

FAQ - Signiant Essentials One Sheet

This one sheet provides fast answers to your most important questions: how to uninstall and install the Signiant Application, what to do if verification fails, how to respond to a “No Active Session” alert, and where to go for additional help from the Signiant Help Desk.

How do I Uninstall the Signiant Application?

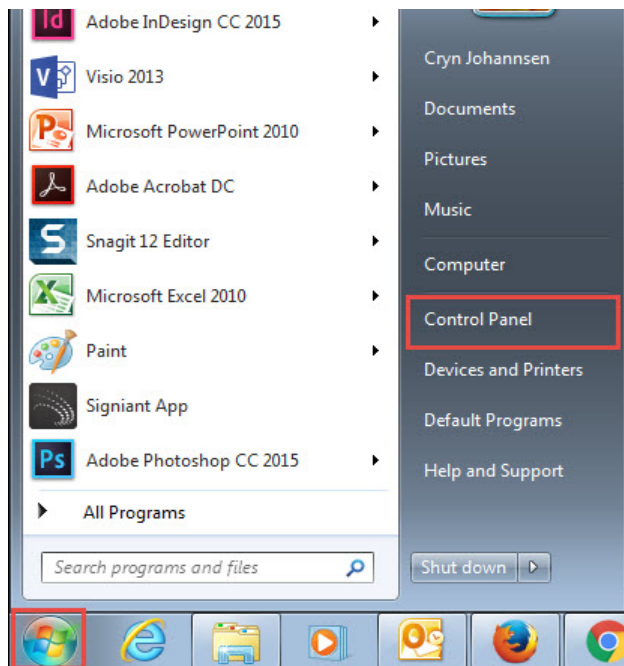
If you do not have the latest version of the Signiant Application, uploading media deliverables in Producer’s Portal will not work properly.

Please note, if you have the most up-to-date version (Version 1.2.890 or later for Windows and Version 1.2.373 or later for Mac) the application will update itself. Older versions require you to uninstall the app.

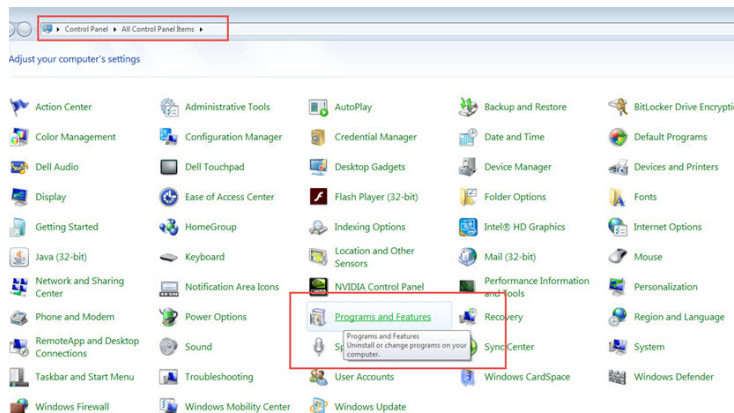
By following a few easy steps, you can quickly uninstall the Signiant Application.

To begin, go to to your **Start Menu** in the lower left-hand side of your screen.

Next click on the **Control Panel** as shown below.



Once you click on the **Control Panel**, which the image shows below, the **All Control Panel Items** box appears. In this window, select **Programs and Features** to uninstall the Signiant Application.

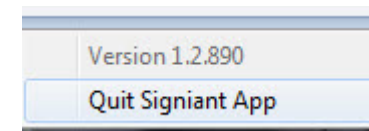


The following window below appears and shows you all the various programs and features that you have operating or running on your computer. Click on that program to begin the process.

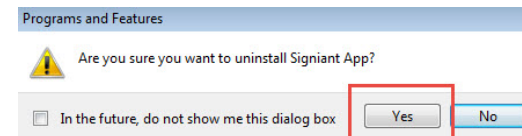
Right click on the **Signiant App** and then select the **Uninstall** option.

