## Avid® Service Framework

### Version 1.5 ReadMe

<table>
<thead>
<tr>
<th>Date Revised</th>
<th>Changes Made</th>
</tr>
</thead>
<tbody>
<tr>
<td>22 June 2011</td>
<td>The Avid Service Framework v1.5, Workgroup Properties application has a new Timecode tab and a new Network tab. The Diagnostics application has new context menu options. Added Software changes that prevent Timecode jumps and DNS issues.</td>
</tr>
<tr>
<td>22/03/10 through 10/11/10</td>
<td>Versions 1.3.4 through 1.4.2 added compatibility, installer, and redundant service indicator fixes, new product branding, information about Avid Diagnostics Time Zone Controls, Health Alert Suppression enhancements and Service Versions Display in Health Monitor. Improved logging levels, Health Monitor UI and stability, and package remote log collection. Removed Avid SNMP Gateway Service. Changed distribution for Avid licensing service, and configuration for Avid Time Synchronization service.</td>
</tr>
<tr>
<td>18/11/08 through 11/12/09</td>
<td>Software changes and known limitations through v1.3.3 including support for Macintosh Snow Leopard (Mac OS X 10.6)</td>
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</table>

### Important Information

Avid recommends that you read all the information in this ReadMe file thoroughly before installing or using any new software release.

**Note:** Search the Avid Knowledge Base ([http://www.avid.com/onlinesupport](http://www.avid.com/onlinesupport)) for the most up-to-date ReadMe file, which contains the latest information that might have become available after the documentation was published.

This document describes compatibility issues with previous releases, hardware and software requirements, software installation instructions, and summary information on system and memory requirements, when applicable. This document also lists any hardware and/or software limitations.
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Compatibility Notes

Operating System

Avid Service Framework v1.5 is qualified for use on Windows Vista™ Business with Service Pack 2, Windows Server 2003 with Service Pack 2 or later, Windows Server 2008, Windows Server 2008 R2 with Service Pack 1 and Windows XP Professional with Service Pack 3 or later operating systems only, and Windows 7 Professional (32 and 64 bit) with Service Pack 1.

Windows 2000 or earlier is not supported.

Avid License Service

 Avid Service Framework v1.5 is qualified for use with Avid License Service v2.0, v2.1, and v2.2.
 Avid Service Framework v1.4 is qualified for use with Avid License Service v2.0, v2.1, and v2.2.

Installation Notes

Avid Workstation Service

The following Notes apply to the Avid Workstation service.

Avid Workstation Service has a Separate Installer

The Avid Workstation Service has a separate installer and is installed only on computers in a workgroup that would otherwise be only running the Avid Service Starter service, Avid Time Synchronization service, and Avid Machine Monitor service. It is not part of the core Avid Service Framework installer.

Mutually Exclusive of other Framework Services

The Avid Workstation Service is mutually exclusive of all other Framework services. The Workstation Service can only be installed if there are no other Framework services installed on the computer.

Converting to the Avid Workstation Service

When converting a computer from running the Avid Service Starter service, Avid Time Synchronization service, and Avid Machine Monitor service to running just the Avid Workstation service, those three services must be uninstalled prior to installing the Avid Workstation service. To uninstall these three services use the Windows Add/Remove Programs utility and remove Avid Service Framework. Avid Workstation can then be installed.

Administrator Level User Account Required for Installation.

Installation of Avid Service Framework requires a user account with administrator privileges. User accounts without administrator privileges on the computer are not able to properly install the required services.

New Features for v1.5

This section provides information on any previously undocumented enhancements or new features added to this release.
Workgroup Properties

Timecode Tab

A new Timecode tab is featured in the Workgroup Properties application. This tab is displayed when an Adrienne timecode card is installed in the computer. If there is valid LTC timecode being fed to the Adrienne card, the timecode displays on the tab.

Network Tab

A new Network tab is featured in the Workgroup Properties application. This tab allows you to run the network test tool that performs DNS tests against hosts in the network. You can load a host list from the Lookup service or from a text file. And you can direct the output of the test to a specific folder.

Diagnostics

New context menu items for overriding logging levels, viewing service details, and thread lists have been added to the Diagnostics application.
To override a logging level:
1. In the Workgroup Services panel, select the service.
2. Right-click to open the context menu.
3. Select the Override Levels option and the severity level with which to override the previous level.

To view a snapshot of a service’s details:
1. In the Workgroup Services panel, select the service.
2. Right-click to open the context menu.
3. Select the Service Details option.
   A snapshot of the service’s details opens.

To view a snapshot of a service’s thread list:
1. In the Workgroup Services panel, select the service.
2. Right-click to open the context menu.
3. Select the Thread List option.
   A snapshot of the service’s thread list opens.
New Features for v1.4

This section provides information on any previously undocumented enhancements or new features added to this release.

