



Avid MediaCentral | Cloud UX

ReadMe Version 2020.9.9

Important Information

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

For more information and documentation on Avid MediaCentral Cloud UX, visit the Avid Knowledge Base at: http://avid.force.com/pkb/articles/en_US/user_guide/MediaCentral-CloudUX-Documentation

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Installation and Prerequisites

Avid MediaCentral Cloud UX v2020.9.9 is a cumulative patch that includes new features and addresses issues found in the product following the initial software release. This feature-pack-only patch release requires a prior installation of MediaCentral Cloud UX v2020.9.x. If you are running a cluster configuration with four or more nodes, you must first upgrade the Platform ISO to v2020.9.1. For more information, see the v2020.9.1 *Avid MediaCentral / Cloud UX ReadMe*.

For details on the specific issues fixed in this release, see [“Fixed in Version 2020.9.9” on page 7](#).

For additional prerequisites on connected MediaCentral modules, see the Installation and Prerequisites section of the v2020.9.0 or v2020.9.1 *Avid MediaCentral / Cloud UX ReadMe*.

New Features in MediaCentral Cloud UX 2020.9.5

This topic provides an overview of the major new features in MediaCentral Cloud UX v2020.9.5.

Updated Publisher Configuration Options

In prior versions of MediaCentral Cloud UX, the connection between the MediaCentral system and the Publisher back-end was initiated from the SAAS platform. This connection method required organizations to establish either a VPN connection, or introduce multiple firewall exceptions that were not always possible or desired.

MediaCentral Cloud UX v2020.9.5 introduces new network proxy settings into the Configuration Settings app that simplify this connection process, while maintaining a high-level of system security. When these new tunneling options are enabled, the connection to the SAAS platform originates from the MediaCentral system — essentially reversing the previous connection method.

Although you are not required to enable these features as part of the v2020.9.5 upgrade process, Avid recommends that you enable the tunneling options when connecting to the back-end SAAS platform. If you are performing an upgrade and want to enable the proxy configuration, you must first contact your Avid Sales Representative to ensure that the required changes are made to the SAAS platform to enable this new communication method.

The following illustration and list describe the Publisher configuration parameters.

The screenshot displays the 'Publisher configuration panel (v. 0.1.27)' with two main sections: 'Settings' and 'Proxy'.

Settings section:

- 'Publisher SAAS service' is represented by a text input field.
- 'Wildmoka ID' is represented by a text input field containing the text 'Wildmoka ID'.

Proxy section:

- 'Tunnel Web Site' is represented by a text input field containing the text 'Local tunnel website with https://...'.
- 'CloudUX IP or Address' is represented by a text input field containing the text 'IP or Name of your CloudUX website (without https://)'.

At the bottom of the panel, there are two buttons: 'Start Localtunnel' and 'Stop Localtunnel'.

- **Publisher SAAS Service**
This is the URL of the Publisher back-end. This information is provided to you by Avid at point of sale.
Example: us.wildmoka.com
- **Wildmoka ID**
This identification number is used to track your MediaCentral Cloud UX system in the SAAS platform. It is provided to you at the same time as your SAAS platform URL.
Example: 580b2e2e-f1f2-4485-a15d-c55f004492cf
- **Tunnel Web Site**
This value represents the URL endpoint to which the MediaCentral Cloud UX system connects. If you requested the tunneling option at point of sale (selected by default), then this information is provided to you by Avid along with the Service ID and Wildmoka ID.
Example: https://proxy.us.wildmoka.com
- **Cloud UX IP or Address**
This field identifies the IP address or hostname that listens for API requests. This value is defined as your local MediaCentral Cloud UX IP address or hostname.



The following process is required only if you want to enable the network proxy settings. If you are an existing customer using an alternate connection method, you are not required to complete these steps.

To enable the network proxy settings:

1. Click on the Configuration Settings button in the Administrator Fast Bar and select Publisher Settings from the menu in the app's sidebar.
The Publisher Configuration Panel appears. The version information listed to the right of the panel name is the internal version number of the Publisher feature pack.
2. (if not already present) enter your Service ID and Wildmoka ID.
3. Enter your URL endpoint in the Tunnel Web Site field.
4. Enter your MediaCentral Cloud UX IP address (preferred) or local DNS hostname.
If you are configured in a cluster, you must enter the cluster IP or hostname in this field.
5. Click the Save button to save your settings.
6. Do one of the following:
 - ▶ Click the Start Local Tunnel button to enable the proxy settings.
When connected, the app displays a "Got tunnel information" message in the Proxy area of the app. If your connection is ever interrupted due to a temporary loss in network connectivity, the connection is reestablished automatically.
 - ▶ Click the Stop Local Tunnel button to disable the use of the proxy configuration.

New Features in MediaCentral Cloud UX 2020.9.4

This topic provides an overview of the major new features in MediaCentral Cloud UX v2020.9.4.

Configuring the Frame-Ancestor Security Policy

To enhance system security, MediaCentral Cloud UX 2020.9.0 introduced a feature that configures the content-security-policy http header to “frame-ancestors: 'self'”. This change prevents MediaCentral Cloud UX from running as an embedded “iFrame” in products such as the Avid MediaCentral | Panel for ENPS — if the connection is made from a different origin, such as a different domain or a sub-domain within your network.

If your clients access MediaCentral Cloud UX through an embedded panel from a different origin, you can complete the following steps to alter the MediaCentral Cloud UX configuration to allow this connection.



The following configuration change weakens system security and could expose your systems to cross-site scripting attacks.

