

# CSU Pachyderm 3.0 Authoring Tips

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Follow these tips to make your Pachyderm 3.0 authoring experience go smoothly. These Tips address frequent problems we have seen authors experience as they work with Pachyderm 3.0.

**Only One Author at a Time** - If you are working with others to create your Pachyderm presentation, be aware that having more than one person editing a presentation at the same time can damage the presentation. Only one person should edit at a time.

**Use Only Allowed Media Types** - Make sure the media you upload is supported by Pachyderm, and that your files have the proper 3 letter extension. Using unsupported media, or leaving off the file extension will cause errors or presentations that won't load. Supported media types are:

For images: .jpg, .png, .gif (Note: using the 4 letter .jpeg extension cause problems. .jpeg files should be renamed to .jpg)

For Sound: .mp3

For Video: .flv, .mp4, .mov .swf (Note: Pachyderm 3 creates presentations in Flash or HTML5 format. For Flash presentations, video must be in .flv format. For HTML5 presentations, video must be in .mp4 format. Also, in a Flash presentation .mov files will play in an external window above your presentation, and do not show during a Screen Preview.

**Uploading Large Media Files** - If you have trouble uploading a piece of media, check it's size and your network connection. Files of more than 10 MB can sometimes fail to upload because of a slow network connection. If this happens, reduce your file size and/or get a better network connection and try again.

**Screen Preview Doesn't Load** - If you have trouble previewing a screen (e.g. won't load fully), the problem is most likely a bad piece of media (wrong file type or no extension) or an empty element in the template. Try substituting a different piece of media and/or filling in empty template elements as a test.

**Published Presentation Won't Load** - If your published presentation fails to load (e.g. gets stuck at 70%), try reloading the browser page. If this doesn't fix the problem, check for bad media (by trying a different media file) or fill in empty template elements. If you have video in your presentation, check to see that it is the right format for the presentation type you have selected: Flash presentations should use .flv video, and HTML5 presentations should use .mp4 video.

**Changes Don't Show in Published Presentation** - If the changes you've have made to your presentation don't show up after you have re-published (but they do show up when you Preview individual screens), then empty your browser cache, and then reload the page. Your browser may be showing you an old version of the presentation. Below is the Menu sequence for emptying the browser cache on the most popular browsers:

IE 7 - Tools -> Delete Browser History -> Delete All  
Firefox - Tools -> Clear Recent History -> Clear Now  
Safari - Safari -> Empty Cache...  
Chrome - Chrome -> Clear Browsing Data...

**Preview often, Publish Rarely** - Publishing your presentation puts the most load on the Pachyderm server during the authoring process. Because of this, you should mostly Preview your screens to see how your work is coming along, and only publish your presentation at major intervals. Doing this is even more critical as your presentation get's larger since larger presentations place a bigger load on the Pachyderm server during publish. A typical Pachyderm presentation is 5-15 screens and will take less than a minute to publish. It may take 3-4 times as long if you have a large amount of media or the server is very busy. If your presentation is taking a long time to publish, please be patient. If you are unable to publish your presentation, use the information in Report Problems below to send the Pachyderm Administrator a message.

The number of users publishing at the same time also has an big effect on how long it takes to publish your presentation. Therefore, students using Pachyderm for a class project should try to avoid all students publishing their presentations at the same time. If this is happening in your class, ask your instructor to set up a publishing schedule where each student has a pre-defined time to publish their presentation (e.g a 15 minute timeslot).

**Publishing Large Presentations (> 20 screens)** - Presentations with more than 20 screens would be considered large. Presentations with more than 40 screens may take more than to 15 minutes to publish and should definitely delay publishing to off hours when the system is not in use by others (currently, before 11 am on weekends is the lightest load time). An email should be sent to pachyderm-admin@cdl.edu to request a publishing time for presentations with more then 40 screens.

### **Keep your text and images organized on your computer as a backup**

As you author in Pachyderm, keep a copy of the images you have uploaded and the text you have created on your local computer as a backup. This way, if anything accidentally happens to your pachyderm presentation you can easily re-build it from the files you have on your computer. This can be done quickly and easily if you have a backup of your files.

### **Download your Published Presentation as a Backup**

You should also use Pachyderm's Download Presentation option periodically to save a backup of your published presentation on your computer. The download link appears under the Publish Presentation button after you have published your presentation.

**Authoring Support Resources** - The CSU Pachyderm page <[http://www.cdl.edu/cdl\\_projects/pachy\\_home](http://www.cdl.edu/cdl_projects/pachy_home)> has lots of support resources for Pachyderm authors. These include a user manual, template guides, training videos, webinars, links to graphics and video utilities, and a gallery of example presentations. Use these to learn more about Pachyderm.

**Reporting Problems/Errors** - If you have problems or get an error from the system, send an email, including a description of the problem, a screen shot or a text copy of the error message, and the name of the account your are using (but not your password), to pachyderm-admin@cdl.edu. A reply will be sent back to you within 24 hrs.