



# USER GUIDE

Onsight Workspace

Version 9

Document Revision

**Librestream**

**Onsight Workspace User Guide**

**Doc #: 400322-01**

January 2018

Information in this document is subject to change without notice.

Reproduction in any manner whatsoever without the written permission of Librestream is strictly forbidden.

Copyright © 2006–2018 Librestream Technologies, Incorporated.

All rights reserved.

**Name of Librestream Software** Onsight Connect

**Copyright Notice:** Copyright 2004–2018 Librestream Technologies Incorporated. All Rights Reserved.

**Patents Notice:** United States Patent # 7,221,386, together with additional patents pending in Canada, the United States and other countries, all of which are in the name of Librestream Technologies Inc.

**Trademark Notice:** Librestream, the Librestream logo, Onsight, Onsight Connect, Onsight Mobile, Onsight Enterprise, Onsight Workspace, Onsight TeamLink, Onsight Platform Manager and Onsight Management Suite are either registered trademarks or trademarks of Librestream Technologies Incorporated in Canada, the United States and/or other countries. All other trademarks are the property of their respective owners.

# 1 Table of Contents

<b>1</b>	<b>Table of Contents</b>	<b>3</b>
<b>1</b>	<b>Overview</b>	<b>5</b>
1.1	Onsight Hosted Services	5
<b>2</b>	<b>Network Requirements</b>	<b>6</b>
2.1	Firewall Configuration	7
<b>3</b>	<b>Logging into Workspace for the First Time</b>	<b>7</b>
3.1	Logging in from an Onsight Client	7
3.2	Logging in from a Browser	7
3.2.1	Login via onsight platform manager	7
3.2.2	LOGIn directly to Workspace	8
<b>4</b>	<b>The Workspace Dashboard</b>	<b>8</b>
4.1	Getting Started Tutorials	8
4.2	My Favorites	8
4.3	My Recently Viewed	8
4.4	Recent Activity	8
4.5	Browse – Find and View Files	9
4.6	Search	9
4.6.1	full text search	9
4.6.2	Additional Search filters	10
4.6.3	search results	10
4.7	Personal Space	11
4.8	Clipboard	11
4.9	User Settings	12
<b>5</b>	<b>Managing Content</b>	<b>12</b>

5.1	MANUALLY UPLOADING FILES FROM AN ONSIGHT CLIENT	12
5.2	AUTOMATICALLY UPLOADING FILES FROM AN ONSIGHT CLIENT	12
5.3	ADDING CONTENT TO THE WORKSPACE	14
5.3.1	Adding to your Personal Space	14
5.4	Editing Files	14
5.4.1	editing images	16
5.4.2	Versioning	17
5.5	PERMISSIONS	17
<b>6</b>	<b>End User License Agreement</b>	<b>19</b>
<b>7</b>	<b>Librestream Contact Information</b>	<b>19</b>

# 1 Overview

Onsite Workspace (OWS) is a secure online tool for Onsite Connect Users to centrally manage their Onsite Content, Video and still images. Using Workspace, Onsite users can efficiently manage, maintain and share their Onsite generated content.

Workspace provides tools to:

- **Upload Onsite generated video and still images**
  - Perform Automatic Uploads when Onsite calls end.
  - Manually upload content from Onsite Connect Files.
  - Monitor Upload Queue status.
  - Launch Workspace from Onsite Connect clients to view the repository.
- **File Management**
  - View images and edit telestration.
  - View Onsite video recordings including telestration and shared images.
  - Includes support for versioning of content for audit controls.
  - Search tags, titles and Metadata.
  - View Favorites, Recent Files and Recent Activity on the Dashboard.

