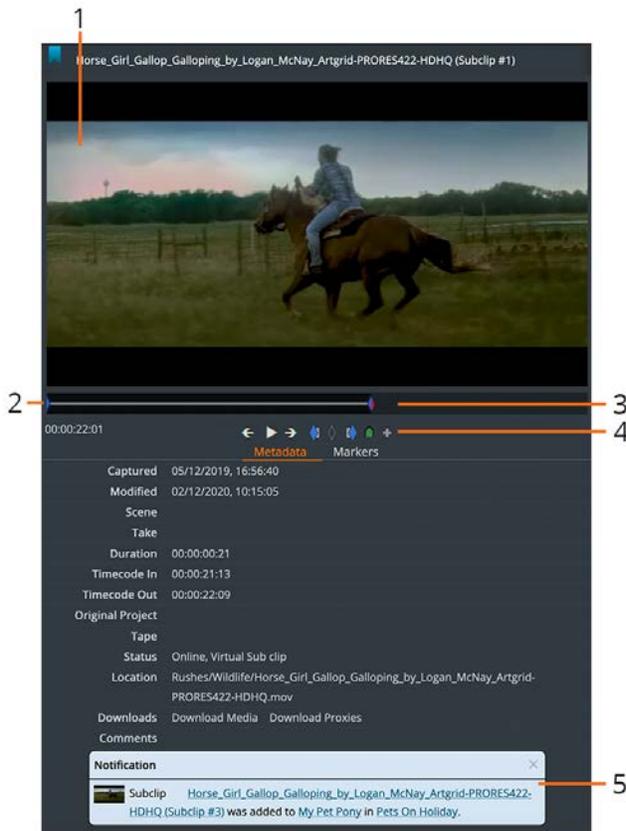
Subclips are identified by a blue flag in the top left corner of tiles, thumbnails, and viewers.

The frame at which a subclip starts is known as the In point, and the frame at which it ends is known as the Out point. Subclips are useful for when:

- The clip duration is too long for the time you have been allocated, and you want to shorten it.
- The clip contains material which is irrelevant to the subject matter, or which will confuse or distract the audience.
- You want to create a faster paced clip for visual impact.

Making a Subclip

Making a subclip means that you can select only the part of a clip that you are interested in, for example, when a surfer rides a big wave. You can then add this subclip to a sequence, together with other subclips and edits to create a final composite edit.



1. Load the clip you want to edit into the clip viewer.

2. Set the playing position where you want the subclip to start. Click the In button, or press the shortcut key i.
3. Set the playing position where you want the subclip to finish. Click the Out button, or press the shortcut key o.
4. Click the Create Subclip button.
5. Toast notification acknowledges the Subclip creation.
6. The newly created subclip appears in your bin.
7. You can load the subclip into the viewer to change metadata.

Making a Subclip (Mark and Park)

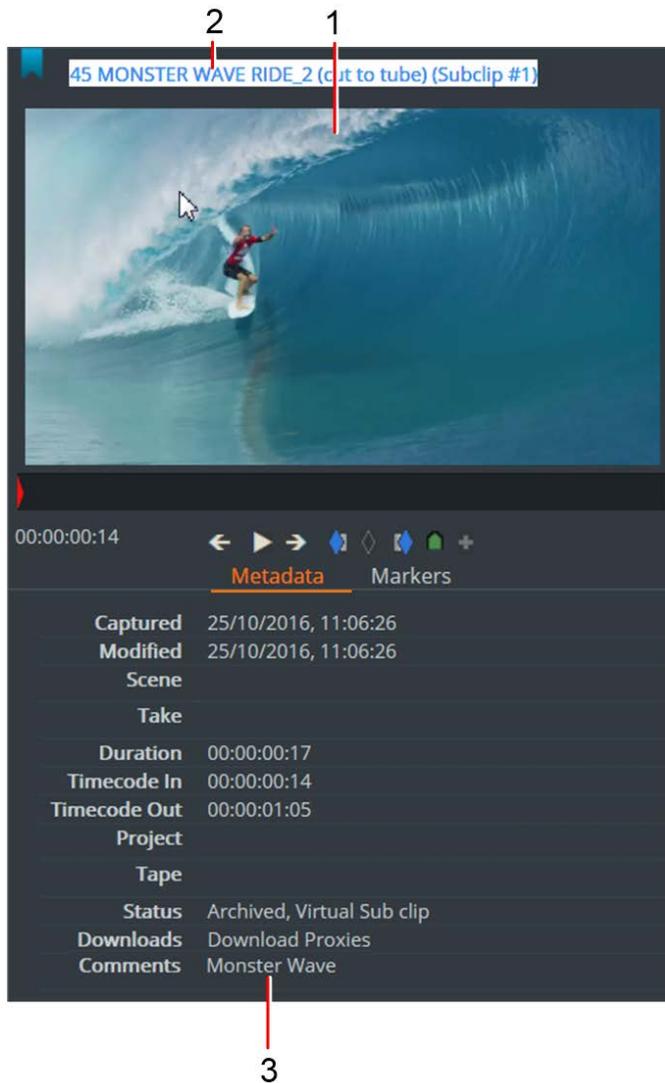
The easiest way to mark a section from a longer clip is to use the Mark and Park function. You do this by marking the In point and using the current frame as the Out point.



1. Load your clip into the clip viewer.
2. Stop the media at the position in the timeline where you want the In Point.
3. Click the In Point button. Alternatively, press the assigned shortcut key.
4. Move the current frame to where you want the subclip to end.
5. The section between the mark and the current frame is now selected.
6. To create a subclip, press the Make Subclip button or press the shortcut key m. This is known as 'Mark and park'; the current frame is used as the out point. The subclip displays in the Subclips folder under your currently selected Project area.

Updating Subclips

To update the name and comments for your subclip:



1. Load the clip you want to update into the clip viewer.
2. Click on the Name field to select it and type a subclip name. Press Enter when you are finished.
3. Click on the Comment field to enter a comment for your subclip . Click Enter when you are finished.

Deleting a Subclip

Note: When you delete a subclip, you are removing the In and Out point information from the FLOW database. No media is deleted.

To delete a subclip:

1. Click the box next to the sub clip that you want to delete. A tick is displayed in the box.
2. Click **Remove**.



3. A message asking you to confirm the deletion displays.

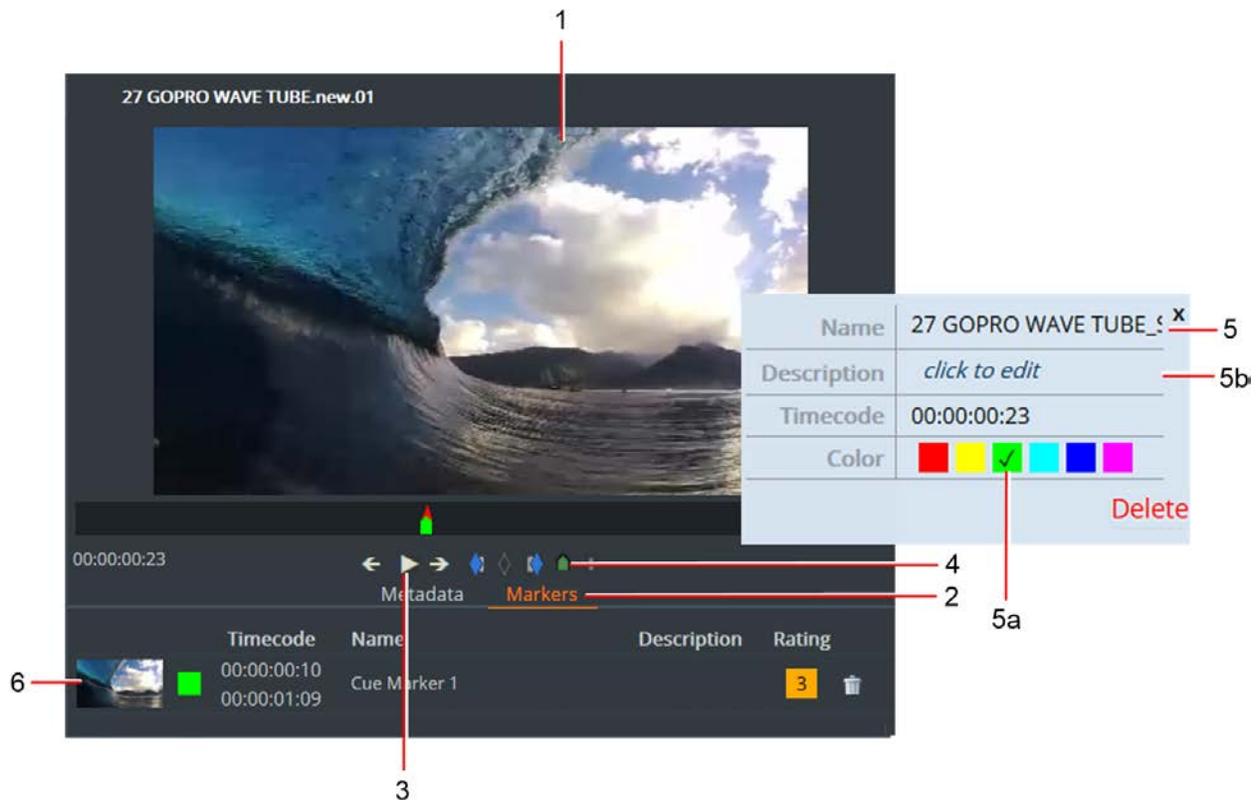
4. Click Yes, remove from Project to delete the subclip, or No, cancel to stop the deletion. The subclip information is removed from the FLOW database.

Markers

You can add markers to identify points of interest in your media or a Review and Approve workflow. You can add either single markers that identify a frame of interest, or ranged markers that identify sections of clips or sequences. You can add comments to markers, and color code them for easier identification. Review and Approve markers also allow threaded comments between users and approval function.

Adding a Marker

You can use markers to identify points of interest in your clips. When you create markers you can add descriptions to help identify their purpose and meaning.

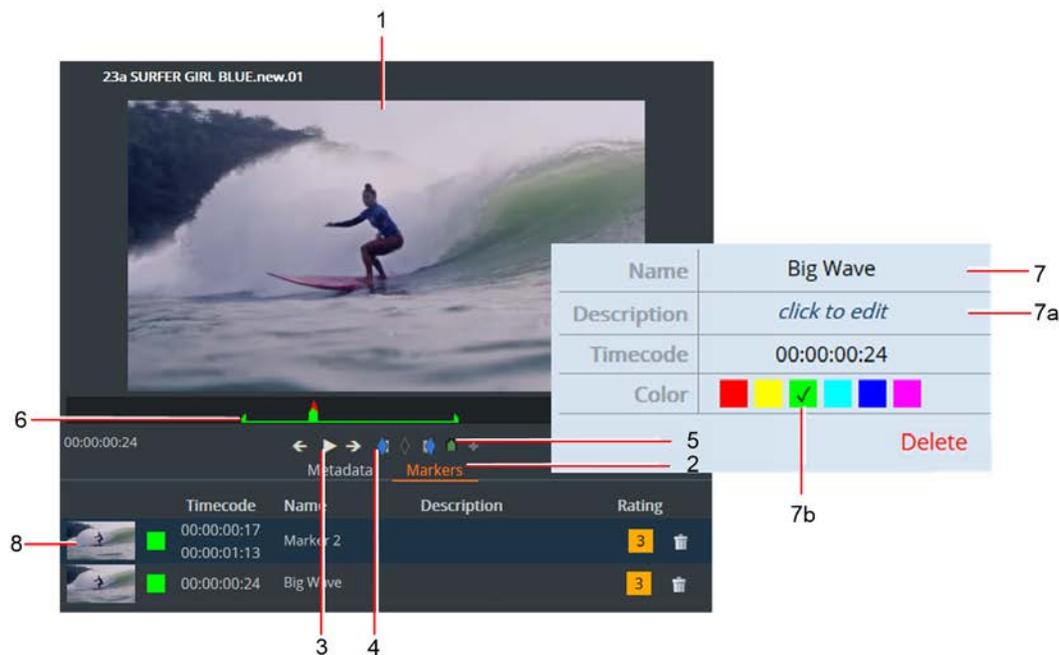


1. Load the clip you want to mark into the clip viewer.
2. Click on the Markers tab.
 - a. Optional: Choose Clip - to add standard clip markers.
 - b. Optional: Choose Review - to add review and approve markers.
3. Use the Playback controls or slide the timeline marker to the point on the clip you want to mark.
4. Click the Marker icon next to the media player controls or press the shortcut key m.
5. When a marker is made the details panel displays.

