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	Admin Guide Document

Content Hub 2.0 Admin Guide

Version 2.0/April 2015



SUMMARY

Reference (JIRA)	Content Hub 2.0	Document Version	2.0
Owner	Dave Ford	Owning Module	Content Hub
Summary	Guide to describe how to administer Content Hub 2.0		

REVISION HISTORY

Version	Date	Author	Description
2.0	April 2015	Dave Ford	Go Live Version

DISTRIBUTION HISTORY

Version	Date	Distributed To	Purpose/Details
2.0	April 2015	Application Support	Go Live Version

Table of Contents

SUMMARY	2
REVISION HISTORY	2
DISTRIBUTION HISTORY	2
1 Introduction	4
2 How to logon to Content Hub 2.0.....	4
3 Content Hub Navigation	5
4 Administration – Upload Tour Info	5
5 Administration - Auditing	6
6 Administration - Scheduler	7
7 Administration – Users UI	9
8 Administration – Users CCAPI	10
9 Administration – Tour Info Transfer	12
10 Administration – Health Checker.....	13
11 Message Centre	14
12 Help Function (User Guides).....	14
13 User Options – Change Password	15
14 User Options – Log Out.....	15
15 Frequently Asked Questions	16

1 Introduction

This manual has been created to help the Application Support Team administer and manage Content Hub 2.0, so that they are able to support users who carry out all of the functions and processes associated with the system.

Content Hub 2.0 is a replacement for Content Hub 1.0. The new version has been developed to:

- Provide the best rich web content and associated departure data we feasibly can, for use in our partners' websites and applications and for our own core brands' websites,
- Further enable functional exploitation in the consuming applications, and end-to-end consistency of data provisions for search through to book
- Demonstrate our understanding of and ability to respond to consuming parties' data and associated functional needs and our commitment to them/value we place in our partnerships and to continuous improvement and our ability to evolve with them
- Meet critical needs of priority new partners
- Look to avert gaps/issues we can address remaining and potentially becoming blockers to future critical partnerships

2 How to login to Content Hub 2.0

To access Content Hub 2.0, you will need to click onto the following URL:

<https://content.travcorp.com/login.htm>

Once you click on the link, you will be presented with the following login screen:

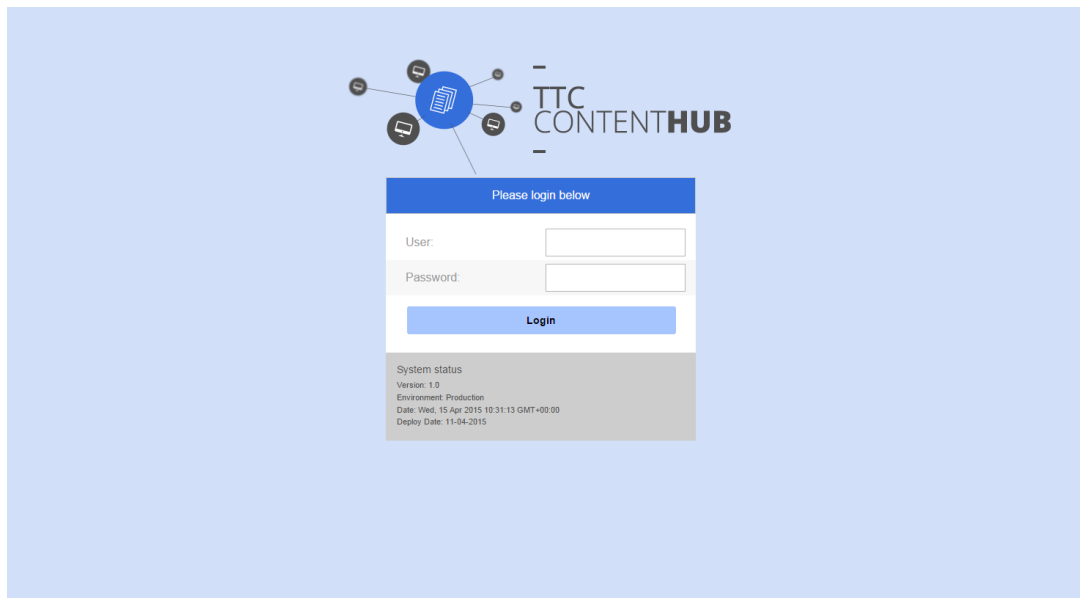


Figure 1 - Login screen

- To gain access, you must enter your username and password and click *Login*.

3 Content Hub Navigation

At the top of every screen of the Content Hub there is a Navigation Bar:

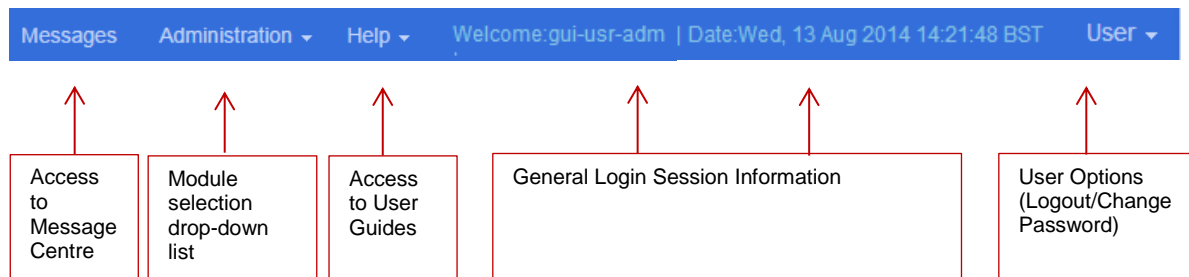


Figure 2 – Navigation Bar and Descriptions

4 Administration – Upload Tour Info

The Upload Tour Info Module allows you to view an historical record of file uploads, both manual and automatic, with their upload status (success, fail, etc.). You can also download the zip files so they can be checked for support purposes. When a user uploads the XML files, the system will check the tour codes and perform the following actions:

- If the upload contains a tour code that does not exist in the Content Hub it will be added
- If the upload contains a tour code that already exists in the Content Hub it will be replaced with the data in the new file, but only if the content has changed, otherwise it will be rejected.
- Any tour codes currently in the Content Hub that are not in the upload will be deleted

Note that brands should only use these options for uploading the new v3 schemas; existing v1 schemas should continue to be uploaded using Content Hub 1.0. See FAQs for differences between v1 and v3 Tour Info schemas.