## 1.1 Onsite Hosted Services

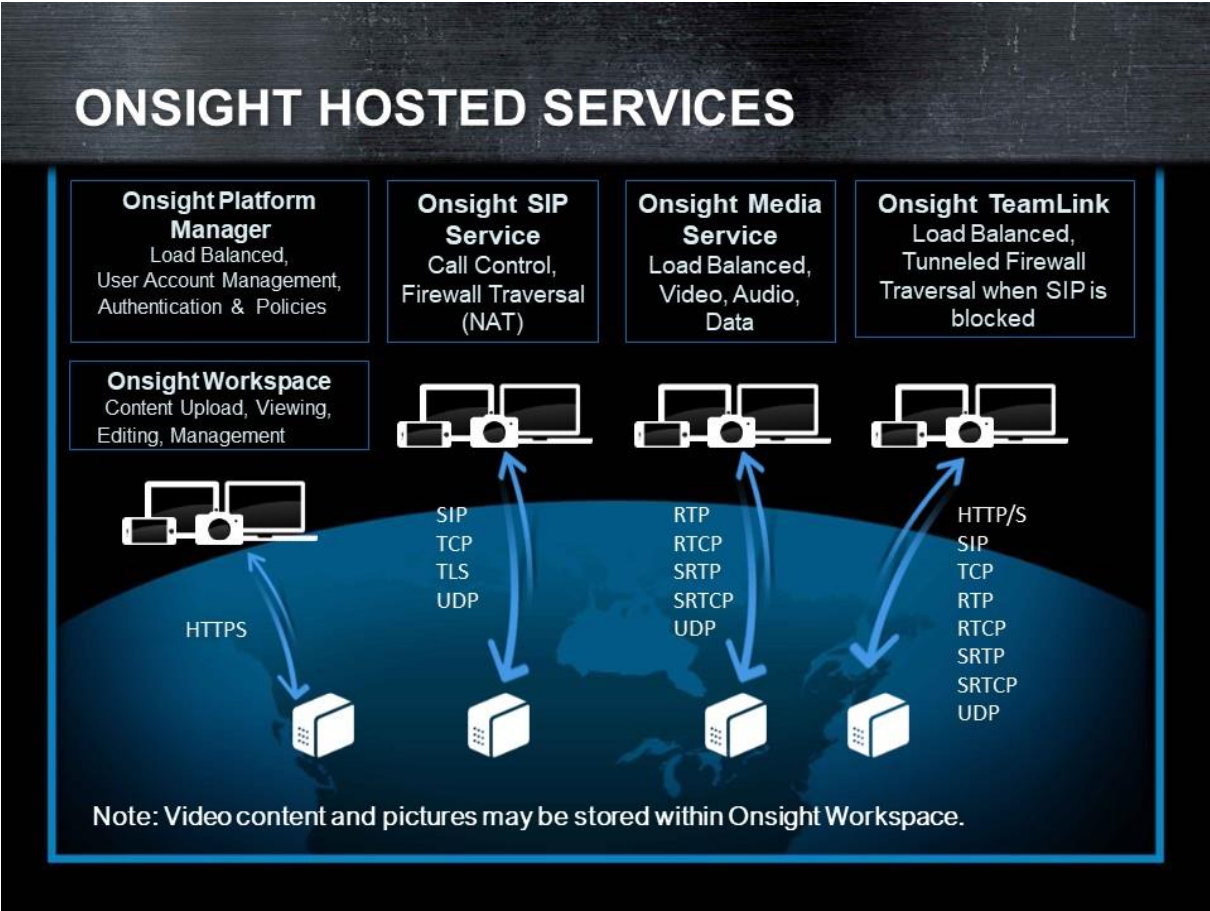
The Onsite Connect Service is a centrally managed subscription based cloud collaboration service. An authorized user can log in to Onsite Connect on a Windows PC, iOS or Android Smartphone, or Librestream Onsite Rugged Smart Camera to begin collaborating.

Once logged in, an Onsite Connect user can securely view and share video, images, audio, and telestration with another Onsite user. They can also share audio and video with a 3rd party video endpoint that supports Session Initiation Protocol (SIP).

When Onsite Content Manager is enabled, users can upload their content directly to OCM for archival, knowledgebase and workflow.

Onsite Platform Manager (OPM) is the central management server for Onsite Connect users. All Onsite Connect user licenses and policies are controlled by OPM. This includes access to OCM.

For more information on the full Onsite Connect capabilities, access the online training portal at <http://www.onsite.librestream.com>.



## 2 Network Requirements

Onsight software requires HTTPS network protocol to communicate with the Onsight Content Manager.

HTTPS	443
Browser	TLS v1.2 support.
Web Proxy	Configure as required by your Enterprise's security policy.
Wireless Network	802.11 a/b/g/n
Wired Network	A wired 10/100 Ethernet port is recommended.

## 2.1 Firewall Configuration

If Windows Firewall or other third-party firewall software is running on the network where you are attempting to access Onsight Content Manager, you may need to add firewall exceptions for the ports listed in Table 1.

