

**CONNECTOR FOR
ADEP DAM SERVICES
FOR ADOBE DRIVE 3:
TECHNICAL NOTE**



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Technical Note: Connector for ADEP DAM Services for Adobe Drive 3 (revision 2)

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Connector for ADEP DAM Services for Adobe® Drive 3

Overview

Adobe Drive 3 enables you to connect Creative Suite 5.x to Digital Asset Management (DAM) servers. The connected servers appear in your computer as a mounted hard drive or mapped network drive. Once connected, you can access server files through Windows Explorer or Mac OS Finder, as well as the platform-specific file-access dialogs, and directly through the UI of integrated applications.

Adobe Drive 3 is extensible; an SDK allows partners and third parties to create *connectors* for particular asset management systems. Adobe provides some ready-made connectors. The ADEP DAM Services Connector enables basic access to the [Adobe Digital Enterprise Platform](#) (ADEP), the technology foundation powering [Adobe Customer Experience Solutions](#).

Supported features

The digital asset management capability of the ADEP DAM Services Connector is made available through:

- ▶ Adobe's [Web Experience Management](#) (WEM) solution, and its predecessor, [CQ5](#)
- ▶ Adobe's [Integrated Content Review](#) (ICR) solution

You can use the connector to access any server that runs either the WEM or ICR solution on the [Adobe Digital Enterprise Platform](#) (ADEP).

The connector supports these features:

- ▶ Connecting to and disconnecting from a server
- ▶ Browsing documents and folders.
- ▶ Creating and deleting documents and folders
- ▶ Moving and copying documents and folders
- ▶ Checking documents out and in
- ▶ Managing document versions
- ▶ Searching documents
- ▶ Thumbnails and preview icons in Adobe Bridge
- ▶ Thumbnails in the Show Versions dialog
- ▶ Viewing, editing, and searching XMP metadata in Adobe Bridge

Using the ADEP DAM Services Connector

Before connecting, you must obtain the URL for the ADEP or CQ5 server from the server administrator, as well as a valid user ID and password.

This document uses the `localhost` server in examples; this works if you have default server installation on your local machine. You must replace `localhost` with the server URL when you connect to a remote server. For example, to access an ADEP DAM or CQ5 DAM in a default installation on your local machine:

SERVER URL: `http://localhost:4502`

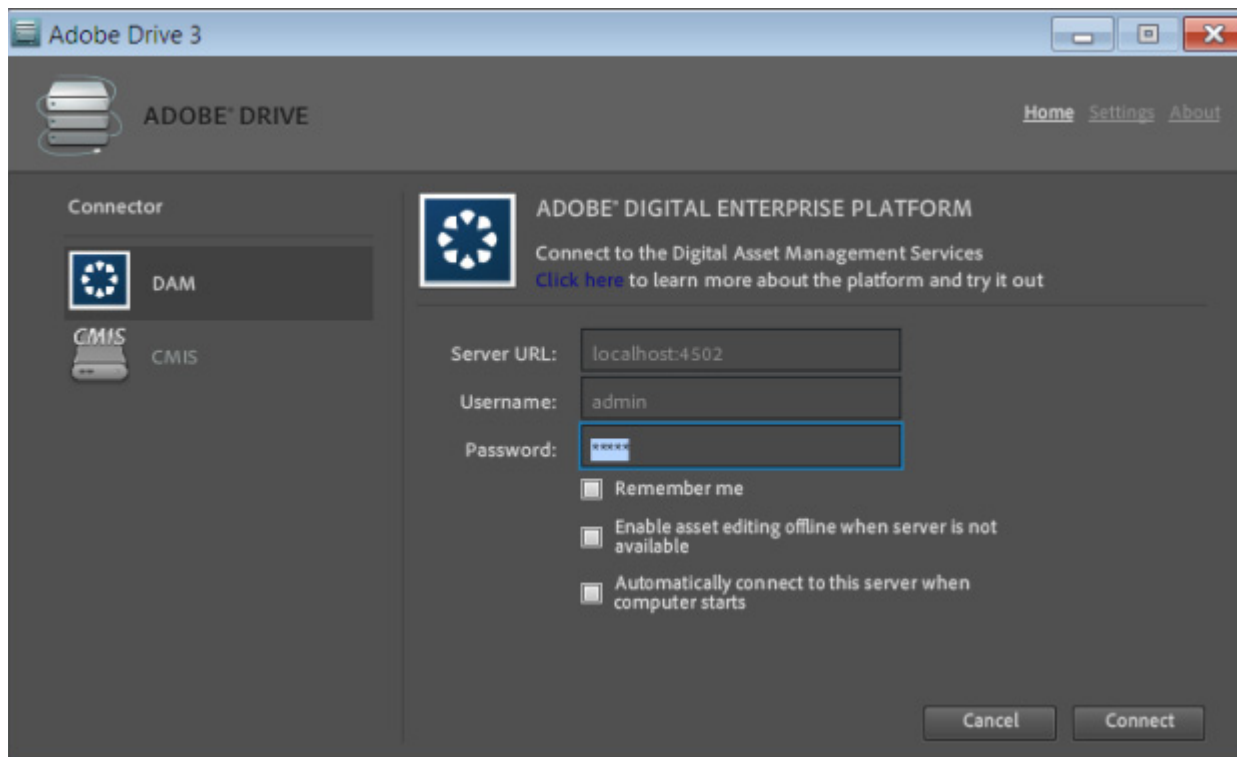
USERNAME: admin

PASSWORD: admin

Connecting to a server

To connect to an ADEP or CQ5 server:

1. Start the Adobe Drive application.
 - ▷ In Windows Explorer, right-click a folder, a file, or your desktop, and choose **Adobe Drive 3 > Connect To** from the context menu.
 - ▷ In Mac OS, CTRL-click a folder or file in Finder or your desktop, and choose **More > Adobe Drive 3 > Connect To** from the context menu.



