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	Admin Guide Document

Content Hub 2.0 Admin Guide

Version 1.2/October 2014



SUMMARY

Reference (JIRA)	Content Hub 2.0	Document Version	1.2
Owner	Dave Ford	Owning Module	Content Hub
Summary	Guide to describe how to administer Content Hub 2.0		

REVISION HISTORY

Version	Date	Author	Description
1.0	Sept. 2014	Dave Ford	Version 1 for UAT
1.1	Sept. 2014	Dave Ford	Addition of FAQs
1.2	Oct. 2014	Dave Ford	Enhancements to administration tools

DISTRIBUTION HISTORY

Version	Date	Distributed To	Purpose/Details
1.1	Sept.2014	Application Support	To sign off as part of UAT
1.2	Oct. 2014	Application Support	Updated UAT Document

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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-staging.travcorp.com/modules/auth/login.zul>

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

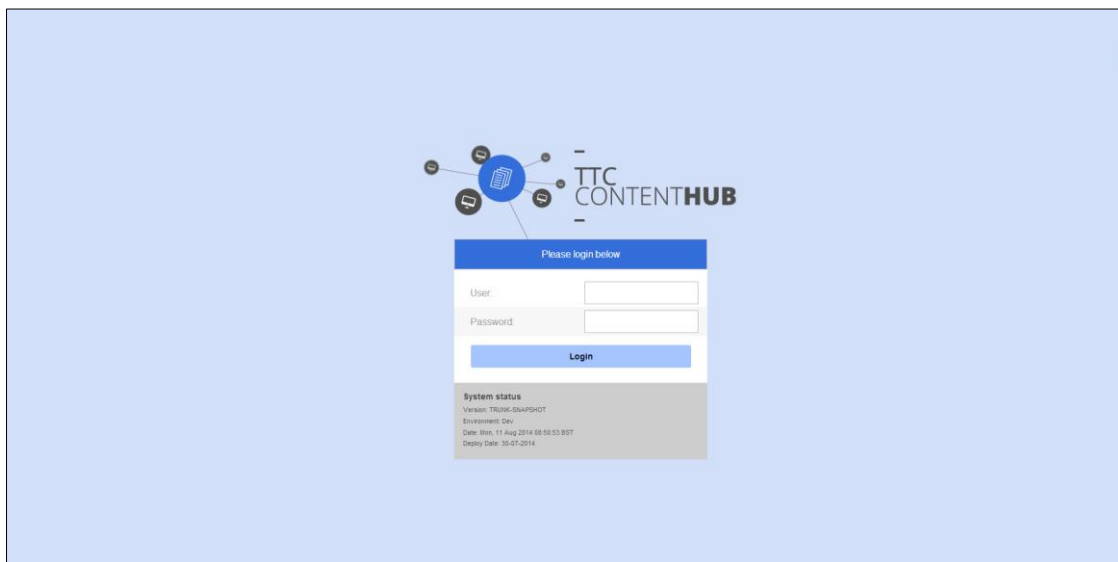


Figure 1 - Login screen

- 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:

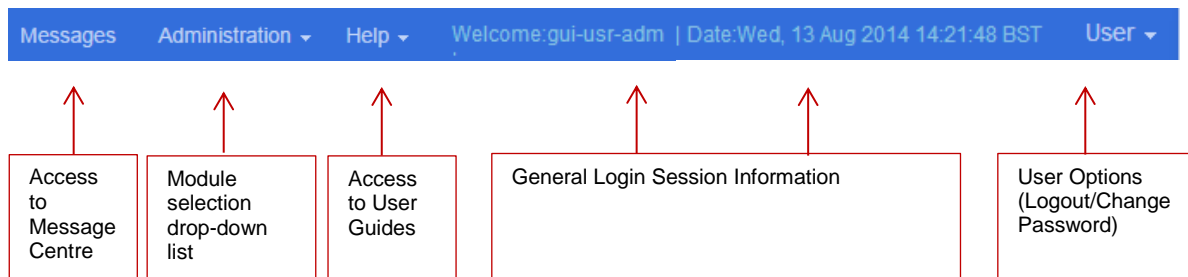


Figure 2 – Navigation Bar and Descriptions

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.

