C H A P T E R 13

Folder Attendant Directories and Watches

Revised: March 12, 2010

Most Cisco MXE 3500 customers use the Folder Attendant to automatically submit jobs.

This section includes the following topics:

- Introduction to Folder Attendant, page 13-1
- Basic Workflow, page 13-2
- Setting Up Directories, page 13-3
- Setting Up Watches, page 13-11

Introduction to Folder Attendant

Set up directories and watches from the Folder Attendant Administration page.

To access the Folder Attendant Administration page:

- Click **View** > **Folder Attendant**

   or

- From the **Toolbox**, click **Folder Attendant**

Figure 13-1 shows the Folder Attendant Administration Page.

Figure 13-1   Folder Attendant Administration Page

The Folder Attendant Administration page displays the directories and watches that have been set up. It includes the information described in Table 13-1.

Note   Fields marked with an asterisk (*) are required.

Table 13-1 Fields on the Folder Attendant Administration Page

Field Name	Description
Directory	Displays the name of the file system directory or FTP URL currently being monitored. This information is entered when you add a new directory.
Profile	Displays the job profile of the watch. A watch is a unique combination of the Directory and Profile.
	This information is entered when you add a new watch. If this field is blank, a watch has not been set up for this directory.
Priority	Displays the job priority of the watch. The job priority is used to determine which task to schedule for execution when there are multiple pending tasks to schedule. The job priority is entered when you add a new watch. If this field is blank, a watch has not been set up for this directory.
State	Displays the availability of the monitored directory.
	Values are:
	• **Online**: Directory is currently being monitored.
	• **Offline**: Folder Attendant is unable to monitor (get a list of files for) the selected directory. There is most likely an error.
	• **Disabled**: Indicates that a user has turned off (paused) the monitoring of the selected directory.
# Files	Displays the number of files (media or XML) submitted in the monitored directory. If this field is blank, a watch has not been setup for this directory.

You can also filter the directories that are displayed on this page to view only those directories of interest.

Basic Workflow

The first time you use the Folder Attendant, you must set up the system. The setup tasks listed below are performed once:

- Establishing watch folders on the appropriate hosts (at time of installation)
- Creating Roles, page 9-26
- Creating New Users, page 9-21
- Setting Up Directories, page 13-3
- Setting Up Watches, page 13-11

After initial setup, these tasks are only performed on an as-needed basis and are not part of the typical daily workflow.

Typical Daily Workflow

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Note The actual steps you perform may vary slightly depending on your particular needs.

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Procedure

Step 1 From the Toolbar, open Folder Attendant. All components of Folder Attendant launch automatically upon startup.

Step 2 Verify that the required directories and watches have been defined. Update the directories and watches as needed.

Step 3 Open the Job Status Monitor to monitor the jobs currently being processed. As jobs are automatically submitted from the watched directories, they appear on the Job Status Monitor. When jobs are complete, they are reaped (removed) from here based on the Auto Reap interval. See also: Job Status, page 10-1, and Status Settings (System Administration), page 9-15.

Step 4 Monitor the status of each job being processed. If any jobs are not complete, double-click the job, and select the Tasks tab to view the status of the tasks for each job being processed. If any jobs fail, select the Errors tab to view a summary of errors that have occurred. Take the necessary actions to correct any jobs that have failed. Make appropriate corrections and resubmit or reschedule the job.

Step 5 From the Job Status Monitor, you can view the XML code for the selected job to see more detail on how it is being processed. You can also reschedule, stop, or delete a job, or reset a job's priority. See also: Job Status, page 10-1

Step 6 When jobs are running, open the System Status Monitor to view the tasks being processed on each host. See also: System Status, page 10-17.

Setting Up Directories

One of the key features of Folder Attendant is its ability to monitor directories and automatically initiate job processing when new or updated media/XML files appear. When a new or updated file meeting the criteria specified appears in a directory being monitored, Folder Attendant automatically initiates job processing based on the configured job parameters settings, such as profile and priority.

