Remote Production FAQ

Following our recent webinars covering remote production options with EditShare, we compiled this FAQ based on the questions asked during the presentations.

For more information or to ask additional questions please contact our sales team.

FLOW:

Does EditShare's Flow media management solution support third-party storage?

Flow media management can work with EditShare storage servers, a wide range of cloud storage including AWS servers, and others third party storage hardware. Generally speaking, Flow works with any hardware solution that supports SMB.

We have specifically qualified the following platforms: EditShare, Avid, ELEMENTS, Facilis, Isilon, LumaForge, NFS, QNAP, Quadrus, Synology, Generic SAN, BlackPearl, Wasabi, Cloudian, Amazon S3, Amazon Glacier, Archiware, Backblaze, Microsoft Azure, Helmut FX, StorageDNA, and Masstech FlashNet archiving.

What is the security port you need to open using AirFlow and Flow Story to grant access through the firewall?

In order to use AirFlow and Flow Story from the Internet, your network administrator must configure the router/firewall device to forward two specific ports – 8005 for the AirFlow web interface and proxy streaming and 8006 for the Flow API

Can Flow Automation transcode files to ProRes 422 proxy files?

Yes, Flow Automation can transcode files to ProRes 422 Proxy. Please note, however, that the streaming proxies you play in AirFlow will be H.264. When you make ProRes 422 Proxies, if you want to download them they would be considered "high-resolution" files. But you can download them from AirFlow in the same way you can download the H.264 proxies.

Does Flow enable transcoding?

Flow includes extensive transcoding capabilities -- with literally hundreds of different CODECS and WRAPPER combinations supported. Input/Output formats include popular production CODECS like DNxHD/HR, ProRes, XDCAM, AVC-i, DVC ProHD, IMX, DV25, DV50, MPEG2, H.264, Avid Proxy, XAVC, Uncompressed, QuickTime Animation, etc. Wrappers include MXF OpAtom, MXF Op1a, QuickTime, MP4 and some AVI. Input-only formats include R3D, ARRIRAW, DNG, EXR, DPX, CIN, PNG, TIFF as well well as files and cards from devices such as Ikegami, CanonXF, GFCAM, XDCAM HD and EX and DSLRs from Canon, Nikon, Olympus, Panasonic, Pentax, Samsung, Sony and many others.

How do I integrate applications like BaseLight, Mistika, Scratch, and Nucoda into the Flow platform?

Flow story supports both AAF and XML EDLs. Third-party applications that accept these EDLs as input should work seamlessly with Flow. We provide panels for Premiere Pro and DaVinci Resolve integration. We are open to investigate development of panels for other solutions where user and vendor interest align.

Each proxy will take up space in the system – how do I delete them?

Flow proxy files are held in a dedicated storage area either on the Flow server or within the EFS cluster. They are very small in size, but we do offer full media management tools within the Flow suite for automated or manual clean-up based on user permissions.

Are there nuances to working with Final Cut Pro X vs. other NLE solutions?

EditShare is agnostic to the destination NLE. When you drag and drop a Flow asset into the editor, all markers and metadata come with the asset. While Flow tries to infer which NLE you are using based on the type of asset, for the most reliable results you should select an NLE in your Flow drag and drop preferences. This will ensure that the formatting of the XML or AAP is correct for your NLE.

Can Flow sync between my local EditShare storage and cloud storage in AWS?

Yes. Transfer/sync between any media aware storage – EditShare or other – is possible.

How are growing clips handled in a live environment?

Editing growing files is supported in various ways in the EditShare environment. The way growing clips are handled is a function of the NLE as it relates to reading the clip, codec, or wrapper as well as the methods of recording to the storage. We would be happy to engage in a specific discussion around your particular NLE.

We have Flow database 8x 2TB. and ten Flow licences. What is the maximum number of users we can support editing on a 96TB system?

While there is no limit to the number of licenses one can deploy when you have a dedicated Flow database server, the maximum number of concurrent users who can get a good editing experience will depend on what else you are doing with the system. For instance, if you are constantly running multiple transcoding and ingest jobs, this will reduce the number of Flow Story users who can have a good streaming proxy editing experience. Please discuss with your EditShare RSM to discuss your unique scenario,

AIRFLOW:

Does AirFlow work on Mac, Windows, and Linux? What about mobiles devices?

Yes. AirFlow works on Mac, Windows, and Linux. We recommend using Chrome as the web browser for best performance. AirFlow will also work on tablets but is not optimized for mobile phones.

Can I add metadata on the low-resolution proxy content?

Yes. Low-resolution proxies and their corresponding high-resolution files are treated as a single asset, and whatever metadata you add applies to both.

Is there interoperability between Mac and Windows Premiere Pro projects while trying to relink assets built with AirFlow?