2. Click **Add Drive**.

3. If you have the name of a preset server, click it to display the Server URL. Otherwise enter the Server URL manually.
4. Enter your connection details. For example:

Server URL: `http://localhost:4502`
Name: `admin`
Password: `admin`

5. Click **Connect**.
6. Check that the server has been mounted in the file browser:
 - ▷ In Windows Explorer, it should be under My Computer.
 - ▷ In Mac OS Finder, it should be under Devices.

Troubleshooting

If connection fails, open a web browser and test whether the server is available using the server URL. For example, if you enter `http://localhost:4502` and authenticate with your credentials, you should see the ADEP or CQ5 login screen, and be able to navigate to and open DAM access to digital assets.

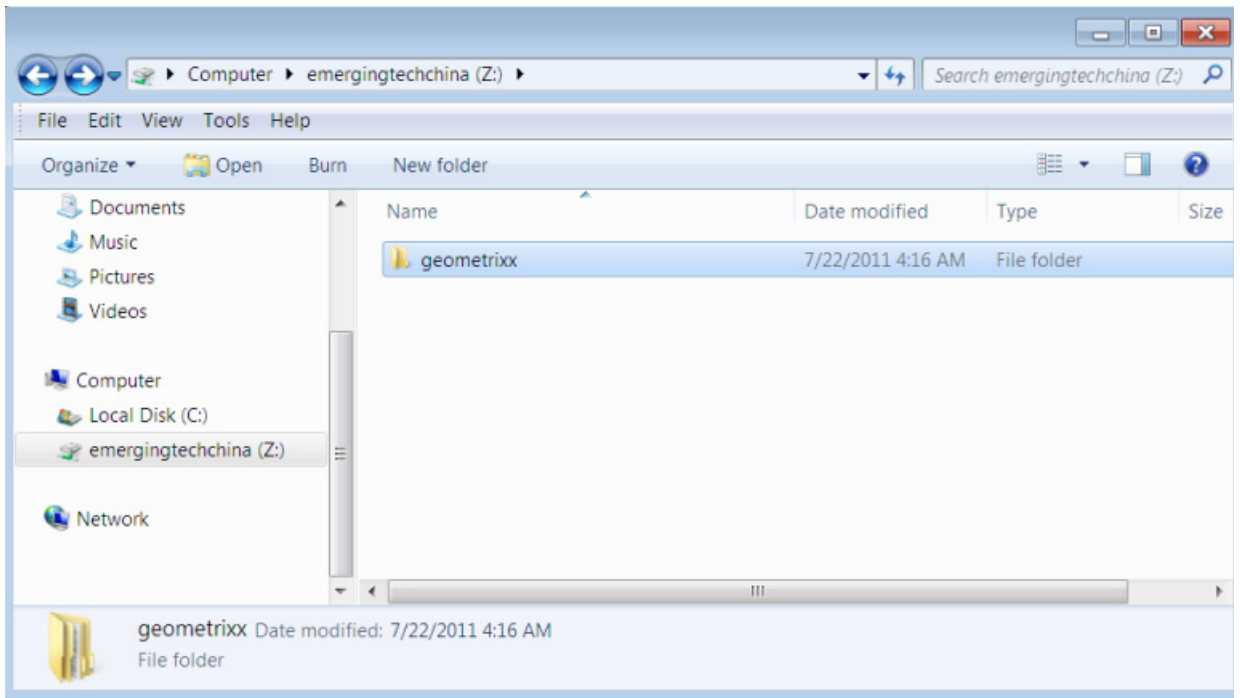
- ▶ If you receive no response or an empty response, your server might not be available or your credentials might be incorrect.
- ▶ If you do not have DAM access, check that you have the Digital Asset Management capability installed; the connector does not work with an ADEP DAM server that does not have this capability.

