

Avid® Application Manager v2.4.1

Read Me

This Read Me documents important compatibility information, fixed bugs, and known issues for using Avid Application Manager 2.4.1. When available, workarounds for known issues are provided.

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Compatibility

Avid can only assure compatibility and provide support for qualified hardware and software configurations. Application Manager 2.4 supports Windows 7 and 8, and Mac OS X 10.10.2 (Yosemite).

For the latest compatibility information—including qualified computers, operating systems, and third-party products—visit the Avid website (www.avid.com/compatibility).

Installation and Operation

For more information about the Avid Applications Manager, see the Avid Application Manager Guide.

Canceling the installation of Application Manager 2.3 patch (upgrade) corrupts dependent components (Windows Only) (RELENG-1238)

On Windows, if you cancel the installation of Application Manager 2.3, dependent components may be corrupted. To correct this problem, do one of the following:

- Reinstall the application that was installed along with Application Manager (such as Pro Tools or Media Composer).
- Log in to your MyAvid account, and download and install Application Manager 2.3 (or higher) from the Avid Download Center.

Fixed Bugs

The following bugs have been fixed:

- **Bug Number:** AMPT-2139. Switching the "alwaysRefreshable" parameter on and off did not change the UI of Application Manager.
- **Bug Number:** AMPT-2393. Localization issue: in French, the Password word was written on two lines.
- **Bug Number:** AMPT-2500. Sibelius was displayed in the Plug-Ins section.
- **Bug Number:** AMPT-2564. Pro Tools | First used the Media Composer icon on the Account tab.
- **Bug Number:** AMPT-2569. There was different content in the json files of the same version.
- **Bug Number:** AMPT-2713. Sorenson Lite displayed as activate with a Floating license instead of the Subscription.
- **Bug Number:** AMPT-2717. The Browse button on the License Tab was grayed (but active) for offline activation after enabling Admin Functions in Restricted mode.
- **Bug Number:** AMPT-2721. Multiseat licenses must have been called 'Sibelius' on the Account tab.

- **Bug Number:** AMPT-2724. Application Manager should have prompted a user to close UI after the license is activated and if UI had been launched by Media Composer.
- **Bug Number:** AMPT-2725. Sibelius License Server Subscription on the Account tab was named 'Sibelius' and vice versa.
- **Bug Number:** AMPT-2757. Plug-in dongle: Sibelius and Sibelius License Server were displayed with a Dongle activation type in case of Media Composer-Sibelius (Sibelius License Server) coinstallation.
- **Bug Number:** AMPT-2776. Media Composer 8.2.0 was shown in the Plug-ins section of the Apps tab.
- **Bug Number:** AMPT-2789. Localization issue in Application Manager 2.4.1 for a new dialog for MC users – the message in the dialog should had been translated into Russian.
- **Bug Number:** AMPT-2792. Application Manager 2.3.3 update of Cloud Client Services 1.1 did not complete on Windows.
- **Bug Number:** AMPT-2797. Unauthorized Sibelius support update is available on the Support tab of Application Manager.

Known Issues

Switching users is unsupported

Avid Application Manager does not support switching between users and 2 instances of Application Manager.

Multiple Application Manager tray icons (Windows only, AMPT-1526)

If you stop the Application Manager and Avid Application Manager Helper processes using the Windows Task Manager, the Application Manager icon remains in the system tray. Thus, there can be more than one Application Manager tray icon. The icons for the previous sessions disappear only when you move mouse cursor over the system tray.

Compatibility issues

When downgrading from Application Manager 2.2+ and Media Composer 8.3+ to older versions, you may see an error message "There was a critical error initializing the licensing engine". A mixed versions (Application Manager 2.2 and Media Composer 8.2) will work as long as the database was created by an older version of Application Manager or Media Composer 8.2. If the database becomes corrupted, either upgrade to Media Composer 8.3 or downgrade to Application Manager 2.1.

Database is not created if the appmanager.db folder already exists (AMPT-1493)

If you delete the contents of the appmanager.db folder, but leave the folder itself, AvidApplicationManagerHelper fails to create a database.

This directory can be found:

On Windows: C:\ProgramData\Avid\AppManager\Db

On Mac OS X: /Library/Caches/Avid/AppMan/Db/

Workaround

To create a database, do the following:

1. Quit Avid Application Manager Helper.
2. Delete the appmanager.db folder
3. Relaunch Avid Application Manager Helper.

OS X Firewall is on after every login (Mac OS X, AMPT-2476)

AvidAppManHelper.app needs incoming network connections for working with Pro Tools 12.0. After you install Pro Tools 12 and reboot your computer, you are prompted to log in and allow AvidAppManHelper.app such network connection. However, after you launch Pro Tools 12, quit it, log out the Mac OS X user account, and then log in to it again, you are prompted to accept incoming network connections again.

The Sibelius status remains Not Activated when activated via Sibelius License Server (AMPT-2666)

On the Licensing tab of Application Manager, the Sibelius status will not be changed from Not Activated to Activated, if you use the Sibelius License Server for activating.

Workaround: Online Activate Sibelius with the Online or Offline activation methods to make Application Manager display the actual state.

Clicking another tab returns the user to the Account tab (AMPT-2673)

By default, after launching, Application Manager shows the Account tab. If you try to click another tab without logging in, Application Manager returns you back to the Account tab without displaying the current state of the desired tab.

Plugin's status does not switch to Current after update is installed (Mac OS X 10.10.2, AMPT-2474)

When Pro Compressor is installed, AM notifies up the update available. When downloaded and installed, Application Manager still shows the Install status and no amount of "installing" will bring to the Current one.

Workaround: restart Application Manager UI by clicking the Application Manager Dock icon and choosing Quit.

External refresh: Sibelius update is not shown after SLS is activated (AMPT-2746)

If you are not logged in and you activate Sibelius License Server, Sibelius update is not shown on the Apps tab of Application Manager. The following statements are in force:

- When you activate Sibelius, both Sibelius and SLS updates are shown on Apps tab.
- When you log in with Sibelius entitlements only, both Sibelius and SLS become available on the Apps tab.
- When you log in with SLS entitlements only, both Sibelius and SLS become available on the Apps tab.

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