**Table 1 – Windows Firewall Exceptions**

Name	Protocol	Port	Description
HTTPS	TCP	443	Required if remote endpoints will access the Web Service interface over TCP port 443. If your IIS configuration uses a port other than 443, ensure that you have allowed that port instead.

# 3 Logging into Workspace for the First Time

If your Onsight domain has been licensed for Onsight Workspace, your user license gives you access to the Workspace once you have been granted permissions by your Group Client Policy.

Your Onsight Administrator must enable access to Onsight Workspace for you before you are able to login to the Workspace or upload content.

## 3.1 Logging in from an Onsight Client



Login to Onsight Connect using a PC, smartphone or Onsight 5000HD Smartcam. Go to **Files**, click the green **On** button to launch **Onsight Workspace**.

You will be re-directed to a browser and automatically logged into the **Onsight Workspace** dashboard.

## 3.2 Logging in from a Browser

### 3.2.1 LOGIN VIA ONSIGHT PLATFORM MANAGER

You will receive your OPM Administration login information from Librestream via an email.

To login to OPM, open a browser and navigate to <https://onsight.librestream.com>. Enter the **user name** and **password** that Librestream provided to you via email in the following format:

User Name: user@domain.com

Password: Password

To avoid unauthorized access to the software, you should change this password immediately if logging in for the first time.

After successfully logging in, you will be taken to the OPM Home page. Tap **Workspace** on the menu bar, and you will be redirected to the **Onsight Workspace** dashboard.

These browsers have been tested with full support:

- Google Chrome
- Safari iOS 10.2 and Mac
- Microsoft Edge

### 3.2.2 LOGIN DIRECTLY TO WORKSPACE

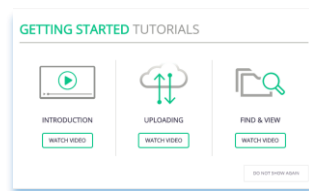
You may log in directly to WORKSPACE using your Onsight user account by going to the Onsight WORKSPACE login page, <https://workspace.librestream.com>, and entering your Onsight account credentials. You will be temporarily redirected to the OPM login screen in order to authenticate your credentials.

## 4 The Workspace Dashboard

The Onsight Content Manager Homepage provides a **Dashboard** with the following features:

### 4.1 Getting Started Tutorials

The Getting Started Tutorials provide an introduction to Workspace along with instructions on how to upload files from Onsight clients, and how to find and view files in the Workspace.



Watch the **Getting Started Tutorials** to see an introduction to Workspace, and learn how to Upload, Find and View files.

### 4.2 My Favorites

My Favorites is a quick access list of files and folders. You can quickly find your **Upload folder** by viewing the **My Favorites** panel on the dashboard or clicking on **My Favorites** in the menu. Your upload folder will contain all the files you have uploaded from our Onsight client.

You can also mark any file or folder using the **Add Favorite** button to add it to the list.



### 4.3 My Recently Viewed

A list of recently viewed files and folders. The list is displayed in a panel as well as accessible from the Menu.

### 4.4 Recent Activity

A list of recent activity in the Workspace based on your user permissions. You will only see files and folders to which you have been granted access.



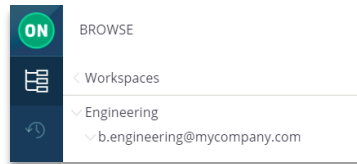
## 4.5 Browse – Find and View Files

Press the **Browse** button on the menu to access the shared Workspace directory. You will see any folders to which you have been granted access. Your upload folder (accessible from your My Favorites list) can also be found by following the upload path. Your upload path is displayed when you log in to an Onsite client under **System Health – Details: Workspace Upload Path**.

System Health – Details:

**Workspace Upload Path:**  
/mycompany.com/workspaces/Engineering/b.engineering@mycompany.com/

Workspace Upload Folder:



## 4.6 Search



The menu provides a Search tab that allows you to search the Workspace content. The Search tool will look for any file or folder that contains the search phrase you have entered. The Search will include the title, description, author, keywords, tags, and device names associated with your Onsite files.

- Press the **Search** button on the menu to access the **Search Filters** panel.

### 4.6.1 FULL TEXT SEARCH

Enter text in the Full Text search field to look for files and folders that contain words that **start with** your search phrase.

