

# AVAIL Stream

Installation Guide



# AVAIL<sup>™</sup> Stream

Installation Guide v2.0.3

Version: 20231020

## Table of Contents

Table of Contents	2
What is AVAIL Stream?	3
How does AVAIL Stream work from an IT perspective? Initial User Setup Using Stream	<b>4</b> 4 4
The Installation Process	5
Hardware Requirements	9
Additional Considerations Server Setup	<b>10</b> 10
Troubleshooting Stream	11
Support	12

## 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 <u>support@getavail.com</u>. 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)

Continues on next page

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

A	VAIL
	Sign In
Email	
	Next
	OR
Sign In	with ARCHVISION

#### Login screen for the AVAIL Stream app

#### Continues on next page

- 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

AVAIL Stream Service Properties (Local Computer) X					
General Log On	Recovery	Dependencies			
Log on as:					
◯ Local System a	account ce to interac	t with desktop			
This account:	z	ıt		Browse	
Password:	••	•••••			
Confirm passw	ord:	•••••			
		OK	Canaal	Apph	
		UK	Cancel	мрріу	

- Select *Recovery* tab
  - Adjust the three failure dropdowns to 'Restart the Service'
  - Select OK
- Start the **AVAIL Stream Service** in the Services App

🔍 Services								×
File Action View	Help							
	à 🗟 🛛 🖬 🕨 🔲 II ID							
Services (Local)	O Services (Local)							
	AVAIL Stream Service	Name	Description	Status	Startup Type	Log On As		^
	Description: Stream Service for AVAIL	ActiveX Installer (AxInstSV)     Agent Activation Runtime     Alloyn Router Service     App Readiness     Application Identity     Application Information     Application Layer Gatewa     Application Management     App X Deployment Service	Provides Us Runtime for Routes AllJo Gets apps re Determines Facilitates t Provides su Processes in Provides inf	Running Running	Manual Manual (Trig Manual (Trig Manual (Trig Manual (Trig Manual Manual (Trig	Local System Local System Local Service Local System Local Service Local System Local System Local System		
		AssignedAccessManager	AssignedAc Automatica	,	Manual (Trig Disabled	Local System		
		AVAIL Stream Service	Stream Serv Sync Servic	Running Running	Automatic ( Automatic (	tt Local System		
		AVCIP service	This is Audi	Running	Manual ( Irig	Local Service		
		🔍 Background Intelligent Tr	Transfers fil	Running	Automatic (	Local System		
		Background Tasks Infrastr	Windows in	Running	Automatic	Local System		
		<ul> <li>Base Filtering Engine</li> <li>BitLocker Drive Encryptio</li> <li>Block Level Backup Engin</li> </ul>	The Base Fil BDESVC hos The WBENG	Running	Automatic Manual (Trig Manual	Local Service Local System Local System		
		🏟 Bluetooth Audio Gateway	Service sup		Manual (Trig	Local Service		
		🍓 Bluetooth Support Service	The Bluetoo		Manual (Trig	Local Service		
		🆏 Bluetooth User Support S	The Bluetoo		Manual (Trig	Local System		
		🆏 BranchCache	This service		Manual	Network Service		
		🎑 Capability Access Manag	Provides fac	Running	Manual	Local System		
		🎑 CaptureService_5e8f945	Enables opti		Manual	Local System		
		🆏 Cellular Time	This service		Manual (Trig	Local Service		
	ļ	Certificate Propagation	Conies user	Running	Manual (Trig	Local System	 	~
	Extended Standard							

- 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		
<ul> <li>Microsoft Windows 10 Version 1909</li> <li>Microsoft Server 2016 Version 1607</li> <li>Processor: Intel(R) Xeon(R) CPU 2.40GHz or equivalent</li> <li>Memory: 4.00 GB RAM</li> <li>Storage: 500 MB available Space</li> </ul>	<ul> <li>Windows 7 SP1</li> <li>Windows Server 2008 R2 SP1 (x64)</li> <li>Processor: 1.5 GHz</li> <li>Memory: 2 GB RAM</li> <li>Storage: 500 MB available space</li> </ul>		

## Additional Considerations

The following items should be addressed or considered prior to the installation. Don't hesitate to reach out to us at <a href="mailto:support@getavail.com">support@getavail.com</a> 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 <a href="mailto:support@getavail.com">support@getavail.com</a> or call us at +1 859-963-1616 ext 103

AVAIL, LLC 163 East Main Street 3rd Floor Lexington, KY 40507 USA

Website: <u>www.getavail.com</u> Phone: +1 859-963-1616 Email: <u>support@getavail.com</u>