Tiger SPACES

User's Guide

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1 Introduction to Tiger Spaces

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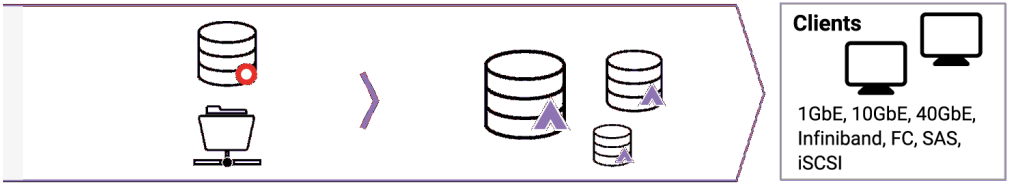
Introduction to Tiger Spaces

Congratulations on your purchase of Tiger Spaces, Tiger Technology's complete workflow management solution for shared storage environments. Tiger Spaces turns designated volumes and/or network shares into a shared workspaces depot. Windows and Mac computers on the same network, which run the Tiger Spaces client driver can access the depot through the Tiger Spaces's web interface in order to create new workspaces and mount their own or other users' workspaces. Each workspace is mounted as a separate local drive on the client computer, although it is actually stored on one of the volumes/network shares in the depot. A user can mount any number of workspaces exclusively, with Read and Write permissions or for previewing only. Depending on the type of the respective workspace, it may be mounted for editing by just one user at a time or by multiple users simultaneously (Multi-user write and Avid workspaces).



As long as a client computer sees the volumes/shares comprising the depot, users can create and work with workspaces stored on them. Metadata requests for access to the depot are directly sent to the server running Tiger Spaces. Users don't have to authenticate themselves to access the respective file system, but access it with the credentials specified on the Tiger Spaces server computer. Thus, if Tiger Spaces is deployed without security restrictions, access to a given workspace depends solely on whether it is currently available or in use by another user. For the purposes of your workflow you can utilize workspace permissions. When Tiger Spaces is deployed in Active Directory domain environment, the permissions are specified for domain users and groups of users. When Tiger Spaces is deployed in workgroup environment, you can use locally created Tiger Spaces users and groups.

Tiger Spaces further enhances your workflow with workspace quotas, automatic parsing of data and generation of proxy media, browsing of workspaces without mounting them, setting workspaces as templates and creating workspaces based on templates.

Computers on the same network that don't have the client driver installed, cannot actually work with the workspaces in the depot, although they might see the underlying storage comprising the depot. Users on such computers can log on to the Tiger Spaces's web interface and preview data in any workspace that is accessible to their account.

You can administrate and work with Tiger Spaces in its web interface.

Note: *Changes to the underlying storage comprising the depot, take up to a minute to get detected in the web interface of Tiger Spaces.*

Concepts Used Throughout the Guide

Tiger Spaces server — the computer running Tiger Spaces server installation, which virtualizes the underlying volumes and network shares, presenting them as one depot to client computers. The Tiger Spaces server takes over processing metadata requests for access to workspaces stored in the depot, controlling file operations and user authentication. It also allows mounting each workspace in the depot as a separate local drive. The Tiger Spaces server optimizes the workflow by automatically parsing each workspace's data and generating proxy media.

Workspaces depot — the shared storage backbone comprised of Tiger Store-managed volumes and/or SMB/NFS network shares, on which client computers create workspaces. The depot can consist of as little as just one volume/network share or of multiple volumes/shares. Shares part of the depot can be exported by the same or different NAS appliance on the same network. The depot remains accessible to client computers even if just one of the underlying file systems, on which Tiger Spaces support is enabled, is currently available, displaying just the workspaces stored on that file system. Similarly, client computers that don't see one or more of the file systems comprising the depot, can still create and mount workspaces on the remaining volumes/shares in the depot. The workspaces depot and data on it remains inaccessible to computers without the Tiger Spaces client driver although they might see the file systems comprised in the depot.

Workspace — a folder in the Tiger Spaces's depot, which mounts as a local drive on client computers. A workspace has a name, description and keywords, which can be edited and facilitate the faster browsing of the depot's contents. Tiger Spaces scans each workspace, after it has been dismounted and parses data in it, to generate proxy media and allow searching by contents' metadata. On Windows client computers you can specify preferred mount point of a workspace. Unless security is disabled, access to each workspace is subject to authentication based on Active Directory or internal Tiger Spaces user accounts. When security is disabled, access to a workspace depends only on the workspaces status - available or in use by another computer.

Tiger Spaces web interface — the web interface where you can create and mount your own or other users' workspaces. Users with administrative accounts can also manage Tiger Spaces settings, workspaces and monitor activity in the web interface.

Storage Requirements

Your Tiger Spaces depot can consist of:

- Tiger Store-managed volumes/volume pools.
- existing or newly created SMB and NFS shares on the same network.

Important: *Currently, Tiger Spaces doesn't provide support for shares created on HFS+ volumes and provides limited support for Samba 3.x shares created on Linux. Refer to release notes for details.*

Volumes managed by a Tiger Store metadata controller are immediately detected in the Tiger Spaces web interface and you can enable Tiger Spaces support on any of them, which is shared to Tiger Clients. Volumes managed by a Tiger Store metadata controller are accessible through Tiger Spaces with the permissions of each Tiger Client computer.

Network Shares Requirements

For the purposes of its workflow Tiger Spaces has the following requirements for the network shares, which can comprise the shared workspaces depot:

- Each share should have a “psp_” prefix in its name. If allowed, add the “psp_” prefix in front of the share name after it has been exported. If renaming a share once it has been created is not possible, you should rename the volume/folder itself, adding the “psp_” prefix, and then export the share anew. Thus, if a share that you want to use is named for example “Projects”, you should rename it or the folder to “psp_Projects”.

Note: *The prefix is automatically hidden in the Tiger Spaces interface to allow you to more easily discern between shares on which to enable Tiger Spaces support.*

- Tiger Spaces uses a dedicated account (Active Directory domain or local account on the NAS appliance), which has Full Control (on Windows) or Read & Write permissions (on Linux) over each share, which will be made part of the workspaces depot. This account should be the only one, with permissions to read and write on the share, thus preventing other users from accessing the share. The dedicated account must also have Full Control (on Windows) or Read & Write permissions (on Linux) over the share file system (the folder or the whole volume exported as a share). You must use one and the same dedicated account for each share exported by the same NAS appliance.

Installing and Uninstalling Tiger Spaces

Tiger Spaces can be installed on a Tiger appliance or on a computer, meeting the minimum system requirements (see “Tiger Spaces Server System Requirements” on page 7). In case your Tiger appliance doesn’t have Tiger Spaces installed, you can upload the new installation as a firmware update on the appliance. For more information, refer to the administration guide of your Tiger appliance.

To be able to work with workspaces, you must also install the Tiger Spaces client driver on each client computer.

Tiger Spaces Server System Requirements

You can install Tiger Spaces on a computer that meets the following minimum system requirements:

- PC with 2.5-GHz 64-bit (x64) processor.
- 64-bit Microsoft Windows® 8/Server 2012/Server 2012 R2/Windows® 10.

  Important: *To be able to benefit from the workspace quota feature, the computer must run a server OS - Microsoft Server 2012/Server 2012 R2.*
- Microsoft SQL Server 2016 Express.
- 8Gb of physical RAM at least.
- 500MB of available hard-disk space for installation.
- TCP ports 85 and 8480 must not be blocked by a firewall if any.

Tiger Spaces Client System Requirements

You can install the Tiger Spaces client driver on a computer meeting the following minimum system requirements:

Mac OS X:

- Intel-based Mac with 2.0 GHz CPU.
- Mac OS X Mavericks/Mavericks Server (64-bit), Mac OS X Yosemite/Yosemite Server (64-bit), Mac OS X El Capitan (64-bit), macOS Sierra (64-bit).

Note: *No support for Mac OS X versions below 10.7.*

- 4 GB of physical RAM at least.
- 150 MB of available hard-disk space for Tiger Spaces client software installation.
- 4 Gb/8 Gb/16 Gb FC, 10 GbE and/or 1 GbE adapter for connection to the underlying storage.
- Network LAN connection (1 Gb at least) for public communication.
- TCP ports 9120 and 9128 must not be blocked by a firewall if any.
- Tiger Client driver installed, in case you are using Tiger Spaces in conjunction with Tiger Store.

Windows:

- PC with 2.0 GHz processor.
- 32-bit or 64-bit Microsoft Windows® 7/Server 2008 R2, Windows® 8/Server 2012/ Server 2012 R2, Windows® 10.

Important: *Microsoft Windows® 7/Server 2008 R2 computers must run at least Service Pack 1 and have the KB3033929 security update installed.*

Note: *No support for Microsoft Windows® 95, Windows® 98, Windows® NT, Millennium Edition, Windows® 2000, Windows® XP/Server 2003/Server 2003 R2 or Windows® Vista/Server 2008.*

- 4 GB of physical RAM at least.
- 150 MB of available hard-disk space for Tiger Spaces client software installation.
- 4 Gb/8 Gb/16 Gb FC, 10 GbE and/or 1 GbE adapter for connection to the underlying storage.
- Network LAN connection (1 Gb at least) for public communication.
- TCP ports 9120 and 9128 must not be blocked by a firewall if any.
- Tiger Client driver installed, in case you are using Tiger Spaces in conjunction with Tiger Store.

Installing Tiger Spaces

Note: *You can install or update Tiger Spaces on a Tiger appliance as a firmware update. For more information, refer to the administration guide of your Tiger appliance.*

To install Tiger Spaces on a server computer:

1. On the server computer, log on using an account with administrative privileges.
2. Browse for and double-click the Tiger Spaces installation file and then click Next.
3. Accept the terms of the software license agreement and click Next.
4. Click Install.
5. When the installation finishes, click Close.
6. Restart the computer.

To download and install the Tiger Spaces client driver:

1. In a web browser, access the IP address of the computer running Tiger Spaces server through port 8480.

   For example, if the computer running Tiger Spaces server has IP address 10.200.6.29, in the address bar of a web browser enter the following:
   `10.200.6.29:8480`
2. On the home page of the Tiger Spaces web interface, click the Downloads button  in the upper right corner.
3. Find the Tiger Client installation file for your operating system and click Download.
4. When the installation file downloads to your computer, double-click it to start the installation.

5. Follow the on-screen instructions and when prompted, restart your computer.

   The Tiger Spaces client icon appears in the Menu Bar/System Tray of your computer.

Activating Tiger Spaces

To be able to use the product, you need to activate it on the computer running the Tiger Spaces server installation. For activation Tiger Spaces makes use of a software-protection dongle. The dongle is already plugged on your Tiger appliance. When you have installed Tiger Spaces on a software-only Tiger Store metadata controller or another computer, you must plug the dongle yourself. If the correct activation file is not uploaded on the dongle, you cannot enable support for Tiger Spaces on the volumes/shares and create and work with workspaces. For detailed activation instructions, refer to the accompanying software dongle documentation.

Note: *There's no need for activation of Tiger Spaces on client computers.*

Uninstalling Tiger Spaces

Unless Tiger Spaces is running on a Tiger appliance, you can uninstall it from the computer at any time. Once you uninstall Tiger Spaces, the workspaces depot folder and all its contents on the shared storage volumes/network shares becomes visible to anyone having access to it.

To uninstall Tiger Spaces from a Tiger appliance, you should request assistance from Tiger Technology support.

To uninstall Tiger Spaces:

1. In Control Panel, double-click Programs and Features.
2. Right-click Tiger Spaces and select Uninstall.
3. When prompted to confirm that you want to remove Tiger Spaces from the computer, click Yes.

   The uninstallation of Tiger Spaces warns you that you will have to reboot the computer to complete the uninstallation.
4. Click OK.
5. When prompted, restart the computer.

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Once you have installed and activated Tiger Spaces, you are ready to configure it for work. Tiger Spaces settings can be configured only by a user with an administrative account.

Access the Web Interface

You can access the Tiger Spaces web interface from any computer, which is on the same network as the computer running the Tiger Spaces server installation. Initially you can log on to the web interface only with the following automatically created administrative account:
user name: **`psadmin`**
password: **`psadmin`**

Note: *The web interface is accessible with most web browsers as long as JavaScript is enabled. If you experience any problems with accessing the web interface, please, contact Tiger Technology support.*

To access the Tiger Spaces web interface:

1. In a web browser, access the IP address of the computer running Tiger Spaces server through port 8480.

   For example, if the computer running Tiger Spaces server has IP address 10.200.6.29, in the address bar of a web browser enter the following:
   `10.200.6.29:8480`

2. Enter the credentials of the default administrator's account in the respective fields and then click ➤ .

Configure the Workspaces Depot

The workspaces depot can consist of Tiger Store-managed volumes and/or network shares. While Tiger Spaces automatically detects all Tiger Store-managed volumes and lets you enable Tiger Spaces support on them, before you can enable support for Tiger Spaces on a network share, you must first create a list of NAS appliances, whose network shares to use.

Create a List of NAS Appliances

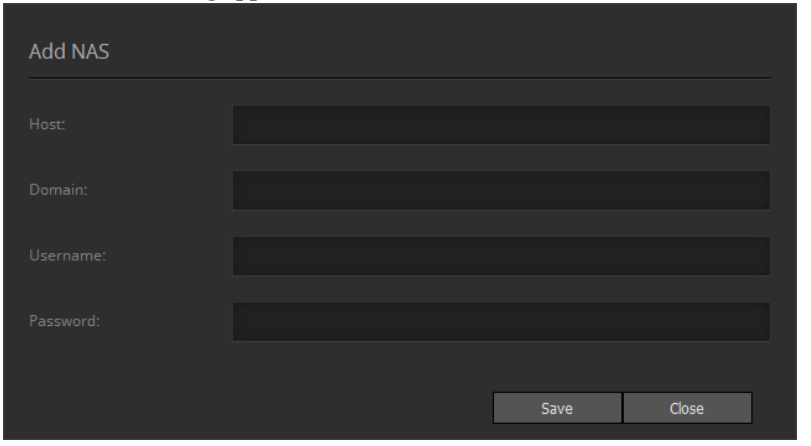
You can add and remove NAS appliances from the list at any time. Even if you add a NAS appliance to the list, but do not enable Tiger Spaces support on the share(s) it exports, its share(s) will not be part of the depot. Similarly, if you remove a NAS appliance from the list, even though Tiger Spaces support might have been enabled on its share(s), the share(s) will automatically be removed from the depot.

You cannot edit a NAS appliance's details such as credentials for access to its share(s) once you have added it to the list. In this case you will have to remove it from the list and then add it anew with the new details.

To add a NAS appliance to the Tiger Spaces list:

1. Log on to the web interface with an administrative account.
2. Click your account in the taskbar and then click Settings.
3. In the left pane of the Settings page, click Storage.
4. In the taskbar click the Connect Storage button .

   The Add NAS dialog appears.



5. Enter the details of the NAS appliance whose shares you want to add, including the credentials of the dedicated account used for access to the shares.
6. Click Save.