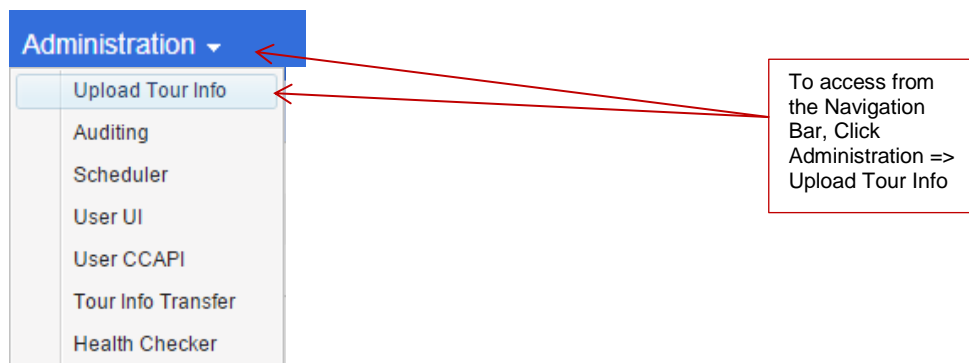
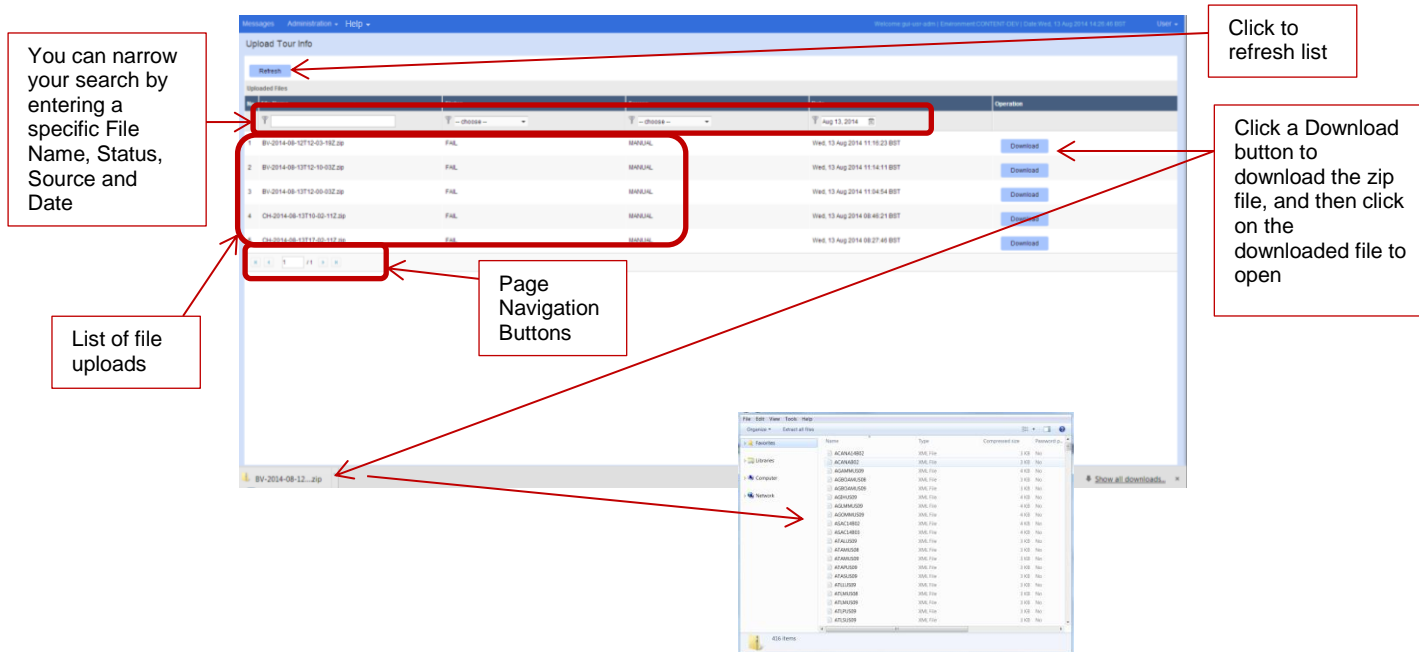


Figure 3 – Accessing the Upload Tour Info Module



Figures 4/5 – Upload Tour Info Screens

5 Administration - Auditing

The Auditing Module allows you to monitor user activity, both from a UI and API perspective. It also allows you to monitor the performance of the application server

