RIMAGE®

System Manager

Version 9.5

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Introduction

This manual provides the information that will help use Rimage System Manager v9.2 to monitor and configure Rimage Systems on your network.

For information, specific to the Rimage hardware, refer to the user guides found at https://support.rimage.com.

Important! Your Rimage System Manager screens may not look exactly like the examples pictured in this user guide, but all Rimage Systems have similar basic functionality. Rimage System Manager screens change based on the model of the Rimage System being monitored.

About the Rimage System Manager (RSM)

RSM is part of the Rimage Software Suite of products. It is installed on all Rimage Systems, but you may also install it on user workstations so that the systems can be controlled remotely as long as they are on the same network. The RSM program runs as a Windows desktop application that hosts in the "Windows tray[1]" so that it can be monitoring your systems with or without having a user interface running on your desktop.

Regardless of whether or not the user interface is showing on the screen, or minimized to the tray, the RSM will monitor the connected systems for operational alerts, current job status, and connection status. A small popup window will appear on the bottom right corner of your monitor whenever system attention is needed. You can configure what is reported to you in the Preferences screen that is described later in this manual. You can also configure the RSM to start automatically when you log into Windows so that it is always on.

Technical Support

Rimage offers a variety of service and support options for the EDS, Producer 8100N and 8200N, and Professional 5400N and 5410N including Next Business Day On–site Agreements, Exchange Services, and Software Subscriptions and Support. Please contact your Rimage Value Added Reseller or Rimage for additional information and pricing.

For information, specific to the Professional or Producer systems or the Everest 600 printer, refer to the Support Home Page found at https://www.rimage.com/support

Technical Specifications for this product can be found at https://www.rimage.com/support. From the **Support** page select: ***Series Name > Product > User Manuals*** tab.

Support Contact Information

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[1] The system tray is a section located typically at the right end of the taskbar. Icons that are often installed in the system tray include the volume control for sound, network connections, scanner software, keyboard and mouse controls, and a clock. Many other programs can be installed there, for example Rimage System Manager.

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Website: www.rimage.com **Help Center:** https://www.support.rimage.com	
When you contact Rimage Services, please provide: • System serial number and software version • Functional and technical description of the problem • Exact error message received	Copy this information from your Rimage product for future reference. **Note:** Make sure you update the Serial Number here anytime you receive a replacement system. **Serial Number:** **Product Name:** **Date of Purchase:**

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Rimage System Manager Overview

The Rimage System Manager (RSM) monitors and configures Rimage Systems. Using RSM you can do all of the basic functionality needed to:

- Set up the types of media you use in each of the bins.
- View and set the server settings on each of the systems.
- View each Rimage Systems operational status.
- View the status of each of the components. For example, Autoloader, Printer, and Recorders of each connected system.
- Pause or Resume Rimage Systems.
- View job status for jobs running on any of the connected systems.
- Cancel any running jobs if requested.
- View and respond to system alerts and operational errors.
- View the component servers, and information about the servers, for each connected system.
- View and search the log files created by various Rimage components.

Getting Started

For details on loading and powering on the system, refer to the User Guides that shipped with your Rimage Systems. For most models of Rimage Systems there is a power on switch on the back and front of the unit. The systems have to be on and operation for Rimage System Manager to find and interact with them.

Basic Concepts

1. RSM indicates the condition of the components of the Rimage System by displaying a colored dot next to items of interest (bins, printers, recorders, autoloaders, etc.):
    - A green dot means that everything is working properly.
    - A yellow dot means that there is something that needs attention. This may or may not be a problem. For example, you may be getting low on discs in a bin, but the bin is not quite empty, or there is an alert pending, or a server is offline, or the printer ribbon is almost finished.
    - A red dot means that there is something that is keeping your system from continuing to operate. The specific problem will be indicated by a message in the Messages window or a pop up tool tip when you hover your mouse cursor over the red dot. Out of discs or printer ribbon would cause this.
2. A Rimage System's status is represented by similar graphics indicating its state:

Tells you that a Rimage System is online and running normally.

Tells you that a Rimage System is online, but has alerts or warning pending.

Tells you that a Rimage System is offline.

3. There is often a right mouse click menu with additional operations. For example, in the Systems window you can right click on a system and elect to pause, change settings, or just see more information about the system. Similarly, in the Jobs window you can right click on a job to see other operations that are available.
4. RSM is a "tray" application so the program icon will be found on the Windows tray. You can click on the icon  to display a menu of program options (described later in this document). Note: The task bar icon also has a dot to indicate the overall condition of all of the systems currently connected.
5. You can set up the list of Rimage Systems you want to monitor in the 'Rimage Systems Connections' screen. By default, RSM will automatically display all of the Rimage Systems that are currently running on your network. Check the systems you want to watch.
6. RSM is intended to run whenever you are logged in and want to monitor Rimage Systems. This allows you to do other work on your computer and know that you will be alerted if something needs your attention. You can open the main application window, but when you close it the program will minimize itself back onto the tray, it will keep monitoring your systems in the background. If necessary, there is a menu entry to exit the program.

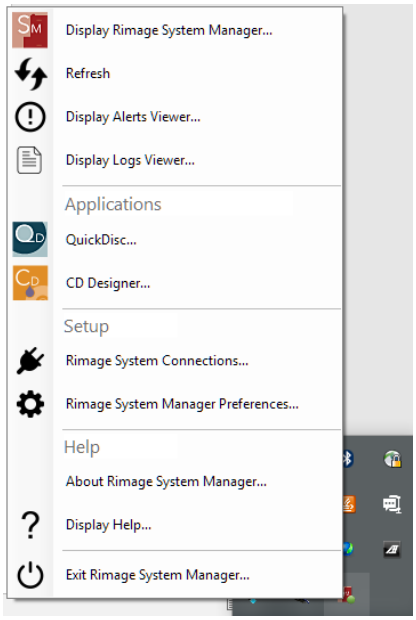
Starting the RSM Program

RSM can be started using one of three methods:

1. By default, the RSM does not run automatically when you log on, but you can set this up in the Preferences screen. This is a convenient way to ensure that you are always monitoring your systems.
2. You can start RSM from the program icon on your Windows desktop  .
3. You can start RSM from the RSM toolbar icon in QuickDisc. When you start RSM from QuickDisc RSM will automatically make sure it's connected to the system QuickDisc is currently using and it will pop up the main screen with that system selected.

The RSM Tray Menu (Popup)

You can click on the icon  to display a menu of program options (described later in this document).



Display Rimage System Manager

If the main screen has been minimized this will pop it up. It will also bring the screen to the foreground if it's fallen behind other windows on the desktop.

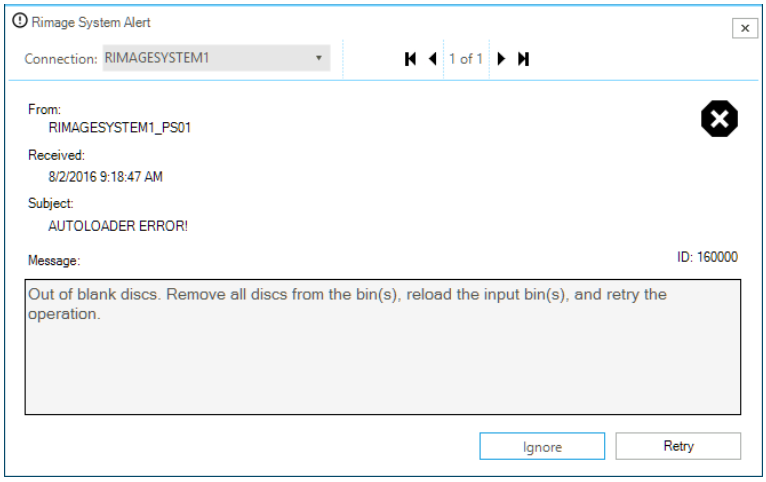
Refresh

This item performs a refresh of the programs components. This is sometimes useful if a lot of things are happening on the network or you suspect that a server condition may not be reflected on the screen. For example, if you turn on a system and you don't see it come onto the screen after it initializes, you can press Refresh to see if it is discovered. This operation will refresh all of the elements of the program including:

- Checking all connections to see if there are any that need to be reconnected.
- Refreshing all components in the main screen.
- Checking for any alerts of supply issues in case a message has been missed from the servers.
- Checking all of the currently running jobs to make sure their status is up to date.
- Checking the online status of the servers running on the Rimage Systems.

Display Alerts Viewer

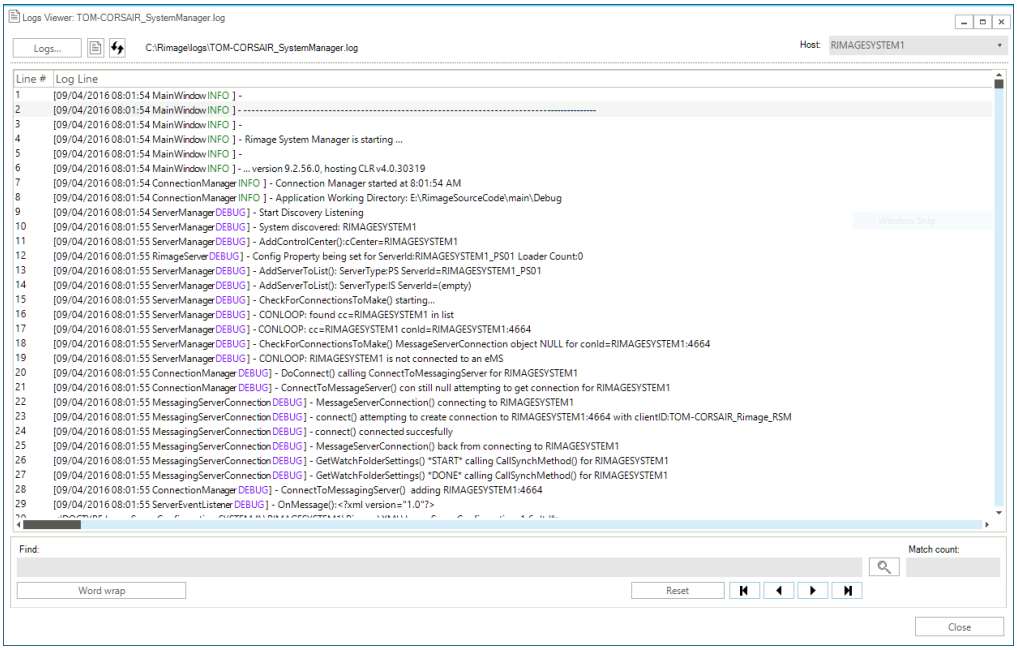
If there are any alerts to view this item will pop up the Alerts Viewer so you can view and address them. When there are no alerts pending you will get a message that says that.



Display Logs Viewer

This item will help you view log files that are saved by various components and applications on Rimage Systems. You can select a specific host to see all of the logs files that are in the Rimage System Folder for that connection. You can also view the Rimage System Manager log files on either the selected host or the local system where RSM is running.

Once a file is opened you can scroll through the file, search for text in the file, or reload the file periodically if you suspect something may have been added. For searching wildcards like "*" and "?" are supported in addition to regular expressions[2] for advanced users.



[2] Regular expressions for text searching are not documented here. It is a complex subject, but many tutorials are available on the web for anyone wishing to learn how they work.

- Select the Logs button to get a list of logs on the selected host.
- Select the Host list to select a different host.
- Select the Word wrap button if you want to have the text wrap on the screen rather than extending.
- Enter text in the Find box and click the Find button  to search for the text.

Applications

You can select, in the Preferences screen, from a list of installed Rimage applications to show on the menu. This is a convenient way to find the Rimage applications that are currently installed on your system.

Rimage System Connections

By default, RSM connects to any systems that it finds as they come online, and removes them if they are taken offline (turned off). This screen allows you to change that behavior by selecting only specific systems to be monitored. There is more information on setting up connections later in this document. For most users, the default will work fine and changes will not be necessary.

Rimage System Manager Preferences

This item presents the Preferences screen where you can view or change many of the settings in the RSM program. See the section Setting Up Preferences later in this document to get more information about configuring your RSM settings.

Help

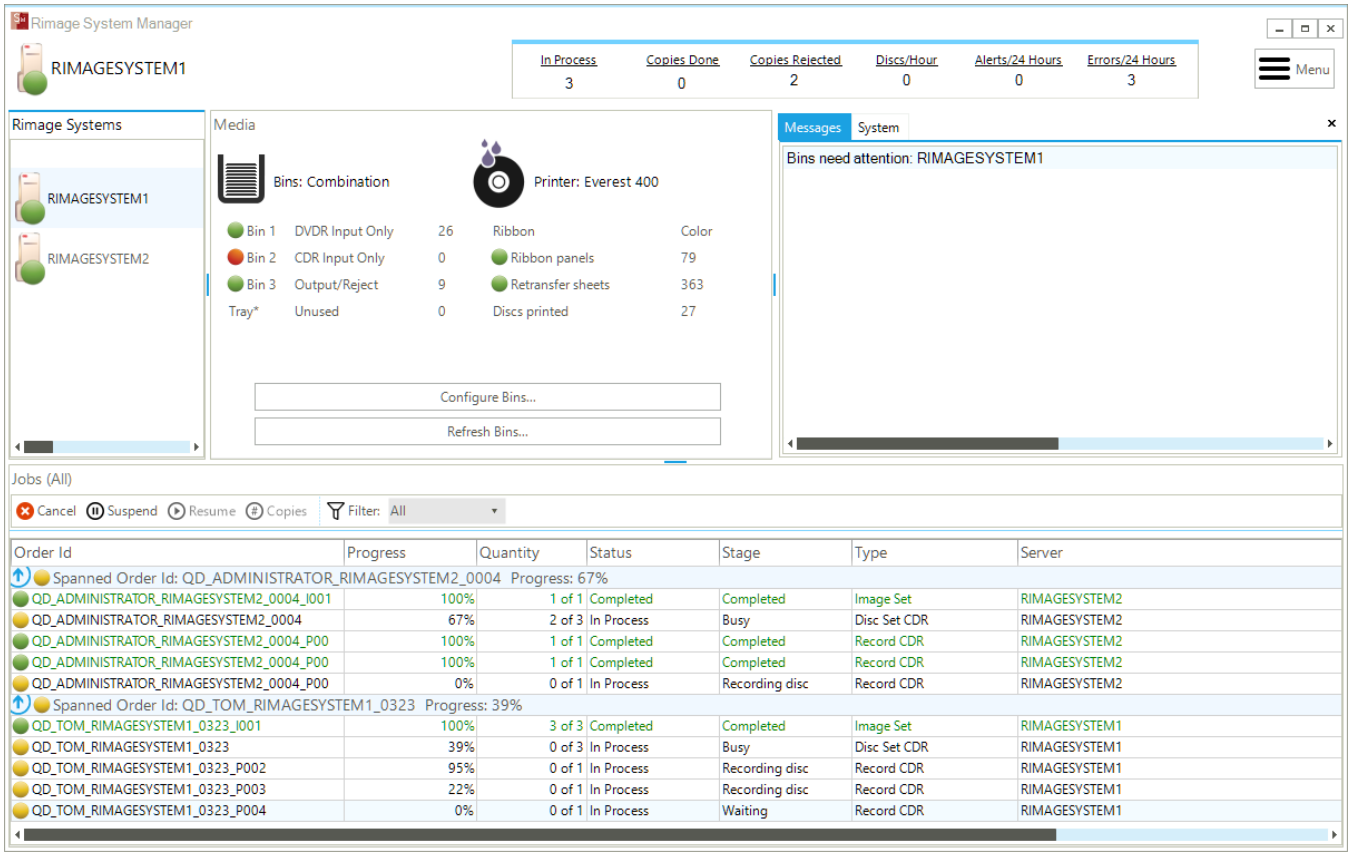
This item displays this help file.

About

This item displays information about the program version and Rimage copyrights.

The RSM Main Screen

The RSM main screen shows the Rimage Systems that are currently connected, information about a specific system that is selected in the list like bin and printer supply quantities, Messages about any alerts or pending conditions, detailed system information about the selected system, and information about jobs that are currently running. There is also a menu on the top right that make readily available many of the main operations of the program.

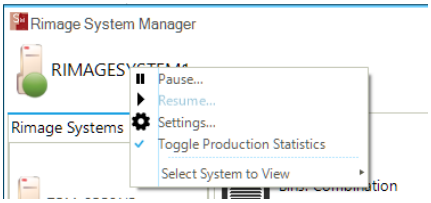


Currently Selected System

The currently selected system is listed at the top left of the screen including an icon that indicates the current running state of the system. This is the system that is being used to show the bins and printer, in the Media window, and the system components in the System window.

You can click on the system name to display a menu of operations.

Current System Menu



Pause – Pauses the selected system so that production orders are not picked up. This is useful if you want to take a server offline temporarily.

Stop – Stops the selected system.

Resume – Resumes a system that was previously paused or stopped.

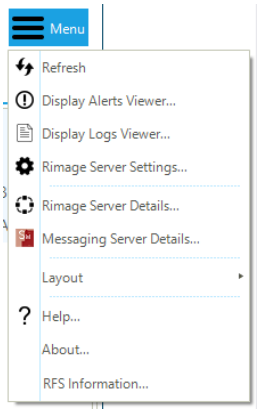
Settings – Displays the settings for the selected system.

Toggle Production Statistics – This option turns on or off the display of production statistics shown on the top middle of the screen.

Select System to View – When you are connected to more than one Rimage System you can select the system from this drop down menu. This is the same as highlighting it in Rimage Systems window.

Main Menu

When you click on the Menu button this menu is displayed:



Refresh

Refreshes the connections, main screen components, jobs list, and updates the screens that are currently showing.