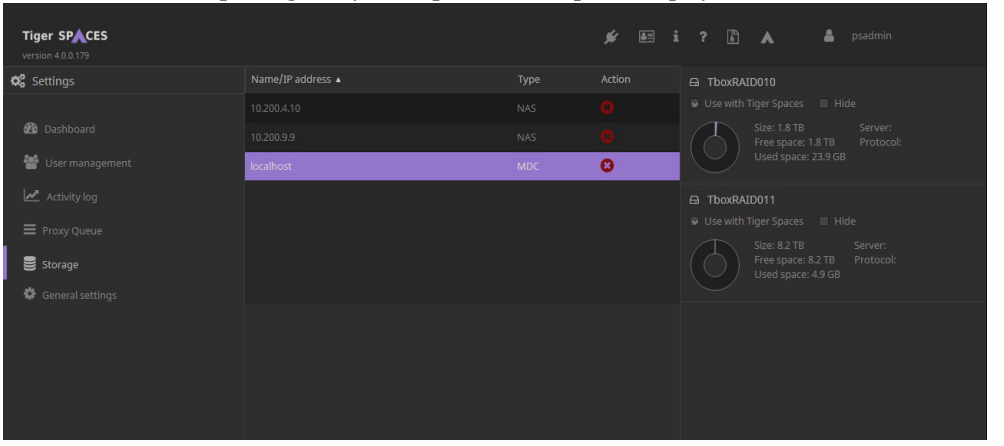
   The NAS appliance is added to the list and you can enable support on each of its shares, following the steps in "Enable/Disable Support for Tiger Spaces" on page 14.

To remove a NAS appliance from the Tiger Spaces list:

1. Log on to the web interface with an administrative account.
2. Click your account in the taskbar and then click Settings.

3. In the left pane of the Settings page, click Storage.

   The list of servers exporting file systems part of the depot is displayed.



4. Next to the IP address of a NAS appliance in the list, click the Delete button .

   Tip: *Click the Inspector button on the taskbar to display detailed information about the NAS appliance and the shares it exports.*

5. When prompted, confirm that you want to remove the selected NAS appliance from the list.

Enable/Disable Support for Tiger Spaces

For Tiger Spaces to create the depot on a volume/network share and allow users to create workspaces and mount them for viewing or editing you should first enable Tiger Spaces support on one or more volumes/network shares.

You can enable/disable support for Tiger Spaces at any time. When you disable support for Tiger Spaces the contents of each volume/network share's depot automatically becomes visible to any connected computer in the "tws" folder in the root of each volume/network share and access to workspaces in this folder depends only on the security applied to the volume/network share itself.

Important: *If a folder named "tws" already exist in the root of the volume/network share, you cannot disable Tiger Spaces support until you rename that folder.*

Enabling support for Tiger Spaces anew automatically restores the last applied Tiger Spaces settings.

When you enable Tiger Spaces support on a Tiger Store-managed volume, you can also specify whether to hide this volume on Tiger Client computers, thus ensuring that the volume is used solely for storing Tiger Spaces workspaces.

Tiger Spaces and Smart Storage Pooling

When smart storage pooling is enabled on your Tiger metadata controller, you can enable Tiger Spaces support on the volume pool instead of the individual SAN volumes. In this case a separate depot is created on each of the volumes in the pool. When creating a new workspace, you can choose on which volume in the pool to store it. When you want to import an ambiguous folder (a folder with the same name existing in the same location on two or more volumes in the pool), it contains the merged contents of all ambiguous folders with the same name, but has the attributes of the ambiguous folder that is on the volume first detected by the metadata controller service at the time you perform the import operation. The same rule applies for ambiguous files in ambiguous folders that are being imported - Tiger Spaces will import just the file in the ambiguous folder first detected by the metadata controller service.

If you enable Tiger Spaces support on a volume pool, which is later disbanded on the metadata controller, Tiger Spaces automatically enables support on each of the volumes that had participated in the pool. Vice versa, when Tiger Spaces support is enabled on multiple volumes, which are later added to a smart storage pool on the metadata controller, Tiger Spaces automatically enables the support on all volumes in the volume pool, even if it has not been enabled on some of them before. In this case ambiguity can occur as it is possible folders with identical names to exist in the depot of two or more volumes that now are part of a pool. To avoid problems with ambiguous workspaces, it is advisable to check the list of all workspaces on all volumes and rename one or the other ambiguous workspace before enabling smart storage pooling.

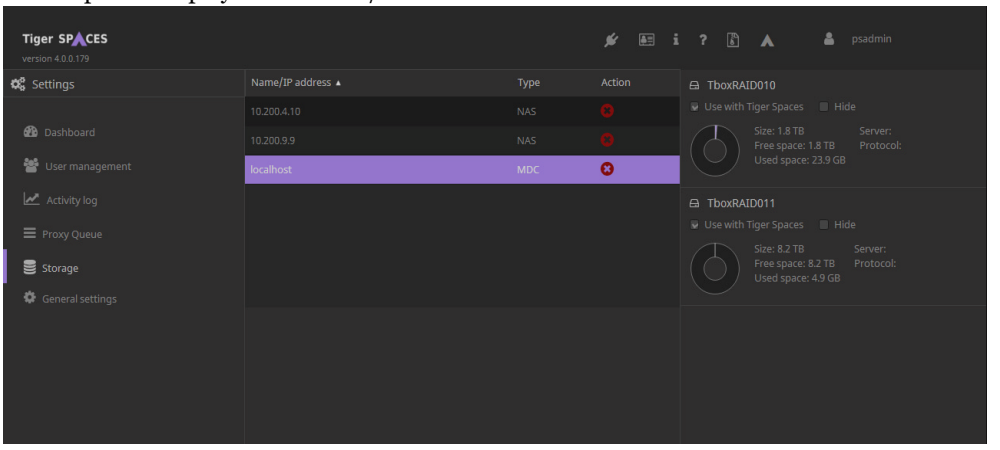
When a volume, on which Tiger Spaces support had been once enabled, but was then disabled (all workspaces became visible in the "tws" folder on the root of the volume) is added to a smart storage pool that contains a volume with enabled Tiger Spaces support, support for Tiger Spaces is automatically enabled on all volumes in the pool and the workspaces from the "tws" folder on the root of that volume are accessible from the depot.

To enable/disable Tiger Spaces support on a volume/share:

1. Log on to the web interface with an administrative account.
2. Click your account in the taskbar and then click Settings.
3. In the left pane of the Settings page, click Storage.
4. Select a server in the list and then toggle the Inspector by clicking the Inspector button  on the taskbar.

Tip: *To display Tiger Store-managed volumes, click localhost in the list.*

The Inspector displays all volumes/shares for the selected server with their details.



5. Do one of the following:

   • To enable Tiger Spaces support on a volume/share, select the “Use with Tiger Spaces” check box.

   • To disable Tiger Spaces support on a volume/share, clear the “Use with Tiger Spaces” check box.

6. When prompted, confirm that you want to enable/disable Tiger Spaces support on the selected volume/share.

7. (optional, for Tiger Store-managed volumes only) Do one of the following:

   • To hide a volume from Tiger Clients, select the “Hide” check box and then confirm, when prompted.

   • To leave the volume visible to Tiger Clients, clear the “Hide” check box and then confirm, when prompted.

Set Up the Deployment Environment

Regardless of the environment, in which the storage depot is accessible, you can deploy Tiger Spaces without any security restrictions for users. This means that as long as a volume/network share is accessible to any given computer, users can create workspaces on it and there are no restrictions regarding who can view and mount for editing a workspace as long as its status is “Available”.

You can switch your Tiger Spaces setup to a deployment with no security at any time. See “Enable and Disable Permissions” on page 31.

Active Directory Domain Environment

When the computer running Tiger Spaces is in Active Directory domain, you should create two groups of users on your domain controller:

Tiger Spaces Admins — all users in this group will be able to access the administrative interface of Tiger Spaces and act as Tiger Spaces administrators;

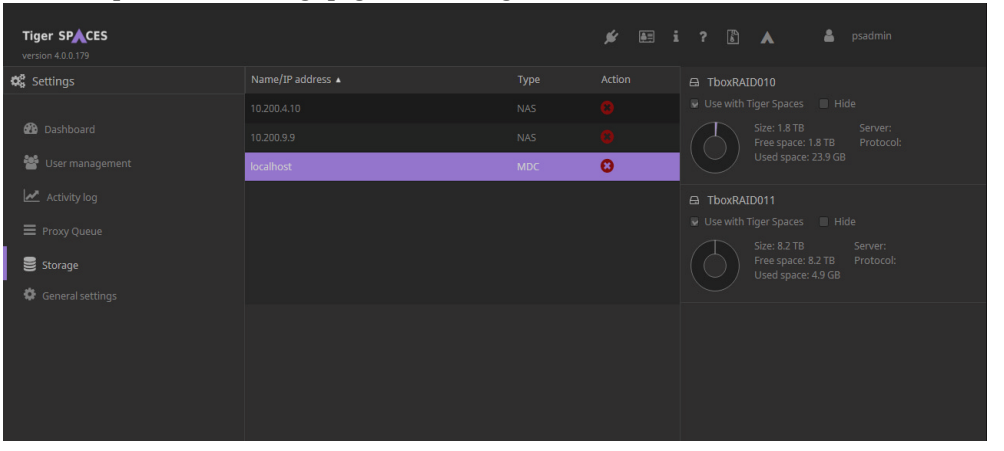
Tiger Spaces Users — all users in this group will be able to work with Tiger Spaces (access the depot and work with workspaces) depending on the access permissions assigned to them;

Important: *If a domain user is a member of both "Tiger Spaces Admins" and "Tiger Spaces Users" groups, that user can configure Tiger Spaces settings.*

Although Tiger Spaces automatically detects if your Tiger Spaces server is part of an Active Directory domain, to be able to list the domain users in the ‘Tiger Spaces Users’ and ‘Tiger Spaces Admins’ groups on the domain controller, you must provide the credentials of a user that has permissions to list the users in the domain you are using. If security is not disabled in Tiger Spaces, in the web interface you can set the access permissions (owner, write, read, none) of each workspace. For more information, refer to “Set Workspace Permissions” on page 62.

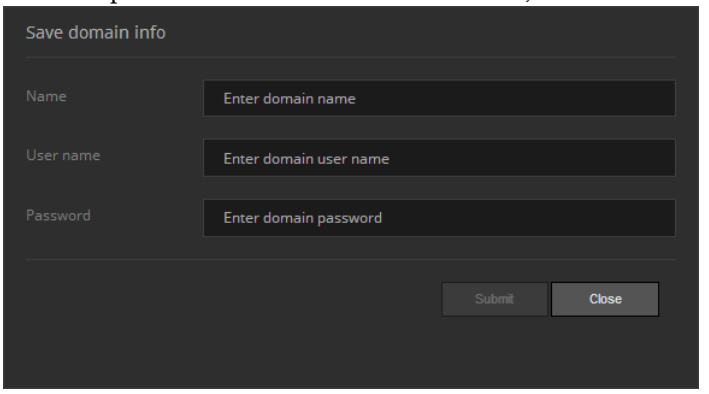
To provide domain credentials:

1. Log on to the web interface with an administrative account.
2. Click your account in the taskbar and then click Settings.
3. In the left pane of the Settings page, click Storage.



4. In the taskbar, click the Domain Info button .

5. In the Save Domain Info dialog, enter the domain name and the user name and password of a user with permissions to list users in this domain, then click Submit.



Workgroup Environment

When the computer running Tiger Spaces is not in an Active Directory domain, you can still benefit from security by deploying Tiger Spaces in workgroup environment, in which accesses depend on the permissions assigned to internally created Tiger Spaces user accounts. Tiger Spaces user accounts are stored in a database common for all client computers. Only users that log on with a valid Tiger Spaces user account can access the depot and create and work with workspaces. Additionally, if security is not disabled in Tiger Spaces, in the web interface you can set the access permissions (owner, edit, view) of each workspace. For more information, refer to “Set Workspace Permissions” on page 62.

For more information about creating the Tiger Spaces users database, refer to “Manage Tiger Spaces User Accounts and Groups” on page 18.

Manage Tiger Spaces User Accounts and Groups

When Tiger Spaces is deployed in an Active Directory domain, the user accounts management is performed the way you would manage domain users – members of the “Tiger Spaces Users” group can create and work with workspaces, while members of the “Tiger Spaces Admins” group on the domain controller can also manage Tiger Spaces settings. The only difference is that you specify the access permissions of domain users to workspaces through the Tiger Spaces interface (see “Set Workspace Permissions” on page 62).

Note: *If you want to use the user accounts in a different group on the domain controller, contact Tiger Technology support for assistance.*

When you deploy Tiger Spaces in workgroup environment, to let users create and work with workspaces and also to benefit from workspace permissions, you need to create and manage an

internal database with user accounts. Each user account is defined by a user name, password and account type - User (the user can work with workspaces) or Administrator (the user can work with workspaces and manage Tiger Spaces settings).

To facilitate you in assigning workspace permissions, Tiger Spaces also allows you to unite users into groups and instead of specifying the permissions of each user for a given workspace, assign permissions to the whole group. You can also specify that a given group is a sub-group of another group. The users in a sub-group automatically inherit the permissions set for the group, unless different permissions are explicitly assigned to the sub-group.

You cannot modify user accounts and groups after you create them. You can change the following parameters of a user account - password, type (User or Administrator) and groups the account is member of. You can change the following parameters of a user group - type (Users or Administrators), members (add or delete users), groups it is a sub-group of.

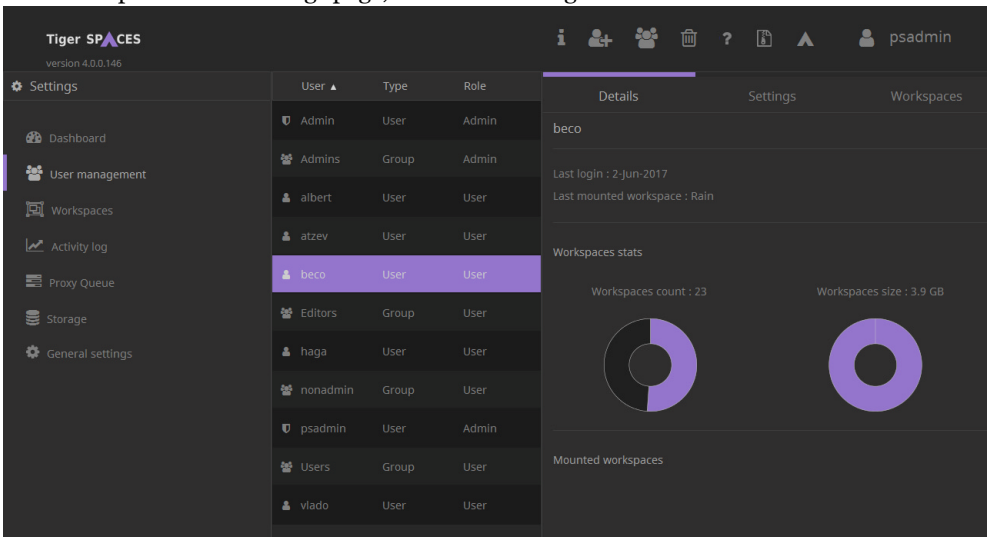
Note: *You cannot rename Tiger Spaces users or groups. To change the name of a user or group, you have to delete it and then re-create it again with the new name.*

In case a user account is member of both a group of Administrators and a group of Users, the user gains administrative rights and can manage Tiger Spaces settings. Should you decide to change the type of an account from Administrator to User, Tiger Spaces automatically removes the user account from all groups of Administrators that it has been part of.