Disconnecting

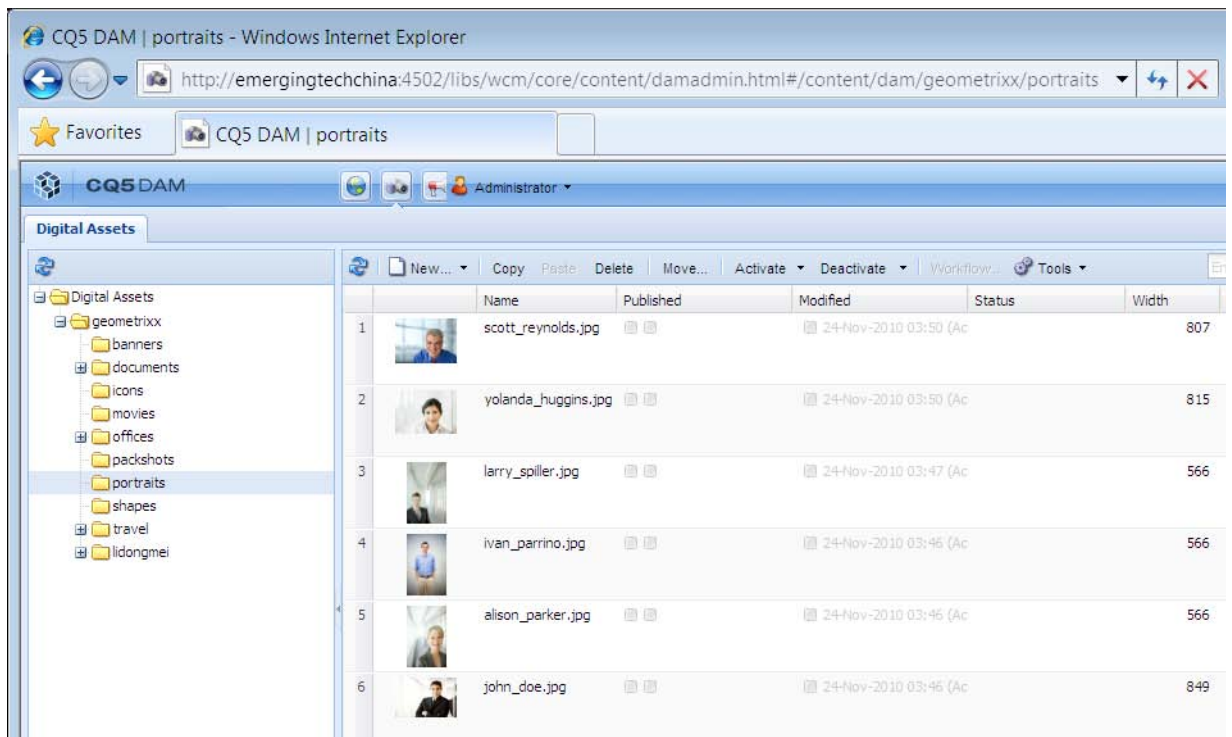
- ▶ **In Windows Explorer:** Right-click the ADEP drive and choose Disconnect from the context menu.
- ▶ **In Mac OS Finder:** CTRL-click the ADEP drive device and choose Eject from the context menu.
- ▶ **In Adobe Bridge:** Select Adobe Drive in the Favorites panel. Right-click (in Windows) or CTRL-click (in Mac OS) the ADEP drive and choose Disconnect from the context menu.
- ▶ **In Adobe Drive 3:** Select the server to be disconnected from Recent Connections and click Disconnect.

Browsing and manipulating documents and folders.

Once you are connected, Adobe Drive 3 presents documents and folders from your ADEP DAM server in a network drive on your computer. You can view the server's files in Windows Explorer or Mac OS Finder. You can also access these files in Open, Save As, and other file management dialog boxes.



You can also use the UI for your ADEP DAM server to view and manipulate documents and folder.



Creating and deleting documents and folders

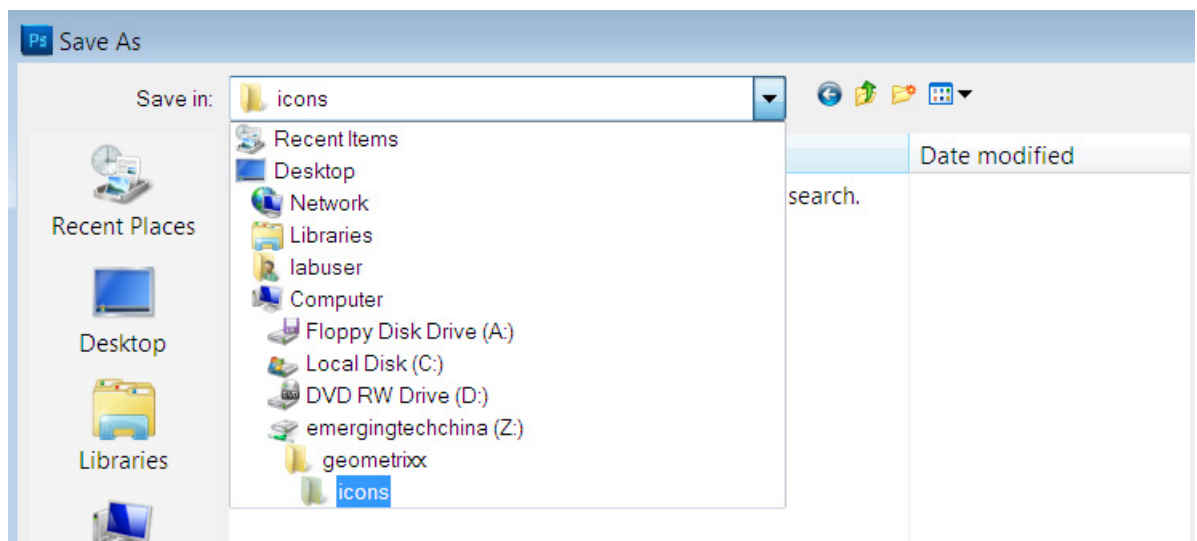
Adobe Photoshop® CS5.x, Adobe Illustrator® CS5.x, Adobe InDesign® CS5.x, and Adobe InCopy® CS5.x allow you to check in documents directly to the ADEP DAM server. In other applications you must save your document to the ADEP drive and use Windows Explorer, Mac OS Finder or Adobe Bridge to manually check in the file.