Display Alerts Viewer

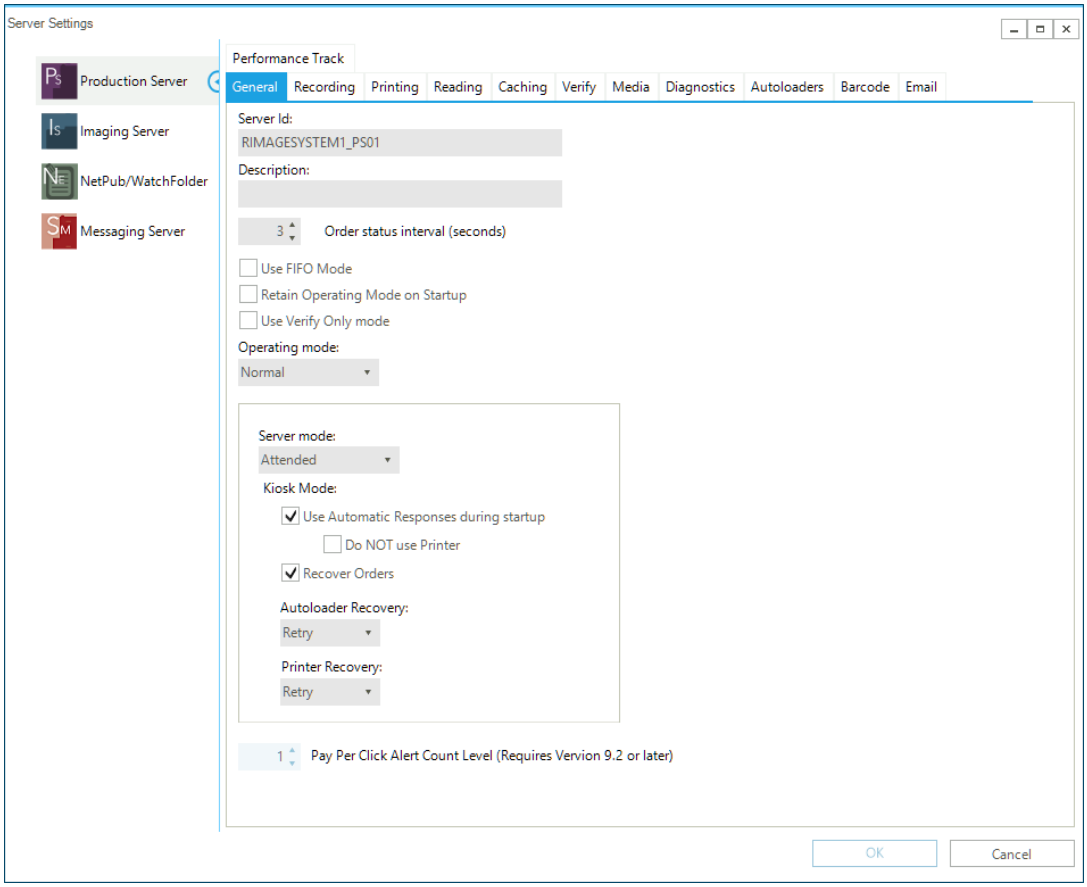
This item displays the Alerts Viewer if there are any pending alerts, or shows you a screen indicating that everything is running OK.

Display Logs Viewer

This item displays the Logs Viewer screen where you can access, view, and search through Rimage software component logs.

Rimage Server Settings

Production Server Settings



General

General server settings change the operating modes and the server description.

Server Id – The Server ID is created automatically by the Rimage system and cannot be changed. It is displayed to show you the name of the server that you are viewing.

Description – The text that describes the server. The description can be up to 30 characters long. It displays in the client applications.

Order Status Interval (seconds) – The amount of time, in seconds, that information about the progress of an order is returned to a client application.

Use FIFO Mode – The server sequentially processes orders from first to last and places the recorded discs in the output bin in that order. Other jobs will not start until the current order is complete. This prevents completed discs from being mixed in the output bin. Note: You must pause the server before the field is activated.

Use Verify Only Mode – Used to check previously recorded discs. The disc image is downloaded onto the system, but nothing is recorded on this or any other disc.

Retain Operating Mode on Startup – As a safeguard, Production Server will reset to Normal mode when it is restarted. This setting tells Production Server to retain the mode that is set.

Operating Mode – Determines how the Production Server operates. Select one of the modes.

Normal – This is the default setting. Orders are processed as they come.

Auto Bulk Read – Select this option if there are many master discs to be read and stored on the hard drive. Place all your master discs in the input bin. When the automatic bulk read mode is enabled and the process is started, the Production Server begins reading discs from the input bins.

Note: There is a wizard in the QuickDisc software to help you perform this function.

Bulk Copy – Select this option to activate the bulk copy mode. Used in conjunction with Rimage Copy Stations, bulk copy takes each disc from the Master Input bin, photographs the disc label, then copies the disc content and label onto a blank disc.

Bulk Read – Select this option to activate the bulk read mode. When in bulk read mode, Production Server reads a stack of discs from the input bin. As each job appears in the order file, a disc is loaded from the input bin into a recorder to be read. Discs that are read successfully are unloaded into the output bin and those not read successfully are unloaded into the reject bin.

Note: If a custom application is not available, and many discs need to be read, use the AutoBulkRead mode.

Job Streaming – Select this option to have the autoloader load a disc from the input bin and attempt to read it. If the disc is read successfully, it is considered a master disc. All the following blank discs are recorded from this master disc, until the next master disc is encountered.

Restore Spanned Sets – Select this option to use the autoloader to restore spanned sets of discs created with other Rimage Software.

Note: There is a wizard in the QuickDisc software to help you perform this function.

Direct Loader Control – While in this mode the ePS will allow an application to directly control the Autoloader using special commands. Unless you have an application that needs this mode you should not set it directly.

Server Mode – Determines how the Production Server manages certain conditions. If necessary, select a server mode.

Attended – Select this to have dialogs, errors and other actions handled by a system operator rather than handled automatically.

Unattended – Select this to have autoloaders automatically disabled when there is an error and other autoloaders with the required recorder capabilities are available. When an error occurs, the autoloader is disabled without posting an error dialog and the job or jobs in process are continued by the other available autoloaders.

Kiosk – Select this to have error handling dictated by other related parameters.

Kiosk Mode – Displays only if Kiosk is selected for the Server Mode. If necessary, select a kiosk mode.

Use Automatic Responses on Startup – Allows you to enable the Do NOT Use Printer checkbox.

Do NOT Use Printer – Enables the system to process orders if a disc printer was not found when the Rimage system initialized.

Autoloader Recovery – Allows the server to try the failed autoloader operation again, end the order, or automatically disable an autoloader after you respond to the error by opening and closing the autoloader door.

Printer Recovery – Allows the server to try the failed printer operation again, end the order, or automatically disable a printer after you respond to the error by opening and closing the autoloader door.

Recording

The Recording settings affect the recording process, as well as how to handle some unique formats.

Simulate recording – Allows the system to run an order but not actually record on the disc. This option can be helpful when you want to test the system.

Use new media only – Allows use of only new recordable media (discs) that do not have previously recorded sessions on them. If the system detects previously recorded media while running an order, the disc is rejected. This should not be checked if you are using media that needs additional sessions added. For example, you have standard set of files on the disc, but need to add specific customer files before shipping.

Maximum CD/DVD/BDR recording speed – Change the speed at which Production Server records discs. You can change the speed depending on the selected media and the recorder configuration. Select Maximum to choose the fastest speed available for each installed recorder.

Reject non-ISO9660 for incremental multi-session orders – Signals rejection of all pre-recorded incremental multi-session discs that were not recorded in accordance to the ISO 9660 standards. Use this option when you are adding another recording session to discs using the ISO 9660 standards in the incremental multi-session mode.

Disable ISO9660 extend fixups for multi-session orders – Deactivates ISO9660 extent fixes for multi-session discs.

Add postgap to ISO9660 discs – Allows you to add a postgap to ISO9660 disc and images that do not have a postgap. More than 150 blocks may be added to make the recorded image at least 300 blocks.

Enable use of 90-100 Minute CDRs – Allows use of media that can hold 90 - 100 minutes of data. The recorders cannot detect this kind of media, so this setting allows Production Server to record this media type.

Destroy failed recordings – Allows a disc with a failed recording to be rendered unusable. This pertains only to CD-Rs and certain recorders. This option is not enabled from the factory.

Show alert dialog on incorrect media type – Issues an alert if you have a single-bin autoloader and the media in the bin does not match the media specified in the order. Available on Single-Bin Autoloaders only.

Set book type to DVD-RDM for DVD+R discs – Signals to have recorders read the recorded DVD+R disc as DVD-ROM.

Number of retries on a recording error – Indicates the number of times an order should be attempted after a recording fails. Enter -1 to retry indefinitely.

Printing

These Printing settings are controlled by the Production Server. Most of the printing is controlled by the printer driver and selected label, however these options are configured for reject labels or to disable printing for testing purposes.

Simulate printing – Allows discs to be loaded in the printer but not have a label printed. This is helpful if you want to test the printer loading process.

Note: Remember to disable the Simulate Printing option before you try to create a disc. During simulation, all the operations to process your label are completed, but the system does not print on the disc. If you select a label that contains a serial number, the serial numbers will advance during simulation. Do not select labels with serial numbers when Simulate printing is selected.

Print reject pattern – Enables a specific pattern to be printed on a disc when it is rejected. Available only on Rimage Desktop and Professional Products.

Display error dialog on low ink level – Signals an error message to display when ink reaches a specified level. Available only on Rimage Desktop Products.

Percent remaining threshold – Determines when the system will warn you that the ink level is low. Enter a percentage in this field. Available only on Rimage Desktop Products.

Pick up orders with labels even if printer is offline – Allows discs to be recorded even if a printer is not connected to the autoloader but a label is included in the order.

Don't pick up orders if low number of prints remain – Signals the autoloader to stop picking discs when a specified amount of ribbon remains.

Prints remaining threshold – Enter a number for the minimum remaining number of print labels that will allow the system to keep picking discs.

Reading

The preferred reader, reading speed, and naming methods for automatic reads are configured here.

Preferred reader – Specifies which disc drive reads the master discs. You can select the recorder in the autoloader or the CD\DVD-ROM drive in the Control Center. The default reader is the autoloader recorder. The CD\DVD-ROM drive in the Control Center can be used for standard data and audio formats; however, the sub-channel information on audio discs is not read. If you need to read discs with a unique format or if you are unsure of the format, use the recorder in the autoloader to read the master disc.

Audio read speed – Sets the speed at which master discs are read. The factory default setting of Maximum enables the Production Server to read audio data at the maximum speed of the disc Reader drive. Depending on your hardware configuration and media requirements, select 1x, 2x, 4x, 8x, or Maximum.

Read error retry count – Sets the number of retries before rejecting a disc while attempting to read it. The value can be between 1 and 1,000,000,000.

Extract error retry count – Sets the number of retries before rejecting a disc while attempting to extract content from it. The value can be between 1 and 1,000,000,000.

Put rejects in output bin in FIFO mode – Select this setting to rejected discs in the bin in FIFO (First In First Out) mode.

Automatic bulk read – Allows multiple master discs to be read from the input bin. The autoloader picks each disc from the input bin, places the disc in a recorder, and reads the disc. After the disc is read, it is placed in the output bin. Several options determine where to store the disc image file, or how to name the file.

Base folder for images – Indicates the path where the system stores the disc images as they are read when in Automatic Bulk Read mode. Additional folders can be appended to this base folder if at least one of these options are selected.

Note: If you do not select one of the following checkboxes, or if the selected option does not meet the conditions, the filename is saved according to the line number and the disc sequence number. It is named as “r;LineX-Y” where X is the line number and Y is the disc sequence number. Track files are named “r;TrackN” where N is 1 - 99.

Use Barcode value as Image Folder name – Enabling this option scans the barcode from the disc and uses it as the folder name. This option requires an optional barcode scanner that can be purchased. The barcode scanner is available on Producer II autoloaders. To use the barcode scanner, view or change Barcode Settings.

Use Volume ID (or UPC/EAN) as Image Folder name – Enabling this options creates a new folder name from the Volume ID or the UPC/EAN. The image is stored under the new folder. This folder is located under the base folder name from the Base folder for images: field.

Note: The Volume ID is typically used for an ISO9660 type image. If an audio disc is read, the audio disc might have the UPC/EAN code. If these conditions are not met, Production Server uses the default naming method. If a barcode is not found on the disc, and the Use Volume ID (or UPC/EAN) as Image Folder Name option is enabled, the folder is named from the Volume ID or UPC/EAN.

Image type for audio tracks – Determines how the audio tracks, read from an audio master disc, are stored. These image types include PCM, WAV, and DDP. The default is PCM.

Create DDP images – Create DDP images. DDP images are used in Bulk Read and Auto Bulk Read operating modes and signals the autoloader to store content in DDP format onto the hard drive.

Use ISRC as filename for audio tracks – Allows the program to read the International Standard Recording Code, if it exists, and use it as the filename.

Print reject label on failed discs – Indicates that when an error occurs, the disc is printed with a REJECTED label and put in the designated reject output bin.

Put failures in reject bin – Indicates that a master discs that could not be read, be placed in the reject bin. This helps you see which discs were not read. This option is available only if the autoloader has a separate reject bin.

Create 'full disc' image files – Indicates that the disc should be read and that the image file written to the base folder on the hard drive.

Extract ISO9660 images to folders and files – Indicates that the disc should be read and that the files written to an ISO9660 folder structure as they are read from the master disc. If this option is not selected, the disc image is stored as an image file using the default naming method. This option does not support UDF.

Note: The above two options are mutually exclusive. You cannot choose both options.

Enter extraction filters separated by a semi-colon (*.ext;\Dir A*.ext) – Allows you to filter what is extracted when extracting ISO9660 Images.

Extraction Filter Examples:
The Extraction Filters Value should contain a semi-colon-separated list of filters.

- Select a specific file – Name its full path from the root as: "\Dir A\Dir B\Filename.ext".
- Select a specific folder – Name its full path ending with a backslash as: "\Dir A\Dir B\". This will capture all files and sub-folders in 'Dir B'.
- Select all files with a specific extension – , use "*.ext".
- Select all extensions of a file with a specific name – use "name.*".

- Select all files with a specific extension under a specific folder – use "\Dir A*.ext".
- Select all extensions of a file with a specific name under a specific folder – use "\DirA\name.*".

Caching

Cache drives are hard drives that hold the temporary disc image file so that streaming the file to the recorder is uninterrupted and under run errors are less likely to occur.
Note: If the Rimage Control Center came from the Rimage factory, the cache drive setting is configured properly. If the software is installed on your own Control Center, Rimage recommends an additional hard drive for every two CD-R recorders or one for every DVD recorder.

Cache drive letters (unseparated list, e.g.'def') – Allows you to indicate the mapped drive letter of the cache drive. You can use drive C: if you have one recorder and no cache hard drives. Rimage recommends a dedicated cache drive for each recorder. No comma separators are required between the drive letters.

Overlap recording with downloading to cache – Signals the autoloader to load a disc in the recorder and start recording as soon as data is ready to record. If this option is not enabled, the load and record process does not start until the disc image file is completely loaded on the cache drive. Not available on Rimage Desktop systems.

Disable image streaming – Allows you to turn off image streaming.

Disallow caching when streaming is enabled in the production order – if caching is required to produce a disc and the streaming attributes were set in the production order then the order fails.

Verify

When a disc is verified, the recorded disc is read and its data is compared against the data stored in the cache memory on the computer's hard drive.
Enable Verification – Signals the autoloader to read the recorded disc and compare the disc's data against the data stored in the cache memory on the control center's hard drive. For all audio discs and some data discs, the verify function changes to a read mode to see if the disc is readable.

Verify Every Nth Disc – Configures the number of discs verified by each recorder, not by the job. Set this option to 1 if every disc must be verified. By setting the count to a higher number, the first disc is always verified and then every Nth disc is verified after the first disc. This option is only available when Enable Verification is selected. Example: If this option is set to 2, the first disc is verified and every second disc after that is verified by each recorder. If you are only running spot checks, you can enter a higher number.

Quick Verify – Select this option to do a Quick verify where only 1% of each disc is verified. This is very adequate for most disc types and a much faster process. Enable compare for audio, mode 2, and XA-form2 tracks.

Use Checksum DLL – Calculates and verifies a checksum value for a recorded data track. Once a recorded disc has passed the Production. Server verify, the final total from the recorded disc is verified by the user's Checksum DLL. Both processes must pass before verification is complete. Only available when the Enable Verification selected and a checksum DLL is installed. View restrictions for using Checksum DLL. The following restrictions apply to using the Checksum DLL:

- The checksum data can be computed only when new media is used, and the session must be the first session of a multi-session disc.
- If you are attempting to record audio, this option is not available. For example, if a mixed mode (data + audio) is being recorded, no DLL calls are made in verification of the audio tracks.
- You cannot run the checksum option unless the data tracks are stored in a disc image (.img) file.

Media

A media code is a CD-R or DVD-R manufacturer code that can be read by the recorder. You can enter up to eight media codes and select an option to accept only media with the specified codes for recording and printing.
Use specified media codes – Allows acceptance of only media with the listed codes.

Maximum of 8 media codes can be specified for each media type.

DVD-R – Use the manufacturer ID code
DVD+R or Blu-ray Disc media: Use the Manufacturer ID code and the Media Type ID code with no dash between the two codes.

All DVD discs from a manufacturer, use only the first 3 letters of the Manufacturer ID code.