To create a Tiger Spaces user:

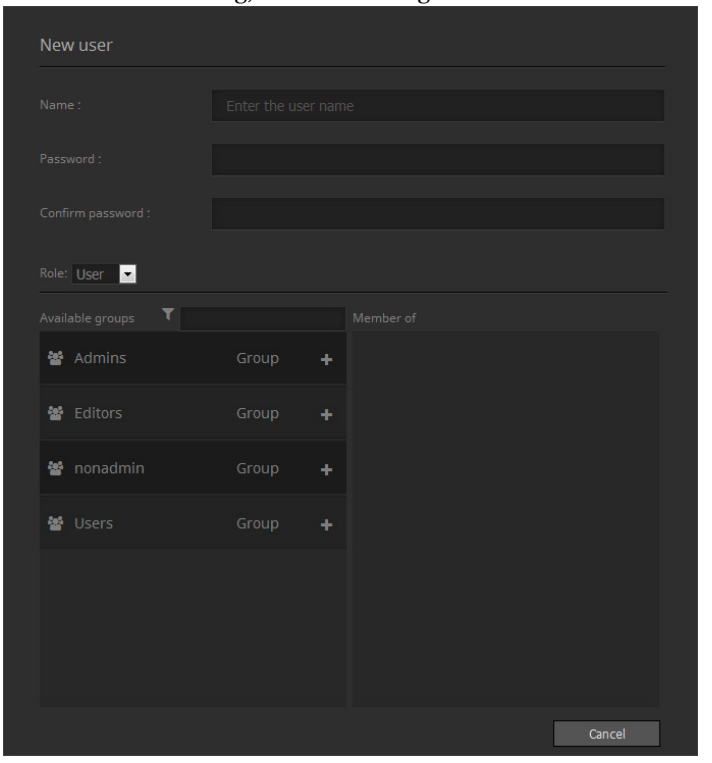
1. Log on to the web interface with an administrative account.
2. Click your account in the taskbar and then click Settings.

3. In the left pane of the Settings page, click User management.



4. In the taskbar, click the Create User button .

5. In the New User dialog, do the following:



- Enter the user name and password in the corresponding fields.
- In the Role drop-down box, select User or Administrator.
- In Available Groups, click the + button of a group to add it to the list of groups the new user is member of.

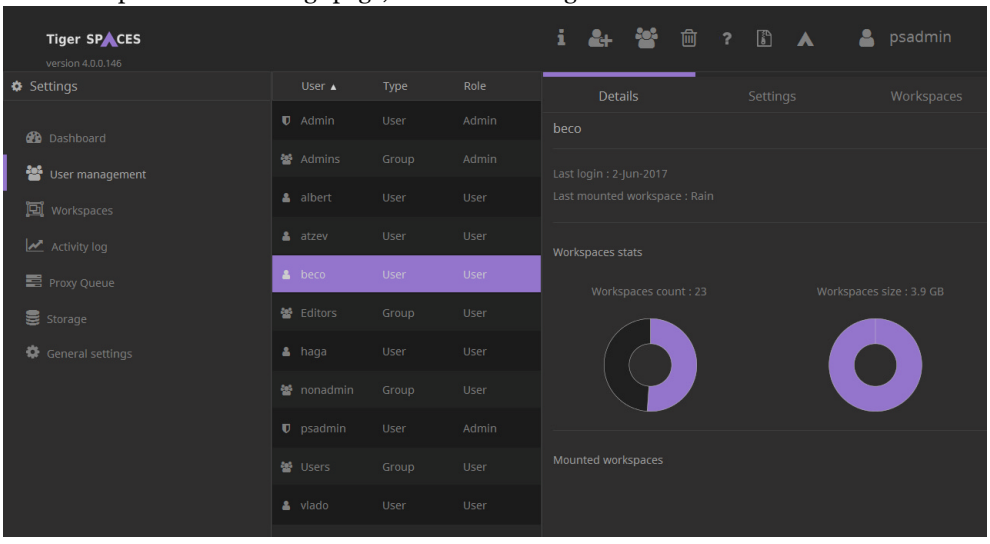
Tip: *To remove a group from the list of groups the new user is member of, click the - button in the group badge.*

6. Click Save.

To create a Tiger Spaces user group:

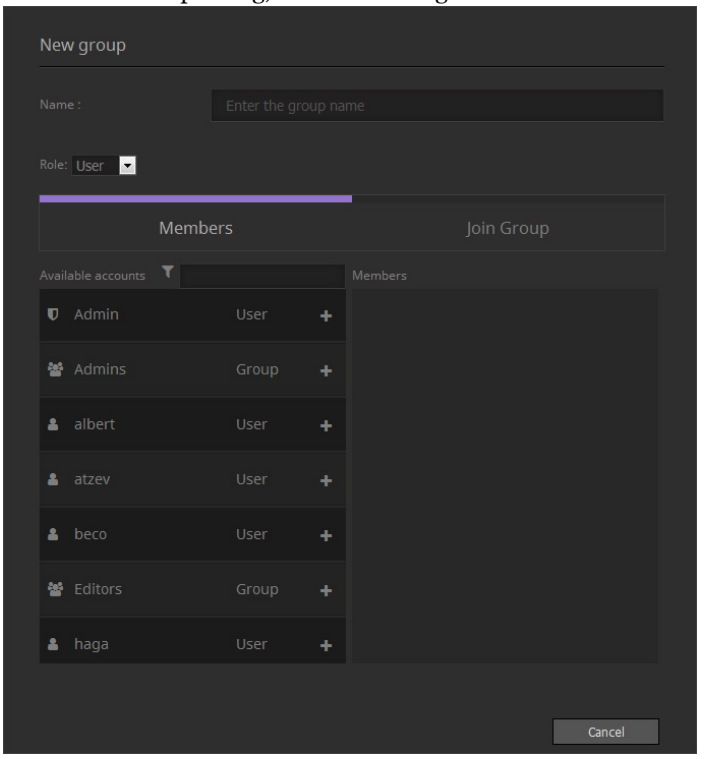
1. Log on to the web interface with an administrative account.
2. Click your account in the taskbar and then click Settings.

3. In the left pane of the Settings page, click User management.



4. In the taskbar, click the Create Group button .

5. In the New Group dialog, do the following:



- Enter the group name in the corresponding field.
- In the Role drop-down box, select User or Administrator.
- In the list of existing user account, click the + button of a user to add it as a member of the new group.

Tip: *To remove a user from the group, click the - button in the user badge.*

- Click Join Group and then click the + button of an existing group to add the new group as a sub-group of the selected group.

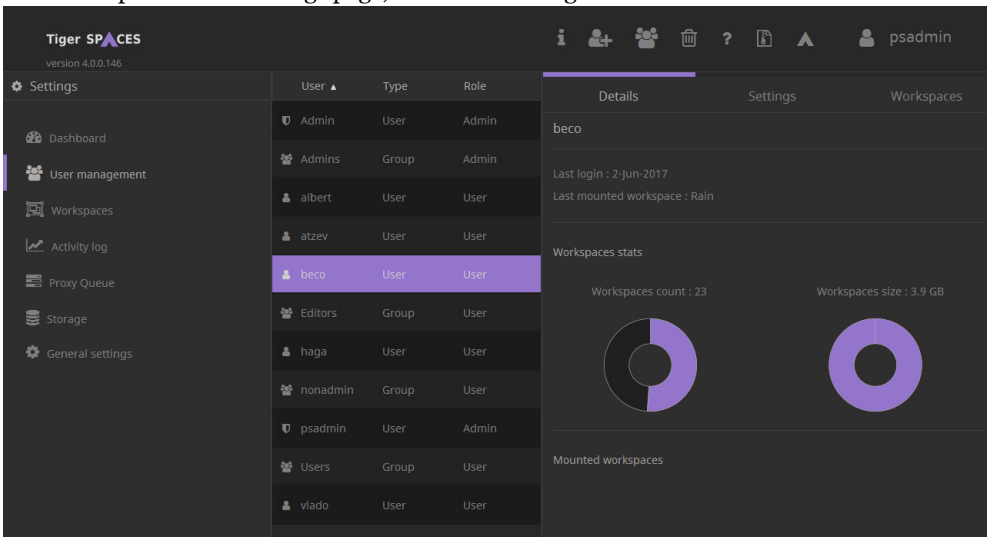
Tip: *To remove the new group from the list of sub-groups, click the - button in the group badge.*

6. Click Save.

To modify a Tiger Spaces user account:

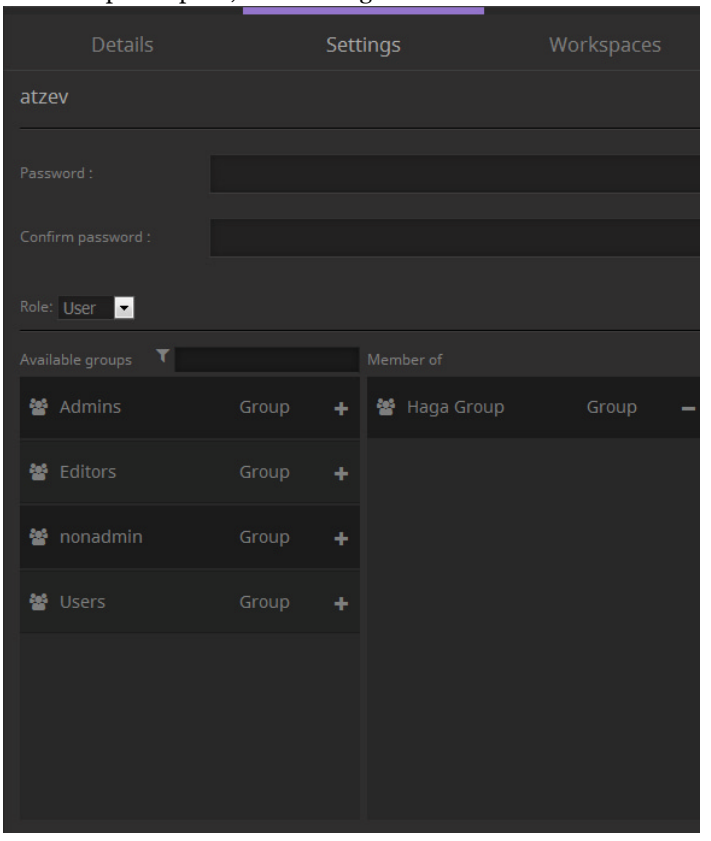
1. Log on to the web interface with an administrative account.
2. Click your account in the taskbar and then click Settings.

3. In the left pane of the Settings page, click User management.



4. In the list of users and groups, click the account you want to modify and make sure the Inspector is toggled (click the Inspector button).

5. In the Inspector pane, click Settings.



- To change the password of the user, enter the new password in the corresponding fields.
- To change the type of the user, select User or Administrator in the Role drop-down box.

Important: *If you change the type to User, but that account is member of Administrators group(s), Tiger Spaces automatically will remove the account from all groups of Administrators.*

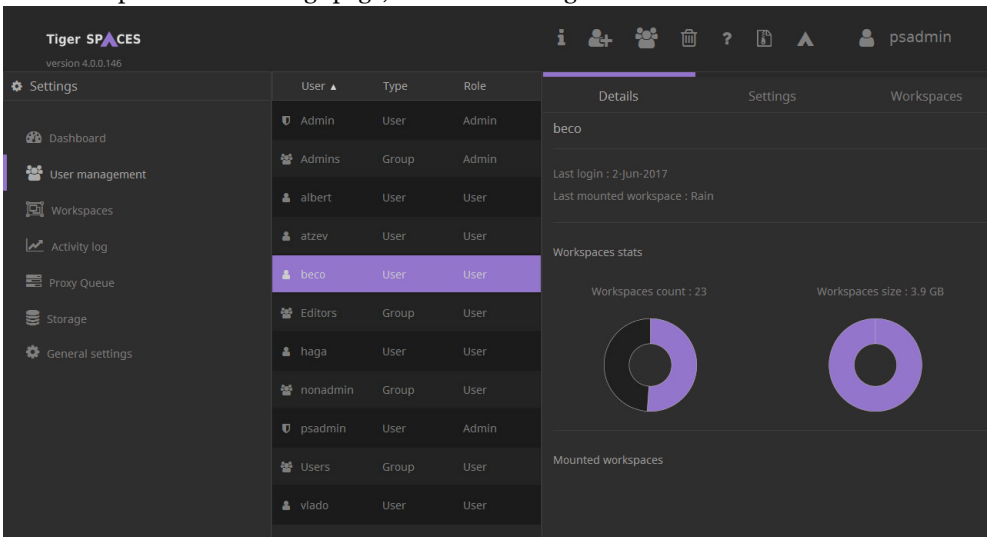
- To add the user to a group, click the + button next to a group name in the list of groups.
- To remove the user from a group, click the - button next to the group name in the "Member of" list.

6. Click Save.

To modify a Tiger Spaces user group:

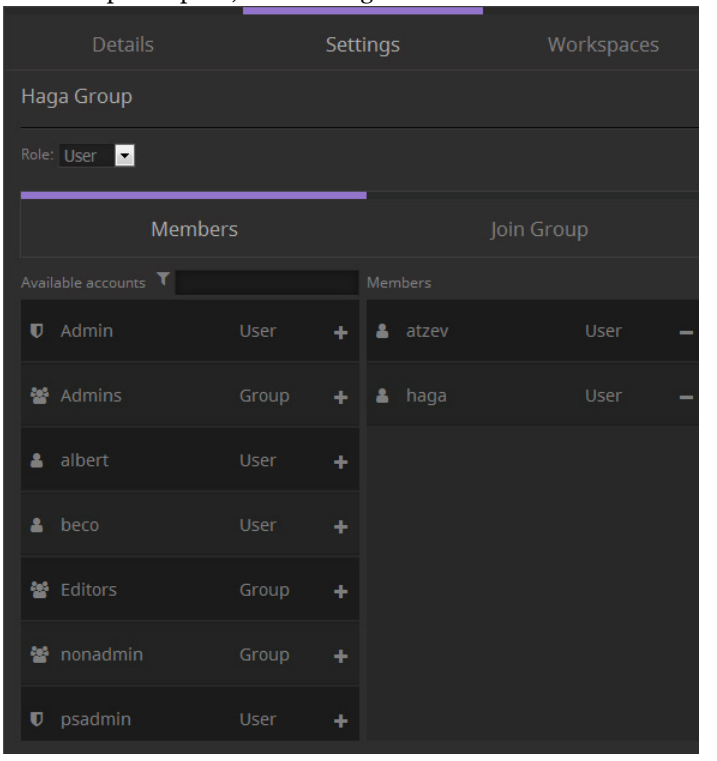
1. Log on to the web interface with an administrative account.
2. Click your account in the taskbar and then click Settings.

3. In the left pane of the Settings page, click User management.



4. In the list of users and groups, click the group you want to modify and make sure the Inspector is toggled (click the Inspector button).

5. In the Inspector pane, click Settings.



- To change the type of the group, select User or Administrator in the Role drop-down box.
- To add a user to the group, in “Available accounts” click the + button next to a user.
- To remove a user from the members of the group, in “Members” click the - button next a user.
- Click Join Group and then using the +/- buttons add and remove the groups of which the currently modified group is a sub-group.

Important: *Be careful not to create circular dependency by setting the group as a sub-group of a group that is already a sub-group of the currently modified group.*

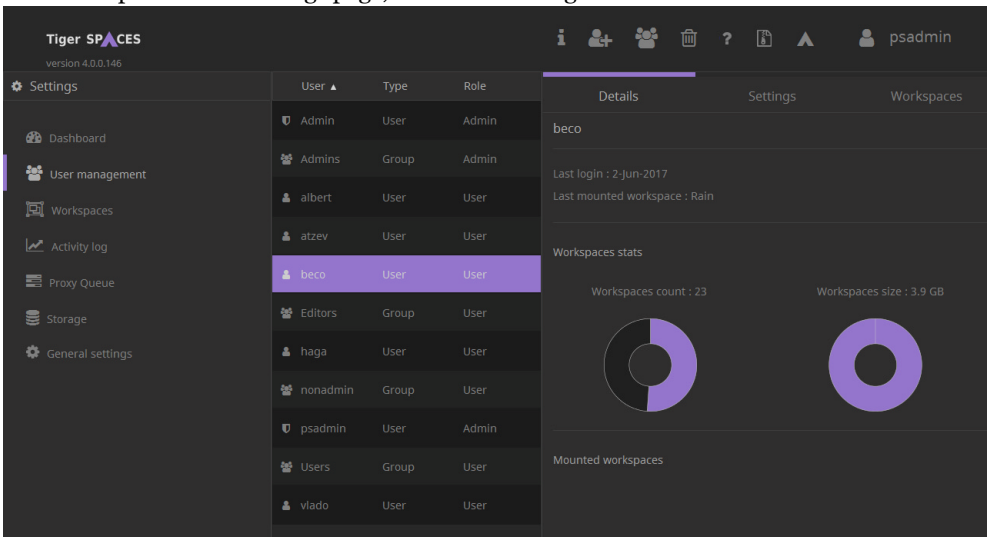
6. Click Save.