Diagnostics

Time Zone Controls

A new feature in the Avid Diagnostics application enables the user to choose either the local or the file time zone option. The default is to use the file time zone option. The file time zone option is the time zone of the .alf file you have opened (or the remote server for live logging).

The Avid Log Format file (.alf file) records the time zone where the message occurred. The Diagnostics application can display log messages either in their original time zone or it can adjust the times to the time zone of the local computer. If your computer is in the same time zone where the log messages were originally recorded (which is the most common case) then these modes are identical.

To choose a time zone option:

1. Open the Avid Diagnostic application.
2. From the view menu, select one of the following options:
   - Show Logged Time Zone.
     - The "Show Logged Time Zone" option tells the Diagnostics application to use the time zone recorded in the .alf file and ignore the time zone of the local computer. This mode is the default. If the .alf file originates from an older version of Avid Service Framework (v1.3.8 or earlier) then some of the log messages may not have a recorded time zone, in which case the local computer's time zone will be used. In this case, clicking on a log message and pressing the "z" key will direct the Diagnostics application to infer the missing time zones from the other log messages.
   - Show Local Time Zone
     - The "Show Local Time Zone" option tells the Diagnostics application to use the time zone of the local computer and ignore the time zone recorded in the .alf file. This mode was the default in earlier versions of Avid Service Framework. It is most useful when viewing a collection of .alf files that originated from multiple time zones.

Time Sync Section Displays in Red Color

A new feature in the Avid Diagnostics application will highlight in red the time fields for a process where it detects a log message timestamp that is 500 milliseconds or more earlier than the previous record for the
same process. In the Log View section, the time displayed in the Sync Time or Time columns are colored red when the time sync has jumped backward 500 or more milliseconds. When you click any line in the Log View section, you can then press “t” on the keyboard and step through the table to view each of the existing red timestamps.

Hardware and Software Changes

Software Changes for v 1.5

Time Synchronization Service
The previous versions of Avid Service Framework, there were issues with timecode moving workgroup time forward or backward sometimes by as much as 24 hours when the Adrienne timecode card was being used as the Time Sync Reference, and crossing the midnight date boundary. This has been fixed. Changes were made to the Time Synchronization service that now prevents large jumps in workgroup time either forward or backward when the workgroup time is crossing the midnight date boundary.

DNS Stability
The previous versions of Avid Service Framework, if the DNS was configured incorrectly for just a few hosts in the workgroup environment, the functionality of the entire workgroup was jeopardized. The sensitivity of Avid Service Framework to incorrect DNS configurations has been reduced. Now, the incorrect configuration of DNS does not impact the entire system as dramatically, and the workgroup stability is less likely to be compromised by a DNS forward or reverse lookup configuration problem.

Software Changes for v 1.4.3

Media Indexer Redundancy Service Indicators
In previous versions of Avid Service Framework, the redundancy service indicators (green or yellow dots) remained after a Media Indexer was removed from the High Availability Group (HAG). This has been fixed. Now when a Media Indexer is removed from the HAG, the redundancy service indicators are also removed.

New Service Starter Option - Delayed-Start
Windows 7 and Windows Server 2008 has a new start option for services called “Automatic (Delayed start)”. A service using this setting is started after all other services have started. This setting can improve performance after a restart by staggering the starts for each of the services. However, for some services, such as the Media Indexer service you may not want such a delay.

A new setting, found on the Service Starter Options tab of the Avid Service Configuration application, allows you to turn on or off delayed-start for a service when available.
The new setting defaults to use delayed-start for the Avid Service Starter Service (as shown in the previous illustration) and defaults to no delay (not checked) for the Avid Workstation Service.

Support for IPv6 ::1 Loopback Address on Windows 7

In previous versions of Avid Service Framework (version 1.4.2 and earlier), on Windows 7 and Windows Server 2008, the address validation could be confused by the IPv6 loopback address (::1) and mistakenly start services too soon. This problem affected machines using DHCP for address assignment and only when the DHCP lease acquisition took longer than service startup. This is fixed. Now, Avid Service Starter Service and the Avid Workstation Service intentionally wait until the machine receives a valid IP address before starting other Framework services.

Note: Workarounds for older versions of Avid Service Framework include:

1. Switch to static IP addressing
2. Change Service Starter to "Automatic (Delayed start)"
3. Disable IPv6
4. Make adjustments to DHCP server settings to improve performance

Health Monitor - Data Refresh Improvement

In previous versions of Avid Service Framework, the following data did not refresh after initially loading:

1. % CPU, Thread count, and Handle count
2. Avid Interplay Capture: Missing Channel count
3. AirSpeed Multi Stream: Temperature readouts

This is now fixed in the Health Monitor.