You can create new folders using Windows Explorer, Mac OS Finder or Adobe Bridge CS5.x, or using the Open, Save As, and other file management dialog boxes in an application.

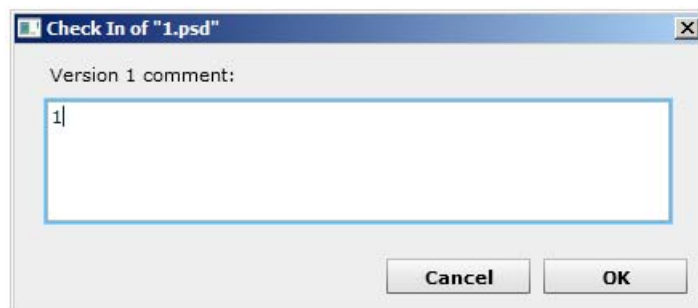
You cannot create documents or folders at the root of the drive; you must save any new content under a folder in the root that already exists on the server. If you need to create new folders at the root location, you must use the UI provided by your ADEP DAM server.

For example, to create a new document in the ADEP DAM server from Photoshop:

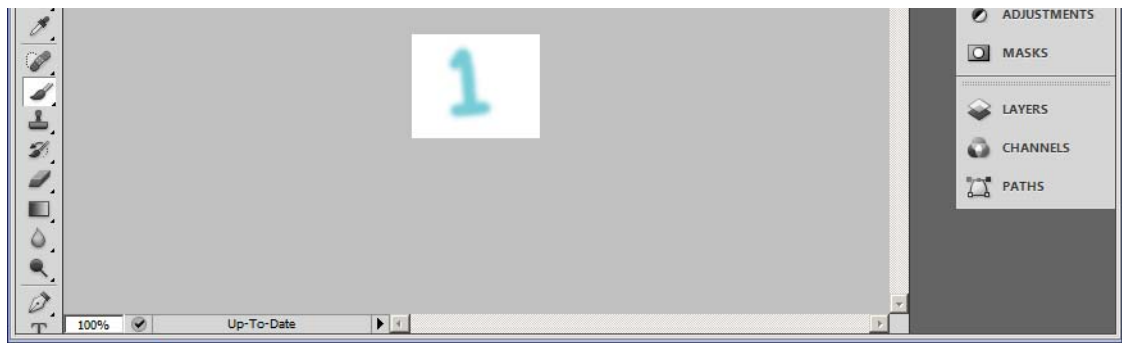
1. Create a new document in Photoshop.
2. Choose **File > Check In**.
3. In the Save As dialog, navigate to the folder on the ADEP drive where you want to save the document.



4. Enter a check-in comment when prompted, and click **OK**.



Photoshop, Illustrator, InDesign, and InCopy display the file status in a status bar when you view or edit documents. Once the document is saved to the server, the file status changes to Up-to-Date.



File Status

Moving, copying documents and folders

To move or copy documents or folders on the ADEP DAM server:

In Adobe Bridge:

- ▶ Invoke the context menu (right-click in Windows or CTRL-click in Mac OS) for the document or folder.
- ▶ Choose **Move To** or **Copy To** from the context menu, then choose the destination folder.
 - ▷ Documents moved or copied in this way are automatically checked in.

In Windows Explorer or Mac OS Finder:

- ▶ Drag a document or folder to move it to a different location.
- ▶ CTRL-drag (in Windows) or OPTION-drag (in Mac OS) to copy to a new location.
 - ▷ If you move a document from the desktop to an ADEP drive this way, or copy any document to a new location, you must check it in explicitly.
 - ▷ You cannot move or copy documents or folders to the root of an ADEP drive.

Renaming documents and folders

In Adobe Bridge, Mac OS Finder or Windows Explorer, invoke the context menu (right-click in Windows or CTRL-click in Mac OS) for the document or folder, and choose **Rename**.

- ▶ You cannot rename documents or folders in the root of an ADEP drive.

Deleting documents and folders

- ▶ In Adobe Bridge, Mac OS Finder, or Windows Explorer, invoke the context menu (right-click in Windows or CTRL-click in Mac OS) for the document or folder, and choose **Delete**.
- ▶ You cannot delete documents or folders in the root of an ADEP drive.
- ▶ Deletion from an ADEP DAM server is permanent; deleted files cannot be restored. The **Tools > Adobe Drive > Project Trash** option in Adobe Bridge, Recycle Bin in Windows, and Trash in Mac OS are not supported.