- a. Optional: Change the color of the marker. The default color is green.
- b. Optional: Add some text to describe the marker.
6. An entry for the marker displays below the media player controls, which includes the timecode and a description.

Adding a Ranged Marker

You can use ranged markers to mark sections of clips. For example, an event that is particularly notable, or conversely if there are some frames that are out of focus that you want to identify as needing to be removed. When you create ranged markers you can add descriptions to help identify their purpose and meaning.



1. Load the clip you want to add the ranged marker into the clip viewer.
2. Click on the Markers tab.
 - a. Optional: Choose Clip - to add standard clip markers.
 - b. Optional: Choose Review - to add review and approve markers.
3. Use the playback controls or slide the timeline marker to the start point of the clip you want to mark.
4. Click the mark in button or press the shortcut key i.
5. Move the current frame to where you want the ranged marker to end and click the green marker button or press the shortcut key m.
6. The ranged marker is added to the clip and the marker dialog box opens.
7. Enter a name for the marker.
 - a. Optional: Add some text to describe the ranged marker.
 - b. Optional: Change the color of the ranged marker. The default color is green.

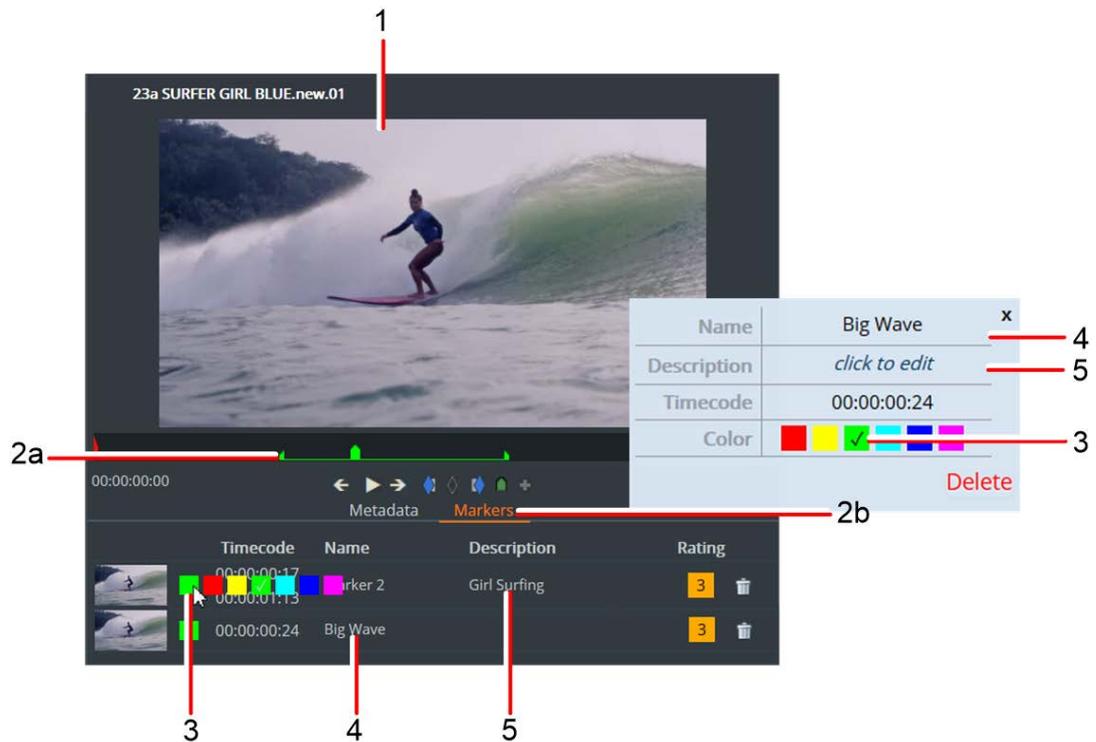
- An entry for the ranged marker displays below the media player controls that includes the length of the clip (timecode), and a description.

	Metadata	Markers		
	Timecode	Name	Description	Rating
	00:00:01:06 00:00:01:17	nice move		3 
	00:00:02:02 00:00:02:12	Marker 2		3 

Updating a Marker

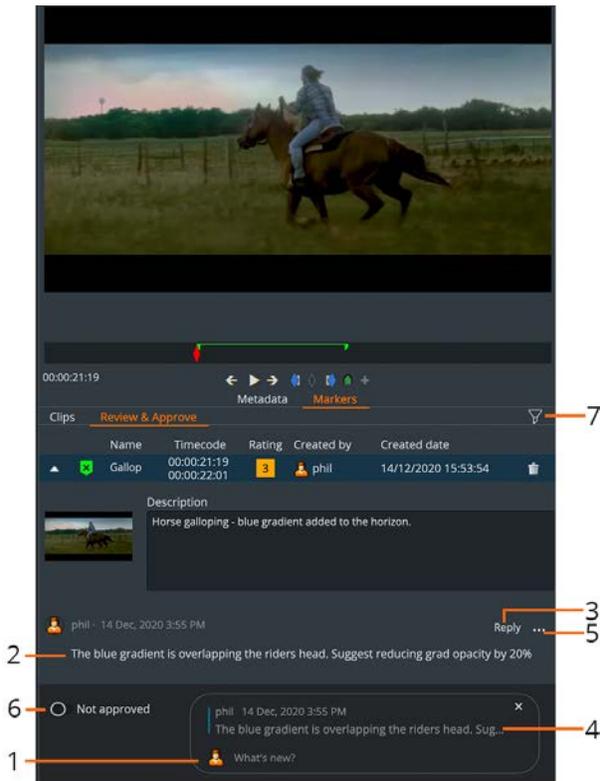
You can update marker name, color, and description, as described below:

- Select the clip that contains the marker that you want to update.
- Update the marker by using one of the following methods:
 - Click the marker that you want to update in the timecode bar. You can update the color, Name, and Description.
 - Select the Markers tab and click the marker that you want to update. You can update the color, Name, and Description.



- To change the marker color, click on the color you require from the color palette to select it.
- To change the marker name, click on the name text and type in the new text.
- To change the marker description, click on the description text and type in the new text.

Review and Approve Markers

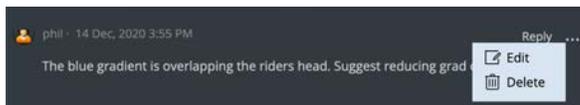


To add a comment to a review marker:

1. Click in the **What's new?** comment box and the comment and press **Enter**.
2. New comment is added to the thread with the user's avatar.
3. Click **Reply** to reply to an existing comment.
4. The original comment is copied that the user is replying to.

To edit or delete a comment you have created.

1. Click ... to edit / delete your existing comment:



To Approve a review marker:

1. Approve a marker by clicking **Not approved** toggle.



To filter review markers by approval state:

1. Click on the filter icon 
2. Check the filter option:
 - a. Approved to show only approved markers,
 - b. Not approved to show only Not approved markers.

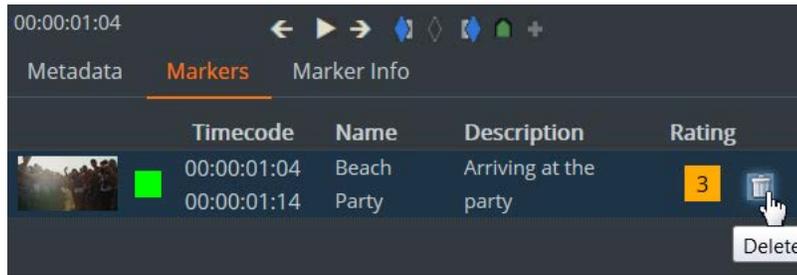


Removing a Marker

To remove a marker from a clip:

1. Select the marker that you want to remove. You can use either of the following methods:
2. From the timecode bar under the viewer:
 - a. Click the marker that you want to delete in the timecode bar.
 - b. Click Delete in the dialog box. A message asking you to confirm the deletion displays.
 - c. Click Yes, remove this Marker to delete the marker, or No, cancel to stop the deletion.
3. From the Markers area under the viewer:

- a. Click the Trash can icon next to the marker that you want to delete. A message asking you to confirm the deletion displays.



- b. Click Yes, remove this Marker to delete the marker, or No, cancel to stop the deletion.

Downloading Files

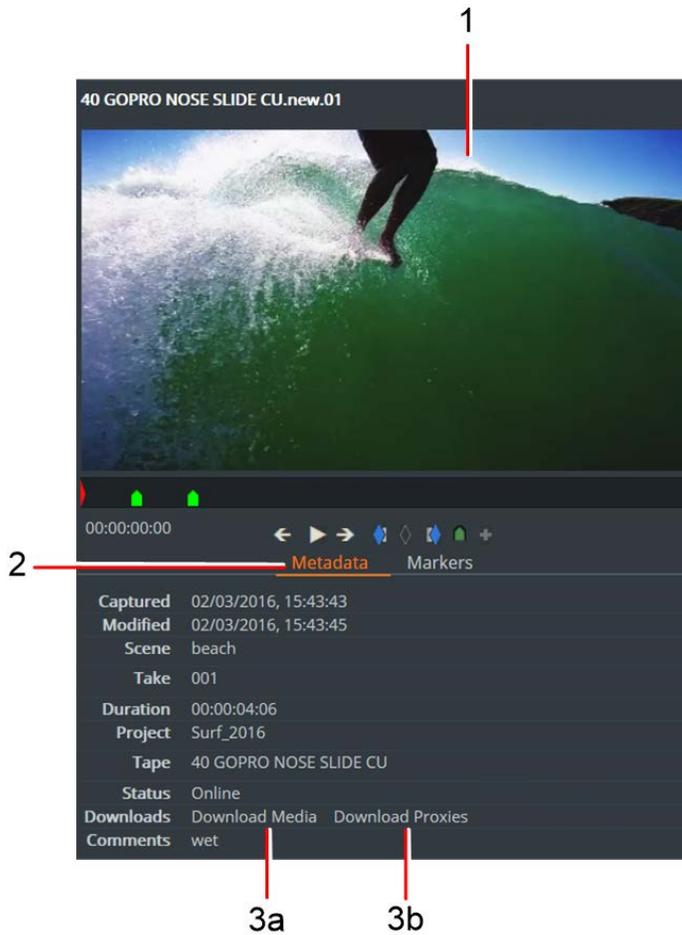
Note: You must have the appropriate user privileges to download files from AirFLOW.