Diagnostics (Advanced)

These Diagnostic settings are controlled by the Production Server. Selecting these options allows you to create logs that help in diagnosing issues that might arise.

Enable SCSI tracing – Activates a trace file that is used to log recording problems. The file can be sent to a drive manufacturer if there is a question about the legality of a particular command sequence that is causing a problem. Each recorder is traced in a separate file. File names are Scsi_driveF.txt where F is the letter of the drive.

Enable SCSI read/write command tracing – Adds read and write commands to the SCSI trace. Because of the amount of data generated, the read and write commands are not, by default, put in the log.

Enable SCSI resolution timing tracing – Adds the number of milliseconds since Production Server started to each timestamp in the trace file.

Maximum SCSI trace file size (MB) – Forces Production Server to limit the size of the SCSI trace file. By default, the maximum size is 8 MB. If this options is not set, the log file size is unlimited.

Enable Serial tracing – Used to debug autoloader communication problems by tracing all commands sent to the loaders and all responses received from them, along with other serial port status information. Each serial port is traced in a separate file. The filename is SercomN.txt where N is the port number.

Enable serial high resolution timing tracing – Adds the number of milliseconds since Production Server started to each timestamp in the trace file.

Maximum Serial trace file size (MB) – Forces Production Server to limit the size of the log file. By default, the maximum size is 4 MB. If this options is not set, the log file size is unlimited.

Enable Everest tracing – Used to debug Everest printer-related problems by logging all activity associated with the Everest printer. A separate file is generated for each printer named EvLog-COMn.log where n is the serial port number connected to the autoloader containing the printer.

Maximum Everest trace file size (MB) – Forces Production Server to limit the size of the trace file. By default, the maximum size is 8 MB. If this options is not set, the log file size is unlimited.

Enable XML tracing – Used to debug XML message validation problems by logging all XML messages received and most XML messages sent. The generated log file is named XmlLog.txt and is placed in the local logs folder.

Enable XML order status tracing – Causes all the intermediate order status messages to be added to the log. When this is disabled (the default) only the first and last order status messages are logged.

Maximum XML trace file size (MB) – Forces Production Server to limit the size of the trace file. By default, the maximum size is 8 MB. If this options is not set, the log file size is unlimited.

Enable Job Tracing – The Enable Job Tracing setting is used to debug job-control problems by logging all major events associated with all discs in all jobs. Most entries in the file refer to the job ID and disc index. The generated file is named JobTrace.txt and is placed in the local logs folder.

Maximum Job trace file size (MB) – The Maximum job trace file size (MB) setting forces the Production Server to limit the size of the trace file. By default, the maximum size is 8 MB. If this option is not set, the log file size is unlimited.

Maximum Session log trace file size (MB) – Causes Production Server to keep the maximum size of the log file at or under the specified size. By default, the size is 4 MB.

Enable Startup Tracing – Used to debug job-control problems by logging all major events that occur in the startup process. The generated file is named PSrv_Startup.txt and is placed in the local logs folder.

Add timing information to Session log – Adds to the session log, the time that it takes to download, record, and verify an order.

Add under-run information to Session log – Adds an entry to the session log after each recording completes, giving the number of buffer under-run events encountered. A buffer under-run occurs when the PC cannot deliver data fast enough to the drive's buffer.

Add order not taken reason to Session log – Includes in the session log, any information on why an order was rejected by Production Server.

Enable Recording speed tracing – Allows the session log to track the speed used by Production Server while recording.

Disable adaptive tracing – Deactivates the automatic turn-on of the SCSI, Serial, Everest, and XML traces when a related error occurs.

Add reason for streaming not used to session log – Deactivates the automatic turn-on of the SCSI, Serial, Everest, and XML traces when a related error occurs.

Autoloaders

Select settings for single bin autoloaders and to maintain disabled autoloaders.

Keep disabled autoloaders offline on restart – Signals the server to not try to enable the autoloader the next time it starts after the autoloader was disabled.

Disable 'Any Media Mode' for single bin Autoloaders – Allows only one type of media to be used for single bin autoloaders.

Barcode

If the Producer autoloader is fitted with the optional barcode scanner, the barcode settings are controlled by the Production Server. The scanned barcode is used to name the image folder where the disc image is stored for identification. For information about barcode settings, refer to your barcode manual.
The Barcode Port – This setting allows you to choose the PC Com port that hosts this Barcode scanner.

Use Barcode Index – Use index mark to read barcode. It means to align the disc on the picker using an index mark on the disc (same as for perfect print) in order to read the barcode.

Barcode Angle – (in .25 degree increments, 0.0 - 359.75)

Email

The Email settings allow you to have notices sent automatically when an order is complete, or when there is an error or alert.

Email Addresses – Enter one or more valid email addresses. Separate each address with a semi-colon (;).

Select any of the following notifications:

Send on Order completion – An email is sent when any order using this Production Server is complete.

Send on Error dialog – An email is sent when an order warning occurs, such as running out of discs, autoloader door is opened, a disc is caught in the gripper and printer or retransfer ribbon is out.

Send on Alert dialog – An email is sent when an order alert occurs. Examples of alerts include low printer or retransfer ribbon or low media alerts.

PerfTrack (Performance Track)

The Performance Track settings allow you to set up your database connections and options for the Rimage PerfTrack database. The PerfTrack database stores information about hardware and archive information about jobs that are run on the systems. You view and search the PerfTrack database using the Order Archive Manager software provided with the Rimage Software Suite. The archive information can include user defined fields, they are included in the PS and IS order DTD's.

Database connection string –This is a string that defines a connection to the database. This string is dependent on the database type being used. The default connection string is:

Provider=Microsoft.Jet.OLEDB.4.0;Data Source=<RSF>Database\\Perftrack.mdb

where <RSF> is the Rimage System Folder being used by the Production and Imaging Servers. This creates a Microsoft MDB database file. It is common to change this to use SQL servers of various kinds. The details of this are beyond the scope of this document. Further information is available in many places, here is one: https://connectionstrings.com/

Enable logging of idle time in the IdleLog table – Enable this option if you want to save statistics to the PerfTrack database about how often your system is idle.

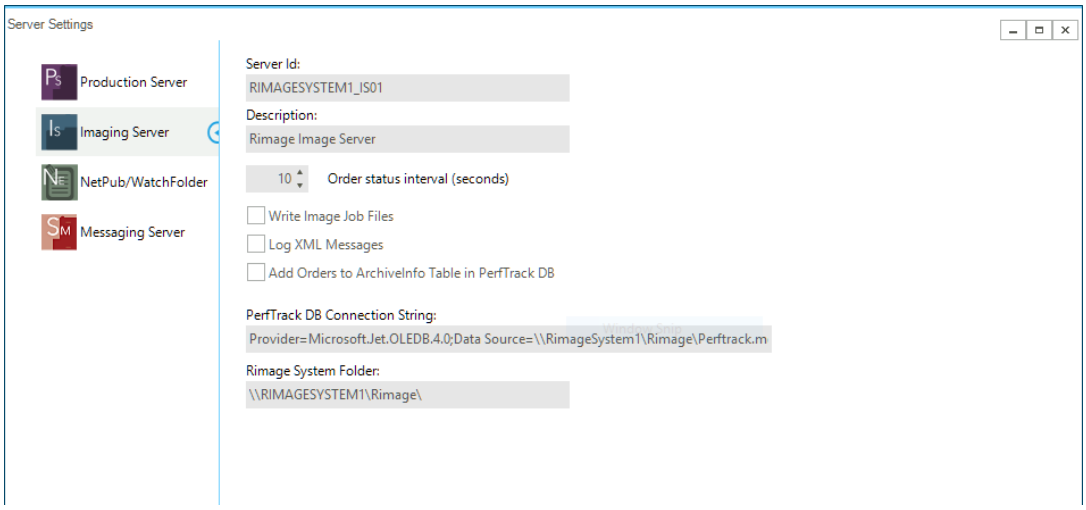
Enable logging of supply errors in the ErrorLog table – Enable this option if you want to save supply error statistics to the PerfTrack database.

Enable logging of recording in the RecordingLog table – Enable this option if you want to store statistics about recordings being made (producing) to the PerfTrack database.

Enable addition of hostname to all log entries – Enable this option to add the machine/host name to the database entries. This will help you identify the machine if you compare databases from different Rimage Systems.

Enable update OrderArchive table – Enable this option if you want to update the OrderArchive table with production information. This option can also be enabled in production orders sent by client programs.

Imaging Server Settings



Server Id – The Server ID is created automatically by the Rimage system and cannot be changed. It is displayed to show you the name of the server that you are viewing.

Description – The text that describes the server. The description can be up to 30 characters long. It can be displayed in client applications.

Order Status Interval (seconds) – The amount of time, in seconds, between status information messages sent to a client application during the processing of a job.

Write Image Job Files – This option will create an xml file containing all the files that were placed in the image. The format is documented with the image server documentation.

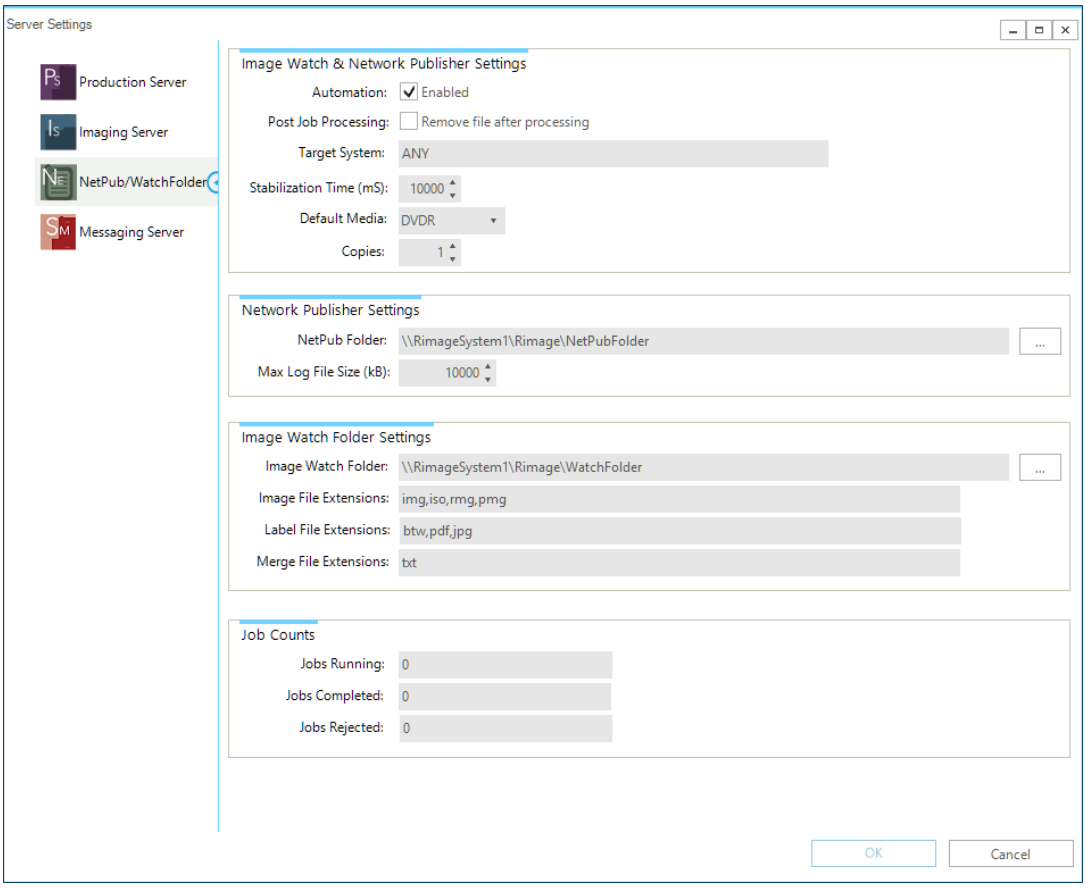
Log XML Message – Add XML messages to a special XML log file. This is useful for debugging, but note that the file can get big, so use only when necessary.

Add Orders to ArchiveInfo Table in PerfTrack DB – Tells the Imaging Server to add records to the ArchiveInfo section of the PerfTrack database that record information about the jobs, images created, and files in the images so that they can be searched using the Order Archive Manager tool.

PerfTrack DB Connection String – This is a read only field showing the current connection string. It can be changed in the PS settings tab.

Rimage System Folder – This is a read only setting that shows the current folder. It is set during Rimage system installation.

Netpub/WatchFolder Settings



This dialog contains the settings for two modules, the WatchFolder and the NetPub Watcher. WatchFolder monitors the specified folder for ISO files and label files. A production job will automatically be started when a label and ISO file are found. The label file is optional and if used must be copied first. NetPub jobs will be run when they appear in the specified NetPub folder. NetPub jobs are text files that can create discs on the Rimage systems. A separate document is available detailing NetPub operations.

There are four sections, one for common settings to both NetPub and WatchFolder, one for each of NetPub and WatchFolder only specific settings, and the last one giving counts of jobs in process, finished, or failed.

In the common section (Image & Network Publisher Settings)

Automation – Sets whether the NetPub and Watch Server are active or paused. Check the box to make the servers active.

Post Job Processing –Sets whether or not post processing is done. When this setting is enabled job files will be cleaned up, removed, after the job completes.

Target System – Enter the name of a specific Rimage System to use for NetPub or Watch Folder projects or select ANY to have the project sent to any available system.

Stabilization Time – Enter the time, in seconds, that the Watch Server waits to initiate a project after new files are added to the NetPub or Watch folders. The project will not start until no new files are added to the folder for this amount of time.

Default Media – Select a type of media to use. Options are:

- CD-R
- DVD-R
- DVD-R DL
- Blu-ray
- Blu-ray DL
- Blu-ray QL
- Blu-ray TL

Copies – Enter the number of copies that should be made each time a project initiates from the Watch Folder or NetPub servers. For NetPub jobs, this is the default, it can be over-ridden by a NetPub command.

Network Publisher Settings

NetPub Folder – Sets the path to the NetPub job folder.

Max Log File Size (kB) – Sets the maximum size for the log file before it is saved and a new file is started.

Image Watch Folder Settings

Image Watch Folder – Sets the path to the Watch Folder.

Image File Extensions (e.g. img, iso, rmg, pmg) – Enter the image extensions, separated by commas, that the Watch Server looks for in the watch folder. If an extension is not listed here, it is not recognized by the Watch Server and is not included in a project. If more than one file with a listed extension is in the folder at a time, each file becomes a separate project. The default is img,iso,rmg,pmg.

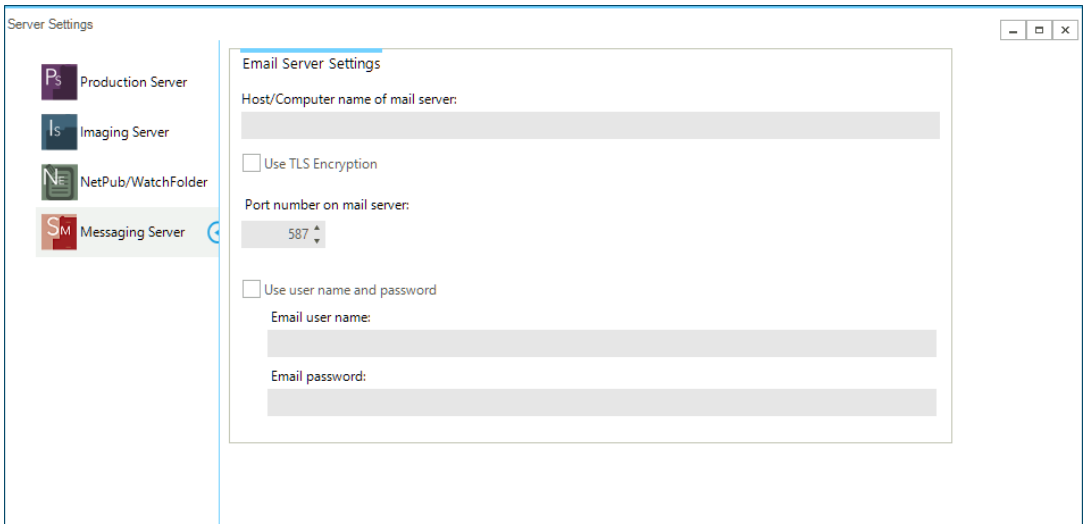
Label File Extensions (e.g. btw, pdf, jpg) – Enter the label file extensions, separated by commas, that the Watch Server looks for in the watch folder. If an extension is not listed here, it is not recognized by the Watch Server and is not included in a project. The default is btw, pdf, jpg.

Merge File Extensions (e.g. txt) – Enter the merge file extensions, separated by commas, that the Watch Server looks for in the watch folder. If an extension is not listed here, it is not recognized by the Watch Server and is not included in a project. The default is txt.

Job Counts

The jobs counts are provided as a read only indication of the activity on the server since the last time it was started such as when the computer was first turned on or rebooted. You cannot modify these counts.

Messaging Server Settings



Use this procedure to enable the server to send an email of a completed or canceled job.

Note: TLS (Transport Layer Security) enabled mail servers do not work with the Rimage System. In some cases, it might be necessary to configure "Relay email options" on your mail server.

Host/Computer name of mail server – Enter host name of a server that is running the SMTP service.

Host/Computer port number – This number is often 587, but 25 is also common. It must be set to the correct port for your mail server.

Use user name and password – If anonymous access is enabled at the email server, do not select this checkbox. If the SMTP service has Basic Authentication and Anonymous Access disabled, select this checkbox and complete the two fields.

Email user name – Enter the email user name to use for sending.

Email password – Enter the email password to use for sending if your email server requires one.

