

AVID LEARNING SERVICES

Certification Exam Study Guide



Avid Certified | Support Representative, Avid | Edit On Demand

Exam	Avid Edit On Demand ACSR
Exam Code	EOD400
Type of Exam	Multiple choice
Certification Level	Avid Certified Support Representative (ACSR)
Duration	60 minutes
No. of Questions	50
Passing Score	80% (40 correct answers)
Exam Language	English

Target Audience

Technical support staff, administrators and others who need to configure, manage, support, and troubleshoot Avid | Edit On Demand systems

Exam Preparation

Successful candidates will have extensive Avid | Edit On Demand experience. Although course attendance is not required to take the certification exam, Avid highly recommends candidates attend the following course(s)

- [Avid Certified | Support Representative, Media Composer](#)
- [Avid Certified | System Administrator, Avid NEXIS](#)

Certification



Completing the recommended course(s), coupled with hands-on experience will help you build the skills and competencies needed to pass the exam. Course attendance is optional, however. If you feel you have considerable, real-world experience configuring, managing, supporting, and troubleshooting Avid | Edit On Demand systems, then you may register and take the exam at any time.

Certification Topics

The following topics are included in the certification exam. You should be well-versed in the technical and operational details of the following:

1. Introduction to Avid | Edit on Demand
 - a. The Edit on Demand System
 - i. The Edit on Demand Environment
 - ii. Common Roles in Edit on Demand
 - b. What Subscription is Right for You?
 - i. Mapping Your Project
 - ii. Subscription Term
 - iii. Geographic Region
 - iv. Amount of Edit Seats
 - v. Type of Edit Seats
 - vi. Edit Seat Session Hours
 - vii. Storage
 - viii. Try Building Your Own Subscription
 - c. Working with Credits
 - i. Credit Compatibility
 - ii. Credit Start Dates
 - iii. Credit End Dates

2. Establishing Your Subscription
 - a. Registering Your Credits
 - i. Finding Your Redemption Code
 - ii. Redeeming Your Code
 - b. Creating a New Subscription
 - i. Go to the My Products Page
 - ii. Click Use Credits
 - iii. Review Your Subscription Information
 - iv. Select Media Composer Version and Prefix
 - v. Review Terms and Conditions
 - c. Confirming System Deployment
 - i. Confirmation Email
3. Deploying Your System
 - a. Understanding the Avid on Demand Portal
 - i. Accessing the Portal
 - ii. Avid on Demand Portal
 - b. Adding and Managing Users
 - i. The wsadmin
 - ii. Adding New Users
 - iii. User Statuses
 - iv. Deleting a User
 - v. Change an Account Password
 - c. Accessing the NEXIS Management Console
 - i. Login to an Edit Seat with the PColP Client
 - ii. Open the NEXIS Client Manager
 - iii. Log into NEXIS Management Console
 - d. Understanding the Management Console
 - e. Workspace Management Strategies
 - i. Structuring Workspaces
 - ii. Access to Workspaces
 - iii. Size of Workspaces
 - f. Creating and Modifying Workspaces
 - i. The Workspaces Page
 - ii. Making a Workspace
 - iii. Setting User Access
 - iv. Editing a Workspace
 - v. Deleting a Workspace
 - g. Distributing User Credentials
 - i. The Users Tab
 - ii. The System Tab
 - iii. Action Steps

4. Post-Production in the Cloud
 - a. The Post-Production Workflow
 - i. Edit on Demand Workflow
 - b. Downloading Required Applications
 - i. The PColP Client
 - ii. FileCatalyst TransferAgent
 - iii. FileCatalyst System Requirements
 - c. Connecting to an Edit Seat
 - i. Logging into the PColP Client with Credentials
 - ii. Choosing an Edit Seat
 - iii. Connecting with Zero Client
 - d. NEXIS Client Manager for Editors
 - i. Touring the Client Manager
 - ii. Retrieving Workspace Details
 - iii. Mounting Workspaces
 - iv. Auto Mount Workspaces
 - e. Uploading Files with FileCatalyst
 - i. Opening FileCatalyst
 - ii. The FileCatalyst TransferAgent
 - iii. Using FileCatalyst
 - iv. Best Practices for Uploading
 - f. Creating HotFolders in FileCatalyst
 - i. Configuring HotFolder
 - ii. Creating a Task
 - g. Getting Started in Media Composer
 - i. Creating a New Project
 - ii. Opening an Existing Project
 - iii. Media Creation Locations
 - h. Media Composer in Edit on Demand
 - i. Locking Bins
 - ii. User Profiles
 - iii. Windows Keyboard Shortcuts
 - i. Using Boris FX Plug-ins
 - i. Activating a Boris Plug-ins License
 - ii. Deactivating a Boris Plug-ins License
 - j. Low-Resolution Proxy Workflow
 - i. Why Use a Low Resolution Workflow?
 - ii. Low-Resolution Workflow in Edit on Demand
 - k. Over the Shoulder Review Workflows
 - i. Workflow Overview
 - ii. The SRT Workflow
 - iii. The PColP Ultra Collaboration Workflow
 - iv. The NDI Workflow