If your Web Browser has a popup blocker, the download page will be unable to open (because it opens in a new browser tab). To download files, you must allow pop ups from AirFLOW.

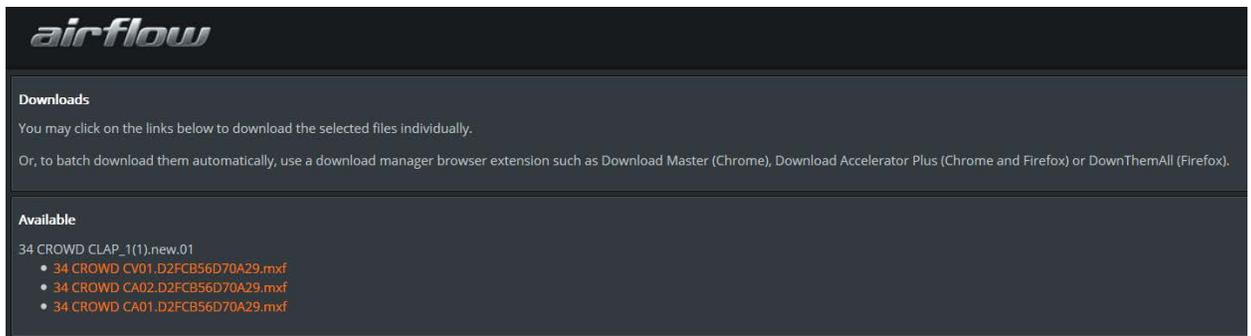
Simple Download

You can download a single file that is loaded in the media player. Be aware that some clip formats such as MXF consist of a number of files, even when they are listed in storage spaces as one media item. In this scenario, AirFLOW's download page displays a link for each component file.

1. Load the clip you want to download into the clip viewer.
2. Click the Metadata heading under the view to display the information.



3. In the metadata panel, select the types of files you want to download:
 - a. Click the Download Media button to download the original media files.
 - b. Click the Download Proxies button to download the proxy files.
4. If a pop up window is displayed, select the option to Allow the pop up.
5. A download page opens in a new browser tab or window, displaying a link, or links to component files, of your clip in a new browser tab or window.

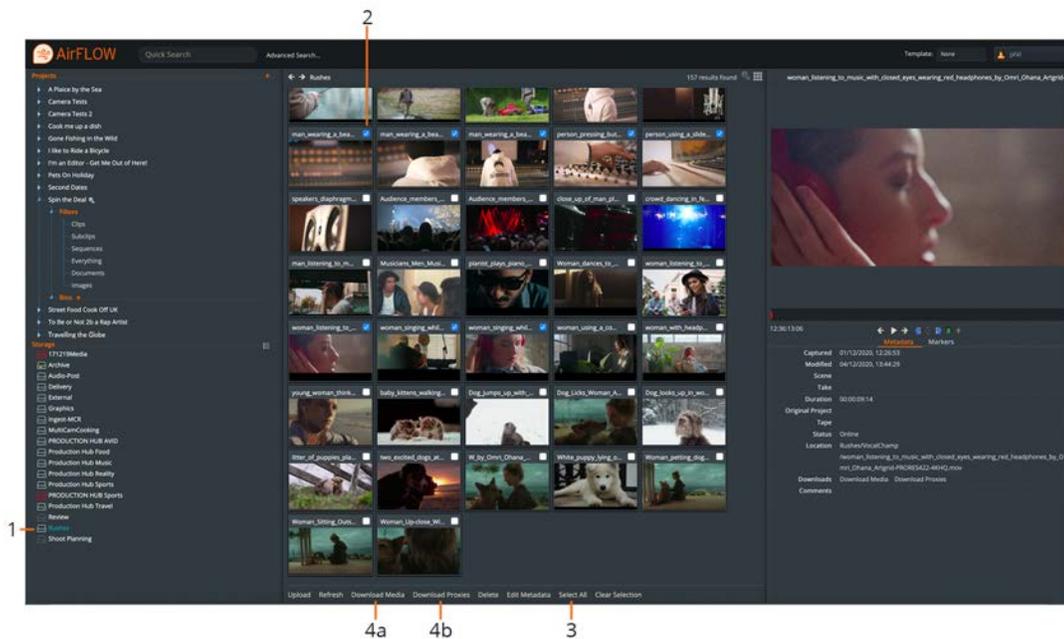


- Click on the link for each clip that you want to download. Your web browser starts the download. Depending on your browser, your files are saved in your local download folder, or you may be given the option of where to save them.
- Close the Download page when you have finished.

Multiple File Downloads

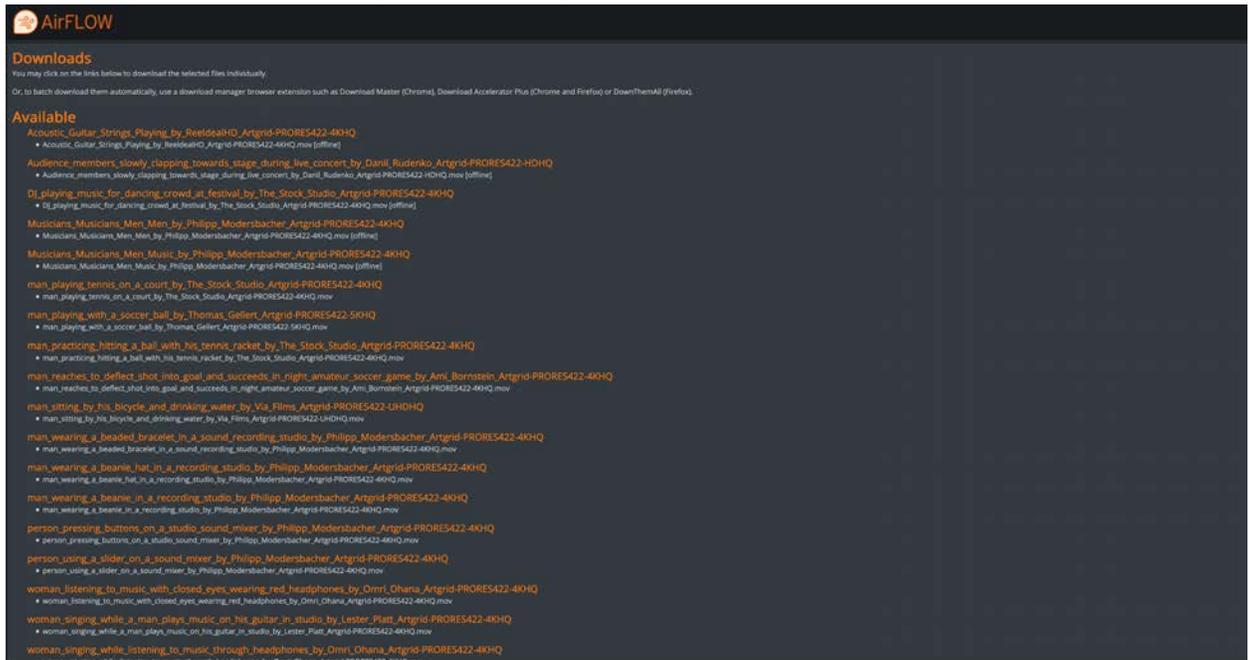
If you need to download a number of files at the same time, you can select your files directly from their storage space page. When AirFLOW presents you with the Download page, you can either click each link in turn to download them, or use a Download Manager to download all the files at once. See [Using a Download Manager](#).

- Select the filter or bin you want to download the files from.



- Select the box for each file you want to download.
- When you select a file, download control options display at the bottom of the screen. To select all files in the storage space, click Select All.
- Select the type of files you want to download:
 - Click the Download Media button to download the original media files.
 - Click the Download Proxies button to download the proxy files. (see [downloading proxies section](#))

- If a pop up window is displayed, select the option to Allow the pop up. A Download page, displaying links for all the files you selected, opens in a new browser tab or window.

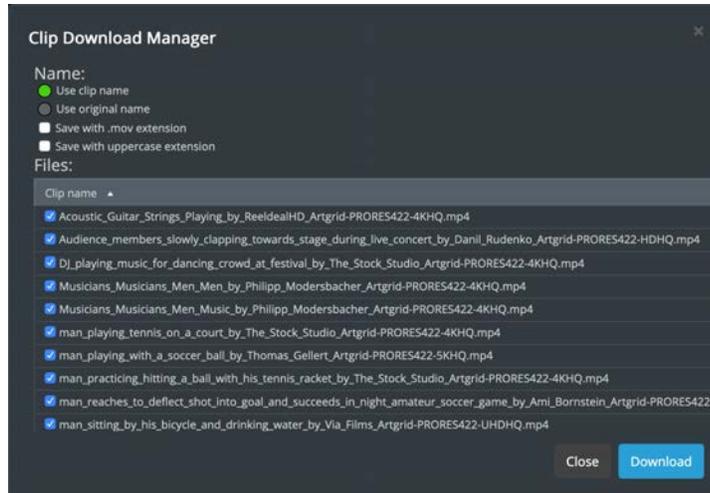


- Do one of the following:
 - Click each link in turn to download the files.
 - Use your Download Manager plug-in to download all the files at once.
- Close the Download page when you have finished.

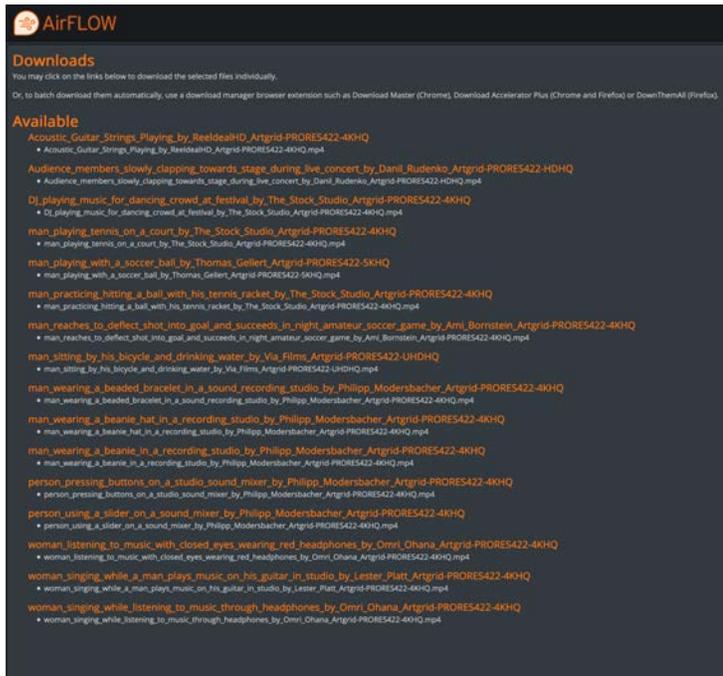
Downloading Proxies

If selecting to download proxy clips:

1. Clip Download Manager will display options:
 - a. Use clip name
 - b. Use original name - uuid of the clip
 - c. Save with .mov extension
 - d. Save with uppercase extension



2. Uncheck any clip proxies you do not wish to download.
3. Click **Download**.



4. Click on the links to download the files or use a Download Manager.

Using a Download Manager

You may find it convenient to install a Download Manager plug-in for your web browser. Download Managers are able to download multiple files simultaneously, a function normally denied to web browsers for security reasons. EditShare recommends the following browser plug-ins.

Browser	Plug-In	Download From
Mozilla Firefox	DownThemAll	https://addons.mozilla.org/
Google Chrome †	Download Master	https://chrome.google.com/webstore/

† EditShare recommended browser

Looking on search engine web sites will reveal a range of Download Managers for other popular web browsers.