Backward Compatibility

Previously, when attempting to configure a v1.4.x version of the Machine Monitor and System Configuration services using an earlier version of the Avid Service Framework, Service Configuration application, there were problems opening the configuration panels for those services. This is fixed in version 1.4.3, which is now backwards compatible.
Software Changes for v 1.4.2

Compatibility Fix
The previous version of Avid Service Framework introduced an incompatibility change with some of the Avid Interplay line of products. An internal infrastructure change was implemented in version 1.4.2, which restores compatibility. No behavior was altered by this correction.

Software Changes for v 1.4.1

Installer
In Avid Service Framework v1.4.0 only, the installer would cause occasional freezes on Windows Server 2008. This is fixed in Avid Service Framework v1.4.1.

New Avid Product Branding
In Avid Service Framework v1.4.1 new Avid product branding was applied to the look and feel of the software in the form of installer graphics, individual application’s icons, and in the splash graphic in the online help system.

Software Changes for v 1.4

Avid Diagnostics User Interface
In Avid Service Framework the Diagnostics User Interface is improved to provide a more efficient user experience. The UI now contains panels that can be docked, floated, or hidden from view to best suit your workflow, while the Log View section always remains visible in the window.

The most notable change is the new Quick Filter panel. This panel displays a number of columns, which you can configure. These panels are used to select the types of information, for a selected process, to display in the Log View section of the application.

Log View Column Headings
In Diagnostics application, there is a new Time Zone column heading for the Log View section. This column displays the time zone to which the computer running the service or application that wrote the logs was set.
Message Details Section

In the Message Details section there is an option to display the messages in a wrap text format making it easier to read the messages. This setting is the default but can be turned off if desired.

Health Monitor

Disabling Health Alerts

In previous versions, you could suppress a warning or critical health alert by right-clicking on the health item and selecting "Suppress Health Alerts". The health alerts were disabled as long as the service was still running. After the service was restarted, the alerts were again enabled and reported. This has changed.

Note: This change was made in the services not in the Health Monitor. So, whether suppression persists across the restart of a service depends upon the version of that service rather than on the version of the Health Monitor. For example, if you suppress a warning in Avid Machine Monitor service v1.4 by using Health Monitor v1.3, it will be persisted across restarts of the service. But if you suppress the same warning in Avid Machine Monitor service v1.3 by using Health Monitor v1.4 then it will not be persisted. This ensures consistent behavior for all Health Monitor users.

Now, depending upon the version of the service, the disabled state persists between restarts of the service and health alerts stay disabled until someone explicitly enables the health alerts again.

To disable a health alert:

➢ Right-click the service and select, Suppress Health Alerts.

To enable a health alert:

➢ Right-click the service and select, Enable Health Alerts
The “pause” icon, changes to reflect the icon signifying the current health status for the process, which also signifies that the health alerts are enabled.

**Copying Data Field Information**

You can now highlight and copy (Ctrl + C) to the clipboard any information displayed in a data field for a process. After copying to the clipboard you can then past the data into another application.

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**Software Changes for v1.3.8**

**Logging levels**

In Avid Service Framework versions 1.3.5, 1.3.6, and 1.3.7 when you altered the logging properties file of an Avid Service Framework enabled service or application, and then set the global level to FINE, FINER, FINEST or ALL, that service would fail to connect to the Lookup service. This is fixed in Avid Service Framework v1.3.8.

**Software Changes for v1.3.7**

**Health Monitor User Interface**

In previous versions, the Health Monitor user interface seemed to jump frequently during data updates. This is fixed. Now the user interface no longer jumps frequently during data updates.

**Software Changes for v1.3.6**

Avid Service Framework v1.3.6 contains changes that improve stability in isolated scenarios but do not affect the user of the Avid Service Framework applications. Avid recommends upgrading from v1.3.5 only if your project needs a specific fix in the change log.

**Software Changes for v1.3.5**

**Avid SNMP Gateway Service Removed from Avid Service Framework**

Previous versions of Avid Service Framework included a support service called Avid SNMP Gateway service. This service has been removed from Avid Service Framework. The Avid SNMP Gateway service has been replaced by a stand-alone service called the Avid Monitoring Gateway service that is distributed separately from Avid Service Framework.
Avid Licensing Service
The Avid Licensing service is a separate, stand-alone product. This Licensing service is now distributed separately from Avid Service Framework.

Avid Time Synchronization Service
In previous versions you were not able to configure the Avid Time Synchronization service version 1.3.2 or older using the Avid Service Configuration application version 1.3.3 or 1.3.4. This is fixed. Now, you can configure any Avid Time Synchronization service versions 1.3.5 or older using the Avid Service Configuration application version 1.3.5 or higher.

Redundant Service Indicator
In previous versions, during some service failovers, the yellow dot, which denotes the redundant status of a service, did not appear. This is fixed. Now, the redundant service indicator appears following service failovers.

