



Avid® MediaCentral | Cloud UX

Version 2018.9.0 ReadMe

Important Information

Avid recommends that you read all the information in this ReadMe file thoroughly before installing or using the software described in this document.

See the following link on the Avid Knowledge Base for the most up-to-date Avid MediaCentral Cloud UX documentation (all releases):

http://avid.force.com/pkb/articles/en_US/user_guide/MediaCentral-CloudUX-Documentation

For the latest information on this release, see the following page on the Avid Knowledge Base:

http://avid.force.com/pkb/articles/en_US/readme/MediaCentral-CloudUX-v2018-Documentation

Revision History

Date Revised	Changes Made
December 21, 2018	Added a new limitation (IPI-2292) related to the MediaCentral Distribution Service.
September 28, 2018	First publication

Contents

Compatibility Notes	2
New Features in MediaCentral Cloud UX 2018.9.0	12
Upgrading to MediaCentral Cloud UX 2018.9.0	15
Additional Documentation	20
Fixed in Version 2018.9.0	21
Limitations and Defects Found in Version 2018.9.0	23
Limitations and Defects Found in Earlier Versions	25
Legal Notices	33

Compatibility Notes

This section contains compatibility information for MediaCentral Cloud UX and its related products.

For supported operating systems and version information on this release, see the “MediaCentral Compatibility Matrix” on the Avid Knowledge Base:

http://avid.force.com/pkb/articles/en_US/compatibility/Avid-Video-Compatibility-Charts

Qualified Servers

The following servers have been qualified by Avid for use with MediaCentral Cloud UX:

- HP® ProLiant DL360 Gen 8, Gen 9, and Gen 10
- Dell® PowerEdge R620, R630 and R640

Memory Configuration

MediaCentral Cloud UX servers require a minimum of 128GB of RAM.

Cluster Configurations

If you are configuring multiple MediaCentral Cloud UX servers in a cluster, note the following requirements:

- Avid requires that you configure at least three nodes (servers). Three node configurations allow for high availability where you can lose one node and continue to operate. Two node cluster configurations are not supported.
- You must ensure that the primary network interface (the one associated with your default gateway) is assigned the same name on each cluster node. If the interface names do not match, inter-node cluster communication and connection with Avid shared storage might not be reliable.

If your network interfaces names do not match, see “Renaming the Primary Network Interface” in the *Avid MediaCentral Cloud UX Installation Guide* for a process to manually rename your primary network interface.

- The path to your GlusterFS block device must be the same on all cluster nodes.

For more information, see “Running the Cloud UX Setup Script” in the *Avid MediaCentral Cloud UX Installation Guide*.

Security Updates

MediaCentral Cloud UX is supported on a community-driven operating system called CentOS (Community Enterprise Operating System) — derived from the sources of Red Hat Enterprise Linux (RHEL). The operating system is supplied by Avid as part of the MediaCentral Cloud UX installation media. This distribution of CentOS also includes operating system security updates that have been qualified by Avid.



Avid does not support installing any operating system updates or patches on the MediaCentral Cloud UX server. Do not install OS updates unless you are specifically directed to do so by Avid

For more information on system security, see the following link to the Avid Knowledge Base:

http://avid.force.com/pkb/articles/en_US/troubleshooting/en239659

Trusted Secure Sockets Layer (SSL) Certificates

When a user attempts to access MediaCentral Cloud UX, the browser might alert the user that the connection cannot be validated. These warnings can be eliminated through the use of a trusted Secure Sockets Layer (SSL) certificate.

You can generate a self-signed certificate directly on the MediaCentral Cloud UX server or you can obtain a certificate from a trusted Certificate Authority (CA) group. The latter has the advantage in that the certificate is automatically trusted by today's most common web browsers. No warnings appear when a connection is made to a secure web page, nor do you need to manually add the certificate to the local workstation's Trusted Root Certification Authorities store (since the CA's root certificate is already there).

If you are configuring multiple MediaCentral Cloud UX servers in a cluster, you **must** either obtain a Trusted Certificate or import a self-signed certificate into any workstation that plans to connect to MediaCentral Cloud UX. Simply ignoring the browser security warning in a cluster configuration might result in problems connecting to MediaCentral Cloud UX.

When considering a certificate option, note the following:

- Simply bypassing the browser security warning is not supported in cluster configurations. This option is valid for single-server MediaCentral Cloud UX systems only.
- Avid supports creating a self-signed certificate on the MediaCentral Cloud UX server and installing that certificate on each client workstation.
- Avid supports trusted certificates obtained from a Certificate Authority.

For more information, see “Configuring a Self-Signed Certificate” and “Importing Self-Signed Certificates” in the *Avid MediaCentral | Cloud UX Installation Guide*.

Browsers for MediaCentral | Cloud UX

MediaCentral Cloud UX is tested with specific web browsers. For more information, see the “MediaCentral Compatibility Matrix” on the Avid Knowledge Base:

http://avid.force.com/pkb/articles/en_US/compatibility/Avid-Video-Compatibility-Charts

The minimum screen resolution for MediaCentral Cloud UX is 1280 x 1024 pixels. If the size of your browser window is smaller than 1280 x 1024, some UI elements might not be displayed.

Avid 3rd Party License Compliance

License information is not installed directly on the MediaCentral Cloud UX server. For information on Avid's compliance with external vendors, see `licenses/*.tar.gz` on the Avid MediaCentral Cloud UX Platform installer (`mediacentral_platform_<build>.iso`).

Connection Options for Multiple Systems

In some cases, MediaCentral Cloud UX allows you to connect multiple MediaCentral modules of the same type to a single Cloud UX system. Review the options for each of the following MediaCentral modules.

MediaCentral Production Management

In this release Avid supports connecting MediaCentral Cloud UX to only one *Production Module*. A Production Module refers to either a MediaCentral Production Management module or an Avid Interplay Production system.

However, if your environment includes one Production Module, one MediaCentral Cloud UX system, and one MediaCentral Platform Services (MediaCentral UX) system, you can configure the Production Module to connect to both MediaCentral Cloud UX and MediaCentral UX. This configuration is enabled by configuring the settings in two different versions of the Avid Interplay Administrator.

For example, if you are running Avid Interplay Production v3.8, you would complete the following (in any order):

- Use v3.8 of the Interplay Administrator to configure the MediaCentral Platform Services Settings and the Production Engine Bus Connector settings to connect PAM to MediaCentral Platform Services (MediaCentral UX).
- Use v2018.6 or later of the Interplay Administrator to configure the MediaCentral Platform Services Settings, the MediaCentral User Authentication Provider settings, and the MediaCentral Search Connector settings to connect PAM to MediaCentral Cloud UX.

MediaCentral Newsroom Management

If you have **one** Newsroom Management module with **multiple** MediaCentral Cloud UX systems:

- You can configure multiple CTC connections on the Newsroom Management module, each connecting to a different MediaCentral Cloud UX system.
This configuration enables each MediaCentral Cloud UX system to work with the Newsroom Management system in apps such as Browse and Rundown.
- You can configure only one Search agent per Newsroom Management module and connect it to a single MediaCentral Cloud UX system.
As a result, users of only one of the MediaCentral Cloud UX systems are able to search for data on the Newsroom Management module.

If you have **multiple** Newsroom Management modules with **one** MediaCentral Cloud UX system:

- Each Newsroom Management module makes one CTC connection to the single MediaCentral Cloud UX system.
This enables MediaCentral Cloud UX users to see all of the Newsroom Management modules in apps such as Browse and Rundown.
- Each Newsroom Management module connects its Search agent to the single MediaCentral Cloud UX system
This enables MediaCentral Cloud UX users to search all of the Newsroom Management modules.

For more information on configuring Newsroom Management and CTC, see the *Avid MediaCentral / Newsroom Management Setup and Configuration Guide*.

MediaCentral Asset Management

In this release Avid supports connecting only a single MediaCentral Asset Management module to the MediaCentral Cloud UX system.