- Enter your search phrase in the **Full Text** box.
  - Type partial words to search for specific terms that **starts with your phrase**, e.g., **eng** will find engine, engineer. Note: The wildcard characters \* (asterisk) is automatically added as a suffix to your search phrase, e.g., **eng** is searched as though you typed **eng\***.
  - To search for specific words, put the search phrase in double quotes, e.g., “inspection complete” will only find files with that specific phrase.
  - To search for documents containing **all** of the words entered separate them by a single space, e.g., **engine inspection complete**. This is equivalent to typing: **engine AND inspection AND complete**.
  - To search for documents containing **any** of the words entered, separate them by using OR, e.g., **engine OR inspection OR complete**.
  - To search for a document that **does not** contain a specific word, place a hyphen or dash in front of it, e.g., **engine inspection -overhaul**. This will search for documents containing engine and inspection but not overhaul.
    - Note: if you are searching for a document that contains a hyphenated word, i.e., it contains a dash, “-”, then you must enclose the search phrase in double quotes, e.g., “**hazardous-waste**”. Not placing the search phrase in double quotes would result in a search for documents that included the word **hazardous** but not **waste**.

- The following characters are not searchable: \*!#\$%&'()\*+,.\\/:-@[ ]`^~

### 4.6.2 ADDITIONAL SEARCH FILTERS

You may filter your searches on:



- Creation date
- Modification date
- Authors
- Tags – added as Search phrases
- Size of files

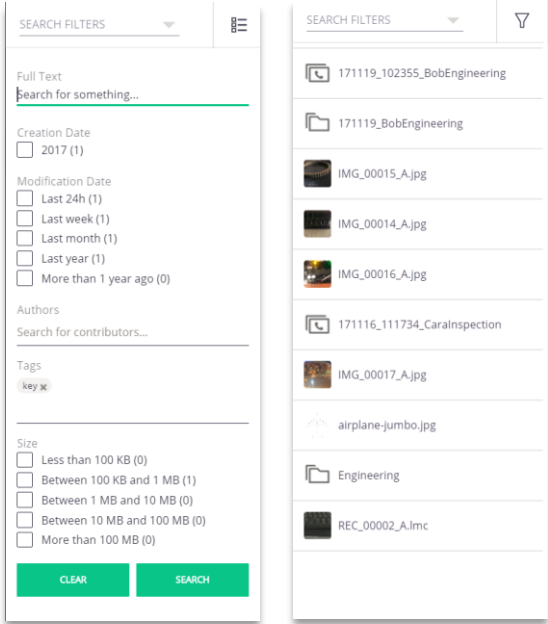
Note: Tags added to a file are valid search fields only when searching with the Workspace. If the file is downloaded and shared between Onsite endpoints, the Tag will not be included in any local searches.

Note: **Device name** is the name of the Onsite client you uploaded your file from, e.g., your iPhone’s name under **Settings>About>Name**.

### 4.6.3 SEARCH RESULTS

The Search results are displayed to the right of the Search panel. For quick access to the files in the Search results, you can toggle your Search view between **Filter View** and **Queue View**.

- **Queue View** will display a list of the files in the Search panel. Select any file or folder in the list to view the contents. 
- Return to the **Search Filter** by pressing the **Switch to Filter View button**. 



Press the **CLEAR** button to reset the Search filter to begin a new search.

**4.7 Personal Space**

**Personal Space** is a private folder that, as the owner, only you can access. You may create folders and add files to your Personal Space (PS). You may add any document type to your PS including PDFs, Word documents, etc.

- Press the **Personal Space** button on the menu to open the panel.
- Press the **Add Content** button to add documents or create folders in your PS.
- You may copy or move files from your upload folder into your PS.
- You may edit permissions to share access to your personal space with other users.



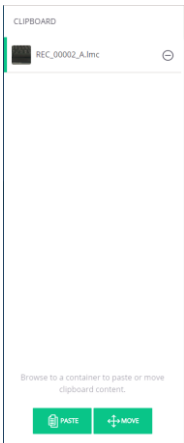
**4.8 Clipboard**

The clipboard allows you to move, copy, and paste files between folders.

- Using Browse, find the files you wish to copy. Press the **Add to Clipboard** button.
- Now, go to the folder you wish to paste the file into.
- Press the **Clipboard** button on the menu.
- The Clipboard will open.



- Press **Paste** to place a copy of the file in the folder.
- Press **Move** if you wish to move the file to the folder.



## 4.9 User Settings

The user settings panel displays your user **Profile** and the **Sign Out** button.