Package Remote Log Collection
In previous versions the rounding method used caused the earliest time stamped log file to be excluded from the package remote log collection even though the UI implied that it would be included. This is fixed. Now, the entire time span of logs selected is actually included in package remote logs that are collected.

Changes for v1.3.4
Service Versions Display in Health Monitor
Starting with v1.3.4, in Health Monitor, a new item of health information displays the service versions for all redundant services in the workgroup. For instance, if all the Avid System Configuration services running in the workgroup are version 1.3.4.33, the services are of the same version number, and the Service Version display displays the following:

However, if there are more than one version of a service running in the workgroup, such as Avid System Configuration Service version 1.3.4.33 and version 1.3.2.6, their versions are not identical. A warning is shown and the Service Versions text changes from "1.3.4.33" to "1.3.4.33 vs. 1.3.2.6", as shown in the following:
Avid License Service Compatibility

In previous 1.3.x versions the Avid License service was not backwards compatible with the Avid Service Configuration application versions earlier than 1.2.x. This is fixed. Now, you can upgrade and downgrade between v 1.2.x and v 1.3.4. If you have installed Avid License service v 1.3.0, 1.3.1, or 1.3.2 you may not downgrade without first deleting existing licenses, uninstalling Avid License Service, and then reinstalling the Avid License Service and the product licenses.

Hard Disk Health Status Correct in All Locales

In previous versions, when the Windows locale was set to a region that uses a character other than a period for a decimal point, the hard disk health information, which is displayed in the Health Monitor, always displayed an error state. This is fixed. Now, when the Windows locale is set to a region that uses a character other than a period for a decimal point, the hard disk health information, displayed in the Health Monitor, no longer displays an error state.

Improved Discovery Manager Responsiveness

This applies to Health Monitor, Diagnostics, and Service Configuration. In previous versions, after restarting the Lookup service, when the Discovery Manager was opened, by clicking the blue Workgroup icon in on the Hosts tab in the Directory pane, the application attempting to open the Discovery Manager became unresponsive until the Lookup service’s CPU usage had dropped. This is improved. The data now comes in incrementally instead of in one big bundle, which dramatically

Duplicate Service IDs

In previous versions, prior to creating drive images using software, such as Norton Ghost™ you had to ensure that all Service IDs were removed to avoid conflicts with duplicate IDs when the images are restored to multiple computers. This is fixed. Now, you no longer need to remove all Service IDs prior to creating drive images.

Incorrect DNS Entries

In previous versions of Avid Service Framework, the service discovery process can become sluggish and unstable if there were incorrect entries in the DNS server for any of the computers in the workgroup. This is improved. Now that the data comes in incrementally instead of in one big bundle so responsiveness is dramatically improved.
Service Framework Applications Startup Time Reduced

Downloads are cached from remote services, so startup time is reduced for the Avid Service Framework applications (Diagnostics, Health, Configuration) as well as for some of the Avid services (Command, Capture, etc). This doesn't affect the Avid Service Framework services because they don't download much from each other.

Data Incrementally Loaded from the Lookup Service

Data is now loaded incrementally from the Lookup service rather than in one big bundle. This improves the populating of the services into the Directory pane in the applications rather than stalling and then popping in all at once. This enables large workgroups to see their services faster than in previous versions.

Lookup Service Workgroup Registrations

In previous versions, if you configured a lookup locator on a workstation or a server and it accidentally points at the wrong workgroup, applications and services on that computer incorrectly joined that wrong workgroup. This is fixed. Now, they only join the workgroup they are explicitly configured to join.

Changes for v1.3.3

Support for Macintosh Snow Leopard (Mac OS X 10.6)

Avid Service Framework now includes support for Macintosh Snow Leopard (Mac OS X 10.6). Avid Service Framework v1.3.3 uses JunC++ion version 3.3.40. This change enables Avid editor products working in a Macintosh Snow Leopard (Mac OS X 10.6) environment to communicate with the Avid Media Indexer.

Changes for v1.3.2

Primary and Backup Service Indicators

Avid Diagnostics, Health Monitor, and Service Configuration applications display the services in the Directory pane and indicate their redundancy status. For any redundant services, the primary of the redundancy group is denoted with redundancy state indicator in the form of a green dot appearing on the service's icon while the backup services are indicated by a yellow dot appearing on the service's icon.

Changes for v1.3.1

Health Monitor License Service Information Section

In some instances, Avid technical support may need to know the unique identifier of the service providing users with their run time licenses. The unique identifier is known as a Machine ID. In previous versions, the Health Monitor did not display the Machine ID. Now, the Machine ID is displayed in the Health Monitor application's Health View pane, under the License Service Information section.
SNMP Gateway Service
This Support service is no longer available in the Avid Service Framework installer.