Device Support for the MediaCentral | Cloud UX Mobile Application

The MediaCentral Cloud UX mobile app is supported on multiple iOS devices, and more than 4800 Android compatible devices. While not all devices can be thoroughly vetted, Avid has performed full testing on the following mobile phones and tablets:

Mobile Phones:

- iPhone 7
- Samsung Galaxy S5

Tablets:

- iPad Pro 10.5
- Samsung Galaxy Tab S3

To sign in to your MediaCentral Cloud UX server from a remote location, you might be required to use a virtual private network (VPN) app on your iOS or Android device. Avid tested the MediaCentral Cloud UX mobile apps using Cisco™ AnyConnect® VPN Client.



The MediaCentral Cloud UX mobile app can be used to connect to MediaCentral Cloud UX, but not to MediaCentral UX. If you want to connect to MediaCentral Platform Services (MediaCentral UX), use the MediaCentral UX mobile app.



For more information on mobile app compatibility, see the [MediaCentral Compatibility Matrix](#) on the Avid Knowledge Base.

Avid MediaCentral Cloud UX Installation Media

Avid MediaCentral Cloud UX is delivered as a set of ISO files that include the CentOS operating system and the MediaCentral Cloud UX software.

- Avid MediaCentral Cloud UX Platform

This is the primary installer package that includes the CentOS operating system and core Avid installation components.

Example file name: mediacentral_platform_<build>.iso

- Avid MediaCentral Cloud UX Feature Packs

This package includes additional software to install MediaCentral Cloud UX application on the Platform.

Example file name: mediacentral_feature_packs_<build>.iso

The software can be downloaded from the [Avid Download Center](#). If you have not already created an Avid.com user account, you must do so now. This Master Account enables you to sync your Avid Video Download and Avid Video Community accounts as well as gain access to the Avid Support Center.

Avid MediaCentral Production Management Data Model Object Types

The following table details the playback compatibility of certain MediaCentral Production Management data model object types with MediaCentral Cloud UX.

Object Type	Status
Audio tracks with unrendered AudioSuite plugins	Unsupported
Effects	All rendered and checked-in effects are supported for playback.
Freeze-frame clips	Supported
Group clips	Supported*
Master clips	Supported
Matte clips (assets with alpha channel)	Unsupported
Motion effects	Unsupported
Multi-channel audio clips	Unsupported
Multigroup clips	Unsupported
Nested timelines	Unsupported
Sequences (dissolves only)	Supported
Sequences (no effects)	Supported
Sequences (precomputes present for unsupported effects)	Supported
Sequences (without precomputes for unsupported effects)	Unsupported
Stereo tracks	Unsupported
Stereoscopic clips	Unsupported
Subclips	Supported
Subclips created in Media Composer through Autosync	Unsupported

*Group clips composed of subclips, and subclips created from group clips are currently not supported.

Media Formats Supported for Playback

Avid supports a variety of media and container formats for playback. As long as your media is in a supported media format and is wrapped in a supported container format, you should be able to play that media through MediaCentral Cloud UX.

For example, if you have DNxHD 1080 145 media that is wrapped in a MOV container, that media can be played back through MediaCentral Cloud UX because both the media format and the container format are supported.

Container Formats

The following tables list the container types that Avid has verified for playback.

- **Audio and video container formats:**

AVI	MP4	MTS
MOV	MPEG	MXF

MP3	MPG	WAV
-----	-----	-----

- **Image container formats:**

BMP	JPEG	PNG	TGA
-----	------	-----	-----



It is possible that additional container formats might also play back, but these formats have not been specifically tested by Avid.

Media Formats

The following tables list which media formats are supported for playback through MediaCentral Cloud UX. Also note the following:

- For 23.98 SD (NTSC), the timecode reference will be shown on 24 frame instead of 30. This applies to MediaCentral Editorial Management only as this format is unsupported with MediaCentral Production Management.
- 23.97 fps and 24 fps frame rates are supported in 1080p formats. They are unsupported in 720p and standard definition (SD) formats.

Audio Media Formats (codec)

AAC	MPEG-2	PCM
-----	--------	-----

DNxHD Format Support

Media Format	Support for Playback
DNxHD 1080 36-45	All frame rates
DNxHD 1080 80-85-100	All frame rates
DNxHD 1080 115-120-145	All frame rates
DNxHD 1080 175-185-220	All frame rates
DNxHD 1080 175X-185X-220X	All frame rates
DNxHD 720p 40	Not Supported
DNxHD 720p 45-50	25, 29.97
DNxHD 720p 60-75	25, 29.97
DNxHD 720p 90-110	25, 29.97
DNxHD 720p 90X-110X	25, 29.97
DNXHD 720p 85-100	50, 59.94
DNXHD 720p 120-145	50, 59.94
DNXHD 720p 185-220	50, 59.94
DNXHD 720p 185X-220X	50, 59.94

DNxHD Format Support(Continued)

Media Format	Support for Playback
DNxHD 1080p 75-90	50, 59.94
DNxHD 1080p 165-200	50, 59.94
DNxHD 1080p 240-290	50, 59.94
DNxHD 1080p 365-440	50, 59.94
DNxHD 1080p 365X-440X	50, 59.94
DNxHR LB ^a	
DNxHR SQ ^a	
DNxHR HQ ^a	
DNxHR HQX ^a	

a. Although supported, Avid does not recommend using this media format without having associated proxy media available. Full resolution frame rate not guaranteed. Frame rate might temporarily be reduced during playback.

Other Format Support

Media Format	Support for Playback
Apple ProRes	Unsupported
AVC-Intra 50, 1080i	All frame rates
AVC-Intra 50, 720p	50, 59.94
AVC-Intra 100, 1080i	All frame rates
AVC-Intra 100, 720p	50, 59.94
AVC Long GOP 12, 720p	50, 59.94
AVC Long GOP 12, 1080i	50, 59.94
AVC Long GOP 25, 720p	50, 59.94
AVC Long GOP 25, 1080i	50, 59.94
AVC Long GOP 50, 720p	50, 59.94
AVC Long GOP 50, 1080i	50, 59.94
AVC Long GOP 12, 1080p	25, 29.97
AVC Long GOP 25, 1080p	25, 29.97
AVC Long GOP 50, 1080p	25, 29.97
XAVC Intra 50, 1080i	50, 60, 23.98
XAVC-Intra 100, 1080i	50, 60, 23.98
XAVC Long GOP 25, 1080i ^a	50, 59.94

Other Format Support(Continued)

Media Format	Support for Playback
XAVC Long GOP 35, 1080i ^a	50, 59.94
XAVC Long GOP 50, 1080i ^a	50, 59.94
XAVC Long GOP 50, 720p ^a	50, 59.94
Avid JFIF 2:1, 3:1, 10:1, 20:1	25, 29.97
DV 25 411	25, 29.97
DV 25 420	25
DV 50	25, 29.97
DV100 HD 1080i (DVCPPro HD)	All frame rates
DV100 HD 720p (DVCPPro HD)	50, 59.94
H.263 (MPEG-1 Layer 2 proxy)	25, 29.97
H.264 (MPEG-1 Layer 2 proxy) 800 Kbps, 2 Mbps, 3 Mbps	25, 29.97
HDV 1080i	All frame rates
HDV 720p	50, 59.94
JPEG 2000	No support
MPEG (IMX) 30	25, 29.97
MPEG (IMX) 40	25, 29.97
MPEG (IMX) 50	25, 29.97
MPEG-2 Long GOP	25, 29.97
RGB	No support
XDCAM-HD 17.5/35/50 Mbps 1080i	All frame rates
XDCAM-HD 50 Mbps 1080p	All frame rates
XDCAM-HD 17.5/35/50 Mbps 720p	50, 59.94
XDCAM-EX 35 Mbps 1080i	All frame rates
XDCAM-EX 35 Mbps 720p	50, 59.94

a. Frame rate not guaranteed. Frame rate might temporarily be reduced during playback.

Media Formats Supported for MediaCentral STP

Unless otherwise noted, the following table lists media formats supported for Send to Playback (STP) operations for MediaCentral Cloud UX.