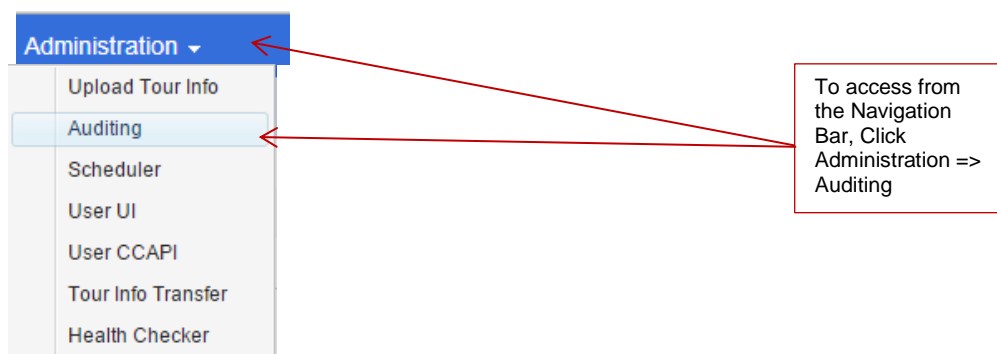


Figure 6 – Accessing the Auditing Module



Figure 7 –Auditing Module – Server Performance

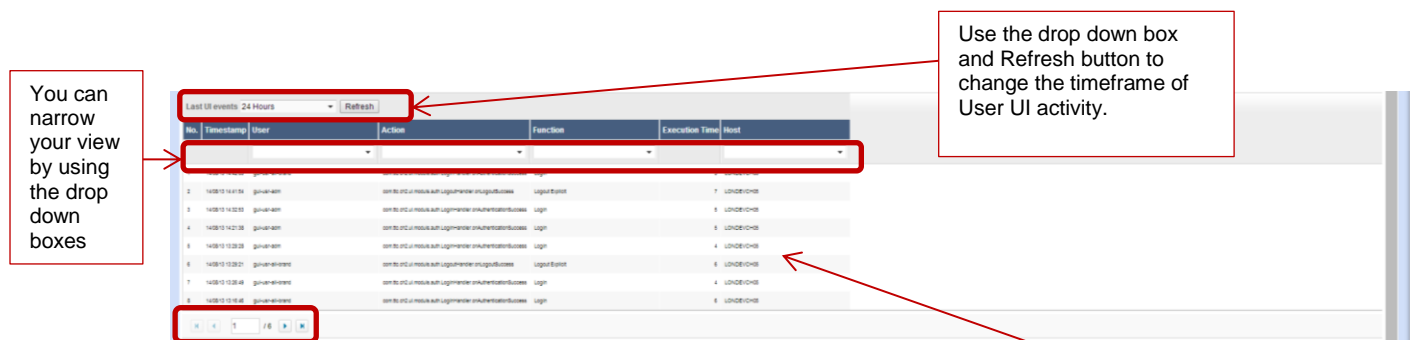


Figure 8 –Auditing Module – User UI Activity

Activity Statistics

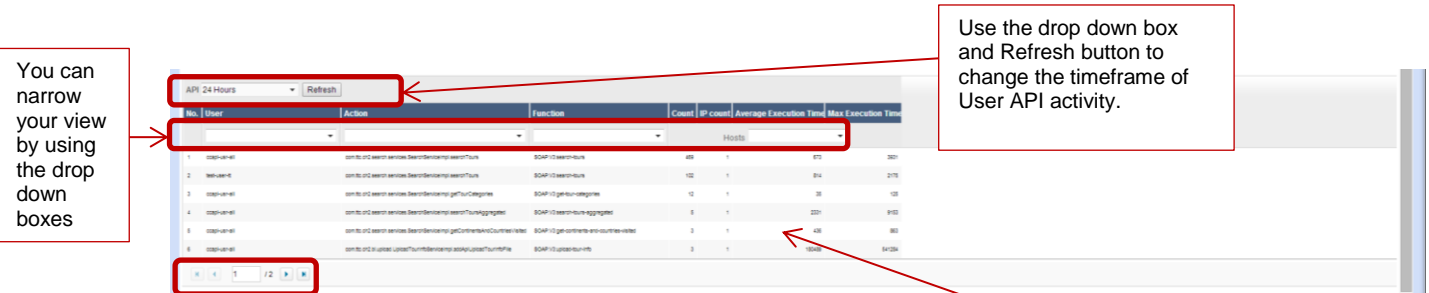


Figure 9 –Auditing Module – User API Activity

Activity Statistics

6 Administration - Scheduler

The Scheduler Module allows you to view the status of scheduled jobs e.g. the job to Synchronize Tour Departures into the Content Hub.

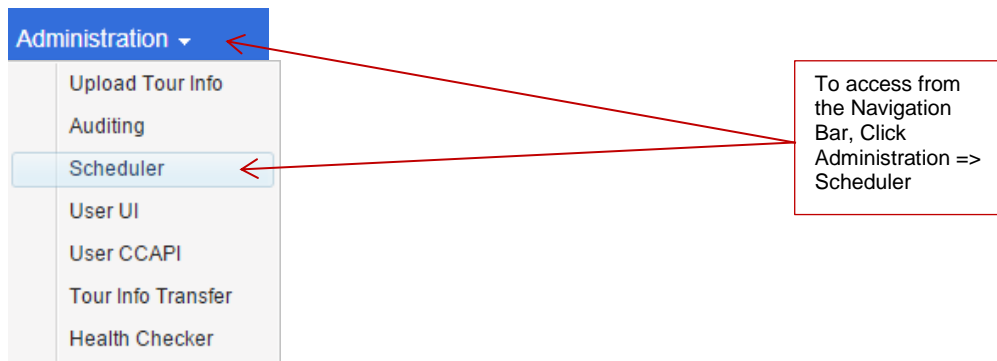
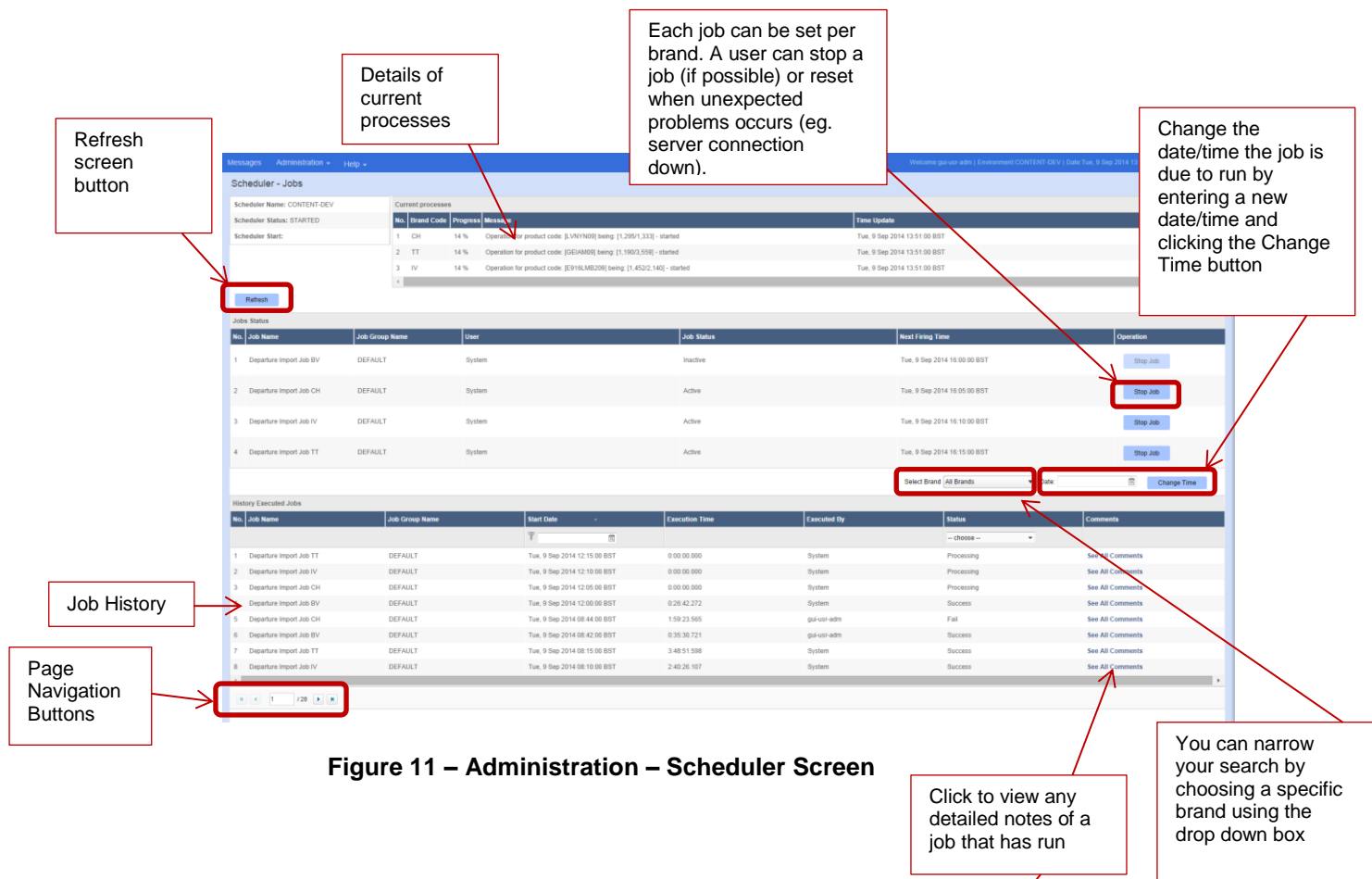