Avid Monitoring Gateway Service
This new Support service does not get installed with the Avid Service Framework. It is installed using its own standalone installer. The Avid Monitoring Gateway service provides a gateway for external monitoring and management systems to acquire Avid specific monitoring data and also takes periodic snapshots of the health data for all Framework services installed on the computer. The Monitoring Gateway exposes configuration settings for Simple Network Management Protocol (SNMP), a protocol that enables network administrators to manage network devices and diagnose network problems, and OpenNMS, an open-source, enterprise-grade, network management system.


Local Machine <hostname> Feature
The "Local Machine <hostname>" workgroup feature is useful for standalone operation. For instance, an editor may have services (like a local Media Indexer) running on it that it wants to use. In previous versions that local Media Indexer is only discoverable if the workgroup’s lookup service(s) are reachable on the network. If the editor is disconnected from the network, there is no access to the local Media Indexer. Now, using the “Local Machine” workgroup, even when disconnected from the network, an editor is able to discover the local Media Indexer (or any other services like Machine Monitor).

Avid Workflow Engine Service
The Avid Workflow Engine service is an Avid service that provides a component which enables job scheduling and workflow automation within an Interplay workgroup. It allows you to create and monitor jobs using a simple to use designer tool. Jobs are setup using The Rule Designer tab found in the Avid Service Configuration application and follow a traditional Flow Chart-type design consisting of triggers, actions, and flows.

The Workflow Engine service has no direct user interface but is configured and monitored using the Avid Service Configuration, Avid Health Monitor, Avid Workgroup Properties, and Avid Diagnostics applications that are provided by your Avid Service Framework system.
Installing Workflow Engine Service
The Avid Workflow Engine service is not part of the Avid Service Framework installation. It has its own installer and is installed on a server system in a workgroup. Prior to installing the Workflow Engine service, Avid Service Framework must be installed on the server.

To install the Workflow Engine service software:
1. Insert the Avid installer CD or DVD and browse to the following location: Installers\Avid_WorkflowEngine_setup
2. Run the Setup.exe application and follow the on screen prompts.

Configuring the Workflow Engine Service
To Configure the Workflow Engine:
1. Start the Avid Service Configuration application.
2. Select a Workgroup.
3. Click the OK button. The application window opens.
5. Enter the Administrator Username and Password.
6. Click the OK button. The Service Configuration application displays two tabs in the Configuration pane.
7. Use the Database Configuration tab to configure the database.
8. Use the Rule Designer tab to create specific workflows.

The Avid License Service
Licensing of Avid software products is done through the Avid License service using the Avid Service Configuration application. The License service is installed during a typical Avid Service Framework installation for your workgroup. Framework version 1.3 now includes a second method for adding licenses to a workgroup. The new method uses web based activation instead of a file-based activation. The previous license activation method was file-based only. The version 1.3 License Service has been designed to accommodate both license activation methods. Consult the product manual for your specific product to
determine which activation method to use. Different Avid products that are all within the same workgroup will all use the same Licensing service or services when there is redundancy.

If the system will not be part of an existing workgroup then you can use a standalone installer to install a basic Avid Service Framework workgroup and the Avid License service on any computer in your network, this will allow you to license your products through the Avid Service Configuration application.

**Note:** Do not use the standalone License Service installer if there are licensing services that are already a part of an existing workgroup of which the computer is already, or will be a part.

**To install the Avid License service (standalone installer method):**

3. Ensure the Avid License installer program is located on a computer on the network.

4. Navigate to the Avid License installer directory and double-click AvidLicenseServerSetup.exe to begin the installation. The Avid License Service window opens.

3. Do one of the following:

- Click the Avid Service Framework button to install only the Avid Service Framework applications.
- Click the Avid License Service button to install only the Avid License Service application.
- Click the Install All button to install both the Avid Service Framework and the Avid License Service applications.

When the installation is complete, a green check mark is displayed next to the applicable button(s).
4. Click the Exit button.

The Avid License Service shortcut is added to the desktop.

Clicking the desktop shortcut opens the Avid service Configuration application which is used to configure Avid product licenses.

**To configure a license:**
1. Click the desktop shortcut to open the Avid service Configuration application. If the desktop shortcut is not present, access the Avid Service Configuration application from the Start menu.
2. In the directory pane, click the Avid License Service. The Licensing Configuration tab displays in the Configuration pane.

**To activate an Avid product license:**
1. Click the Activate button. The Activate dialog box opens.
5. Select the appropriate option depending on whether or not you have a serial number for the product you are activating.

6. Click the Next button.

7. Do one of the following:
   - If you selected the, I have a serial number... option in the Activate dialog box, the Serial Activation dialog box opens.

Note: Serial Number activation requires that the computer where the License Service is running have access to the Internet to be able to reach the activation server. If the computer does not have network access to the web the license activation cannot be completed.