| Name | Publisher | Installed On | Size | Version |
|---|-----------------------------|--------------|---------|----------------|
| Microsoft Visual C++ 2008 Redistributable - x64 9.0.3... | Microsoft Corporation | 9/30/2015 | 788 KB | 9.0.30729.6161 |
| Microsoft Visual C++ 2008 Redistributable - x86 9.0.3... | Microsoft Corporation | 9/30/2015 | 600 KB | 9.0.30729.6161 |
| Microsoft Visual C++ 2010 x64 Redistributable - 10.0.0... | Microsoft Corporation | 7/21/2015 | 15.2 MB | 10.0.40219 |
| Microsoft Visual C++ 2010 x86 Redistributable - 10.0.0... | Microsoft Corporation | 7/21/2015 | 15.0 MB | 10.0.40219 |
| Microsoft Visual C++ 2013 Redistributable (x64) - 12.0.0... | Microsoft Corporation | 6/22/2016 | 20.5 MB | 12.0.21005.1 |
| Microsoft Visual C++ 2013 Redistributable (x86) - 12.0.0... | Microsoft Corporation | 6/22/2016 | 17.1 MB | 12.0.21005.1 |
| Mozilla Firefox 47.0 (x86 en-US) | Mozilla | 6/12/2016 | 92.1 MB | 47.0 |
| Mozilla Maintenance Service | Mozilla | 6/12/2016 | 250 KB | 47.0.0.5999 |
| MSXML 4.0 SP2 (KB954430) | Microsoft Corporation | 7/21/2015 | 1.27 MB | 4.20.9870.0 |
| My Drives | Delivered by Citrix | 1/9/2016 | | 1.0 |
| MyApps QRC | Delivered by Citrix | 1/9/2016 | | 1.0 |
| Pulse Secure 5.2 | Pulse Secure, LLC | 2/17/2016 | | 5.2.227 |
| Pulse Secure Setup Client | Pulse Secure, LLC | 2/17/2016 | 800 KB | 8.2.1.227 |
| Pulse Secure Setup Client 64-bit Activex Control | Pulse Secure, LLC | 2/17/2016 | | 2.1.1.1 |
| Pulse Secure Setup Client Activex Control | Pulse Secure, LLC | 2/17/2016 | | 2.1.1.1 |
| Qualys Cloud Security Agent | Qualys, Inc. | 5/16/2016 | 1.10 MB | 1.4.5.28 |
| Realtek Audio COM Components | Realtek Semiconductor Corp. | 9/30/2015 | 599 KB | 1.0.2 |
| Realtek High Definition Audio Driver | Realtek Semiconductor Corp. | 9/30/2015 | | 6.0.1.6060 |
| Service Desk On-Line | Delivered by Citrix | 1/9/2016 | | 1.0 |
| Signiant App | Signiant Inc. | 5/4/2016 | 26.6 MB | 1.2.890 |
| Snagit 12 | TechSmith Corporation | 10/26/2015 | 118 MB | 12.4.1 |
| Symantec Endpoint Protection | Symantec Corporation | 4/13/2016 | 1.05 GB | 12.1.6608.6300 |

****Note**** Make sure to click on your system tray in the bottom right-hand corner or your taskbar and **Quit Signiant App** prior to uninstalling it.



A pop-up window appears, asking you if you are sure you wish to uninstall the **Signiant App**. Select **Yes**, as the example shows below. Once it is uninstalled, the app should no longer appear in the **Program and Features** list or in your system tray.



How do I Install the Signiant Application?

There is a fast and simple way to install the latest **Signiant Application**.

Visit their page here and follow their instructions to install the latest app: <https://shuttle.support.signiant.com/customer/portal/articles/2469753-download-signiant-app>

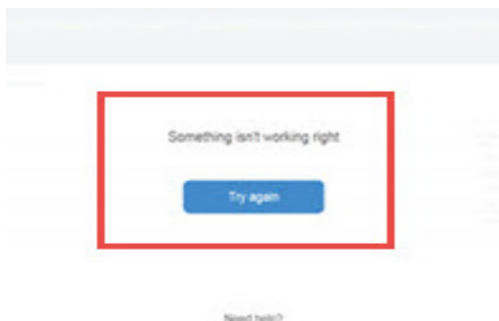
The install will then attempt to verify that the Signiant plugin is communicating with your browser. Sometimes, this does not occur, and it fails. This is a Signiant Verification failure.

Below are steps to rectify this problem if you encounter a Signiant Verification failure.

How do I know if I have a Signiant Verification Fail?

If you experience a Signiant Verification failure the window below appears, and lets you know that something is not working right.

You will be asked to **Try Again**.



How do I solve a Signiant Verification Fail?

If you have a Signiant Verification failure, a pop-up box (as shown below in two instances as shown in the next images from Chrome and in IE) appears. This pop-up asks for your permission for the Producer's Portal to run the Signiant App.

Make sure to read the next steps closely. What is required and needs to be checked or unchecked for Chrome versus IE differ greatly.

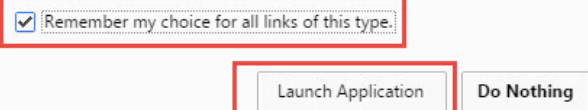
The box below appears when you use the Chrome browser. Check the box that reads: **Remember my choice for all links of this type**. Next, click **Launch Application**.

