DigiDelivery Client 2.0

To send or receive a delivery, you must have the DigiDelivery Client software installed.

DigiDelivery Client Software Compatibility

This software is currently compatible with the following systems:

- Windows XP SP1 or SP2, Home, and Professional
- Windows 2000
- Mac OS X 10.2 and higher
- Mac OS 9.1 and higher

⚠ *Windows 98 and earlier versions of Windows are not supported at this time. Refer to the latest compatibility information on the Digidesign Web site (www.digidesign.com/compato).*

⚠ *The Mac OS 9 client requires CarbonLib 1.6 system software (see "CarbonLib 1.6 Required for Mac OS 9 Clients" on page 3).*

Receiving and Sending Deliveries

- If you receive a DigiDelivery email, click the access URL in the email to download your delivery.

- To send a delivery, launch the DigiDelivery client software and click the New Delivery button, then follow the on-screen instructions.

- For complete instructions on receiving and sending deliveries with the DigiDelivery Client, refer to the *DigiDelivery Client Guide*, an electronic PDF document installed with the client application.

- To learn more about what DigiDelivery can do for you, refer to the latest information on the DigiDelivery Web site (*www.digidelivery.net*).

Known Issues

The following sections document known issues you may encounter when using DigiDelivery Client 1.2, along with workarounds if they exist.

Installing the DigiDelivery Client

Do not install more than one version of the DigiDelivery client software on your computer. The client software installer automatically removes previous versions of the client if they are in the same location; it is still possible to have more than one copy if you choose to install the client in a different location, or have installed a beta version of the client. If this is the case, remove the old client application manually.

⚠ *Before installing the new version, make sure to quit any older versions of the DigiDelivery client application and to close any web-based browsers.*

Internet Email Accounts

• If you use an Web-based email provider (such as Yahoo! or Hotmail), clicking the access URL in the notification email may not download the delivery. For example, Yahoo Mail may ask you to log in again and Hotmail may return the error "URL Not Found." This is due to security measures that these email providers have in place. If you click an access URL and it does not immediately prompt you for a location to download the delivery, copy the link text and paste it directly into a supported Web browser (such as Internet Explorer or Safari).

• Notification emails received using Web-based email accounts may not display some characters correctly.

Virus Protection

Many networks and workstations have software that automatically scans email attachments for viruses. DigiDelivery does not have any integrated virus protection software, so deliveries will not be automatically scanned for viruses. Make sure to configure your anti-virus software to scan any file that arrives from an unknown source.

Non-English Character Support

• You may safely exchange files and folders that have non-English characters in their names.

• You may use non-English characters in the messages that you send with your deliveries, but the messages may not appear correctly when received if the recipient's email application, web browser, or operating system do not support all of the characters used.

• Japanese sonant marks may not appear correctly.

◆ The best way to ensure that characters in email messages appear correctly to recipients is to use only standard English characters.

Email Groups Not Supported

When adding recipients from your address book, only individuals may be selected. If you select an email group, none of the members will be added to the recipients list.

16 GB Individual File Limit

While there is no limit on the total size of a delivery, the current version of DigiDelivery does not support any individual file over 16 gigabytes. Depending on the file, certain files over 16 GB may compress to less than 16 GB when sent and thus be delivered correctly. However, it is advised that you confirm with your recipients that any files over 16 GB have been correctly received. This limitation will be fixed in a future release.

SD II and Pre-5.1 Pro Tools Session Files Not Supported on Windows

Sound Designer II (SDII) files and pre-5.1 Pro Tools session files are not compatible with NTFS or FAT32 volumes. Therefore, if you are using Windows XP or Windows 2000, you cannot use DigiDelivery to send or receive SD II files or pre-5.1 Pro Tools session files without causing file corruption. These files contain Macintosh "resource forks" which are often lost when copying them to Windows volumes. This limitation is not specific to DigiDelivery; the same problems apply regardless of how you copy these files to Windows volumes.

Work Order Field Non-Functional

Data entered in the Work Order field will not be remembered. This will be fixed in the next version of server software.

CarbonLib 1.6 Required for Mac OS 9 Clients

On Mac OS 9 systems, if you experience graphics problems with the DigiDelivery client, or if you have trouble using the Accounts List, you may need to update the Mac OS 9 CarbonLib system component to version 1.6.

To make this update from Mac OS 9:

1 Open the computer's Software Update Control Panel.

2 Click Update Now.

To make this update from the Apple web site:

1 In your web browser, navigate to the Apple web site (*www.apple.com*).

2 Click Support.

3 Click Downloads.

4 Type "CarbonLib 1.6" in the Search field, and press Return.

Mac OS 9 Web Browser Style Sheets

If you have problems viewing the DigiDelivery administration pages with a Mac OS 9 version of Internet Explorer, it may help to turn off style sheets.

To turn off style sheets:

1 In your web browser, choose Edit > Preferences.

2 Under Web Browser, click Web Content to highlight it.

3 Uncheck the box on the right labelled Show Style Sheets.

4 Close the Preferences window to save your settings.