Lectora®
ONLINE

Administrator Help

Contents

Welcome to the Administrator Information Center

Topics in this Information Center describe the tasks you can use to administer Lectora Online™.

Administrator responsibilities include managing organizations, managing users within organizations, and managing the Lectora Online solution.

See these topics for more information:

- Managing your organizations
- Managing your users
- Managing properties
- Managing skins
- Viewing the list of logged-in users
- Setting the log level
- Viewing system information
- Sending a system alert
- Sending system and organization email
- Generating a User Activity Report
- Generating an Organization Report
- Generating an audit report
- Managing disk usage
- Viewing the Log Viewer
- Forcing the News tab to the front
- Backing up repository data
- Restoring data
- Obtaining an activation code
- Viewing repository information
- Viewing server commands information
- Completing a Server Thread Dump
- Completing a XPath cache query
- Configuring Log-In password settings

Managing your organizations

An organization is the top-level classification in your company or group's hierarchy. A typical company or group consists of one or more organizations. The larger the company or group, the more organizations it will normally have. You can add, edit, and delete organizations and specify your organization's disk usage.

You must be defined as a super administrator to have access to the **Managing Organizations** task.

See Roles for more information about the user classifications within Lectora Online and the available tasks that each role can complete.

Super administrators can complete the following tasks:

- Adding an organization
- Specifying disk usage
- Specifying the user limit
- Viewing and editing organization settings
- Deleting an organization

Adding an organization

Administrators with super administrator access can add an organization. This includes specifying the appropriate publishing targets and setting the maximum history size for shared titles.

You can quickly add an organization and define and configure its administrator the using the **Add Org** banner link or you can add an organization when you are viewing organization details from the Manage Organizations window.

To add an organization and its administrator using the **Add Org** banner link:

1. Click **Add Org**.
2. Complete the fields in the New Organization box as follows:

Organization Name	Name of the organization.
Company Name	Name of the company.
User Limit	Limits the number of users allowed in the organization.
Disk Quota	Disk quotas track and control disk storage usage for each organization.
Disk Usage Threshold	Disk usage thresholds allow you to specify when warnings are displayed to users when they exceed their disk quota limit.
Expires	Date when user access to the organization expires.

3. Complete the fields in the New Administrator box as follows:

Role	Specifies the user's role.
User ID	Specify the user ID for the administrator.
First Name	Specify the first name of the administrator.
Last Name	Specify the last name of the administrator.
Description	Specify a short description of the administrator's role.
Email Address	Specify the email address associated with this administrator user ID.
Send Notification Email	Enable this check box to send a message to the administrator.
Password/Re-enter Password	Specify the password for the administrator user ID.
Force Password Change on Next Login	Enable this check box to require the new user to create a password the next time he or she logs in.
Locale Preference	Specify the preferred location for this organization.

4. To create the new organization, click **Create Org and Admin**.

The organization is added.

To add an organization from the Manage Organizations window:

1. Click the **Manage Organizations** link on the Home Page. The Manage Organizations window opens.
2. Click **Add**. The Create Organization window opens.
3. Complete the fields on the Create Organization window as follows:

Organization Name	Name of the organization.
Company Name	Name of the company.
Disk Quota	Disk quotas track and control disk storage usage for each organization.
Disk Usage Threshold	Disk usage thresholds allow you to specify when warnings are displayed to users when they exceed their disk quota limit.
User Limit	Limits the number of users allowed in the organization.
User Count	Displays the current number of users.
Active	Disable this check box to deactivate the organization. Users are unable to log-in to a deactivated organization.
Trial	Enable this check box to specify that this is a trial organization.
Expires	Date when user access to the organization expires.
Properties	Use this table to enable or specify the following publishing

targets and organizational properties:

Property	Description
Disable exporting titles	When enabled, this restricts members of the organization from exporting titles with the exception of the organization administrators. This includes restricting exporting of library objects as well.
Disable the creation of private titles	When enabled, this restricts members of the organization from creating private titles, with the exception of the organization administrators.
eLearning Brothers Agreement	Select this option to allow users to access the eLearning Brothers Library. For more information, visit http://elearningbrothers.com/.
Publish to AICC	The Aviation Industry CBT Committee (AICC) was established in 1988 to define standards on how Computer Managed Instruction (CMI) systems should operate in presenting course materials to students. For the latest specifications, documents, and explanations of terms, see the official AICC website (http://www.aicc.org).
Publish to CourseMill	CourseMill is a powerful course management system developed by Trivantis and designed especially for easy integration of Lectora titles. The CourseMill learning management system makes the delivery, management, and tracking of online learning across your organization easier and more affordable. For more information about CourseMill, visit http://trivantis.com.
Publish to Docebo	Select this option to allow users to post titles to the Docebo learning management system.. For more

		information about the Docebo LMS, visit http://docebo.com.
	Publish to Docebo: Server URL	For Docebo publishing, specify the URL for accessing the appropriate server.
	Publish to Docebo: Username	For Docebo publishing, specify the username for accessing the appropriate server.
	Publish to Docebo: Password	For Docebo publishing, specify the password for accessing the appropriate server.
	Publish to HTML	Select this option to allow users to post titles to the Internet or to their Intranet.
	Publish to iContent	iContent is a content management system developed by SuccessFactors. For the latest specifications, documents, and explanations of terms, see their official website (http://www.successfactors.com/).
	Publish to iContent: course URL	For iContent publishing, specify the URL for accessing the iContent course content on the iContent server.
	Publish to iContent: password	For iContent publishing, specify the password for accessing the iContent server.
	Publish to iContent: path	For iContent publishing, specify the path to the iContent server.
	Publish to iContent: server	For iContent publishing, specify the address of the iContent server.
	Publish to iContent: username	For iContent publishing, specify the username for accessing the iContent server.
	Publish to PWC	PWC allows publishing content from the PricewaterhouseCoopers eLearning solution. For the latest specifications, documents, and explanations of terms, see their official website (http://www.pwc.com/).

	Publish to ReviewLink	ReviewLink is an online review tool developed by Trivantis. ReviewLink allows you to share titles with online reviewers and capture their feedback. Reviewers can add comments and attach files to reviewed pages to provide feedback. Comments and attachments are tabulated and presented to both publishers and reviewers so they can manage the status of the comments and complete the review cycle. For more information about ReviewLink, visit http://trivantis.com.
	Publish to Saba SCORM 2004	Saba SCORM 2004 is a set of interrelated technical specifications built upon the work of the AICC, IMS, and IEEE to create a unified content model for Web-based learning content. For the latest specifications, documents, and explanations of terms, see the official Saba website (http://www.saba.com).
	Publish to SCORM	The Shareable Content Object Reference Model (SCORM) is a set of inter-related technical specifications built upon the work of the AICC, IMS, and IEEE to create a unified content model for Web-based learning content. For the latest specifications, documents, and explanations of terms, see the official SCORM website (http://www.adlnet.gov/).
	Publish to SumTotal	SumTotal allows publishing content from SumTotal eLearning systems. For the latest specifications, documents, and explanations of terms, see the official SumTotal website (http://www.sumtotalssystems.com/).