Google Chrome needs to launch an external application to handle sigclient links. The link requested is sigclient://msg=eyJwdWJjaGFubmVsIjoYmIyNzNiYTMTYWI4OS00OGFkLTgzMDQtM2I1NmU2MDM3MzliIiwic3VlY2hhbm5lbCI6IjIjIMTMzYzYyLTdlYWUtNDU...Vzc2wiOnRydWUslInNlcjZpY2V1cmwiOiJwdWJzdWlucHVibnViLmNvbSIsInRpbWVvdXQlOiJUsIm1heHNpemUiOiJwMDAsImhYXU0YmVhdCI6NjAsInR0bCI6M H19.

The following application will be launched if you accept this request:

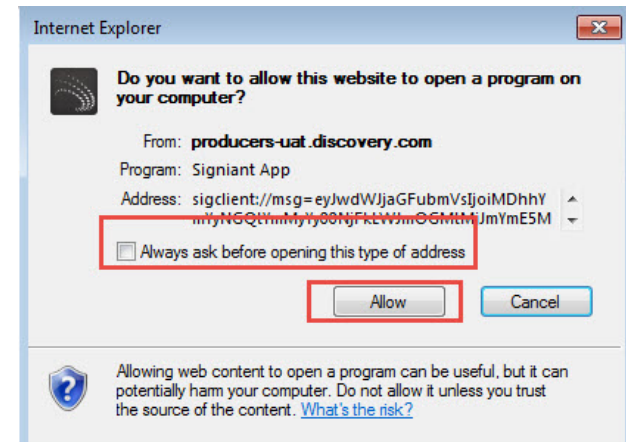
"C:\Users\cjohanns\AppData\Roaming\Signiant\SigniantApp.exe"
sigclient://
msg=eyJwdWJjaGFubmVsIjoYmIyNzNiYTMTYWI4OS00OGFkLTgzMDU...Vzc2wiOnRydWUslInNlcjZpY2V1cmwiOiJwdWJzdWlucHVibnViLmNvbSIsInRpbWVvdXQlOiJUsIm1heHNpemUiOiJwMDAsImhYXU0YmVhdCI6NjAsInR0bCI6M H19

If you did not initiate this request, it may represent an attempted attack on your system. Unless you took an explicit action to initiate this request, you should press Do Nothing.



This box below shows up when you use the IE browser. In this case, **do not** check the box, so that you won't see this pop-up in the future. Click **Allow** in order to activate the IE browser.*

*Again please note, we do **NOT** recommend that you use Firefox, as Producer's Portal Media Upload's behavior is unpredictable in that browser.



What if I encounter a "No Active Session" alert?

You may encounter a prompt that indicates that you do not have an "active session." If this occurs the resolution is to manually restart Signiant by going to your **Start Menu** and then restart your browser as well.

First, quit the app, which can be found in your system tray. Second, go to your **Start Menu** and click on the Signiant app to open it.

What if I am still having problems with Signiant?

If you have any significant issues, and none of the information in this document solved your issues, you can contact Signiant's support team directly by either phone or email.

Their email address is support@signiant.com.

Use "**Producer's Portal**" in the subject line.

Their telephone number is 1-866-215-8465.

Please note: although you do not have to include "**Producer's Portal**" in the subject line, if you do so, the tag will escalate your message and the support team will see it and thus respond to it more quickly.



How do I solve a Firewall Issue that stops Signiant Flight from working?

If you encounter problems when uploading through the Producer's Portal it's possible that your company's network firewall is blocking some of the Signiant Flight traffic that Producer's Portal needs. There are two common failures that are often caused by firewall issues.

- The Signiant sidcar app fails its own verification test after installation even after you restart it
- When you upload a deliverable through Producer's Portal and the file gets stuck, making no progress. After several minutes the Producer's Portal may cancel the upload and you may see a "Upload Failed" status for your deliverable

Signiant Flight requires several ports for upload traffic. Your firewall must be configured to allow traffic on these ports.

- **Port: TCP 443**
Purpose: License Services (to developer.mediashuttle.com)
- **Port: TCP 49221**
Purpose: Load Balance Probe and TCP Transfers
- **Port: UDP 49221 to 49421**
Purpose: Accelerated Transfers

Alternatively, you can configure your firewall to allow all traffic to *.cloud.signiant.com

It's more difficult if your firewall requires whitelisting of IP addresses rather than the server names, as IP addresses in the Amazon cloud are transient. Signiant provides a continuously updated list of IP addresses used for Flight in the JSON format. You can access that list at <https://ip-ranges.cloud.signiant.com/>

Producer's Portal uses Signiant Flight to transfer file to Discovery's VPC in the Amazon cloud. Amazon maintains continuously updated lists of IP ranges as well.

The always up-to-date list of Amazon EC2 IP address ranges is available at: <https://forums.aws.amazon.com/forum.jspa?forumID=30&start=0>

Amazon also makes their list of IP ranges available in JSON format at <https://ip-ranges.amazonaws.com/ip-ranges.json>

