

QuickEdge 2.8

Admin User Manual

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FOR QuickEdge™ Version 2.6 Software Product

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1 Preface

Congratulations on the purchase of QuickEdge Payout Automation. QuickEdge automates your Payout and ingest workflow, along with the ability to control various equipment's like Router, switcher and CG it creates a seamless integrated automation solution

1.1 Who should use this manual

This manual is written for MCR operators and other technical personnel responsible for using the QuickEdge Client in a broadcast facility. Portions of the manual provide installation data for technicians.



TIP

It is strongly recommended that the users have prior experience or classroom knowledge of

- *The Windows or Mac operating system*

2 Introduction

QuickEdge is a linux based Payout and ingest automation solution with client application access provided on both Mac and Windows. It encompasses the following modules.

- QuickEdge PCR Application
- QuickEdge MCR Application
- QuickEdge Ingest Application
- QuickEdge MOS Gateway
- QuickEdge Traffic Gateway
- QuickEdge CG and Switcher Gateway
- QuickEdge Router Control Interface

QuickEdge Client application is a desktop-based application built using the latest cross platform development architecture. This enables users the choice to use either a windows-based client or a mac based client.



TIP

There might be few modules invisible in your application depending on the licenses purchased.

2.1 Supported Operating systems

Operating system	Versions Supported
Windows	7 or higher
Mac OS	Version 10.10 or higher

2.2 Supported Screen Resolution

Best user experience of QuickEdge Client application can be found on screens with a resolution of **1290 X 800** or higher

2.3 Supported Fonts

QuickEdge supports all Unicode fonts including Right to left fonts.

2.4 Remote control support

QuickEdge client supports remote working from any part of the world. Please contact our support team for configuration of remote control of the client application along with the recommended security settings for firewall, network router etc. Most of the maintenance and troubleshooting activity can be carried out remotely.

3. System maintenance and troubleshooting

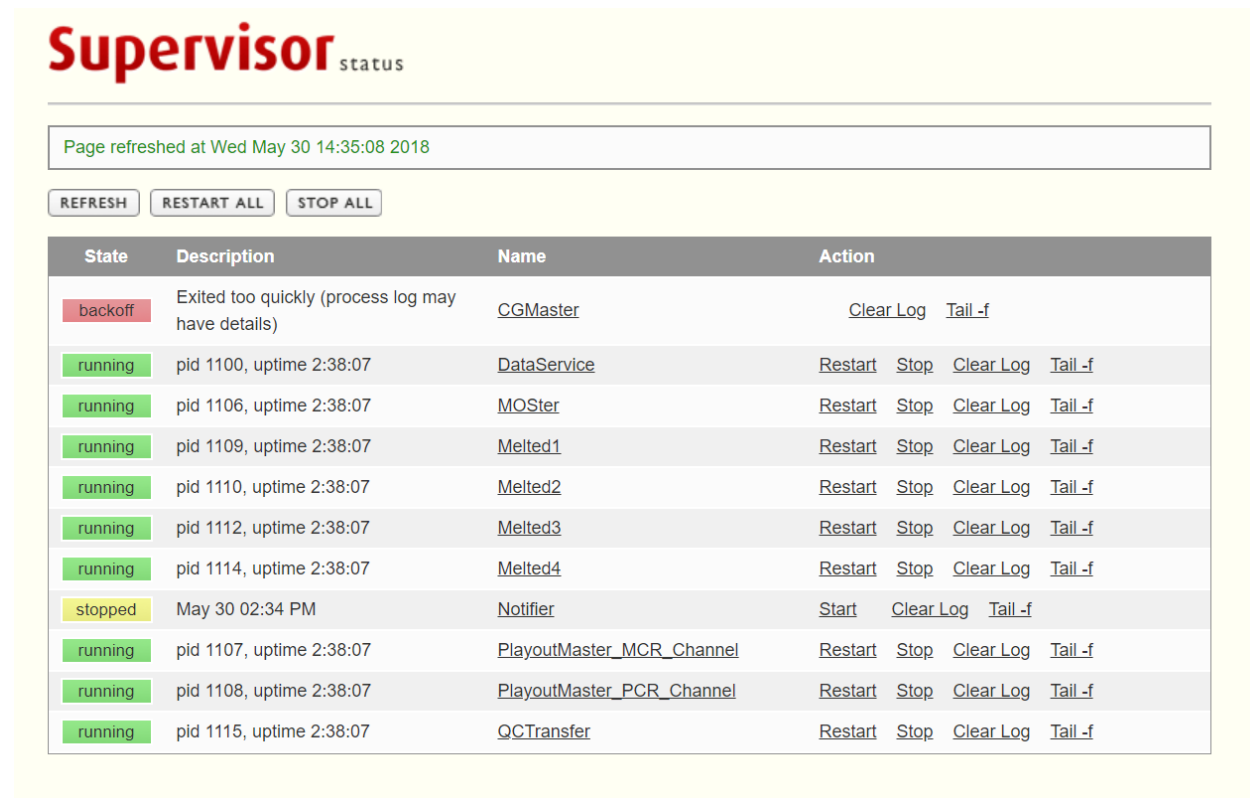
SUPERVISOR TOOL: Supervisor is a web based system administration tool provided along with the QuickEdge server. This tool can be accessed at port 9002 of the video server ip.