	Publish to xAPI	The Experience API (xAPI) is part of an evolving standard that enables users on learning management systems to download the next generation of SCORM-compliant materials. For the latest specifications, documents, and explanations of terms, see the official xAPI website (http://experienceapi.com).
	Shared Title Maximum History Size	Use the drop-down list to specify the setting for the maximum history size for shared titles. When versions are trimmed from a title's history they are taken from the "back-end" or oldest end. The version numbers will always rise as changes are checked in. So for example if you have a title with 10 versions (1 through 10) and you set the **Maximum History Size** to 3 then versions 1 through 7 will be removed from the title history (the oldest 7) leaving versions 8, 9 and 10. When the next check-in occurs, that will become version 11 and version 8 would be removed; leaving versions 9, 10 and 11. You keep the latest three versions basically. Note that the version trimming process does not take place immediately. Requests are queued up and run in the background. You should see results with in an hour generally. Also note that "status" versions (indicates that status of the title was changed)

		where the text is bold do not count towards the **Maximum History Size**. Consequently, you might have a **Maximum History Size** of 5 and the history shows 7 versions, but two of them are status versions.
	Shared Title Access - Team Only	Select this option to restrict visibility of, and access to, shared titles to team members only. On the **Manage Titles**, **Import/Export**, and **Title Search** lists, only private titles and shared titles to which the User role is assigned will be displayed. For more details about roles, see Roles. • This setting does not apply to administrators or project managers and can be overridden for individual Users. For additional information, Viewing and editing user information. • Some empty folders may not be visible. If a folder contains a title that is visible to you, then you will see the descendant folders of that folder (empty or not). Additionally, you will not see any empty folders (that do not contain titles) above that folder. Only the ancestor folders of that folder, if applicable, are visible.
	User Fonts	Specify the custom fonts you want to be enabled within your organization. The fonts you specify will be displayed in the font lists for the users within the organization. The format to specify the fonts is spe-

cific:

- Start and end the entire entry with square brackets ([and]).
- Each font entry consists of the name of the font as you want it to appear in the font list and the font family name, separated by a comma.
- Separate multiple font entries with commas.
- Use single quotes around the first element in the font name if a space exists in the font name.
- **Example**: To enable new custom fonts Army and Navy and have them display as *New Army Font* and *New Navy Font* in the font lists, specify `["'New Army Font',Army","'New Navy Font',Navy"]`

For your users to develop titles that use a custom font, their titles must contain a HTML Extension object for the custom font. This is described in detail in the Appendix of the Information Center - *Enabling a custom font within a title*.

You can also have users enable a custom font by creating and sharing a library object to insert into the title. For details about creating library objects, see *Working with library objects* under *Managing Titles* > *Working with objects* in the Information

	Center.
Administrator Notes	Administrator notes that were specified when the organization was created or modified.
Super Administrator Notes	Super-administrator notes that were specified when the organization was created or modified.
Created for Internal Use	Enable this check box to indicate that this organization is created for internal use only.

4. To create the new organization and return to the Manage Organizations window, click **Create and Quit**. Otherwise, click **Create** to add and view the current settings for the new organization.

The new organization is added to the Organizations list.

See also: Specifying disk usage

Specifying disk usage

Administrators with super administrator access can specify the disk quota and disk usage threshold. Disk quotas track and control disk storage usage for each organization. Disk usage thresholds allow you to specify when warnings are displayed to users when they exceed their disk quota limit.

Approaching Disk Quota Warning Notifications - Administrators with super administrator access will receive email notifications when disk quota is approaching the specified limit. Emails are sent when disk quota reaches levels of 80%, 90%, and 100%.

Follow these steps to specify your organization's disk quota and disk usage threshold:

1. Click the **Manage Organization** link on the Home Page.

   The Manage Organizations window opens.

2. Double-click the organization or select the organization and click **Edit**.

   The Edit Organization window opens.

3. Specify the disk quota in gigabytes (GB) in the **Disk Quota** field and specify the disk usage threshold in the **Disk Usage Threshold** field.
4. Click **Save**.

See also: Modifying organization settings

Specifying the user limit

Administrators with super administrator access can specify the maximum number of users that can be added to the organization. The user limit includes both active and inactive users.

Follow these steps to specify your organization's user limit:

1. Click the **Manage Organizations** link on the Home Page.

   The Manage Organizations window opens.
2. Double-click the organization or select the organization and click **Edit**.

   The Edit Organization window opens.
3. Specify the maximum number of users that can be added to the organization in the **User Limit** field.
4. Click **Save**.

See also: Modifying organization settings

Viewing and editing organization settings

Administrators and super administrators can modify organization settings, such as organization name and disk quota. You can also control publishing options for users.

To view and edit an organization:

1. Click the **Manage Organizations** link under the **Administration** side-tab on the Home Page. On the Manage Organizations window, select the organization and click **Edit**. Otherwise, click **Organization Settings** under the **Administration** side-tab.
2. On the Organization Settings window, modify the fields as follows:

Organization Name	Name of the organization.
Company Name	Name of the company.
Disk Quota	Disk quotas track and control disk storage usage for each organization.
Disk Usage Threshold	Disk usage thresholds allow you to specify when warnings are displayed to users when they exceed their disk quota limit.
User Limit	Limits the number of users allowed in the organization.
User Count	Displays the current number of users.
Active	Disable this check box to deactivate the organization. Users are unable to log-in to a deactivated organization.
Trial	Enable this check box to specify that this is a trial organization.
Expires	Date when user access to the organization expires.
Properties	Use this table to enable or specify the following publishing targets and organizational properties: **Property** — **Description** **Disable exporting titles** — When enabled, this restricts members of the organization from exporting titles with the exception of the organization administrators. This includes restricting exporting

		of library objects as well.
	Disable the creation of private titles	When enabled, this restricts members of the organization from creating private titles, with the exception of the organization administrators.
	eLearning Brothers Agreement	Select this option to allow users to access the eLearning Brothers Library. For more information, visit http://elearningbrothers.com/.
	Publish to AICC	The Aviation Industry CBT Committee (AICC) was established in 1988 to define standards on how Computer Managed Instruction (CMI) systems should operate in presenting course materials to students. For the latest specifications, documents, and explanations of terms, see the official AICC website (http://www.aicc.org).
	Publish to CourseMill Wave	CourseMill Wave is an online learning management tool developed by Trivantis. CourseMill Wave allows you to recommend and assign content to online viewers. Publishers can enable ratings, guest book settings, run reports, and post content to social networking sites. For more information about CourseMill Wave, visit http://trivantis.com.
	Publish to CourseMill	CourseMill is a powerful course management system developed by Trivantis and designed especially for easy integration of Lectora titles. The CourseMill learning management system makes the delivery, management, and tracking of online learning across your

