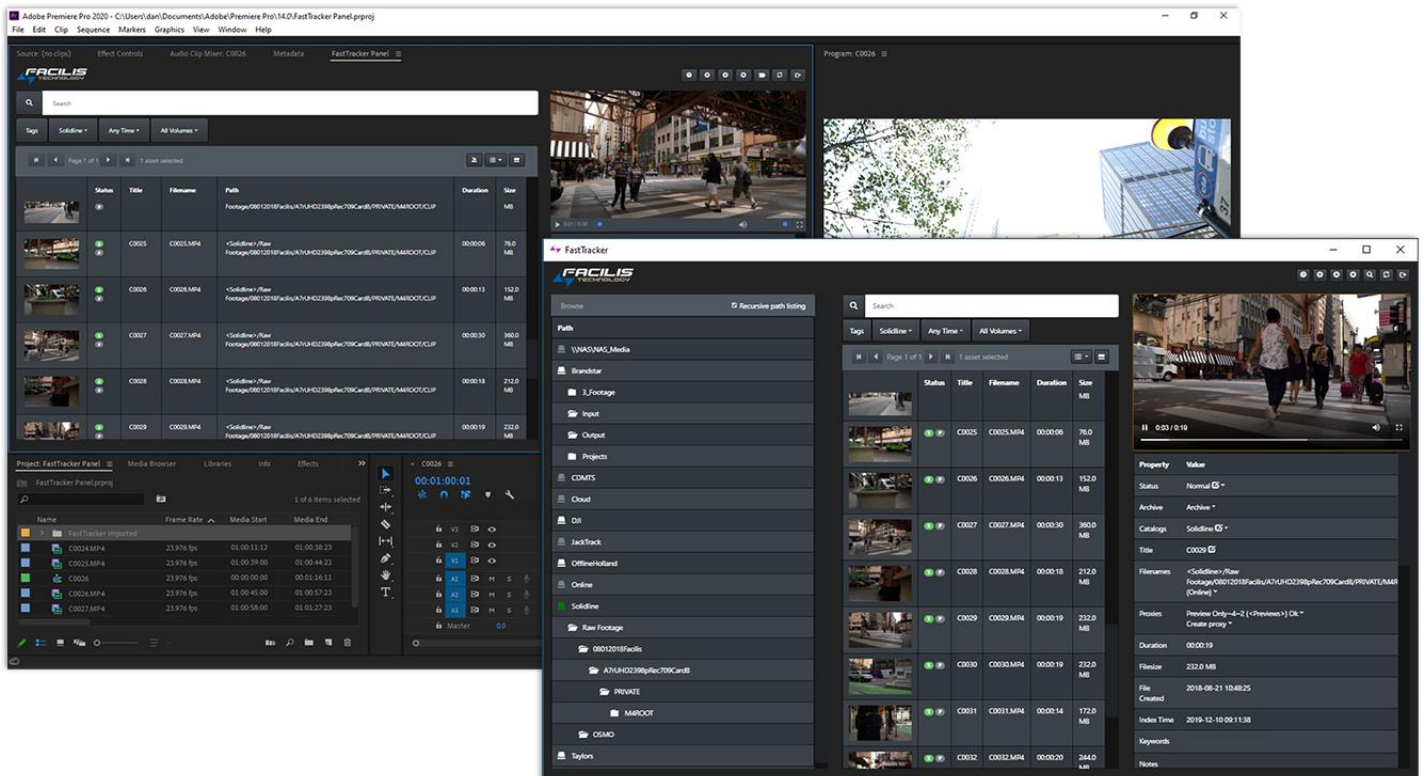




FastTracker

Asset Management, Tagging, and Access
Software for Facilis Shared Storage

Version 3.5.0 Release Notes



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New Features in 3.5.0

New Gallery and Browse Views – Desktop Browse and Adobe Panel now have additional thumbnail-only (Gallery) and folder tree (Browse) views.

New Metadata Display in Search Results – Search results now display several columns of metadata, which can be sorted, reordered, and hidden.

In-App File Movements and Copies – Files can now be moved and copied based on customizable movement profiles in FastTracker.

Duplicate Detection – FastTracker now detects duplicate files and organizes them under a single record for easier organization.

Advanced Search Modifiers – In addition to existing search methods, FastTracker has many new search modifiers (with syntax available in Browse/Panel Help Menu).

Improved Object Cloud/LTO and Archive File Statuses – FastTracker now tracks user-specified locations for offline files and in-app restorations from archive.

Improved Global Index Configuration – The Global Index feature is now an explicit process that allows users to manually batch-create Auto Index jobs.

Improved Right-click Context Menus – Right-clicking a record, or folder, now handles mounting volumes, copying/moving files, and Object Cloud/LTO functions.

In-App Object Cloud/LTO Flush and Prefetch – Object Cloud/LTO users can now flush and prefetch files on their cache volume, without leaving FastTracker.

Improved Proxy Transcode Workflow and Configuration – Creating proxy presets and queuing proxy transcodes has been simplified.