Working with XMP metadata

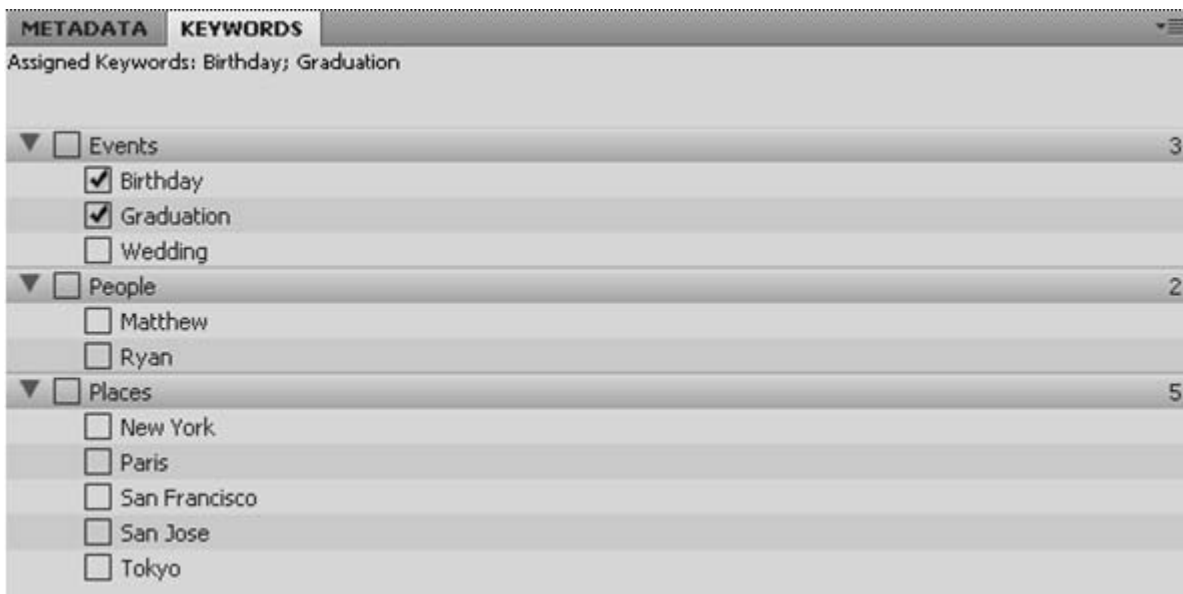
When you are connected to an ADEP DAM server, you use Adobe Bridge to view, edit, and search XMP metadata in managed assets.

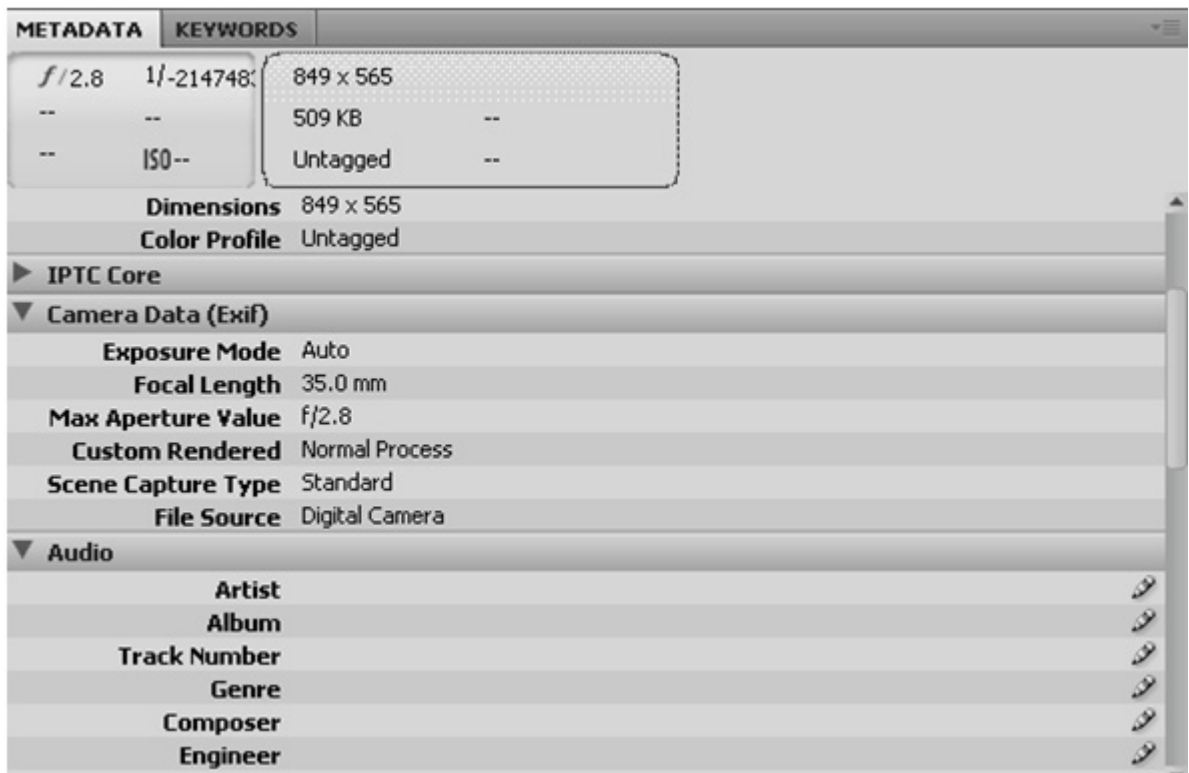
You can view metadata directly through the Adobe Bridge menus and panels, or you can right-click the asset and choose File Info.

