AVAIL

AVAIL
Stream

Installation Guide

AVAIL™ Stream

Installation Guide
v2.0.3

Table of Contents

What is AVAIL Stream?

AVAIL Stream is a service that monitors selected folders for changes and publishes these changes in AVAIL automatically, based on guidelines you provide. Stream automates the process of making content readily available to your users within AVAIL.

A Basic Example

Stream could be monitoring a folder called "Revit Content." A rule (called a *Stream Definition*) could be set to automatically index RFAs into a designated Channel in AVAIL. If an RFA and a JPG are added to this folder, Stream would add the RFA to the Channel in AVAIL, but exclude the JPG.
If the RFA is removed or changed in the file system, it will automatically be removed or updated in the AVAIL Channel.

How does AVAIL Stream work from an IT perspective?

To provide a better understanding of Stream and assist in configuring your Stream set up, below is an explanation of the Stream process from an IT perspective.

Initial User Setup

- AVAIL Stream is a Windows Service Application that runs as a user on the server.
  - ***Requirements***: The user must be a local admin on the server and have at minimum READ access to the directories being monitored (whether on the Stream server or another local host server).
  - ***Recommendations***: Use an Active Directory user. A local system user will likely not have access to directories being monitored on other local host servers.

- In order for Stream to be able to index content into Channels, the AVAIL Stream app also requires an AVAIL user login during initial setup.
  - ***Requirements***: Must be assigned the Publisher role in AVAIL, and an AVAIL username and password. AVAIL Stream does not integrate with SSO.
  - ***Recommendations***: A generic user can be used such as stream@yourcomany.com

Using Stream

- A user creates a Stream Definition in the AVAIL Desktop application.
  - In the definition, they select one or more network locations to be monitored. To select these locations, users browse to these locations as they normally would. For example, let's say they select to monitor a mapped drive location such as *E:\Library\Revit 2022*.
- Once the Stream Definition is created, AVAIL Desktop will translate the mapped drive to UNC or DFS, and cue AVAIL Stream to begin scanning the Revit 2022.
- AVAIL Stream will scan the Revit 2022 folder (and optionally its subfolders) to see what content matches the definition.
- Scanned content that matches the definition will be indexed to the targeted Channel (selected in the definition) using the pathing as selected by the user (E:\Library\Revit 2022 in this case).
- Stream then goes into a monitoring mode, looking for any changes to index, specifically: File Create, File Update, File Delete, File Rename, Folder Rename, and Folder Delete.

The Installation Process

Arrange a Stream installation call by contacting support@getavail.com. **We provide the installer during the call**, ensure it is working properly, and answer any questions you have. The call normally lasts about 30-45 minutes.

We will complete the following steps during the installation call with you.

- The AVAIL team will enable Stream for your plan so that it appears in the Desktop application.
  - NOTE: Do **not** install the AVAIL Desktop on the server where Stream will be installed.
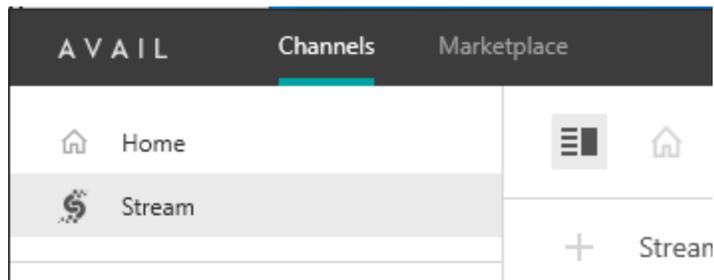
- Install the latest version of Stream (provided during the call)
- Validate the **AVAIL Stream Sync Service** is running in the Services App (note the *AVAIL Stream Service* will be started in a later step)

- Launch Stream App
  - Login with AVAIL user
    - This user must be a Publisher and be able to log into the AVAIL Manage Portal (have an AVAIL login and password)
  - Once logged in, select *Close*