You must first define directories to be watched on the Folder Attendant Administration page. Then multiple watches can be configured per directory.

From the Folder Attendant Administration page, you can perform the following directory-related tasks:

- Filtering Directories, page 13-3
- Adding Directories, page 13-5
- Editing Directories, page 13-8
- Deleting Directories, page 13-9
- Enabling or Disabling Directories, page 13-10

Filtering Directories

If you are watching a large number of directories, you may want to filter the data being displayed so that you can view only the directories of interest. The Filter command allows you to display a subset of all the directories. You can filter directories by any of the following parameters (or any combination of these parameters):

- Path name

- State
- Job Profile
- Filed Submitted
- Priority

Note   Even if directories are filtered from the Folder Attendant Administration page, they are still being watched and processed as usual. This function only limits the number of directories displayed on the page.

Procedure

Step 1   From the Toolbox, click **Folder Attendant**. All directories that have been defined are displayed. Figure 13-2 shows All Directories (No Filters Applied).

Figure 13-2   All Directories (No Filters Applied)

Step 2   Select the filter button from the menu bar. Figure 13-3 shows Folder Attendant Filter Settings Pop-Up.

Figure 13-3   Folder Attendant Filter Settings Pop-Up

Step 3   Complete one or more fields on the page to specify how to filter the directory display.

Table 13-2   Directory Filter Fields

| Field Name	Description
Path	Enter the complete directory path name or FTP URL of the directory to be displayed. The system will not match a partial path name or one that contains wildcards (*).
State	Select the state of the directories to be displayed from the drop-down box. Choices are: • Online • Offline • Disabled
Job Profile	Select the job profile to be displayed. All profiles that have been defined are displayed in the drop-down box.
Files Submitted	Enter the number of files submitted. If your directory matches that number, the directory will be displayed.
Priority (1-100)	Enter a numerical priority (between 1 and 100). If the priority for the selected watch matches this priority, the directory will be displayed.

Adding Directories

See also: Monitoring FTP Directories, page 13-7.

Procedure

Step 1   From the **Toolbox**, click **Folder Attendant**.

Step 2   From the **Directory** drop-down menu, select **Add**. Figure 13-4 shows Adding Directories. The Directory fields display on the Folder Attendant Administration page. Figure 13-5 shows Directory Fields.

Figure 13-4   Adding Directories
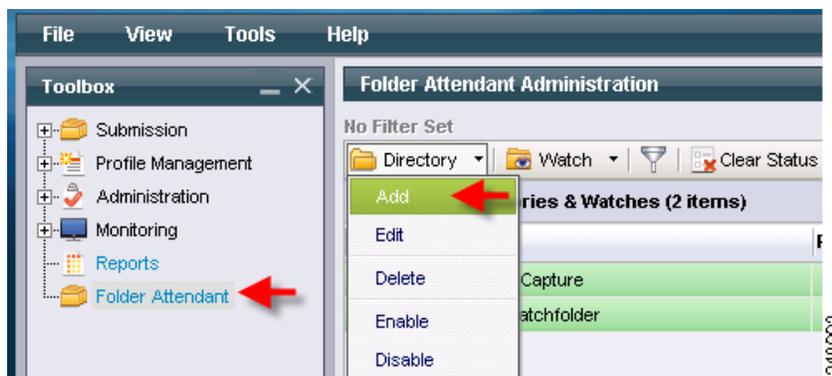
Figure 13-5   Directory Fields

Step 3   Enter the appropriate information in each of the fields as described in Table 13-3.

Table 13-3   Directory Fields

Field Name	Description
Directory Path	Enter the fully-qualified path name of the directory (use either a UNC or local path or the URL of an FTP folder to be monitored).
Include Subdirectories	Check this box to configure a watch of the main directory and all of its subdirectories.
Refresh (seconds)	Enter (in seconds) how frequently you want Folder Attendant to check for new files.
Number of Retries	Enter the number of times Folder Attendant will attempt to resubmit the job if it is unsuccessful. **Note** Folder Attendant will not attempt to resubmit failed jobs. (See also: Monitoring Jobs, page 10-3.)
Retry Interval (seconds)	Enter the interval between retries (in seconds).