		organization easier and more affordable. For more information about CourseMill, visit http://trivantis.com.
	Publish to Docebo	Select this option to allow users to post titles to the Docebo learning management system.. For more information about the Docebo LMS, visit http://docebo.com.
	Publish to Docebo: Server URL	For Docebo publishing, specify the URL for accessing the appropriate server.
	Publish to Docebo: Username	For Docebo publishing, specify the username for accessing the appropriate server.
	Publish to Docebo: Password	For Docebo publishing, specify the password for accessing the appropriate server.
	Publish to HTML	Select this option to allow users to post titles to the Internet or to their Intranet.
	Publish to iContent	iContent is a content management system developed by SuccessFactors. For the latest specifications, documents, and explanations of terms, see their official website (http://www.successfactors.com/).
	Publish to iContent: course URL	For iContent publishing, specify the URL for accessing the iContent course content on the iContent server.
	Publish to iContent: password	For iContent publishing, specify the password for accessing the iContent server.
	Publish to iContent: path	For iContent publishing, specify the path to the iContent server.
	Publish to iContent: server	For iContent publishing, specify the address of the iContent server.
	Publish to iContent: username	For iContent publishing, specify the username for accessing the

		iContent server.
	Publish to PWC	PWC allows publishing content from the PricewaterhouseCoopers eLearning solution. For the latest specifications, documents, and explanations of terms, see their official website (http://www.p-wc.com/).
	Publish to ReviewLink	ReviewLink is an online review tool developed by Trivantis. ReviewLink allows you to share titles with online reviewers and capture their feedback. Reviewers can add comments and attach files to reviewed pages to provide feedback. Comments and attachments are tabulated and presented to both publishers and reviewers so they can manage the status of the comments and complete the review cycle. For more information about ReviewLink, visit http://trivantis.com.
	Publish to Saba SCORM 2004	Saba SCORM 2004 is a set of inter-related technical specifications built upon the work of the AICC, IMS, and IEEE to create a unified content model for Web-based learning content. For the latest specifications, documents, and explanations of terms, see the official Saba website (http://www.saba.com).
	Publish to SCORM	The Shareable Content Object Reference Model (SCORM) is a set of inter-related technical specifications built upon the work of the AICC, IMS, and IEEE to create a unified content model for Web-based learning content. For the latest specifications, documents, and explanations of terms, see the

		official SCORM website (http://www.adlnet.gov/).
	Publish to SumTotal	SumTotal allows publishing content from SumTotal eLearning systems. For the latest specifications, documents, and explanations of terms, see the official SumTotal website (http://www.sumtotalssystems.com/).
	Publish to xAPI	The Experience API (xAPI) is part of an evolving standard that enables users on learning management systems to download the next generation of SCORM-compliant materials. For the latest specifications, documents, and explanations of terms, see the official xAPI website (http://experienceapi.com).
	Shared Title Maximum History Size	Use the drop-down list to specify the setting for the maximum history size for shared titles. When versions are trimmed from a title's history they are taken from the "back-end" or oldest end. The version numbers will always rise as changes are checked in. So for example if you have a title with 10 versions (1 through 10) and you set the **Maximum History Size** to 3 then versions 1 through 7 will be removed from the title history (the oldest 7) leaving versions 8, 9 and 10. When the next check-in occurs, that will become version 11 and version 8 would be removed; leaving versions 9, 10 and 11. You

		keep the latest three versions basically. Note that the version trimming process does not take place immediately. Requests are queued up and run in the background. You should see results with in an hour generally. Also note that "status" versions (indicates that status of the title was changed) where the text is bold do not count towards the **Maximum History Size**. Consequently, you might have a **Maximum History Size** of 5 and the history shows 7 versions, but two of them are status versions.
	Shared Title Access - Team Only	Select this option to restrict visibility of, and access to, shared titles to team members only. On the **Manage Titles**, **Import/Export**, and **Title Search** lists, only private titles and shared titles to which the User role is assigned will be displayed. For more details about roles, see Roles. • This setting does not apply to administrators or project managers and can be overridden for individual Users. For additional information, Viewing and editing user information. • Some empty folders may not be visible. If a folder contains a title that is vis-

		ible to you, then you will see the descendant folders of that folder (empty or not). Additionally, you will not see any empty folders (that do not contain titles) above that folder. Only the ancestor folders of that folder, if applicable, are visible.
	User Fonts	Specify the custom fonts you want to be enabled within your organization. The fonts you specify will be displayed in the font lists for the users within the organization. he format to specify the fonts is specific: • Start and end the entire entry with square brackets ([and]). • Each font entry consists of the name of the font as you want it to appear in the font list and the font family name, separated by a comma. • Separate multiple font entries with commas. • Use single quotes around the first element in the font name if a space exists in the font name. • **Example**: To enable new custom fonts Army and Navy and have them display as *New Army Font* and *New Navy Font* in the font lists, specify `["'New Army Font',Army","'New`

	`Navy Font',Navy"]` For your users to develop titles that use a custom font, their titles must contain a HTML Extension object for the custom font. This is described in detail in the Appendix of the Information Center - *Enabling a custom font within a title*. You can also have users enable a custom font by creating and sharing a library object to insert into the title. For details about creating library objects, see *Working with library objects* under *Managing Titles > Working with objects* in the Information Center.
Administrator Notes	Administrator notes that were specified when the organization was created or modified.
Super Administrator Notes	Super-administrator notes that were specified when the organization was created or modified.
Subscription Id	Reserved for internal use.
Transaction Id	Reserved for internal use.
Created for Internal Use	Enable this check box to indicate that this organization is created for internal use only.

3. Click **Save** to save your modifications.
4. When you are finished, click **Modify Organization Settings**.

Your modifications to the organization are implemented.

Deleting an organization

Administrators with super administrator access can delete an organization.

To delete an organization:

1. Click the **Manage Organizations** link on the Home Page.

   The Manage Organizations window opens.
2. Select the organization and click **Delete**.

The organization is removed from the Organizations list.

Managing your users

Administrators can use the **Manage Users** link to add and delete users and edit their information.

You must be defined as an administrator or super administrator to have access to the **Manage Users** task.

View these topics for more information:

- Roles
- Viewing your user group
- Adding a user
- Viewing and editing user information
- Importing users with a CSV File
- Exporting users to a CSV File
- Deleting a user

Roles

Roles control the tasks that users can execute. There are two types roles:

Organziation roles	Manage organizations and control administrator tasks, such as adding users, managing the media library, creating and assigning assignments, and creating and sharing new titles. These roles are named *super-administrator*, *administrator*, *project manager*, *user*, and *reviewer*.
Project team roles	Manage projects and control content development tasks, such as editing and sharing titles, changing and removing project team members, and adding new reviewers. These roles are named *primary owner*, *owner*, *developer*, and *reviewer*.

The roles are *hierarchical*, meaning each role can do everything the role below it can do plus their own tasks.

Organization Roles

Super administrator (sadmin) - Administers the software and provisions the organizations.

- Media Library tasks: Perform read-write operations (create, rename, remove, and add media) on predefined and custom media directories. Perform read-write operations (delete, get properties, download, update, download source and add source) on predefined and custom media.
- Administration tasks: Manage all organizations, manage all users, manage all properties, manage all skins, view all logged-In users, set all log level, view all system

information, send system alerts across all organizations, send system-wide emails, send organization emails to a specific organization, manage all news, perform backup and restore of all organizations, generation activation codes for all organizations, and view the *Administrator Guide*.

- Title management tasks: Create, import, and export titles within all organizations. Revert and remove any title, change title settings (such as primary owner) of any title, and add reviewers to any title. Also create assignments, generate assignment reports, view title history, and generate title reports of all titles in all organizations.

Administrator (admin) - Manages users within each organization. Admins can also manage the operations on custom directories and media in the Media Library within their own organizations.