Bridge Server Settings

This is available when the Rimage Bridge Server is installed (optional).

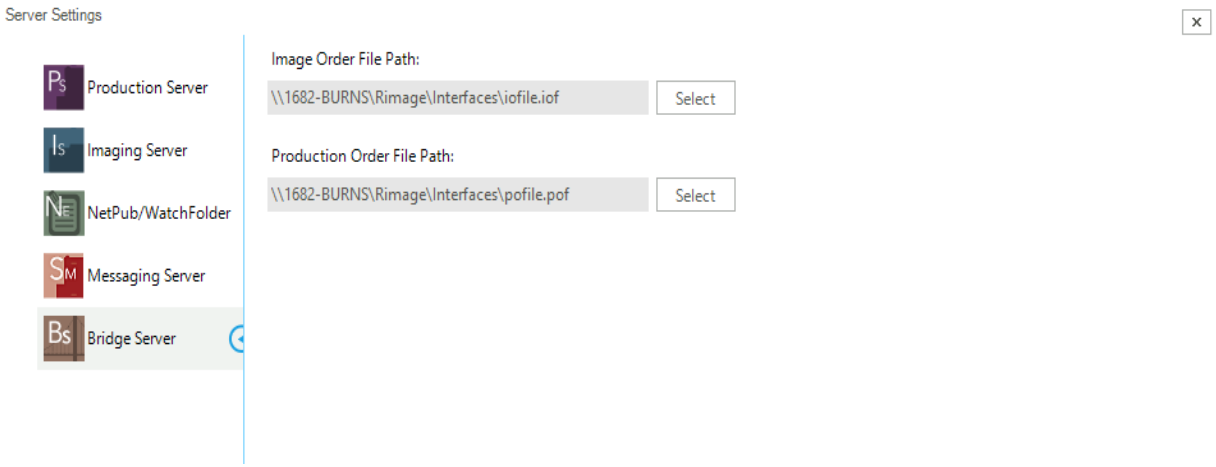
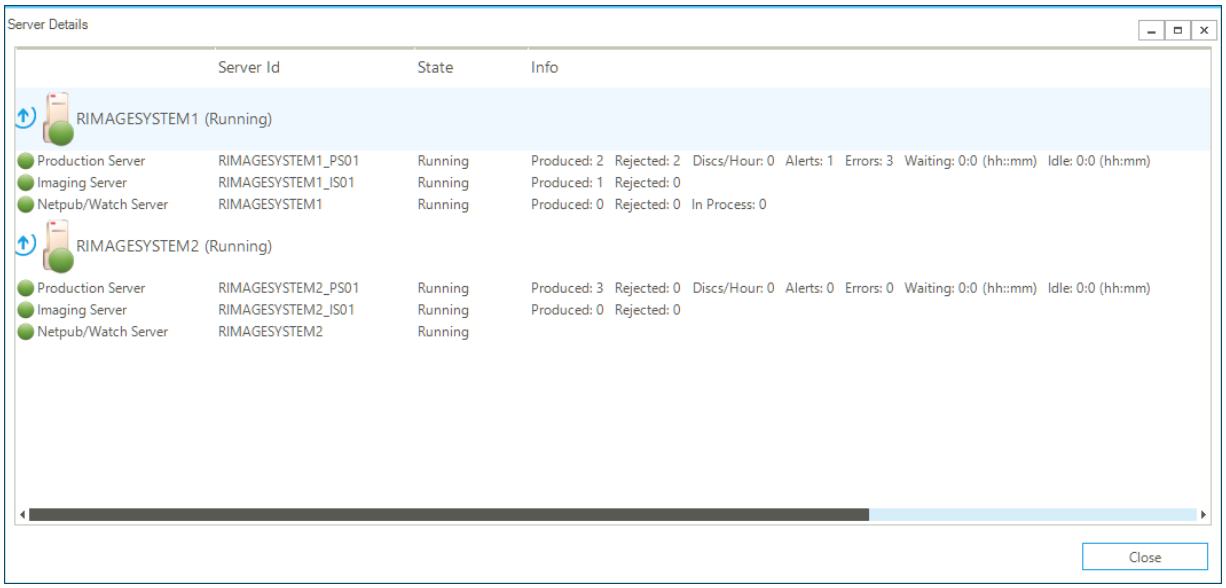


Image Order File Path – Enter or select the path to the IOF file.

Production Order File Path – Enter or select the path to the POF file.

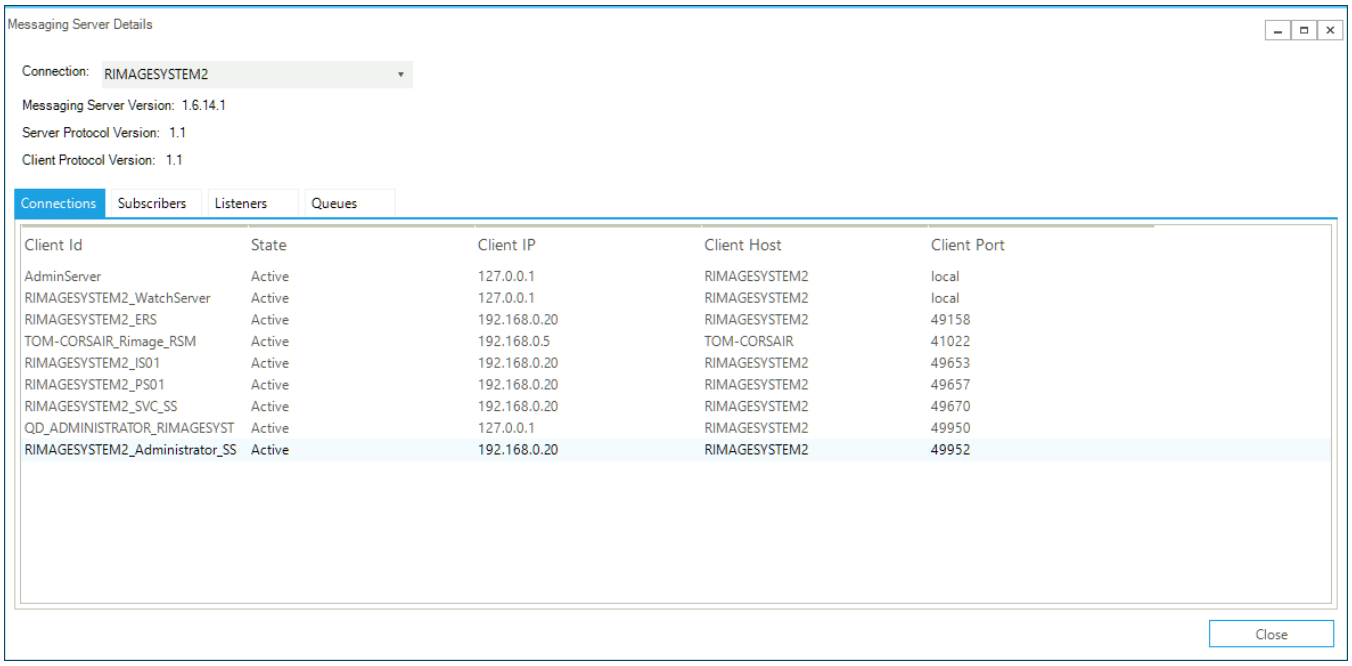
Rimage Server Details

This item displays the Server Details screen where each of the Rimage Servers for each Rimage System are displayed. This gives you more information about the servers running on each system and their current operational state. You can right click on the servers for more functions.



Messaging Server Details

This item displays technical information about the Rimage Messaging Server connections. You will not have to use this information very often, but it is useful when things are not working as expected or when talking to the Rimage support team. It is provided mostly as a diagnostic tool. See the advanced section later in this document for details on this screens information.



Layout

The individual windows of the main screen can be rearranged or moved out of the main interface. For example, if watching jobs is your main function you could drag the Jobs screen from the main screen and make it full size on another monitor. The Layout item will allow you to save a workspace layout to a file name you choose so you could load it again if you want to use the same layout later. The last layout is always saved automatically.

Help

This item displays this help file.

About

This item displays information about the program version and Rimage copyrights.

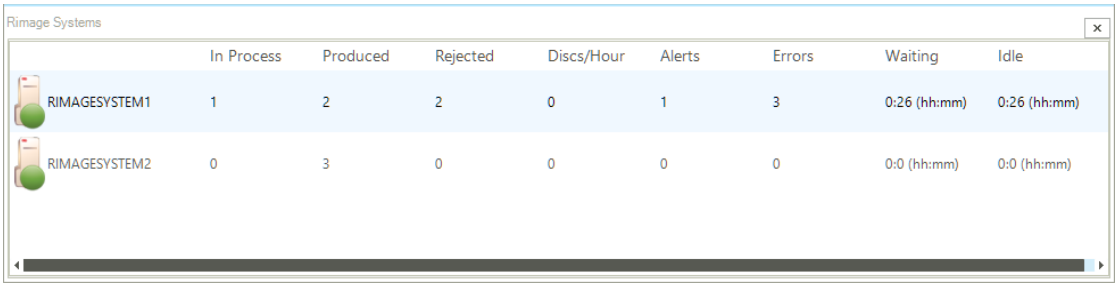
RFS Information

This item displays information about Rimage Fulfillment Services.

Rimage Systems

Rimage System Manager displays detail information for the server currently selected in the Rimage Systems window. The information shown in the Media and Systems windows is based on this selection. If you have more than one system listed in the window you can select the server to display the current status.

Note: The Messages window shows alerts and warnings from all connected systems.



You can also right click on one of the servers to perform the following operations:

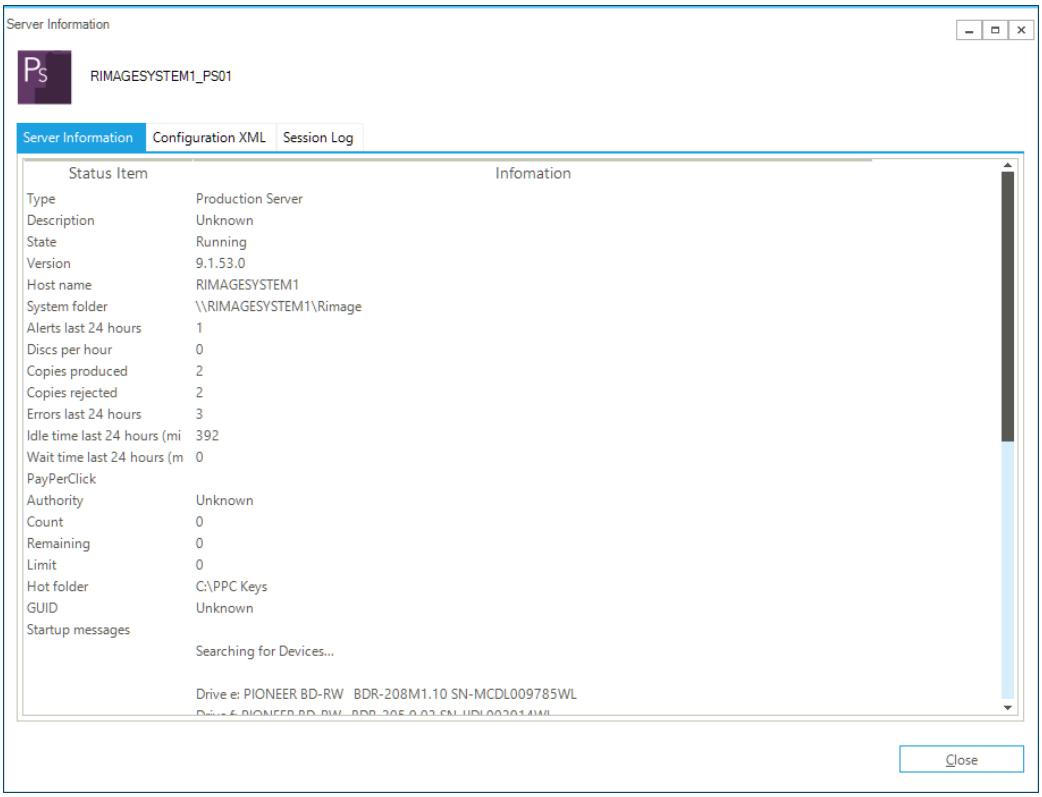
Pause – Pauses the selected system so that production orders are not picked up. This is useful if you want to take a server offline temporarily.

Stop – Stops a system.

Resume – Resumes a system that was previously paused or stopped.

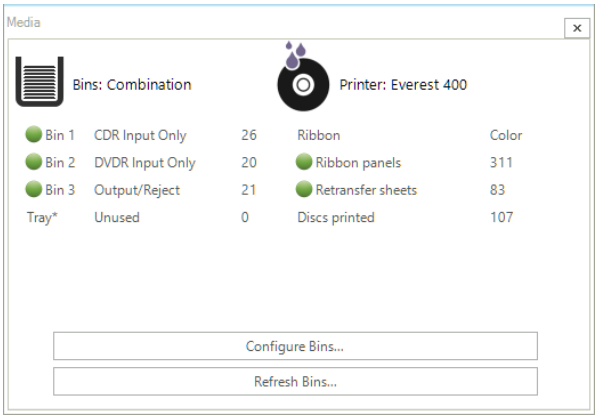
Settings – Displays the settings for the selected system.

Server Info – Displays Production Server information for the selected system similar to the following screen.



Media (Current System)

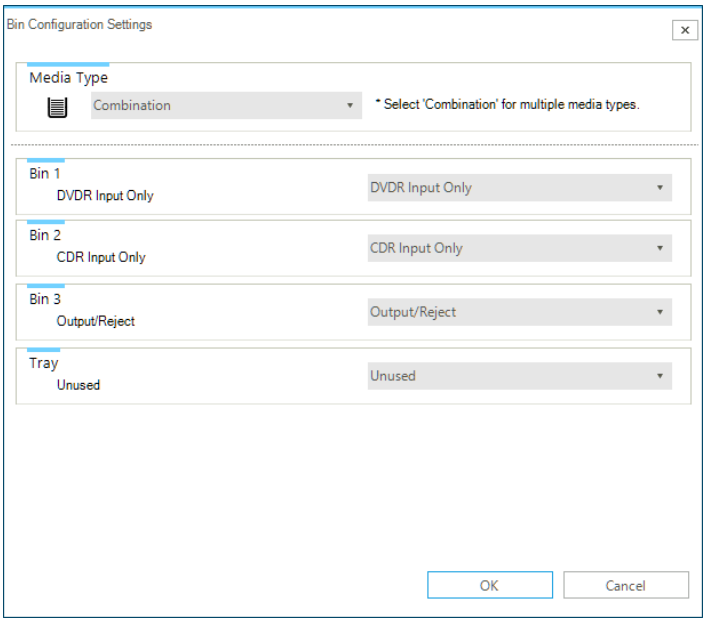
This window displays the bin types, quantities of media in each of the bins, and the printer supply status for the selected system.



Bins – Each bin is listed with the current media type and quantity in the bin. A yellow dot is displayed when the supplies are getting low and a red dot displays when supplies are at 0 for a bin.

Printer – Displays the printer type and supply levels for the printer, if known. A yellow dot displays when the printer supplies are low and a red dot displays when the printer is waiting supplies to be replaced.

Configure Bins – Select this button to change the bin configuration for a system. You will be presented with the following screen where you can select the types or functions you want to use for each bin.



Some Rimage autoloaders have multiple bins that you can configure as input, output, or as a reject bin. You can configure the System so that it uses the bins of the autoloader as a supply source until empty, and then converts the bin to an output location for the completed discs. The default bin configuration is set so that two or more bins contain blank media.

Autoloaders with DVD recorders can record CDs and DVDs. Autoloaders with Blu-ray recorders can record Blu-rays, DVDs or CDs.

Before an order is submitted, the correct media type must be placed in the supply bin and the Media Type must be selected.

Note:

- The current bin usage (Input, Output or Reject) displays to the right of the dropdown lists.
- The options that display in each dropdown list vary depending on the autoloader being used.
- The default configuration for a four-bin autoloader starts picking discs from bin 3, and all bins are configured as a single media type.

From the Bin dropdown list, select the desired setting.

Your choices are (depends on options installed in your Rimage System):

- Master Input (Used with Bulk Copy mode only)
- Input
- Output
- Reject
- Output Reject
- Collate
- Reserved Input
- CD Input
- DVD Input
- DVDR-DL Input
- Blu-ray Input
- Blu-ray DL Input
- Blu-ray TL Input
- Blu-ray QL Input
- DVDR-CSS Input
- DVDR-CSS-DL Input

From the Tray dropdown list, select the desired setting. This option is only available if the autoloader has an external output tray or bin.

Your choices are:

- Unused
- Output
- Reject
- Output Reject
- Reserved Output

From the Media Type dropdown list, select the desired setting.

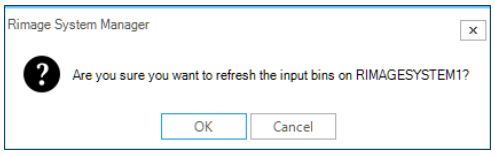
Notes:

- If you select Combo in the dropdown list, you can specify the media type in each bin. Combination setting is available only on autoloaders with multiple bins.
- If you select any of the DVD selections from the list, then CD-R orders will not start.