Media Format	Frame Rate	Notes
AVC-Intra 50 1080i	50, 59.94	
AVC-Intra 50 720p	50, 59.94	
AVC-Intra 100 1080i	50, 59.94	
AVC-Intra 100 720p	50, 59.94	
AVC Long GOP 12, 720p	50, 59.94	Requires STP Encode
AVC Long GOP 12, 1080i	25, 29.97	Requires STP Encode
AVC Long GOP 25, 720p	50, 59.94	Requires STP Encode
AVC Long GOP 25, 1080i	25, 29.97	Requires STP Encode
AVC Long GOP 50, 720p	50, 59.94	Requires STP Encode
AVC Long GOP 50, 1080i	25, 29.97	Requires STP Encode
XAVC-Intra 50 1080i	50, 60	Not supported
XAVC-Intra 100 1080i	50, 60	
DNxHD 1080 115-120-145	25, 29.97	
DNxHD 1080 175-185-220	25, 29.97	
DNxHD 1080 175X-185X-220X	25, 29.97	
DNxHD 720 60-75-145	25, 29.97, 50, 59.94	
DNxHD 720 90-110-220	25, 29.97, 50, 59.94	
DNxHD 720 90X-110X-220X	25, 29.97, 50, 59.94	
DV 25 411	25, 29.97	
DV 25 420	25	
DV 50	25, 29.97	
DV100 HD 1080i (DVCPro HD)	50, 59.94	
DV100 HD 720p (DVCPro HD)	50, 59.94	
MPEG 30 (IMX)	25, 29.97	
MPEG 40 (IMX)	25, 29.97	
MPEG 50 (IMX)	25, 29.97	
XDCAM-HD 35 Mbps 1080i	50, 59.94	Requires STP Encode
XDCAM-HD 50 Mbps 1080i	50, 59.94	Requires STP Encode
XDCAM-HD 50 Mbps 720p	50, 59.94	Requires STP Encode
XDCAM-EX 35 Mbps 1080i	50, 59.94	Requires STP Encode
XDCAM-EX 35 Mbps 720p	50, 59.94	Requires STP Encode

Bandwidth Requirements

The following table presents single-user bandwidth guidelines for MediaCentral Cloud UX playback. The table is provided for guidance, and is not an indication of performance guarantees.

Proxy Setting (16:9, 30 fps)			Bandwidth Needs		
Width	Quality	Value	Peak	Valley	Typical
348 px	Good	40	5.400Mbps	2.520Mbps	3.440Mbps
	Better	60	6.600Mbps	2.840Mbps	4.380Mbps
	Best	80	9.000Mbps	3.480Mbps	5.690Mbps
400 px	Good	40	6.400Mbps	2.840Mbps	4.690Mbps
	Better	60	8.200Mbps	3.320Mbps	5.000Mbps
	Best	80	11.650Mbps	4.200Mbps	6.780Mbps
480 px	Good	40	8.400Mbps	3.320Mbps	4.985Mbps
	Better	60	11.400Mbps	3.880Mbps	6.300Mbps
	Best	80	15.400Mbps	5.080Mbps	9.480Mbps
560 px	Good	40	11.295Mbps	4.179Mbps	6.529Mbps
	Better	60	14.868Mbps	5.023Mbps	8.547Mbps
	Best	80	21.009Mbps	6.694Mbps	12.284Mbps
640 px	Good	40	14.324Mbps	5.029Mbps	8.098Mbps
	Better	60	18.991Mbps	6.131Mbps	10.735Mbps
	Best	80	27.011Mbps	8.315Mbps	15.616Mbps
720 px	Good	40	17.757Mbps	5.993Mbps	9.878Mbps
	Better	60	23.664Mbps	7.338Mbps	13.215Mbps
	Best	80	33.814Mbps	10.152Mbps	19.392Mbps
960 px	Good	40	30.480Mbps	9.566Mbps	16.472Mbps
	Better	60	40.980Mbps	12.046Mbps	22.405Mbps
	Best	80	59.028Mbps	16.959Mbps	33.385Mbps

The following table explains the contents in detail.

Item	Description
Width	348 pixels is the minimum player width; 960 pixels is the max. Height depends on the aspect ratio. The table assumes an aspect ratio of 16:9.
Quality	Refers to the quality setting in the Player set via the UI.

Item	Description
Value	Each quality setting has a numeric value. The value corresponds to the level of compression used to encode the JPEG.
Peak	Video with high color variation (e.g. wide shot of a crowd)
Valley	Video with low color variation (e.g. half of frame consists of a clear blue sky)
Typical	A wide range of footage (e.g. interiors, exteriors, interviews). The typical shot tends closer to valley values than peak values.
Audio	All bandwidth figures include audio consisting of 44.1 kHz sample rate x 16-bit/sample x 2 tracks = 1.4 Mbps

New Features in MediaCentral Cloud UX 2018.9.0

This topic provides an overview of the major new features in MediaCentral Cloud UX v2018.9.0.

Avid | AI Media Analytics

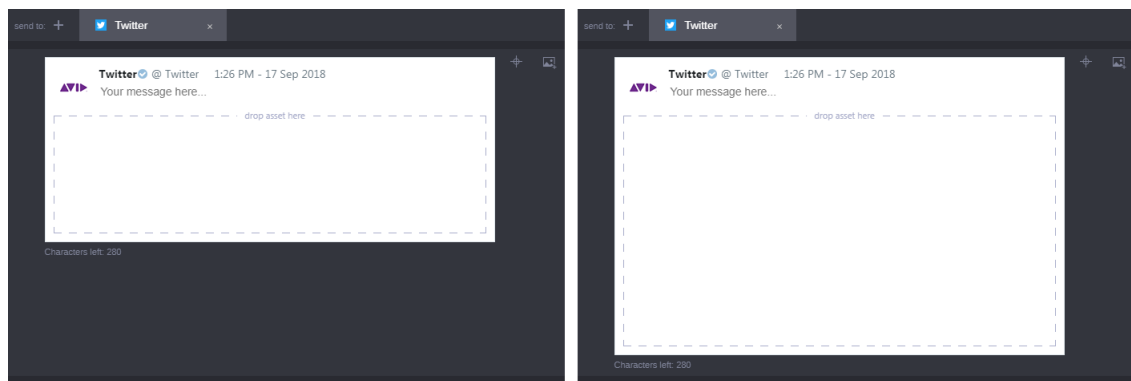
Feature	Description
Avid AI Media Analytics	<p>Avid AI Media Analytics provides a framework that automates content indexing, such as facial detection, scene recognition, and speech-to-text conversion, by using third-party capabilities. The current version provides support for Microsoft Cognitive Services (Azure Video Indexer) and includes a Media Analytics API for additional providers.</p> <p>Avid AI Media Analytics v2018.9 enables MediaCentral customers to leverage Microsoft's Cognitive Services to auto-index content using machine learning algorithms, creating a library of rich metadata that can be readily searched.</p> <p>For more information, see the <i>Avid AI Media Analytics README</i>.</p>

Installation and Configuration

Feature	Description
Dell PowerEdge R640	<p>The Dell PowerEdge R640 has been qualified for use with MediaCentral Cloud UX v2018.6 and later.</p> <p>For more information, see the <i>Avid MediaCentral Cloud UX Installation Guide</i>.</p>
Authentication Provider Script	<p>The script used to configure Active Directory now includes a step to verify the values that you entered before saving the configuration file.</p> <p>For more information, see "Running the Post-Install Setup Scripts" in the <i>Avid MediaCentral Cloud UX Installation Guide</i>.</p>

Publish App

Feature	Description
Microsoft Azure Media Services	<p>As an alternative to local transcoding solutions, MediaCentral Cloud UX allows you to integrate with Microsoft Azure™ Media Services (AMS) to transcode Avid MXF media into alternate formats that can be used in a Publish workflow to post assets to social media endpoints such as Facebook, Twitter, or others.</p> <p>For more information, see “Preparing Integrated Systems for Publish” in the <i>Avid MediaCentral Cloud UX Installation Guide</i>.</p>
Larger user space	<p>The available area to enter text or drag assets to endpoints has been increased for a better user experience. The following illustration shows the difference between v2018.6 (left) and v2018.9 (right).</p>