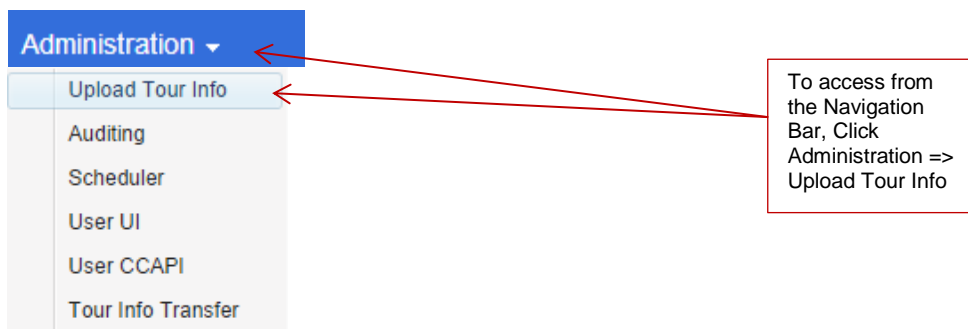
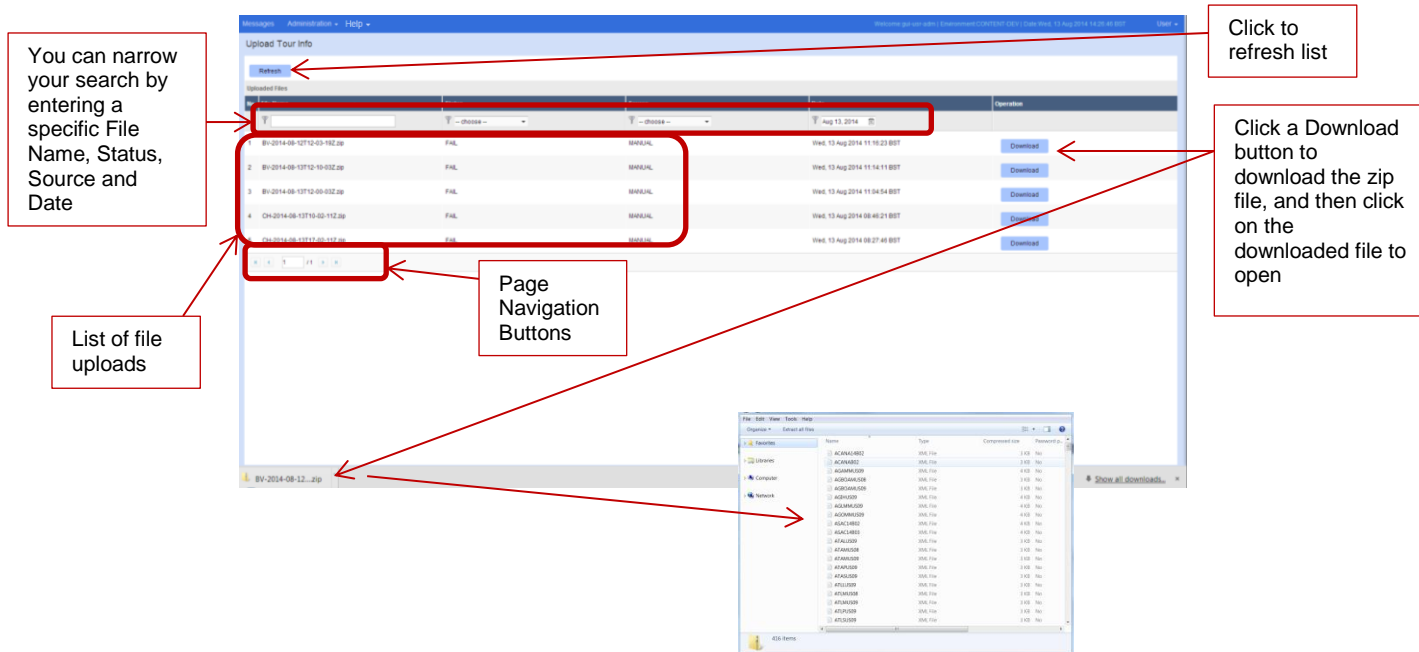


