sonopress global network

arvato

User Manual

The **Sonopress Global Network** (**SGN**) secure data transfer site offers our clients a secure, user-friendly, customizable system for transferring artwork and data files to local or remote **SGN** locations for processing and production.

If you have a secure transfer account and know your user name and password, you can login here

User name: [   ]

Password: [   ]

[Login]

Forgot your password?

First time here? Give your Customer Service Representatives a call. We will be happy to walk you through an upload, answer your questions, or offer any other help or advice to make your upload smooth and secure.

Version 2 of the **SGN** provides clients with:

- An easy-to-read overview of products currently in production

- Logical grouping of product-related files for easier project and file management

- FTP job scheduling eliminates "browser babysitting" during uploads

- Multiple user IDs for client accounts allow collaboration between your production departments and your vendors on delivery of product components

- Product and item notes improve information flow between the customer, the account representative(s), and the Sonopress production departments

- User configurable email lists for notification of SGN transactions.

For users who are familiar with Version 1 of the **SGN**, the system continues to offer:

- Your choice of interface language

- Reduced lead time – with the ability to reduce it further by delivering complete metadata with your uploads

- A comprehensive, searchable history of your SGN transactions
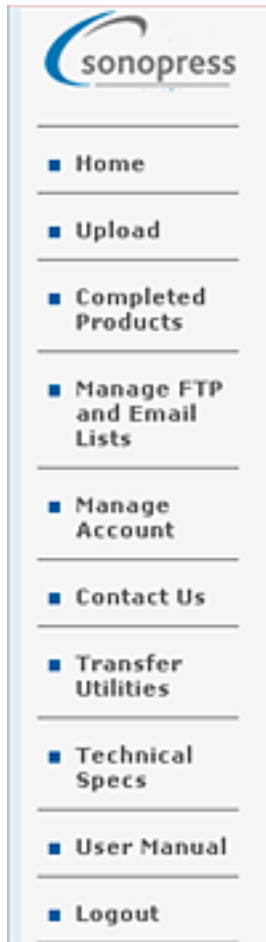
Coming Soon

The **SGN** Java client – a cross-platform application that allows for metadata entry and background file delivery from your desktop/workstation to your **SGN** account
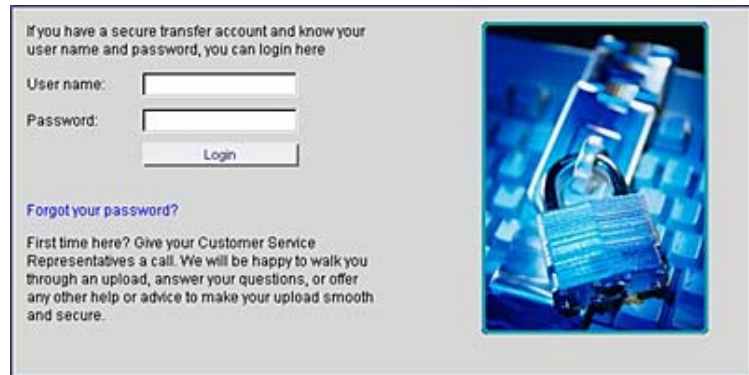
- Client Tools -

The navigation bar at the left side of each displayed page allows you to move to the most commonly used site functions at any time.

Home returns you to the page that is first displayed when you log in. From this page, you can view/manage information on your uploads.

Upload leads to the display from which you will upload files for production.

Completed Products displays information on the history of your use of the **SGN**. Once an upload is removed from the system and through production, it appears on this display.

Manage FTP and Email Lists displays forms for managing FTP servers you wish the **SGN** to pick up files from and for managing email lists – lists of addresses you wish the system to notify for all or select transactions for your company.

Manage Account displays forms for updating your contact information, changing your password and selecting the language in which you wish to view the site.

Contact Us* displays a form from which you can request or send information to Account Reps.

Transfer Utilities* contains links to archiving/compression utilities (zip, sit, etc) and applications to generate MD5 checksums (for verifying uploads) for PC, Macintosh (OS-X) and Unix users.

Technical Specs* contains links to ordering requirements and information and specifications for submitting your work to **Sonopress** for replication.