To delete a Tiger Spaces user:

1. Log on to the web interface with an administrative account.

2. Click your account in the taskbar and then click Settings.

3. In the left pane of the Settings page, click User management.



4. In the list of users and groups, click the account you want to remove and click the Delete button .

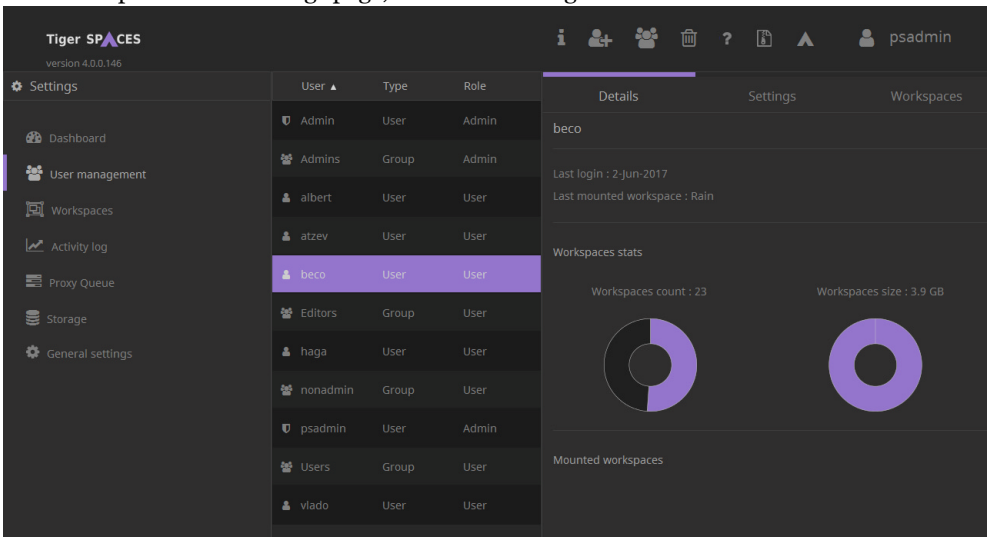
5. Confirm that you want to delete the user, when prompted.

   The deleted user no longer has access to the depot and to workspaces even if that user is the owner of these workspaces. It is advisable to assign another user as owner of the deleted user's workspaces.

To delete a Tiger Spaces user group:

1. Log on to the web interface with an administrative account.
2. Click your account in the taskbar and then click Settings.

3. In the left pane of the Settings page, click User management.



4. In the list of users and groups, click the group you want to remove and click the Delete button .

5. Confirm that you want to delete the group, when prompted.

   The members of the deleted group no longer have access to workspaces, for which permissions have been specified for the deleted group and not for each individual user.

Enable/Disable Workspace Quotas

Important: *Workspace quotas are not supported on network shares or when Tiger Spaces support is enabled on a volume pool. To benefit from workspace quotas, Tiger Spaces must be installed on a Tiger appliance or a computer running server OS.*

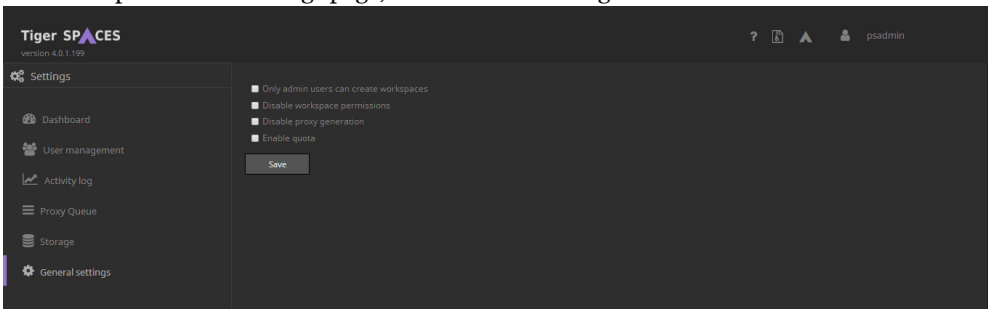
The workspace quotas setting allows you to specify the maximum size of a workspace on the underlying file system in the depot. The quota you specify does not reserve space on the file system, but serves just as a limit to the size of the workspace. Thus, whenever a user attempts to write new files to a workspace, which has reached its quota, Tiger Spaces displays a message that there is not enough free space, although the underlying volume may have more free space. You can specify a quota that is bigger than both the free space on the volume and its overall size, which will indicate that there's no limit for the size of the specific workspace. Similarly, a workspace without quota setting can take as much space on the volume as possible. Tiger Spaces doesn't calculate the sum of all quotas you specify - should the underlying volume run out of free space, even if a workspace hasn't reached its quota limit, users will not be able to write new data to it.

Once workspace quotas are enabled, only Tiger Spaces administrators can create new workspaces on SAN volumes, import folders from SAN volumes and move existing workspaces between SAN volumes. Tiger Spaces users can create workspaces and import folders only on the available network shares in the depot, and cannot move a workspace from a network share to a SAN volume.

You can enable and disable workspace quotas at any time. When workspace quotas are enabled after there are workspaces already created or imported in the depot, it is advisable to set a quota for each of them. Once you disable quotas the quota setting is lost and you will have to manually assign a quota to each workspace, should you decide to enable them again.

To enable/disable workspace quotas:

1. Log on to the web interface with an administrative account.
2. Click your account in the taskbar and then click Settings.
3. In the left pane of the Settings page, click General Settings.



4. In the General Settings page, do one of the following:
   - To enable workspace quotas, select the “Enable quota” check box.

     Important: *You cannot enable workspace quotas if Tiger Spaces support is enabled on a volume pool.*

   - To disable workspace quotas, clear the “Enable quota” check box.
5. Click Save.

   Tiger Spaces administrators can assign quota of newly created or already existing workspaces on volumes, managed by Tiger Store.

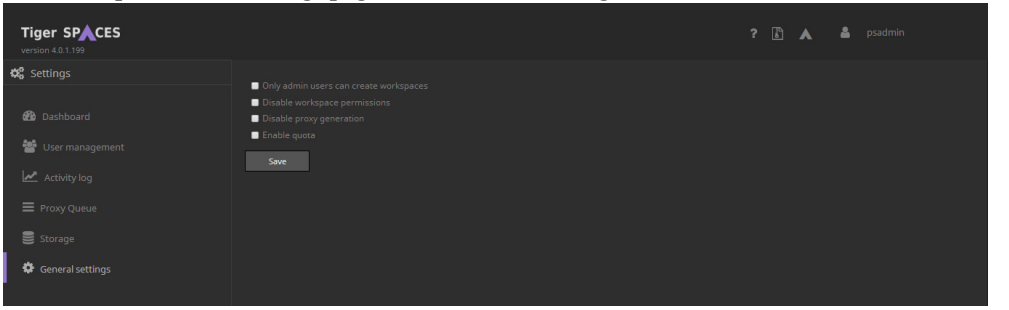
Restrict Users from Creating Workspaces

By default, both users and administrators can create new workspaces in the Tiger Spaces depot. When workspace quotas are enabled, only administrators can create new workspaces on SAN volumes, while users can create workspaces only on network shares. To restrict users from creating

new workspaces on both SAN volumes and network shares even if workspace quotas are disabled, you can set Tiger Spaces to allow only administrators to create workspaces.

To specify who can create new workspaces:

1. Log on to the web interface with an administrative account.
2. Click your account in the taskbar and then click Settings.
3. In the left pane of the Settings page, click General Settings.



4. In the General Settings page, do one of the following:

   • To restrict users from creating new workspaces, select the "Only admin users can create workspaces" check box.

   • To allow users to create new workspaces, clear the "Only admin users can create workspaces" check box.

   Note: *When workspace quotas are enabled, users will not be able to create new workspaces on SAN volumes, even if this check box is cleared.*

5. Click Save.

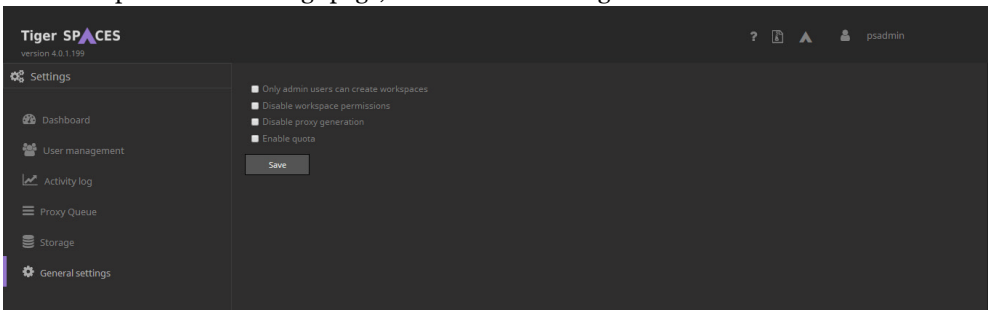
Enable and Disable Permissions

Regardless of the environment in which you deploy Tiger Spaces, you can select whether to use permissions (owner, edit, view) for access to the workspaces or not. If permissions are disabled, the access to workspaces depends only on the current status of the workspace – Available (you can mount the workspace for editing or viewing) or In Use (you can mount the workspace for viewing only).

When permissions are enabled in domain environment, you must specify the access permissions for each workspace of domain user accounts. When permissions are enabled in workgroup environment, you must specify the access permissions for each workspace of internal Tiger Spaces user accounts.

To enable/disable permissions:

1. Log on to the web interface with an administrative account.
2. Click your account in the taskbar and then click Settings.
3. In the left pane of the Settings page, click General Settings.



4. In the General Settings page, do one of the following:
   - To disable permissions, select the “Disable workspace permissions” check box.
   - To enable permissions, clear the “Disable workspace permissions” check box.
5. Click Save.

Manage Proxies

Managing the proxies means to enable or disable the generation of proxy media. By default, Tiger Spaces generates proxy media for all media files in the workspaces in order to facilitate previewing workspaces’ contents without having to mount them. Proxies are generated by the pre-installed parsers for most media files.

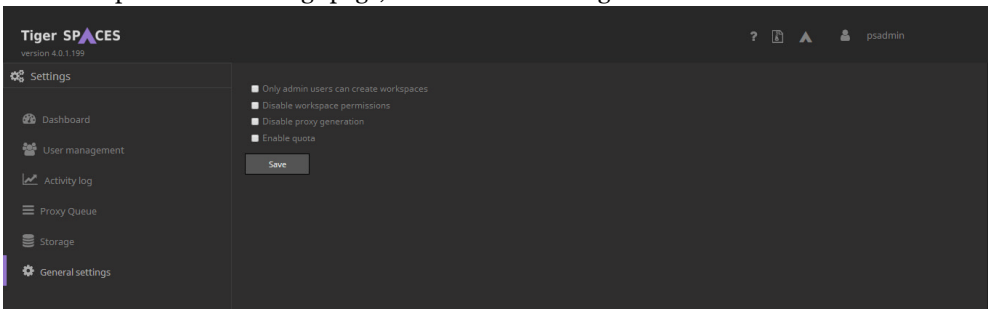
When proxies generation is enabled, Tiger Spaces scans for media without proxies in a workspace each time that workspace is unmounted from the last computer that has mounted it for editing. You can force the generation of proxies for a workspace with no proxy media generated so far, by rescanning it (see “Rescan a Workspace” on page 67).

Tiger Spaces also allows you to manually manage proxies by monitoring the progress of the queue and of individual proxy files, by pausing and starting the processing of the proxies queue. You can also delete all generated proxies or just the proxies associated with a specific workspace.

To enable/disable proxies generation:

1. Log on to the web interface with an administrative account.
2. Click your account in the taskbar and then click Settings.

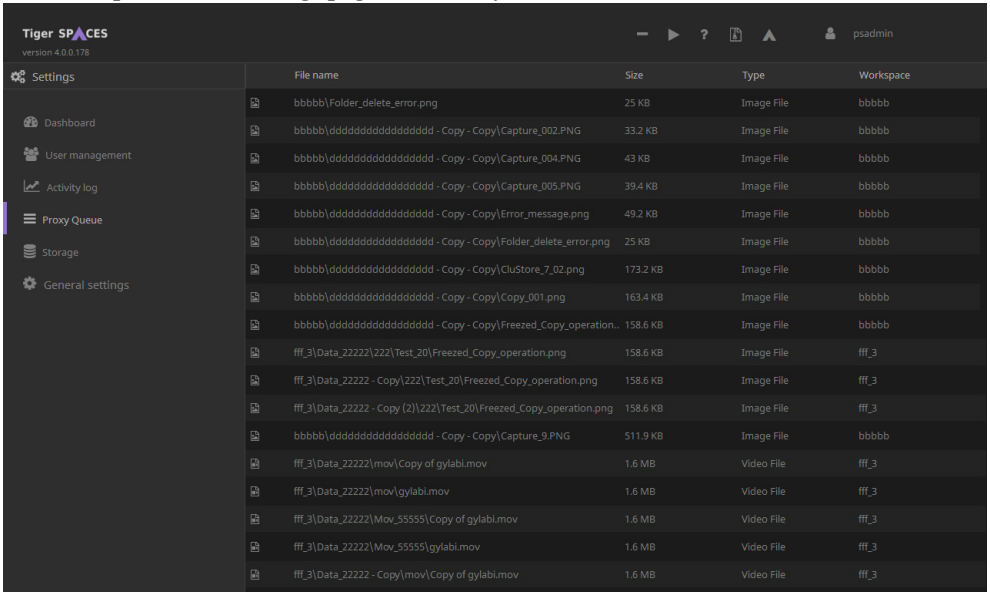
3. In the left pane of the Settings page, click General Settings.



4. In the General Settings page, do one of the following:
   - To enable proxies generation, clear the “Disable proxy generation” check box.
   - To disable proxies generation, select the “Disable proxy generation” check box.
5. Click Save.

To pause/resume the proxies queue:

1. Log on to the web interface with an administrative account.
2. Click your account in the taskbar and then click Settings.
3. In the left pane of the Settings page, click Proxy Queue.

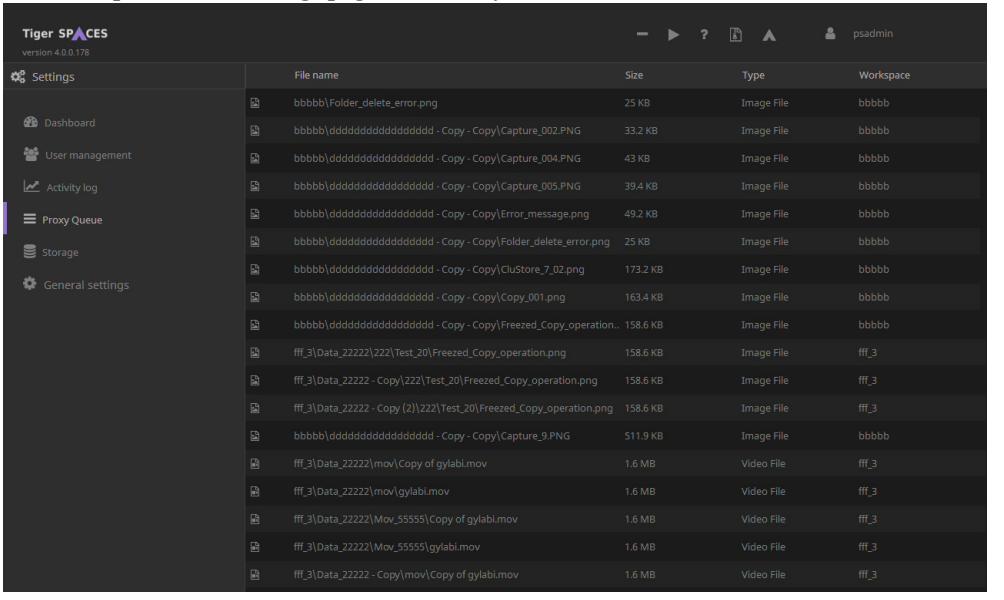


4. In the Proxy Queue page, do one of the following:

- To pause the proxies generation, click the Pause button ▮▮.
- To resume the proxies generation, click the Resume button ▶.