Table 13-3   Directory Fields (continued)

Field Name	Description
Copy Complete Method	From the drop-down menu, select the method to be used by Folder Attendant to validate new files to determine if they are complete and ready to be processed. Values are: • **rename-to-self**: The system will attempt to rename the file to its original file name. • **rename-to-tmp**: The system will attempt to rename the file to its original file name followed by tmp (filename.tmp), and then back to the original file name. • **file-size-delay**: The system will wait [FileSizeDelay] seconds since the last file size change. • **file-last-modified-delay**: The system will wait [CopyCompleteDelay] in seconds since the last file modification date change. • **control-file**: The system will wait for a specific control file (filename.ctl) to be added to the directory. • **exclusive-open**: The system will attempt to open the file exclusively. • **immediate**: The system will process the file immediately without waiting for the file to be completely copied.
Copy Complete Delay (seconds)	Enter the number of seconds to delay when copying a file to another destination. **Note** This option is only active when the file-size-delay or file-modified-delay Copy Complete Method is selected.

Step 4   **Save** the new directory. The new directory displays on the Folder Attendant Administration page, and a message displays indicating the new directory was added successfully. The directories are sorted by alphabetical order (based on the path name), so the new directory may not appear at the end of the list.

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Note   A watch has not been defined for the directory, if the Profile, Priority, and # Files fields are blank.

Monitoring FTP Directories

In addition to monitoring a normal directory, Folder Attendant can monitor an FTP directory. To enable this feature, set the directory path to an FTP URL (see also Adding Directories, page 13-5) as follows:

ftp://[username:password]@hostname[:port]/path[;passive=yes|no]

Where:

• **username** = optional FTP login username; default is anonymous

• **password** = optional FTP password; default is ""

• **hostname** = FTP server hostname

- **port** = optional FTP server port; default is 21
- **path** = directory path to monitor.
  - To specify an absolute path (%2f is escaped /)

    ftp://username:password@hostname/%2fpath

  - To specify a relative path. Current path is set to <UserLoginDirectory>/path

    ftp://username:password@hostname/path

- **passive** = if yes then use FTP passive mode, if no then use FTP active mode; default is yes

For FTP directories, the Copy Complete Method must be set to file-size-delay. In addition, the delete-source-after-process option must be set to false.

The FA will detect new or modified files and will submit the source media file with the FTP URL as follows:

<planner-submit>

<source-name>ftp://[username:password]@hostname[:port]/path</source-name>

> **Note**
> - The %2f will be stripped off
> - This FTP source-name will leverage the FTP pre-processor planner in the API to generate the appropriate Fileman and FilemanNet tasks.
> - In order to monitor the FTP directory, the FA uses the FTP directory listing command. The implementation of the FTP directory listing command varies by FTP server (Windows, UNIX version, etc.). The FA uses a list of regular expressions to support several popular FTP directory listing formats. This list may need to be modified to support new formats.

Editing Directories

Use this procedure to edit an existing directory.

Procedure

Step 1 From the **Toolbox**, click **Folder Attendant**.

Step 2 Select the directory, and from the **Directory** drop-down, click **Edit**. Select the directory to be edited. See Figure 13-6.