User Manual This is it!

Logout Closes your **SGN** session. For security, it is wise to log out of the system when you are finished using it.

*US/Weaverville site only

Your Home Page displays all of the products Sonopress is replicating for you through the **SGN** system.

Version 2 of the **SGN** displays your uploaded files as components of a product. For users who are familiar with Version 1, this is a change.

You define the product when uploading its first component. This is covered in greater detail in the Upload section of the manual.

The product name, product quantity (optional) and the requested date for product delivery are displayed at the top of each product section.
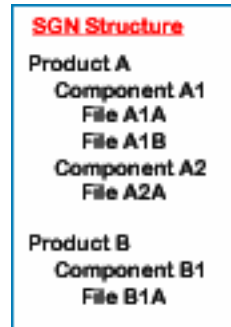
Beneath this, under headings describing the type, is information on the product's components. Components can be of three types: Master, Label Art, or Package Graphics. Although most will consist of one uploaded file, it is possible to assign multiple uploads to a component.

Components are labeled by the Material Number you assign to them when uploading. In parens, following the Material Number, is the media type for which the component is intended. The status of the component is displayed at the right. Component statuses are described in Table 1.

Notes can be added to products and files by anyone who has access to your project – you, other accounts for your company, your account representative(s), prepress and premastering -- throughout the lifespan of a product. The system displays a "Notes" icon for each product and file. Selecting this icon displays any notes entered for that item and a with a link to a form for adding a note.

Table 1.

Item Status	
Status	Description
Pending Delivery	The item is pending delivery from the client. An item will have this status if information has been entered but the file has not been delivered.
Delivered	The item has been delivered to Sonopress. Metadata (information) on the file can be edited while the file has this status.
Cancelled	The item has been cancelled by the client. If you find that you have uploaded a file by mistake or there is another problem, you can cancel the file.
Revised	The item has been replaced with another item. You can replace a file that was uploaded by mistake or for which a problem has been discovered.
In Production	The item is in production at Sonopress. The metadata for files in production cannot be revised in any way.
US Only/Graphics	
Released	All necessary metadata for production has been attached to a file and an account representative has released it to prepress for review
Media Receiving	File has entered the prepress workflow. Media Receiving is where Prepress stores files whenever they are in process but between workflow statuses.
Graphic Rejected	The file has been received by prepress and rejected because of insufficient or bad metadata or another problem. Once the issue is resolved, the file is again released to prepress.
Graphic Typeset	File is in work with a prepress technician
Graphic Hold	Files that are on hold for lack of information or for quality reasons
Proof In	The file is awaiting inspection and approval by a tech specialist prior to proofs being made available to the client
Accepted By Prepress	Proof has been inspected and approved by a prepress tech specialist. This status will rarely appear as it is a placeholder while the system generates notices for Graphic Proof Out. If you see it, though, this is what it means.
Rejected By Prepress	Proof has been inspected and rejected by a prepress tech specialist. The file will return to Media Receiving before being forwarded to Graphic Typeset again.
Graphic Proof Out	Proofs are available to the client online. The client, the account representative(s), and anybody on a proof list connected to this file have been notified by email
Graphic Approved	Client/account representative has approved the proof for production.
Graphic Revision	Client/account representative has rejected the proof and ordered revisions.
Film Inspection	The graphic file has been rendered to film and is awaiting inspection prior to delivery to the film vault where it is available for production.
Graphic Film Ready	The film has passed inspection as is ready for production.

Selecting a product title link on the Home Page produces a display of all product information. You cannot edit product information once it is entered but your account representative can.

At the Product Info display, you can view or add notes to the product. Unless one or more product components are already in production you can cancel that product. If a component is in production, the "Cancel Product" option will not appear. At this point, you must contact your account representative for cancellations.

Product Info

Title:	Rock This Town
Artist:	John Tesh
Need By Date:	September 4, 2005 Order Quantity: 20000
Total CD-ROMs:	0
Total DVDs:	0
Total Cassettes:	0
Deliver to:	

Product Notes   Add Note   Cancel Product

Label Art
(final test label)   Pending Delivery   Replace Edit
Add Component

Links for viewing component information are available on the Home page and at the bottom of the Product Info page. Until a component is in production, all metadata/information for that component, except the component type (Master, Label Art, or Package Graphics), can be edited. If the component type is incorrect, the component must be replaced.