Your **Profile** lists:




- your username
- Company
- Groups
- Local Permissions
- Member Permissions
- Tenant Permissions

The **Sign Out** button will log you out of the Workspace. You may log back in by going to <https://workspace.librestream.com>.

# 5 Managing Content

## 5.1 MANUALLY UPLOADING FILES FROM AN ONSIGHT CLIENT

To manually upload a file from an Onsight endpoint:

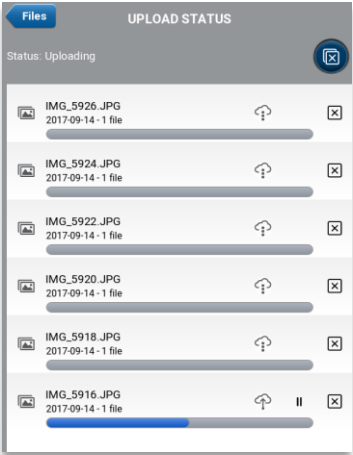
- Go to Files.
- Select the file(s). 
- Press the Upload button.
- The file upload will begin immediately if you are not in a call.
- The Upload status can be viewed by pressing the Upload Status button. 
- When the upload has completed, the file will be marked with a green upload succeeded icon. 

## 5.2 AUTOMATICALLY UPLOADING FILES FROM AN ONSIGHT CLIENT

Your account may be configured to automatically upload all images captured during an Onsight call. When a call ends, you will see the upload status bar appear on the screen. When the upload completes, all the uploaded files will be marked with the upload succeeded icon.

Files will only be uploaded when you are not in an Onsight call. Uploads will automatically pause if a call is established, and will resume once the call ends.

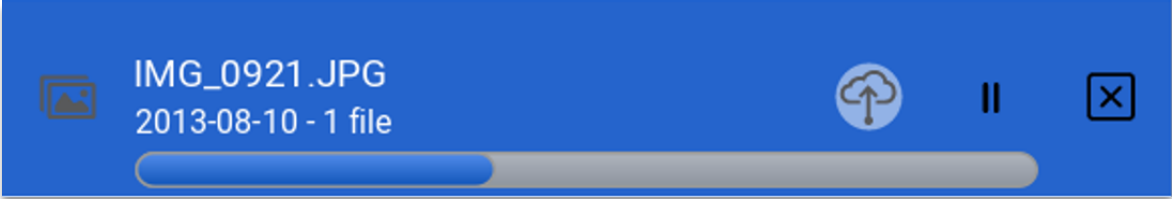
You may view the upload status by pressing the Upload Status button. You may pause, continue or cancel any file uploading on the Upload Status screen.



Upload Queuing:



Upload in Progress:



Upload Paused:



You may still manually upload files when Auto Upload is enabled.

### 5.3 ADDING CONTENT TO THE WORKSPACE

Uploading content to your Workspace can be done from your PC. This allows you to collaborate within your Workspace using content from other sources such as schematics, PDFs, images and recordings.

You may add content to the Workspace by clicking the **Add content** button. The list of supported content categories is:

- File
- Folder
- Picture
- Video
- Audio

Any content added to the Workspace will be shared unless you turn off sharing by blocking permissions. You must have **Everything** rights to adjust permissions within the shared Workspace.

Press the **Browse** button, navigate to the location where you would like to add content, and click on the **Add content** button.



On the **CREATE** tab, select the content type you are going to **Create**, and follow the onscreen instructions to add your content.

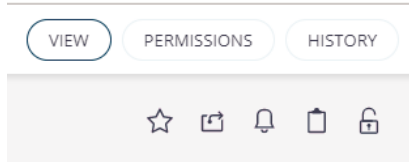
You may also select the **IMPORT** tab to drag and drop files to upload to the Workspace.

#### 5.3.1 ADDING TO YOUR PERSONAL SPACE

To add content, select your **Personal Space** (PS), click on the **Add content** button. Any content added to your PS will be private. If you want to share content in your PS, copy or move it to a folder in the shared Workspace, or edit the permissions to allow access to others.

### 5.4 Editing Files

Each file supports the following actions:



**VIEW:** The image or recording you have selected is visible in the View window.

**PERMISSIONS:** The permission settings on the file are displayed. If you are the owner of a file or folder, you may edit permissions to share the access to the folder with other users.