To delete all proxies in the depot:

1. Log on to the web interface with an administrative account.
2. Click your account in the taskbar and then click Settings.
3. In the left pane of the Settings page, click Proxy Queue.



4. In the Proxy Queue page, click the Delete All Proxies button ▬.

To clear the proxies of a workspace:

1. Log on to the web interface with an administrative account.
2. Select a workspace in the list and click the Clear proxies button ✖ in the taskbar.
3. Confirm that you want to delete the proxies of this workspace.

Monitor Tiger Spaces

As an administrator of Tiger Spaces you can view Tiger Spaces-related statistics and a detailed activity log.

View Tiger Spaces Statistics

The dashboard of Tiger Spaces displays the following statistics:

Storage statistics — the total size, the free space and the space taken up by workspaces for the whole workspaces depot and each file system in it individually.

Workspaces statistics — total number of workspaces in the depot, average size of a workspace, number of workspaces currently in use, number of workspaces created within a given time period.

User statistics — the number of users and groups, number of newly created users/groups within a given time period, number of sessions (connections to Tiger Spaces) of each user/group.

Note: *For detailed statistics about each separate user, refer to "View Per User Statistics" on page 35.*

To view statistics in the Tiger Spaces dashboard:

1. Log on to the web interface with an administrative account.
2. Click your account in the taskbar and then click Settings.
3. In the left pane, click Dashboard.

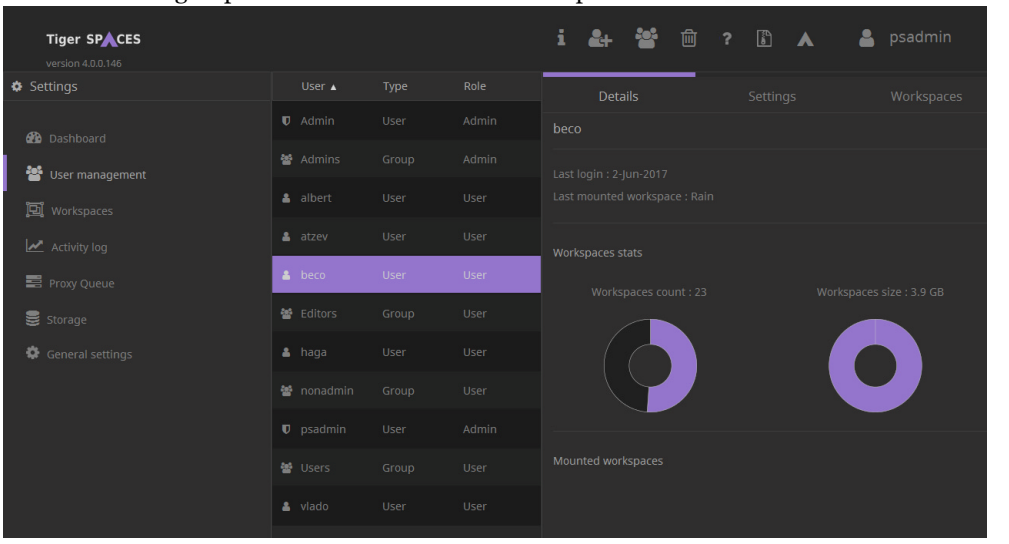
View Per User Statistics

Using the Tiger Spaces Inspector, you can view the following detailed information about each individual user:

- last time the user has logged in to Tiger Spaces.
- the last workspace mounted by the user.
- number of workspaces this user is owner of and their size.
- a list of workspaces currently mounted by the user.
- user role and groups that user is member of.
- list of workspaces the user owns and list of workspaces shared with the user.

To view per user statistics:

1. In the left pane of the Settings page, click User management.
2. Select a user or group in the list and then click the Inspector button .



View Tiger Spaces Activity Log

The activity log of Tiger Spaces gives you the following information:

Tiger Spaces settings — Tiger Spaces support enabled/disabled, permissions enabled/disabled, workspace quotas enabled/disabled.

User/group — created, deleted, changed type, time of log on and log out.

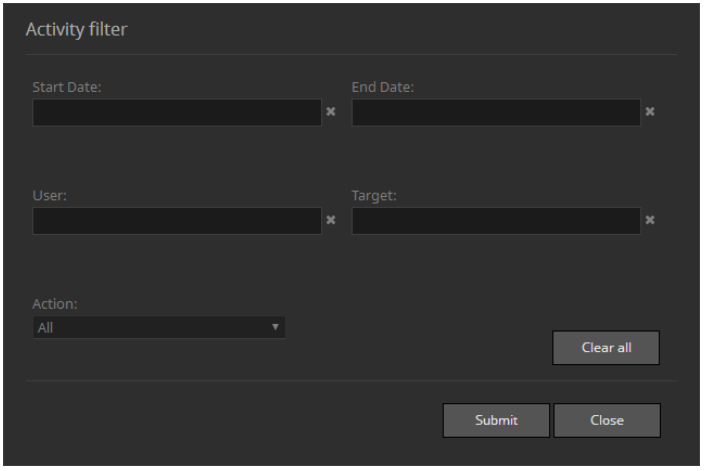
Workspaces — created, deleted, mounted, dismounted, moved.

You can also filter the information displayed in the activity log by time period, user, target (user, file system part of the depot, workspace) and type of activity.

To view the Tiger Spaces activity log:

1. Log on to the web interface with an administrative account.
2. Click your account in the taskbar and then click Settings.
3. In the left pane, click Activity log.

4. To filter the results, in the taskbar click the Filter button :



5. In the Activity Filter dialog, select the filters you want to apply and click Save.

Tip: *To clear the filters, in the Activity Filter dialog click Clear All and then Save.*

3 Working with Tiger Spaces

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Connect to the Tiger Spaces Server

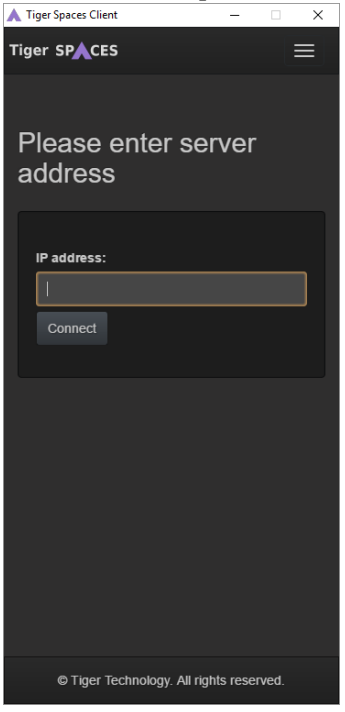
By default, the Tiger Spaces client driver is set to automatically detect a Tiger Spaces server on the same network and connect to it. Still, if for some reason you cannot automatically connect to the Tiger Spaces server, or there are more than one Tiger Spaces servers deployed in your facility, you should manually connect or switch the connection between servers.

Important: *A Tiger Spaces client computer can be connected to only one Tiger Spaces server at a time. You cannot connect to another Tiger Spaces server before you unmount all currently mounted workspaces.*

To manually connect to a Tiger Spaces server:

1. Do one of the following:
   - (Windows) Right-click the Tiger Spaces tray application and select Settings.
   - (Mac OS X) Click the Tiger Spaces menulet and select Settings.

   The client driver opens the web interface for connecting to the Tiger Spaces server.



2. Enter the IP address of the Tiger Spaces server and click Connect.

   Note: *If you are currently connected to a Tiger Spaces server and you want to switch the connection to another server, click Change Server in the upper right corner and proceed with the step above.*

Access the Web Interface of Tiger Spaces

To access the web interface, you have to log on to Tiger Spaces with an account that is either a member of the “Tiger Spaces Users”/“Tiger Spaces Admins” groups on the domain controller (when Tiger Spaces is deployed in Active Directory domain), or an internal Tiger Spaces user account, created by an administrator of Tiger Spaces (when Tiger Spaces is deployed in workgroup environment). See “Manage Tiger Spaces User Accounts and Groups” on page 18.

Note: *If the “Tiger Spaces Users”/“Tiger Spaces Admins” groups don’t exist on the domain controller, you have to manually create them. If you want to use the accounts in a different group on the domain controller, contact Tiger Technology support for assistance.*

To access the web interface from a Windows or Mac OS X Tiger Spaces client:

1. Click the Tiger Spaces tray application/menulet.

   The home page of the Tiger Spaces web interface opens in your default web browser.

2. Enter your user name and password in the respective fields and then click ➤ .

   For more details about the interface, refer to “The Web Interface” on page 42.

To log out Tiger Spaces:

Important: *After you log out Tiger Spaces, all workspaces currently mounted for viewing or editing are automatically unmounted and all unsaved changes are lost.*

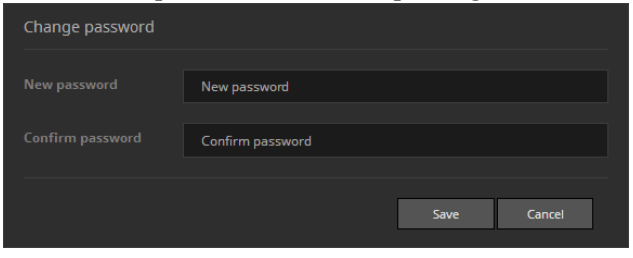
In the taskbar, click your user name and click Log out.

Reset Your Password

Beside Tiger Spaces administrators, each Tiger Spaces user can reset the password of his/her Tiger Spaces account.

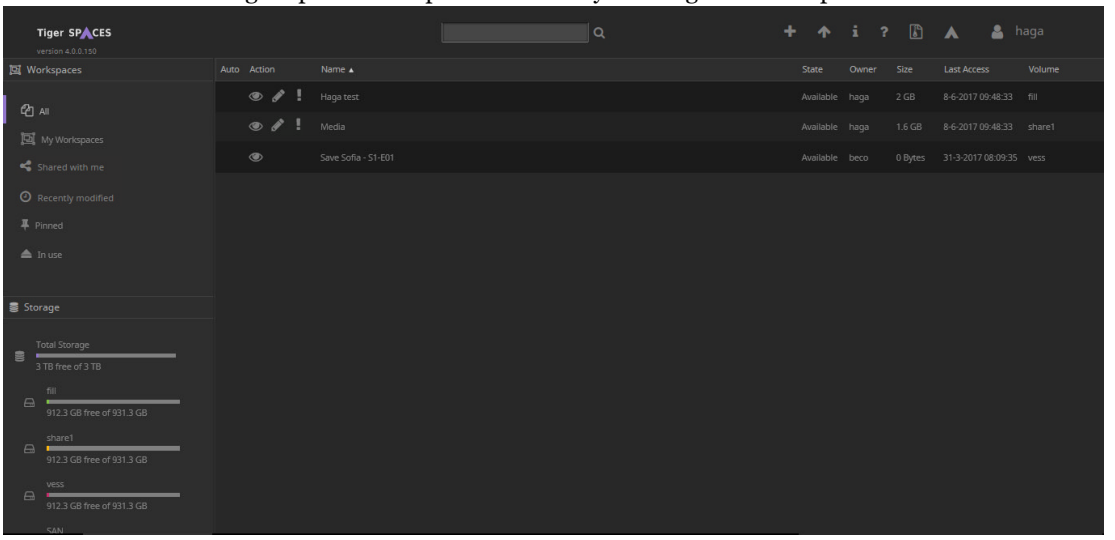
To reset the password of your Tiger Spaces account:

1. Log on to the Tiger Spaces web interface.
2. In the upper right corner, click your user name and then Change Password.
3. Enter the new password in the corresponding fields and click Submit.



The Web Interface

The web interface of Tiger Spaces is the place for actually working with workspaces.



By default, it lists all workspaces accessible to your account. By selecting the respective option in the left pane, you can filter the list of displayed workspaces:

All workspaces — shows all workspaces available for your account.

My workspaces — shows just the workspaces you have created.

Shared with me — shows the workspaces shared with you for editing or previewing.

Recently modified — shows all recently modified workspaces to which you have access.

Pinned — shows the workspaces you have selected to remain mounted on your computer as long as you are logged on to Tiger Spaces.

In use — shows all workspaces mounted on your computer.

A workspace listing displays the following buttons, depending on the status of the workspace and your permissions for it:

— mount the workspace with Read Only permissions.

— mount the workspace for editing.

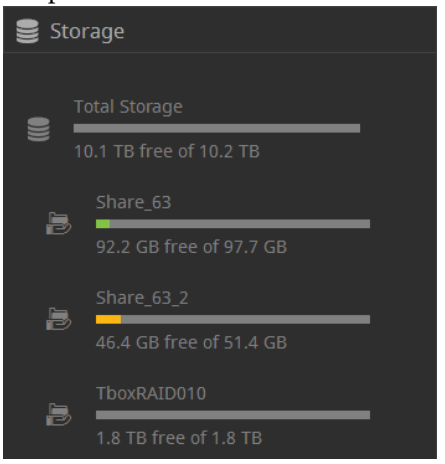
! — mount the workspace exclusively i.e. not letting any other users mount it on their computer.

⏏ — unmount the workspace from your computer.

After selecting a workspace in the list, you can toggle the inspector, by clicking the Inspector button ℹ in the taskbar in order to view all workspace statistics, sharing details, comments and activity statistics.

Double-clicking a workspace in the list opens the workspace page, in which you can browse and preview the workspace contents without mounting it.

In the left pane below you can view information about the file systems in the depot, to which your computer is connected.



Below the Tiger Spaces logo, you can view the version of Tiger Spaces. The top band of the interface also allows you to search the depot (see “Searching The Workspaces Depot” on page 43) and displays controls for workspace management, depending on the current selection (see “Working with Workspaces” on page 45).

Searching The Workspaces Depot

To facilitate you in finding workspaces and data in the depot, Tiger Spaces provides you with a search engine. Tiger Spaces displays results based only on workspace name, description and keywords, but can also search within the workspaces contents - displaying as results metadata generated by the parsers (file name, format, video/audio properties, etc.).

Note: *Tiger Spaces parses each workspace, which has been mounted for editing, when it is dismounted. You can also force the parsing of a workspace by rescanning it. Tiger Spaces cannot display results based on workspace’s sub-folder name.*

When initiating a search as an administrator, Tiger Spaces displays results within all workspaces in the depot. When the search is initiated from a user, Tiger Spaces searches only in the workspaces that user has access to.

You can also use wildcards to expand your search:

- '_' for a random single character (example: '**s_mple**' finds '**sample**' and '**simple**', etc.)
- '%' for a random string of characters (example: '**l%t**' finds '**list**', '**lot**', '**loft**', etc.)

