

How to Use the Customer Community Knowledge Base

Overview

This was a client-facing article describing the Imagine Communications Customer Community knowledge base. It was drafted in Word, written in Salesforce, and published to the Customer Community knowledge base. The *Summary*, *Objective*, and *Environment* headings were for the article fields in Salesforce. The Procedure contains the main body of the article.

Summary

The Customer Community knowledge base has a collection of articles with information about product support issues.

Articles are organized into topics and include *Advertising Management*, *Distribution*, *Networking*, *Playout*, *Software and Firmware Release Downloads*, *Documentation*, and *Service Alerts*.

A complete list of topics can be seen by clicking *More Topics* on the *Articles and Downloads* drop-down menu.

Objective

To explain how the Customer Community knowledge base is organized.

Environment

Imagine Communications Customer Community knowledge base.

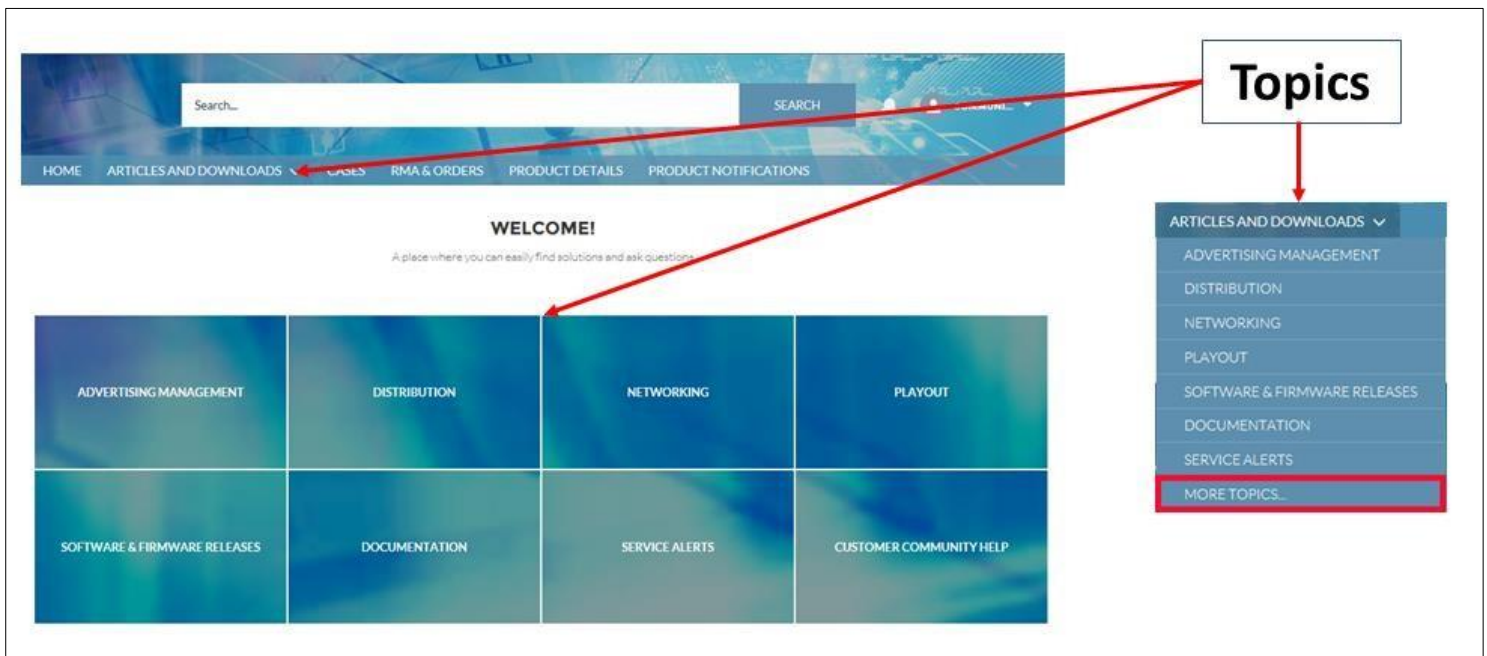
Procedure

The Customer Community knowledge base has a collection of articles with information about product support issues.