Search App

Feature	Description
Marker text	<p>When creating a Phrase-based search, MediaCentral Cloud UX now returns assets for any matches against Marker (comments) text.</p>

Feature	Description
Search in time-based metadata	<p data-bbox="657 233 1404 323">Starting with version 2018.9, you can use “time-based metadata” search options in the Search app. Note the following time-based metadata search features and limitations:</p> <ul data-bbox="657 342 1414 1087" style="list-style-type: none"> <li data-bbox="657 342 1414 432">• The search engine returns results not only based on text-based metadata related to the entire asset (properties) but also related to the annotation of segments in strata (time-based metadata). <li data-bbox="657 447 1398 506">• Time-based metadata search is limited to text fields in strata and does not include time-based fields such as date and timecode. <li data-bbox="657 520 1365 642">• If you use more than one phrase and combine them with the “all phrases” matching option, an asset is only classified as a hit if all phrases are found in the same segment or all are found in the asset properties. <li data-bbox="657 657 1382 779">• After performing a search, the Results area in List view shows an additional Hits column, which displays the number segments in the asset. This number is related to all annotated segments and does not indicate the number of segments matching the search phrase(s). <li data-bbox="657 793 1414 940">• After running a search, the Asset Editor includes a custom tab called Hits, which provides detailed information on the matches returned through a phrase search. For time-based metadata results, a separate tab for each stratum that contains annotated segments is displayed under the Hits tab. <li data-bbox="657 955 1414 1087">• For each stratum, all annotated segments with start and end timecode and text are listed. Within each stratum, you can add a filter to locate the desired segment. When you double-click a segment, the Asset Editor’s Media Viewer displays the segment’s start frame.

User Management App

Feature	Description
Additional Filtering options	<p data-bbox="657 1249 1414 1356">The Add or Remove Groups window now includes an option to filter the list of users that have been added to MediaCentral Cloud UX — the “Your Groups” list.</p>

Upgrading to MediaCentral Cloud UX 2018.9.0

This version of software can be used either to install a new MediaCentral Cloud UX server or cluster or to upgrade an existing MediaCentral Cloud UX system. If you are performing a new installation, see the *Avid MediaCentral / Cloud UX Installation Guide* for detailed instructions.

If you are upgrading an existing MediaCentral Cloud UX installation, refer to the following processes to complete the upgrade:

- (cluster-only) [“Verifying the Primary Master Node” on page 15](#)
- [“Updating the Platform” on page 16](#)
This process uses the Platform ISO. If you have a cluster, this process is completed on all nodes.
- [“Updating the Feature Packs” on page 18](#)
This process uses the Feature Pack ISO. If you have a cluster, this process is completed on the primary master node only.
- [“Updating MediaCentral Search” on page 19](#)
This process is required for all upgrades.

The steps required to install this release on single-server configurations or clustered configurations are similar. Any variations for clustered systems are noted in the following process by a “cluster-only” identifier. If you are familiar with the process to install a new MediaCentral Cloud UX server, the upgrade process should look very familiar to you. As such, you can reference the *Avid MediaCentral Cloud UX Installation Guide* for additional information on many of the topics referenced below.

Prior to beginning the upgrade, you must obtain the MediaCentral Cloud UX installation media. For more information, see [“Avid MediaCentral Cloud UX Installation Media” on page 5](#).

Verifying the Primary Master Node

The first three nodes in a MediaCentral Cloud UX cluster are considered master nodes. When you initially installed and configured the cluster, you were asked to define a “primary” master node. When performing an upgrade, you must execute the process from the primary master node.

If you are upgrading a single-server environment, you can bypass this process and proceed directly to [“Updating the Platform” on page 16](#).

To verify the primary master node:

- ▶ (cluster only) Identify your “primary” master node.

The primary master node is the only node in the cluster that includes the system configuration files at: `/etc/avid/config/`. Select a node in your cluster and enter the following command to determine if the system configuration files are present on this node:

```
ls /etc/avid/config
```

If you are accessing your primary master node, the command might report that one or more of the following files:

```
auth.yaml cert.yaml pam.yaml
```

If the system reports that none of these files exist on your current server, repeat the above command on each cluster node until you identify the primary master node.



*While highly unlikely, it is possible that the configuration files listed above might exist on another cluster master node. The only reason this might occur is if someone attempted the original installation from multiple nodes — most likely in a lab environment or a troubleshooting scenario. If you discover that multiple nodes include the configuration files, you must examine the contents of the files to determine which files were used in the original deployment. If the files are **identical** on each master node, either node can be used to complete the upgrade process.*

Updating the Platform

This process uses the Avid MediaCentral Cloud UX Platform ISO to upgrade the core packages on the MediaCentral Cloud UX server or cluster. If you have a cluster, this process is completed on all nodes.

To upgrade the Platform:

1. Use a terminal application to log in to your single-server or primary master node as the *root* user.
2. Enter the following command to unmount anything from the `/sysinstall` directory:

```
umount /sysinstall
```

3. Mount the Platform ISO (`mediacentral_platform_<build>.iso`) to the `/sysinstall` directory on your single server or primary master node.

The command to complete this task varies based on how you connected the ISO to your server. If for example you copied the ISO file directly to the server, you would use the following command to mount the ISO on the system:

```
mount -o loop /<path>/mediacentral_platform_<build>.iso /sysinstall
```

If you see the following message, this is normal and expected behavior:

```
mount: /dev/loop0 is write-protected, mounting read-only
```

For information on alternative methods to mount an ISO to a Linux directory, see “Mounting an ISO Image” in the *Avid MediaCentral Cloud UX Installation Guide*.

4. Navigate to the `/sysinstall` directory:

```
cd /sysinstall
```

5. Enter the following command to launch the Platform installation script:

```
./install.sh
```

This script copies updated packages from the ISO to the server. After the installation process is complete, a message similar to the following is displayed:

```
Updated:
avid-service-host.noarch <version>
avidctl.noarch <version>

Complete!
```

6. (cluster-only) If you are running a cluster, repeat the above process on each cluster node in any order.
7. Finally, you must enter the following command on your single-server or primary master node to enable the updated packages:

```
avidctl platform host-upgrade
```



If you have a clustered configuration, complete this step on the primary master node only.

During the upgrade process, you might see multiple attempts to start the Chart Repository. These attempts appear as failures in the script output, but this is normal and expected behavior.

```
TASK [kube-registry : Wait for Chart Repository] *****
FAILED - RETRYING: Wait for Chart Repository (30 retries left).
FAILED - RETRYING: Wait for Chart Repository (29 retries left).
FAILED - RETRYING: Wait for Chart Repository (28 retries left).
FAILED - RETRYING: Wait for Chart Repository (27 retries left).
...
TASK [kube-registry : fail] *****
skipping: [wavd-mcux01]
```

8. The script reminds you that you should have completed the above steps on each node in a cluster and that the Platform ISO must be mounted on each node. This message appears regardless of your configuration (single server or cluster).

Enter **y (Y)** to continue, or **n (N)** to exit the script.

9. The script prompts you for your SSH password.

Type your root user password and press Enter (or Return on a Mac keyboard) to continue.

After the upgrade process is complete, a message similar to the following is displayed (example from a three-node cluster):

```
PLAY RECAP *****
wavd-mcux01      : ok=277   changed=52   unreachable=0   failed=0
wavd-mcux02      : ok=225   changed=34   unreachable=0   failed=0
wavd-mcux03      : ok=225   changed=34   unreachable=0   failed=0
-----
```

Log file: /var/log/service-host-upgrade-1537275725.log

Review the results and verify that there are no failed tasks. If you see a failure, you must troubleshoot the issue before continuing with the MediaCentral Cloud UX installation process.

10. After the script has completed successfully, you must check the status of the single server or cluster using the following Kubernetes commands and tools.