Figure 10 – Accessing the Scheduler Module



Messages Administration + Help + Welcome gai-var-admin | Environment: CONTENT-DEV | Date: Tue, 12 Aug 2014 15:42:00 BST | User

Job Detail Tue, 12 Aug 2014 15:42:00 BST

No.	Date	Message Code	Message	Details
1	Tue, 12 Aug 2014 15:50:33 BST	INF-4000	Process was cancel	See more
2	Tue, 12 Aug 2014 15:50:33 BST	INF-4001	Additional information: tool departure id 25830	See more

No.	Date	Message Code	Message	Details
1	Tue, 12 Aug 2014 15:50:33 BST	INF-4029	Status operation for Brand CH start 12-Aug-2014, end 12-Aug-2014 time elapsed 0:08:33.520 - fail	See more
2	Tue, 12 Aug 2014 15:50:33 BST	INF-4003	Synchronize start Tue, 12 Aug 2014 15:42:00 BST end Tue, 12 Aug 2014 15:50:33 BST duration 0:08:33.571	See more

Back To Scheduler List

Figure 12 –Job Details Screen

7 Administration – Users UI

The Users UI Module is used to add, edit and delete user profiles related to the Content Hub User Interface.

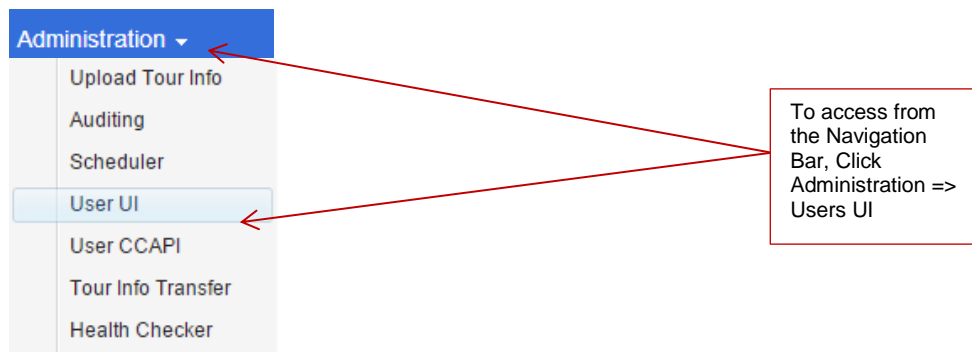


Figure 13 – Accessing the Users UI Module

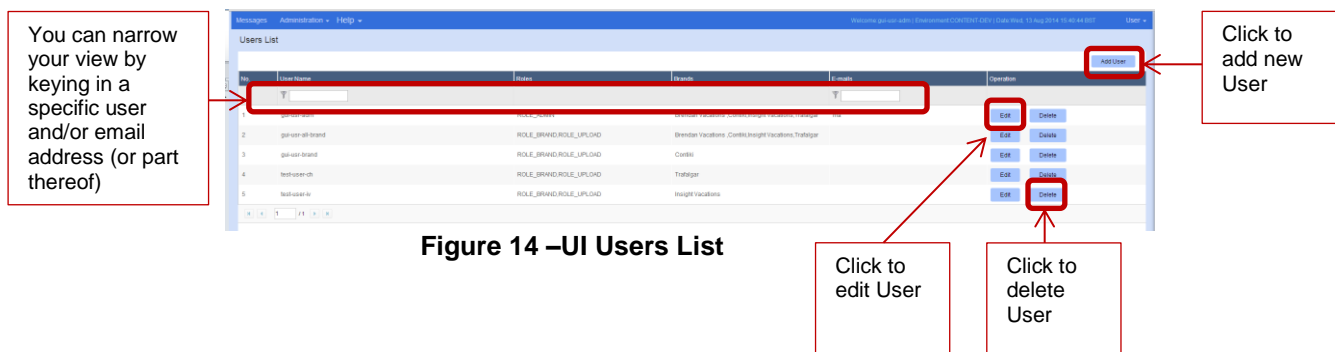


Figure 14 –UI Users List

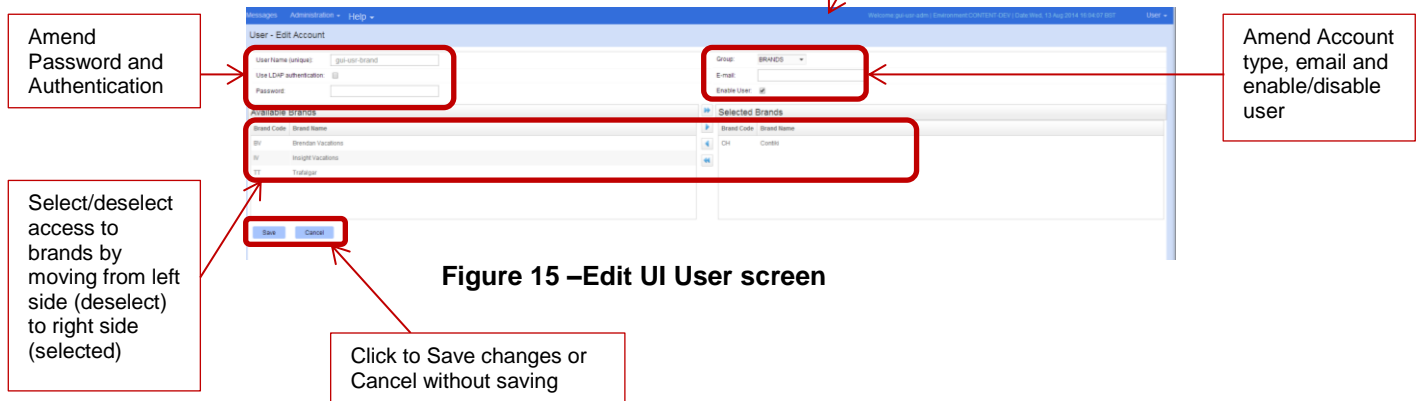
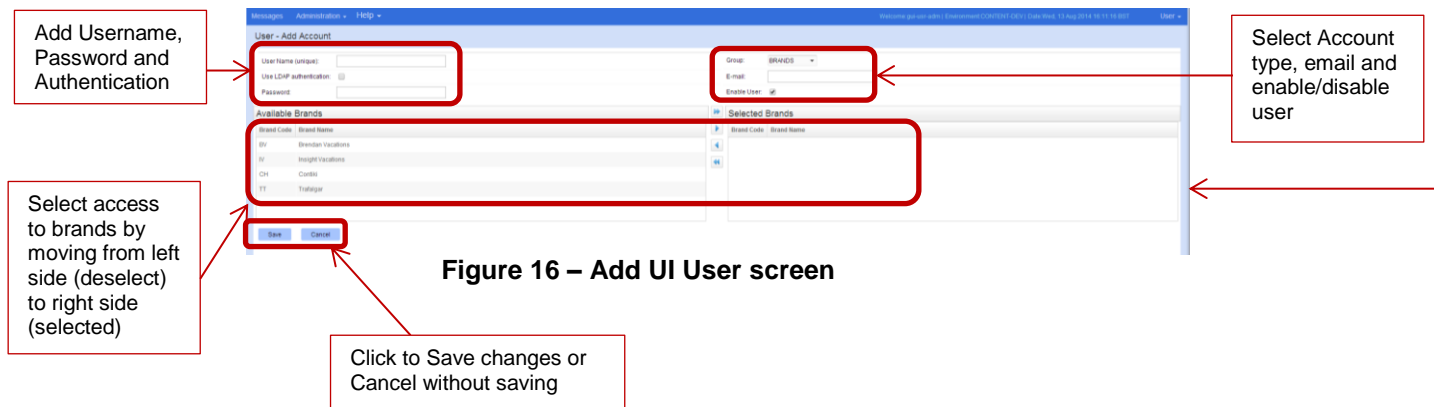
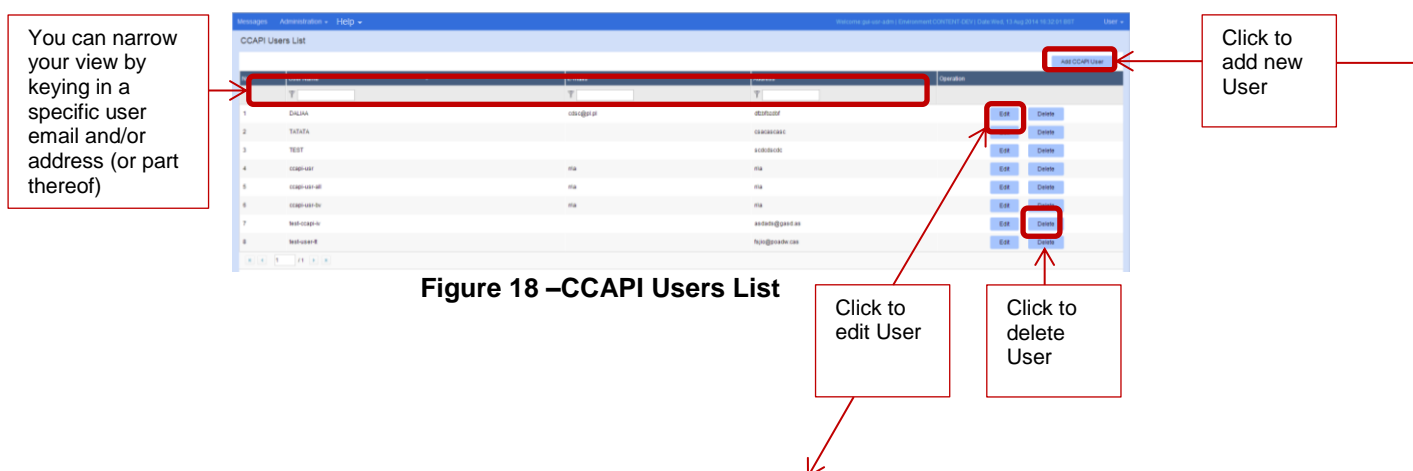
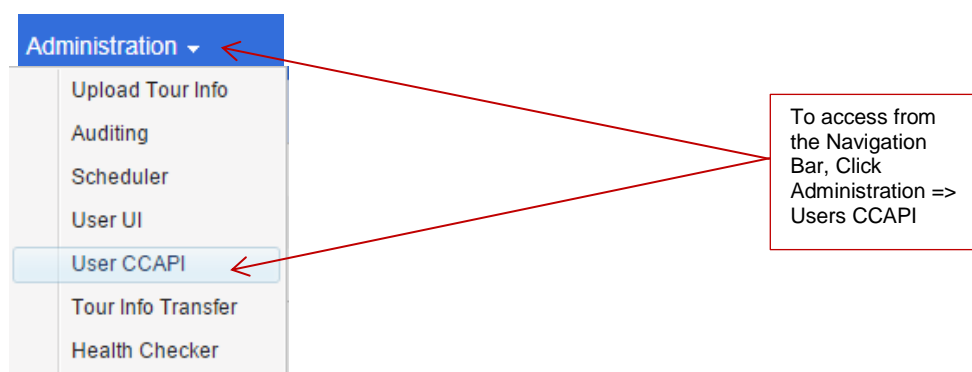