Your choices are:

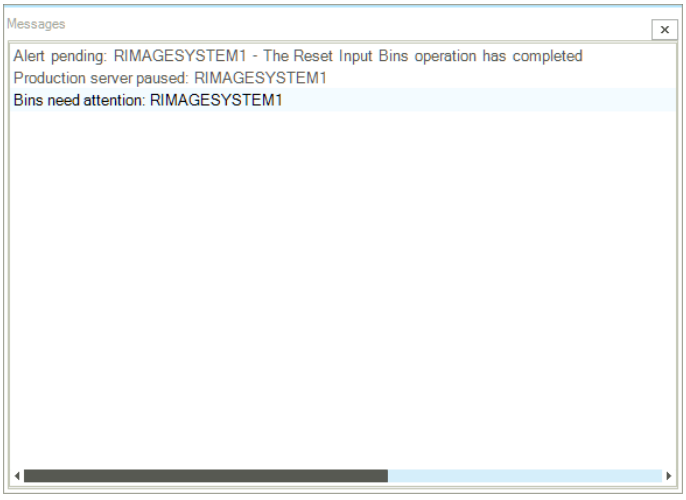
- CDR
- DVDR
- DVDR-DL
- DVDR-CSS
- Blu-ray
- Blu-ray DL
- Blu-ray TL
- Blu-ray QL
- Combination

Refresh Bins – Select this button if you need to refresh the levels in the bins. For example, if you open the door on your autoloader and put more media in one or more bins, the system doesn't really know that quantities. This operation resyncs the quantities of media in each bin so that it shows correctly on the screen.



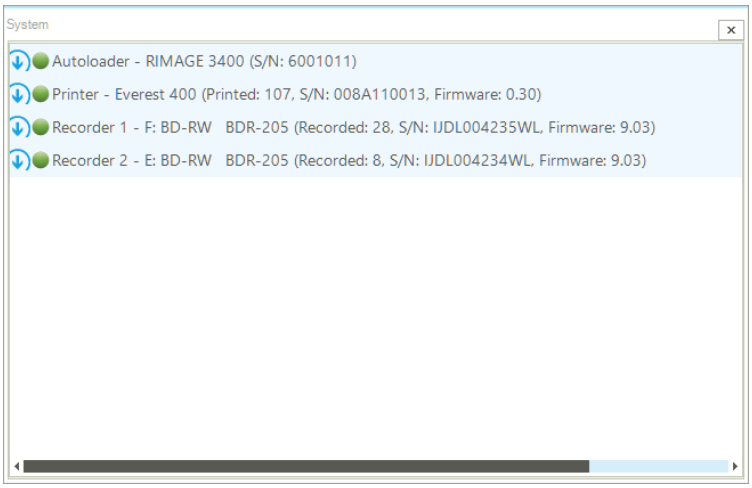
Messages

The messages window shows any pending alerts, problems with connected Rimage Systems, supply warnings, and loss of connection warnings. This window is a quick way to gauge the health of all of the connected Rimage Systems on your network.



System (Current System)

This window shows details about the currently selected Rimage System. Each of the components are shown with a green dot indicating no problems, a yellow dot, for warning, and a red dot if they component is missing or disabled. You can click on the down arrow next to each component to expend the list to see more details about each line.

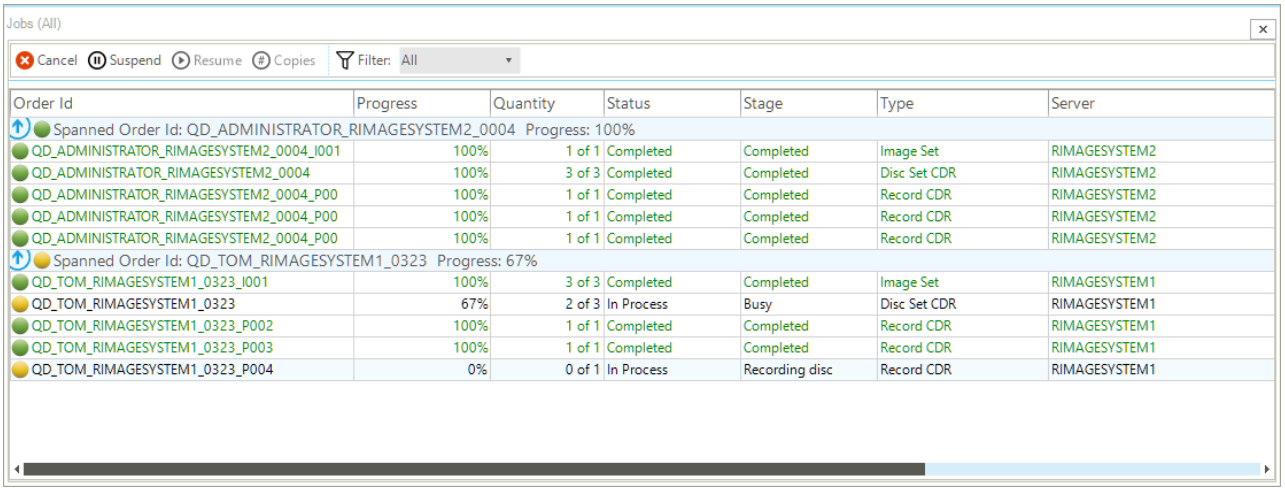


You can right click on each line to:

Enable – Enable a component that has been disabled.
Disable a Recorder – Put a particular recorder offline to cause it not to be used until re-enabled.
Update Firmware – Update firmware to any of the components. See the section on Updating Firmware (Advanced) for more information on this operation.

Jobs Status

This window shows the status for all jobs that started on any of the connected systems since the RSM program started. This window shows you the jobs for all of the connected systems including jobs that are being run on any workstation.



Order Id	Progress	Quantity	Status	Stage	Type	Server
Spanned Order Id: QD_ADMINISTRATOR_RIMAGESYSTEM2_0004 Progress: 100%						
QD_ADMINISTRATOR_RIMAGESYSTEM2_0004_I001	100%	1 of 1	Completed	Completed	Image Set	RIMAGESYSTEM2
QD_ADMINISTRATOR_RIMAGESYSTEM2_0004	100%	3 of 3	Completed	Completed	Disc Set CDR	RIMAGESYSTEM2
QD_ADMINISTRATOR_RIMAGESYSTEM2_0004_P00	100%	1 of 1	Completed	Completed	Record CDR	RIMAGESYSTEM2
QD_ADMINISTRATOR_RIMAGESYSTEM2_0004_P00	100%	1 of 1	Completed	Completed	Record CDR	RIMAGESYSTEM2
QD_ADMINISTRATOR_RIMAGESYSTEM2_0004_P00	100%	1 of 1	Completed	Completed	Record CDR	RIMAGESYSTEM2
Spanned Order Id: QD_TOM_RIMAGESYSTEM1_0323 Progress: 67%						
QD_TOM_RIMAGESYSTEM1_0323_I001	100%	3 of 3	Completed	Completed	Image Set	RIMAGESYSTEM1
QD_TOM_RIMAGESYSTEM1_0323	67%	2 of 3	In Process	Busy	Disc Set CDR	RIMAGESYSTEM1
QD_TOM_RIMAGESYSTEM1_0323_P002	100%	1 of 1	Completed	Completed	Record CDR	RIMAGESYSTEM1
QD_TOM_RIMAGESYSTEM1_0323_P003	100%	1 of 1	Completed	Completed	Record CDR	RIMAGESYSTEM1
QD_TOM_RIMAGESYSTEM1_0323_P004	0%	0 of 1	In Process	Recording disc	Record CDR	RIMAGESYSTEM1

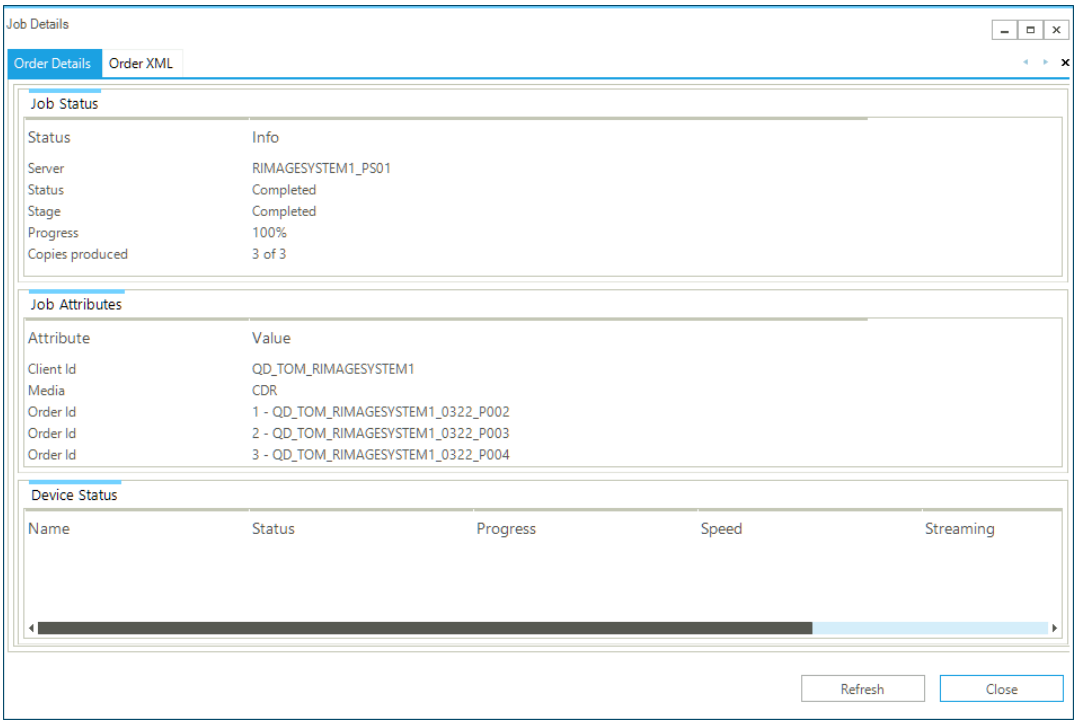
This window allows you to perform the following functions. You can select jobs by clicking on one, holding down the shift key to select a range, or holding down the ctrl key to select individual jobs:

Cancel – Cancel one or more selected jobs.
Suspend – Suspends one or more selected jobs.
Resume – Resumes one or more selected jobs that have been previously suspended.
Copies – Allows you to change the number of copies being produced for a job. This can only be done for one job at a time and only for jobs that are actually producing physical media (Production Jobs).
Filter – Allows you to select to view only jobs in a particular state. States include:

- **All** – Shows all jobs.
- **Pending** – Shows only jobs that are waiting to start.
- **In Process** – Shows only jobs that are currently being worked on.
- **Completed** – Shows only jobs that have completed successfully.
- **Canceled** – Shows only jobs that have been canceled by the user.
- **Rejected** – Shows only jobs that have been rejected or failed.

Right Click Menu

View Job Details – Displays a screen for a single selected job that shows more job detail including what devices are working on the job, the original order XML, and all of the job components. See the section on Job Details (Advanced) later in this document for more information on job status.



Cancel Job – Cancels one or more selected jobs.

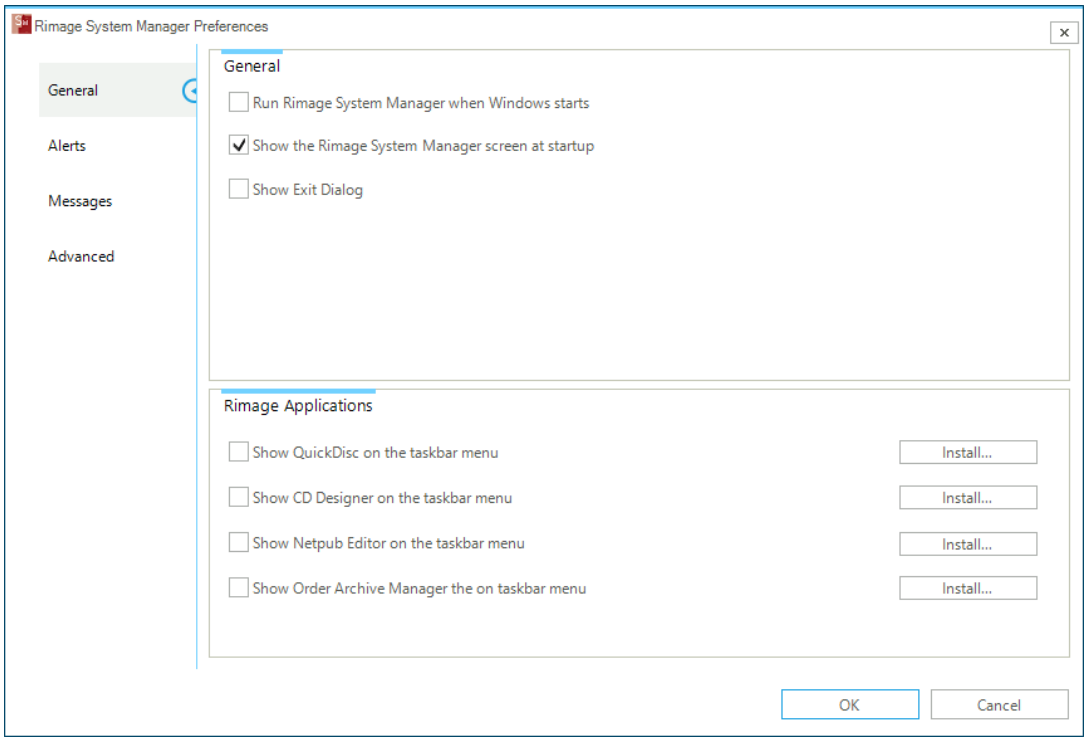
Remove Completed Jobs – Removes all jobs from the list that have been finished.
Filter – Allows you to select to view only jobs in a particular state. States include:

- **All** – Shows all jobs.
- **Pending** – Shows only jobs that are waiting to start.
- **In Process** – Shows only jobs that are currently being worked on.
- **Completed** – Shows only jobs that have completed successfully.
- **Canceled** – Shows only jobs that have been canceled by the user.
- **Rejected** – Shows only jobs that have been rejected or failed.

Setting Up Preferences

General

This screen contains the most often changed settings for RSM.



Run Rimage System Manager when Windows Starts – Enable this feature if you want RSM to on your computer whenever you log into Windows. When this feature is enabled RSM will just start up on the system tray. You will see some messages as RSM connects to the Rimage Systems.

Show the Rimage System Manager screen at startup – Enable this feature if you want the main RSM screen to pop up when it connects to the first Rimage System it finds. If you disable this feature you can always Display the Rimage System Manager from the tray icon menu.

Show Exit Dialog – Enable this feature (enabled by default) if you want an 'Are you sure' dialog to appear when you try to exit RSM. There is a checkbox in the 'Are you sure' dialog to disable this feature, so you can turn it back on here.

Show QuickDisc on the taskbar menu – Enable this feature if you want to have QuickDisc as a selection in the Applications section on the taskbar menu. If you are running RSM on a workstation (not a Rimage System) and QuickDisc is not installed, an Install button will appear that allows you to easily install this application on your workstation.

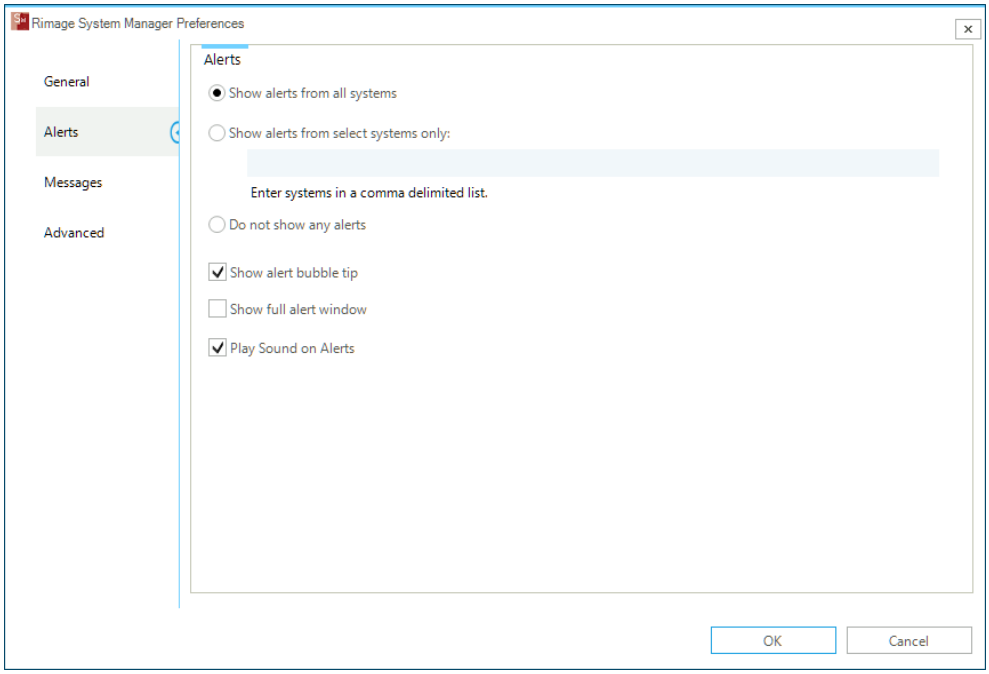
Show CD Designer on the taskbar menu – Enable this feature if you want to have CD Designer as a selection in the Applications section on the taskbar menu. This application is installed with the Rimage Software Suite and QuickDisc.

Show NetPub Editor on the taskbar menu – Enable this feature if you want to have the NetPub Editor as a selection in the Applications section on the taskbar menu. When NetPub Editor is not installed, an Install button will appear that allows you to easily install this application on your workstation.

Show Order Archive Manager on the taskbar menu – Enable this feature if you want to have the Order Archive Manager as a selection in the Applications section on the taskbar menu. When Order Archive Manager is not installed, an Install button will appear that allows you to easily install this application on your workstation.

Alerts

This screen allows you to set up conditions for the alert messages you receive from Rimage Systems.