Enter your valid system ID. Your system identification number is located on your application CD or DVD. If you purchased your Avid software online, you received your system identification number from Avid by e-mail.

Enter your Serial Number. Your serial number is located on your application CD or DVD. If you purchased your Avid software online, you received your serial number from Avid by e-mail.

Note: You can copy and paste your system identification number and your serial number from a text file to the appropriate text boxes. You must use “Ctrl + V” to paste the strings into the text boxes.

Click the Activate button. The Confirm Activation dialog box opens.
Designate the number of license seats of the total available to your Serial number that you wish to activate.

Press the Make this license expire button only if you want to limit the duration of this group of licenses to be available for use in this workgroup.
Click the *Make this license unexpiring* button or select the date on which you want the license to expire. Then, click the *OK* button.

- If you selected the *I don't have a serial number...* option, the *Create an Activation File* dialog box opens. This licensing method is the same process as used in the previous versions of Avid Service Framework Licensing Service.
Enter your valid service ID, Product name, Site Name, Customer Name, E-mail Address, Phone Number, and any comments you’d like to add.

Click the Generate Activation File button.

Note: Do not remove any information that is already supplied in the fields.

- Click the Generate Activation File button to create the .act file and select where you want to save it on your PC.
- Zip the file and then e-mail that.zip file to your respective Avid manufacturing site. Ensure the subject line of the e-mail contains your site name and Avid [Product Name] Activation File. Avid will respond via email with your permanent license file.

To add a license file:

1. Click the Add License File button. The Add Licenses dialog box opens.

![Add Licenses dialog box]

2. Select the License file.

3. Click the Add Licenses button. Your licensing configuration details appear and replace the temporary license information on the Licensing Configuration tab in the Avid Service Configuration application.

4. Restart the Avid Licensing service.

**Redundancy State indicator**

Avid Service Framework supported redundant services for a long time, but previously, the only way to determine which instance of a redundant service was primary and which were backups was to open the Health Monitor and inspect the health details for each of the services individually.

Now, in the Avid Diagnostics, Health Monitor, and Service Configuration applications, the services Directory pane indicates redundancy status. For any redundant services, the primary of the redundancy group is denoted with Redundancy state indicator in the form of a Green dot appearing on the service's icon.
Changes prior to v1.3

The Workstation Service

The Workstation service is installed only on workstations in a workgroup. The Workstation Service combines the workstation relevant functions of the Avid Service Starter service, Avid Time Synchronization service, and Avid Machine Monitor service into a single service on a workstation. By installing the Avid Workstation service instead of the other three services the number of registered services, which the Lookup service keeps track of within the system, is reduced. It also reduces the amount of memory used by the Avid Service Framework components.

The Avid Workstation service has no direct user interface but is configured and monitored using the Avid Service Configuration, Avid Health Monitor, Avid Interplay Workgroup Properties, and Avid Diagnostics applications that are provided by your Avid Service Framework system.

Time Synchronization Incorrect Time in GMT +5:30 (India)
Time Synchronization service was setting computer's local clocks incorrectly in the GMT +5:30 (India) time zone. This is now fixed.

Time Synchronization does not Handle DST Correctly
If configured to set the PC’s local system clock, the Time Synchronization service was changing the DST offset of the system clock as soon as UTC time passed 2:00 AM, instead of 2:00 AM local time. This is now fixed.

Some Log File names begin with null-null
Some service and application log file names were starting with “null-null” instead of the hostname and service name. This is now fixed.

Machine Monitor Reported Negative Physical Memory
A 64-bit operating system with 4GB RAM and the 32-bit Framework installed reported a negative value for physical memory in the Machine Monitor. This is now fixed. Physical memory reporting has been removed.

Known Limitations

This section provides information on known limitations that were not addressed in this release. Any available workaround procedures are also documented, when possible.

Note: Do not install Avid Service Framework on the Macintosh client. You can access the Workgroup Properties and Service Configuration applications in two ways. You can use the Interplay Administrator, using either the application that is installed on the Macintosh client or one that is installed on another system in the workgroup. You can also use these Framework applications using Interplay Access. For limitations related to compatibility of this release with previous versions/other products, see the section of this document entitled, “Compatibility Issues”.

Avid Service Configuration

Configuring Time Synchronization Service v1.3.3 or Earlier
The Service Configuration application in Avid Service Framework v 1.3.4 cannot configure a Time Synchronization Service v1.3.3 or earlier.

Workaround: use any Service Configuration version except 1.3.4 to configure the Time Synchronization Service.
Workgroup Properties

Workgroup Properties on a Macintosh System
If you open the Workgroup Properties application on a Macintosh system, the Services tab does not include options to view the status of the Avid services running on the local computer, or to start, stop, restart, enable, or disable local services. For more information, see the Interplay ReadMe.