Figure 15 –Edit UI User screen



8 Administration – Users CCAPI

The Users CCAPI Module is used to add, edit and delete user profiles related to the Content Hub APIs.



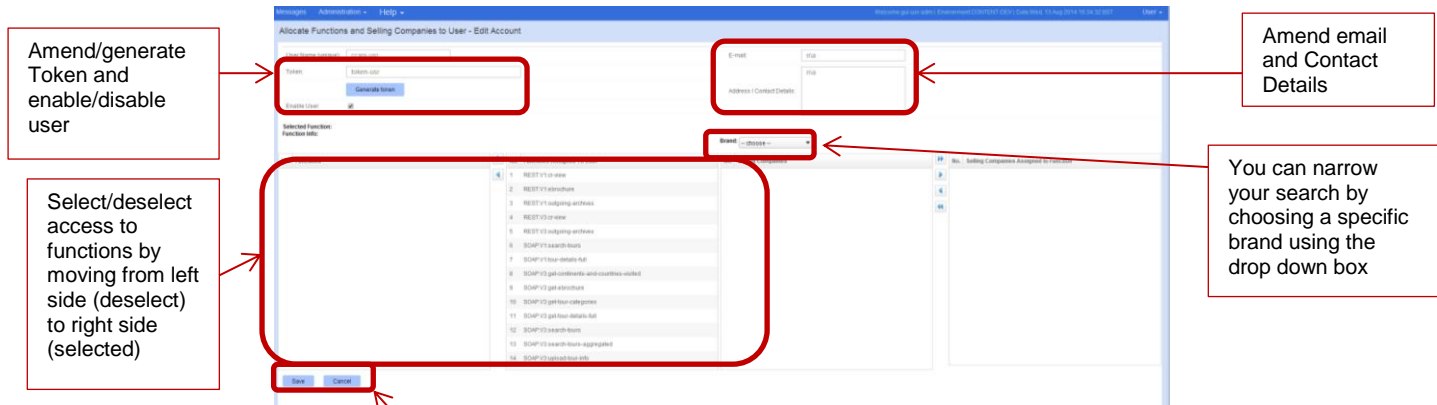


Figure 19 –Edit CCAPI User screen

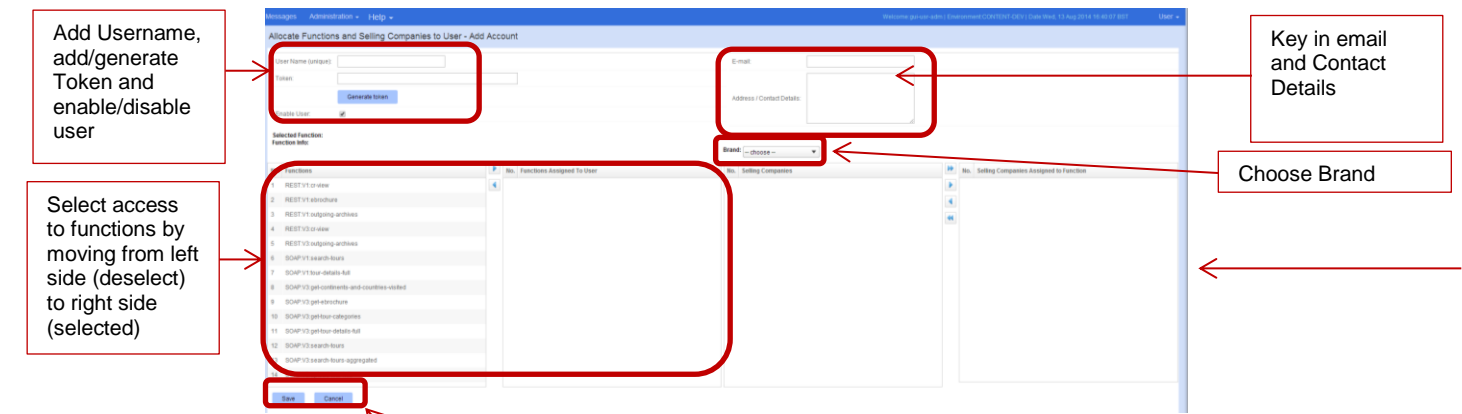


Figure 20 – Add CCAPI User screen

9 Administration – Tour Info Transfer

The Tour Info Transfer Module is used to set how Tour Info is synchronized between Content Hub 1.0 and 2.0 per Brand.