- a. Enter the following command to obtain the status of the Kubernetes nodes:

```
kubectl get nodes
```

Each server in your MediaCentral Cloud UX configuration should be listed under the name column and the status of each node should report as Ready. The following example text shows a three node cluster configuration:

NAME	STATUS	ROLES	AGE	VERSION
wavd-mcux01	Ready	<none>	10m	v1.9.9
wavd-mcux02	Ready	<none>	10m	v1.9.9
wavd-mcux03	Ready	<none>	10m	v1.9.9

- b. If the previous command reports that all nodes are Ready, enter the following command to verify that the Kubernetes pods are running:

```
kubectl --namespace kube-system get pods
```

The command should report that each pod is Ready and Running as in the following example (from a single-server configuration):

NAME	READY	STATUS	RESTARTS	AGE
kube-dns-v20-wkmqt	3/3	Running	0	30m
kube-flannel-ds-mxg8g	1/1	Running	0	30m

kube-proxy-cgvh9	1/1	Running	0	30m
kubernetes-dashboard-88ddc9dfd7-rcnmd	1/1	Running	0	30m
registry-rtb7n	2/2	Running	0	30m
tiller-deploy-r6c84b5b5-jb6dm	1/1	Running	0	30m



The suffixes associated with the pod names are custom to each server and therefore will look different on each system. For example, `kube-dns-v20` will have a different suffix on your system.

Updating the Feature Packs

This process uses the Avid MediaCentral Cloud UX Feature Pack ISO to upgrade the feature packs on the MediaCentral Cloud UX server or cluster. If you have a cluster, this process is completed on the primary master node only.

To upgrade the Feature Packs:

1. Use a terminal application to log in to your single-server or primary master node as the *root* user.
2. Enter the following command to unmount anything from the `/features` directory:

```
umount /features
```

3. Mount the Feature Packs ISO (`mediacentral_feature_packs_<version>.iso`) to the `/features` directory on your single server or primary master node.

The command to complete this task varies based on how you connected the ISO to your server. If for example you copied the ISO file directly to the server, you would use the following command to mount the ISO on the system:

```
mount -o loop /<path>/mediacentral_feature_packs_<version>.iso /features
```

For information on alternative methods to mount an ISO to a Linux directory, see “Mounting an ISO Image” in the *Avid MediaCentral Cloud UX Installation Guide*.

4. Use the following command to deploy the updated features included in this release:

```
avidctl platform deploy -i
```

The script checks the `/etc/avid/config/` directory on the local node to verify the existence of the system configuration files. If the script finds the configuration files, it reports the status of each file. If the script cannot find the files, it alerts you to the situation and provides you with an opportunity to abort the installation and resolve the issue.



If you are missing the configuration files, you are most likely installing a cluster and you are attempting to complete the feature pack installation on a non-primary master node. For more information, see “Verifying the Primary Master Node” on page 15.

5. The script prompts you with a series of yes or no questions to determine which feature packs should be deployed or imported.

Enter **Y** (yes) or **N** (no) to install the features required for your organization’s workflow. In all cases, you must answer **Y** (yes) to the final prompt to install the Feature Packs.

6. At the Path to Feature Packs prompt, press Enter to accept the default path of `/features/feature-packs/`.

The script customizes your MediaCentral installation by installing only the feature packs that are appropriate for your environment. Be patient as this process can take some time.

7. After the installation is complete, you can use the following command to verify that the required feature packs have been installed:

```
helm ls
```

Review the output to verify that the Chart column lists the following versions:

```
platform-core-2018.9.0-0024-G64fa392
platform-core-app-2018.9.0-0024-G64fa392
platform-hoverscrub-2018.9.0-0024-G64fa392
platform-mam-2018.9.0-0024-G64fa392
platform-mpd-2018.9.0-0024-G64fa392
platform-pam-2018.9.0-0024-G64fa392
platform-playback-2018.9.0-0024-G64fa392
platform-search-2018.9.0-0024-G64fa392
```

The installation process is complete.

Updating MediaCentral Search

MediaCentral | Search does not yet support an automated upgrade. After upgrading your MediaCentral Cloud UX system to v2018.9, you must reset the search database and re-index your assets as described in the following steps.

After completing this process, you must trigger a re-sync from all sync agents to repopulate the search system. This applies to MediaCentral Asset Management, MediaCentral Newsroom Management, and MediaCentral Production Management.

To upgrade your search index:

1. The first step in the process requires you to clear the application site data from your web browser to allow new defaults to be applied.
 - a. Follow the instructions at the following link to clear the site data:

<https://developers.google.com/web/tools/chrome-devtools/manage-data/local-storage#clear-storage>
 - b. Select “Clear site data”.
 - c. Next you must complete a “hard reload” of your Chrome browser.

With Google Chrome open as the foreground application, press CTRL+SHIFT+R to reload the browser.
2. (cluster only) This process includes a script that deletes the local index on the MediaCentral Cloud UX system. Before you can run this script, you must verify which server hosts the search database (usually the primary master node).

Enter the following command to verify the node that hosts the search database:

```
kubect1 get po -o wide | grep avid-elasticsearch
```

The system returns output similar to the following:

```
avid-elasticsearch-search-0 1/1 Running 0 5m 192.168.10.51 wavd-mcux01
```

In this case, wavd-mcux01 is the database node.

3. Use a terminal application to log in to your single-server or database host node as the *root* user.

4. Enter the following commands to delete the search index:

```
avidctl platform devtools search-reset
```

The script asks you to verify that you want to continue:

```
This command deletes the search databases and indexes.
```

```
[WARNING] You lose all search data. Do you want to continue? [y/N]:
```

Type **y** (or **Y**) to run the script or **n** (**N**) to exit and press Enter (or Return on a Mac keyboard).

5. After the local index has been deleted, you must complete a resync of your search index from any connected MediaCentral modules. For more information, see the following resources:
 - For MediaCentral Production Management, see “Configuring the MediaCentral Search Connector” in the *Avid MediaCentral / Cloud UX Installation Guide*.
 - For MediaCentral Asset Management, see “Configuring MediaCentral Search for Asset Management” in the *Avid MediaCentral / Asset Management Installation Manual*.
 - For MediaCentral Newsroom Management, see “Central Indexing” in the *Avid MediaCentral / Newsroom Management Setup and Configuration Guide*.

Additional Documentation

This section includes information that is incorrect or not included in the v2018.9 documentation.

General

MediaCentral Cloud UX 2018.6 and 2018.9 can be accessed using the Google Chrome browser only. Any references in the documentation to the Apple Safari browser are inaccurate.

Mobile

Although MediaCentral Production Management is not integrated with this release of the Avid MediaCentral Cloud UX Mobile app, some illustrations in the documentation might reference Production assets or systems. These references are inaccurate and should be ignored.

Search App

The Search chapter of the MediaCentral Cloud UX User’s Guide indicates support for searching Marker text (comments) through a Phrase search. This functionality is not present in MediaCentral Cloud UX v2018.6, but it has been added in v2018.9.

Research App

The new content flag described in “Refreshing Content” in the Research App chapter of the MediaCentral Cloud UX User’s Guide is not enabled in this version of MediaCentral Cloud UX.

The “Repurposing Social Media Content” topic in the Research App chapter illustrates drag and drop from the Research app to the Publish app. In this release the MediaCentral Cloud UX Research app supports drag and drop to the Rundown app only.

Fixed in Version 2018.9.0

The following issues have been resolved in MediaCentral Cloud UX v2018.9.

Asset Editor

- **Bug Number:** ASSETS-1795. After loading an asset generated by an Avid AirSpeed 5500 into the Asset Editor, the Mark In and Mark Out are removed from the user interface. Additionally, the blue position bar in the timeline is also removed which makes it impossible to scrub the asset.
- **Bug Number:** MPLAY-3629. When playing an asset, the last frame of the asset might be repeated multiple times before playback stops.
- **Bug Number:** OS-4989. You cannot edit a sequence with timing blocks if it is opened outside of the Rundown app.
- **Bug Number:** OS-5100. After making an edit to a sequence in the Asset Editor, clicking the Refresh button in the Asset Editor's Thumbnails tab fails to load the thumbnails.