Tip: *To use the above symbols not as wildcards, include them in your search in square brackets (example: '***draft[_]Sepremb er****' finds '***draft_September****').*

Check the table below for details about what and how can be searched in Tiger Spaces:

searches for results in	query format*/ valid query example	Admin interface	User interface	Case sensitive	Exact match*
workspace name (**Cat 123**)	alphanumeric: **cat1**	✔	✔	-	-
workspace description **(Cat food commercial 2)**	alphanumeric: cat	✔	✔	-	-
workspace keyword ("siamese cat")	alphanumeric: "cat"	✔	✔	-	-
file name ("cat324.mov")	alphanumeric: "cat32"	-	✔	-	-
file format ("cat324.mov")	alphanumeric: ".mov", "mov"	-	✔	-	-
file duration ("cat324.mov" with duration 1 min 38 seconds and 19 milliseconds)	"0:01:38:19"	-	✔	-	✔
video file frame width ("cat324.mov" video file with frame width of 852 pixels)	852	-	✔	-	✔
video file frame height ("cat324.mov" video file with frame height of 480 pixels)	480	-	✔	-	✔

searches for results in	query format*/ valid query example	Admin interface	User interface	Case sensitive	Exact match*
video file aspect ratio (“cat324.mov” video file with screen aspect ratio 0:1)	0:1	-	✔	-	✔
video file frame rate (“cat324.mov” video file with a frame rate of 25 frames per second)	25.00 fps	-	✔	✔	✔
audio codec (“cat324.mp3” audio file using mp3 codec)	MP3 (MPEG audio layer 3)	-	✔	✔	✔
audio sample rate (“cat324.mp3” audio file using a rate of 44 100 samples per second)	44.100000 KHz	-	✔	✔	✔
Number of audio tracks (“cat324.mp3” audio file using just 1 audio track)	1	-	✔	-	✔
Number of channels per tracks (“cat324.mp3” audio file using 2 channels per track)	2	-	✔	-	✔

* When searching for more than one keyword, your query must always be an exact match of the searched item. Use wildcards for more flexible search.

All search results are sorted in alphabetical order. You can filter the results by choosing to display just media results or just objects , by selecting the respective search filter in the left pane.

Working with Workspaces

From a Tiger Spaces client computer, you can work with workspaces stored in the depot in the following ways:

- Create a new empty workspace (see “Create a New Empty Workspace” on page 46).
- Create a new workspace from template (see “Create a New Workspace from Template” on page 48).
- Import an existing workspace into the Tiger Spaces depot (see “Import a Workspace” on page 50).
- Export a workspace as a folder to the root of the volume/share (see “Export a Workspace” on page 52).

• Mount a workspace with Read Only permissions to read and copy data from it (see “Mount a Workspace for Viewing” on page 52).

• Mount a workspace with Read & Write permissions – depending on the type of the workspace, other computers may also be able to mount it for editing (Avid Bin Locking or Multi-user Write types) or just for viewing (see “Mount a Workspace for Editing” on page 53).

• Mount a workspace for editing with Exclusive permissions i.e. not letting any other computer mount it for editing or viewing until you unmount it regardless of the type of the workspace (see “Mount a Workspace for Editing” on page 53).

• Pin a workspace (see “Pin a Workspace” on page 54).

• Lock a workspace, allowing only Read Only access to it even to its owner (see “Lock a Workspace” on page 54).

• Edit workspace settings such as name, description, keywords, type, quota, volume/share it is stored on and allow using it as template for other workspaces (see “Edit Workspace Settings” on page 58).

• Close a workspace (see “Close a Workspace” on page 55).

• Delete a workspace (see “Delete a Workspace” on page 56).

• Preview the settings and contents of a workspace (see “Preview a Workspace without Mounting It” on page 56).

Tiger Spaces has an intuitive user interface that displays just the options that are currently available for you for each workspace – these depend on the status of the workspace (In Use or Available) and on the permissions your account has for the specific workspace. The interface updates the information about workspaces dynamically and there’s no need to refresh your browser in order to view most current information.

Create a New Empty Workspace

When you select to create a new empty workspace besides specifying the name and type of the workspace, you can also add description and keywords to facilitate finding the workspace, and specify preferred mount point of the new workspace on Windows computers.

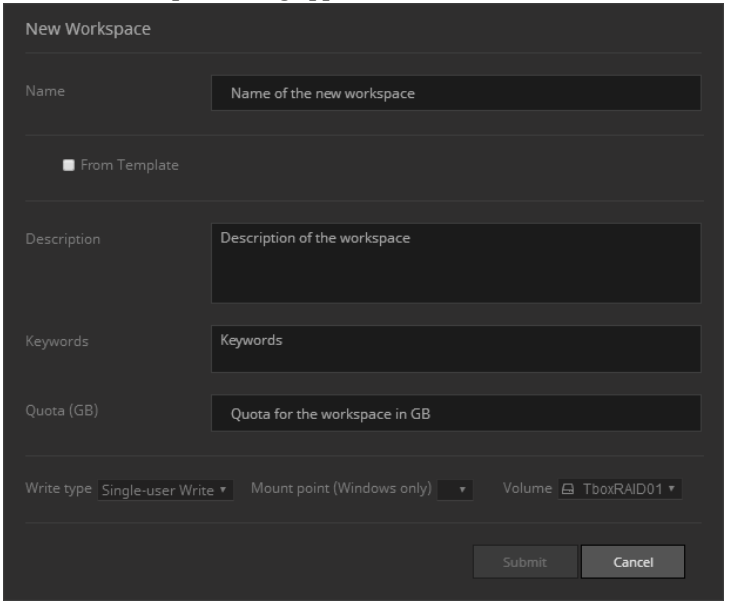
Note: *Only Tiger Spaces administrators can create workspaces on SAN volumes, when workspace quota setting is enabled in Tiger Spaces.*

To create a new empty workspace:

1. In the web interface, make sure no workspace is selected and click the Create button ➕ in the taskbar.

   Note: *The Create button is not present, when you are logged on as a user, if workspace quotas are enabled in Tiger Spaces and only Tiger Spaces administrators can create new workspaces.*

   The New Workspace dialog appears.



2. Enter the name of the new workspace.
3. Make sure that the “From Template” check box is not selected.
4. (optional) Provide a brief description of the workspace to help you and other users discern the workspace in the depot.
5. (optional) Add keywords to the workspace, to facilitate searching the database – you can add as many keywords as you like, each keyword must be separated with a space.
6. If workspace quotas are enabled, enter the quota of the new workspace in GB.

   Note: *This field is available only if workspace quotas are enabled and if a Tiger Spaces administrator is creating a new workspace on a volume managed by Tiger Store.*

7. In the Write Type drop-down box, select one of the following:

   • Single-user Write – the workspace can be mounted with Read & Write permissions on only one computer at a time.

- Avid Bin Locking – Tiger Spaces emulates Avid FS for the workspace and allows mounting the workspace with Read & Write permissions on multiple computers simultaneously, letting Avid restrict accesses to the bins that are currently in use.

- Multi-user Write – there is no emulation of the file system, but Tiger Spaces allows mounting the workspace with Read & Write permissions on multiple computers simultaneously.

Warning: *Unless the applications you use allow accessing the same workspace with Read & Write permissions simultaneously, setting the workspace type to Multi-user Write can lead to corruption of data in the workspace, stored on a Multi-user write workspace.*

8. (optional) In Mount Point, select a preferred drive letter, which to be used on each Windows computer when mounting the workspace.

9. (optional) In the Volume drop-down box, select the volume/share on which to create the workspace as long as Tiger Spaces support is enabled on multiple volumes/shares or on a volume pool.

Note: *In case you don't select a particular volume/network share and Tiger Spaces support is enabled on a volume pool, Tiger Spaces attempts to store the workspace on the volume with less folders. If support is enabled on multiple volumes/shares, Tiger Spaces stores it on the first volume/share in the list. In case the volume/share Tiger Spaces selects doesn't have enough free space, you have to manually select a volume/share in the list.*

10. (optional, if workspace quotas are enabled) In Quota, enter the workspace quota in GB.

Note: *This field is available only if workspace quotas are enabled and if a Tiger Spaces administrator is creating a new workspace on a volume managed by Tiger Store.*

11. Click Submit.

A folder with the name of the workspace is created in the depot. If permissions are disabled, the newly created workspace is accessible for work to any user. If permissions are enabled, until you set permissions to the newly created workspace, only you as owner can access it. For details about setting permissions to a workspace, refer to "Set Workspace Permissions" on page 62.

Create a New Workspace from Template

If you choose to create a new workspace based on template, your new workspace will be the same type as the template workspace and will inherit its folder structure. You can also select to copy the contents of the template workspace or inherit its permissions, or both. The description, keywords and preferred mount point setting are optional and should be specified manually for each new workspace. Tiger Spaces allows you to set any existing workspace as a template for new workspaces. For more details about setting a workspace as template, see "Set a Workspace as Template" on page 61.

Important: *Until the creation of the new workspace is fully finished, both the new workspace and the template workspace remain with In Use status for other computers.*

Note: *Only Tiger Spaces administrators can create workspaces on SAN volumes, when workspace quota setting is enabled in Tiger Spaces.*

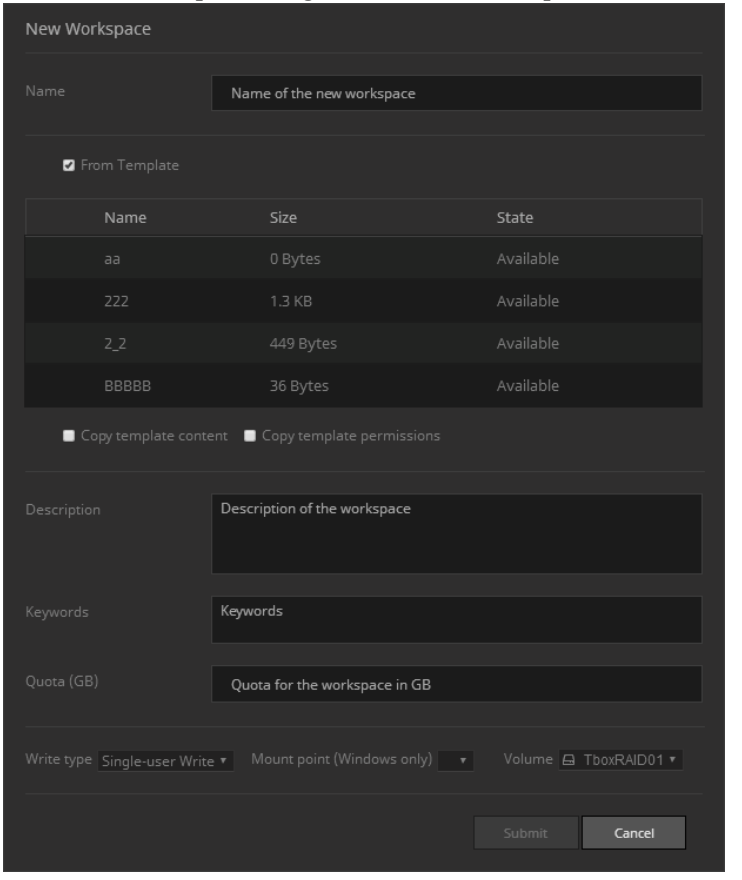
To create a new workspace from template:

1. In the web interface, make sure no workspace is selected and click the Create button ➕ in the taskbar.

   Note: *The Create button is not present, when you are logged on as a user, if workspace quotas are enabled in Tiger Spaces and only Tiger Spaces administrators can create new workspaces.*

   The New Workspace dialog appears.

2. In the New Workspace dialog, select the From Template check box.



3. Enter a name of the new workspace.

4. In the list of existing template workspaces, select the workspace that you want to use as a template for the new workspace.

   Important: *If a template workspace is currently mounted with Exclusive rights, you cannot use it as a template.*

5. Select “Copy template content”, if you also want to copy the contents of the template to the new workspace.

   Note: *Copying the contents of the template workspace can take significant time. Until the whole contents is copied to the new workspace, both the template and the new workspace are with “locked” status.*

6. Select “Copy template permissions”, if you want the new workspace to inherit the permissions of the template workspace.

   Note: *Copying permissions from a template workspace includes the owner of the workspace.*

7. (optional) Provide a brief description of the workspace to help you and other users discern the workspace in the depot.

8. (optional) Add keywords to the workspace, separating each keyword with a space.

9. (optional) Specify a preferred mount point, which to be used on Windows computers for mounting the workspace.

10. (optional) In the Volume drop-down box, select the volume/network share on which to create the workspace.

    Note: *In case you don’t select a particular volume/network share and Tiger Spaces support is enabled on a volume pool, Tiger Spaces attempts to store the workspace on the volume with less folders. If support is enabled on multiple volumes/shares, Tiger Spaces stores it on the first volume/share in the list. In case the volume/share Tiger Spaces selects doesn’t have enough free space, you have to manually select a volume/share in the list.*

11. (optional, if workspace quotas are enabled) In Quota, enter the workspace quota in GB.

    Note: *This field is available only if workspace quotas are enabled and if a Tiger Spaces administrator is creating a new workspace on a volume managed by Tiger Store.*

    Important: *If you are also copying the contents of the template workspace, make sure that the quota you assign to the new workspace is not less than the contents of the template workspace as not all content will be copied.*

12. Click Submit.

    A folder with the name of the workspace is created in the depot. If permissions are disabled, the newly created workspace is accessible for work to any user. If permissions are enabled, until you set permissions to the newly created workspace, only you as owner can access it. For details about setting permissions to a workspace, refer to “Set Workspace Permissions” on page 62.

Import a Workspace

The import workspace option facilitates you in migrating existing folders and all their contents from the root of a volume/share to Tiger Spaces. An imported folder becomes visible in Tiger Spaces as a separate workspace. When importing a folder you can specify its name, type (Single-user write, Multi-user write or Avid bin locking), mount point on Windows client computers and on which of the volumes/shares with enabled Tiger Spaces support to copy it.

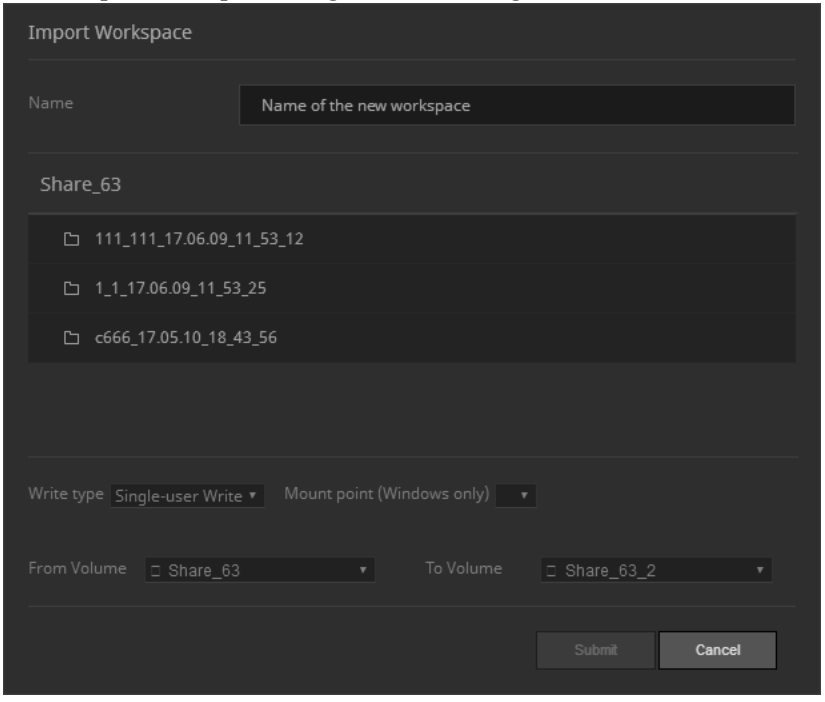
You cannot import a folder into Tiger Spaces:

- when the imported workspace has the same name as an existing workspace in the depot of the volume/share.
- when workspace quotas are enabled, only administrators can import folders from SAN volumes and users can import folders only from network shares.
- when workspace quotas are enabled, users cannot import a folder from the root of a network share to a SAN volume.