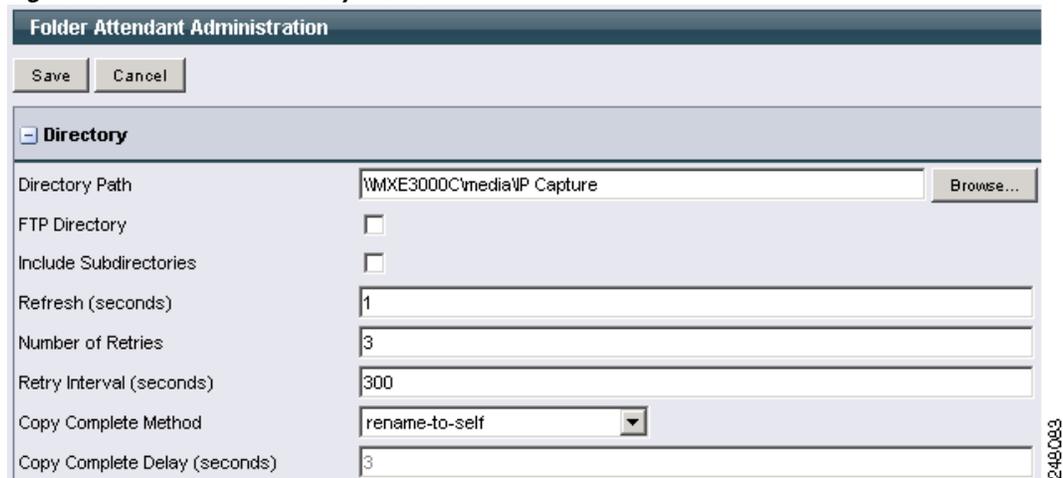***Figure 13-6   Select the Directory to be Edited***

Step 3   Update the information in any of the fields, as needed. See Figure 13-7.

Figure 13-7   Edit Directory Fields

Step 4   **Save** the new information. The updated information replaces the original information for the selected directory, and a "Directory successfully updated" message displays at the top of the page indicating that the selected directory has been updated.

> **Note**   Unless you change the Directory Path, no changes will appear in the Folder Attendant Administration page because most of the Directory fields are not displayed on the page.

Deleting Directories

Procedure

Step 1   From the **Toolbox**, click **Folder Attendant**.

Step 2   Select the directory, and from the **Directory** drop-down, select **Delete**. See Figure 13-8. A delete confirmation message displays.

Figure 13-8   Select the Directory to be Deleted

Step 3   Select **OK** to delete the selected directory. The selected directory is removed from the list of directories on the Folder Attendant Administration page, and the directory watches assigned to that directory are also deleted. The "Directory successfully deleted" message displays at the top of the page.

Enabling or Disabling Directories

You can enable or disable directories as needed. When you enable a directory, it is online and Folder Attendant can watch it. If you disable a directory, it will be taken offline and Folder Attendant cannot watch it, but it is not deleted.

Procedure

Step 1   From the **Toolbox**, click **Folder Attendant**.

Step 2   Select the directory, and from the **Directory** drop-down, select **Enable** or **Disable**. See Figure 13-9.

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Note   Only Enabled/Disabled or Online/Offline directories can be set to Enabled or Disabled.

Figure 13-9   Select the Directory to be Enabled or Disabled

Setting Up Watches

This section includes the following topics:

When is a File Completely Copied?

There are several ways Folder Attendant can determine when a file has been completely copied to a monitored watch folder and is ready for submission. Folder Attendant may detect the presence of a file before it has been completely copied (via FTP, etc.). Each directory can be configured to use one of the following methods to determine if the file is ready for submission:

- **rename-to-self**: attempt to rename the media or XML file to itself.
- **rename-to-tmp**: attempt to rename file to ([filename].tmp) and back to original file name.
- **file-size-delay**: wait [FileSizeDelay] seconds since last file size change.

> **Note**   File size must be > 0 bytes in order for the file to be considered completely copied. When copying files on some files systems (Avid Unity), the file size may be 0 bytes for a significant period of time. This method is the only method supported when monitoring FTP directories.

- **file-last-modified-delay**: wait [CopyCompleteDelay] in seconds since the last file modification date change.
- **control-file**: wait for control file named ([filename].ctl) to be added to directory along with media/xml file. Folder Attendant will not delete the control file. It must be added/deleted by a client process.
- **exclusive open**: attempt to open file exclusively.