The Supervisor IP, Username and password will be provided to the customer by a separate document or email


NOTE

3.1 Restarting the services



The screenshot shows the Supervisor status page. At the top, it says "Supervisor status". Below that, a message box indicates "Page refreshed at Wed May 30 14:35:08 2018". There are three buttons: "REFRESH", "RESTART ALL", and "STOP ALL". The main part of the page is a table with the following columns: State, Description, Name, and Action.

State	Description	Name	Action
backoff	Exited too quickly (process log may have details)	CGMaster	Clear Log Tail -f
running	pid 1100, uptime 2:38:07	DataService	Restart Stop Clear Log Tail -f
running	pid 1106, uptime 2:38:07	MOSter	Restart Stop Clear Log Tail -f
running	pid 1109, uptime 2:38:07	Melted1	Restart Stop Clear Log Tail -f
running	pid 1110, uptime 2:38:07	Melted2	Restart Stop Clear Log Tail -f
running	pid 1112, uptime 2:38:07	Melted3	Restart Stop Clear Log Tail -f
running	pid 1114, uptime 2:38:07	Melted4	Restart Stop Clear Log Tail -f
stopped	May 30 02:34 PM	Notifier	Start Clear Log Tail -f
running	pid 1107, uptime 2:38:07	PlayoutMaster_MCR_Channel	Restart Stop Clear Log Tail -f
running	pid 1108, uptime 2:38:07	PlayoutMaster_PCR_Channel	Restart Stop Clear Log Tail -f
running	pid 1115, uptime 2:38:07	QCTransfer	Restart Stop Clear Log Tail -f



Depending on the issue a particular service can be restarted remotely. Only trained IT personal should use this feature with caution.

Warning

3.2 View logs

User can view service log details from the supervisor service window. Click on Tail -f to view respective service logs.

4. Appendix 1: Shortcut keys

- port1-still-continue = **F1**
- port1-park = **F2**
- port1-take = **F3**
- port1-loop = **F4**

port2-still-continue = **F5**

port2-park = **F6**

port2-take = **F7**

port2-loop = **F8**

port3-still-continue = **F9**

port3-park = **F10**

port3-take = **F11**

port3-loop = **F12**

refresh = **Ctrl+R**

Goto-current = **Ctrl+G**

remove-done = **Ctrl+K**

Feature window activation shortcuts

clips-browser = **Ctrl+Shift+B**

playlists = **Ctrl+Shift+P**

preview = **Ctrl+Shift+V**

NRCS-rundowns = **Ctrl+Shift+R**

traffic-schedules = **Ctrl+Shift+S**

as-run-logs = **Ctrl+Shift+A**

lock-layout = **Ctrl+Shift+L**

settings = **Ctrl+Shift+Space**

Fullscreen = **Ctrl+Shift+F**