- Media Library tasks: Perform read-only operations (get properties, download, and download source) on predefined media. Perform read-write operations (create, rename, remove, and add media) on custom media directories. Perform read-write operations (delete, get properties, download, update, download source and add source) on custom media. (Cannot manipulate predefined media directories.)
- Administration tasks: Manage the organization settings of their own organizations, manage users in their own organizations, .view disk usage within their own organizations, manage the skins within their own organizations, send organization emails within their own organizations.
- Title management tasks: Create, import, and export titles within their own organizations. Revert titles from within their own organizations, change title settings (such as primary owner) of titles within their own organizations, and add reviewers to titles within their own organizations. Also create assignments, generate assignment reports, view title history, and generate title reports of the titles within their own organizations.

Project Manager - Manages titles of teams within the organization. The project manager can also manage the operations on custom directories and media in the Media library.

- Media Library tasks: Perform read-only operations (get properties, download, and download source) on predefined media. Perform limited read-write operations (create, and add media) on custom media directories. Perform read-write operations (delete, get properties, download, update, download source and add source) on custom media if the owner and read-only operations (get properties, download, and download source) if not the owner. (Cannot manipulate predefined media directories.)
- Title management tasks: Create, import, and export titles within their own organizations. Update title settings (such as primary owner) of titles if owner or primary owner (and view title settings of titles if not the owner). Add reviewers to titles if owner or primary owner. Also create assignments, generate assignment reports,

view title history, and generate title reports of the titles within their own organizations. Can only delete their own assignments.

User - Manages their titles and the titles to which he or she is granted access. The user can also manage the operations on custom directories and media in the Media Library.

- Media Library tasks: Perform read-only operations (get properties, download, and download source) on predefined media. Perform limited read-write operations (create, and add media) on custom media directories. Perform read-write operations (delete, get properties, download, update, download source and add source) on custom media if the owner and read-only operations (get properties, download, and download source) if not the owner. (Cannot manipulate predefined media directories.)
- Title management tasks: Create, import, and export titles within their own organizations. Update title settings (such as primary owner) of titles if owner or primary owner (and view title settings of titles if not the owner). View assignments, generate assignment reports, view title history, and generate title reports of the titles within their own organizations. Cannot create, edit , or delete any assignments.

Reviewer - Reviews titles within an organization.

- Media Library tasks: None.
- Title management tasks: Can only be added to title team (as a Reviewer) and view titles within the team.

Project Team Roles

Primary Owner - Allowed to fully edit, manage, share, and revert the title.

- Title management tasks: Revert title to previous version, rename and remove shared title, change, add, and remove team members and change primary owner. Can add new reviewers to team if their organization role is project manager or higher. Also view title history and notes.
- Title editing tasks: Fully edit title.

Owner - Allowed to fully edit title, along with manage and share titles depending on ownership of checkouts.

- Title management tasks: Rename and remove shared title if there are no checkouts other than their own, change, add, and remove team members but not change primary owner. Can add new reviewers to team if their organization role is project manager or higher.
- Title editing tasks: Fully edit title.

Developer - Allowed to fully edit but cannot add and manage team members nor reviewers.

- Title management tasks: None
- Title editing tasks: Fully edit title.

Reviewer - Add notes to titles, view notes that others have added to the title, create notes reports, and preview published pages.

- Title management tasks: None
- Title editing tasks: None.

Viewing your user group

Administrators and super administrators can view the list of users within an organization. Users are listed by User ID, name, role and user status.

Super administrators can view the list of users in each organization.

To view your user group:

1. Click the **Manage Users** link on the Home Page. The Manage Users window opens.
2. If you are a super administrator, select the organization from the **Organization** drop-down list.
3. Click a column to alphabetically sort the column.

The Manage Users window also displays the following administration information. The limits are determined by your super administrator.

Site User Limit	Number of users allowed for each site
Organization User Limit	Number of users allowed for each organization
Current User Count	Number of current users in the organization
Available User Count	Number of available users that can be added to the organization

See also: Adding a user
Editing user information
Deleting a user

Adding a user

You can add a user as your team grows. You must be an administrator or super administrator to add a user.

Super administrators can bulk import users from multiple companies using CSV-formatted files. Comma-separated value (CSV) files are delimited text files containing user data that have been exported from spreadsheets like Microsoft Excel and Access. See Importing Users with a CSV File for more information.

To add a user:

1. Click the **Manage Users** link on the Home Page.

   The Manage Users window opens.
2. If you are a super administrator, select the organization from the **Organization** drop-

down list.

3. Click **Add**. The Create User window opens.
4. Complete the fields as follows:

Role	Use the pull-down list to select the new user's role as one of the following: • **Super Administrator** (available to sadmins only) • **Administrator** • **Project Manager** • **User** • **Reviewer** • **Support**
User ID	Specify the new user's User ID.
First Name	Specify the new user's first name.
Last Name	Specify the new user's last name.
Description	Specify a short description of the new user's role.
Email Address	Specify the new user's email address.
Change Password	Specify the new user's password.
Re-enter Password	Re-enter the new user's password.
Shared Title Visibility - Team Only	This selection is available if it is selected in the organization settings and the role is User. Select the option to restrict visibility of, and access to, shared titles. On the **Manage Titles**, **Import/Export**, and **Title Search** lists, only private titles and shared titles to which the User is assigned will be displayed. Disable the option to give the User full visibility to all shared titles. For more details about roles, see Roles. • This setting does not apply to administrators or project managers and can be overridden for individual Users. For additional information, see Viewing and editing user information. • Some empty folders may not be visible. If a folder contains a title that is visible to you, then you will see the descendant folders of that folder (empty or not). Additionally, you will not see any empty folders (that do not contain titles) above that folder. Only the ancestor folders of that folder, if applicable, are visible.
Force Password Change on Next Login	Enable this check box to require the new user to create a password the next time he or she logs in.

Send Email with Credentials	Enable this check box to send an email to the new user with log-in credentials
Active	Disable this check box if the new user is to be inactive.
Expires	If you are adding a reviewer, click the calendar icon to specify when the reviewer's access will expire.
Locale Preference	Specify the new user's preferred language.

5. To create the new user account and return to the Manage Users window, click **Create and Quit**. Otherwise, click **Create** to view the new user's information.

The user is added to the list of users.

Viewing and editing user information

You can view and edit user information if necessary. You must be an administrator or super administrator to edit user information.

To edit user information:

1. Click the **Manage Users** link on the Home Page.

   The Manage Users window opens.
2. If you are a super administrator, select the organization from the **Organization** drop-down list.
3. Double-click the user's row in the Manage Users window. The Edit User window opens.

