



(Etere logo)



(Etere Support Team)



(Global Technical Support)



(FTP Upload)



As part of a strategy to innovate and provide better value to customers, Etere has launched a new and secure FTP file sharing platform for Etere Support Service. This service is complimentary for all customers with a valid Etere Support Contract.

Faster Reporting and More Efficient Service

With this upgrade, support will have an improved database of customer configurations. This upgrade enhances the capabilities of Etere Support, allowing the team to better understand and resolve problems more efficiently and effectively.

Improved Services

This new feature is provided free of charge for version 27.3 to customers on support contract as a value-added service. We strongly suggest to send logs using this function and not with other media such as e-mails or direct FTP connection.

Choice to Opt-in

The use of this service is optional. However, users who opt-out of this service accept a delay in answers from the support team whenever there is a lack of information to back the case.

Things to Note

- ◆ To use this service, users will need to create a firewall rule that will allow access to **ns129.etere.com 158.140.139.129 (alias: ftp.etere.com /su.etere.com)**
- ◆ With this simple and safe rule, not only logs but also system configurations and parameters will be updated in Etere database.

The public addresses for this service will use the following protocols

- ◆ FTP send
- ◆ FTPS send
- ◆ Https
- ◆ Http

Faster and Better Answers

Customers that use this system will experience faster and better answers, the new Service-Level Agreement (SLA) will include the mandatory use of this service for guaranteed SLA performance.

For more information, please contact support@etere.com

About Etere

Etere was established in 1987 in Italy and it is amongst the worldwide leaders in Media Asset Management (MAM) and channel-in-a-box software solutions. Etere Media Enterprise Resource Planning (MERP) framework of scalable solutions are used by media enterprises across the end-to-end workflow. Etere MERP modular software including Media Asset Management (MAM), Airsales, Ad Insertion, Payout Automation, Broadcast Management System, HSM Archive, NRCS Newsroom, Broadcast Management System, Broadcast video over IP, IP Multiviewer and Live Censorship are built with an innovative architecture, offering the best flexibility and reliability in the market. Etere is headquartered in Singapore, with a dedicated 24/7 support centre in Italy.