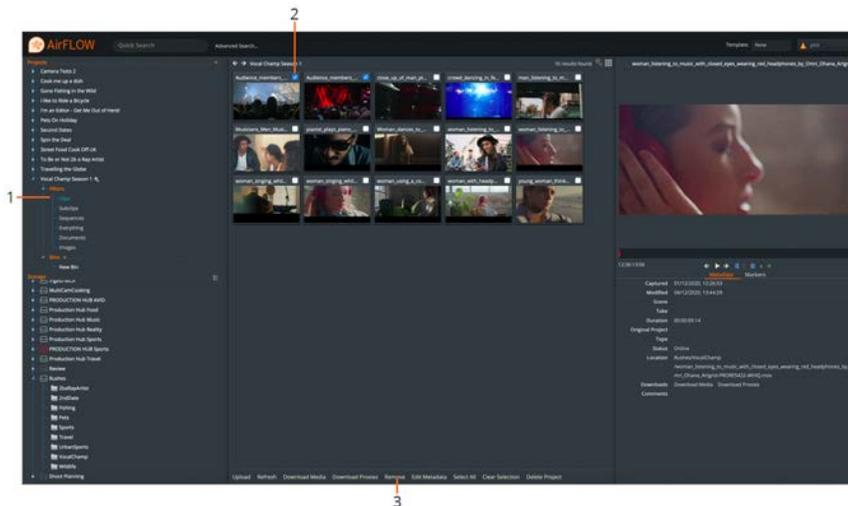
Do not use the plug-ins on AirFLOW's storage space or project pages, because they will download all graphics and other resource items on the web page, not the source media files.

Deleting Files

If you have file-deletion user privileges enabled in FLOW Control, you can delete files from within AirFLOW. Using this menu option causes all instances of the clip type (Online, Backup, FLOW Proxy, etc.) to be deleted. To delete only selected locations of the clip type, use the Advanced Deletion feature in FLOW Story (see the FLOW Story User Guide).

To delete one or more files:

1. Select the storage space filter or bin containing the files you want to delete.



2. Using your mouse, tick the box for each file you want to delete. (As soon as you select a file, Download / Remove controls display at the bottom of the screen).
3. Click the Remove or Delete All button. A message box opens, asking you to confirm you want to delete the files.
4. Click Yes, remove from project button. The file is deleted.

Chapter 4: Projects and Sequences

Projects are used to organize media that you create or capture on your FLOW system. You can organize your projects further by dividing them into folders which can be assigned to scenes, users, etc. You can add sequences in any combination to projects and their associated folders.

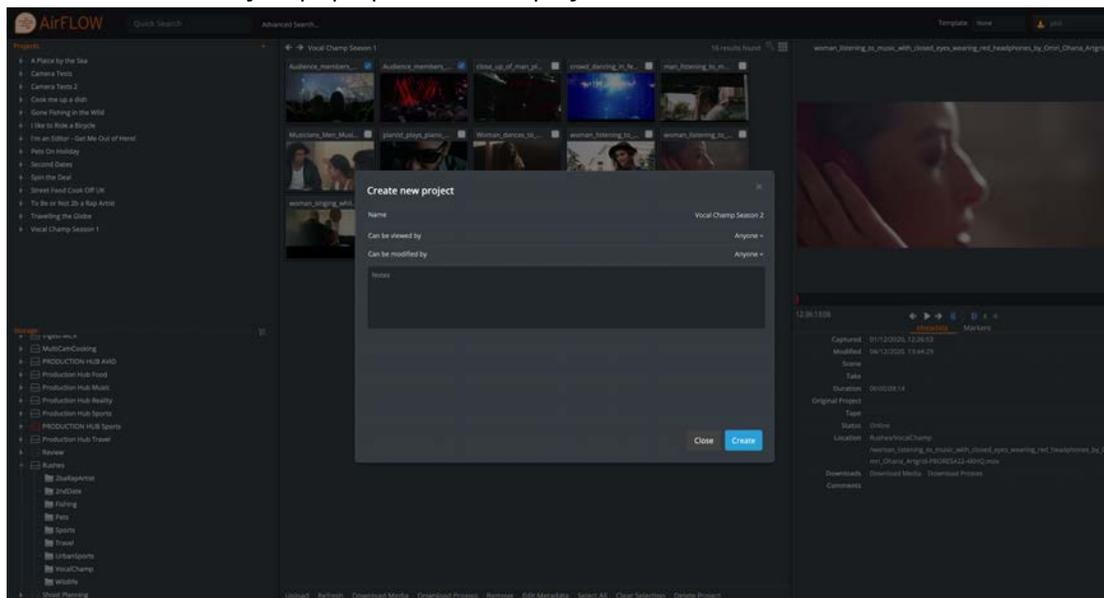
Projects

Creating a New Project

Projects allow you to group media files together, for example all episodes in a certain television show.

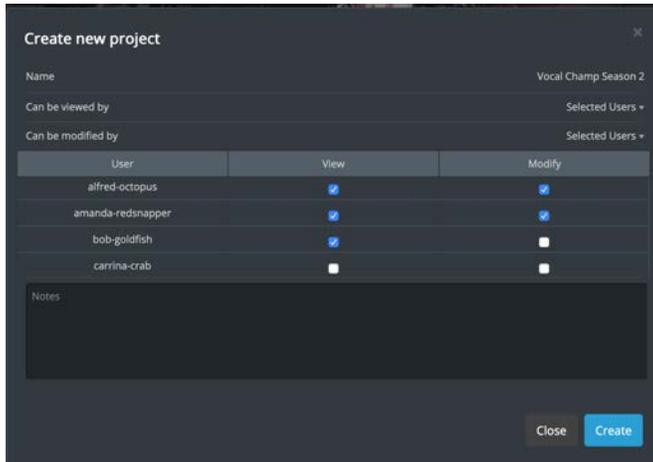
You can then use bins within projects to organize your content to a finer level.

1. Click the Add Project button (+).
2. The Create New Project pop up window displays.



3. Type a name for your new project where you see the text Untitled Project.
4. Select who can view the project from the drop down list.

5. Select who can modify the project from the drop down list.



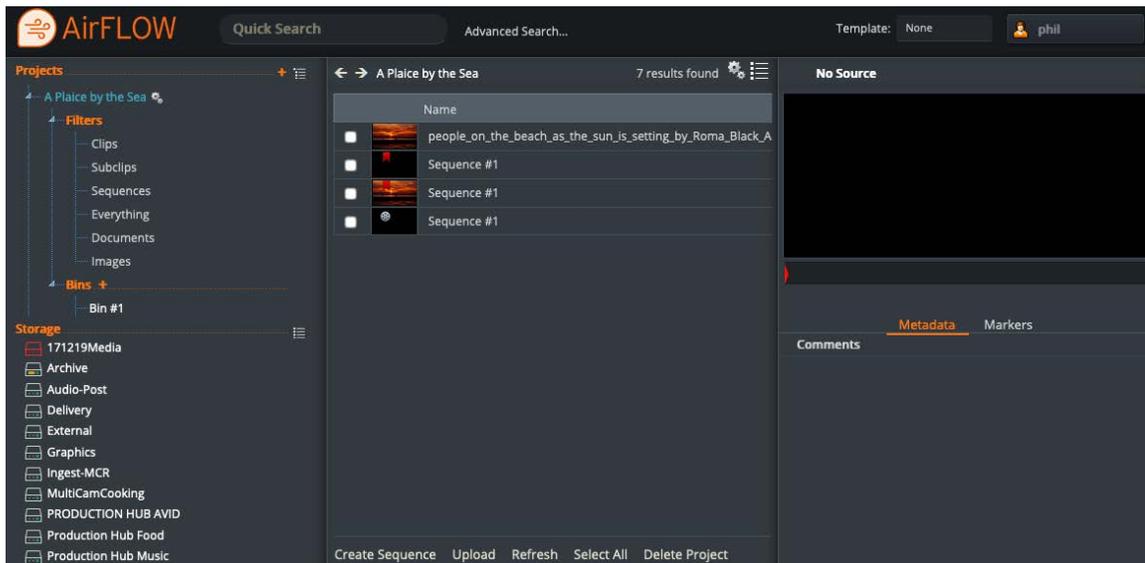
6. Optional: add some notes about the project.
7. Click Create.

Working with in Single Project View

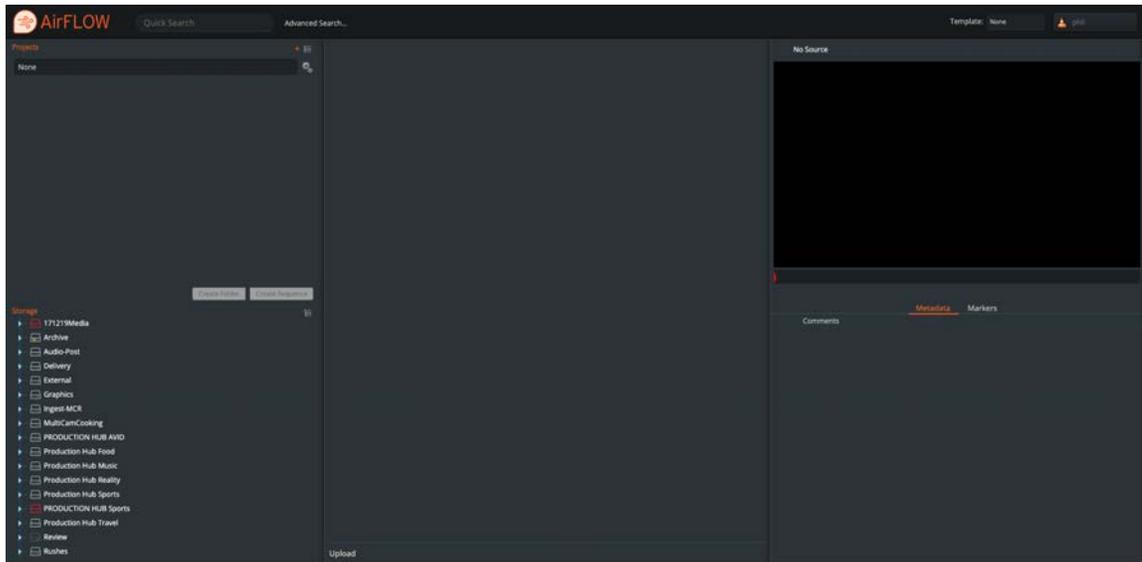
Within AirFLOW you can work within a single project to drag and drop clips and subclips directly from a media player to a bin or sequence without having to reload many different views. By using the Single Project view, you have all your content housed in one location.

To work in the Single Project View within AirFLOW:

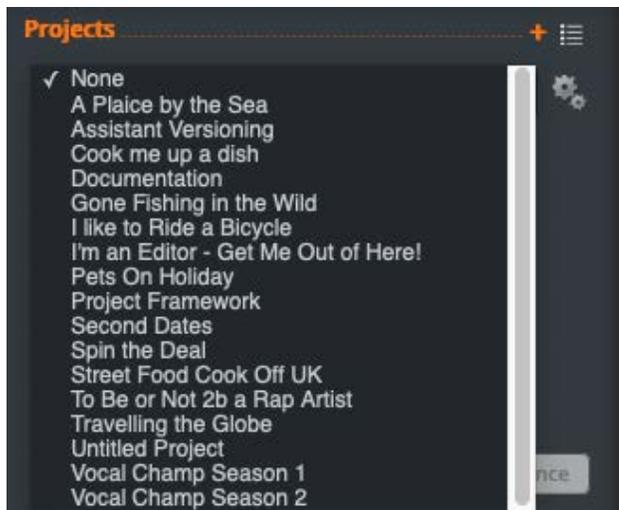
1. Click on the View toggle button  beside the Project '+' icon.



