Bosch Building Technologies

FAQ Media Pool

This Media Pool is a Media Asset Management (MAM) tool, which consists of managing digital photographs, animations, videos, and/or music so that it can then be used by **Bosch Building Technologies (BT)** for its sales or marketing goals.

The purpose of MAM is to provide users with the necessary assets needed to create a successful campaign, relevant presentations, and so on.

<u>**IMPORTANT:**</u> When referring to the department mailbox, please use the one at the homepage. When sending the email, **DO NOT** change the <u>subject of the email</u>, and describe your issue with details within the body of the email.

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1. How can I access Media Pool?

You can register as a new user for Media Pool at:

https://boschsecurity.picturepark.com/Site/Start

2. I can´t log in

2.1 I registered as a new user. Why can´t I log in?

2.1.1 Self-Confirmation is missing

Before the Media Pool Support can approve your registration, you have to confirm your E-Mail address. After sending the registration request, you will receive an E-Mail. If you did not self-confirm it, please look in your mailbox. If you do not receive any E-Mail please check your spam folder. If the E-Mail is not there either, contact the Media Pool Support via our department mailbox.

Error Message

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2.1.2 Waiting for confirmation of Administrator
After you self-confirmed, you need to wait until the Administrator confirms your registration. This can take up to two days. Until the confirmation of your account you can't log in.

2.2 User Account – Renewal expired
Error Message

It either says
PP.Core.BusinessLogic
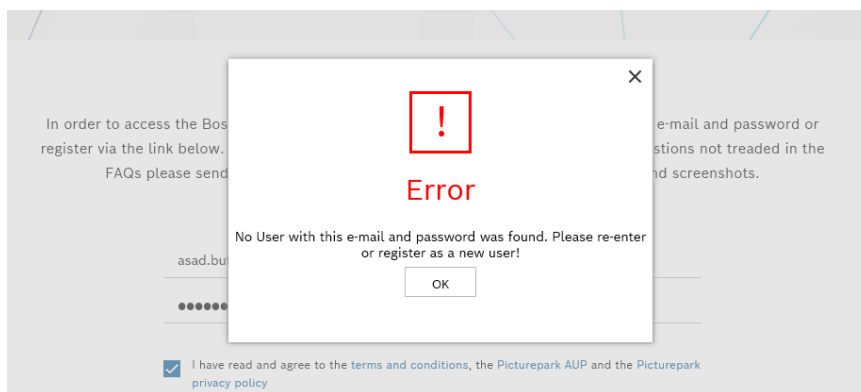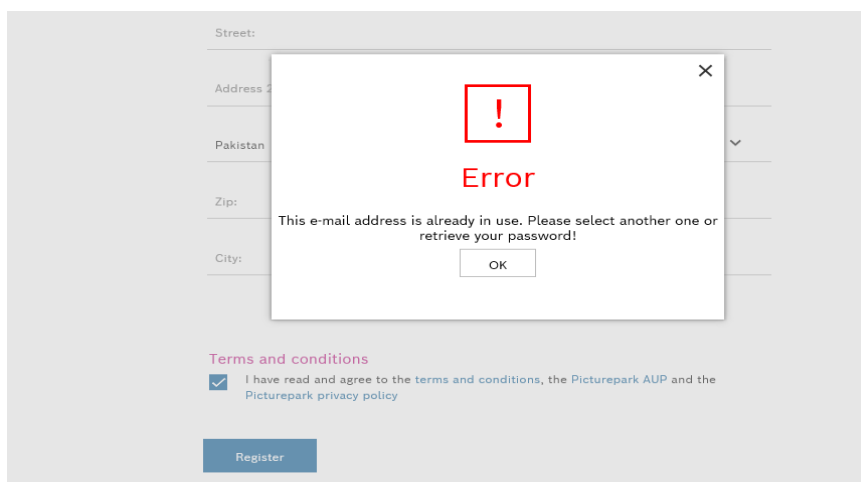../Webservice/UserService.svc/Login

Renewal expired.

```
    at PP.Core.BusinessLogic.SessionManager.ThrowSpecificLoginFailure(String emailAddress) in
c:\Projects\SvcTFSBuilder\8.x\Picturepark\PP.Core.BusinessLogic\SessionManager.cs:line 127
    at PP.Core.BusinessLogic.SessionManager.Login(Nullable`1 customerId, Byte[] passwordHash, Boolean loginGlobalUser, Boolean doGlobalAccountLinking,
Boolean checkLicense) in c:\Projects\SvcTFSBuilder\8.x\Picturepark\PP.Core.BusinessLogic\SessionManager.cs:line 639
    at PP.Core.BusinessLogic.SessionManager.Login() in c:\Projects\SvcTFSBuilder\8.x\Picturepark\PP.Core.BusinessLogic\SessionManager.cs:line 1569
    at PP.UI.Web.Webservice.UserService.Login(Int32 customerId, LoginInfo loginInfo) in
c:\Projects\SvcTFSBuilder\8.x\Picturepark\PP.UI.Web\Webservice\UserService.svc.cs:line 168
    at SyncInvokeLogin(Object , Object[] , Object[] )
    at System.ServiceModel.Dispatcher.SyncMethodInvoker.Invoke(Object instance, Object[] inputs, Object[]& outputs)
    at System.ServiceModel.Dispatcher.DispatchOperationRuntime.InvokeBegin(MessageRpc& rpc)
    at System.ServiceModel.Dispatcher.ImmutableDispatchRuntime.ProcessMessage5(MessageRpc& rpc)
    at System.ServiceModel.Dispatcher.ImmutableDispatchRuntime.ProcessMessage31(MessageRpc& rpc)
    at System.ServiceModel.Dispatcher.MessageRpc.Process(Boolean isOperationContextSet)
```