- I. Finishing Projects
 - i. Exporting a Video File
 - ii. Downloading a File
- m. Ending an Edit Session
 - i. Signing Out vs Shutting Down
 - ii. Signing Out Due to Inactivity
 - iii. Closing the PColP Client
- 5. System Maintenance
 - a. Updating a Subscription
 - i. When Should You Update a Subscription?
 - ii. Purchasing Additional Credits
 - iii. Accessing the Update Subscription Page
 - iv. The Update Subscription Page
 - v. Extend a Subscription
 - vi. Adding Services to a Subscription
 - vii. Updating Boris FX Plug-ins
 - b. Working with Edit Seats
 - i. Restarting a Workstation
 - ii. The Edit Seats Tab
 - iii. Redeploying vs Stopping
 - c. Monitoring Usage
 - i. Data Egress
 - ii. Edit Session Hours
 - iii. Service Statuses
 - iv. User Action Log
 - d. Logging a Support Case
 - i. Before Logging a Case
 - ii. How To Log a Support Case
 - iii. After Submitting a Support Case
 - e. Edit on Demand System Updates
 - f. Third-Party Application Support
 - g. Optimizing Editing Performance
 - i. Latency
 - ii. Bandwidth
- 6. Technical Troubleshooting
 - a. Understanding a Frozen State
 - i. What is a Frozen State?
 - ii. Ending a Frozen State
 - b. FileCatalyst Troubleshooting
 - i. Login Issues
 - ii. FileCatalyst Connection Test

- c. PColP Client Troubleshooting
 - i. PColP Session Issues
 - ii. HP Anyware Knowledge Base
 - iii. Logging an Avid Support Case
- d. Managing Avid Media Files
 - i. Avid Shared Storage
 - ii. The Unity Attic
 - iii. AMA Metadata Folders
 - iv. Media Offline in Media Composer
 - v. Media Composer Database Files
- e. Troubleshooting Avid Systems
 - i. About Media Composer Window
 - ii. License Problems
 - iii. Launch Problems
 - iv. Missing User Settings
 - v. Playback Problems
 - vi. Source Browser Performance
 - vii. Linking Problems
 - viii. Core Consistency Failure
 - ix. Empty Effect Adaptors
 - x. Using the Console in Media Composer
 - xi. Memory Problems
 - xii. Error Reports
 - xiii. MCFAX
 - xiv. Fatal Error Reports
 - xv. Break Pad

Practice Questions

The following questions are not part of the current Avid | Edit on Demand Support Representative certification exam but are similar to the questions likely to be asked.

1. When do users use the HP Anyware PCoIP Client?
 - a. To transfer media
 - b. To access Media Composer in the cloud
 - c. To redeploy Edit Seats
 - d. To add users to the system

2. When do Edit on Demand credits end?
 - a. Midnight UTC
 - b. **Midnight in the system administrator's time zone**
 - c. Midnight ET
 - d. **Midnight in each user's time zone**

3. A production company in Munich (Germany) needs to create a 12-month Edit on Demand subscription for their short film. How could they configure their base subscription credits? (Select all that apply)
 - a. (12) One-month base subscription credits
 - b. (1) One-year base subscription credit
 - c. (8) One-month base subscription credits + (16) One-week base subscription credits
 - d. (52) One-week base subscription credits

4. True or False: You can change an Edit on Demand **subscription's geographic region after it's been created, but before it's been deployed.**
 - a. True
 - b. False