Batch On-Demand Proxy Transcode – Users can now queue multiple files simultaneously for on-demand proxy transcode.

Improved Adobe Panel Import for Image Sequences – An import button has been added to Adobe Panel, which simplifies image sequence imports.

Download Button – Proxies can now be saved via a client using the Download button in Desktop Browse.

Improved Index, Proxy, and File Movement for Network Drives – Index, proxy, and file movement workflows have been improved for third-party storage.

Improved Color Coding for Record Status' – File and proxy availability statuses have been improved and simplified using a modified color code scheme.

[Deleted] and [Orphaned] Catalog Control in Desktop Browse - [Deleted] and [Orphaned] catalogs can now be managed in Desktop Browse and Adobe Panel.

Server-Side Support for Desktop Browse – Desktop Browse, when run on the FastTracker server, now properly reports file availability statuses.

Overview

Facilis FastTracker is a server and client application for cataloging, searching, and viewing any media type within a Facilis Shared Storage server, third-party network share, or backup/archive location such as cloud and tape.

This easy-to-use system includes Adobe Panel integration, custom metadata tags, per-catalog user permissions, Boolean search capability, Proxy Clip encoding, file movements, duplicate detection, incremental indexing, and more.

Facilis FastTracker also includes a desktop player that supports most popular image formats, including file sequences like DPX and TARGA. Even when the edit room is busy, users can browse content, play finished mix-downs for approval, and log shot comments into custom metadata fields.

Licensing

You will need to request a license from Facilis to install FastTracker 3.5.0. Licenses from previous FastTracker 2.x/3.x versions will work with FastTracker 3.5.0. Please contact support@facilis.com for more information.

Installation

System Requirements

FastTracker Server: Facilis Version 7.1.x/7.2.x (Web Console), Facilis Version 8

Windows Client: Windows 7/8/10 64-bit, Server 2008/2012/2016/2019 64-bit

OSX/macOS Client: 10.9.x - 10.15.x

Adobe Premiere & After Effects: 2019 versions, 2020 versions

- ◆ **Review *Backing up a FastTracker Database before upgrading.***
- ◆ **FastTracker should be installed after the Facilis server software.**

The FastTracker installer includes server and client components. In order to access the FastTracker database from a client workstation, you must have ethernet network access to the server through a static or assigned IP address.

Server installation: The first step is to run the FastTracker server installer on the Facilis server. This will not require a reboot, and can be done while the Facilis server is active.

- Launch "FastTracker Win Admin Server-Client Installer.exe" and the setup dialog will open. It is recommended to close all other applications first.
- Click Next. You will be prompted to select "Client only" or "Server and client". Select the "Server and client" option and click Next.
- Setup is ready - click Install. Click Finish to exit Setup.

The FastTracker service starts automatically, and is listening for connections on port 3000 over any IP address active on the server.

Adobe CC Panel Installation:

The easiest method of installation is through Adobe Exchange with Creative Cloud installed on a client.

FastTracker on Adobe Exchange -

<https://www.adobeexchange.com/creativecloud.details.100753.html>

Adobe Creative Cloud –

<https://www.adobe.com/creativecloud.html>

FastTracker’s Adobe Panel can also be installed manually, using a utility provided in the FastTracker 3.5.0 release package.

- Close all Adobe CC applications.
- Install ZXPInstaller from the FastTracker 3.5.0 package or <http://zxpinstaller.com/>.
- ◆ **On macOS Sierra, High Sierra, Mojave, and Catalina clients, ZXPInstaller must be manually approved in Mac System Preferences > Security (General tab) after first launch.**
- Launch ZXPInstaller and drag-and-drop “FastTracker Adobe Panel.zxp” into the application.
- Launch Adobe Premiere or After Effects CC, open a project, and enable FastTracker Panel in Windows > Extensions > FastTracker Panel.
- ◆ **For full Adobe Panel functionality, make sure Adobe CC has been updated to the latest version available in Adobe Creative Cloud.**

The Adobe CC FastTracker Panel can be installed on clients independent of the FastTracker Desktop Browse and Admin software.

Desktop Browse Installation:

Windows: Extract “FastTracker Win Desktop Browse.zip” and move the “FastTracker Desktop Browse” folder to the desired location (ex. C:\Program Files\Facilis\FastTracker), then create a shortcut to “FastTracker Desktop Browse\FastTracker Desktop Browse.exe” (or pin a shortcut to the Taskbar / Start Menu).

Mac: Extract “FastTracker Mac Desktop Browse.zip” and move “FastTracker Desktop Browse.app” to the desired location (ex. /Applications), then add the “FastTracker Desktop Browse.app” package to the dock or create a desktop alias.

Object Cloud/LTO Integration:

FastTracker servers also running Facilis Object Cloud/LTO will automatically detect that option and show additional tabs/menus within the server-side FastTracker Admin application.

Please refer to the *Object Cloud Setup and User Guide* PDF for information regarding that software’s configuration.

Windows Admin App Installation:

The FastTracker admin installer can be run at any time on client workstations. It does not require a reboot.