At the component info display you can add notes to a component and, if the component has not entered the workflow, edit its metadata/information or cancel it.

You can also upload or schedule FTP pickup of additional files for a component (if, for instance, you need to add a required font for a graphic).

Component Info
Data - CD/DVD Media

Product Group:	CD Audio	Product Type:	Standard Audio CD
Material Selection:	CD/DVD Media		
Origin Facility:	Weaverville	Arrival Date:	Aug 29, 2005
Source:	File	Status:	Delivered
Material #:	RadioBB	SAP Number:	0
Mail List:	Group1		
Software:	mkisofs		

Component Notes   Edit Component   Cancel Component

Platform:	N/A
Encryption Type:	None

Track Information
1) 2:19 - 04:42
2) 13 Question Method - 03:39
3) 16 Shells From a Thirty-Ought-Six - 04:37
4) Angel of Mercy - 03:35
5) Coolsville - 03:25
6) Stranger Than Kindness - 04:42
7) Lobo Town - 05:44
8) Mr. Stanley - 02:12
9) Murder in the Red Barn - 03:45
10) Jockey Full of Bourbon - 03:32
11) Life Is Bad - 04:15
12) When the Time is Right - 04:32

Files
    Confirmed
        RadioBB.dmg (DMG)
Upload A File   Schedule FTP Transfer

Edit Component

Until a component has entered the workflow, the information/metadata for that component can be edited. Editing a component can entail something as simple as changing a note or a complex as correcting or adding all production information and re-assigning that component to another existing product.

Information/metadata for a component is context sensitive. A piece of label art requires different information than a master. The system will display only information that is appropriate for the component you are editing.

Download Files

Below your active projects on the Home page is a list of files that have been loaded on the system for you to download. Select the file name and your browser should begin the download automatically.

BROWSER UPLOAD

All required fields for uploads are labeled in red. Please provide as much information as possible about the file you are uploading. However, if you are unsure of optional information, please leave the field blank.

All files must be assigned to a product. If you aren't certain which product you are uploading for, select "New Product." You or your account representative can change this information later.

All uploads fall into a Component Category and have a Component Type. Categories include CD Audio, CD ROM, DVD, and Music Cassette. Types include Master (data or audio), Label Art, and Package Graphics (inserts, booklets, stickers, etc.).

Files can be delivered to Sonopress via Browser Upload, by mail/courier on a disc or film, and by scheduling a pickup from your FTP server. Unless you have set up an FTP server for pickup(see Manage FTP and Email Lists), this last option will not appear in the delivery menu.

No current, widely used browser (this probably includes yours) supports the upload of files larger than 2 Gigabytes (2,000 MB). If your file is larger than this, please use the FTP option.

The Material Number is your unique identifier for the file/component you are uploading.

All of this information is required for each upload. You can also add a note to the upload.

After entering the information/metadata on the first upload screen, you can choose to additional information/metadata or to go directly to the file upload screen.

Selecting "Deliver File Now" when uploading for a new product generates a display with options (highlighted in the graphic, above) for delivering your uploaded file to any remote Sonopress locations at which you have an account and the required field, "Title." The "Title" field will provide the name for the new product. If you are uploading for an existing product, these fields will not be displayed.

Adding correct information at the time you upload a file will help us to put that file into the workflow faster.

If you choose to add information/metadata for your upload, please remember to enter only information you are certain of. Incorrect information will slow the process of moving your job into our workflow.

If you select a field that is marked with a red superscripted number, further information is required in the field with a matching superscripted number.

Uploaded files must be compressed to one of the following file types: iso, pdf, ddp, cdr, zip, rar, gz, gzip, tgz, sit, tar, hqx, img, dmg, sea, exe, sda, and sitx. Select "Transfer Utilities" from the left navigation menu for links to utilities for compressing your files to this standard.

Uploading large files may take considerable time. Do not close your browser until the upload is finished. When your upload is complete, the system will ask you to confirm or reject the upload per the MD5 value generated on our server.