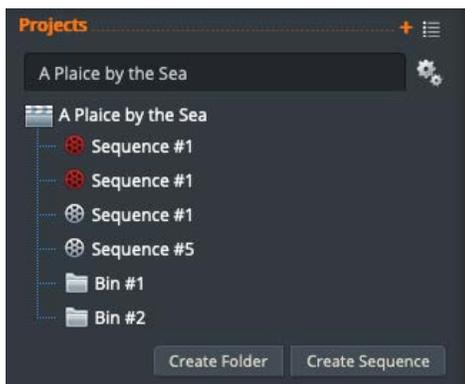
- The single project view is displayed.



- Click within the project drop-down menu and select the desired project.



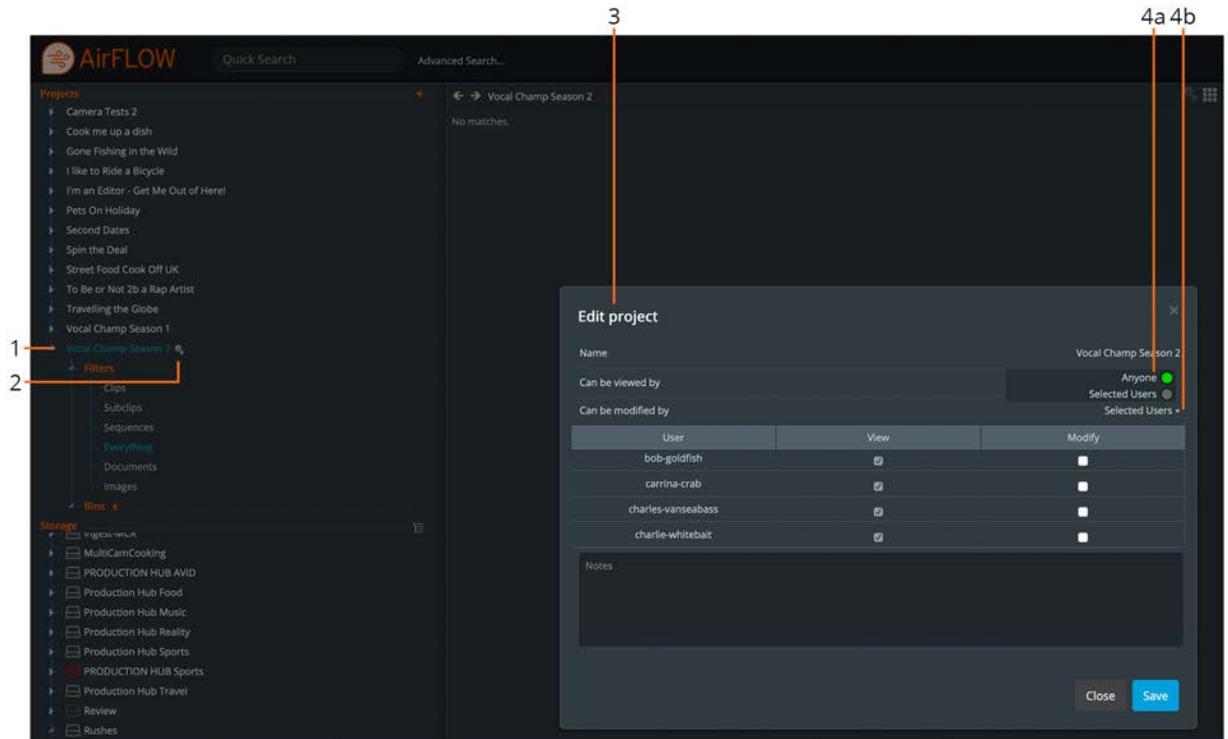
When you click on the desired project, the selected projects sequences are listed complete with the projects bins.



- To add a Folder (bin) or sequence, click on the Create Folder or Create Sequence buttons.
- From here the content can be loaded, dragged and dropped, and added in the same manner as any AirFLOW project.

Updating Project Details

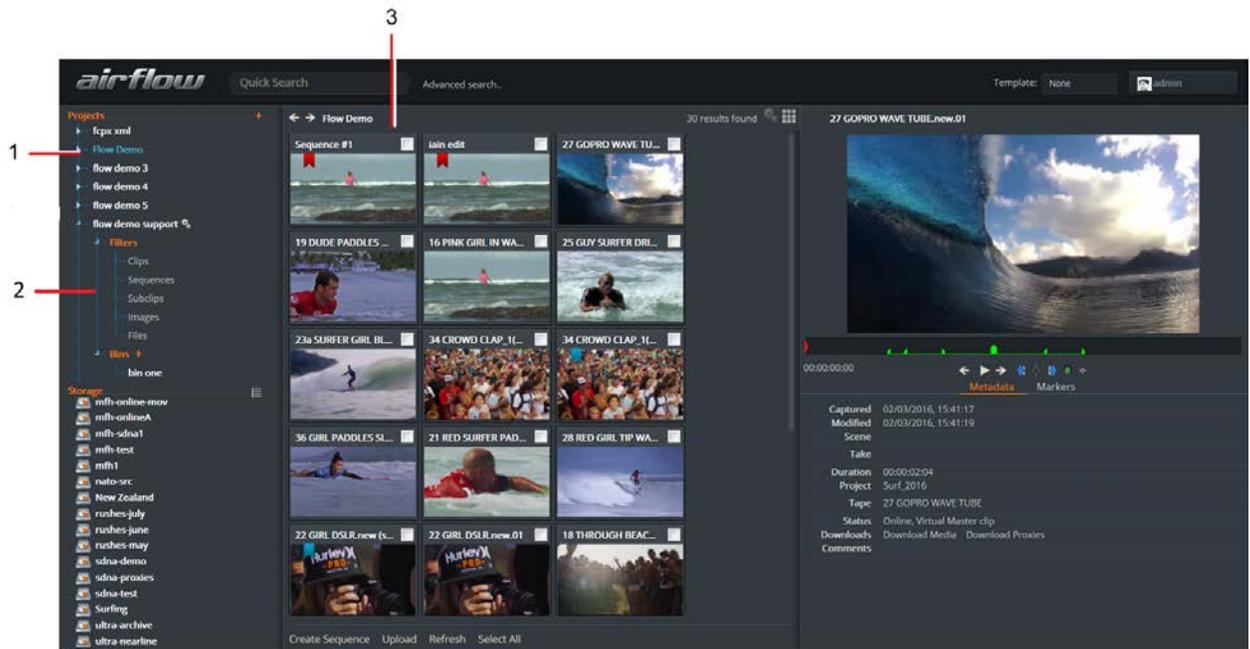
- Select the project that you want to update from the drop down list.
- Click the Cogs icon (Settings).
- The Edit Project pop up window displays.



- Select who the project can be viewed by. You can select one of the following options:
 - Anyone. All users on the AirFLOW server can edit this project.
 - Selected Users. A list of available users displays that you can make your selection from.
- Click the Save button to update the project.

Reviewing Project Contents

1. In Projects view, select the project you want to review from the drop down list.



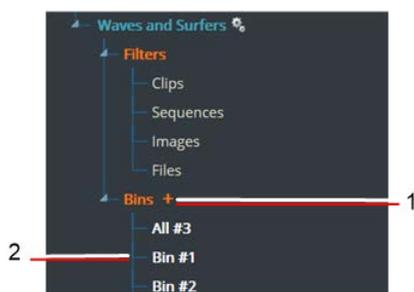
2. The project is opened, you can view the files in either the bin or the filter areas.
3. Project contents are displayed in the main panel.

Creating a New Bin

Bins are used to organize and display your clips and sequences. You can move and copy clips to other bins, and change the way bins display clips.

It is possible for a clip to be in more than one bin at the same time. You can use this feature to help organize your material more flexibly. However, seeing a clip in more than one place on the screen does not mean there is more than one copy of the clip on the hard disk.

1. Click the plus sign (+) next to the Bin heading.



2. The new bin appears under the Bins heading.
3. To rename the bin, double click the bin name to highlight it, enter the new text and press Enter to save it.

Displaying Full Screen Video

1. Double-click on the image in the viewer.



2. The media displays in full size on the monitor, complete with playback / marker controls and scrub bar.
3. Use the playback and marker controls to move through the clip and to add marks.
4. Use the scrub bar to move backwards and forwards through the clip.
5. To close full screen mode, press the Escape key or double click the clip.

Sequences

Sequences can consist of clips and subclips from single camera sources.

Note: You can include mixed media formats in a sequence. However, you cannot export a sequence successfully to your editing application if it contains mixed file formats.

Sequences are created within a project. Once you have created your sequence, you can open media and drag clips or subclips into the Sequence tray. Sequences are a series of clips and subclips arranged in the required playing order.



A sequence that has been created in AirFLOW is identified by a reel icon. When you load this sequence in the FLOW Story client, it will be modified to become a Story sequence and you can perform more complex editing tasks like trimming and changing audio levels.

Creating a New Sequence

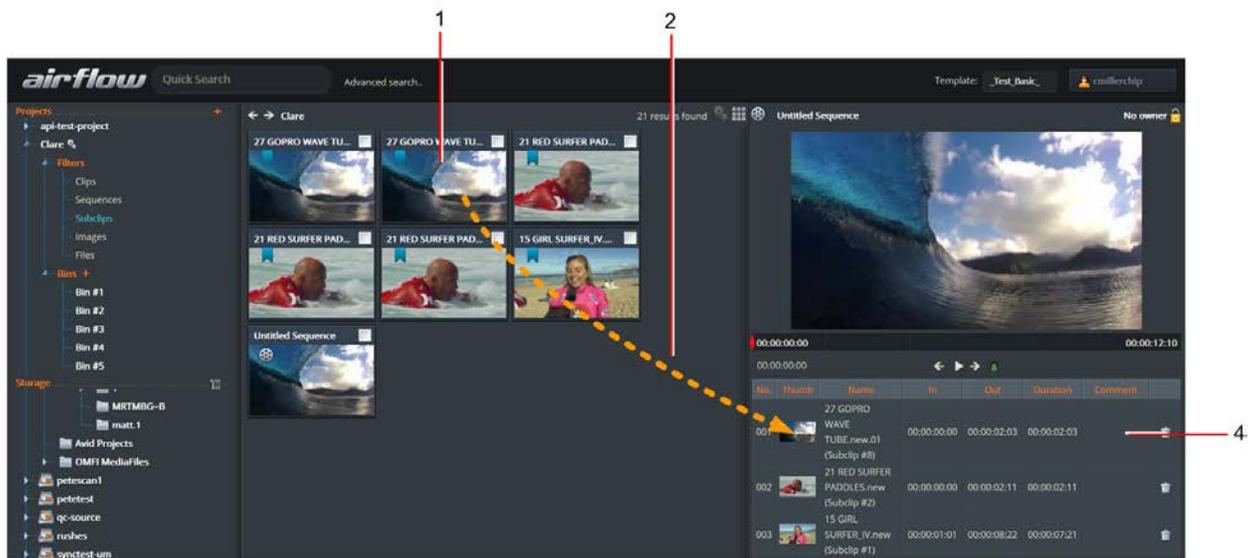
You can create simple sequences in AirFLOW that are clips/subclips or sections of clips/subclips that play in the order from start to finish that they are placed in the sequence. You cannot add effects, change audio levels or trim. The sequences are cuts only. If you want to do more advanced editing you can open this AirFLOW sequence in the FLOW Story client. When you have finished editing the sequence in Story you can then publish it with a sequence proxy that can then be reviewed and approved back in AirFLOW.