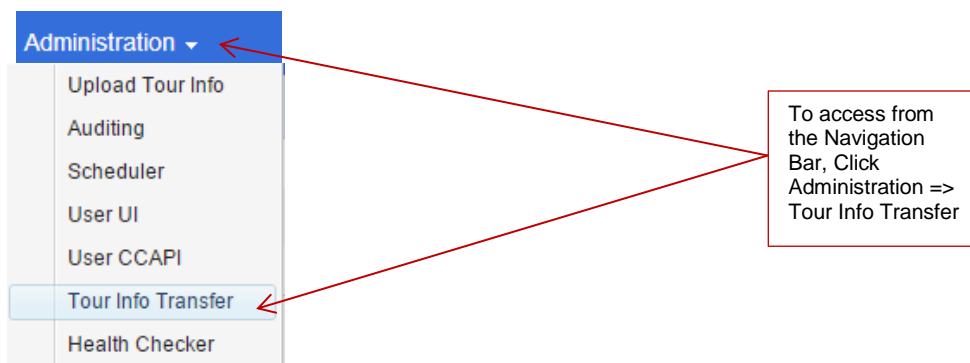


Figure 21 – Accessing the Tour Info Transfer Module



Figure 22 – Tour Info Transfer screen

Note: As a starting position (i.e. the 'do nothing' option for brands) each brand should be set to *Option B – CH1.0 v1 Download to CH 2.0, no v3 support*. This assumes that brands are continuing to populate CH1.0 with v1 Tour Info data. When using this option the Tour Info enhanced data in v3 will not be available, therefore please ensure that the CCAPiv3 functions for the relevant brands are not exposed to 3rd Parties (settings in Section 8). Also please ensure that the Tour Info Upload v3 is not used by that brand.

10 Administration – Health Checker

The Health Checker Module is to view and monitor the status of each integration element of the Content Hub.

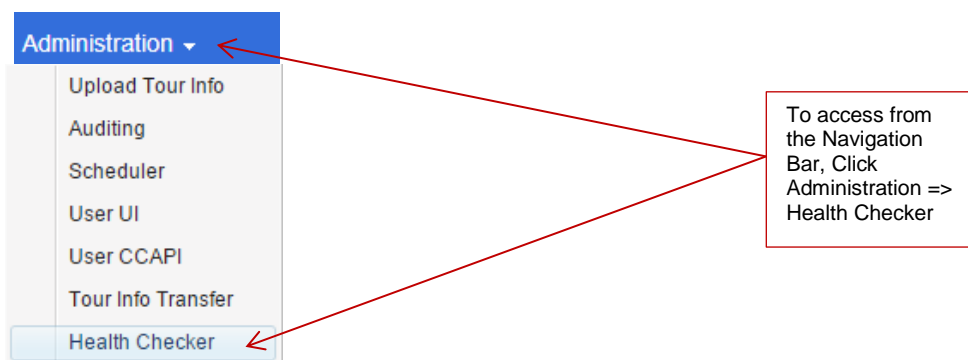


Figure 23 – Accessing the Health Checker Module

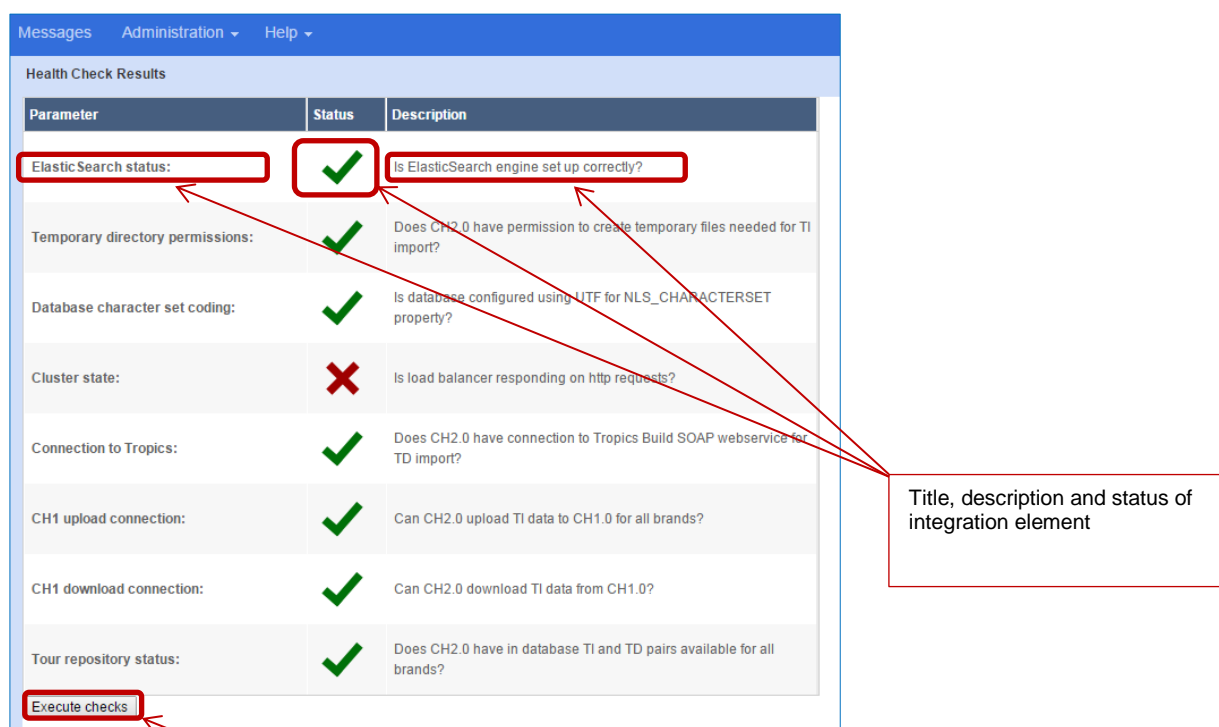


Figure 24 – Health Checker screen

Click to refresh the screen to check if states have changed.