Login screen for the AVAIL Stream app

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- In the **Services** app:
  - Right-click on ***AVAIL Stream Service*** and select *Properties*
  - Select the *Log On* tab
  - Log in as a user that is a local admin on the server and at minimum has Read access to the content being streamed
  - Select *Apply*
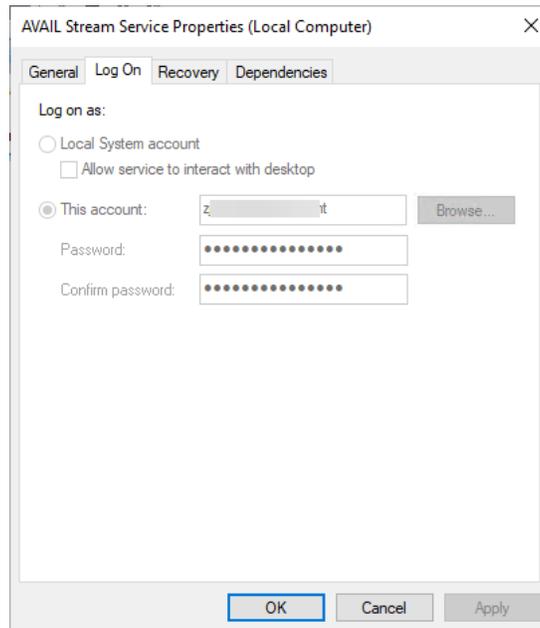
- Select *Recovery* tab
  - Adjust the three failure dropdowns to 'Restart the Service'
  - Select *OK*

- Start the ***AVAIL Stream Service*** in the Services App
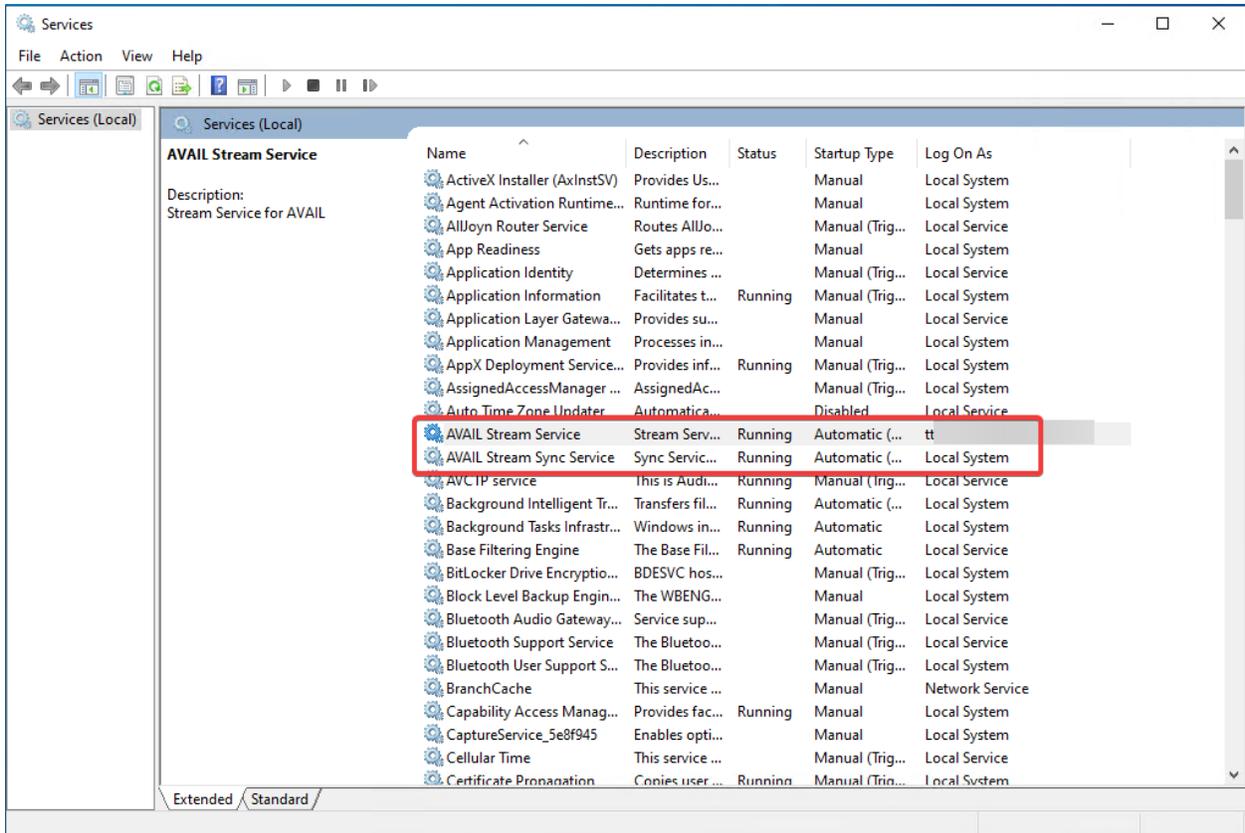
- Test Stream in the AVAIL Desktop App!
    - NOTE: Do not install the AVAIL Desktop on the server where Stream is installed, this may create a conflict between the sync services.