**HISTORY:** All actions performed on the file are listed.

**Add to FAVORITES:** Adds the file to the FAVORITES list.

**Share:** Provides the link to the document for sharing with others. Users must have an Onsite account to view a shared document.

**Notify Me:** Enables document alerts sent to your email address. Any activity on the document will generate an alert.

**Add to Clipboard:** Copies the document to the clipboard.

**Lock:** Locks the document so that only the owner may edit.

Version 1.0

Last Modified **November 19, 2017**

Created **November 19, 2017**

By Bob Engineering

Contributors Bob Engineering

---

Title ✎  
IMG\_00015\_A.jpg

Description

Author  
Bob Engineering

Keywords

Device Name  
KF6Plus

---

**TAGS**

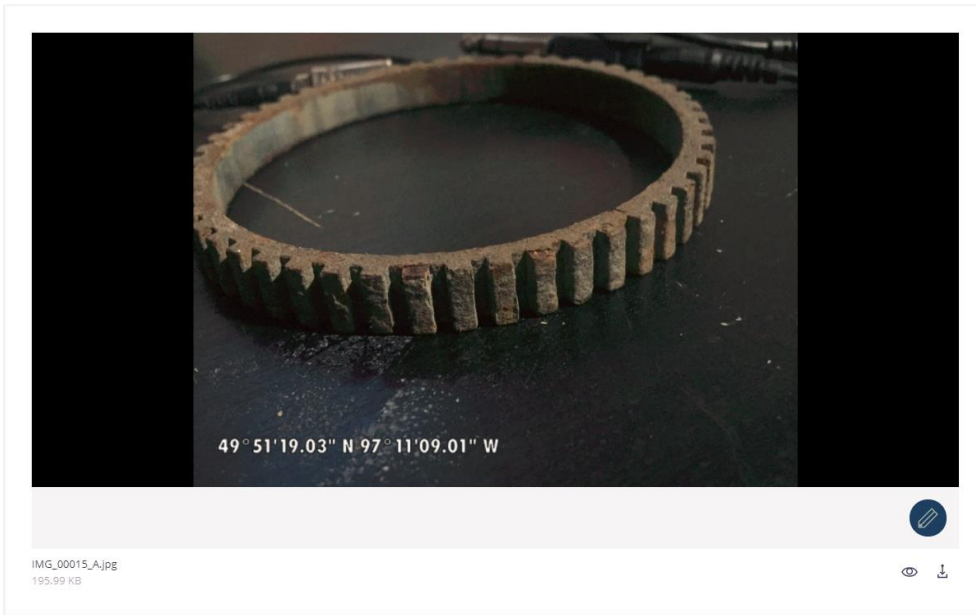
Add tags to this document

---

---

**ACTIVITY**

- system modified the document 4 hours ago
- system created a version 4 hours ago
- b.engineering@mycompany.com created the document 4 hours ago





SUMMARY	
Date/Time	19/11/2017 10:25:07 AM
Size	195.99 KB
Resolution	1024 x 768
LOCATION	
Latitude	49 deg 51' 19.03" N
Longitude	97 deg 11' 9.01" W
Altitude	241.6 m

MAPS are included on the IMAGE page when Location data is included in the image. Location data can be controlled via Group Client Policy.

### 5.4.1 EDITING IMAGES

Onsite images can be edited in the Workspace.

1. Select the image you wish to edit.
2. Enable telestration by pressing the **pencil** button. 
3. The Telestration tool bar will be displayed.
4. The **pencil** button will turn green when enabled. 
  - a. To disable it, press it again.
5. The tool bar contains the **Telestration tool** button, **Undo**, **Erase** and **Save** buttons.
6. Select the telestration tool you wish to use by pressing the **Select telestration tool** button. The currently selected tool is displayed on the button. The default tool is the freehand tool.





- a. You may select from the free-hand, circle, square, line, arrow and text tools.
7. Telestrate on the image. When finished, you **must** press the **Save** button to apply your telestration to a **Working copy** of the image.
  - a. Your original version is still available. By pressing **Save**, you have created a working copy of the original. If you wish to save a permanent version of the Working copy, go to the Version drop down menu and select **Create Version**. You will be asked to select a minor or major version number for the new version. Press **Create Version**.
8. You now have two versions of the image, the original and the new version. Go to the **Version** drop down list to select the version you wish to view.
9. If you want to edit the image further, select **Working Copy** from the **Version** drop down list and begin your new edits.