4. Edit the fields as necessary:

Organization	The user's organization. This field cannot be changed.
Role	Use the pull-down list to select the user's role as one of the following: • **Super Administrator** (available to sadmins only) • **Administrator** • **Project Manager** • **User** • **Reviewer** • **Support**
User ID	The user's ID. This field cannot be changed.
First Name	The user's first name.
Last Name	The user's last name.
Description	The description associated with the user.
Email Address	The user's email address.
Change Password	The user's password.
Re-enter Password	Reenter the user's password.
Shared Title Visibility - Team Only	This selection is available if it is selected in the organization settings and the role is User. Select the option to restrict visibility of, and access to, shared titles. On the **Manage Titles**, **Import/Export**, and **Title Search** lists, only private titles and shared titles to which the User is assigned will be displayed. Disable the option to give the User full visibility to all shared titles. For more details about roles, see Roles. • This setting does not apply to administrators or project managers and can be overridden for individual Users. For additional information, see Adding a user. • Some empty folders may not be visible. If a folder contains a title that is visible to you, then you will see the descendant folders of that folder (empty or not). Additionally, you will not see any empty folders (that do not contain titles) above that folder. Only the ancestor folders of that folder, if applicable, are visible.
Force Password Change on Next Login	Enable this check box to require the user to create a new password the next time he or she logs in.
Send Email with Credentials	Enable this check box to send email messages with log-in credentials to users when they change their passwords.
Active	Disable this check box if the user is no longer active.

Expires	Specifies when the reviewer's password expires.
Locale Preference	Specifies the user's preferred locale.

5. Click **Save**.

Importing users with a CSV file

Comma-separated value (CSV) files are delimited text files containing user data that have been exported from spreadsheets like Microsoft Excel® and Access®.

Super administrators can bulk import users from multiple companies using CSV-formatted files.

The format is the same for each organization. All fields are separated by a comma. Each record starts on a new line. Each line in the file must contain all the input fields. Otherwise, the line is skipped. If entries contain a comma, enclose the entry in double-quotes. This is the default export format from Microsoft Excel and Access when exporting to CSV.

CSV File Format and Example:

#Organization	Last Name	First Name	Username	Email Address	Locale Preference	Password	Role	Description	Active	Expires	Reset Password	Last Log In	Log In Count	Update If Exists
Trivantis	Jones	John	sadmin	jj@comp.com	en	abc123	Administrator	Admin	yes	never	no	8/6/2014 17:44	7	yes
Trivantis	King	Joe	jk_test	jk@comp.com	en	xyz123	User	New tester	yes	never	no	8/6/2014 7:49	4	yes

The export fields are described as follows:

Field	Description
#Organization	The user's organization
Last Name	The user's last name
First Name	The user's first name
Username	The user's username. An email address can be used as a username value.
Email Address	The user's email address
Locale Preference	The user's preferred locale
Password	The user's password
Role	The user's role. Values for role are: • "Super Administrator" • "Administrator" • "Project Manager" • "User" • "Reviewer" (default)
Description	The user's username. An email address can be used as a username value.

Active	The user's status
Expires	The user's password expiration date
Reset Pass-word	The user's password status
Last Log In	The user's last-log-in date
Log In Count	The user's log-in count
Update If Exists	The user's access status

You can re-import using the CSV file as needed. However, keep in mind that re-importing might revert the data if you have made changes after the previous import.

To import users with a CSV file:

1. Click the Import Users (CSV) task.

   The Import window opens.
2. Use the **File** field to specify the file to import or click the **Browse** button to navigate and select a CSV file.
3. Click **Import**.

The users are imported. To verify, use the **Manage Users** task to view the list of users by organization. See Viewing Your User Group for information.

Exporting users to a CSV file

You can export user information as a comma-separated value (CSV) file on your computer.

The format is the same for each organization. All fields are separated by a comma. Each record starts on a new line. Each line in the file will contain all the input fields.

Enable Download Notifications: In certain cases, your browser's security settings can be preventing file downloads without notifying you that a download is being attempted, particularly if you use Internet Explorer. Check your browser's security settings to enable automatic prompting for file downloads.

CSV File Format and Example:

#Or-ganization	Last Nam-e	First Nam-e	User-name	Email Address	Locale Prefer-ence	Pass-word	Role	Descrip-tion	Act-ive	Expire-s	Reset Pass-word	Last Log In	Log In Coun-t	Updat-e If Exists
Trivantis	Jone-s	John	sadmin	jj@comp.com	en	abc123	Admin-istrator	Admin	yes	never	no	8/6/201-4 17:44	7	yes
Trivantis	King	Joe	jk_test	jk@-comp.com	en	xyz123	User	New tester	yes	never	no	8/6/201-4 7:49	4	yes

The export fields are described as follows:

Field	Description

#Organization	The user's organization
Last Name	The user's last name
First Name	The user's first name
Username	The user's username. An email address can be used as a username value.
Email Address	The user's email address
Locale Preference	The user's preferred locale
Password	The user's password
Role	The user's role. Values for role are: • "Super Administrator" • "Administrator" • "Project Manager" • "User" • "Reviewer" (default)
Description	The user's username. An email address can be used as a username value.
Active	The user's status
Expires	The user's password expiration date
Reset Password	The user's password status
Last Log In	The user's last-log-in date
Log In Count	The user's log-in count
Update If Exists	The user's access status

You can re-import using the CSV file as needed. However, keep in mind that re-importing might revert the data if you have made changes after the previous import.

To export user information as a CSV file:

1. Click the **Export Users (CSV)** task. The browser's save window opens.
2. Navigate to the appropriate folder and rename the csv file, if necessary. Click **Save**.

The user data is exported.

Deleting a user

You can delete a user. You must be an administrator or super administrator to delete a user. When you delete a user, the user account and all titles created by the user that have not been shared are deleted.

To delete a user:

1. Click the **Manage Users** link on the Home Page.

   The Manage Users window opens.
2. If you are a super administrator, select the organization from the **Organization** drop-down list.
3. Click the user's row to highlight the user.
4. Click **Delete**.

The user is removed from the list. The deleted user is unable to access Lectora Online.

Managing properties

Properties are configuration values that can be queried at run-time. You can view, add, edit, and delete a property.

You must be defined as a super administrator to have access to the **Manage Properties** task.

View these topics for more information:

- Viewing the list of properties
- Adding a property
- Editing a property
- Deleting a property

Property	Description	Values
appl.agreement.betaUser	Reserved	
appl.aws.accessKey		
appl.aws.secretKey		
appl.-backupRestore.-backupFolder.postfix		
appl.-backupRestore.-backupFodler.prefix		
appl.backupRestore.class	Specifies the class that implements the backup and restore. See the *Install Guide* for more information.	
appl.-backupRestore.-class.LocalBackupStorage.path		
appl.-backupRestore.-class.S3BackupStorage.path		
appl.-backupRestore.ftp.password		
appl.backupRestore.ftp.server		
appl.backupRestore.ftp.user		
appl.backupRestore.restore.path		
appl.beta	Reserved	

appl.community	Specifies whether to display the Community link.	false
appl.customization		
appl.disableImports		
app.enable.importPPT	Reserved	
appl.-flashCompressionValue.default	Reserved	
appl.flashConversion.enabled	Reserved	
appl.fonts.override.disabled		
appl.help.url	Specifies the initial URL path for hosting the online Help file set. After the initial URL path (http://trivantis.-com/help/), the application builds the remaining path to match the appropriate help associated with the version and locale (for example http://trivantis.-com/help/Lectora_Online/3/en/HelpHTM.	http://trivantis.com/help/
appl.linkedResources.enabled	Specifies whether to enable a linked-resources deployment. This requires the deployment of Lectora Online and CourseMill to be on the same server.	false
appl.locales	Specifies the languages to list in the language drop-down list in the log-in dia-	