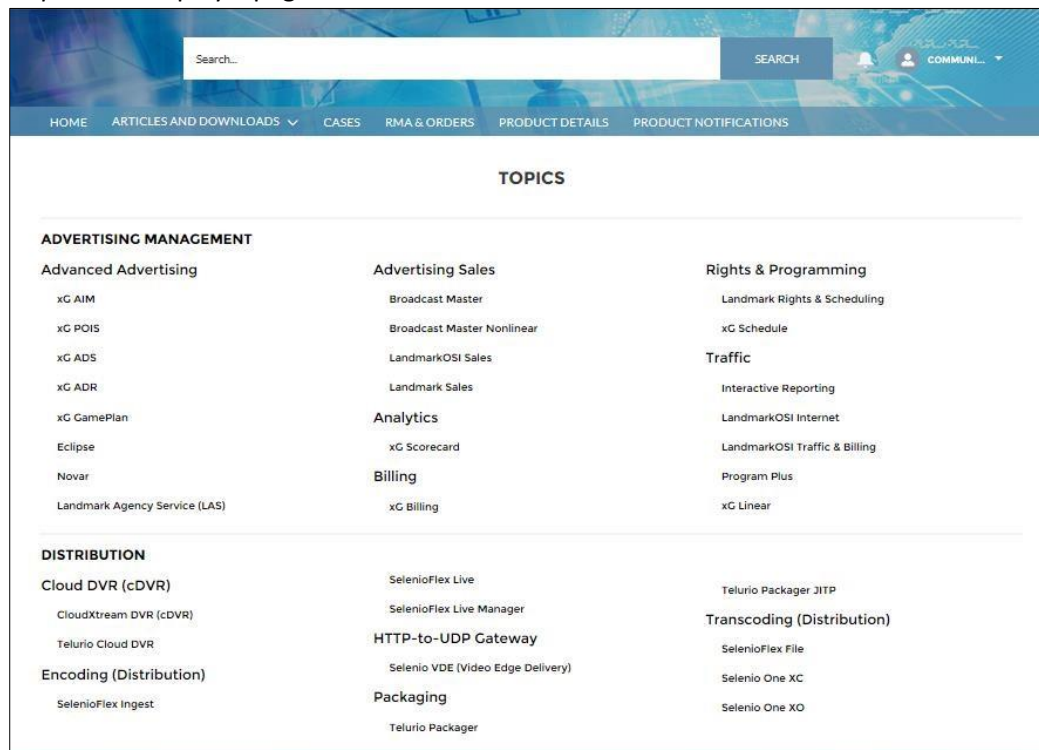
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A complete list of topics can be seen by clicking *More Topics* on the *Articles and Downloads* drop-down menu.

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Clicking on *More Topics* will display a page that looks like this.



You can find articles by using the *Search* tool. *The Search* tool returns results for *Articles*, *Cases*, *Products*, and *Orders*.



Use the *Search* tool by typing the name of what you are looking for into the search field, for example, *ADC Media Client*.

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You can narrow your search by being more specific, for example, *ADC Media Client 4.26.69M Release and Documentation*.

A preview list of articles will be generated as you type.

If you don't see what you are looking for in the preview list click on the *Search* button to open a larger list and access search result filters.

SEARCH

Q "Media Client" in CustomerCommunity

Media Client rename/purge not working
Article • Jan 20, 2016 • 184

ADC Media Client Operations Reference
Article • Jan 18, 2016 • 348

ADC Media Client 4.27.9M Release and Documentation
Article • Jun 26, 2018 • 22

ADC Media Client 4.25.59M Release
Article • Oct 6, 2016 • 147

ADC Media Client 4.26.69M Release and Documentation
Article • Dec 19, 2017 • 81

ADC Media Client 4.25.11 Release
Article • Aug 11, 2015 • 164

Click *Articles* on the *Search Results* filter on the left to narrow the search results.