5. What takes the shortest amount of time for Avid to deploy?
 - a. An Edit Seat
 - b. An Edit on Demand system
 - c. A user
 - d. A file transfer

6. **What's the first step to create an Edit on Demand subscription?**
 - a. Choose a start date
 - b. Agree to the terms and conditions
 - c. Allocate Edit Seats and storage
 - d. Register the credits

7. Why is it important for the filetransfer_service_user to have read-write access for a Workspace?
 - a. It allows users to access the Workspace
 - b. It lets users transfer files to that Workspace
 - c. It creates faster transfer times for that Workspace
 - d. It enables users to be added to the Workspace

8. Which production roles should generally be added as users to an Edit on Demand subscription? (Select all that apply)
 - a. Producer
 - b. Grip
 - c. Assistant editor
 - d. Gaffer

9. An editor forgets their password to log in to an Edit Seat. How can they still access their Edit on Demand subscription?
 - a. Attempt logging in with another Edit Seat
 - b. Make a new user account within the subscription
 - c. Reset their password in the PColP Client
 - d. Have the system administrator reset their password in the Avid on Demand Portal

10. What can a regular user access while using an Edit on Demand subscription? (Select all that apply)
 - a. NEXIS Management Console
 - b. Media Composer
 - c. NEXIS Client Manager
 - d. Avid on Demand Portal

11. True or False: Multiple users can edit in one Media Composer project at the same time.
 - a. True
 - b. False

12. A post-production team based in New York City wants their producer in Munich to review the latest cut of their project **over Zoom**. **What's the best way they can enable this?**
 - a. New Tek NDI workflow
 - b. Secure Reliable Transport workflow
 - c. Screenshot Media Composer over Zoom
 - d. PColP Ultra Collaboration workflow

13. What's the difference between extending a subscription and adding services to a subscription?
- Edit Seats can only be added when adding services
 - Geographic Region can only be changed when extending a subscription
 - Terms can only be added when extending a subscription
 - Storage can only be added when adding services
14. When's the best time to request third-party applications be incorporated into an Edit on Demand subscription?
- Before deploying a system
 - After creating Workspaces
 - Before logging into an Edit Seat for the first time
 - After adding users
15. What information should be included when users are describing a problem in the Avid Support Center? (Select all that apply)
- When the problem happened
 - If there was a recent change to the Edit on Demand system
 - The amount of Edit Seats in their system
 - Whether it's happening on one or multiple virtual machines**
16. An assistant editor tries to log in to FileCatalyst, but keeps getting an error that says "User Exception Cannot authenticate user/password." What's the primary reason this could be happening?
- The user has an outdated version of FileCatalyst
 - The user failed the connection test
 - The user is already logged into FileCatalyst on another window
 - The user is trying to log in with their original password
17. True or False: Edit on Demand subscriptions can have Active, Cancelled, Frozen or Pending statuses.
- True
 - False
18. Where can users find a recently completed MCFAX report in Edit on Demand?
- C:\Users\Public\Documents\Avid Media Composer\Settings
 - C:\Users\wsadmin\Documents\Avid Projects
 - C:\Users\Public\Documents\Avid Media Composer\Avid FatalErrorReports
 - C:\Users\Avid\GlobalControl

19. A production team in Miami needs an Edit on Demand subscription for a six-month documentary project. The team will need 3 TB of storage each month and use a crew with three editors plus two assistant editors. What would be the credits they need to build their subscription?
- a. (5) One-month standard seats, (3) One-month 1 TB storage, (6) One-month base subscription credits in South Central US
 - b. (30) One-month advanced seats, (18) One-month 1 TB storage, (6) One-month base subscription credits in East US
 - c. (10) One-month standard seats, (6) One-month 1 TB storage, (12) One-month base subscription credits in South Central US
 - d. (15) One-month advanced seats, (9) One-month 1 TB storage, (6) One-month base subscription credits in East US
20. True or False: Customers can use both full-resolution and low-resolution workflows when editing in Media Composer in Edit on Demand.
- a. True
 - b. False

Answers to Practice Questions

Use the answers below to check your knowledge on the practice questions.

1. B
2. A
3. A and D
4. False
5. C
6. D
7. B
8. A and C
9. D
10. B and C
11. True
12. A
13. C
14. A
15. A, B and D
16. D
17. False
18. C
19. B
20. True