11 Message Centre

The Message Centre is a log of all the activity of the Content Hub regarding imports uploads and emails/reports generated



Figure 25 – Accessing the Message Centre

To access from the Navigation Bar, Click Messages

Choose between Comments and Email Messages

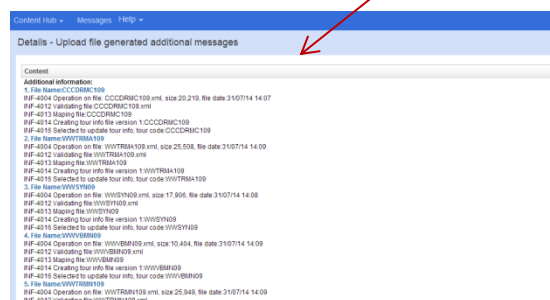
Choose the type of output from the drop down

Message information is displayed

Page Navigation Buttons

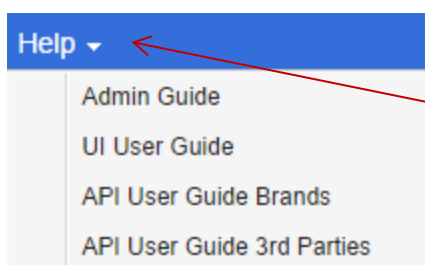
Click for a detailed log

Figures 26/27 –Message Centre Screens



12 Help Function (User Guides)

The Help Function provides links to the latest User Guides in PDF format.



To access from the Navigation Bar, Click Help and the relevant User Guide you want to access

Figure 28 – Accessing the User Guides

13 User Options – Change Password

This feature allows you to change your password.

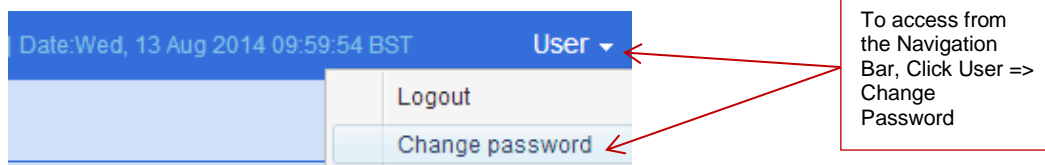


Figure 29 – Accessing the Change Password Screen

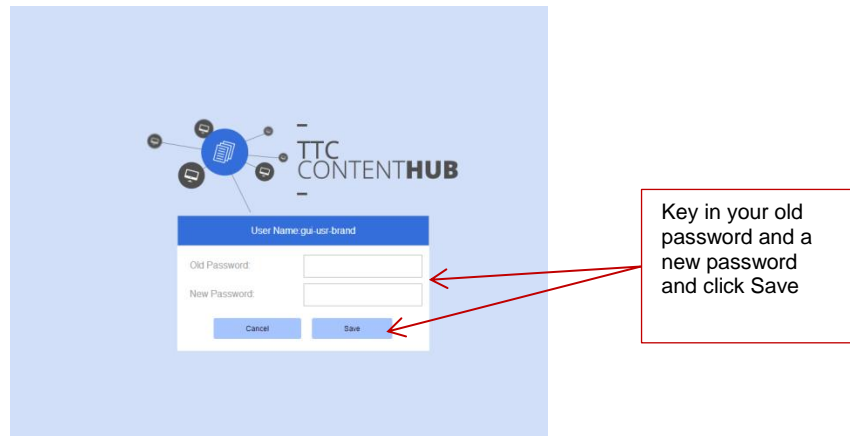


Figure 30 – Change Password Screen

14 User Options – Log Out

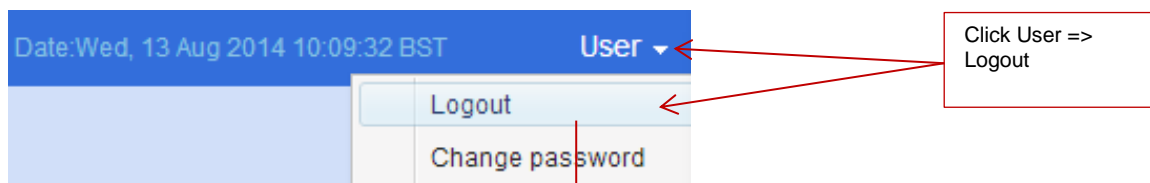


Figure 31 – Logging Out



Figure 32 – Logout Confirmation Screen

15 Frequently Asked Questions

1. Q: What are the differences between Uploading Tour Info using v1 and v3?

A: Brands continuing to Upload Tour Info using v1 of the schema should continue to do this into Content Hub 1.0. The Application Support Team will acknowledge this in the settings of Content Hub 2.0 and the TI v1 data will be pushed to Content Hub 2.0 during the Tour Departures import process. Note that this data will contain none of the enhanced features available in Content Hub 2.0.

When Brands are ready to start importing enhanced TI into Content Hub 2.0 using the v3 schema, the Application Support team will change the settings for that Brand, and Content Hub 1.0 will be auto populated from Content Hub 2.0 with TI data as part of the v3 import process.

2. Q: What is the difference between *Stop Job* button and *Reset* button on the Scheduler screen?

A: *Stop Job* can be executed in usual conditions to stop a Tour Departure import process. The *Reset* button is enabled only due to unexpected problems (like connections issues).

3. Q: Can I stop upload a Tour Info process?

A: No. The only exception is a situation when the *Reset* button is enabled. This resets both Tour Departure import and Tour Info upload.

4. Q: I have scheduled a time for a Tour Departure import but the process has not started at that time. Why?

A: Make sure you input UTC time.

5. Q: What is the difference between User UI and User CCAPI?

A: In User UI, Brand users have access to the Content Repository, Easy View, File Collect, Messages and Tour Info Upload. Access is given per Brand for all above functions. User CCAPI could have an access to API/REST functions assigned specifically per Selling Company, Version (v1/v3). User is assigned a Token (security key) which is used in each URL/SOAP/REST request.

6. Q: Can I set the same user name for UserUI and UserCCAPI

A: No, names must be unique.

7. Q: How long does it take for a Tour Departure import to complete?

A: It depends on the Brand and the number of tours. It should not take more than 4 hours for the biggest Brand.

8. Q: How often does the Tour Departure import process start?

A: By default it is every 4 hours.