Show alerts from all systems – When this option is selected you will receive alerts for all of the Rimage Systems that are currently connected.

Show alerts from select systems only – When this option is selected you will be able to enter a list of the systems from which you want to receive alerts. You enter the list of system/machine names separated by a comma.

Do not show any alerts – When this option is selected you will not see any alert messages.

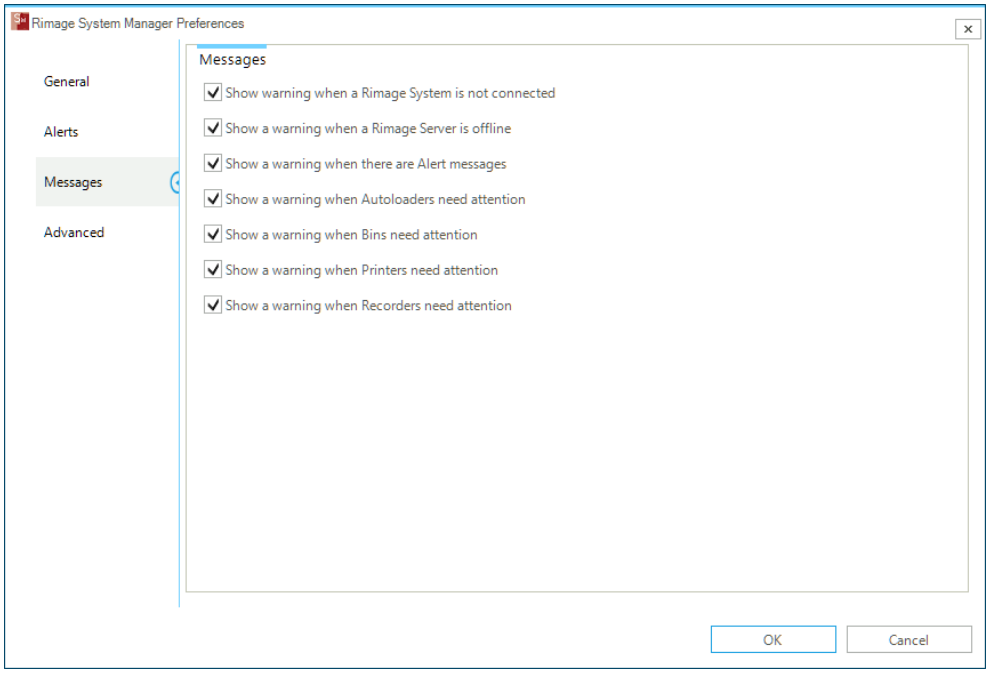
Show alert bubble tip – When this option is enabled you will see small windows pop up on the bottom right of your monitor (taskbar) when an alert is received from a Rimage System.

Show full alert window – When this option is enabled the full Alerts window will pop up whenever a new alert is received. This is off by default because this window popping will come to the front on your desktop and may interrupt other work you might be doing. As an alternative you can click on any of the alert bubble messages to have this window displayed when you really want to see it.

Play Sound on Alerts – Play a sound whenever an alert balloon tip is displayed. You can turn this off if you don't like the reminder sounds playing for alerts.

Messages

This screen allows you to select the kinds of warnings you want to see in the Messages windows.



Show warning when a Rimage System is not connected – Enable this option to have warnings displayed when one of the servers loses a connection. This could happen if the Rimage System is rebooted or the power or network is lost.

Show a warning when a Rimage Server is offline – Enable this option to have warnings displayed when any of the Rimage Servers is paused or offline.

Show a warning when there are Alert messages – Enable this option to have alert messages displayed. When there is an alert listed in the Messages window you can click there to open the Alerts Viewer.

Show a warning when Autoloaders need attention – Enable this option to show a warning when an Autoloader is disabled.

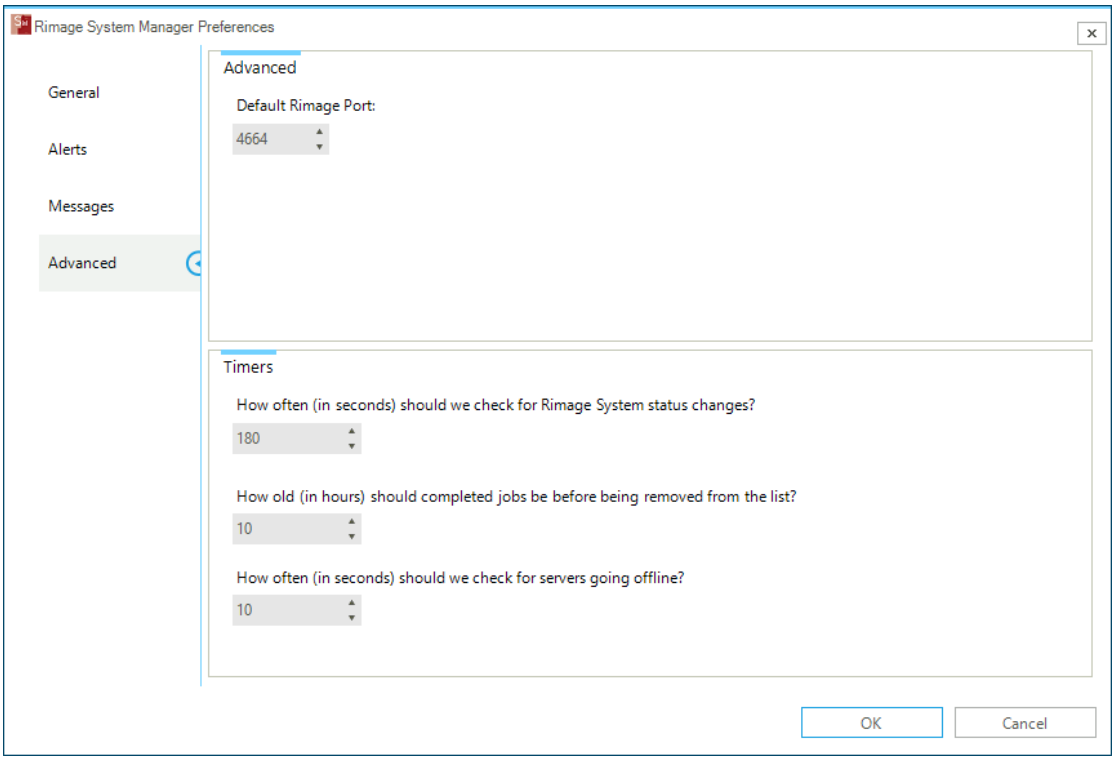
Show a warning when Bins need attention – Enable this option to show a warning when bin supplies are low.

Show a warning when Printers need attention – Enable this option to show a warning when printer supplies are low or when a printer is disabled.

Show a warning when Recorders need attention – Enable this option to show a warning when a recorder is disabled.

Advanced

This screen allows you to change the timers and default port number that are used by RSM.



Default Rimage Port – By default the Rimage System servers communicate on port 4664. You will not likely have to change this, but you can change it here if you need to use a different port number on your network.

How often (in seconds) should we check for Rimage System changes? This is the amount of time, in seconds, that elapses before we force an update of status from Rimage Systems. The default is 180 seconds (3 minutes). You do not need to force this check very often as it is done automatically when other system operations occur, but this check ensures that it is, at least, done periodically even when a system is idle.

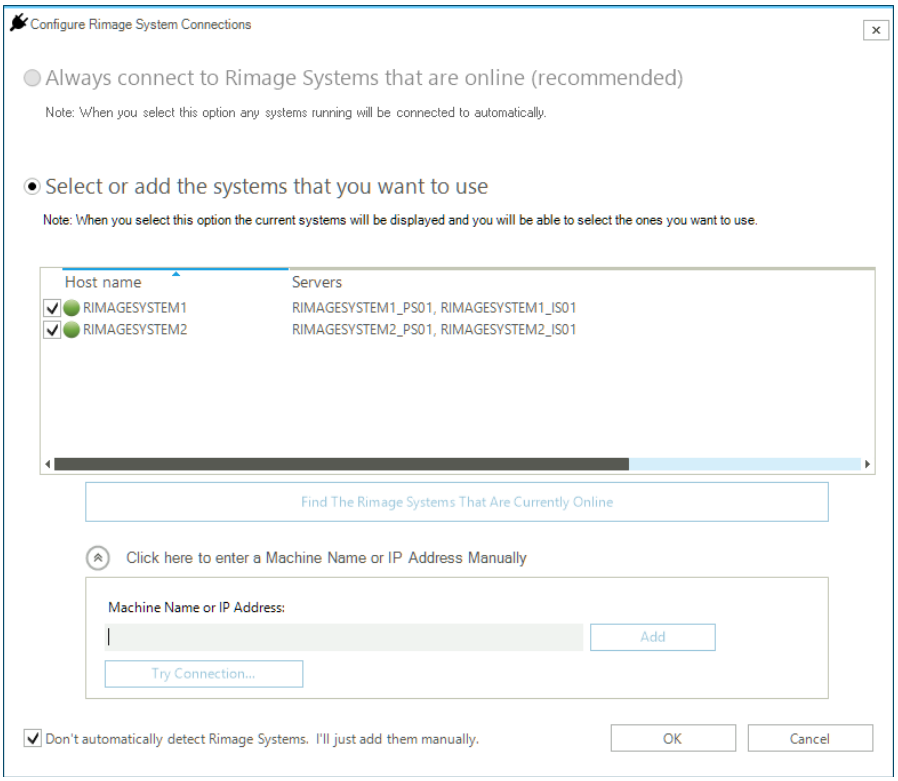
How old (in hours) should completed jobs be before being removed from the list? This is the amount of time, in hours, that elapses before completed jobs are automatically removed from the on screen list. The default is 10 hours. You can also manually remove finished jobs in the right click menu of the Job Window. This feature is only really useful if you have a really high number of jobs submitted and the system seems sluggish because of the long list.

How often (in seconds) should we check for servers going offline? This is the amount of time, in seconds, that elapses before RSM automatically checks for lost connections. The default is 10 seconds. It is unlikely that connections will be lost, but this check is very fast. You should only change this to do the check more often if you have a lot of problems with network connections.

Making Connections (Advanced)

This screen allows you to make more advanced decisions about how RSM connects to Rimage Systems. You would use this screen if you:

- Want to connect to only certain Rimage Systems.
- Can't use the Rimage Discovery Service (NetBIOS based).
- Need to connect to Rimage Systems using an IP address rather than a machine name.



Always connect to Rimage Systems that are online (Recommended) – This is the default option and, when set, causes RSM to automatically connect to any Rimage Systems that are discovered on the network. This is the easiest way to operate because you will always see a list of the systems that are currently running; switched on. Unless you have a specific reason to connect otherwise, we recommend you just use this option. This is especially useful when you have only one or a few Rimage Systems.

Select or add the systems that you want to use – When you have many systems this option can be used to select only the ones you want to monitor. When using Discovery and this option, a list of the systems currently online will be presented and you can check any of the systems you want to watch. When a system is checked in this option it will show up in the Systems window in RSM even when it is not online.

Click here to enter a Machine Name or IP Address Manually – Clicking this link causes a drop down window to appear where you can enter machine names or IP addresses for machines that are not discovered. This option is most useful when you are not using the Rimage Discovery service or when you need to enter an IP address. Enter a machine name and select "Add" to add the machine to the list.

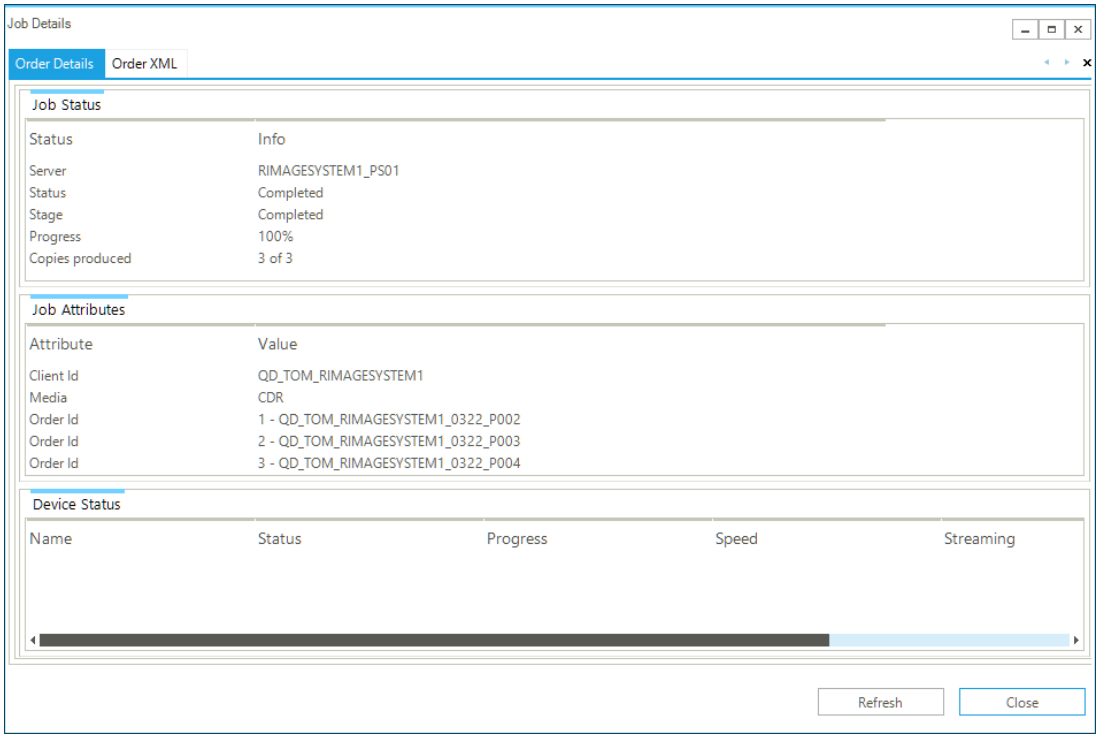
Don't automatically detect Rimage Systems. I'll just add them manually – When this option is selected the Rimage Discovery service is disabled and you will be required to enter the name or IP address for any systems you want to monitor. This option is not recommended, but provided for anyone who may not be able to use the Rimage Discovery service.

Note: All of the Rimage Systems that are connected to a Messaging Server (eMS) on a selected (checked) Rimage System will show up in the list. For example, if you have three Rimage Systems, RIMAGESYSTEM1, RIMAGESYSTEM2, and RIMAGESYSTEM3 and they are all installed to use the Messaging Server on RIMAGESYSTEM1, selecting RIMAGESYSTEM1 will cause all three servers to be monitored.

This is also true if you turn off using the Rimage Discovery Service and enter the Machine Names by hand. Any multiply connected systems will also be displayed.

Job Details (Advanced)

The Job Details window shows more detailed information about a selected job that includes the device name, device status, progress, recording speed, data method (file or streaming) and device error messages.



Status

- **Pending** – Indicates that the order is currently waiting for a server to become available so the order can be processed.
- **In process** – Indicates that the order is currently being processed.
- **Completed** – Indicates that the order is successfully finished.
- **Canceled** – Indicates that the order was canceled by a user.
- **Failed** – Indicates that the order failed due to unforeseen circumstances. The reason for the failure was reported to the client software.

Stage

- **Waiting** – Indicates that the order is waiting for the hardware to become available.
- **Busy** – Indicates that the hardware is busy and the job has to wait. For example, this may happen if a recorder finishes, but the printer is still finishing a disc.
- **Protecting** – Indicates that the disc image is currently being protected using Rimage Video Protect (if available and enabled).
- **Downloading** – Indicates that content for this order is being streamed to the server.
- **Recording disc** – Indicates that one or more disc is being recorded.
- **Fixating** – Indicates that one or more disc is being finalized after recording.
- **Destroying** – Indicates that one or more disc is being destroyed by a recorder. The recorder must have the capability to destroy discs.

- **Printing** – Indicates that a label is being printed on a disc for this order.
- **Mapping** – Indicates that a disc for this order is being read for content mapping. This is a precursor to reading the content on the disc.
- **Reading** – Indicates that the content of a disc is currently being read onto the server's fixed disk.
- **Completed** – Indicates that all of the order's stages have been successfully completed.
- **Imaging** – Indicates that the file system for the order is currently being created.
- **Suspending** – Indicates that the order is currently being stopped. This action may take a while if discs are currently in process and must be completed first.
- **Suspended** – Indicates that an order is currently stopped.
- **Canceling** – Indicates that an order is in the process of being cancelled after a user request. This action may take a while if discs are currently in process and must be completed or rejected first.

Progress

Displays the percent of the current order that is complete.

Copies Completed

Indicates the number of discs in the order that are finished compared to the total number of discs in the order.

Device Status

Displays the status of the system that is currently processing the order. This includes Recorder or Printer status depending on the state of the job.

Device

The name of recorder or printer that is currently working on the job.

Status

- **Waiting** – Indicates that the system is waiting for the device to become ready for use.
- **Protecting** – Indicates that the disc image is currently protected through the use of Rimage Video Protect (if available and enabled).
- **Downloading** – Indicates that content is being streamed to the server for use by this device.
- **Loading** – Indicates that one or more discs is being moved
- to the recorders.
- **Checking Discs** – Indicates that any disc loaded in the recorders is being checked to ensure that it is blank and is a valid media type.
- **Recording** – Indicates that content is being recorded on one or more disc.
- **Fixating** – Indicates that one or more disc is being finalized after recording.
- **Verifying** – Indicates that a disc that was just recorded is being checked against the original content. Verification must be enabled in the Verify settings tab.
- **Queued for FIFO** – Indicates that during Spanning a subsequent disc is recorded before a disc in line before it. For example, disc 4 of 12 is recorded before disc 3 of 12.
- **Unloading** – Indicates that one or more discs is being removed from the recorder or printer.
- **Rejecting** – Indicates that a disc failed while being recorded or printed and is being placed in the reject bin.