#### 5.4.2 VERSIONING

Versioning helps you keep track of any changes made to a file. When you upload an Onsight image to the Workspace it is automatically assigned version number 1.0. It is archived in its original state. Any editing of the image will require the creation of a **Working Copy** on which you will perform your edits and create a new Version when ready to create a permanent archive of the version.

When creating new versions of an image, the steps are as follows:

1. Select the image.
2. Using the Version drop down list, select the Version of the image to which you wish to make changes. Press the telestration button. For new files, the default is Version 1.0.
3. Make your telestration edits.
4. Press **Save**.
5. When you Save the changes you made, you are creating a **Working Copy** of the image. You may make multiple changes to the Working Copy. Each change you make must be saved.
6. When you are ready to commit the Working Copy to a Version, go to the Version drop down list and press the **CREATE VERSION** button.
7. You will be prompted to select the format of the version number, e.g., 1.1.
8. At this point, you will have two versions available the original, version 1 and the newly created version 1.1.
9. Version 1.1 will be the starting point or **Working Copy** for any additional edits you wish to make.
10. However, you have the option of selecting any version as the **Working Copy** if you wish to make more edits.
11. To select another version as the **Working Copy**, go to the **Version** drop down list, and select the version you wish to edit.
12. Press **RESTORE** to make it the **Working Copy**. If you select another version as the **Working Copy**, you will lose any edits on the current **Working Copy** unless you create a version first.
13. You may make as many versions as you like. When a version is created, it can no longer be edited. You must always use a new **Working Copy** to make changes.

RESTORE 1.0

1.1 Working Copy
1.1 Modified 7 minutes ago by j.layout@mycompany.com
1.0 Modified 4 days ago by j.layout@mycompany.com

#### 5.5 PERMISSIONS

As the owner of your **Personal Space** and **Upload folder**, you may wish to share access to them by editing permissions. You may only edit permissions if you are the owner of the file or folder.

Note: Your upload folder may already be shared with everyone depending on how your Administrator has configured the Workspace.

To edit file and folder permissions:

- Login to **Onsight Workspace**

- Navigate to the file or folder to which you wish to manage permissions.
  - Press the **Browse** button or
  - Go to **Personal Space** or
  - Go to **My Favorites**.
  - Select your file or folder.
- Press the **Permissions** button in the upper right-hand side of the screen.
- Press **BLOCK** to remove the current permission settings. You and the administrator will still have access to the file.
- To grant additional access to specific users and/or groups, press the **NEW** button.
- Search for users and groups by entering text in the **User/Group** field. Select the **Right** to assign to the user or group from the drop-down list.
  - Read, ReadWrite or Everything
    - Note: *Everything* allows a user to manage permissions as well as ReadWrite.
- Select the **Time Frame** for the duration of the Right to be applied.
  - **Permanent** or **Date-Based** (if using Date-Based enter the time period)
- **Send an email to notify users** is selected by default.
- Press the **CREATE** button to apply the permissions to the file or folder.
  - Press **CREATE AND ADD ANOTHER USER** if adding more than one user to the permissions list.
- The permission will be added to the **PERMISSIONS DEFINED LOCALLY** section.
- To return to the default permission for a file or folder, set press the **UNBLOCK** button on the permissions page.
  - Also, delete the new permissions that were added to the PERMISSIONS DEFINED LOCALLY section.
  - Note: As an administrator, you will always have access to all files and folders regardless of the defined permissions in the **PERMISSIONS DEFINED LOCALLY** section.

This process must be repeated for any private file or folder which you wish to share with others. Note that whenever you **BLOCK** a file or folder you own, you will maintain your access to the file or folder unless removed by the administrator.

## 6 End User License Agreement

This software is licensed under the terms of an End User License Agreement (EULA). The latest version of which can be found at: <http://librestream.com/support-archives/termsfuse>

## 7 Librestream Contact Information

Website: [www.librestream.com](http://www.librestream.com)

### Head Office

Librestream Technologies Inc.

895 Waverley St., Suite 110

Winnipeg, Manitoba

Canada, R3T 5P4

### General Inquiries

Email            [information@librestream.com](mailto:information@librestream.com)

Phone            +1.204.487.0612

Fax                +1.204.487.0914

### Support

Email            [support@librestream.com](mailto:support@librestream.com)

Phone            +1.204.487.0612

Fax                +1.204.487.0914