1. Click on the Create Sequence link at the bottom of the screen.
2. The new sequence displays in the main panel.
3. The sequence is created with a default name of Sequence # (and a number) for example, "Sequence #1". To rename the sequence, open the sequence in the viewer by clicking on it and then click the text at the top of the viewer and type the desired title.

Adding Clips to a Sequence

To add clips to a sequence, do the following.

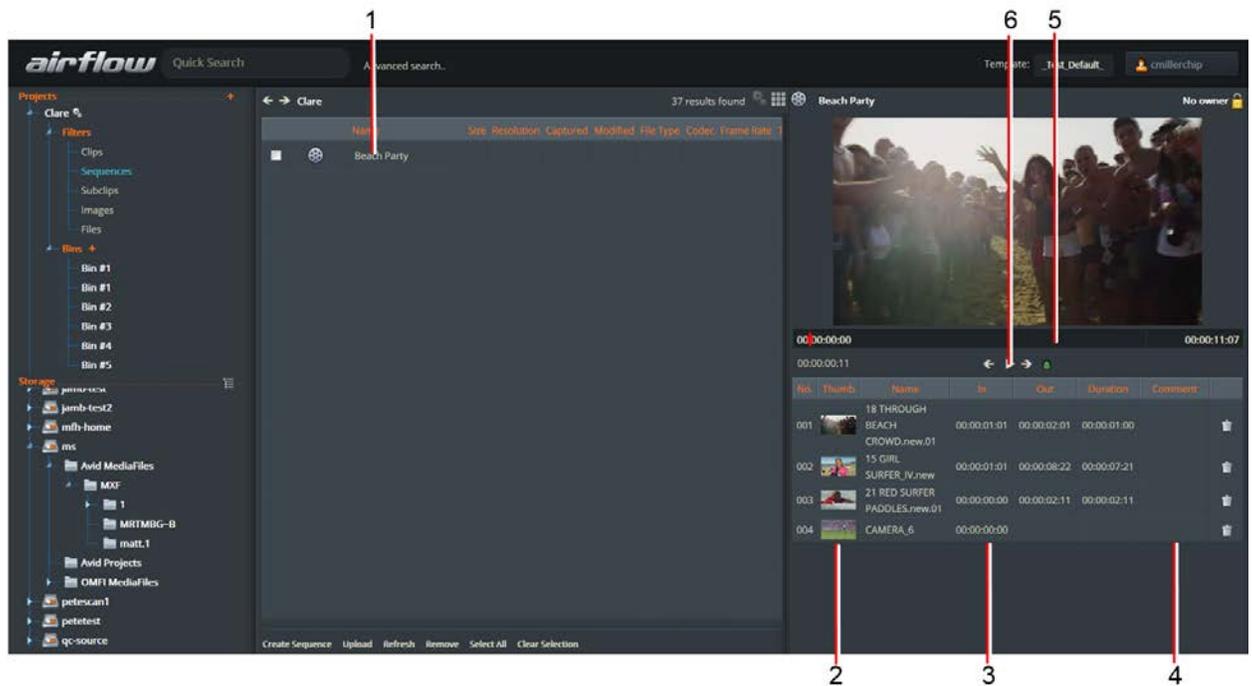
1. Click the sequence you want to add clips to. The sequence is loaded into the viewer.



2. Click and drag the clip you want to add to the area below the viewer.
3. When the panel is highlighted in orange, release the mouse button.
4. The item is added to your sequence.
5. Repeat Steps 3 and 4 to add further clips.

Playing a Sequence

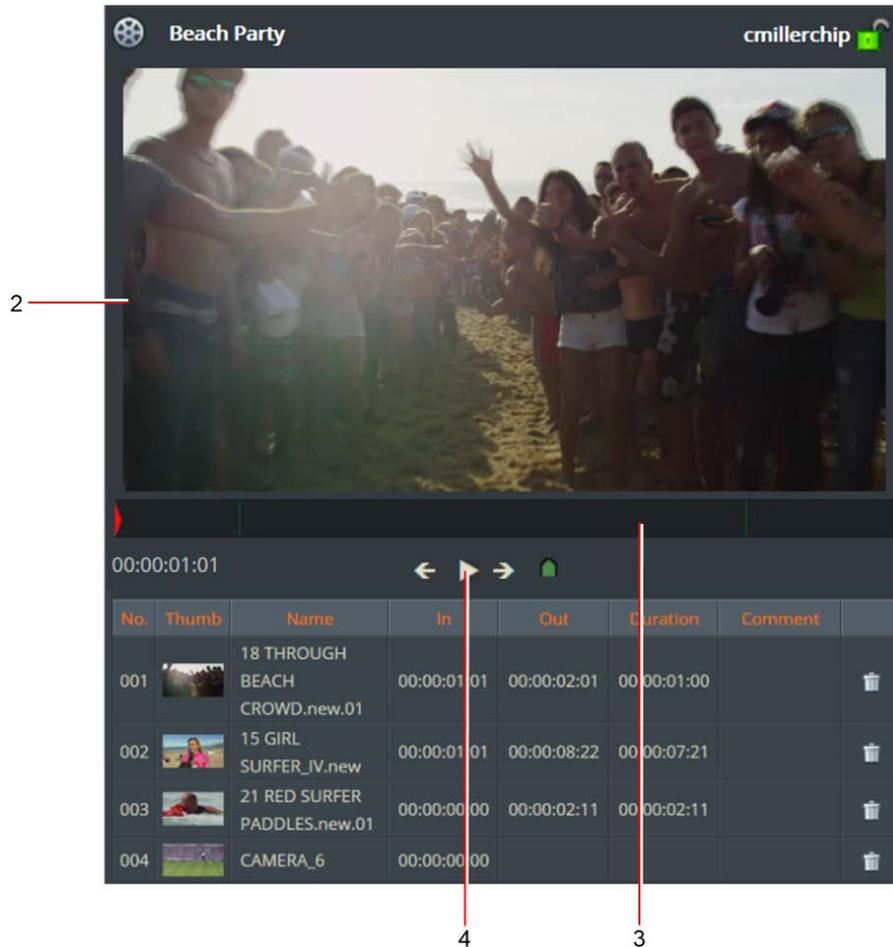
1. Click on the sequence that you want to play.



2. Clips in the sequence display as thumbnails in their playing order in the lower half of the panel.
3. Details about each clip display to the right of the clip's thumbnail.
4. A list of clips and subclips that play top to bottom displays below the media player.
5. Click Play on the Viewer to play the sequence.

Playing a Clip From a Sequence

1. In the Sequence window, click on the clip you want to play within the sequence.



2. The clip displays in the clip viewer.
3. The segment the clip occupies in the sequence is highlighted.
4. Click Play to start playing the clip. Click again to stop playback.

5. Double click the clip viewer to display and edit it in full screen mode.

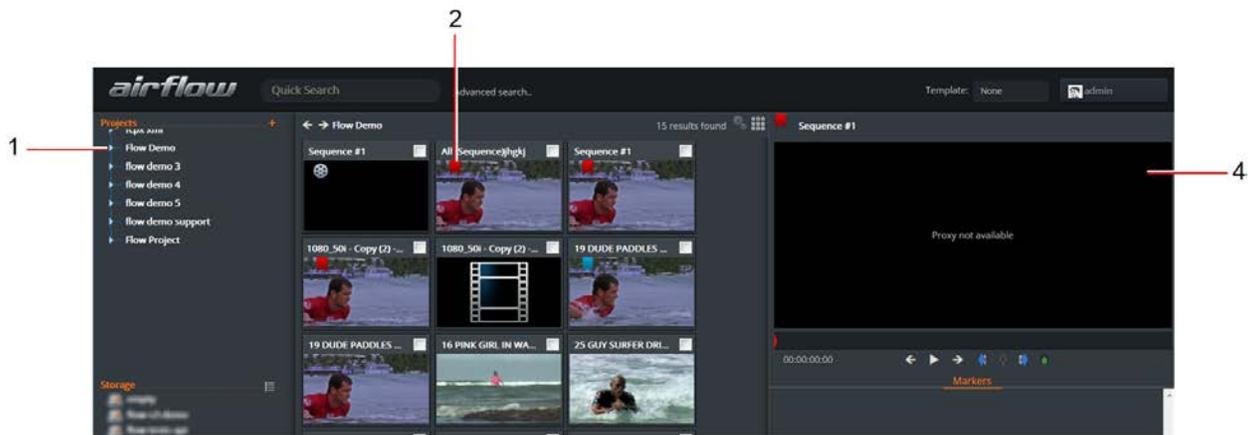


6. To exit full screen mode press the Escape key or double click the clip viewer.

Playing a Sequence Created in FLOW Story

Sequences that have been created in FLOW Story are identified by a red flag in the top corner (in tile view) or in the title bar of the sequence viewer. A sequence created in FLOW Story is only playable in AirFLOW if a sequence proxy has been published from FLOW Story.

1. Open the project folder that contains the sequence that you want to play.

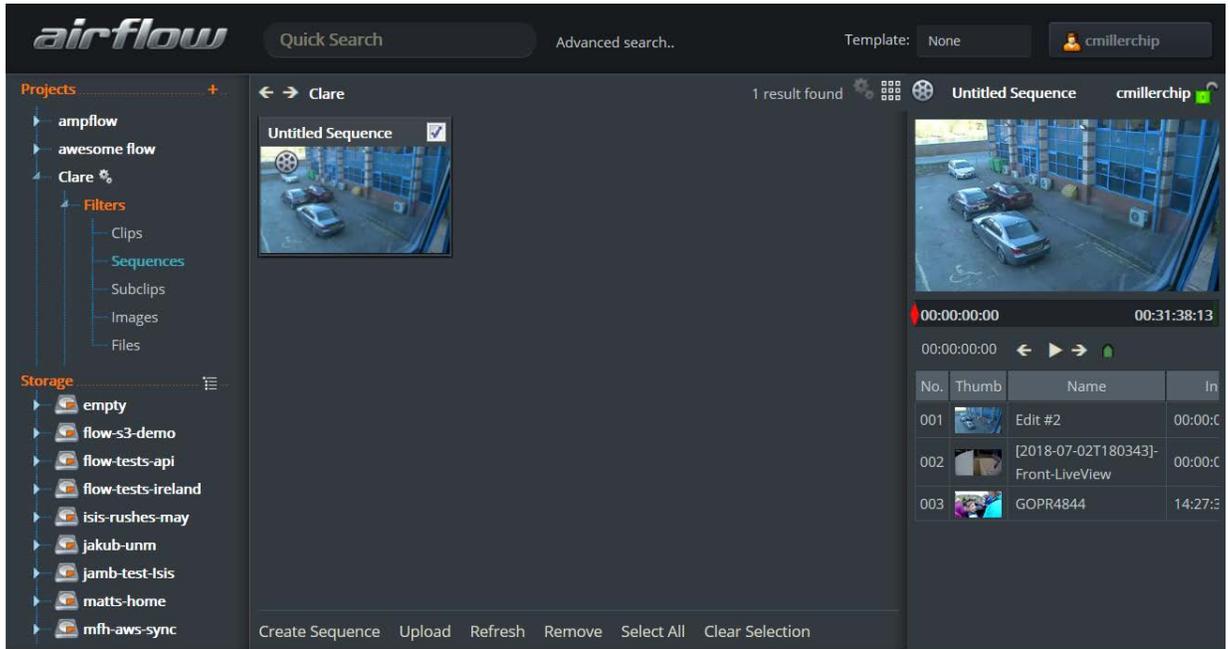


2. A sequence that has been created in FLOW Story is identified by a red flag. 
3. Click the sequence to load it into the viewer.
4. The sequence will only be playable in AirFLOW if the sequence has been published with a proxy from the Story client. If you see "no proxy available", see the Story guide for publishing a sequence for AirFLOW.