- **Destroying** – Indicates that one or more disc is being destroyed by a recorder. The recorder must have the capability to destroy discs.
- **Printing** – Indicates that a disc for this order is being printed.
- **Mapping** – Indicates that a disc for this order is being read for content mapping. This is a precursor to reading the content on the disc.
- **Reading** – Indicates that the content of a disc is currently being read onto the server's fixed disk.
- **Suspended** – Indicates that an order was suspended while in process on this device.
- **Busy** – Indicates that another function other than processing orders, is being performed by this device.

Progress

Displays the device's progress in regard to this order.

Speed

Displays the rate at which the recorder is currently writing.

Data Access

Indicates how the Production Server is receiving the image file data. It is either from a File or Streaming.

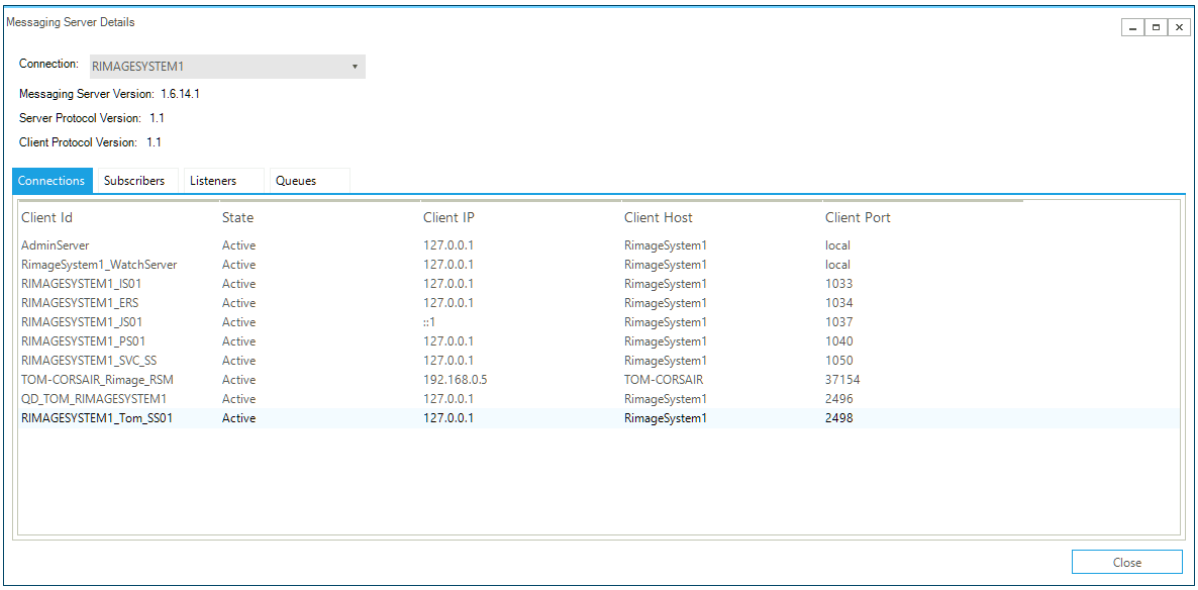
Message

Displays any errors messages for the device.

Order XML

This is the raw XML code for the selected order.

Messaging Server Details (Advanced)



Connections

Connections are all clients interacting with the selected Messaging Server (eMS).

Client Host – Displays the host name of the currently connected client.

Client IP – Displays the internet address of the client's computer.

Client Port – Displays the port name that the client is connected through.

Client Id – Displays the connected client identifier. Typically, this is the name of the control center and the software components' names.

State –Displays whether the client is connected locally or remotely.

Subscribers

Client Id – Displays connected client identifiers. Typically, this is the name of the control center and the software components' names.

Listener Id – Displays the unique identifier of this Listener.

Selector – Filters what information the subscriber is monitoring as configured in the client application.

Subscription Id – Displays the unique identifier for this subscriber.

Topic – Displays the message destination that this subscriber is monitoring.

Type – Displays the type of subscriber.

- **Durable** – A permanent message monitor whose lifespan is active even if the client is disconnected.
- **Non-Durable** – A temporary message monitor whose lifespan is limited by the duration of the client application connection.

Listeners

Client Id – Displays the host name of the currently connected client.

Listener Id - Displays the unique identifier for this Listener.

Selector – Filters what information the Listener is monitoring as configured in the client application.

Type – Displays the type of subscriber.

- **Durable** – A permanent message monitor whose lifespan is active even if the client is disconnected.
- **Non-Durable** – A temporary message monitor whose lifespan is limited by the duration of the client application connection.

Queue – The Queue column displays the name of the specific Queue the Listener is currently monitoring.

Queues

When multiple servers are connected to the eMS, the servers can be divided into logical groups called Server Queues. Server Queues are helpful for organizations that have multiple Rimage Systems. In some cases, certain systems might be allocated for production of discs, while other systems might be used for marketing, engineering, sales, or other departments in the organization.

Name – Displays the identity of the Queue.

Capacity – Displays the number of orders a Queue can contain.

Available Size – Displays the amount of space that is currently available in the Queue.

Real Size – Displays the number of orders that are currently in the Queue.

Server Type – Shows whether this is a Production order or Imaging order.

Types of eMS Messages

Messaging Server (eMS) messages are provided by the Rimage Software Suite, Version 7.x and higher, and are used by the Rimage components and third-party applications. These messages can be grouped into the following

categories:

- **Order Messages** – Production Order, Image Order messages, and Cancel Request messages.
- **Order Status Messages** – Production Order Status and Image Order Status messages.
- **Server Configuration Messages** – Production Server Configuration, Image Order Configuration, and Bridge Server Configuration messages.
- **System Messages** – Alert Dialog and Error Dialog messages. These messages notify the client of server problems such as 'out of discs'.
- **Server Requests** – Production Server requests or Imaging Server requests.
- **Server Replies** – Production Server or Imaging Server replies.

Each message is composed of network address information and a payload. A payload is the actual package of data being sent to the other application. The payload can be an order, order status, or similar data.

View examples

Examples of the messaging that occurs during order processing include:

- An order is sent to a cluster. A client, such as QuickDisc or a third party client, sends an Order message to the Messaging System via the Client API. The Order message contains the XML document as its message payload.
- Production Server or Imaging Server picks up the order from the cluster.
- The client application receives order status messages from Production Server or Imaging Server through Messaging System during order processing.

Production Modes (Advanced)

It's easy to get started using your Rimage equipment right out of the box. When it arrives, you unpack it, connect a few wires, and follow a few simple set up instructions. Just like that, you're up and running making discs using either your own client or a Rimage packaged client, like QuickDisc. You don't really have to think much about the software that is running behind the scenes. The Rimage server paradigm consists of several Windows Servers. The main ones include:

ePS (Production Server) – Controls the Rimage System hardware and produces the actual discs.
eIS (Imaging Server) – Creates the various file system images needed turn your data into discs.
eMS (Messaging Server) – Manages the passing of messages back and forth between the other servers and clients.

When you see the lift arm on the Rimage system move or a drawer open on one of your recorders, it's Production Sever that is pulling the strings. Typically, Production Server is used with the default settings, but this section describes a few of the advanced modes.

Production Server Modes

Production Server has several modes that can be set that tell it how to operate. By default, Production Server comes configured in "Normal" mode, where orders are received and processed during normal operation. The other modes are discussed in detail in this article, but here is a short description of five of the modes:

Normal	Production Server periodically scans for orders. When an order is available that is specified for that particular server or for any server, Production Server picks up the order and processes it normally. Normal mode has a sub-mode called **Verify Only Mode** where Production Server can be set up to validate existing discs by comparing them to the original master disc or the original image file saved to a disk location available to Production Server.
Job Streaming	Production Server loads discs from the input bin and produces one or more copies based on the way the discs are stacked in the bin.
Bulk Read	Production Server scans the queue as normal, but only accepts "read" type orders. Client software can submit read orders at any time, but in Normal mode the user is prompted to put the disc into the Rimage system input bin when the order starts. While in Bulk Read mode Production Server assumes the disc or discs for the orders are already in the bin.
Automatic Bulk Read	Production Server automatically loads discs from the input bin and reads and saves the files from the discs to a location available to Production Server. The user can set the location for the files as well as other parameters that specify how the read is done.
Restore Spanned Set	Production Server automatically loads discs from the input bin and reads them as a set of spanned discs that were created using Rimage's disc spanning format. It saves the files from the discs to a location available to Production Server. The

user can set the location for the files as well as other parameters that specify how the read is done.

Verify Only Mode

When Verify Only Mode is enabled for a record or copy production order, Production Server assumes the disc or discs in the input bin are already recorded and need to be validated. Production Server uses the image that is being downloaded for the order, or, in the case of a copy order, a “master disc” that is placed in the system at runtime. The order runs as it would normally, but the recording step is skipped.

1. Pause the Rimage System where you want to do this process.
2. Place the discs into the input bin on the Rimage System.
3. Open the Server Settings. Select **Use Verify Only Mode** from the General tab. Note**:** Verify Only Mode is most useful for Image to Disc or Copy orders. If you re-image the content, the image will be different because the timestamps of the files will change and the verification will fail.
4. Save the Settings by selecting ‘OK’.
5. Restart the system.

Scenario:

You would like to verify a disc that you previously recorded to make absolutely sure that the disc contains the data you intended.

1. From Rimage Systems list, right click on the system where you will be doing this process and select **Pause** from the right click menu.
2. From Rimage Systems list, right click on the system where you will be doing this process and select **Settings** from the right click menu. The Server Settings screen will display.
3. On the General tab, select the **Use Verify Only Mode** checkbox.
4. Select **OK** to close the screen.
5. From Rimage Systems list, right click on the system where you will be doing this process and select **Resume** from the right click menu. The Rimage System will start processing the discs.
6. Run your order through again using the same image as you did in the previous order.

Note**:** Remember to turn Verify Only Mode off, by deselecting the checkbox, when you are done to allow orders to run normally on the server.

Job Streaming Mode

Job Streaming is a very specific, but very useful, mode for Production Server. It allows you to make multiple copies of multiple discs without manual intervention. A normal disc copy operation requires you to wait until the server is ready to make each copy, place the copy in the Rimage system's bin when prompted, and then remove the disc when done. Job Streaming mode helps you to automate this process for one or more copy orders. Job Streaming mode requires a specific setup for the discs to be used and for the server.

1. Pause **Production Server**.
2. Stack the discs in the proper order. The first disc in each set is the master (the one you want to copy) and the subsequent discs are the blank discs that are used for the copies.
3. Place the **discs** into the input bin on the Rimage System.
4. Select **Job Streaming**.
5. Start **Production Server**.

Scenario

You would like to make 5 copies of 3 different discs. Since this takes some time, you want this to be done automatically.

Place **discs** in the bin in the following configuration:

Master disc #1
5 blank discs
Master disc #2
5 blanks discs
Master disc #3
5 blank discs

1. From Rimage Systems list, right click on the system where you will be doing this process and select **Pause** from the right click menu.
2. From Rimage Systems list, right click on the system where you will be doing this process and select **Settings** from the right click menu. The Server Settings screen will display.
3. On the General tab, select the **JobStreaming** mode in the Operating Modes dropdown list.
4. Select **OK** to close the screen.
5. Places the stack of discs in the bins.
6. From Rimage Systems list, right click on the system where you will be doing this process and select **Resume** from the right click menu. The Rimage System will start processing the discs.

Note: Remember to turn Job Streaming mode off, by setting the operating mode back to Normal, when you are done to allow orders to run normally on the server.

Prepare Job Streaming Labels

Before you activate the Job Streaming Mode, the labels must be prepared. If the master disc is not ISO9660 and it has a media catalog number (UPC/EAN code), use the media catalog number as the base file name. If your master disc has the ISO9660 structure, you can use either the Volume ID method or the Job ID method.

Volume ID Method – The Production Server uses labels that match the Volume ID from the master-disc image file.

Job ID Method – The Production Server uses labels that match the Job ID when processing orders. Labels are named with the Job ID in a simple format like ”LineX - N.btw”. The ’X’ is the autoloader number. The ’N’ is the sequence number of the master disc. If there is a label that matches the job ID, the label will be printed on those discs. The labels would be named ”Line1 - 1.btw” for the first label, and ”Line1 - 2.btw” for the second label for the first autoloader. There must be a space on both sides of the ’-’ (dash).

Label Location Method

Job stream labels must be stored in the <Rimage System Folder>\Labels\Job Stream\ folder.

Note: If no label files are found with the appropriate base file name, labels will not be printed on the recorded discs.

If you use this method, be sure to remove the label files from the job stream folder after the orders are completed to assure they are not used for the next job stream.

Order of the Search Labeling Method

Production Server searches the Job Stream label folder for an appropriate label file with the same base filename as the master disc. Appropriate label files have these file extensions:

- BTW
- PDF
- PCL
- PRN
- FDF
- JPG

If Production Server locates a matched label file, it is used as the label for the recorded copies. Production Sever uses this order to determine what label to print on the discs:

Volume ID – The base label name matches the Volume ID.

UPC/EAN – Label matches the UPC/EAN of the disc.

Job ID – The base label name uses the JOB ID.

Important: If you use the Job ID method, it is very important that you place the sequence of the discs in the supply bin so the master disc and the label match properly. The master disc at the top of the starting bin uses the Line1 – 1 btw label.

Merge Files – If you are using merge files, the merge file (.TXT) must be named with the same name as the label file. The merge file must be stored in the same Job Streaming folder.

Note: If the merge files contain field names you will need to add the DWORD value “Job Stream Merge Files Have Field Names” to the registry in the:

“HKEY_LOCAL_MACHINE\SYSTEM\CurrentControlSet\Services\Rimage_eps\Settings”
key and set it to 1.

This can be done using this Powershell command (if running it as an administrator):

```
Set-ItemProperty -Path "HKLM:\SYSTEM\CurrentControlSet\Services\Rimage_eps\Settings" -Name "Job Stream Merge Files Have Field Names" -Value 1
```

Bulk Read Mode

Bulk Read is another very specific, but very useful, mode for Production Server. It allows you to tell Production Server that all of the discs in the input bin are to be read, but not until orders come through from a client computer instructing the read operation to commence. Each individual order contains the options used to read the respective disc from the input bin.

Bulk Read mode requires a specific setup for the discs to be used and for the server.

1. Pause Production Server.
2. Place the discs that you would like to read into the input bin on the Rimage System. These are discs that already contain data (not blank discs).
3. Select **BulkRead**.
4. Start Production Server.
5. Using a client software program, send read orders to the specific Production Server.

Note: QuickDisc does not support reading discs on the server's system so it is not useful for this purpose.

Scenario

You would like to read 5 discs. Since this takes some time you want this to all be done automatically.

1. From Rimage Systems list, right click on the system where you will be doing this process and select **Pause** from the right click menu.
2. From Rimage Systems list, right click on the system where you will be doing this process and select **Settings** from the right click menu. The Server Settings screen will display.
3. On the General tab, select the **BulkRead** mode in the Operating Modes dropdown list.
4. Select **OK** to close the screen.
5. Places the stack of discs in the bins.
6. From Rimage Systems list, right click on the system where you will be doing this process and select **Resume** from the right click menu. The Rimage System will start processing the discs.
7. From your client software, submit orders that instruct the server to the read discs. The server only accepts read orders and automatically loads the discs from the input bin, rather than prompting you for each disc in turn.

Note**:** Remember to turn Bulk Read mode off, by setting the operating mode back to Normal, when you are done to allow orders to run normally on the server.

Automatic Bulk Read Mode

Automatic Bulk Read mode is very similar to Bulk Read mode. The difference is that the discs are read from the input bin without any orders being submitted from client software. This allows you to read one or many discs onto your fixed drive without user intervention between each disc. It allows you to specify that all of the discs in the input bin are to be read as soon as the server is re-enabled.

Auto Bulk Read mode requires a specific setup for the discs to be used and for the server.

1. Pause Production Server.
2. Place the discs that you would like to read into the input bin on the Rimage System. These are discs that already contain data (not blank discs).
3. Select **AutoBulkRead**.
4. Start Production Server.

Scenario

You would like to read 5 discs. Since this takes some time, you want this to be done automatically and you do not have client software that will start the operation.

1. From Rimage Systems list, right click on the system where you will be doing this process and select **Pause** from the right click menu.
2. From Rimage Systems list, right click on the system where you will be doing this process and select **Settings** from the right click menu. The Server Settings screen will display.
3. On the General tab, select the **AutoBulkRead** mode in the Operating Modes dropdown list.
4. Select **OK** to close the screen.
5. Places the stack of discs in the bins.
6. From Rimage Systems list, right click on the system where you will be doing this process and select **Resume** from the right click menu. The Rimage System will start processing the discs.

Note**:** Remember to turn Automatic Bulk Read mode off, by setting the operating mode to Normal, when you are done to allow orders to run normally on the server.

Automatic Bulk Read Options

Automatic Bulk Read mode has additional parameters that you can set that give you more control over the process. These parameters must be set before starting the process. These parameters are located on the Server Settings/Reading tab.

Base Folder for Images

This option specifies a folder where the disc images are stored as they are read from the disc. The image for each disc read is stored in a sub-folder under the one specified here.