	log. The first language specified will be used as the system default. If this property is blank or not set, then the application will only be available in English. Languages should be specified in a comma-separated list. For example: `de,en,es,-fr,pr,zh,sv` where `de` (German) will be the system default.	
appl.logClientErrors	Reserved	
appl.notifications.email.from	Reserved	
appl.notifications.signupsEmail		
appl.patch.js.1		
appl.patch.js.4		
appl.productName		
appl.publish.pages.batchSize		
appl.reports.GoogleDocsKey		
appl.server.font.blacklist	Specifies the fonts that are removed from the list of server fonts. If an unusable font is encountered, add it to this list.	Hershey,Standard Symbols L,Dingbats,Symbol,Webdings,Wingdings,Wingdings 2,Wingdings 3,Bookshelf Symbol 7,Euro Sign,MS Outlook,MS Reference Specialty,MT Extra,MV Boli,Marlett,OpenSymbol,SWGamekeys MT,ZWAdobeF
appl.startPage		
appl.store.url		
appl.support.extendorg.days		
appl.swr.notify.retry.duration		

appl.swr.retry.delay		
appl.swr.retry.max		
appl.triv.blogURL		
appl.triv.forumURL		
appl.triv.resourceURL		
appl.triv.salesEmail		
appl.triv.salesNumber		
appl.triv.sampleTitlesURL		
appl.triv.storeURL		
appl.triv.supportNumber		
appl.tutorialsURL		
appl.upload.runtimes		
appl.validationCheck.delay		
backupPostfix	Reserved	
development	Reserved	
development.rcd		
home.feedback.bcc	Specifies the Email addresses that are blind-copied when sending feedback.	
home.feedback.cc	Specifies the Email addresses that are carbon-copied when sending feedback.	
home.feedback.subject	Specifies the subject text specified when sending feedback.	Lectora Online Feedback
home.feedback.to	Specifies the Email addresses where feedback is sent.	
home.tabs.news.url	Reserved	
job.removeExpiredOrgs.enabled		
job.SendOr-gExpirationNotifications.enabled	Specifies whether to send notifications of organization expir-ation to the admin-istrator. The default is false.	
job.SendOr-	Specifies the list of	

gEx- pir- ationNotifications.expired.email.cc	recipients to which to send notifications of organization expir-ation. Separate each email address with a comma.	
job.SendOr- gExpirationNotifications.intervals	Specifies the number of days before expir-ation to send noti-fications of organization expir-ation. Separate each number with a comma.	
job.SendOr- gEx- pirationNotifications.toOrgAdmins	Specifies whether to send notifications of organization expir-ation to the admin-istrator of the organization. The default is false.	
ipWidth		
notifications.assn.mod		
org.publish.aicc		
org.publish.html		
org.publish.ce	CourseMill Wave is no longer being sup-ported as a pub-lishing target. If your organization no longer requires pub-lishing to CourseMill Wave, set this prop-erty to **False**. This permanently removes CourseMill Wave as a pub-lishing target. Other-wise, set this to **True** to allow publishing to CourseMill Wave.	True

org.publish.icontent		
org.publish.iContent.courseUrl		
org.pubish.iContent.password		
org.publish.iContent.publishPath		
org.publish.iContent.server		
org.publish.iContent.username		
org.publish.pwc		
org.publish.reviewlink		
org.publish.scorm		
org.publish.sumTotal		
org.publish.tincan		
payment.modifyURL	Reserved	
payment.payTrace.approveURL	Reserved	
payment.payTrace.checkoutURL	Reserved	
payment.payTrace.declineURL	Reserved	
payment.payTrace.password	Reserved	
payment.payTrace.returnURL	Reserved	
payment.payTrace.testEnabled	Reserved	
payment.payTrace.username	Reserved	
payment.payTrace.validateURL	Reserved	
payment.upgradeURL	Reserved	
publisher.text.fcksource	Reserved	
publisher.window.menuBar	Reserved	
publisher.window.statusBar	Reserved	
publisher.window.toolBar	Reserved	
repository.configFile	Reserved	
repository.customNodeTypesFile	Reserved	
repository.home	Reserved	
repository.jndi.name	Reserved	
repository.lockNode.timeout	Reserved	
repository.mimeTypesFile	Reserved	
repository.namespace.prefix	Reserved	
repository.namespace.uri	Reserved	
repository.transaction.timeout	Reserved	
server.debug		
server.diskQuota.default	Specifies the giga-	10GB

	bytes (GB) for initial storage space for a new organization.	
server.diskUsage.threshold	Specifies the percentage full threshold that must be reached before notifications are sent.	98%
server.log.jvmheapinfo		
server.logger.errors.email.from		
server.logger.errors.email.to	Specifies the email addresses to which to send Trivantis server logger errors. Separate each email address with a comma.	
server.logger.errors.maxEmailsPerDay		
server.mailServer.address	Specifies the address of the mailServer.	
server.mailServer.connection.password	Specifies the password used for accessing the mailServer.	
server.mailServer.connection.user	Specifies the user ID used for accessing the mailServer.	
server.mailServer.maxAddrsPerMail		
server.mailServer.restrictedFrom		
server.output.path	Specifies the default path that Lectora Online uses for using as a scratch filesystem.	
server.output.webRoot	Reserved	
server.revAjax.enabled	Reserved	
server.revAjax.method	Reserved	

server.revAjax.polling.interval	Reserved	
server.revAjax.polling.interval.turbo	Reserved	
server.sabaclient		
server.tmp.relPath	Specifies the path for temporary files. This relative path will be appended to the **server.output.path** value.	
server.webRoot	Reserved	
server.winServer.url	Specifies the URL if you are using a Windows server.	
server.winServer.url.eu.conv		
server.winServer.url.test.conv		
server.winServer.url.us.conv		
support.addOrg.org.userLimit		
support.addOrg.org.userLimit.multiplierForDi		
support.addOrg.user.description		
support.addOrg.user.password		

Viewing the list of properties

Properties let you fine-tune your Lectora Online experience. You can view the list of available properties and see their current values.

To view the list of properties, click **Manage Properties**.

The Manage Properties window opens, displaying the properties and their current values.

See also: Adding a property
Deleting a property
Editing a property

Adding a property

You can add properties as necessary.

To add a property:

1. Click **Manage Application**.

   This displays the **Manage Properties** and **Set Log Level** tasks.
2. Click **Manage Properties**.

   The Manage Properties window opens, displaying the properties and their current values.
3. Click **Add**.

   The cursor is placed in a new field at the bottom of the list of properties.
4. Specify the new property and its value.
5. Click **Save**.

The property is added to the list.

Editing a property

You can edit a property.

To edit a property:

1. Click **Manage Application**.

   This displays the **Manage Properties** and **Set Log Level** tasks.
2. Click **Manage Properties**.

   The Manage Properties window opens, displaying the properties and their current values.
3. Select the property and click **Edit**. Update the property name and its value and click **Save**.

The property is updated in the list.

Deleting a property

You can delete a property.

To delete a property:

1. Click **Manage Application**.

   This displays the **Manage Properties** and **Set Log Level** tasks.
2. Click **Manage Properties**.