Browse App

- **Bug Number:** JP-5472. If you use the Browse app to quickly scroll through a folder containing a large number of assets (~800 or more), the Results area of the Browse app might appear empty for a period of time.

Installation and Configuration

- **Bug Number:** UIR-1575. If you click the arrow to collapse the list of Distribute profiles in the Configuration Settings app, the list is expanded any time that you create or modify a Send to Playback profile.
- **Bug Number:** UIR-1681. If you select an individual user in the User Management app and then click on the Results count in the Results header, the user is deselected.
- **Bug Number:** MTTO-1775. You cannot configure more than one Active Directory host when configuring an authentication provider.

MediaCentral | Panel for Media Composer

- **Bug Number:** MX-6449. When using the Browse or Search app in the MediaCentral | Panel for Media Composer, you cannot right-click on an asset or use the App Menu to access the Actions menu.
- **Bug Number:** MX-6522. When using the Actions menu in the MediaCentral | Panel for Media Composer, the panel for the selected action appears empty.

Mobile

- **Bug Number:** LIZ-3605, LIZ-3606. (Android-only) When signed into MediaCentral Cloud UX as an account that is associated with “superuser” privileges in MediaCentral Newsroom Management, easy locked queues are not accessible.
- **Bug Number:** LIZ-3607. (Android-only) When signed into MediaCentral Cloud UX as an account that is associated with “superuser” privileges in MediaCentral Newsroom Management, key locked stories can be unlocked using any password.
- **Bug Number:** LIZ-3609. (Android-only) When signed into MediaCentral Cloud UX as an account that is associated with “superuser” privileges in MediaCentral Newsroom Management, the password dialog appears in key locked queues.
- **Bug Number:** LIZ-3610. (Android-only) When signed into MediaCentral Cloud UX as an account that is associated with “superuser” privileges in MediaCentral Newsroom Management, the password dialog appears in key locked stories.
- **Bug Number:** LIZ-3611. (Android-only) A “Permission denied” message appears on opening a story in key locked queue when signed in as a standard user.
- **Bug Number:** LIZ-3612. (Android-only) You cannot open key locked stories when signed in as a standard user.
- **Bug Number:** LIZ-3613. (Android-only) You cannot access easy locked stories when signed in as a standard user.
- **Bug Number:** LIZ-3614. (Android-only) You cannot access easy locked queues when signed in as a standard user.
- **Bug Number:** LIZ-3650. (Android-only) If your MediaCentral environment is configured with multiple Newsroom Management systems and one or more of those systems are offline, users encounter a “The app cannot load the content” error when signing in to MediaCentral Cloud UX. In this case, the Try Again button does not attempt to bypass the offline system and continue to other online Newsroom Management modules.
- **Bug Number:** LIZ-3088. (Android-only) After adding a new production cue to a story, you cannot delete the production cue.

Publish

- **Bug Number:** UIR-1627. If you use the Publish app to Send To Playback to an AirSpeed Studio, the process might fail due to a back-end configuration issue in the Publish profile.
- **Bug Number:** DEF1-761, IPI-2218. Sending AVC LongG material to Playback might fail. The process app reports a “Failed to open file for STP/DET transfer” error for the job. This issue is resolved in MediaCentral Production Management v2018.9.
- **Bug Number:** UIR-1628. When attempting to publish a text-only message or an asset that does not require transcoding (image) on a MediaCentral Cloud UX system that has not been configured with a transcoding profile, the process fails with a “Cannot send message. [*object*, *Object*]” error.

Rundown App

- **Bug Number:** MA-4874. Production Cues that contain the less-than “ < ” or greater-than “ > ” symbol cannot be saved.
- **Bug Number:** MA-4912. After making changes to a story in the Rundown app, the story might fail to save.

Search

- **Bug Number:** RCTR-1010, ASSETS-1820. Assets deleted from a MediaCentral Production Management database might appear in a search. If a user attempts to load a deleted asset, the Asset Editor returns an error related to an undefined global ID.
- **Bug Number:** ASSETS-1821. The MediaCentral Production Management search-connector fails to update metadata definitions.
- **Bug Number:** RCTR-962. The Asset Type column available in the Browse and Search apps does not display icons for MediaCentral Asset Management assets.
- **Bug Number:** RCTR-997. The name of a Media Source in the Suggested Filters area of the Search app might wrap to the next line if the name exceeds a certain amount of characters.

Send To Playback

- **Bug Number:** TI-7481. If you send a LongGOP asset (XDCAM-HD for example) to a playback device using the Publish app and the selected STP profile does not have the LongGOP option enabled, the STP job fails and the Transfer Engine service on the Transfer server crashes. This issue is fixed in MediaCentral Production Management Transfer Engine v2018.9.

System

- **Bug Number:** DAEM-5887. Conservative memory limits configured for some Kubernetes pods results in the inability of some users to sign into MediaCentral Cloud UX.

Limitations and Defects Found in Version 2018.9.0

Asset Editor

- **Bug Number:** OS-5174. After loading a MediaCentral Asset Management EDL into the Asset Editor for the first time in a user session, the first edit does not enable the Save button.
Workaround: You can enable the Save button by taking any action that refreshes the Asset Editor user interface such as making a second edit or simply clicking anywhere in the Sequence Timeline.
- **Bug Number:** MA-4869. After loading a sequence into the Record Monitor of the Asset Editor’s Media Viewer, thumbnails do not appear in the Sequence Timeline.
Workaround: Press the Refresh button in the Asset Editor’s Thumbnail tab to update the Sequence Timeline.

Licensing App

- **Bug Number:** ICS-7885. The MediaCentral Cloud UX Licensing app might generate a Device ID with less than the required 25 characters. This issue is resolved in MediaCentral Cloud UX v2018.9.

If you installed MediaCentral Cloud UX v2018.6 and your system was licensed using a Device ID that is less than 25 characters, you must generate a new Device ID before applying a new license.

Workaround: If you have configured a single-server MediaCentral Cloud UX system and you need to update your environment with new features and you need to create a new Device ID, you can complete the following process to remove your existing Device ID. This script cannot be used in a clustered environment. If you are running a MediaCentral Cloud UX cluster, contact Avid Customer Care for assistance.



This process does not remove or invalidate your existing license. You can complete this process and continue to use existing licensed features of MediaCentral Cloud UX. This allows you to begin the process of issuing a new license without experiencing any down-time.

1. Sign in to MediaCentral Cloud UX as an administrator and access the Licensing app.
Take note of your System ID. After running the script in the following step, you will need to re-enter the System ID in the Licensing app when creating a new Device ID.
2. Run the following script on your single server or cluster primary master node:
avidctl platform devtools remove-device-id
The script prompts you to confirm that you want to remove the Device ID. Enter **Y** (yes) to continue or **N** (no) to exit.
3. After removing the Device ID, you must sign into MediaCentral Cloud UX as an administrator and use the Licensing app to create a new Device ID.
4. Submit your new Device ID and System ID to Avid to have a new license file created.

Publish App

- **Bug Number:** UIR-1662. When adding an asset to either a CMS or YouTube profile, there is no visual representation (a “spinner”) to indicate that an action is being processed.
- **Bug Number:** IPI-2292. If you install the MediaCentral Distribution Service (MCDS) v2018.6 - v2018.11 on a server or workstation that is not running any other Avid software, Send to Playback jobs fail — stopping on the preprocessing phase.

Workaround: The MCDS installer is not creating the required Avid User in the Windows operating system. To resolve this issue, you must install MCDS on a system running another Avid application such as MediaCentral Transfer or Transcode. The installation of these applications creates the required Avid User correctly.

For more information on MCDS installation procedures, see the *Avid MediaCentral Cloud UX Installation Guide*.