Upload

Required fields are labeled in red. Please provide as much information as possible. If you are not certain of input for an optional field, please leave it blank.

Component Category: ○ Standard Audio CD   ○ Hybrid SACD   ○ CD Audio Multi-Session
○ SACD   ○ SACD Dual Layer

Generated with: ☐ mkisofs   ☐ Roxio CD Creator   ☐ CDRWin   ☐ DDP Fileset
Other (please specify): [   ]

Encryption Type: ○ SafeDisc   ○ MacroVision   ○ SunnComm   ○ SecurROM [1]
○ SecurDVD [1]   ○ Softshield [2]   ○ None
[1] File Path: [   ]   [2] Product Number: [   ]

Target Platform: ○ Win32   ○ *NIX   ○ Mac   ○ N/A

Number of Tracks: [0]

[Cancel Component]   [Deliver File Now]

Approve File Transfer

The following information has been transmitted to Sonopress:

Filename:	BlasterLabelA.sit
File Size:	0.0 KB
Md5:	944aae587ef2723b0dbfb353d0fe6788

Please compare the MD5 Checksum above with the checksum you generated locally. If they match exactly, approve the upload.

[Approve File Transfer]   [Reject File Transfer]

FTP UPLOAD

If you have an FTP server and have set up an FTP host for use with the SGN (see "Manage FTP and Email Lists") and have selected "FTP Transfer" from the "Deliver By" dropdown on the initial Upload display, the system will generate the display to the right when you select "Deliver File."

Web browsers do not support the upload of files larger than 2GB. If you must transfer a file this large, please use the FTP function.

Filenames of files delivered via FTP upload should not include spaces or special characters (!@#$%^&*(), etc) as these can cause problems for the system. Only dashes, underscores, periods (dots), and normal alphanumeric characters are allowed in Internet standard formatted file and directory names.

Select the FTP server you wish to use, from the dropdown list of servers you have set up and connect to that server. Once connected, the system will show the file listing for the initial directory on that server in the lower box of the display. Select/check the file(s) you wish to have picked up and click the "Add Files" button.

The system will add the selected files to the queue. You can remove files from the queue or move through the server's directory structure to select additional files. When all the files you wish to upload are queued, select "Done."

Schedule FTP Transfer

The system will connect to the FTP server you select and display a list of files available for transfer. If your FTP server is not included in the drop-down menu, click the Add Host button and the FTP Host Addition Wizard will guide you through the process of adding it.

Notice: Please make sure all filenames and directories on the FTP server you are connecting to do not have have **spaces** and/or **special characters (!@#$%^&*(), etc)** contained within them. If so, you may experience issues viewing these files/directories. Only dashes, underscores, periods, and normal characters are allowed in Internet standard formatted filenames and directories. Thank you.

FTP Server
200.57.40.133

Connect

Manage FTP Hosts   Add Host

200.57.40.133   Disable Account   Edit Host

Queued Files
Filename
No files added.

Remove Files   Done

ftp://arlene@200.57.40.133

/c:/dvd

Name   Ascending

Directory/Filename	Filesize (bytes)
milagro.txt	32
test.zip	408
zipit3.exe	2524002

Add Files

Queued Files
Filename
/c:/dvd/milagro.txt
/c:/dvd/test.zip

Remove Files   Done

ftp://arlene@200.57.40.133

/c:/dvd

Name   Ascending

Directory/Filename	Filesize (bytes)
milagro.txt	32
test.zip	408
zipit3.exe	2524002

Add Files

Manage FTP and Email Lists

The **SGN** supports file pickup from your FTP server.

SGN FTP pickups can function securely, through a VPN between the client and Sonopress, or without encryption, through a standard FTP connection.

Manage FTP Hosts

Add Host

Manage Email Notification Lists

Email notifications/confirmations for all your SGN transactions are automatically sent to you, the administrative user(s) for your account, your Client Service Representatives(s), and any other appropriate Sonopress personnel. You can add recipients for notification here.

Global List

Create/manage the global list. Members receive notification of all SGN transactions for your client account.

Create/Manage

Ad Hoc List
Attached to specific items.
View/Manage an existing list.

