

OneSpot.tv Uploader Frequently Asked Questions

October 27, 2016

1. What if I do not get a confirmation email?
 - If more than 30 minutes has passed since the upload completed and a confirmation email has not been delivered to the contact email address input with the upload, an email can be sent to DL-ADS-ENT-SpotConnectSupport@charter.com for further confirmation.
2. What if the dropzone is not working or is just causing the file to play?
 - You may need to allow/enable the Aspera connect plugin for the browser you are using. This can be done in the browser's settings. Restarting the browser may be necessary. The select file option can also be used as an alternative to the video dropzone option.
3. What if I cannot log in?
 - Please use the Need an Account? Or Forgot your Login? Links on the login page, or send an email to DL-ADS-ENT-SpotConnectSupport@charter.com for further assistance.
4. What if the Aspera Uploader is not working?
 - This problem can be related to firewall settings/restrictions, pop-up blockers, or the version of Aspera on your computer. Please see Aspera upload instructions under the documentation tab for more information about adjusting firewall settings to work with Aspera. You can also adjust your browser to allow the Aspera plug-in and disable pop-up blockers related to this site. Reinstalling the Aspera connect application may also be necessary to ensure a current and up to date version is installed.
5. What if I cannot get the login page to load?
 - Please confirm that you are able to access other websites and that the web address you are using is www.onespot.tv. If yes to both, and you are still unable to access the login page, please email ads.mediasupport@charter.com.
6. What if I already have login credentials?
 - All HotSpot login accounts created or used in the last twelve months are active on OneSpot.tv. If you do not have an existing account or an existing account is not allowing you to log in, you can either create a new account or email DL-ADS-ENT-SpotConnectSupport@charter.com.
7. Where should my file exist to upload?
 - It is always recommended to have the file(s) exist locally on the desktop of the computer you are uploading from. Uploading from external drives can be problematic.

8. How do I know if I have the latest version of Aspera?

- Within applications (on a Mac) or the start menu (on a PC), locate and open the Aspera connect software. On a Mac, versioning information can be found by selecting the get more info drop down option. On a PC, right click on the Aspera icon in the task bar and select about.

9. What does this error code mean?

- Most error codes encountered when using the Aspera Uploader are related to either firewall settings or file location. Please make sure you have adjusted your firewall settings to work with Aspera (see documentation tab for more information) and that the file(s) you are uploading exist on the desktop of your computer.

10. How do I disable pop up blockers?

- This can be adjusted within the browser that you are using. Go to the preferences and then security or privacy settings of that browser and allow/unblock pop-up windows. (May vary based on browser.)

11. How do I clear cache/cookies?

- Cache and cookies can be cleared by using a web browser to access the settings/preferences options, then the general or privacy tab to remove all website data. (May vary based on browser.)

12. How do I disable/adjust my firewall settings to work with the Aspera Uploader?

- See step by step instructions starting on page 9 of the Aspera Upload Instructions under the documentation tab - <https://www.onespot.tv/docs/Aspera-Upload-Instructions.pdf>

13. Approved List of Ad-Aggregators

- Javelin
- On_The_Spot
- Spot_Genie
- Spot_Traffic
- Yangaroo (Tagopolis)
- Ad_Delivery
- Centaur
- Event_Networks
- Extreme_Reach

14. How to enable Plugins on Browsers.

Chrome - <https://support.google.com/chrome/answer/142064?hl=en>

Firefox - <https://support.mozilla.org/en-US/kb/why-do-i-have-click-activate-plugins>

Safari - <https://support.apple.com/en-us/HT202819> / <https://support.apple.com/en-us/HT202698>