Multiple Network Interfaces Cause False System Check Information
Computers with multiple network interfaces can get false information, including failure information, which displays in the System Check Details section on the System Check tab of the Avid Workgroup Properties application.

License Service

License Service Compatibility
If you have installed the Avid License service v1.3.0, 1.3.1, or 1.3.2 you may not downgrade to Avid Service Framework v1.2.x

Lookup Service

Delayed Lookup Service Updates.
Avid Health Monitor might not report the loss of a Lookup service for up to 5 minutes if the Lookup service has stopped running. Services and applications that only use Unicast discovery to find Lookup services take longer before they report that a Lookup service is unavailable.

The Lookup Service Does Not Restart
If a Lookup service is stopped and restarted, when there is more than one Health Monitor application running, it may use an excessive amount of CPU cycles and fails to start properly.

Workaround: Make sure that all of the Avid Health Monitor applications in the workgroup are stopped before attempting to restart the Lookup Service.

Lookup Service Unresponsive
If a large number of client machines are powered up or rebooted at the same time, the Lookup Service can become overwhelmed and unresponsive. Symptoms of this problem are AvidLookupService.exe having persistent high CPU usage, and a climbing thread count.

Workaround: After the clients are running, restart the Lookup Service.

Registration Window Set Too Small
In large workgroups, the Lookup service must have the registration delay set longer than the delay needed for a small workgroup. The default registration delay is set to 120 seconds (2 minutes), in large workgroups this should be extended to a longer period of time. Symptoms indicating a problem with the registration delay setting include; AvidLookupService.exe having persistent high CPU usage and a climbing thread count.

Workaround: Extend the registration delay for the Lookup service using the Avid Service Configuration application. For more information see Delay Response to Multicast Announcements.

Restarting the Lookup Service with a full load of clients running
When a Lookup Service is restarted while a large number Framework services and applications are already running, the Lookup service can get overloaded with all the clients attempting to register at the same time, and enter an unresponsive state from which it might not recover.
**Workaround:** The Lookup service may need its “Delay Response to Multicast Announcements” setting increased, to allow more time for the services and applications to respond to the multicast announcements. The larger the delay response setting, the less load is put on the Lookup service. Increasing this setting also increases the time it takes for the services and applications to become available. To change the setting, do the following:

1. Start the Avid Service Configuration application.
2. In the Directory pane, click the Process tab.
3. Click the Workgroup icon and select the Lookup service. The Lookup service settings are displayed in the Configuration pane.

![Avid Service Configuration](image)

Note: Do not change the Event Distribution Types or the Override default Lease duration settings.

4. Select the Delay response to Multicast Announcements option and use the slider bar to increase or decrease the delay as needed.
5. Click the Apply button.

Note: If multiple Lookup services are used in the system, all Lookup services should be configured with the same delay setting. Also, restarting one Lookup service while, leaving another running, allows the system to continue to be fully operational regardless of the delay setting.

If the Lookup service cannot be brought into an operating state in order to use the Service Configuration application, though Avid does not recommend it, the delay setting can be manually configured in the Window Registry at:

```
HKEY_LOCAL_MACHINE\SOFTWARE\JavaSoft\Prefs\avid\workgroups\avid technology incorporated\avid lookup service\default\lookupsettings\delayduration
```

The REG_SZ “value” item is set in seconds and changes the length of the delay.

**Starting up Following Power Failure or Restart of a Large Number of Services/Computers**

Registration Delay only takes affect when the Lookup service is restarted while Framework services and applications are already running. If the Lookup service is running and all the services and applications are restarted or rebooted the services and applications will come up and immediately try to register without any delay. The Lookup service gets overloaded with registrations and can enter an unresponsive state from which it cannot recover.
Workaround: When all of the clients need to be restarted at the same time, for instance, after a power surge or failure, the Lookup service should be restarted AFTER all the other computers have already restarted.

Local Computers Re-register Faster Than Those on Remote Subnets
Computers on remote subnets may not re-register with the Lookup service as quick as computers running in the local subnet. This is caused by the remote subnets depending on the multicast repeaters re-registering first, allowing remote computers to receive multicasts from the Lookup service.

Workaround: If a Lookup service restart is required, restart the Lookup Service and shortly after, restart all multicast repeaters in the workgroup. This reduces the amount of time for computers on remote subnets to re-register.

Health Monitor

Health Monitor does not Detect Missing Services
The ability to tell if a service that should be running has stopped, requires that the Machine Monitor service be running on that computer. If the Machine Monitor service is not running the computer, alerts about other services that have stopped running are not sent.

Workaround: Ensure Machine Monitor service is running on the computer.