When you try to log in, following message appears:

When you try to register as a new user:

State of account is "renewal expired"

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- After a while users need to change their password
- Informed via E-Mail. It looks like this:

Betreff: Bosch Security: Renew your account now

Your account for Bosch Security is going to expire on 25.07.2019 09:17.
Please renew your account now if your access should be extended.

Click on the link below to enter a new password and to re-activate your account.

The new password will be effective immediately, so please use it the next time you login on.

Renew account

In case of any problems please contact the **System-Administrator**.

- Error Message because password was not renewed
- No access possible anymore

What you could do:

- Contact the Media Pool Support through the department mailbox;
- Receive an e-mail that says you can log in again;
- Log in with current password and change password within 2 weeks;
- In case you forgot your current password, please inform the Media Pool Support;
- Before you are able to use the button "Forgot Password", the Media Pool Support must change settings.

2.3 User Account − Locked

It can happen that your user account is locked. If this is the case, contact the Media Pool Support through the department mailbox. As soon as the Administrator solved this issue, you will be contacted.

2.4 Log in does not work with a certain browser

Probably the Browser opens an old site out of the store. It is necessary that the browser clears the store automatically after closing it. What you can do is clear your cache, see Browser support.
Firefox: https://support.mozilla.org/en-US/kb/how-clear-firefox-cache
After that, please close the browser (wait 10 seconds) and start the browser again.

3. Questions from Assets Uploader Users

3.1 Which fields do I have to fill in during defining metadata?

All fields with an asterisk (*) are mandatory. The other fields are predefined by the system. The fields (Expiry date, Copyright restriction, Source etc.) are only information fields. Filling them in, doesn't trigger any action.

3.2 Why can't I delete assets?

1st case: The asset was not uploaded by you.
2nd case: State is "public". Change the state into "restricted − internal" or "restricted internal − request approval". You can have more information on this topic on our trainings section.
3rd case: You do not have the rights to delete assets.

3.3 Why can't I work on my asset anymore?

Once your asset is public, you can't work on the asset anymore.

To edit your asset, please change the state into "restricted − internal" or "restricted internal − request approval". Please send an email for the Media Pool Support through the department mailbox requesting this change if you do not have the rights.

3.4 Why can't I create language packages?

1st case: State of the master Asset is "public". Change state into "restricted − internal" or "restricted internal − request approval".

2nd case: You have to initially upload all language versions into the Media Pool. It is not possible to add them directly from your desktop to the master asset.

3.5 Why can't other users view the asset that I uploaded?

It is important that your assets have the state "public". Otherwise public users can't view your asset. Probably, there is the state "restricted internal". If you want your asset to be "public", please proceed as below:

1. Change the state from "restricted internal" to "restricted internal-request approval";
2. Send an email for the Media Pool Support through the department mailbox requesting this change. Determine in the e-mail, exactly to which assets this change should happen by providing their Asset IDs.
3. Afterwards, an approval manager will approve your asset and will change the state to "public".

3.6 Why can't I upload with the state "public"?

You have the role "project manager". Then you only can upload assets with the state "restricted internal" or "restricted internal - request approval". Assets have to undergo a last control, before they are made public for everyone. If you want your asset to be "public", please proceed as below:

1. Change the state from "restricted internal" to "restricted internal-request approval";
4. Send an email for the Media Pool Support through the department mailbox requesting this change. Determine in the e-mail, exactly to which assets this change should happen by providing their Asset IDs.
2. Afterwards, an approval manager will approve your asset and will change the state to "public".

4. Question from Agencies

4.1 Why can't I view my uploaded asset anymore?

- Someone changed the state from "restricted internal − request approval" into "restricted internal";
- You just can view assets with the state "restricted internal − request approval" or "public";
- If you need to see it, please send an email to the Media Pool Support through the department mailbox;
- If you need to edit the asset, please contact the Media Pool Support as well.

4.2 Why can't I work on my uploaded asset anymore?

- The asset has already been approved;
- You can only work on your asset when it has the state "restricted internal – request approval";
- Let the administrator know if changes need to be done, then the state will be changed from "public" into "restricted internal – request approval" again.

5. Trainings

For using the Media Pool is necessary that you go through our training, even as a public user. For Bosch Employees you can find it in our BT MAM Community [(link)](#). For external users, please contact our department mailbox and we send you the training according to your user status.

6. Further Information

Further information about our Media Pool, please visit our community at Bosch Connect [(link)](#). You will find information about:

- The kinds of file security at Bosch and copyrights info of the assets;
- Other platforms for sharing files;
- Other Bosch Image Pools;
- Our other MAM Portals.

Thank you
Your Media Pool Team