Use Barcode as Image Folder Name

This parameter instructs Production Server to use the barcode reader on the Rimage System to create folder names for the disc images. The system must be equipped with a barcode reader and the discs have readable barcodes,

If this parameter is enabled and the autoloader has a barcode reader and the barcode on the disc is readable, then the image folder is named using the barcode value. When this option is disabled, and the **Use Volume ID** setting is also disabled, folder names use the Order ID (e.g., Line 1 – 1).

Use Volume ID (or UPC/EAN) as Image Folder Name

This parameter, when enabled, instructs Production Server to use the Volume ID (sometimes called Disc Title or Disc Label) from the disc to create the folder name for each disc. When this option is enabled and the disc does not contain a Volume ID, but does have a UPC/EAN code, the server uses that code for the folder name instead. When this option is disabled, and the **Use Barcode as Image Folder Name** setting is also disabled, folder names use the Order ID (e.g., Line 1 – 1).

Image Type for Audio Tracks

This parameter tells Production Server the type of audio format to use for the image files created from audio discs that are read. The following types are supported:

- PCM (raw audio format)
- Wav (Wave file)
- DDP (whole disc image format)

Use ISRC as Filename for Audio Tracks

This parameter instructs Production Server to use the ISRC to create a file type and name for audio files that are read from the discs. For this option to work, the audio files must contain a valid ISRC value for each track in the sub-channel. A file name similar to “Track1.img” (for PCM) or “Track1.wav” (for WAV) is created for each track.

Put Failures in Reject Bin

This parameter, when enabled, instructs Production Server to place any disc that has an error into the reject bin. When you use this option you’ll be able to quickly discern which discs, if any, had errors during the read process. This option only works on Rimage Systems that have a specified reject bin.

Create ‘Full Disc’ Image Files

This parameter, when enabled, instructs Production Server to create full disc image (.RMG) files which can be used to make exact copies of the original discs. For example, this is a useful feature for creating a library of disc images on your fixed drive that can be used to create projects of discs at a later time using QuickDisc’s “Image to Disc” project type.

Extract ISO-9660 Images to Folders and Files

This parameter instructs Production Server to read the entire file system of a UDF or ISO-9660 formatted disc into a folder recreating the entire folder tree of the original disc.

Note: You can run Auto Bulk Read jobs from QuickDiscs “Advanced” menu and it will step you through each part of the process.

Restore Spanned Set Mode

Restore Spanned Set mode is very similar to Automatic Bulk Read. The difference is that the discs being read are from a Rimage spanned set of discs. You can also restore the spanned set using Rimage's SpanRestore application that is on each of the discs, but this process allows you to restore the entire set without having to be around to put discs into the computer one at a time.

Restore Spanned Set mode requires a specific setup for the discs to be used and for the server.

1. Pause Production Server.
2. Place the discs that you would like to read into the input bin on the Rimage System. These are discs that already contain data (not blank discs) and they are a complete spanned set of discs.
3. Select **RestoreSpannedSet**.
4. Start Production Server.

Scenario

You would like to restore a 5 discs spanned set. Since this takes some time, you want this to be done automatically and you do not have client software that will start the operation.

1. From Rimage Systems list, right click on the system where you will be doing this process and select **Pause** from the right click menu.
2. From Rimage Systems list, right click on the system where you will be doing this process and select **Settings** from the right click menu. The Server Settings screen will display.
3. On the General tab, select the **RestoreSpannedSet** mode in the Operating Modes dropdown list.
4. Select **OK** to close the screen.
5. Places the stack of discs in the bins.
6. From Rimage Systems list, right click on the system where you will be doing this process and select **Resume** from the right click menu. The Rimage System will start processing the discs.

Note**:** Remember to turn Restore Spanned Set mode off, by setting the operating mode back to Normal, when you are done to allow orders to run normally on the server.

Restore Spanned Set Options

Restore Spanned Set allows you to set a folder to use as the base for the reading process. The folder must be set before starting the process. The folder is located on the Server Settings/Reading tab.

Base Folder for Images

This option specifies a folder where the disc images are stored as they are read from the disc. The image for each disc read is stored in a sub-folder under the one specified here.

Note: You can run Restore Spanned Set jobs from QuickDiscs "Advanced" menu and it will step you through each part of the process.

How Do I?

How Do I Pause A System?

When you pause a Rimage System you are really pausing the Production Server on that system. To do this:

1. Highlight the system in the Rimage Systems view (typically on the left of the main screen).
2. Right click.
3. Select **Pause** from the drop down menu.

How Do I Start A System?

When you start a Rimage System you are really starting any of the component servers that system may be using including (Production Server, Imaging Server, and NetPub/Watch Server). To do this:

1. Highlight the system in the Rimage Systems view (typically on the left of the main screen).
2. Right click.
3. Select **Resume** from the drop down menu.

Any of the servers that need are offline will be started back up.

How Do I Pause An Imaging Server?

You typically will not need to pause an Imaging Server on a Rimage System, but if you do use the following steps:

1. Select **Rimage Server Details** from the main menu (top right of the main screen).
2. Find the Rimage System with the Imaging Server you would like to pause.
3. Right click on the Imaging Server name.
4. Select **Pause** from the drop down menu.

How Do I Start An Imaging Server?

1. Select **Rimage Server Details** from the main menu (top right of the main screen).
2. Find the Rimage System with the Imaging Server you would like to pause.
3. Right click on the Imaging Server name.
4. Select **Resume** from the drop down menu.

How Do I Pause a NetPub/Watch Server?

In the rare event of needing to pause the NetPub/Watch Server on a Rimage System, use the following steps:

1. Select **Rimage Server Details** from the main menu (top right of the main screen).
2. Find the Rimage System with the Imaging Server you would like to pause.
3. Right click on the NetPub/Watch Server name.
4. Select **Pause** from the drop down menu.

How Do I Start A NetPub/Watch Server?

1. Select **Rimage Server Details** from the main menu (top right of the main screen).

2. Find the Rimage System with the Imaging Server you would like to pause.
3. Right click on the NetPub/Watch Server name.
4. Select **Resume** from the drop down menu.

How Do I Cancel A Job?

The easiest way to cancel a pending or in process job is to:

1. Locate and select it in the Job window.
2. Right click on the job in the window.
3. Select **Cancel Job** from the drop down menu.

When you cancel a job you really are just telling the servers to stop working on it. This may take a few minutes if the job is currently in the imaging or recording phase.

How Do I Clear All Of The Jobs That Are Done Out Of The List?

To clear all of the completed jobs from the Jobs window list:

1. Right click anywhere in the Jobs window.
2. Select **Remove Completed Jobs** from the drop down menu.

How Do I Change Bin Settings?

To change the media types in the Bin Settings:

1. Right click anywhere in the Media window.
2. Select **Configure Bins** from the drop down menu.

How Do I View A Log File?

To view one of the Rimage System's log files:

1. Select **Display Logs Viewer** from the main menu (top right of the main screen) or the pop up tray menu on the RSM tray icon.
2. Click on the **Logs** button in the upper left corner.
3. Select the log file that you want from the list.

How Do I Have RSM Start When I Log Into Windows (Always Running)?

To have RSM run every time you log into Windows:

1. Select **Rimage System Manager Preferences** from the pop up tray menu on the RSM tray icon.
2. Click on the **General** tab on the left.
3. Enable the option that says: **Run Rimage System Manager when Windows starts**.

How Do I Update Firmware For A Recorder, Printer, Or Autoloader?

Rimage, from time to time, makes available updates for hardware firmware of the various components of the system. To upload firmware to a component:

1. Highlight the system, that you want to update, in the **Rimage Systems** window.
2. Select the **System** tab to show the system for the selected Rimage System.
3. Right click on the **component** you want to update.
4. Select **Update Firmware** from the drop down menu.
5. Follow the instructions to select the firmware **file** that was provided to you.

6. Select the **Update** button to start the process.

Updating firmware may take a few minutes, but you will be advised when the process finished. Note that all devices on a Rimage System, of a particular type are updated simultaneously. Specifically, if you have more than one recorder of the same type they will all be updated at the same time.

How Do I Enable a Recorder, Printer or Autoloader That's Been Disabled?

When one of the Rimage components is taken off line by a server or user you can re enable it in the System window.

1. Highlight the system, that you want to update, in the **Rimage Systems** window.
2. Select the **System** tab to show the system for the selected Rimage System.
3. Right click on the **component** you want to enable.
4. Select **Enable** from the drop down menu.

How Do I Respond To An Alert?

The easiest way to respond to an alert it just to click on the balloon message that appears on the system tray when the alert happens. That will cause the Alerts Viewer to display so you can read and reply to the alert. An alert may require some action, like refilling media supplies, or it may just be a warning that something happened.

You can also pop up the Alerts Viewer from the tray menu on the RSM tray icon.

How Do I Display A Session Log For A Rimage Server?

The Rimage Production and Imaging Servers keep a running session log of operations that have happened since the server was started. To display a session log:

1. Select **Rimage Server Details** from the main menu (top right of the main screen).
2. Find the Rimage System with the Production or Imaging Server you would like to view.
3. Right click on the Production or Imaging Server name.
4. Select **Server Info** from the drop down menu.

Note: There is not a session log for the NetPub/Watch Server, but you can see more information about the server setup in the Server Info screen.

How Do I Get RSM To Stop Displaying Popup Messages On The Tray?

You can set various options in the preferences to control how alerts are displayed:

1. Select **Rimage System Manager Preferences** from the pop up tray menu on the RSM tray icon.
2. Click on the **Alerts** tab on the left.
3. Enable or disable options that suit your needs.

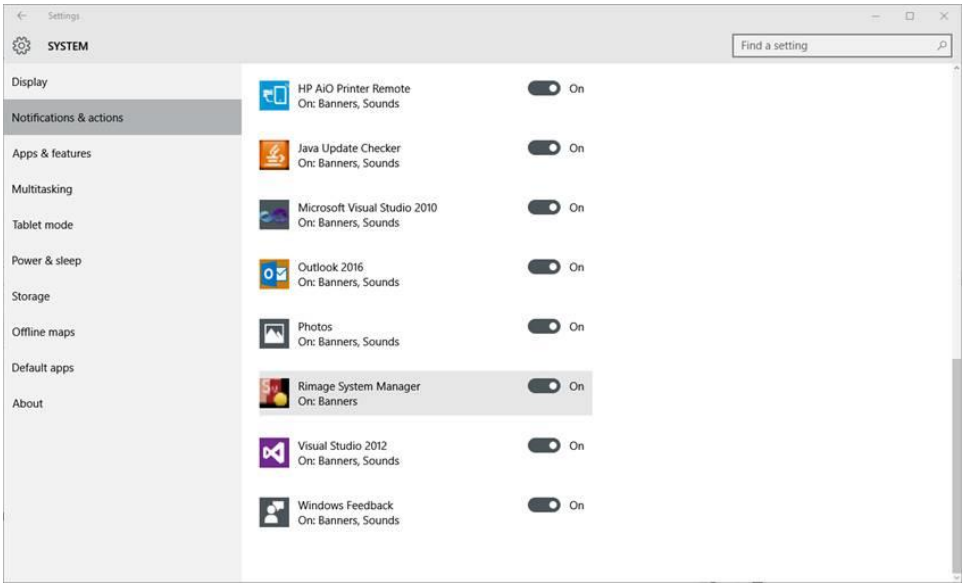
How Do I Get Rid of the Notification Sounds?

On Windows 7 and 8 you can:

1. Start the **Control Panel**.
2. Open the **Sounds** settings.
3. Turn off the sound setting for **Notifications**.

On Windows 10 you have more choices.

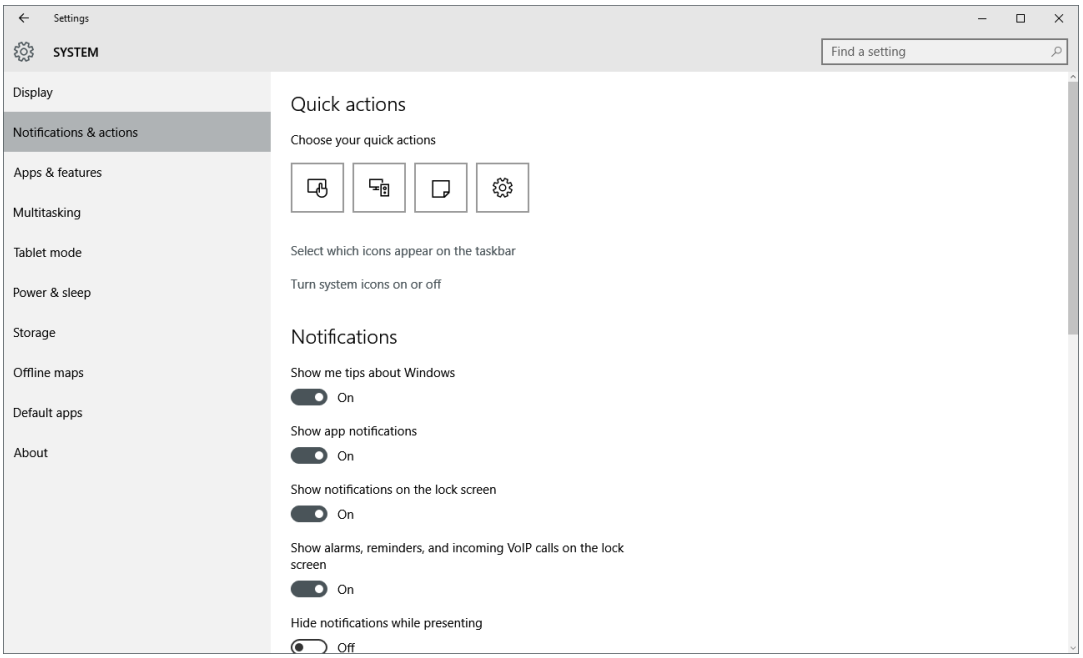
1. Right click on the **task bar** (typically on the bottom of the screen).
2. Select **Properties** from the menu.
3. Select the **Customize...** button next to the label “Notification area:”. The following screen will be displayed. You may have to scroll down on the screen.



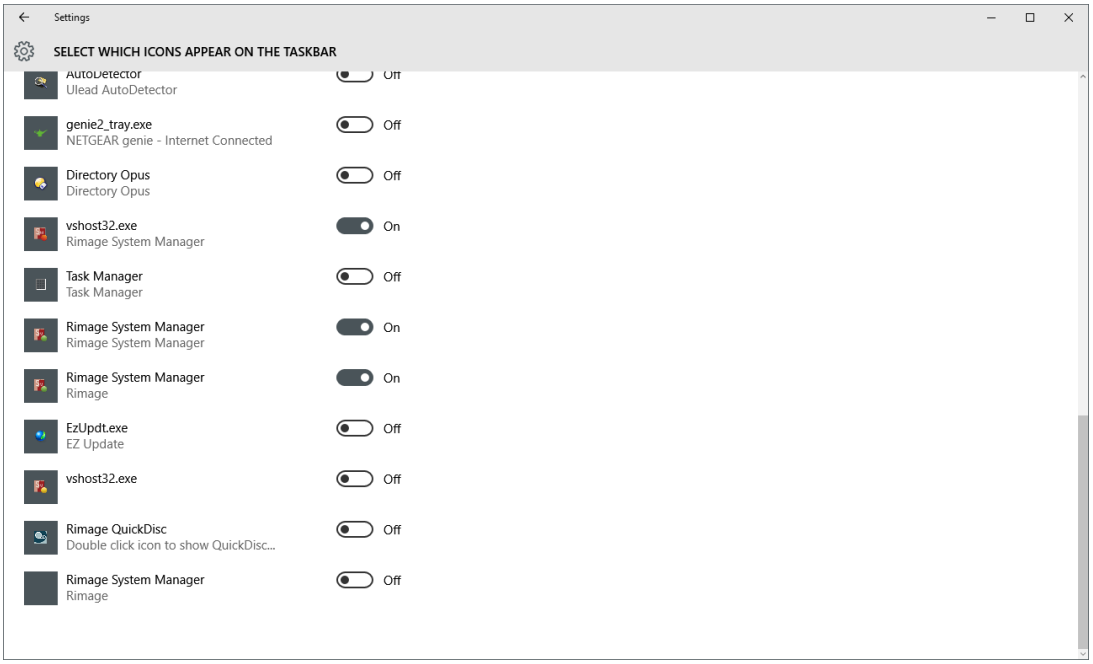
4. Find the Rimage System Manager **icon** on the screen.
5. Click on the Rimage System Manager icon to open the settings.
6. Turn off “Play a sound when a notification arrives”. Note: This will only turn off the sound for the Rimage System Manager notifications. Other notifications will play sounds depending on their settings.

How Do I Make the Rimage System Manger Icon Stay on the Screen?

1. Right click on the **task bar** (typically on the bottom of the screen).
2. Select **Properties** from the menu.
3. Select the **Customize...** button next to the label “Notification area:”. The following screen will be displayed.



4. Click on the link that says, “Select which icons appear on the taskbar”



5. Find the Rimage System Manager icon in the list.

6. Turn on the option to have it always be on the screen. Note: When the RSM icon is showing you can quickly see if there are any issues by viewing the icons green, yellow, or red dot.

How Do I Ignore Some Warning Conditions I Don't Care About?

When there are conditions on any of the connected Rimage Systems that need attention, a message will show up in the Messages window. You can control the types of messages that show up in the preferences:

1. Select **Rimage System Manager Preferences** from the pop up tray menu on the RSM tray icon.
2. Click on the **Messages** tab on the left.
3. Enable or disable options that suit your needs.

How Do I Find Rimage Instructional Videos?

There are many Rimage instructional videos on YouTube:

Search For Rimage Videos On YouTube

You can also find more instructional articles and videos on the Rimage website:

Rimage Learn Website