Yes. A project that starts in AirFlow (where you would be viewing proxy files) can be imported into a Mac or PC running Premiere Pro. When you import the Flow Project into Premiere, you will automatically link to high-resolution assets. If you download Flow's low-resolution proxies, import them into Premiere, and edit with those proxies, you can later on manually relink to the high-resolution files. Once you relink in Windows, you will need to relink again if you move over to a Mac, and vice versa, because of the different paths of the high-resolution files.

FLOW STORY:

What type of effects does Flow Story carry over to my NLE (e.g., dissolves, effects, grading audio work, etc.)?

Audio clip levels, video dissolves/wipes, audio crossfades and clip speed changes all transfer seamlessly into your NLE of choice via AAF or XML export.

Can existing customers get access to Flow Story at no charge?

Yes. Existing customers who are running Flow 3.x can add Flow Story clients at no charge through July 1, 2020. Storage-only customers who do not currently have Flow can add it at no charge -- inclusive of Flow Story, AirFlow and Flow Automation -- through July 1, 2020. Existing customers already running Flow 2020 have Flow Story included.

When utilizing VPN access, what delay is recommended for the Flow Story workflow?

The delay recommendation depends on the complexity of the timeline. But, typically less than 10ms results in a good user experience.

Is multicam editing supported in Flow Story?

While multicam editing is not currently supported in Flow Story, it is planned for release Q3 2020.

Can an existing Premiere Pro or Media Composer project be imported into Flow Story? Does it have to be exported as AAF first?

You can export an XML project from Premiere Pro or an AAF from AVID and then import either directly into the Flow Story client.

What are the network requirements for supporting Flow Story remote proxy editing?

Network throughput requirements depend on the bitrate and resolution of the proxy. The default bitrate of each proxy stream is 800 Kbps so the size of your network connection depends on the number of proxy editors. We recommend a 5 - 7Mbps connection for a fluid experience. Flow Story will cache portions of the proxies so that the same parts do not have to be streamed over and over. If you don't have acceptable network throughput to support proxy streaming, you can choose to download the proxies and work locally.

Can you download the full resolution files vs proxy files?

You can choose to download either the high-resolution media or a proxy file within AirFlow or Flow Story. Note that permissions to download proxies and high-resolution media are controlled by the Flow administrator, and those permissions can be set for each type separately.

If you lose connection during download, will Flow recognize and pick back up automatically?

Not at present. This is a roadmap feature for AirFlow and Flow Story.

CLOUD:

How quickly can an EditShare / AWS solution be set-up and deployed?

We want you to get into the cloud as quickly as possible. We can get you onboard with a trial system very quickly so you can see how it works with your workflow. We can use that experience to scope out a full system to fit your needs. We have great automation to spin up environments of different shapes and sizes fast!

How are you able to run a Media Composer in this environment (in a VM) and still have it connect to EFS storage?

Depending on the version of Media Composer you wish to use, you may need to pay Avid for an additional license for deployment on virtual machines. Older versions of Media Composer do not require this license. Connecting Media Composer in the cloud to EFS works with our standard native storage client.

What is the security / encryption on EXPEDAT?

EXPEDAT is protected by AES encryption.

Is there any significant difference in managing users and content between on-prem and cloud based EditShare storage solutions?

The same tools currently available for user and project management in your on-prem implementations can also be used for cloud implementations.

Is the EditShare cloud solution for AWS only?

No. While we have the most experience to date work in the AWS cloud, EditShare can also support cloud configurations in AWS, Google, Azure, Tencent Cloud, and other public and private cloud environments. Please get in touch and we can discuss your needs.

In full editing workflow in the cloud - is it possible that the editor of the video will send directly to the client or to the origin of the unedited video?

With AirFlow users can send files, projects or unedited video to clients. Clients can preview, edit, and even add comments to the video which will sync with the content in your AWS environment. It is also possible to use Flow Automation to automatically send finished edits to client endpoints over Aspera, FTP, and other file transfer means.

What is the cost to setup and run an EditShare solution in AWS?

The cost to set-up and run an EditShare solution in AWS varies depending on complexity of workflow. We have a basic environment scoped to make it easy for you to start and our professional services team can work with you to scope beyond a POC environment.

Can the AWS cloud solution work without Teradici?

For a cloud editing workflow using Premiere Pro, Resolve, Media Composer, , remote access to AWS cloud is required and can be accomplished with either Teradici or Nice DCV. However, with Flow Story it is often not necessary to have a remote desktop to the cloud.

SUPPORT:

Can EditShare provide specifications for the host PC and help configure it for Teradici?

At least 2 GB of RAM are required on the Teradici workstation. Note: The Teradici PCoIP access software requires 512 MB of additional free physical memory. For the workstation it is recommended to have at least 2 CPUs running at 2.5 GHz per CPU.

Will EditShare OEM/sell Teradici licenses and/or HW/SW like AVID?

EditShare can sell the Teradici licenses. Please contact your EditShare representative for details.

Does EditShare have a step-by-step configuration guide for Teradici with EditShare?

Yes. Please contact your EditShare representative for details.