Research App

- **Bug Number:** UIR-388. When creating a new Research column, it is possible to include trailing spaces in the name of the column. For instance, “Avid” and “Avid ” are identified as two distinct columns. However, the names appear the same in the column header.
- **Bug Number:** UIR-478. When selecting text in the Research app using Google Chrome for Mac, the text is difficult to read once selected.

Search

- **Bug Number:** RCTR-1095. When adding a search phrase enclosed in quotes, the Search app might provide more search results than if you did not enclose the search in quotes. For instance if you search for “Avid MediaCentral Cloud UX”, the Search app might produce more hits than if you searched for *Avid MediaCentral Cloud UX* (same phrase without quotes).
- **Bug Number:** RCTR-941. The Media Sources category in the Search app’s sidebar shows all connected modules in lower case letters. For example, instead of “Asset Management”, the sidebar displays this module as “asset management”.
- **Bug Number:** RCTR-954. Some time-based filters, such as Start Time, allow you to select a qualifier that is based on both time and date. One example of a time/date qualifier is “Yesterday” which inherently suggests a date. In these instances, the time-based filter ignores the date associated with the qualifier.

Process Creation

- **Bug Number:** MX-6488. The Actions Menu continues showing the Loading indicator even though an error has been returned.

User Management App

- **Bug Number:** UIR-1726. When adding or removing characters from a filter, the changes are applied immediately. This design can introduce a delay when adding or removing multiple characters.
- **Bug Number:** UIR-1820. Adding a filter to the Add or Remove Groups window does not correctly filter the list of groups.

Limitations and Defects Found in Earlier Versions

Limitations and defects in are organized in the following sections:

- [“Limitations and Defects Found in Version 2018.6.0” on page 25](#)

Limitations and Defects Found in Version 2018.6.0

The following sections list known limitations and defects for MediaCentral Cloud UX:

Asset Editor

On some computer displays the bottom of the sequence timeline will not show all of the lowest audio track and timeline zoom bar.

Workaround: Drag the horizontal separator at the top of the timeline up until the entire sequence timeline is displayed.

- **Bug Number:** JP-4547. The Results area of the Browse app does not allow you to reorder columns while in List view.
- **Bug Number:** ASSETS-1746. If you create a subclip in MediaCentral Cloud UX from a master clip that includes a restriction and your subclip includes restricted media, the restriction is not propagated to the subclip. As a result, users are unaware of the restriction as neither the Asset Editor's Markers tab nor the Media Viewer display the restriction for the subclip.
- **Bug Number:** JP-5209. When you select an asset and press the Enter key (or the Return key on a Mac keyboard) the asset is not loaded into the Asset Editor. This issue affects the Search app's Card view and both views in the Browse app. This issue does not apply to working with assets in the List view of the Search app.

Workaround: Use your mouse to double-click on an asset to load it into the Asset Editor.

- **Bug Number:** OS-4992. If you add a clip to a news sequence that contains a marker and you extend the clip in the sequence to include the area containing the marker, the marker is added to the sequence. This is unexpected behavior as markers should only be added to the sequence when the clip is initially added.
- **Bug Number:** MX-5931. The Metadata tab does not support Custom Metadata value lists for Production Management assets. Instead of a drop-down menu that allows selecting a predefined value, the Metadata tab shows for a Custom Metadata value list a disabled text box.
- **Bug Number:** MX-6110. For Production Management assets, the Metadata tab only supports editing properties of type text.
- **Bug Number:** ASSETS-1577. The Makers tab does not support creating, editing, and deleting restrictions for Production Management assets.
- **Bug Number:** OS-4997. If a user attempts to make an edit to a news sequence that is already opened by another user who has a lock on the story, the change is permitted but the following warning message is presented:

“Story Modify Error - Unable to obtain all edit locks. Story body is edit locked by <user>.”
[Cancel Sequence Edit] [Keep Sequence Edit]

In this release the Cancel and Keep options are not available.

- **Bug Number:** ASSETS-1742. If you initiate a Send to Playback job through the Publish app and you change the Video ID associated with the asset, refreshing the metadata pane does not immediately reflect the updated Video ID.

Workaround: If you wait for a short period (approximately two minutes) and then refresh the metadata tab, the Video ID is updated as expected.

- **Bug Number:** OS-5066. If you load a sequence into the Asset Editor by clicking the Open Sequence button in the Rundown app, the sequence is loaded into the Asset Editor, but associated metadata is not loaded into the Asset Editor's Metadata tab.

- **Bug Number:** OS-5079. If you drag an Asset Management image asset directly into the sequence timeline, the sequence becomes corrupted. This action is not supported and causes the sequence to show Media Offline for all assets.

Workaround: If you accidentally drag an image asset directly to a sequence, the sequence can be corrected using the MAM Desktop application.

- **Bug Number:** OS-5076. If you load a Story Sequence outside of the Rundown app and the sequence does not include any markers, the Markers tab does not load properly. As a result, the sequence is never considered fully loaded and the ability to drag and drop assets to the sequence is disabled.

Workaround: Open the Rundown app and load the sequence into the Asset Editor using the Open Sequence button.

- **Bug Number:** MX-6318. When viewing an asset with a long comment in the Marker tab, the time stamp and colored marker might not appear next to the marker text because all values are vertically centered.

Workaround: Scroll down in the marker tab to see the time stamp and colored marker.

- **Bug Number:** OS-5089. If a clip in a sequence has not been loaded individually in a user session, its head frame does not load automatically in the Sequence timeline.

Workaround: A number of actions will generate the head frames for the sequence. Examples include:

- Make an edit to the sequence
- Perform a match frame on the asset
- After loading the sequence, toggle between the Source and Record Monitors in the Asset Editor

- **Bug Number:** PLAD-463. If you include non-English characters when naming a sequence, the sequence might not save. Instead, you are presented with an error message.

Workaround: Remove the non-English characters from the sequence name and re-save the sequence. If you have already made edits to your sequence, select the Save As option to enter a new name for the sequence.

- **Bug Number:** OS-5101. When using the mouse to adjust the volume levels in the Asset Editor's Audio tab while playing an asset, playback might jitter or be delayed.

Workaround: If you know the exact level that you want to use, you can enter the value in the volume level field to adjust the level during playback. Alternatively, you can adjust the volume when the play head is stopped.

- **Bug Number:** OS-5118. When adding a new asset to a story sequence that does not match the asset's frame rate, the asset might be added to the wrong timing block.

Workaround: If this occurs, delete the new asset from the sequence (do not undo) and edit the asset back into the sequence again.

- **Bug Number:** OS-4643. If you load an EDL that is longer than 24 hours in the Asset Editor and set the timecode display to Duration, the timecode window subtracts 24 hours from the Duration. For example if your EDL is 26 hours long, the timecode Duration appears as only 2 hours.
- **Bug Number:** OS-4986. If you drag an asset that includes markers to the Sequence Timeline to perform an overwrite edit, the markers might not appear in the correct location when viewing the overwrite preview (before you release the mouse button to perform the edit). The actual overwrite of the asset places the markers in the correct location.
- **Bug Number:** MPLAY-3613. If the HTML5 player service fails, it is automatically restarted by underlying system processes. However even after the service is restarted, users might not be able to play media through the Asset Editor.

Browse App

- **Bug Number:** ASSETS-1317. You cannot duplicate sequences.

Workaround: Open the sequence and use the Save As feature in the Sequence Timeline to save a copy of the sequence.
- **Bug Number:** JP-5708. The Browse app might take a long time to load a folder containing a large number of assets (~800 or more), the Results area of the Browse app might appear empty for a period of time.

Installation and Configuration

- **Bug Number:** DAEM-5529. When running the Post-Install Setup Scripts, the `avidctl platform host-setup` script might hang when executing particular tasks. If there is no on-screen activity for an extended period of time (2-3 minutes), press CTRL+C on the keyboard to exit and run the script again.

This issue is most often associated with the “sysprep: Restart firewalld” task.

- **Bug Number:** MTTO-1773. If you connect to the Kubernetes web dashboard after deploying the system feature packs, the Kubernetes Pods category does not show a green status.

