

## DAM FILE LIMITATION GUIDELINE

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A Digital Asset Management (DAM) is a software application used to find, edit, manage and publish digital media such as images, videos, audio files and documents. The Freudenberg DAM was built on the open source software Pimcore. The DAM has both software-specific and individually set limits in terms of file sizes and formats. These allow a clean database and thus a structured DAM.

**Note:** File types are divided into images, documents, video and archives. The listed limitations are not exhaustive and subject to modification.

### 1. Images

Images have both size and format limitations. For size, a limit of 54MP (Megapixel) has been set. Megapixels can be calculated by multiplying the image dimensions in pixels. Furthermore, Pimcore does not support the CR2 format (Canon Raw) and certain compression formats (e.g. IT8).

- **Maximum resolution 54MP:** Downscale image
- **CR2 (Canon Raw) is not supported:** Export image to another format
- **IT8 Compression is not supported:** Open image e.g. in Photoshop and click on save. New versions of Photoshop remove old compression formats automatically
- **Open Topic EPS-Files:** An upload of EPS files is possible. However, some files were not displayed correctly due to authorization problems. Please do not upload read-only files. Further detailed information will follow.

### 2. Documents

To display documents like PDF or PowerPoint files in Pimcore, a LibreOffice bundle is used. The current version does not have the capability to display chinese characters or animations. Here, too, an upload/import is possible, but a fallback preview image must be set for better performance.

- **Chinese characters are not supported for preview:** Fallback Preview Image
- **Animations are not supported for preview:** Fallback Preview Image

### 3. Video

Videos also have size and format limitations. Here the maximum resolution is 54MP as well. Furthermore, MPG files are not supported for preview and playback. MOV files can be displayed, but not with all encodings/codecs (e.g. RLE and APCH). Older files in particular tend to cause problems with display. Often a preview image can be generated, but most browsers do not support the playback of these files.

- **Maximum resolution 54MP:** Downscale video
- **MPG/WMV is not supported for preview and playback:** Re-export video or fallback preview image
- **Old encodings/codecs like RLE or APCH are not supported for preview and playback:** Re-export video or fallback preview image

### 4. Archive

The archive type includes all forms of open files or zip archives. These can be imported, but a separate preview image must be set.

- **Always set a fallback preview images in the corresponding object**

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## 5. Technical information

The upload of files depends on an upload bundle and on the server settings. In order to minimize the server load, a timeout of 60 minutes and a maximum file size of 5 GB have been set.

- **Timeout = 60Min** (Server + Upload Bundle)
- **Maximum file size = 5GB** (Server + Upload Bundle)

## CONTACT DETAILS

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