Figure 3 – Accessing the Upload Tour Info Module



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

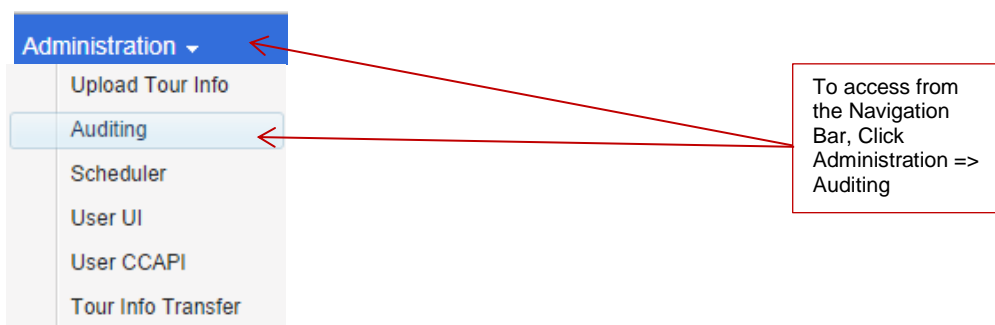


Figure 6 – Accessing the Auditing Module

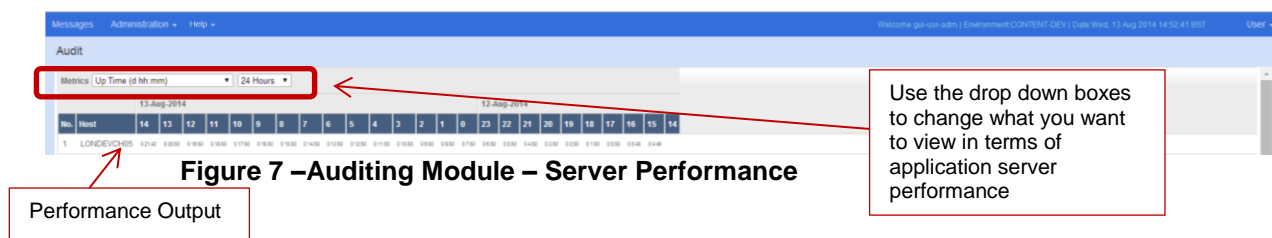