Time Synchronization

Other Software Setting PC Clocks
The Time Synchronization service can be configured to set the local PC clock. It is common for IT departments to already have a system in place, such as the Windows domain controller, etc. to keep their client workstations time synchronized. This can cause the PC clock to jump back and forth as Time Synchronization service and the Windows domain controller both attempt to set the PC clock.

Workaround: When configured to use the “set the PC clock” option, the Time Synchronization service can monitor the local PC clock, and if the service detects that some other software is trying to change the local clock, it disables itself. This prevents the clock from jumping back and forth when more than one time service is attempting to set the PC clock. When the time Synchronization service disables itself, a warning is displayed in the Health Monitor. The warning looks similar to the one in the following illustration.

<table>
<thead>
<tr>
<th>Avid Time Synchronization Service Information</th>
</tr>
</thead>
<tbody>
<tr>
<td>Operating Mode: Slave</td>
</tr>
<tr>
<td>Most Recent Time Stamp: 0</td>
</tr>
<tr>
<td>Tick Count: 0 Timer Ticks (in Milliseconds)</td>
</tr>
<tr>
<td>Clock Status: The local PC clock has been changed externally</td>
</tr>
</tbody>
</table>

Corrupt Workgroup Time
Workgroup time can get corrupted when changing the “Get time source reference ... ” setting on a master time server for the workgroup or when manually changing the clock time on a machine running the Avid Time Synchronization service in Master mode.

Workaround: After changing the “Get time source reference ... ” setting on a master time server for the workgroup or after manually changing the clock time on a computer running the Avid Time Synchronization service in Master mode, stop and then restart the Time Synchronization service on the computer running in Master mode.

Time Synchronization Slaves Stop Setting Local PC Clock
If the Time Synchronization service master time source is changed or if someone changes the local PC clock of the computer running the Time Synchronization service in Master mode, it might cause the Time
Synchronization service slaves to post a warning message in the Health Monitor and stop setting the local PC clock.

**Workaround:** Restart the Time Synchronization services running in Slave mode.

**Unstable PC Clocks in the Workgroup Cause Instability.**

If the local clock on a computer in the workgroup is updated by more than one Time Synchronization mechanism and is shifting both forward and backward repeatedly, Framework can become unstable. Symptoms include; excessive CPU usage by the Lookup service and an excessive number of log entries related to service lease renewals.

**Workaround:** Ensure that only one Time Synchronization mechanism is being used to set the local PC clock for all the computers in the workgroup.

**Miscellaneous**

**Icons for the Lookup service in the Directory Pane May be Inaccurate**

The icon displayed in the Directory pane of the Service Configuration, Diagnostics, and Workgroup Properties applications is not always accurate and may not reflect that a Lookup Service has been found. For instance, immediately after starting the application, it is possible the application will show a red X, indicating no Lookup Service was found, when in fact a Lookup Service that was detected.

**Service Starter Service Incorrectly Set**

If the Service Starter service is disabled and re-enabled using the Avid Workgroup Properties application, it is re-enabled in manual start mode. The Service Starter service must always be set for Automatic Startup in Windows.

**Workaround:** If the Service Starter service gets set to manual start mode, use the Services Control Panel in Windows Administrative Tools to return the Service Starter service to automatic start mode.

**DNS**

**DNS Not Configured for Reverse Lookup**

If DNS is not configured for Reverse Lookup, Avid Service Framework cannot resolve host names to IP addresses. Symptoms include; tree views fail to populate in both Diagnostics and Health Monitor.

**Workaround:** Ensure that the DNS server is configured to support Reverse Lookups.
Technical Support Information

Most products feature a number of coverage options. Avid Assurance service offerings are designed to facilitate your use of Avid solutions. Service options include extended telephone coverage, automatic software maintenance, extended hardware warranty, and preferred pricing on replacement parts. Offerings and options may vary by product and are not available for all products.

For more information regarding Avid service offerings, visit www.avid.com/support or call Avid Sales at 800-949-AVID (800-949-2843).

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Viewing User Documentation on the Interplay Portal

You can quickly access the Interplay user documentation from any system in the Interplay environment. Type the following line in your Web browser:

http://Interplay_Engine_name

In the previous example, Interplay_Engine_name is the name of the computer running the Interplay Engine software. For example, the following line opens the portal Web page on a system named DocWG:

http://DocWG

Click the Avid Interplay User Documentation link to access the User Information Center page. On this page, select the Avid Service Framework User’s Guide from the list of user’s guides.

Accessing Online Support

Avid Online Support is available 24 hours per day, 7 days per week. Search the Knowledge Base to find answers, to view error messages, to access troubleshooting tips, to download updates, and to read/join online message-board discussions.

To access Avid Online Support:

Go to www.avid.com/onlineSupport.

Note: Supplemental documentation for this release, if available, is provided on the Knowledge Base. For the latest up-to-date information, browse the Knowledge Base at Avid Online Support.
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