When Tiger Spaces support is enabled on a volume pool and you import an ambiguous folder (a folder with the same name existing in the same location on two or more volumes in the pool), the workspace contains the merged contents of all ambiguous folders with the same name, but has the attributes of the ambiguous folder that is on the volume first detected by the metadata controller service at the time you perform the import operation.

To import an existing folder into the depot:

1. In the web interface, click the Import button in the taskbar.
2. In the Import Workspace dialog, do the following:



- In the “From Volume” drop-down box, select the volume/share from which to import the folder.

- In the "To Volume" drop-down box, select the volume/share on which to import the folder.
- In the pane, select the folder, which you want to import.
- In Name, enter a name for the imported workspace, unless you want to import it with the name of the folder.
- In Write type drop-down box, select the type of the imported workspace.
- (optional) Select a preferred mount point on each Windows client computer.
- Click Submit.

Note: *Importing a folder with all its data can take significant time.*

A workspace with the specified name is created in the depot. It contains all data from the imported folder. If permissions are disabled, the imported workspace is accessible for work to any user. If permissions are enabled, until you set permissions to the imported workspace, only you as owner can access it. For details about sharing a workspace, refer to "Set Workspace Permissions" on page 62.

Export a Workspace

When you need to access the files of a workspace not through Tiger Spaces (if you want to archive them, for example) instead of disabling Tiger Spaces support on the volume/network share in order to unhide the workspaces depot, you can export the workspace. The export operation copies the workspace folder and all its contents to the root of the volume/network share on which the depot is stored as long as there is enough free space. The new folder inherits the hierarchical structure of the workspace folder and contains all of its data and is accessible to all computers that can browse the volume/network share.

If you have enabled support for Tiger Spaces on a volume pool, the exported folder is created on the volume on which the workspace in the depot has been stored. You can move workspaces between volumes/network shares, following the steps described in "Move a Workspace Between Volumes/Network Shares" on page 65.

Important: *Only the owner of a workspace or an administrator can export it and only if the workspace is with Available status.*

To export a workspace:

1. In the web interface, select a workspace in the list and click the Export button in the taskbar.
2. Confirm that you want to export the workspace.

   The workspace folder is copied to the root of the volume/share on which it is stored.

Mount a Workspace for Viewing

Once you mount a workspace for viewing (with Read Only permissions), it is mounted on your computer as a local drive, but you cannot introduce any changes to it – you can just copy data from it to another location (a workspace mounted for editing, for example).

A workspace can be mounted for viewing on multiple computers as long as it is not mounted Exclusively on another machine.

Tip: *To view who has mounted the workspace and with what permissions, click the In Use link in the workspace listing.*

Note that if changes are introduced in the workspace from the computer that has mounted it for editing, all computers that are just viewing the workspace detect these changes only after re-mounting it.

Important: *(Avid only) You can open an Avid project, stored in a Tiger Spaces workspace, only if you have mounted it for editing. When the workspace is mounted with Read Only access, you will be able to open the Avid project's Bins only.*

To mount a workspace for viewing:

In the web interface, click the Read button in the listing of a workspace.

The workspace mounts as a local drive on your computer. If no preferred mount point is specified, the workspace is mounted in the default mount point for the respective platform:

- (Windows) using the first available drive letter.
- (Mac OS X) in the **`/Volumes`** directory.

Mount a Workspace for Editing

Before beginning work with your desired application on a workspace that exists in the depot, you must first mount it as local drive on your computer. Tiger Spaces provides you with several options for mounting a workspaces for editing. When the workspace type is set to "Single-user Write" only one computer can mount it with Read & Write permissions at a time and the workspace status must be "Available". When the workspace type is "Avid Bin Locking" or "Multi-user Write" multiple computers can mount it for editing even if the workspace status is "In Use". Note that in this case preventing data corruption is up to the application you use for access to the workspace's data.

Regardless of the type of the workspace, you can mount it Exclusively (mount it for editing with Exclusive rights), which means that no other computer can mount it neither for editing, nor for viewing until you close it on your computer.

Additionally, if a workspace is locked, it cannot be mounted for editing on any computer until its owner or an administrator unlocks it.

To mount a workspace for editing:

In the web interface, click the Write button in the listing of a workspace.

The workspace mounts as a local drive on your computer. If no preferred mount point is specified, the workspace is mounted in the default mount point for the respective platform:

- (Windows) using the first available drive letter.

- (Mac OS X) in the **/Volumes** directory.

To mount a workspace Exclusively:

In the web interface, click the Exclusive button ! in the listing of a workspace.

The workspace mounts as a local drive on your computer. If no preferred mount point is specified, the workspace is mounted in the default mount point for the respective platform:

- (Windows) using the first available drive letter.
- (Mac OS X) in the **/Volumes** directory.

Note: *To allow access to the workspace again, you must close it (see "Close a Workspace" on page 55).*

Lock a Workspace

When you don't want anyone to introduce any further changes to a workspace, you can lock it. By locking a workspace you provide only Read Only access to it, until it is again unlocked. Locking a workspace can be useful when you want to set it as template.

Important: *Only the owner of a workspace or a Tiger Spaces administrator can lock/unlock a workspace. You cannot lock/unlock a workspace with "In Use" status.*

To lock/unlock a workspace:

1. In the web interface, double-click a workspace in the list to open its page.
2. In the workspace's page, click the Settings button ⚙ in the taskbar.
3. In the Workspace Settings dialog, do one of the following:
   - To lock the workspace, select the Locked check box and click Submit.
   - To unlock the workspace, clear the Locked check box and click Submit.

Pin a Workspace

By default, each time you want to work with a workspace, you must access the web interface of Tiger Spaces and manually mount it. To facilitate your workflow, Tiger Spaces allows you to pin a selected workspace, which means that each time you log on to the web interface Tiger Spaces will attempt to mount it with the same permissions (Read, Write or Exclusive) you have mounted it as long as the workspace is not in use on another computer. A workspace can be pinned by two or more users at the same time. In this case Tiger Spaces mounts it for the user that logs on the web interface first.

You can unpin a workspace at any time. Also, a workspace is no longer pinned to your account, if you explicitly dismount it by closing it in the web interface or if someone else force closes it from your computer.

To pin/unpin a workspace:

1. In the web interface, mount a workspace for viewing ( ), writing ( ) or exclusively ( ).
2. In the workspace listing, click the pin icon next to the workspace name to change the status of the workspace to either pinned ( ) or unpinned ( ).

   Tip: *You can keep track of all pinned workspaces for your account, by clicking the Pinned filter in the left pane.*

Close a Workspace

You can close a workspace you have mounted for editing or just for viewing. When you close a workspace in the Tiger Spaces interface, you simply unmount the workspace drive from your computer. That is why, before closing a workspace, which you have edited, make sure that you have closed it in the editing application first, as any unsaved changes will be lost once you unmount the workspace from your computer.

You cannot close a workspace mounted on another computer. If a computer is holding a workspace open, you can force close it. Force closing a workspace unmounts the workspace from the computer and any unsaved changes in it are lost.

Important: *Tiger Spaces automatically closes (unmounts) all open workspaces on your computer on system reboot.*

To close a mounted workspace:

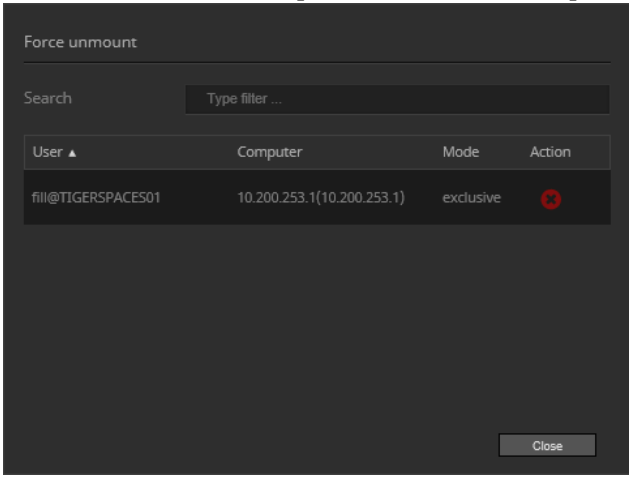
In the web interface, click the Close button in the listing of a mounted workspace.

The workspace drive is unmounted from your computer.

To force close a workspace mounted on another computer:

Important: *Force closing a workspace unmounts the workspace from the computer and any unsaved changes are lost.*

1. In the web interface, click the In Use button in the listing of a mounted workspace.
2. In the Force Unmount dialog, click the Close button next to a user and then confirm that you want to force unmount the workspace from that user's computer.



Delete a Workspace

The owner of a workspace or an administrator of Tiger Spaces can delete a workspace as long as it is not mounted on any computer (it is with Available status) and it is not locked. Once you delete a workspace in Tiger Spaces, the hidden folder and all of its contents are deleted from the depot on the volume/share and cannot be restored.

To delete a workspace:

1. In the web interface, select the workspace you want to delete and click the Delete button in the taskbar.
2. Confirm that you want to delete the workspace.

Preview a Workspace without Mounting It

Tiger Spaces allows you to preview a workspace even if you are accessing the user interface from a non-Tiger Spaces client computer, as long as your account has permissions for the workspace.

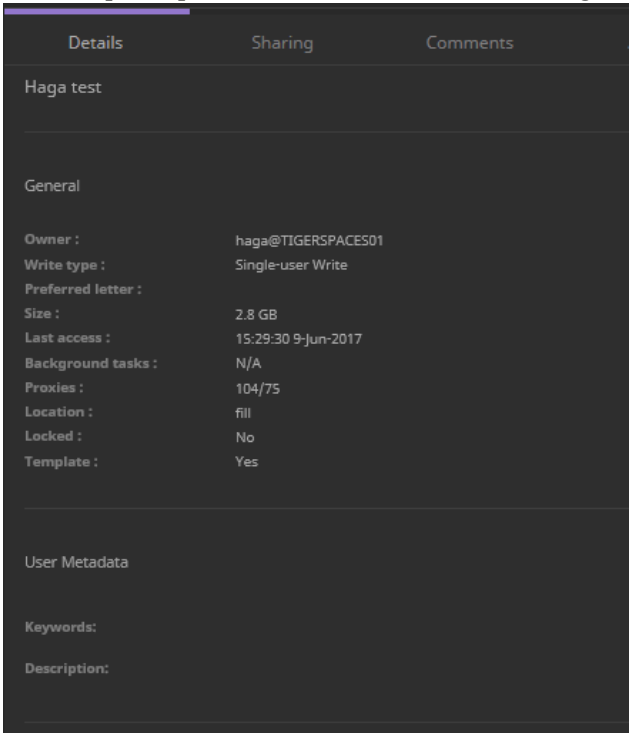
Tiger Spaces offers you two options for previewing a workspace:

Inspector panel — gives you general information about the workspace such as name, type, owner, size, number of files and folders, preferred mount point (if any), description, keywords.

Workspace page — all details from the Inspector panel, including the hierarchical structure of the workspace and filters for browsing just the media or objects in the workspace.

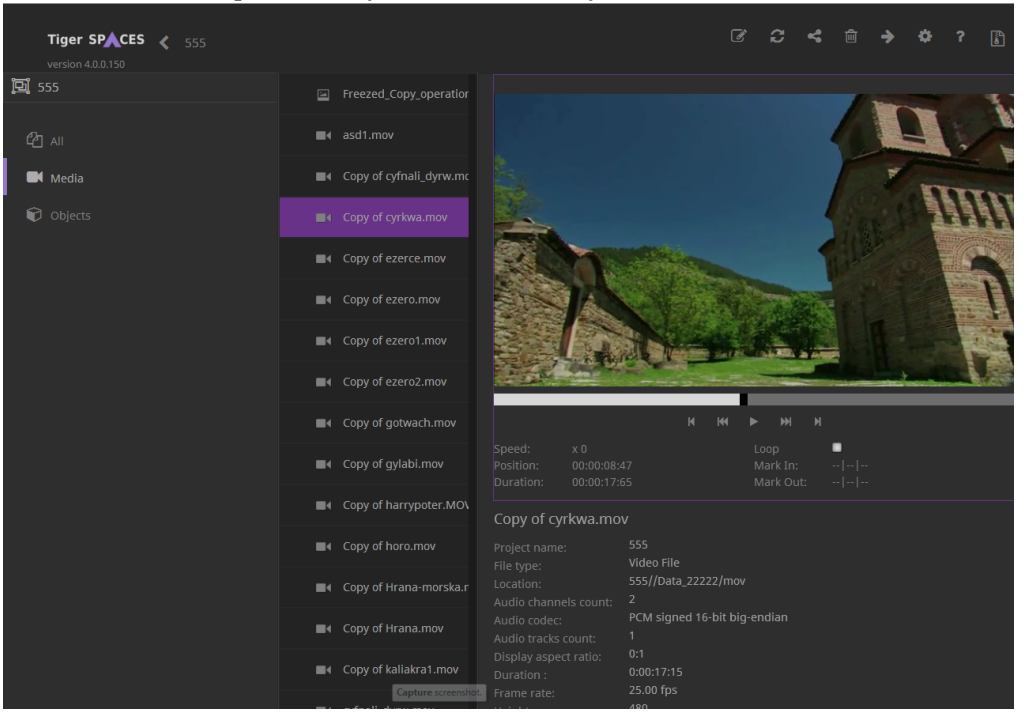
To preview workspace information in the Inspector panel:

1. In the web interface, select a workspace in the list and click the Inspector button in the taskbar.
2. In the Inspector panel, browse between Details, Sharing and Comments, by clicking the respective tab.



To preview a workspace's contents:

1. In the web interface, double-click a workspace in the list to open its page.
2. Browse the workspace structure and contents, by the double-clicking a sub-folder or by filtering the contents of the workspace to view just media files or object files.



Edit Workspace Settings

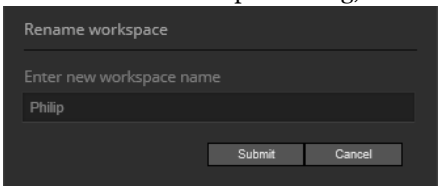
Rename a Workspace

The name of a workspace is used as a label of the drive that mounts on your computer. Only the owner of a workspace or an administrator can edit its name.

Note: *To edit the name of a workspace, it must be with Available status i.e. it must not be mounted on any other computer.*

To rename a workspace:

1. In the web interface, select a workspace in the list and click the Rename button in the taskbar.
2. In the Rename Workspace dialog, enter a new name and click Submit.



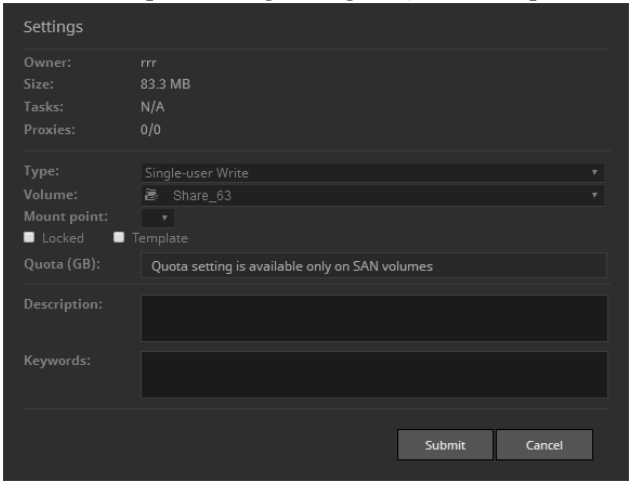
Edit the Workspace Description

The workspace description facilitates you in discerning one workspace from another. The description is also scanned by the Tiger Spaces's search engine when displaying search results. You can change the description of a workspace at any time. To edit the description of a workspace, it must be with Available status i.e. it must not be mounted on any other computer.