Figure 7 –Auditing Module – Server Performance

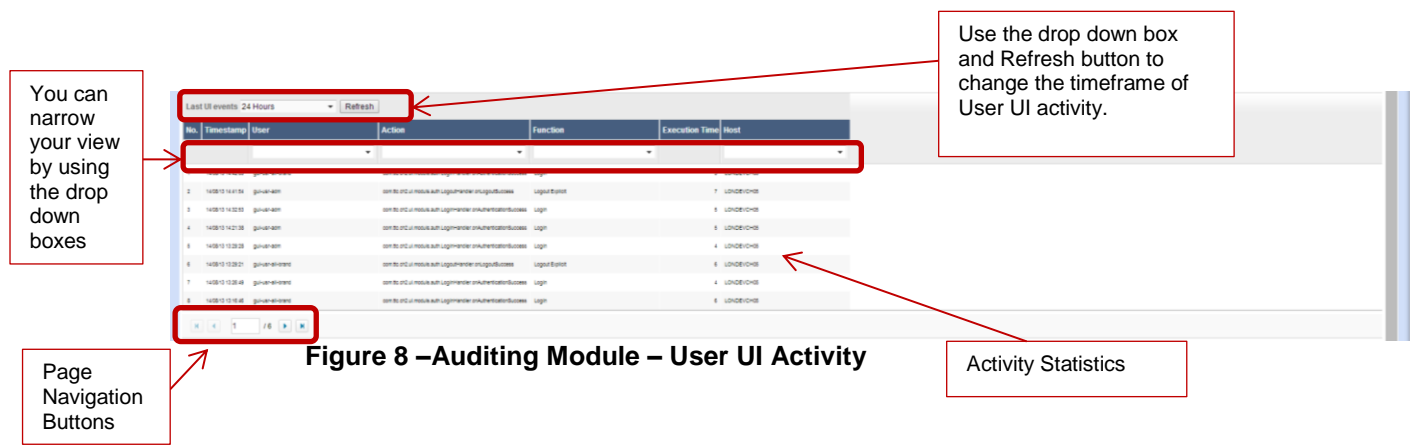


Figure 8 –Auditing Module – User UI Activity

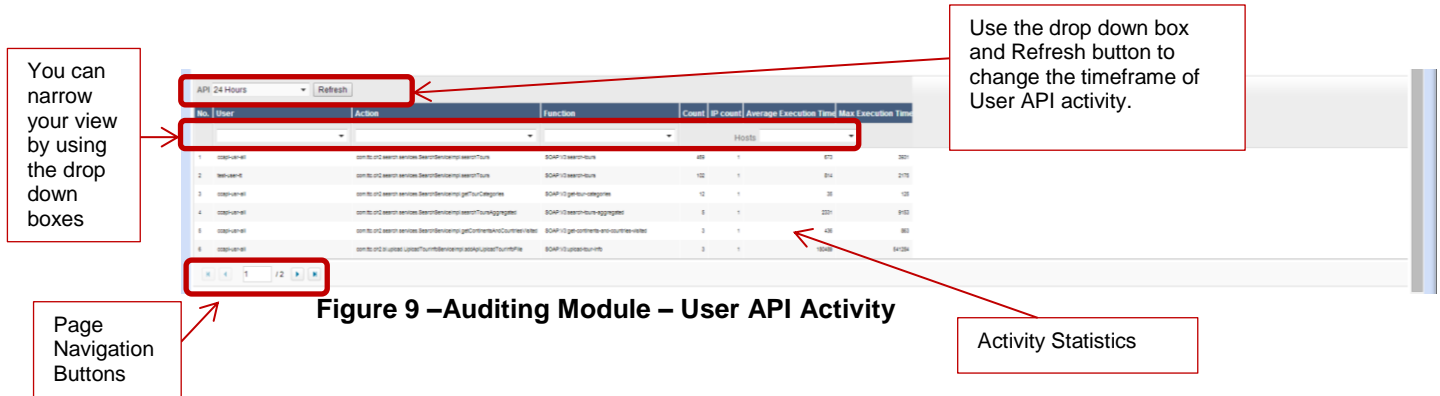


Figure 9 –Auditing Module – User API Activity

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.