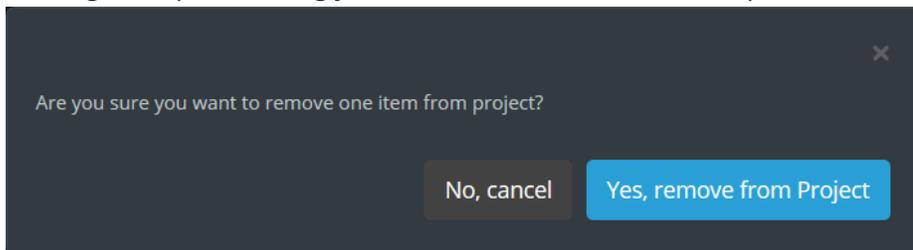
Deleting a Sequence

To delete a sequence, do the following:

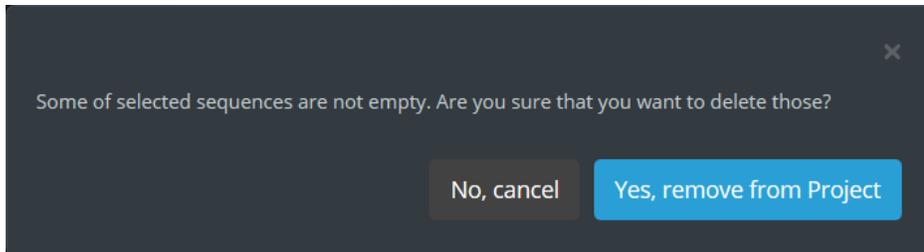
1. Click on the check box that corresponds to the sequence that you want to delete.
2. Click Remove at the bottom of the screen.



3. A dialog box opens, asking you to confirm deletion of the sequence.



4. When the sequence contains clips, a further warning is issued.



5. If you are sure that you want to delete the sequence, select Yes, remove from Project.
6. Click on OK to delete the sequence, or click on Cancel to cancel the deletion.

Chapter 5: Troubleshooting

If you are having problems with AirFLOW, see the following topics before you contact your local EditShare Technical Support office.

Administrators should also refer to "Appendix A: Administrating AirFLOW", and the FLOW Control Administrator's Guide.

Web Browser

Cannot Find the Sign In Page

The URL of the AirFLOW Sign In Page is on Port 8005 of the AirFLOW server. For example:

If the IP address of your AirFLOW server is 192.168.8.10, type `https://192.168.8.10:8005` into the location bar of your web browser.

If the host or computer name of your AirFLOW server is 'MyAirFlow', type

`https://MyAirflow:8005` into the location bar of your web browser.

If AirFLOW is available via the Internet, the URL for external access will be different to the URL for internal network access. Ask the Administrator for your FLOW system.

It is recommended that you set the AirFLOW Sign In Page as the Home Page in your web browser.

Internal AirFLOW Network Only

On internal networks, you can check your network connection as follows:

1. Open a command line prompt and type `ping <server name>` where `ping <server name>` is the hostname or IP Address of the AirFLOW server.
2. If no packets are returned, or the message destination host unreachable displays, check the network cable connection to the LAN port of your workstation.
3. Check that your workstation is connected to the network. Check you have a network cable connected and that the LAN port LED is flashing.
4. If you are connecting to AirFLOW using wireless, verify that you have Wi-Fi enabled on your device, and that it is connected to the correct wireless access point. The wireless access point you use for AirFLOW is not necessarily the same access point you use for general Internet browsing.

Cannot Sign in to AirFLOW

If you cannot sign in to AirFLOW:

- Check you are using the correct username and password. Note that passwords are case sensitive. Ensure that the Caps Lock key is OFF.
- If you receive the message "User <user_name> is not enabled for AirFLOW", you do not have user privileges for AirFLOW. Ask the Administrator for your FLOW system to give you access to AirFLOW.
- The number of users already logged in to AirFLOW has reached the limit allowed by your EditShare license. Wait for another user to log out and then try again. If this issue persists, licenses for additional users can be purchased from EditShare.

Some Functions are Not Working

If some of the functions described in this guide are not working, it may be due to one of the following reasons:

- You may be using an out of date web browser. Go to the web site for your web browser and check that your version is up to date. If it is out of date, download and install the latest version, including any software patches.
- Your web browser does not support one of AirFLOW's web features. The feature may be scheduled for a future release of the browser. Try installing and using one of the other well known web browsers and check to see if the feature now works.
- The Administrator for your FLOW system may have disabled some functions on your FLOW / AirFLOW user account.

Browser Reports Security Issues with AirFLOW URL

The AirFLOW server uses the HTTPS protocol for secure communication with connected clients. If your AirFLOW server does not have a trusted SSL certificate installed, web browsers will display a security warning message. For improved security, EditShare recommends administrators obtain a trusted SSL certificate and install it on their AirFLOW server.

Further information about installing certificates is provided for administrators in [Installing SSL Certificates](#).

Network

No Network Folders or Storage Spaces Visible

AirFLOW uses the storage space permissions defined within Control. If you can sign in to AirFLOW but you do not see any spaces listed, you must be added to the appropriate storage spaces. If in doubt, ask the Administrator for your FLOW system.

Media

No Video Present in Clips

Media clips play but the video is not present.

- If your web browser has a plug-in for Adobe Flash, try uninstalling the plug-in.
- Check that your web browser supports MP4 / H.264 video natively.

No Audio Present

Check the following:

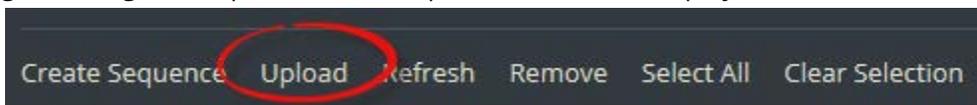
- Check the volume on the system
- Verify that the selected media has audio on it. Try playing another media file.
- Disconnect any external speakers or headphones to verify that your computer's internal speakers are working.

Files

Cannot Download or Upload Files

If you can view files and the contents of storage spaces, but you cannot download any files to your local drive, then you have not been granted access to download them.

Likewise, you need the appropriate access rights to upload files to AirFLOW. If you have been granted rights to upload files, an Upload text button displays at the bottom of the bin.



If you think that you should have user rights to download or upload files, or both, ask the Administrator for your AirFLOW system.

Appendix A: Administrating AirFLOW

This Appendix describes granting user access to AirFLOW, the requirements for remote access in AirFLOW, and how to re-brand AirFLOW to match your corporate identity. These procedures should be performed by network administrators only.

Administration Tasks

Controlling User Access

Access to AirFLOW's features are granted on a User by User basis in FLOW Control. The permissions relevant to AirFLOW that can be set in FLOW control are as follows:

- Login to AirFLOW.
- Create Projects.
- Download files.
- Upload files
- Delete
- Edit metadata

See the FLOW Administrator's Guide, for instructions on how to use FLOW Control to change user access in AirFLOW.

Host Names

You may configure your facility's DNS settings to reference AirFLOW by domain name rather than IP address, allowing users to connect to AirFLOW using an easy to remember name. To do this, you must allocate AirFLOW a unique and complete host name, for example:

```
airflow.mydomain.com
```

Mapping AirFLOW to a directory off a domain name such as the following does not work:

```
mydomain.com/Airflow
```

SSL Certificates



To improve security and avoid browser warnings, EditShare recommends you obtain a trusted SSL certificate and install it on the AirFLOW server.

You should beware of the following issues:

- Use SHA-2 certificates only (SHA-256 or stronger). DO NOT use SHA-1 certificates. Serious vulnerabilities have been found in the SHA-1 algorithm, and web browsers will start issuing security warnings for these certificates soon.
- Certificates usually need to be renewed every 1-3 years.
- The private key file should be kept safe and not shared with anybody.

You will need two files from the Certification Authority (CA):

- Encryption key
- Certificate file

Some CA companies offer SSL certificates free of charge. The certificate should be assigned to a DNS hostname of the public server running AirFLOW (for example, airflow.mydomain.com). This is also known as the Common Name (CN). Certification Authorities do not accept IP Addresses for CNs.

Refer to the Certificate Authority's documentation before purchasing and installing certificates.

Installing SSL Certificates

Both the certificate and private key files must be in PEM format:

1. The certificate enclosed between "-----BEGIN CERTIFICATE-----" and "-----END CERTIFICATE-----"
2. The private key enclosed between "-----BEGIN PRIVATE KEY-----" and "-----END PRIVATE KEY-----"

If your certificate or key are in another format (eg. DER) ask your certificate provider for .pem version or convert it using open source tools like openssl.

To install your SSL certificate:

1. On the EditShare server running AirFLOW, navigate to the folder `/etc/flow/{companyname}` (where `{companyname}` is the name of your company or organization).

If the folder does exist, create it using the `mkdir` command.

2. Upload the certificate and the private key files to the `/etc/flow/{companyname}` folder.
3. Open the file `/etc/editshare/gateway.conf` with a text editor. If the file does not exist, create it. Add the following contents:

```
[ssl]
key=/etc/flow/{companyname}/certificate.key
```

```
cert=/etc/flow/{companyname}/certificate.crt
disable_http_server=true
```

If the private key file is password-protected, you will also need to include the password (Passphrase) otherwise FLOW won't start. A passphrase can be added to the SSL section to unlock the private key file as shown below.

```
passphrase=SECRET-PASSWORD
```

4. Save the file.
5. Choose a time when user activity is low:
 - a. Inform users that the FLOW server is about to be restarted, and that they should save their work and log out.
 - b. Make sure that there are no ingest or transcode jobs in progress. Check the jobs running in FLOW Automation.
6. Restart the FLOW Server. Either:
 - In FLOW Control, select the Network tab, click Stop Server. When the server has stopped, click Start Server.
 - In the EditShare Manager, start the Control Panel and click on 'Stop FLOW Daemon'. When the server has stopped, click on 'Start FLOW Daemon'.
7. Verify the certificate installed correctly. Navigate to the AirFLOW login page (for example

`https://airflow.mydomain.com:8005`) and confirm that:

- a. A green or blue padlock icon displays in the browser's address bar. Blue = Standard certificate, Green = Extended Validation.
- b. No browser security warnings display.

Intermediate (Chain) Certificates

Your Certificate Authority may provide intermediate certificates which are required to provide a link, or 'chain', between the End User Certificate (issued by your Certificate Authority) and the Root Certificate in users' web browsers.

Customers running their own PKI infrastructure are advised to link both 'cert' and 'chain' to a certificate full-chain (bundled server, any intermediate, and root CA certificates). The order of the certificates in full-chain bundle is relevant and the server certificate must be included as first.

You can add Intermediate Certificates after making the following change to the `/etc/editshare/gateway.conf` configuration file:

1. Open the file `/etc/editshareflow/Server.conf` with as described in "Installing SSL Certificates" on page 64.
2. Add the following line under the [SSL] header:

```
chain=/etc/flow/{companyname}/ssl/chain.crt
```

where `{companyname}` is the name of your company or organization.