   The Manage Properties window opens, displaying the properties and their current values.
3. Select the property and click **Delete**.

The property is deleted from the list.

Viewing the list of logged-in users

Super administrators and Support users can view information about the current users on a specified host. This information includes the organization, User ID, user name, role and server address of each logged-in user. At a glance, super administrators can view the number of active organizations and the number of active users. Select whether to view information for all servers on the cluster for a specific server.

Click the **Logged-In Users** task to view information about logged-in users.

The Logged-in Users window opens. The window displays the following information:

Active Organizations	Displays the number of organizations represented by currently logged-in users.
Active Users	Displays the number of currently logged-in users.
Server	Use the pull-down menu to select the type of server information to display. Select **All Servers in Cluster** to display information for all servers in the cluster or select a specific server to only display information about that server.
Status	Displays the online status of each logged-in user. Hover over the graphic to view the text of the status. The status can be one of the following:
	(active) The session has made server requests within the last 15 minutes.
	(inactive) The session has not made server requests within the last 15 minutes.
	(zombie) The session has not polled in two normal polling cycles. The normal polling interval is 1 minute.
	(dead) The session has not polled in over an hour.
Organization	Displays the type of organization of each logged-in user.
Trial	Displays whether the logged-in user is using a Trial subscription.
User ID	Displays the user ID of each logged-in user.
User Name	Displays the user name of each logged-in user.
Role	Displays the role of each logged-in user.
Last Log In	Displays the timestamp of when the user last logged in.
Server	Displays the server name from which each user is logged in.

Click **Refresh** to refresh the information in the window or click **Close** to return to the home page.

Setting the log level

The log level controls the severity of messages that a component will log. A log record whose severity is greater than or equal to the log level is logged.

You must be defined as a super administrator to have access to the **Set Log Level** task.

You can set the log level for the main application or for a package within the application.

Use the server.logger.errors.emails.to property to specify the emails to which to send logger-errors emails. For details about specifying properties, see Managing Properties.

Specify the following log levels:

OFF	No messages are logged
SEVERE	Severe level messages only
WARNING	Warning level messages and up
INFO	Informational level messages and up
CONFIG	Configuration level messages and up
FINE	Fine level messages and up
FINER	Finer level messages and up
FINEST	Finest level messages and up
ALL	All messages logged

To set the log level for the main application or a package level:

1. Click **Set Log Level**. The Set Log Level window opens.
2. Select the server from the **Server** drop-down list.
3. To set the main log level, click the **Main Level** drop-down list and select the log level.
4. To set the log level for a component, select the component from the **Component Levels** list. This enables the **Level** drop-down list. Select the log level from the drop-down list. To save the new log level change to the server, click **Save to Server**. To save the new log level change to the entire cluster, click **Save to Cluster**.

To reset a package level, click **Reset**.

Viewing system information

Super administrators and Support users can view information about each host server and summary information for all servers.

To view the system information:

1. Click the **System Information** task.

   The System Information window opens.

2. Click a server tab to display the following information specific to the server you selected:

Request URL	Displays the URL of the server.
Available Processors	Displays the number of processors available on the server.
Running	Displays the number of days the server has been running since it was last restarted.
Logged-In Users	Displays the number of logged-in users.
Memory (Heap) Information	Displays the memory allocation in megabytes (MB) for **Allocated**, **Free**, and **Maximum** memory. The pie chart displays the size of each portion in relation to the entire memory allocation. The percentage for each portion is also displayed. Click **Run Garbage Collection** to free space that no longer needs to be retained.
System Properties	Displays the current system properties and their values.
Environment Variables	Displays the current environment variables.

   Click **Logged-In Users** to view the list of logged-in users or click **Set Log Level** to set the log level for the main application or for a package within the application.

3. Use the **Cluster Summary** sidebar to view system information for the cluster. The sidebar displays the following information:

Servers in Cluster	Displays the number of servers in the cluster.
Logged-In Users	Displays the number of logged-in users.
Server/Users	Displays the number of logged-in users for each server in the cluster. Entries in the **Servers/Users** table are color-coded based on the **Used** memory state of the server:

Green	Used memory is less then 80%
Yellow	Used memory is between 80 and 89%
Red	Used memory is 90% or more

The Cluster Summary also displays line charts representing usage in two profiles: 1-Hour Memory Profile and 12-Hour Memory Profile. Servers are represented in different colors as shown.

Click **Run Garbage Collection** to free space that no longer needs to be retained. Click **Logged-In Users** to view the list of logged-in users. Click **Refresh** to refresh the information in the **Cluster Summary** sidebar.

Managing disk usage

Super administrators and Support users can view disk usage statistics and status. They can view usage details for individual organizations, along with completing tasks such as refreshing, clearing, and recomputing the usage data. Threshold percentages and disk quotas for each organization are also displayed. The disk usage information is displayed in a separate browser window.

To view disk usage information, click the **Disk Usage** task. The Disk Usage window opens. Detailed usage information is presented for each organization, including summary statistics and title statistics for each user. Click **Detail** to view detailed information for the corresponding organization. Click **Clear** to that Clear button to clear all disk usage data that is kept is each node in the repository. This applies to all organizations, all shared titles in each organization, all private titles, and so on. Click **Recompute** to get the latest values in case a disk usage job was run.

Generating an audit report

Super administrators and Support users can view audit information. They can view usage details for individual administrators, including tracking of operations completed. The information is displayed in a separate browser window and can be downloaded to Excel.

To view audit information, click the **Audit Report** task. The Audit window opens. Click **Download all records to Excel** to download the information to Excel.

Viewing the Log Viewer

Super administrators and Support users can view logging information. The Log Viewer displays messages contained in the log file. You can sort and filter the output as follows:

- **Last 1000 Lines**
- **Last 5000 Lines**
- **Today**
- **Today's Errors**
- **Today's Warnings**
- **All Errors**
- **All Warnings**

To view the Log Viewer, click the Log Viewer task to expose the filter options and select a filter, such as **Today's Errors** or **All Warnings**. The Log Viewer window opens.

Generating a User Activity Report

Super administrators and Support users can view user log-in activity. The User Activity Report, which lists users by organization based on their log-in timestamp, is displayed in a separate browser window and can be downloaded to Excel. Activity statistics are also provided.

To view the User Activity Report, click the **User Activity Report** task. The User Activity Report is displayed.

Generating an Organization Report

Super administrators and Support users can view organization statistics. User counts within the organization are also listed. The Organization Report is displayed in a separate browser window and can be downloaded to Excel.

To view the Organization Report, click the **Organization Report** task. The Organization Report is displayed.

Sending a System Alert

Super administrators can send system-wide messages to alert users. Use this task to alert users of maintenance outages and announcements, for example. The messages are sent to all users in your organization that are currently logged in.

To send a system alert:

1. Click the **Send System Alert** task. The Send System Alert window opens.
2. Type your message in the Message box and click **Send**.

See also: Sending system and organization email

Sending system and organization email

Administrators and super administrators can send email messages to contact users. Super administrators can send email messages to an organization or to the entire system.

If you are a super-administrator, the From address defaults to the system email address, which is specified by the property appl.notifications.email.from. For details about using properties, see Managing properties.

To send an email message to an organization:

1. Click the **Send Organization Email** task.

   The Send Organization Email window opens.