> **Note**   Some of these methods may not work on a particular operating or file system.
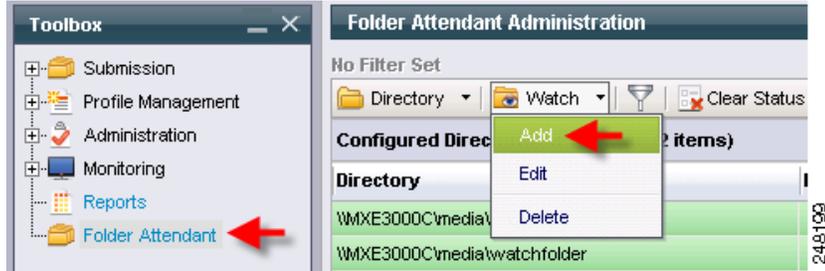
Adding Watches

Procedure

Step 1   From the **Toolbox**, click **Folder Attendant**.

Step 2   Highlight the **Directory** for which you want to add a watch, and from the **Watch** drop-down, click **Add**. See Figure 13-10.

Figure 13-10   Select the Watch to Add

See also the following topics:

- Watch , page 13-12
- Custom Metadata, page 13-14
- Override System Settings, page 13-15

Watch

Figure 13-11 shows the Add a Watch page. Table 13-4 describes the fields.

Figure 13-11   Add a Watch

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Table 13-4   Watch Fields and Descriptions

Field Name	Description
*Watch Extensions	Displays the list of file extensions that may be added to the watch. When a new/updated media or XML file matches one of these extensions, the file will automatically be submitted to the Cisco MXE 3500 using the parameters defined for the watch.
	To add file extensions, click **Select** to display the list. Select one or more extensions from this page to select the types of files to be included in the watch.
Is XML Watch	Check this box to specify that the watch is monitoring XML files, rather than media files.
	When submitting an XML file, all metadata, job profile, priority, etc. parameters are ignored. The XML is submitted 'as is' to the ECS with the watch's configured system settings. The configured extensions for determining if a file is an XML file are set in the Folder Attendant application configuration file. Current extensions are .rdf and .xml.
The following fields appear in the metadata:	
Title	Enter a job title. If left blank, the title is set to the submitted file name with extension.
	Note: FA submits hundreds of jobs automatically when a file appears, so it does not make sense to set a default title for a Watch, which would result in all jobs in the status monitor having the same title. Now, the filename with extension displays, because the extension is a key identifier for a Watch.
Description	Enter a job description.
Rating	Select a ratings profile. For some formats, this will be included in the metadata of the output media.
	Possible choices are:
	• None
	• General - All Ages
	• Parental Guidance Recommended
	• Adult Supervision Required
	• Adults Only
*Author	Enter the job author. This value defaults to the name of the currently logged in user. For some formats, this may be included in the metadata of the output media.
*Copyright	Enter the copyright information. This may be included in the metadata of the output media. This defaults to the copyright system setting.
Keywords	Enter one or more keywords. For some formats, this may be included in the metadata of the output media.
	Multiple keywords are separated by spaces.
The following fields are job settings:	

Table 13-4   Watch Fields and Descriptions (continued)

Field Name	Description
Job Profile	Select the Cisco MXE 3500 Job Profile that will be assigned to this watch. The list of possible choices displayed is dependent on the job profiles that have been defined in other parts of the Cisco MXE 3500 system and stored in the job profile directory. This information is entered when you add a new watch. If this field is blank, a watch has not been set up for this directory. There are two ways to select the job profile for the watch being added. 1. From the drop-down menu, select the job profile to be run once a file extension match is made in the directory being watched. 2. Use the Profile Browser in the Navigation Column. See also: Profile Browser, page 1-9.
*Job Priority (1-100)	Enter the job priority of the watch. In general, jobs with higher priority are scheduled before jobs with lower priority. Possible choices are 1-100, where 1 is the highest priority and 100 is the lowest priority. In general, assign higher priority for jobs that are more time-sensitive (for example, live jobs).
Delete Source After Processing	Check this box to delete a source file after it has been successfully processed. The file is deleted at the end of the Cisco MXE 3500 job. Source files are not deleted if the job fails. By default, this box is unchecked so that source files are not deleted. **Note** XML files are not deleted. This checkbox is disabled for XML watches.