SEARCH

HOME ARTICLES AND DOWNLOADS CASES RMA & ORDERS PRODUCT DETAILS PRODUCT NOTIFICATIONS

SEARCH RESULTS

ARTICLES

CASES

PRODUCTS

ORDERS

Articles

15+ Results • Sorted by Relevance

Media Client reporting playback devices offline
000014682 Validated External Last Modified Jul 27, 2017 8:22 PM
ADC-Media-Client-reporting-playback-devices-offline...ADC Media Client...Media client reporting playback devices offline Media client is reporting the video disk can

Media Client rename/purge not working
000005973 Work in Progress Last Modified Aug 14, 2017 7:30 PM
Why is media client not renaming/purging media on my video disk...Proper configuration required to rename/purge media...ADC Media Client Purge Rename...First, Media Client requires a "record" port assigned. On the bottom right side of your media

ADC Media Client 4.27.9M Release and Documentation
000025451 Validated External Last Modified Jun 26, 2018 1:34 PM
Playout, Automation, ADC, Media Client... defects fixed in the ADC Media Client v4.27.9M since the last release (v4.26.69M). Note: These... defects fixed in the ADC Media Client v4.27.9M since the last release (v4.26.69M). Note: These

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Click on the name of the item you are looking for to open up the article. Review the article information.

Media Client

SEARCH

US... EN... COMMUNIT...

HOMEARTICLES AND DOWNLOADSCASES RMA & ORDERSPRODUCT DETAILSPRODUCT NOTIFICATIONS

PLAYOUT > AUTOMATION & ASSET MANAGEMENT > ADC > ADC MEDIA CLIENT

ADC Media Client 4.27.9M Release and Documentation

Please see the release notes for a summary of the new functionalities, enhancements added, and defects fixed in the ADC Media Client v4.27.9M since the last release (v4.26.69M). Note: These defects and enhancements were tested at both a development level and QA level, and may have been released to one or more customers in the form of a test-release version. IMPORTANT: When upgrading Air Client and/or Media Client, DO NOT re-use their INIs. It has been found that re-using INIs can result in a variety of operational problems.

Jun 26, 2018 · Downloads

RELEASE NUMBER

4.27.9M

RELEASE DATE

6/25/2018

DOWNLOAD LINK

DESCRIPTION

Please see the release notes for a summary of the new functionalities, enhancements added, and defects fixed in the ADC Media Client v4.27.9M since the last release (v4.26.69M). Note: These defects and enhancements were tested at both a development level and QA level, and may have been released to one or more customers in the form of a test-release version. IMPORTANT: When upgrading Air Client and/or Media Client, DO NOT re-use their INIs. It has been found that re-using INIs can result in a variety of operational problems.

PRODUCT FAMILY

Playout, Automation, ADC, Media Client

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ADC Air Client 4.26.79 Release

109

Nexio Motion 4.15.8 Release and Documentation

39

Air Client 4.27.9M Release and Documentation

27

TRENDING ARTICLES

Selenia Flex File 2.11.2 July 2018 Release

Nexio Motion 4.15.8 Release and Documentation

ADC Air Client 4.26.11 Operations and Installation Reference





ADC Media Client 4.27.9M Release and Documentation

Verio 2.2 Release

If there are files to download click the *Download Link* to open a folder on Box where the files are kept.

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ADC Media Client 4.27.9M Release and Documentation			
Name	Updated	Size	
 ADC_Media_Client_v4.27_Ops_Install_Ref_20180327....	Jun 27, 2018 by Glenn Searfoss	4.5 MB	
 Media_Client_v4.27.9M_Release_Note_20180625.pdf	Jun 27, 2018 by Glenn Searfoss	273.4 KB	
 MEDIACLIENT_4.27.9.0M.exe	Jun 25, 2018 by Jeff Rehling	51.3 MB	
 ADC_Media Client Getting Started_20180327.pdf	Jun 25, 2018 by Glenn Searfoss	1 MB	

Note: PDFs can be previewed by clicking on the link.