Workaround: Continue with the installation and verify the status of the Kubernetes Pods after you have imported a MediaCentral Cloud UX license.
- **Bug Number:** DAEM-5592. When entering the Kubernetes Admin token in the `avidctl platform host-setup` script, you can not use the Backspace key to correct a text entry error. The Backspace key is treated as a new character.

Workaround: You can resolve this issue in one of two ways:

- Press CTRL+C on the keyboard to exit the script and then relaunch the script to start over from the beginning.
- After using the Backspace key, press Enter to accept the password. At the verification prompt, press Enter to purposefully enter an incorrect matching password.

This returns you to the first prompt to enter your original password.

- **Bug Number:** UIR-1412. You cannot configure more than one location when specifying the MediaCentral Distribution Service (MCDS) in the Configuration Settings App.
- **Bug Number:** DAEM-5899. The self signed certificate generated by the `avidctl platform host-setup` script does not create a valid certificate for single-server configurations.

Workaround: If you want to import a valid self-signed certificate into your web browser, use the process detailed in Appendix B of the *Avid MediaCentral | Cloud UX Installation Guide* to recreate and import the certificate.

MediaCentral | Asset Management

MediaCentral Cloud UX includes the following limitations for the MediaCentral Asset Management module:

- Browse app:
 - JP-5605. The Browse app menu and context menu do not provide the Delete Folder entry for Asset Management. Folder deletion is not possible
 - ASSETS-1386. If you use the Browse app to rename an Asset Management folder, only the name of the folder is changed and not the language label associated with the asset folder. MAM Desktop may show a different, localized label instead.
 - You cannot delete asset references from folders
 - ASSETS-1660. In the Browse app, information in the Created, Creator, Modified, and Modifier fields refers to the asset reference in the folder not to the asset itself. In the Search app and Metadata tab, the same fields refer to the asset.
- Search app:
 - You cannot search for controlled vocabulary (thesauruses, legal lists, master data)
 - You cannot search for time-based metadata
 - The search does not evaluate CBA rules. Therefore, a user might see assets in the search results list for which he does not have access rights. The CBA rule will be regarded when the user tries to edit the asset though.
 - The search does not consider changes and deletes in the Asset Management data model: If you delete an attribute or mark it as “non searchable” in the data model, it remains visible in the Search app. If you rename an attribute, both the old and the new attribute name are visible in the Search app.
 - The Search app has a limit of 5,000 fields in an index. MediaCentral Search can create more than one field per Asset Management attribute (for example, 3 for text attributes). If the data model contains too many attributes, then MediaCentral Search cannot create the index and search will not return any Asset Management assets.
- Markers tab: You can show strata, segments, and annotation but you cannot edit them in the Markers tab.
- Metadata tab:
 - ASSETS-1632. When a user edits an Asset Management asset in the Metadata tab, the asset is not locked which allows unintended changes by another user.
 - Properties of type “master data” are read-only
 - Read-only expressions defined in Asset Management Datamodel Administrator are not evaluated

- Process creation: The process creation dialogs do not provide the upload file functionality.
- Tasks app: The upload/download file feature for tasks is not supported.
- Publish app: When using the Publish app, you can publish individual assets, but not sequences.

MediaCentral | Hoverscrub

- **Bug Number:** PLAD-378. When adding 16x9 DV25 media to a news sequence, the proxy media is created in a 4x3 aspect ratio.

Mobile

The MediaCentral Cloud UX mobile app includes the following limitations:

- Integration with MediaCentral Production Management is unavailable (iOS + Android) and subsequently, media playback is also unavailable.
 - You cannot open key-locked or easy locked queues or stories (iOS). Attempting to do so results in an Access Denied message.
 - Review and Approval workflow is unavailable (iOS + Android).
 - You cannot share stories with other users (Deep Links) (iOS + Android).
 - You cannot insert Script Templates (iOS + Android).
 - Cue content and machine codes are listed as text only in the Production Cue list.
- **Bug Number:** LIZ-3634. When working in the iOS mobile app, you cannot swipe between Newsroom Management stories while in Presenter mode.
 - **Bug Number:** LIZ-3635. When working in the iOS mobile app, Offline mode is only available for individual stories and not queues.

Publish

- **Bug Number:** ASSETS-1292. Send to Playback of AVC Long GOP 50 1080p 50 assets requires a special tool to be run once on a system where Interplay Access is installed. The tool applies a change to the MediaCentral Production Management database to allow for this workflow. For more information and access to this utility, contact your Avid representative.
- **Bug Number:** UIR-1421. After completing a successful Send to Playback job, the asset is not cleared from the Playback endpoint.
- **Bug Number:** UIR-1497. You cannot validate Facebook and Twitter profiles before saving the profile.

Workaround: After creating a new profile, you must click the Save button and then click the Verify Profile Settings button to validate the profile.
- **Bug Number:** ICI-1981. When performing a Send to Playback of LongGOP media using a profile configured for an AirSpeed studio, the job might fail with the following error message: Remote STP Process failed: Unable to map TM Profile <profile-HD> on <server> to a resolution/project ID.

Workaround: Send the asset to each AirSpeed individually, or if available, use a Media Composer to send the job to the AirSpeed studio.

Rundown App

You must first open the Rundown app before you double-click a queue in the Browse app or a story in the Search app in order for the asset to be loaded into the Rundown app. If the Rundown app is closed, the asset is not loaded.

You cannot copy or move stories to other queues.

- **Bug Number:** MA-4891. If you have configured MediaCentral Cloud UX with only the MediaCentral Newsroom Management module, do not press the Open Sequence button in the Rundown app. If you press the button, an option to save the sequence appears. As there is no Production Management system, pressing the Save button results in a Save Sequence request that cannot complete.

Workaround: Refresh your web browser to dismiss the Save Sequence window.

- **Bug Number:** OS-5071. If you add an asset with markers to a new sequence created through the Rundown app and then you perform an undo after completing multiple other edits, the undo removes the markers from the sequence.

Workaround: You can restore the markers redoing the previous action.

Search

- MediaCentral Phonetic Index is not available in MediaCentral Cloud UX v2108.6.
 - The Search app returns only Avid MediaCentral | Production Management master clips that are fully online. Partially online “edit while capture” (EWC) assets do not appear in the search results.
 - Search results do not respect the permissions assigned to the user in the MediaCentral module — such as MediaCentral Production Management. Instead, the permissions of the user configured in the search connector on each MediaCentral module are used. Since searches respect the permissions of these Search Agent accounts and not those of individuals logging into MediaCentral Cloud UX, users with permissions different from the Search Agent might be exposed to assets that they could not otherwise view directly in the MediaCentral module. Although MediaCentral Cloud UX users can view names and metadata for assets they do not have permission to view, they are blocked from playing the assets.
 - **Bug Number:** RCTR-894. Search results are limited to 10,000 assets.
- Workaround:** If your desired asset is not included in the original search, add more search criteria to limit the result set to a smaller number of results.
- **Bug Number:** RCTR-973. The Search index creation process might fail on databases that contain a large number of fields.
 - **Bug Number:** RCTR-989. The process to index large MediaCentral Asset Management databases for use with the MediaCentral Search app can take a significant amount of time to complete. Organizations whose database consists of more than 500,000 assets should consult with Avid prior to indexing the database for assistance in optimizing the process.

Send To Playback

- When using the Publish app to Send to Playback, the app does not provide any indication of a mismatch between the resolution of the asset and the resolution in the send to profile.
Workaround: After you have clicked the Publish button to initiate the STP process, use the Process app to verify if your job is successful.

System

- **Bug Number:** DAEM-5741. When a cluster master node goes offline, users might experience a short period of time where the cluster is inaccessible.

Tasks App

The file upload/download feature is not available for task attachments.

- **Bug Number:** MX-6005. When you edit a task and apply an action to the task, the Save changes prompt does not appear.
- **Bug Number:** MX-6333. You cannot select and edit masterdata multi-value properties in the Task Details area.

Translated User Interface

Currently, the user interface is available in English only.

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