The Adobe Bridge Label menu gives you access to the view and edit rating and label information:

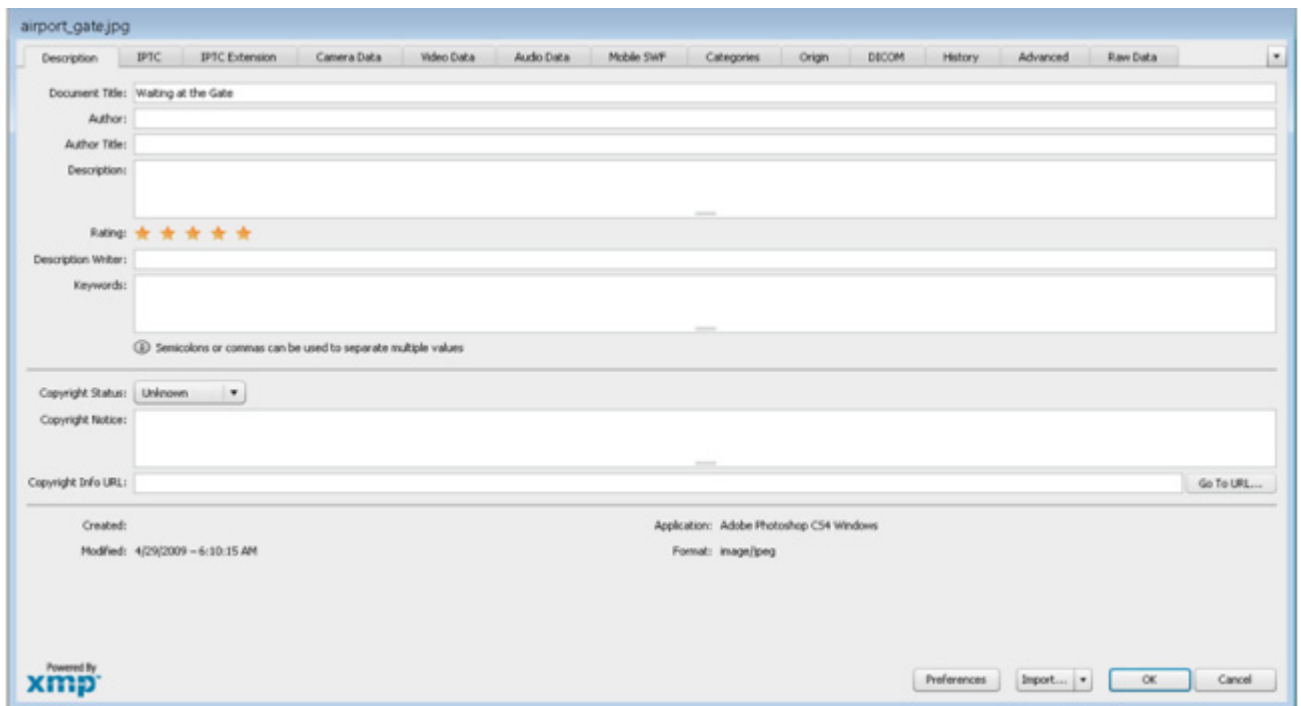


For other XMP properties, use the Adobe Bridge Metadata and Keywords panels:





The File Info dialog provides access to all XMP metadata properties:

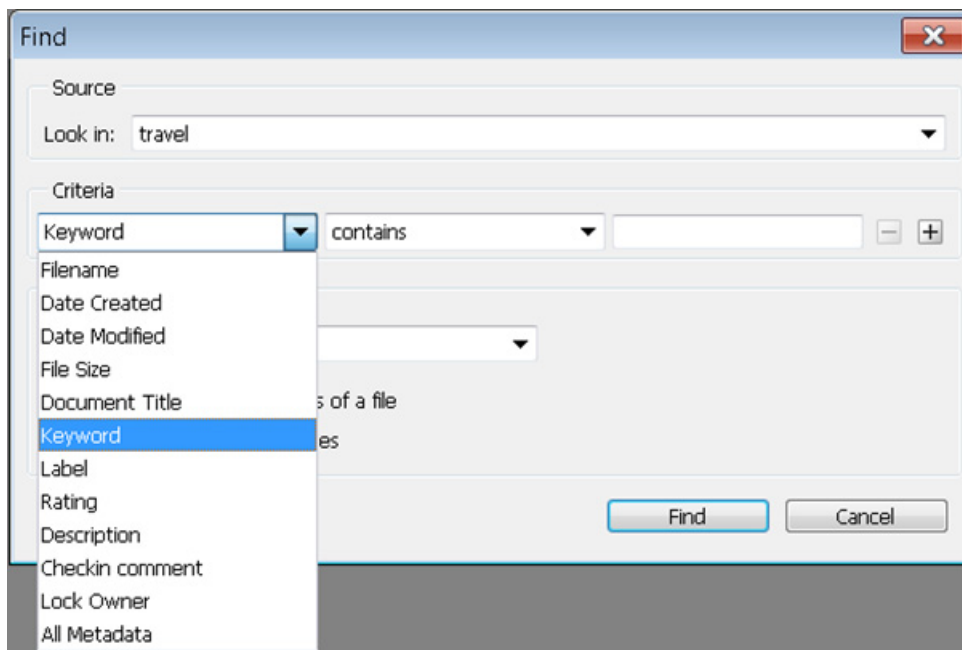


Searching documents and folders

To search for a document or a folder on an ADEP DAM server from Adobe Bridge:

1. Select Adobe Drive from the Favorites panel and open the folder in the ADEP drive you want to search.
2. Choose **Edit > Find**.
3. Choose search criteria by selecting options and limiters from the Criteria menus.
4. Enter search text in the box on the right. To add search criteria, click the plus sign (+). To remove search criteria, click the minus sign (-).
5. Choose an option from the Match menu to specify whether *any* or *all* criteria must be met.
6. Click **Find**.