2. Complete the fields as follows:

   From The **From** field must contain a valid email address or any placeholder text if you do not have a valid email address. Enable the check box for **Cc me on this message** to get copied on this message.

   To Select **All administrators in the organization** to send to all administrators in the organization or select **Everyone in the organization** to send to all administrators and all users in the organization.

   Subject Specify the subject of the message.

3. Type the message and click **Send**.

Your organization message is sent.

For super administrators to send a system-wide email to all organizations:

1. Click the **Send System Email** task.

   The Send System Email window opens.

2. Complete the fields as follows:

   From The **From** field must contain a valid email address or any placeholder text if you do not have a valid email address. Enable the check box for **Cc me on this message** to get copied on this message.

   To Select **All administrators in the organization** to send to all administrators in the organization or select **Everyone in the organization** to send to all administrators and all users in the organization.

   Subject Specify the subject of the message.

3. Type the message and click **Send**.

Your organization message is sent.

See also: Sending a system alert

Forcing the News tab to the front

You can force the **News** tab to be the initial tab users see the next time they log in. This is useful when you want users to view important announcements, such as scheduled upgrades and company news.

To force the **News** tab to the front:

1. Click the **New News** task. The New News window opens.
2. Click **Yes**.

Viewing repository information

Super administrators and Support users can view repository information. The Repository Viewer is displayed in a separate browser window. Tabs are available for the main repository, system repository, and the Org/Users repository.

To view the Repository Viewer, click the **View Repository** task. The Repository Viewer is displayed. Click a tab to view the corresponding repository information.

Backing up repository data

Use the **Backup** task to save a copy of the repository data to a secure, remote location. You can select a specific organization or all organizations. The titles that make up the database are saved as package files within compressed zip files.

You can specify a backup file prefix to better organize and retrieve saved backups.

Backed-up files can be restored for continued use to their original organizations when necessary. See Restoring data for information.

To backup repository data:

1. Click the **Backup** task. The Backup window opens.
2. Use the **Organization** pull-down to select a specific organization or select **All Organizations** to specify that all your databases are to backed up.
3. Enable the **Include Private Titles** field to include titles that users have not currently shared.
4. Use the **Backup File Prefix** field to specify a character sequence to prepend to the beginning of zip file.
5. Click **Backup**.

To back up another organization, click **Backup** again. To restore backed-up files, click **Restore**.

Restoring data

Use the **Restore** task to restore backed-up titles. Backed-up titles are saved as package files within compressed zip files. When you select the zip file you want to restore, the package files that make up the zip file are displayed. Use the list of package files to select a specific file, several files, or all the files to restore.

To restore a backed up file:

1. Click the **Restore** task. The Restore Files window opens.
2. Use the **Backup files** pull-down to select the backed-up zip file you want to restore. The package files that make up the zip file are displayed. You can select several files by holding down the **Ctrl** key while selecting multiple files. To select all the files, click once on the first file, hold down the Shift key, and scroll to and click once on the last file.
3. Click **Restore**.

The backed-up files are restored and available for use within the original organization.

See also: Backing up repository data

Viewing server commands information

Super administrators and Support users can view the list of previously executed commands. Pending commands information is also displayed. The SWR Statistics window is displayed in a separate browser window.

To view the SWR Statistics, click the **Server Commands** task. The SWR Statistics window is displayed.

Completing a server thread dump

Super administrators and Support users can dump the server thread. A thread dump can be collected to identify the reason for a hang or crash condition.

To complete a server thread dump, click the **Server Thread Dump** task. The Thread Dump window is displayed, including current memory and thread summary statistics.

Completing a XPath cache query

Super administrators and Support users can query the XPath cache.

To complete a XPath cache query, click the **XPath Query** task. The XPath Cache window is displayed, including current cache size and use information.

Obtaining an Activation Code

Use the **Activation Code** task to obtain your organization's Activation Code. The Activation Code is a security measure used to validate your account. Should your account expire, it will remain temporarily active as a trial account.

To obtain your activation code:

1. Click the **Activation Code** task. The Activation Code window opens.
2. Click the appropriate server tab and click **Save Activation Code**.
3. Click **Close**.

Configuring log-in password settings

You can configure log-in password settings. Set the following properties to configure your log-in password policy. Properties are configuration values that can be queried at runtime.

For details about managing properties, including adding, editing and deleting properties, see Managing properties.

Property	Description
appl.login.attempts	Specifies the number of failed login attempts allowed before locking a user account.
appl.login.locked.minutes	Specifies the number of minutes for which an account is locked after too many failed log-in attempts.
appl.login.pwd.length	Specifies the minimum length required for a password.
appl.login.pwd.numbers	Specifies the minimum number of numbers required for a password.
appl.login.pwd.upper	Specifies the minimum number of upper-case letters required for a password.
appl.login.pwd.lower	Specifies the minimum number of lower-case letters required for a password.
appl.login.pwd.special	Specifies the minimum number of special characters (for example, "!", "@", and "#") required for a password.
appl.login.pwd.nonames	Specifies whether to not allow password to contain username, first, or last name.
appl.login.pwd.noconsec	Specifies whether to allow consecutive characters in a password.
appl.login.pwd.mustchange.days	Specifies the number of days a user can keep the same password.
appl.login.pwd.timebtw.chgs.hours	Specifies the minimum time between password changes.

Managing skins

When you have selected to display a Flash video or a MP4-H.264 video object using a controller, you can apply a predefined or custom skin to the controller.

For information about creating a custom skin for the controller, see Creating custom skins.

To import a custom skin:

1. Click the **Manage Skins** task. The Manage Custom Skins window opens.
2. Click **Import skin** to navigate and select the custom skin zip file. The imported custom skin is added to the list in the box. A preview of the skin is displayed.
3. To add the skin to the list of skins to apply, select the skin from the list and click **Close**.

The skin is added to the list of skins that can be applied to the controller.

To delete a skin:

1. Click **Manage Skins**. The Manage Custom Skins window opens.
2. Select the skin you want to delete and click **Delete** skin.
3. Click **Close**.

The skin you selected is deleted.

If you add a custom skin to a title and then delete the skin (using Manage Skins), the skin is deleted from the custom skin list, but it is still available to the title (because it exists in the title area). If you import a new version of the skin with the same name, you must use the **Skins** tab in the Publisher to update the title with the new skin.

Creating custom skins

Users can customize the framework of the Flash media player by creating and applying custom skins.

A skin consists of a packaged zip file containing an XML document along with subfolders containing the component graphics. The XML file defines the settings for the skin's components: control bar, display, dock, and playlist. Use your favorite image editor to design and save the visual elements that make up the skin and link to them in the skin's XML document.

Lectora utilizes the custom skin format of the JW Player 5, the leading media player on the Internet today. The player is easy to configure, customize, and extend. For details about creating skins for the JW Player 5, visit http://www.longtailvideo.com/support/jw-player/jw-player-for-flash-v5/14/building-skins .

Trademarks

Lectora and Lectora Online are a trademark of the Trivantis in the United States, or other countries, or both.

Microsoft, Excel, and Access are trademarks of Microsoft, Inc. in the United States, or other countries, or both.

Other company, product, and service names may be trademarks or service marks of others.