Hardware Requirements

The hardware requirements for Stream are quite small, and it can be run on virtually any modern machine. Here's what we recommend.

Operating Systems:

Recommended Operating System	Minimum Operating System Requirements
- Microsoft Windows 10 Version 1909 - Microsoft Server 2016 Version 1607 - Processor: Intel(R) Xeon(R) CPU 2.40GHz or equivalent - Memory: 4.00 GB RAM - Storage: 500 MB available Space	- Windows 7 SP1 - Windows Server 2008 R2 SP1 (x64) - Processor: 1.5 GHz - Memory: 2 GB RAM - Storage: 500 MB available space

Additional Considerations

The following items should be addressed or considered prior to the installation. Don't hesitate to reach out to us at support@getavail.com if you have any questions.

Server Setup

- For best performance, it is highly recommended that Stream is installed on a Windows Server that has a local connection to the content being monitored.

- Stream is a **Windows only** service. Stream cannot be run on a Linux file server.

- **NTFS formatted** hard drives are fully supported.

- This build of Stream includes general support for drives using **SMB** protocol. Because of the wide variety of SMB implementations, we cannot guarantee functionality with all file storage services using SMB.

- Pending Windows updates may prevent the installation from completing; we recommend making sure the server has been updated accordingly.

- End-Users must have access to the locations where your content is stored in order to access this content from the AVAIL Desktop or an AVAIL Browser.

- Identify what content is being monitoring, ensure pathing

  - Stream is able to monitor **UNC** or **DFS** paths. They can be mapped to a drive letter.
  - Users will select directories to monitor as normal (for example, if they normally go to the *E:* for content, they will do the same)

  - If you choose to monitor a DFS path, ensure the Stream file server exists as a DFS namespace for the selected path or else an error message will appear. (In Windows Explorer, right click the folder and go to the DFS tab for a list of namespaces that the folder exists in).

- The following trusted sites may need to be added:
  - **https://*.okta.com**
  - **https://*.getavail.com**
  - **https://ajax.googleapis.com/**

Troubleshooting Stream

The most common reason content is not publishing as expected is the configuration of the Stream Definition itself. Start by reviewing the monitored folders and filters of your Stream Definitions for any accidental errors (i.e. selected the wrong folder to monitor or configured a definition incorrectly).
For more on filtering, read our [AVAIL Content Filtering Reference Guide](#)

If Stream stops publishing content to your designated AVAIL Channels, use the following checklist to identify the problem.

Check the following on the file server that is running the AVAIL Stream Service
- The *AVAIL Stream Service* status is **Running** in the **Services** control panel
- The *AVAIL Stream Sync Service* status is **Running** in the **Services** control panel
- Navigate to "C:\ProgramData\Avail\Outbound" and ensure there are no files queued up in this directory.
  - If files are present, wait 15 seconds and then refresh the directory. If none of the files have been removed from the directory there could be an issue with the **AVAIL Stream Sync Service**. Restarting the service may resolve the issue.

Additionally, the service logs may list errors. The following logs can be found in **C:\ProgramData\AVAIL\Stream**

- client_hash_log.txt
- client_log.txt
- client_pipeline_log.txt
- application_log.txt

If additional help is required, please reach out to support@getavail.com

Support

Have a question?

Email us at support@getavail.com or call us at +1 859-963-1616 ext 103

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