3. Save the file.

Certificate chains can be verified by doing one of the following:

- Navigate to <https://ssllabs.com>
- At the command line prompt, type: `openssl s_client -connect SERVER_HOST:PORT -showcerts`

Confirm that `Verify return code 0 (ok)` displays at the end of the response.

Remote Access

The AirFLOW Gateway server provides the interface between the internal FLOW database communication protocol and the AirFLOW web clients. It accesses proxy files and clip metadata directly from the FLOW Database and presents this information to the AirFLOW web clients in a dynamic web page.

AirFLOW connects to your local area network just as any other FLOW server does, receiving FLOW broadcasts over any single LAN interface and communicating with the FLOW Database. It listens on port 8005 over all interfaces for HTTPS connections from AirFLOW clients. Therefore, within the local network, users will always be able to access the AirFLOW web interface at `https://{server_name}:8005` where `{server_name}` is the host name of the AirFLOW gateway server.

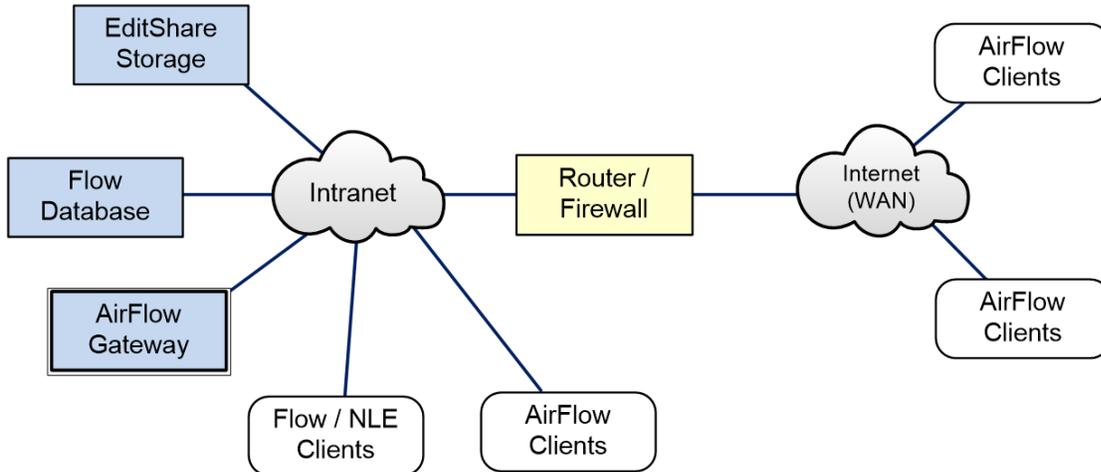
Additionally, in order to access AirFLOW from the internet, the Network Administrator must also configure the router/firewall device to forward a port from the facility's public IP (WAN) address to port 8005 of the AirFLOW server.

Therefore, the AirFLOW server can be configured in one of two network topologies:

- "Single Homed Server in Unified Network"
- "Dual Homed Server in Isolated Network"

Single Homed Server in Unified Network

In situations where a facility's FLOW/editing network also has access to the internet router/firewall, the AirFLOW gateway should be configured with a single IP address and network connection. That one interface will be used for both local FLOW broadcast traffic as well as AirFLOW HTTPS traffic. If internet access is desired for AirFLOW clients, the network administrator should forward a port from the router/firewall to port 8005 on the single configured IP address on the AirFLOW server.



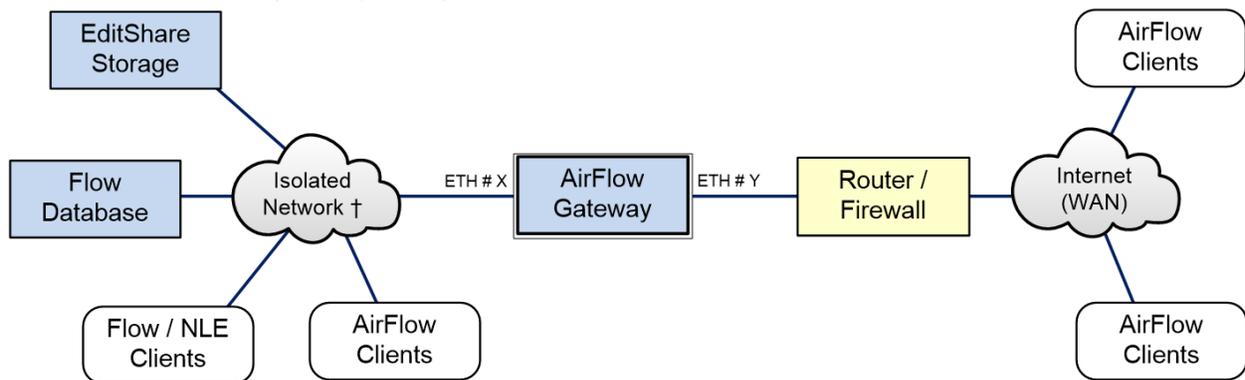
Dual Homed Server in Isolated Network



For security reasons, the AirFLOW server must NEVER be fully exposed to the internet by giving it a public IP address, or placing it in a Demilitarized Zone (DMZ).

Always protect the AirFLOW server behind an appropriate router and firewall, forwarding only the necessary single port for AirFLOW HTTPS access.

In situations where the FLOW editing network is isolated from the internet and / or larger corporate network, the AirFLOW server may be dual-homed. One connection on the AirFLOW server should be configured on the editing network for communication with the FLOW Database server. The second network connection on the AirFLOW server should be configured to have access to the facility's router / firewall. The network administrator should forward a port from the router / firewall to port 8005 on the AirFLOW gateway, using the IP address of the second connection.



† Isolated editing-only network
(no internet access)

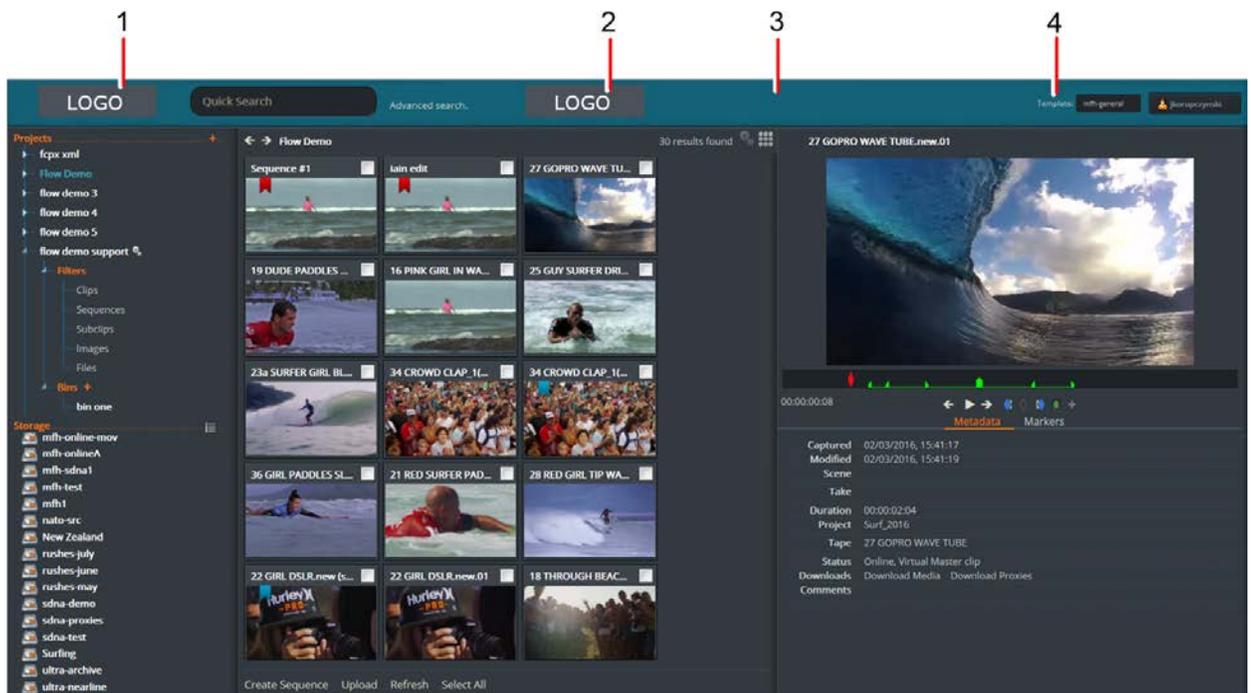
Branding

You can customize the AirFLOW banner area with branding for your company or organization. i

About Branding

You can customize the following elements in AirFLOW:

1. Company Logo (replaces the AirFLOW logo).
2. Application Logo.
3. Header bar color.
4. Text color on the Header bar.



You must have Administrator level access to the AirFLOW branding folder so you can place your customized logos and Cascading Style Sheet (CSS) here.

Make your logo image as close to the specified size as possible. Images that are significantly smaller or larger than the specified size will have an adverse effect on the formatting of the pages in AirFLOW. If your graphics application supports it, you can set a color which displays as a transparent background when viewed in your web browser. Consult the documentation for your particular graphics application for instructions on how to do this.

Adding Company and Application Logos

To change the Company logo and, optionally, add a second logo:

1. Open your preferred paint or graphics application, and import your company or organization's logo. Resize it to approximately 167 x 43 pixels and save it as logo_company.png This will be used in place of the AirFLOW logo.
2. Optional: Use your preferred paint or graphics application to create a second logo to display centrally. Resize it to approximately 169 x 38 pixels and save it as logo_application.png
3. Place the file or files you created into the folder /usr/lib/flow/gateway/public/airflow/branding.

Changing Text and Background Colors



Take care with the file branding.css because errors can cause pages in AirFLOW to display incorrectly, or not at all.

EditShare recommends making a backup copy of branding.css before making any changes. If you then make a mistake and AirFLOW does not run correctly, you can restore the original settings from the backup file.

To re-brand AirFLOW with your corporate logos and colors:

1. Make a backup copy of /usr/lib/editshare/gateway/public/airflow/branding/branding.css.
2. Load branding.css into your preferred text editor.

```
/*=====
** EditShare AirFlow Branding
**=====
** The top bar of AirFlow may be customized by editing the stylesheets
** in this file and replacing the images in this folder with images of
** the same size.
**
** Colors are specified as CSS hexademical colors.
*/

header {
  /* Background color for top bar. */
  background: #5F7E5F;

  /* Text color for top bar. */
  color: #1F301F;
}
```

3. Change the RGB color values to match the background and text colors you want. To calculate the RGB color codes you require, use a color picker web site such as www.3schools.com/tags/ref_colorpicker.com or www.colorpicker.com
4. Do NOT make any other changes to the file.
5. Save the file.

Checking Your Updates

AirFLOW saves your customized logo and CSS files as soon as you load them to the `/usr/lib/editshare/gateway/public/airflow/branding` folder. If you do not see your updates immediately in AirFLOW, you should refresh your browser's cache.

Troubleshooting for Administrators

AirFLOW Fails on Multi-Homed Sites

If your FLOW Admin server has two or more configured IP Addresses and users cannot connect to AirFLOW, check that you are running the latest version of FLOW. Versions prior to v3.3.0.4 could not support FLOW broadcasts on more than one network.

Download or Upload Function Not Working

To allow the uploading and downloading of files in AirFLOW, each user that has Download / Upload access must have the privilege enabled in FLOW Control. See the FLOW Control Administrator's Guide.