- Launch "FastTracker Win Admin Server-Client Installer.exe" and the setup dialog will open. It is recommended to close all other applications first.
- Click Next. You will be prompted to select "Client only" - click Next.
- Setup is ready - click Install. Click Finish to exit Setup.
- Launch FastTracker from the Windows Start Menu.
- In File > Network Configuration, replace "localhost" with a FastTracker server IP address.
- Use the default username "Admin" and a blank password for initial setup.

OSX/macOS Admin App Installation:

- Extract the contents of "FastTracker Mac Admin Client.zip" to /Applications.
- Add an alias/shortcut to the Desktop and/or Dock.
- Launch FastTracker from the alias/shortcut or application package.
- In Mac Menu Bar > Network Configuration, replace "localhost" with a FastTracker server IP address.
- Use the username "Admin" and a blank password for initial setup.

The "File Types" folder contains empty files with popular extensions. These are used to set file types to open in MPV, the dedicated FastTracker player. This is important, as not all file types supported in FastTracker will be playable in QuickTime.

- ◆ **Only change file types that you cannot open in QuickTime. Changing file types that are normally associated with QuickTime may change the behavior of some applications.**

To change default application for file types:

- Select the file you want to change association for ("changeme.mts", for example).
- Right-click > Get Info.
- In the Get Info window, choose Open With and select MPV (if MPV is not listed, choose other, browse to the Applications folder, and choose MPV).
- Once MPV is selected, select Change All to apply to all files of that type.

Backing up a FastTracker Database

The database and thumbnails folders should be backed-up regularly, as this information is not recoverable without re-indexing the catalogs.

- On the FastTracker server, navigate to C:\ and copy the PGData folder to the backup location. A best practice is to add a date to the name of the backup.
- On the FastTracker server, navigate to C:\Program Files\Facilis\FastTracker\ and copy the thumbnails folder to the desired backup location. A best practice is to add a date to the name of the thumbnails backup.

Restoring a FastTracker database

NOTE: This process will disconnect any users logged-in to FastTracker.

- On the FastTracker server, launch the FastTracker installer for the current version and click "Yes" when prompted to uninstall the existing FastTracker installation. Move on to the next step before continuing the FastTracker installation (do not click "Next" or "Cancel" when prompted to select components).
- If applicable, rename the existing PGData folder in C:
- Copy the PGData backup to C: and make sure it is named PGData.
- If applicable, rename the existing thumbnails folder in C:\Program Files\Facilis\FastTracker
- Copy the thumbnails backup to C:\Program Files\Facilis\FastTracker and make sure it is named thumbnails.
- Continue the FastTracker installation, selecting "Server and client" when prompted to select components.

Once installation completes, the restored FastTracker database will be available.

Resolved Issues

- Third-party network share index paths are now consistent on Mac and Windows, resolving cross-platform file status inconsistencies.
- Indexing no longer gets stuck in certain scenarios with unauthenticated third-party network shares.
- Image sequence proxy output now uses the correct container in the filename, followed by ".mp4".
- Old head frames are no longer cached indefinitely, causing incorrect head frames to load after clearing the FastTracker database via the Admin app.
- Various fixes for button, tooltip, and metadata tag positions at certain zoom levels in Desktop Browse and Adobe Panel.
- Proxy presets can no longer point to the same path, which resolves certain incorrect behaviors when overwriting existing proxies.

- Multiple Desktop Browse interfaces can no longer be launched on the same client, resolving delays in certain functionality with two instances running.
- Text files can no longer be queued for proxy transcode in certain circumstances.
- Common OS junk files are now automatically ignored during indexing.

Known Issues

- Renaming Facilis volumes or other indexed storage locations will break certain FastTracker database links.
- Proxies cannot be auto encoded for image sequences under 100 images long. On-demand proxy generation should be used for affected sequences.
- Cancelling thumbnail generation may take up to a minute to respond.
- HD and Original resolution proxies may take a few seconds to load for playback in Adobe Pane and Desktop Browse.
- On macOS, playing image sequences via FastTracker will only play the first image in the sequence.
- Users are not alerted if a proxy transcode path is changed and becomes unavailable to FastTracker.
- Users are not alerted if a Proxy Generation destination is full.
- Index tab may hang while processing over 10,000 files in a single job.
- Proxy Generation preset paths cannot be Auto Indexed.

Technical Support & Troubleshooting

Support engineers are available to assist from 8AM - 8PM ET, Monday - Friday.

Phone +1-978-562-7022, Option 2

Email support@facilis.com

New in 3.5.0, there's a server-side FastTracker service monitoring tool located in the FastTracker directory: **C:\Program Files\Facilis\FastTracker\FTMonitor.exe**

FastTracker service logs are also stored as sequential text files in the root of the server's C: drive, named **ftserverlog.txt** with an appropriate sequential postfix.

FastTracker's service can also run two scripts at startup, one before and one after the FastTracker server service starts. These need to be named **startup1.bat** and **startup2.bat**, and need to be in: **C:\Program Files\Facilis\FastTracker**

We value your feedback. Please contact support@facilis.com if you have any comments or concerns regarding the FastTracker software.