The "Search includes all versions of a file" and "Search includes deleted files" options in the Find dialog are ignored.



NOTE: You can search assets based on any metadata information except "File size", "Check in comment", or "Lock owner" (although these are listed in the search criteria).

Check-out and version management

Adobe Photoshop, Adobe Illustrator, and Adobe InDesign or InCopy automatically check out a managed document when the first edit is made.

- ▶ Check the document in using the **File > Check In** menu.
- ▶ To cancel checkout, close the document and click **Don't Save** when prompted for whether changes should be saved.

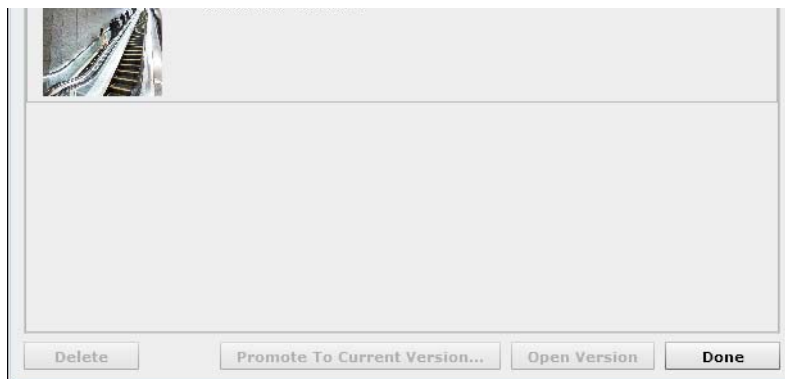
In other applications, you must check out manually, modify and save the document and then check in manually.

- ▶ In Mac OS Finder or Windows Explorer, invoke the context menu (right-click in Windows or CTRL-click in Mac OS) and choose the desired action from the **Adobe Drive 3** menu (**Check Out**, **Check In**, or **Cancel Check Out**).

Managing document versions

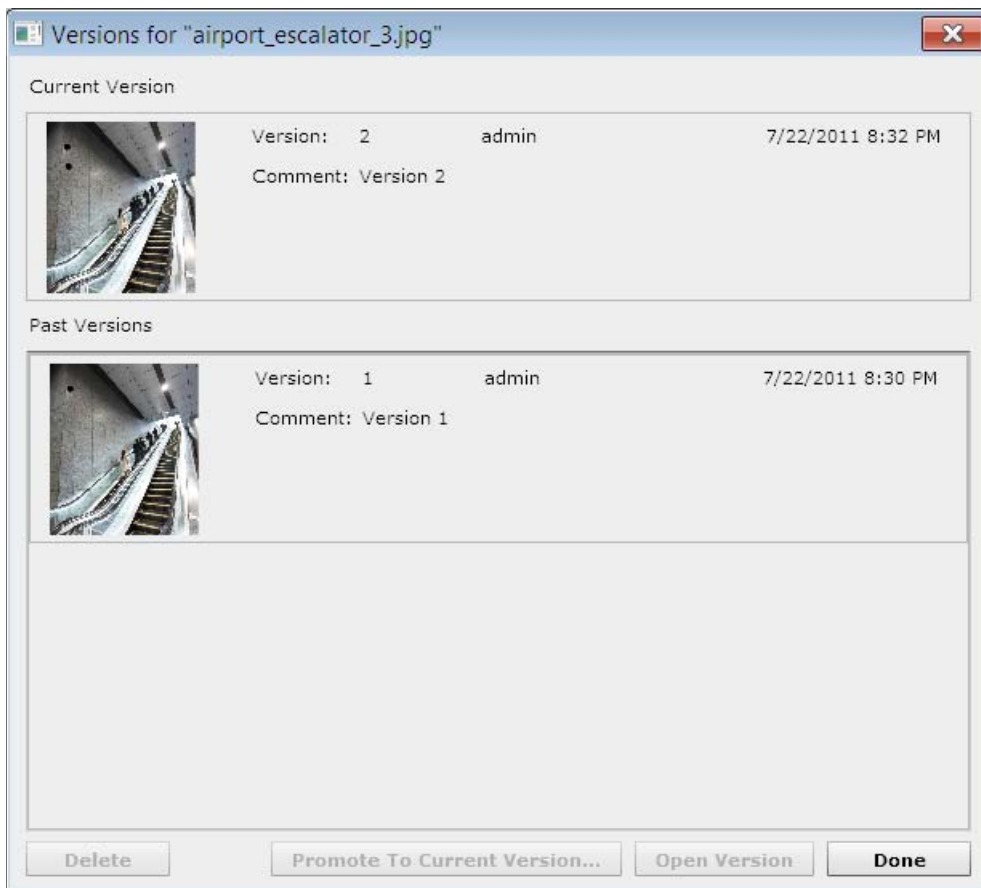
All documents created or modified via the ADEP DAM Services Connector are versioned. Versions track changes to a document. Each version is a snapshot of the document at a particular point in time. When you check a document in, you create a new version of the document on the ADEP DAM server.