Note: *Only the owner of a workspace, a Tiger Spaces administrator and users with Edit permissions can change the description of a workspace.*

To add/edit workspace description:

1. In the web interface, double-click a workspace in the list to open its page.
2. In the workspace's page, click the Settings button in the taskbar.
3. In the Workspace Settings dialog, add/edit description in the respective field and then click Submit.



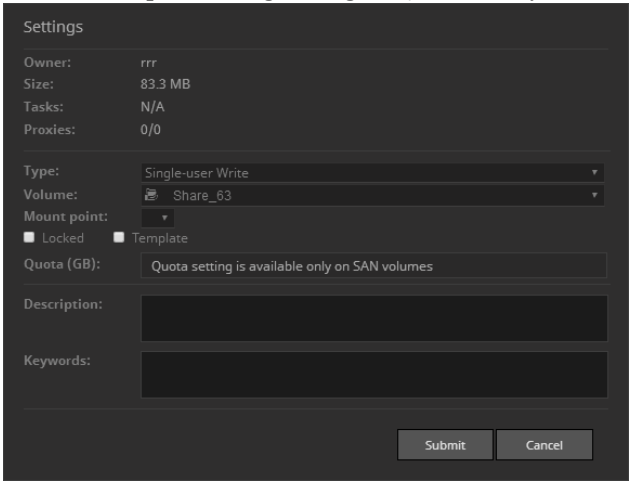
Edit the Workspace Keywords

The keywords associated with a workspace facilitate you when using the Tiger Spaces's search engine. You can add new keywords or delete the current ones at any time. To edit the keywords of a workspace, it must be with Available status i.e. it must not be mounted on any other computer.

Note: *Only the owner of a workspace, a Tiger Spaces administrator and users with Edit permissions can change the keywords of a workspace.*

To add/edit the keywords of a workspace:

1. In the web interface, double-click a workspace in the list to open its page.
2. In the workspace's page, click the Settings button in the taskbar.
3. In the Workspace Settings dialog, add/edit the keywords in the respective field and then click Submit.



Edit the Workspace Type

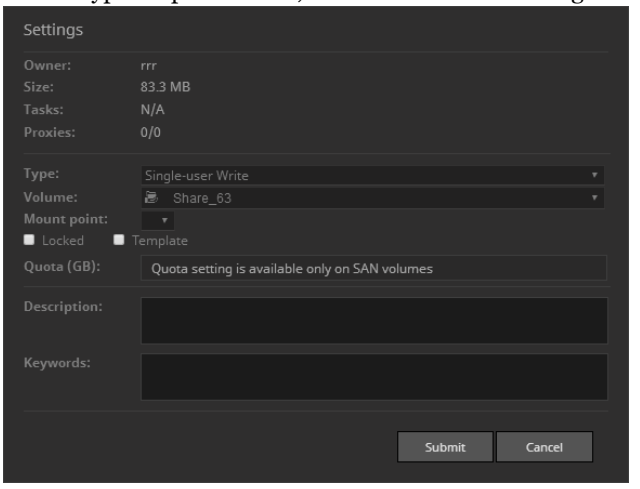
You can change the type of a workspace at any time. Keep in mind that if the workspace already contains data, changing its type may obstruct its usage and can even lead to data corruption. For example, if you change the type of a workspace from Avid Bin Locking to Multi-user Write, you will remove the Avid FS emulation and Avid will no longer supervise which bins are currently available for use, etc. To edit the type of a workspace, it must be with Available status i.e. it must not be mounted on any other computer.

Note: *Only the owner of a workspace, a Tiger Spaces administrator and users with Edit permissions can change the type of a workspace.*

To edit the type of a workspace:

1. In the web interface, double-click a workspace in the list to open its page.
2. In the workspace's page, click the Settings button in the taskbar.

3. In the Type drop-down box, select one of the following:



- Single-user Write – no parsers for detecting the workspace type are applied and the workspace can be mounted with Read & Write permissions on only one computer at a time.
- Avid Bin Locking – Tiger Spaces emulates Avid FS for the workspace and allows mounting the workspace with Read & Write permissions on multiple computers simultaneously, letting Avid restrict accesses to project bins that are currently in use.
- Multi-user Write – there is no emulation of the file system, but Tiger Spaces allows mounting the workspace with Read & Write permissions on multiple computers simultaneously.

Warning: *Unless the applications you use allow accessing the same project with Read & Write permissions simultaneously, setting the workspace type to Multi-user Write can lead to corruption of data in the project.*

4. Click Submit.

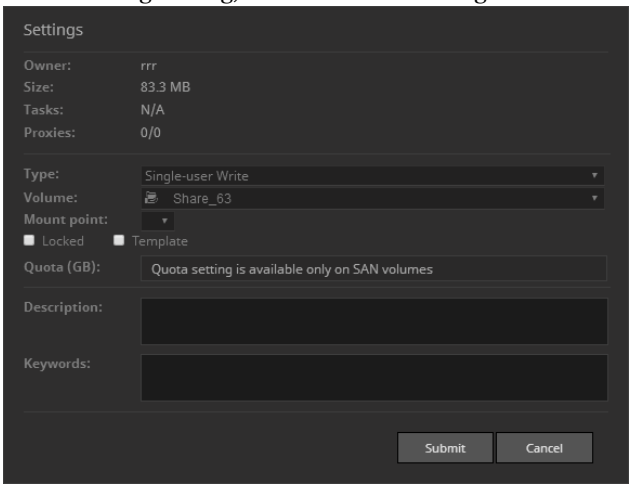
Set a Workspace as Template

To facilitate you in creating new workspaces, Tiger Spaces allows you to set any existing workspace as template for future workspaces. When you create a new workspace from a template, you inherit the type and the folder structure of the template. Additionally, you can also select to copy the contents of the template workspace or inherit its permissions, or both. To set a workspace as template or remove it from the list of templates, it must be with Available status i.e. it must not be mounted on any other computer.

Note: *Only the owner of a workspace, a Tiger Spaces administrator and users with Edit permissions can set the workspaceas template or remove it from the list of templates.*

To set a workspace as template:

1. In the web interface, double-click a workspace in the list to open its page.
2. In the workspace's page, click the Settings button in the taskbar.
3. In the Settings dialog, do one of the following:



- Select the Template check box, to allow using the workspace and its contents as a template.
- Clear the Template check box, to remove the workspace from the list of templates.

4. Click Submit.

Set Workspace Permissions

Unless Tiger Spaces is deployed without security, the access to each workspace is subject to authentication. You can authenticate yourself using the account you log on to Tiger Spaces with (either a domain account or an internal Tiger Spaces account). Until permissions of the workspace are set only its owner can mount it for viewing or editing. The owner of a workspace or a Tiger Spaces administrator can specify permissions defining who can access the workspace and with what rights:

Read — the user can mount the workspace with Read Only permissions only.

Write — the user can mount the workspace with Read Only, Read & Write and Exclusive permissions, but cannot delete the workspace.

Owner — the user can mount the workspace with Read Only, Read & Write and Exclusive permissions, and can manage any of its settings.

None — the user doesn't have access to the workspace.

Note: *Only an administrator can change the owner of a workspace.*

You can assign any of the above permissions to both individual users and user groups.

Note: *When Tiger Spaces operates in Active Directory domain environment, to assign permissions to a user group, this group must be a sub-group of the existing group "Tiger Spaces Users" on the domain controller.*

As you can set permissions both for a user and for the group this user is part of, Tiger Spaces performs the following check to decide which permissions to apply for the user:

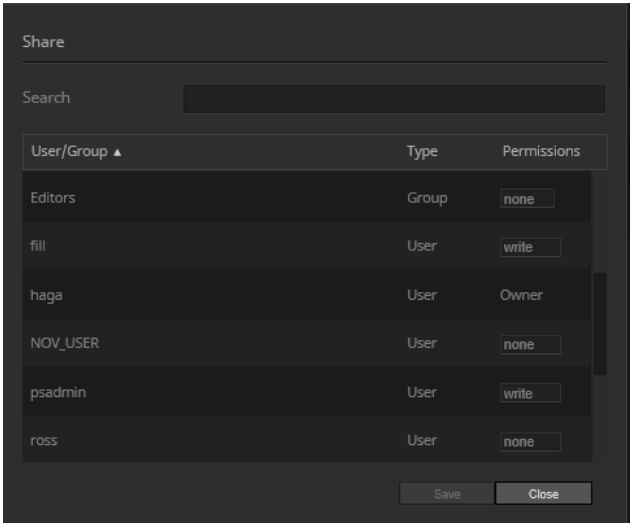
- the permissions set for the user precede the permissions set for the group the user is part of;
- if you specify permissions for two or more user groups, of which a user is a member, but do not set the individual permissions of that user, Tiger Spaces uses the more restrictive permissions set for the group i.e. if one group has Write permissions and the other has Read permissions, a member of both groups has Read permissions only;
- the permissions set for a sub-group precede the permissions set for the group of which this sub-group is a member;
- if no permissions are set specifically for a user or a sub-group, Tiger Spaces applies the permissions set for the group.

Each time you switch the environment in which Tiger Spaces operates from domain to workgroup or vice versa, an administrator of Tiger Spaces has to reset the permissions of each workspace manually to allow users to access it.

To set workspace permissions:

Important: *To change the permissions of a workspace, it must be with Available status. While setting the permissions, the workspace is with In Use status and no computer can access it until you exit the Permissions interface.*

1. In the web interface, select a workspace in the list and click the Share button in the taskbar.
2. In the Share dialog, select the respective permission in the drop-down box next to a user/group and click Submit.



The new permissions are applied immediately.

Set Preferred Mount Point of a Workspace (Windows only)

When a client computer mounts a workspace for editing or viewing, the workspace is mounted on the computer as a local drive, using the following default mount point depending on the client computer operating system:

- Windows – the first available drive letter.
- Mac OS X - **`/Volumes`** directory.

When creating a new workspace, you can specify a preferred drive letter to be used on all Windows client computers that mount the workspace. If the drive letter is already taken, the default mount point is used.

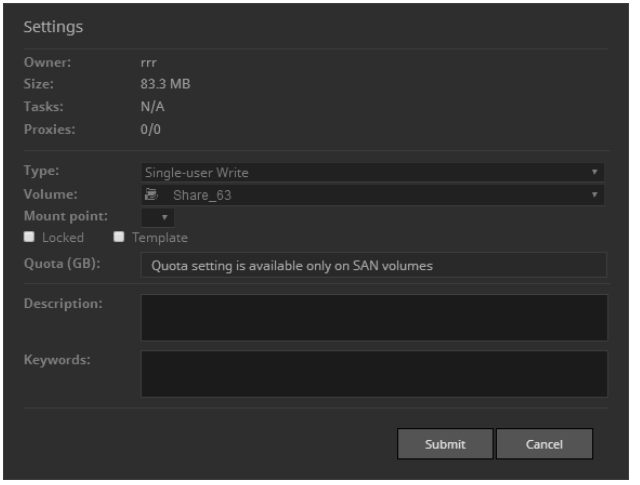
You can set or change the preferred mount point of a workspace at any time as long as the workspace is with Available status i.e. it must not be mounted on any other computer.

Note: *Only the owner of a workspace, a Tiger Spaces administrator and users with Edit permissions can change its preferred mount point.*

To set/change the preferred mount point of a workspace:

1. In the web interface, double-click a workspace in the list to open its page.
2. In the workspace's page, click the Settings button in the taskbar.

3. In the Settings dialog, select the desired drive letter in the Mount point drop-down box, and then click Submit.



Move a Workspace Between Volumes/Network Shares

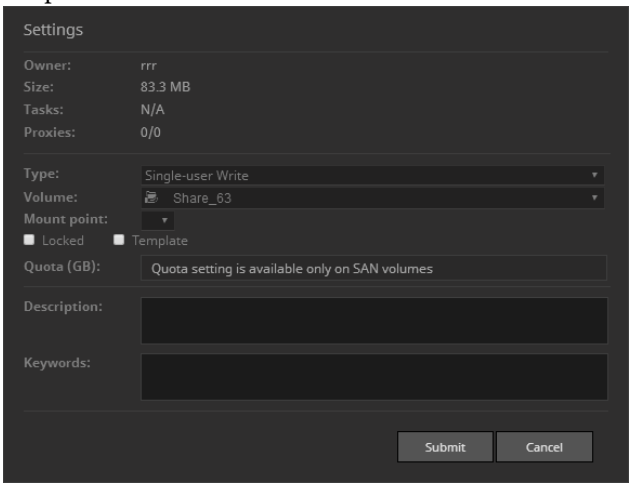
When Tiger Spaces support is enabled on multiple volumes/shares or on a volume pool, you can select on which volume/share to create each new workspace. Similarly, after a workspace is created in the depot, you can move it between the volumes in the pool or the volumes/shares, on which Tiger Spaces support is enabled.

Only the owner of a workspace or an administrator of Tiger Spaces can move a workspace as long as it is not mounted on any computer (it must be with Available status) and it is not locked. If workspace quotas are enabled, users cannot move a workspace from a network share to a volume managed by Tiger Store. Also, should a Tiger Spaces administrator moves a workspace with assigned quota to a network share, the quota will be lost.

To move a workspace between volumes/network shares:

1. In the web interface, double-click a workspace in the list to open its page.
2. In the workspace's page, click the Settings button in the taskbar.

3. In the Settings dialog, select the volume/network share on which to move the workspace in the Volume drop-down box and then click Submit.



Change Workspace Quota

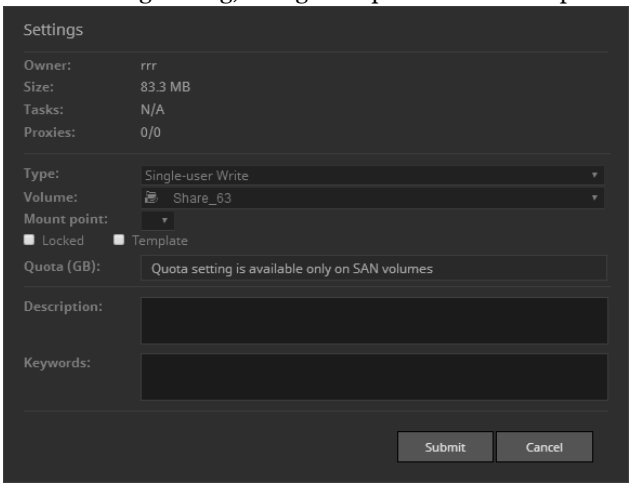
You can change the quota of a workspace after it has been created. You should make sure not to set a quota that is smaller than the current size of the workspace as this may prevent you and other users from mounting it.

Note: *Only Tiger Spaces administrators can assign/change the workspace quota.*

To change the quota of a workspace:

1. In the web interface, double-click a workspace in the list to open its page.
2. In the workspace's page, click the Settings button in the taskbar.

3. In the Settings dialog, change the quota of the workspace in the respective field and then click Submit.



Tip: *To remove the quota of a workspace, simply leave the quota field empty.*

Rescan a Workspace

By default, each time a workspace is dismounted from a client computer, the Tiger Spaces parsers scan it in order to update information about files in the workspace, such as video codecs, frame rate, audio sample rate, application used, project structure, etc. Additionally on dismount the workspace database is updated with information about the workspace size, number of files, user accounts associated with it. You can force the parsing of a workspace without having to mount and then dismount it from a client computer and thus update metadata information about it in the depot database.

You can also rescan a workspace in order to force the generation of proxy media in it. You can do it only if the workspace doesn't contain any proxy media generated already. If it does, you should first clear its proxies and only after that rescan it.

Note: *You can rescan a workspace, only if it is with Available status i.e. is not currently mounted on any client computer.*

To rescan a workspace:

In the web interface, select a workspace in the list and click the rescan button in the taskbar.

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