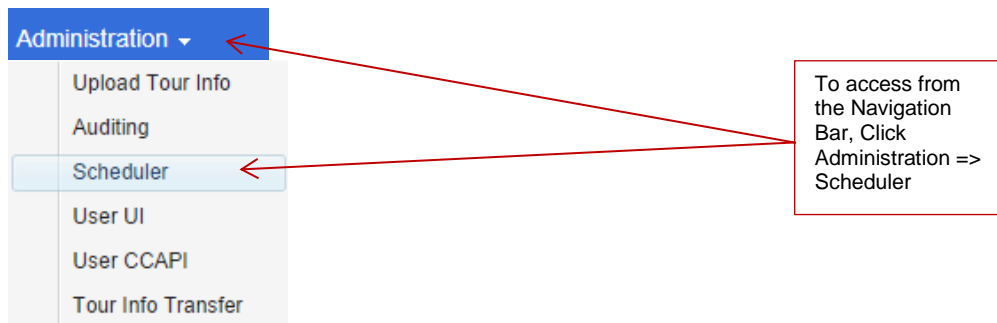


Figure 10 – Accessing the Scheduler Module

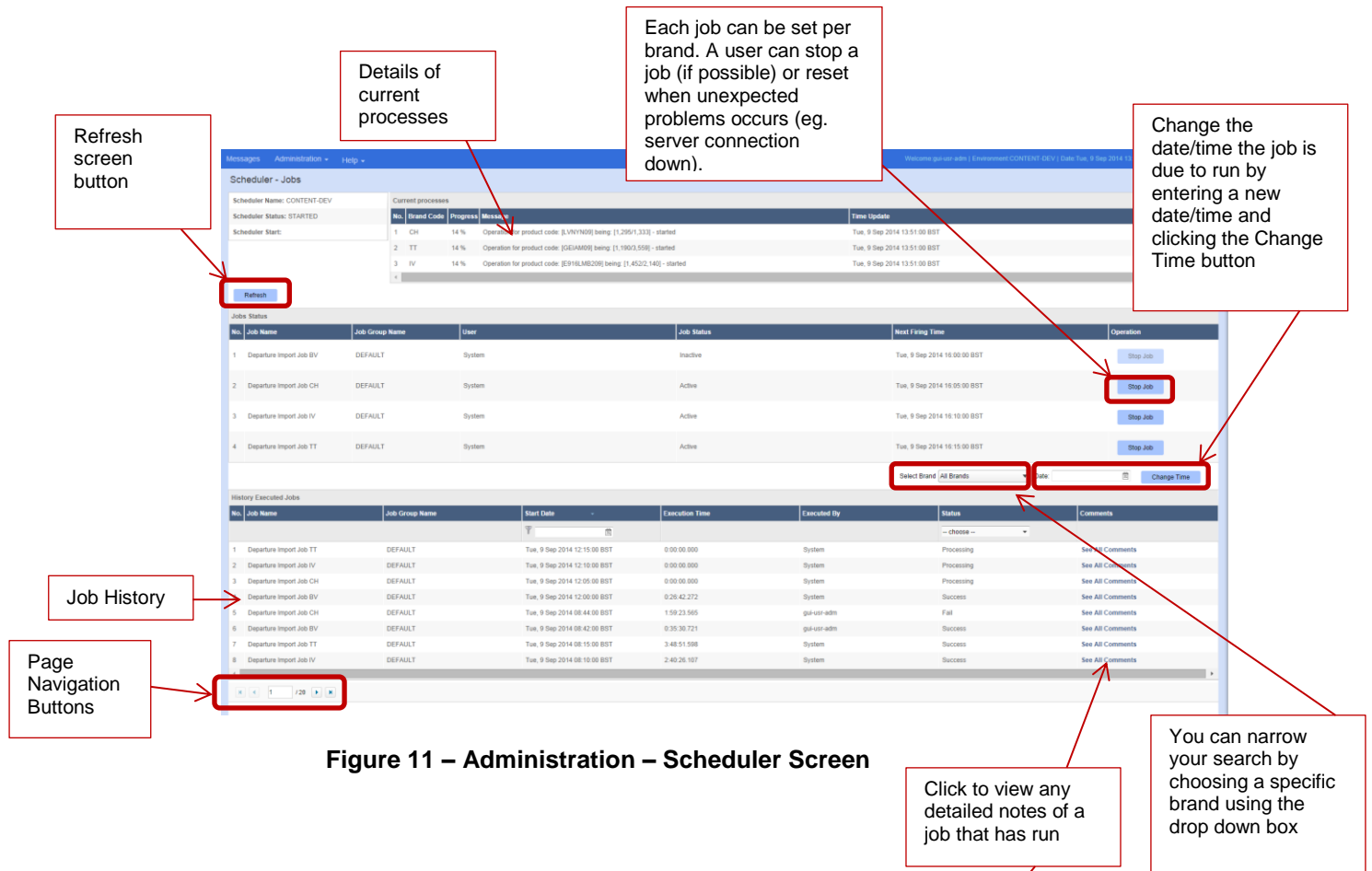


Figure 11 – Administration – Scheduler Screen

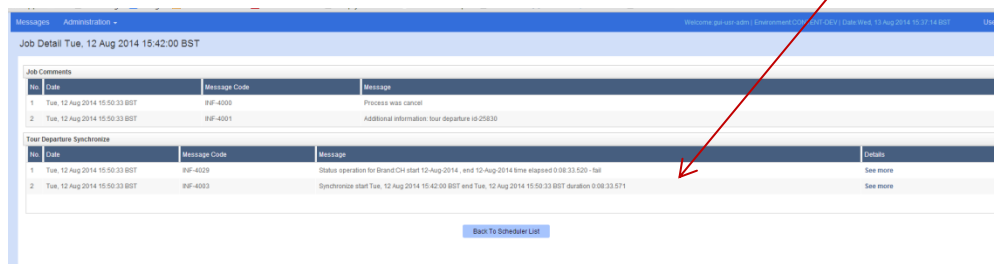


Figure 12 –Job Details Screen

7 Administration – Users UI

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

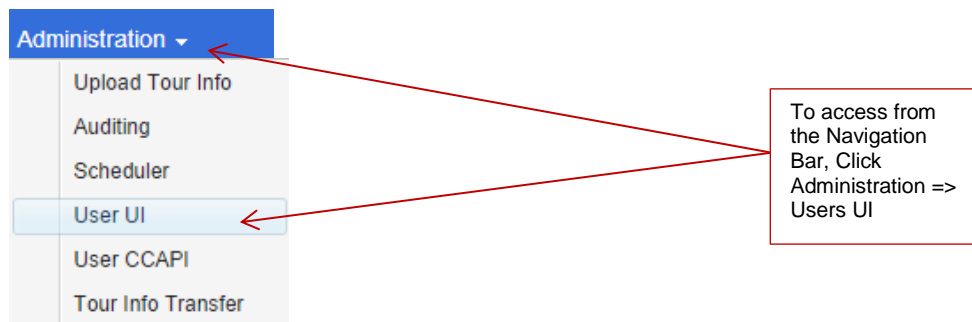


Figure 13 – Accessing the Users UI Module

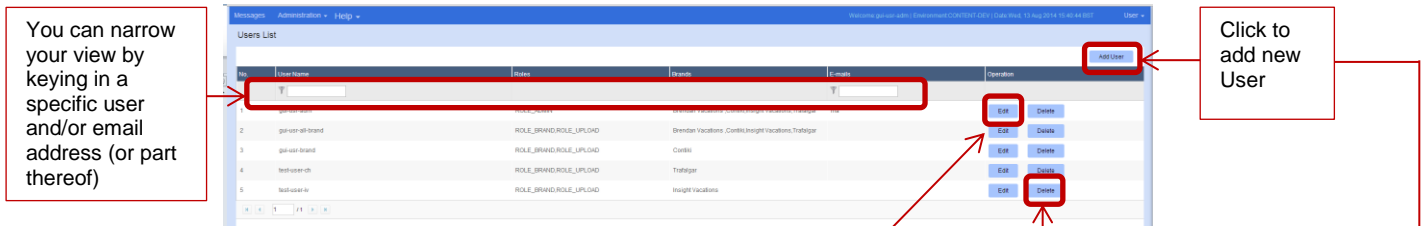


Figure 14 –UI Users List

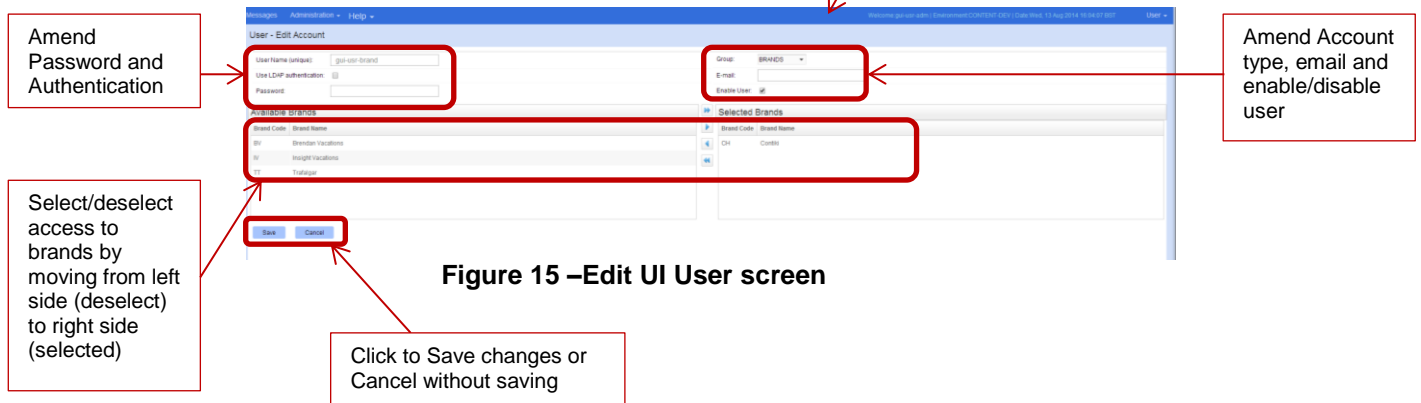


Figure 15 –Edit UI User screen

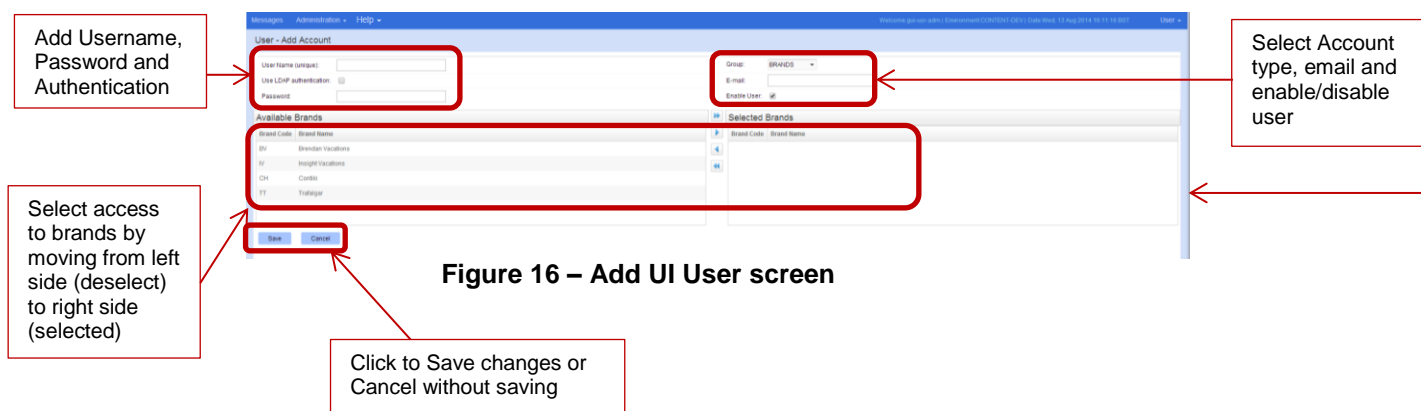


Figure 16 – Add UI User screen

8 Administration – Users CCAPI