- ▶ In Adobe Photoshop, Adobe Illustrator, and Adobe InDesign or InCopy, use the **Show Versions** popup menu on the status bar to display the versions of a document in the Versions dialog.



- ▶ In Mac OS Finder or Windows Explorer, invoke the context menu (right-click in Windows or CTRL-click in Mac OS) for the document or folder, and choose **Adobe Drive 3 > Show Versions**.

You can use this dialog to delete, promote and open selected versions.



You can also use the UI for the ADEP DAM server to display versions of a document.

If you check out an unversioned document, checking in the edited document creates version 1 of that document. If you cancel the checkout, the document remains unversioned.

Release notes

- ▶ Some special characters, such as / : [] * | , are not supported in file and folder names. Avoid using them. [2918134].
- ▶ Adobe Drive cannot show version information for files that were not originally uploaded through Adobe Drive. Such files have no version in the ADEP DAM server. After you edit the files and check them in through Adobe Drive, the correct version information is shown. [2918182].
- ▶ Browsing or refreshing a folder containing many documents or sub-folders is slow. The recommended maximum number of documents and subfolders in a folder is 200.
- ▶ If an asset is renamed by another user in Adobe Bridge on another machine, its thumbnail and preview cannot be displayed or opened in Adobe Bridge on a local machine. To correct this, reconnect to the DAM server. [2908147]
- ▶ When an ADEP DAM server is configured to use only HTTP, and you attempt to connect using HTTPS, there is no response in the Adobe Drive Connect UI. [2925809]

- ▶ ADEP DAM servers do not support the generation of renditions for 32bits/channel and Multichannel PSD files. Avoid checking files of these types. [2924780]
- ▶ When a file is checked out, the Adobe Bridge content panel does not display Label and Rating for the thumbnail. You can see this information in the Metadata panel, and in the File Info dialog. [2918959]
- ▶ When you check in an edited document from Photoshop or Illustrator, you are prompted to save it: “The disk copy of 'x' was changed since you last opened or saved it. Do you want to save anyway?” The confirmation should not appear.
- ▶ ADEP DAM servers do not support event notifications for file and folder changes. If you are browsing in Adobe Bridge when another user deletes or moves a folder, your window does not automatically refresh to show the change. Display the parent folder to refresh manually, or clear the Adobe Bridge cache. [2921270]
- ▶ The ADEP DAM Services Connector does not support setting the last modification date of a file, which Adobe applications expect. You might see an alert in some cases; for example:
 - ▷ Open an InDesign file that links to other files, package the file to the server using File > Package, then open the packaged InDesign file. An alert warns “This document contains links to sources that have been modified. You can update the modified links now, or update them later using the Links Panel.”

Choose Update Links to update the modification date.
 - ▷ Create a new file in Photoshop and check it in to the server, leaving it open in Photoshop. If you double-click the newly created file in Adobe Bridge or a platform file browser, an alert warns: “The disk copy of “xx” was changed since you last opened or saved it. Do you wish to update it?”

Choose Update to update the modification date.
- ▶ Continuous check-in of a large number (1000 or so) of files might cause an out-of-memory error. [2924869]. You should avoid doing this. However, you can tweak the Service Manager maximum heap memory value to avoid the problem. To do this:
 - ▷ Kill the `CS5ServiceManager` process.
 - ▷ Open the file `StartupOptions.xml` in the `CS5ServiceManager` configuration folder:

Win32: `C:\Program Files\Common Files\Adobe\CS5ServiceManager\configuration`

Win64: `C:\Program Files (x86)\Common Files\Adobe\CS5ServiceManager\configuration`

Mac OS X: `/Library/Application Support/Adobe/CS5ServiceManager/configuration`
 - ▷ Change the value of `vmMaxMemory` from 128 to 256 or 512.
 - ▷ Launch Adobe Drive to reconnect to the DAM server.
- ▶ If an asset has a large number of versions with thumbnails (1000 or so), showing the file might cause an out-of-memory error. We recommend that you use Adobe Bridge to view, promote, and delete versions. [2926502]
- ▶ Occasionally, you can get the warning “File was deleted on server” when the file is actually edited and checked in by another user. You can safely ignore this message. [2920822]

- ▶ In Adobe Bridge, Open in Camera Raw functionality is disabled for image types JPG, PNG, and camera-raw formats such as DNG. [2919948]
- ▶ In Adobe Bridge, when you copy or move a file or check in a version after the first one, you cannot cancel the operation. If you click Cancel in the progress dialog, the operation continues. [2926863]
- ▶ When working with XMP metadata in managed files:
 - ▷ If you drag a file from the local file system to a mounted drive using Windows Explorer or Mac OS Finder, then check the file in from Adobe Bridge, the file can be uploaded to the server, but its XMP metadata is lost. [2918897]
 - ▷ XMP metadata that you edit in Adobe Bridge cannot be viewed from another integrated Adobe product (Photoshop, Illustrator, InDesign/InCopy). [2918897]
 - ▷ The last keyword for a file cannot be removed using the Metadata panel in Adobe Bridge. [2918839]