View/Manage

Create a new list:
Name:

Create

Proof Groups
Create a new proof group:
Name:

Create

US Only

Enter your FTP Server information

Select "Add Host" to set up your account to handle FTP pickups from your server. In the pop-up window, enter the address of your FTP server and the username and password you wish the **SGN** system to use. When you select "Save," the system will test the information you entered by logging onto your server. If it is unsuccessful, an error message will appear. Check your login information and, if all else fails, try selecting "Yes" for "Use Passive Transfer Mode."

Once you add a host, it will appear in the FTP Server drop-down menu and will be available in the "Deliver By:" dropdown on the upload page until you delete it.

Web browsers do not support the upload of files larger than 2GB. If you must transfer a file this large, please use the FTP function.

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FTP Host(s)

FTP Server

Port Number
21

User name

Password

Working Directory
\

Use Passive Transfer Mode
○ No
○ Yes

Save

[CLOSE THIS WINDOW]

Email lists

SGN V2 supports two types of email lists (three in the US/Weaverville) – Global and Ad Hoc (and Proof Groups, in Weaverville). These lists give you the ability to add addresses of interested parties who do not have **SGN** accounts for notification of your **SGN** transactions.

Members of the Global list receive notifications of all **SGN** transactions. The Global list can contain as many addresses as you care to enter.

Ad Hoc email lists are lists you name and create for limited or special purposes. Members of Ad Hoc lists that are attached to a file upload will receive email notifications of all

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Global Notification List

Name	Email	Delete
John Doe	jdoe@email.list	✗
Jane Smith	jsmith@some.place	✗

Add Recipient

Name:　　　　Email:　　　　Add

[CLOSE THIS WINDOW]

SGN transactions involving that file. You can create as many Ad Hoc groups as you wish, each containing as many addresses as you wish. Attaching an Ad Hoc list to an upload does not affect the delivery of email messages to members of the Global List, so there is no advantage to adding members who are already listed there.

Proof Groups are email lists for notification of parties interested in receiving notification that graphic proofs are available online in the US/Weaverville workflow system. Members of these groups receive notifications only for proof-related transactions.

Update Contact Info

Use this form to keep your email address and telephone number current in the system

Change Password
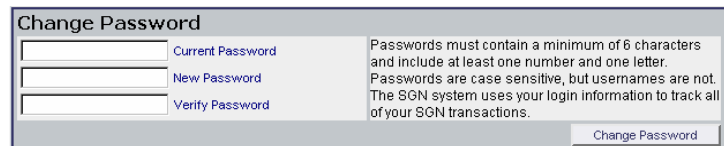
To change your password, enter your current password in the first field, enter the new password you've chosen in the second and third fields, and select the **Change password** button.. Your password will change, effective immediately.

Please note: Passwords must contain a minimum of 6 characters, including at least 1 alpha and 1 numeric character. Never share your username or password, as all traffic on this site is tracked by this information.

If you lose your password and can't enter the site, you can use the link on the login page to notify **SGN** administration. An email with a link to a display that will allow you to change your password will be sent to the address for your account.

Select a Language

You can change the default language the **SGN** uses for your interactions with the site by selecting the language of your choice and clicking the **Select Language** button. Your language preference will take effect immediately.

Troubleshooting

A few things to keep in mind:

- An account can support only one **SGN** session at a time. If you log in a second time (in a second browser/browser window) or someone else logs in with your account information, the initial session will be terminated.

- Your **SGN** login will only function at the location at which your account is registered.

- The **SGN** system will only transfer your files to **Sonopress** locations at which you have an account/account representative. If, for instance, you have an account in Mexico and must deliver files to Hong Kong, you must contact your account representative to request an **SGN** account in Hong Kong.

- If you have any questions or experience any difficulty with the system, please contact your account representative. And, as always, we welcome your comments and suggestions for making the **Sonopress Global Network** a better tool for you.

- **Web browsers do not support the upload of files larger than 2GB.** If you must transfer a file this large, please use the FTP function.

- The **SGN** Login process checks your user name and password to determine your company affiliation, your system privileges, and any preferences you have set for language or mailing lists. If you lose or forget your password, use the Forgot your password? link on the login page. The system will send instructions for resetting your password to the email address listed for your **SGN** account.