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

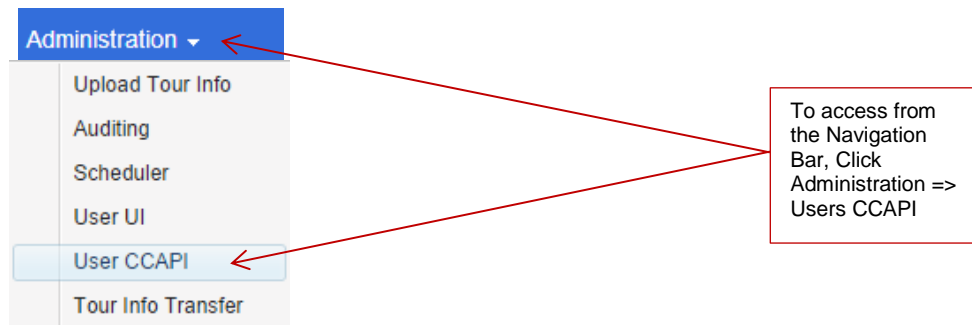


Figure 17 – Accessing the Users CCAPI Module

You can narrow your view by keying in a specific user email and/or address (or part thereof)

ID	Username	Email	Address	
1	ENLAKA	enlaka@p...	enlaka@p...	Edit Delete
2	TATATA	tatata@p...	tatata@p...	Edit Delete
3	TEST	test@p...	test@p...	Edit Delete
4	CCAPI-1001	ma	ma	Edit Delete
5	CCAPI-1001-01	ma	ma	Edit Delete
6	CCAPI-1001-02	ma	ma	Edit Delete
7	Test-CCAPI-10	test@p...	test@p...	Edit Delete
8	Test-user-0	Test@p...	Test@p...	Edit Delete

Click to add new User

Figure 18 –CCAPI Users List

Click to edit User

Click to delete User

Amend/generate Token and enable/disable user

Select/deselect access to functions by moving from left side (deselect) to right side (selected)

Amend email and Contact Details

You can narrow your search by choosing a specific brand using the drop down box

Figure 19 –Edit CCAPI User screen

Click to Save changes or Cancel without saving

Add Username, add/generate Token and enable/disable user

Select access to functions by moving from left side (deselect) to right side (selected)

Key in email and Contact Details

Choose Brand

Figure 20 – Add CCAPI User screen

Click to Save changes or Cancel without saving

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.