Custom Metadata

This section contains a grid that displays all custom user metadata fields that have been defined for the system. You have the option to enter a value of the appropriate metadata type (type entry is enforced). When the watch is saved, the user metadata values are saved into the watch config file using the above XML tags (udm-item). This section is only visible when adding or editing watches (not directories). See Figure 13-12.

Figure 13-12   Custom Metadata Section

Override System Settings

The fields in this section allow you to override one or more settings for the selected watch. Check one or more boxes, and specify the location of the input or output files for the specified setting. See Figure 13-13.

Procedure

Step 1   Check the box on the left side of each field.

Step 2   Enter a new path in the text box.

Figure 13-13   Override System Settings Section

Editing Watches

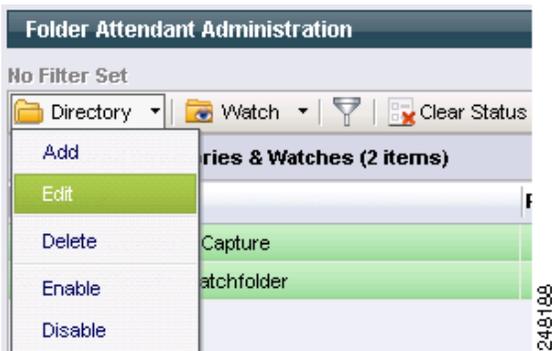Use this procedure to edit an existing watch.

Procedure

Step 1   From the **Toolbox**, click **Folder Attendant**.

Step 2   Select the watch that you want to edit, and from the Watch drop-down, click **Edit.** See Figure 13-14.

If you are not sure which watch you want to edit, select the directory and look at the parameters.

The Folder Attendant Administration page expands to display the fields related to setting up watches. This page has three sections: Directory, Watch, and Override System Settings, each of which contains a series of fields. Expand or shrink each section of the page to display the fields of interest by clicking on the plus (+) and minus (-) signs to the left of each section heading.

Figure 13-14   Select the Watch to be Edited

Step 3   Expand each section, and update the appropriate information in each section:

- Directory
- Watch
- Override System Settings

Step 4   **Save** to save the new information. The updated information replaces the original information for the selected watch.
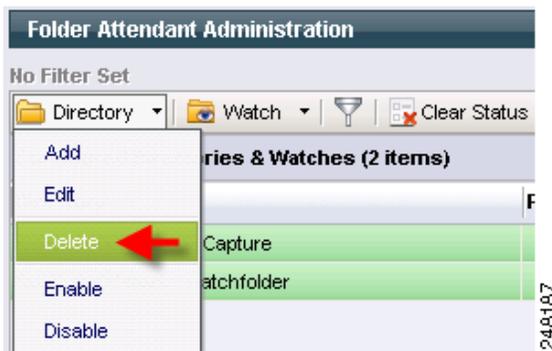
Deleting Watches

Procedure

Step 1   From the **Toolbox**, click **Folder Attendant**.

Step 2   Select a watch, and from the Watch drop-down, click **Delete**. See Figure 13-15. A delete confirmation message displays.

Figure 13-15   Select the Watch to be Deleted

Step 3   Select **OK** to delete the selected watch. The selected watch is deleted. If there was only one watch on this directory, the directory remains in the table, but the Profile, Priority, and # Files fields are cleared to show there are no watches on the directory. If there is more than one watch for this directory, the line containing the selected watch is removed from the table.

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