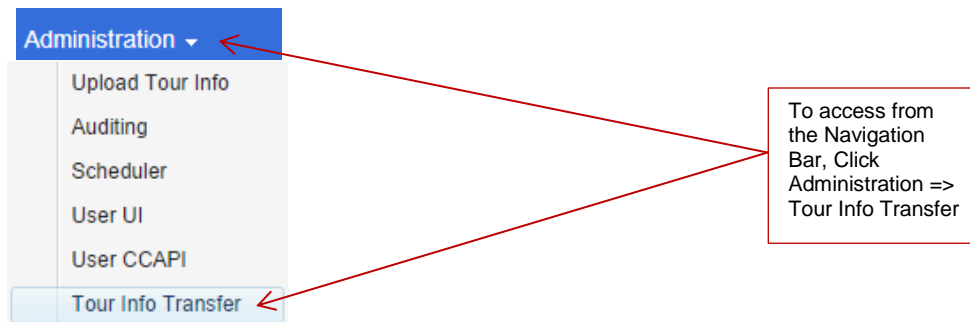


Figure 21 – Accessing the Tour Info Transfer Module

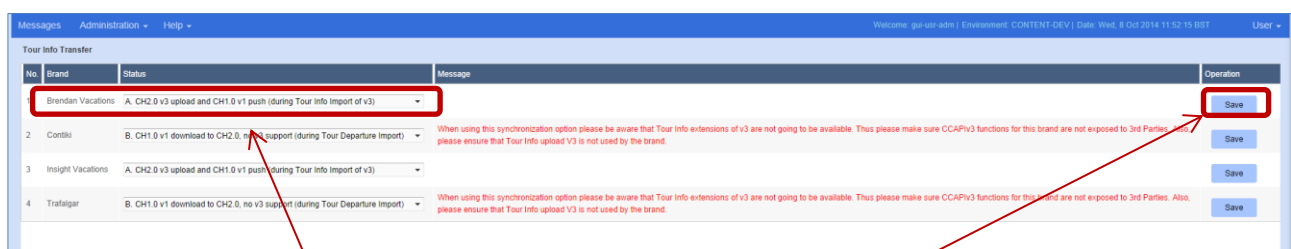


Figure 22 – Tour Info Transfer screen

Select for each Brand the direction of the Tour Info data flow and click Save

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 Message Centre

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

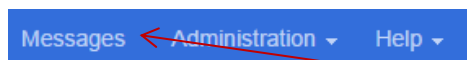


Figure 23 – Accessing the Message Centre

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 24/25 –Message Centre Screens

11 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 26 – Accessing the User Guides

12 User Options – Change Password

This feature allows you to change your password.

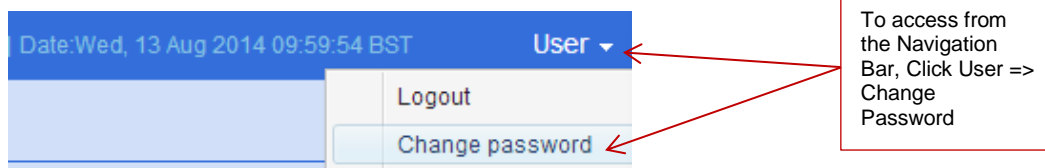


Figure 27 – Accessing the Change Password Screen

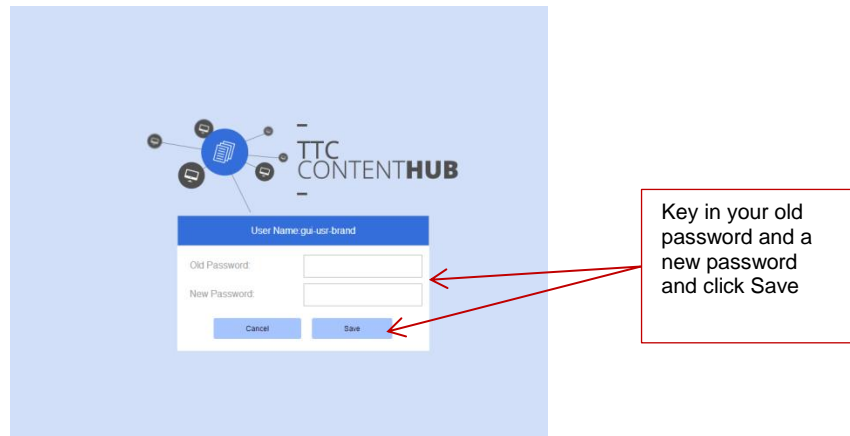


Figure 28 – Change Password Screen

13 User Options – Log Out

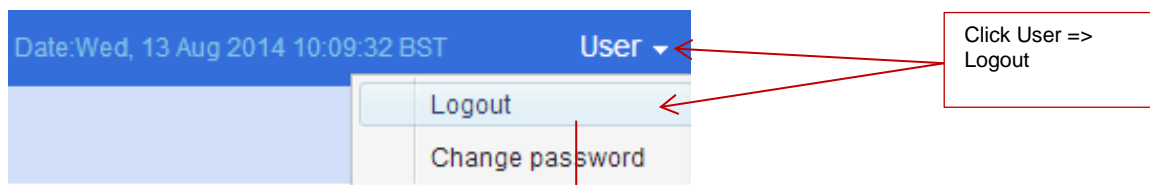


Figure 29 – Logging Out



Figure 30 – Logout Confirmation Screen

14 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.