To enable remote origins:

1. Enter the following command on your single server or primary master node to create a new blank text file in the `/etc/avid/config/` directory:

```
vi /etc/avid/config/http-security.yaml
```

The new file is opened in the Linux `vi` editor.

2. Enter the following text to the file:

```
global:  
  http_config:  
    default:  
      content_security_policy:  
        frame_ancestors_enabled: false  
  oauth:  
    content_security_policy:  
      frame_ancestors_enabled: false
```

When creating this text file, you must make sure to follow the formatting displayed in this example. If you copy and paste this text into a text editor, some spacing might be lost.

3. Save and exit the `vi` session. Press `<ESC>` and type: `:wq`
4. Redeploy the system configuration by entering the following command on your single-server or master node:

```
avidctl platform redeploy
```

For more information on this command, see “Altering the Configuration” in the *Avid MediaCentral | Cloud UX Installation Guide*.



If you need to revert the original configuration, change the `false` variables in the `http-security.yaml` file to `true`, and redeploy. Following the redeploy process, you can delete the `http-security.yaml` file from your MediaCentral Cloud UX server.

Updating the MediaCentral Cloud UX System

The steps required to install this patch 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 following steps 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.

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 installing the patch on a cluster, you must execute all commands from the primary master node.

The following upgrade process applies to both single and multi-site environments. There are no specific or custom steps required for a multi-zone configuration.

To install the MediaCentral Cloud UX patch:

1. (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 should list the configuration files that were used to deploy your original installation. For example, you might see:

```
auth.yaml cert.yaml site-key.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.*

2. Use a terminal application to log in to your single-server or primary master node as the *root* user.
3. Enter the following command to verify that there is nothing currently mounted to the `/features` directory:

```
umount /features
```

4. 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 ro /<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*.

5. 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 [OK]. 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.

6. The script asks if you want to import features from the Feature Pack ISO.
- Enter **Y** (or **y**) to import the updated feature packs from the ISO.
 - At the Path to Feature Packs prompt, press Enter to accept the default path of `/features/feature-packs/`.



You would only enter N (no) at this prompt if you wanted to use this script to redeploy the feature packs for the same version of software that you are already running. You must answer yes when performing a software upgrade.

7. Next, you must determine which feature packs should be upgraded, installed, or removed.

The script prompts you with a series of yes or no questions. Each prompt is associated with a default value which is identified as a capital Y for *yes* or N for *no*. If the script determines that the feature pack is already installed, the default value is Y. If the feature pack is not installed, the default value is N. Do one of the following:

- ▶ Press the Enter key to accept the default value.
- ▶ Press **Y** (or **y**) to install the feature pack.
- ▶ Press **N** (or **n**) to skip or uninstall this feature pack.

If your existing installation includes a feature pack that you no longer want to use, you can enter **N** at the prompt to remove the feature pack from your existing installation.

The feature pack installation process begins. Be patient as this process can take some time.

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

```
helm ls
```

While some components such as “mon” (platform-monitoring) might be associated with a different version number, 2020.9.9-v0009-G6e5a1f0 should read as the App Version for all upgraded components.

9. (optional) To maximize system security, the upgrade process automatically disables the Kubernetes dashboard. If needed, you can re-enable the dashboard using the following command:

```
avidctl extra kube-dashboard deploy
```

When you are not using the Kubernetes Dashboard, Avid recommends that you disable the tool:

```
avidctl extra kube-dashboard remove
```

For more information, see “Deploying the Kubernetes Dashboard” in the *Avid MediaCentral / Cloud UX Installation Guide*.

Fixed in Version 2020.9.9

- **Bug Number:** PLAD-738 and PLAD-659. After sending Production Management assets through MediaCentral Cloud UX using the Delivery or Transcode services, the performance of the source Production Management module as well as the MediaCentral Cloud UX servers might be impacted. This can result in general system slowness, delayed login to Interplay Access, and the temporary disappearance of the Production database in the MediaCentral Cloud UX Browse app.
- **Bug Number:** MX-8582. When closing/hiding the Task app the following error might continually appear as an obtrusive overlay window in the user interface:

“There was an issue to subscribe to task notifications. We will try to again in the background and show any tasks as soon as notifications can be retrieved.”

Fixed in Version 2020.9.8

- **Bug Number:** PLAD-711. In some cases, Hoverscrub might send an excessive number of notifications to the Asset Management CTC — resulting in increased and unnecessary CPU usage on the Asset Management server.
- **Bug Number:** PLAD-726. When using the Burn Graphics option in the Send to Playback window, special characters might be displayed correctly when viewed as a preview, but appear incorrect on the final burned-in asset on the send to playback device.

Fixed in Version 2020.9.7

- **Bug Number:** DAEM-7006. If the Upstream Redis connection is interrupted, the service could be down for an extended period of time.

Fixed in Version 2020.9.6

- **Bug Number:** MAM-16872, MAM-16873. When creating a process the error message ‘Error loading template’ is shown if the template cached in the platform service cache “avid-mam-orchestration-actions” is already evicted.
- **Bug Number:** NEO-459. Any Asset Management asset that is associated with FPS value of 100 or higher might stutter, or fail to play back. After implementing this fix, any Asset Management asset above 100 FPS will play at 100 frames per second (FPS).
- **Bug Number:** NEO-465. In some cases, MPEG-1 media files from a MediaCentral Asset Management system might not play back. In this case an “Error: 1102: E_NO_ERROR” is added to the avid-playback log.

Fixed in Version 2020.9.5

- **Bug Number:** MA-5832. The bidirectional links between sequences and stories can become incorrect by moving a story outside of the Rundown app. This is now fixed by automatically correcting the link in the sequence when a user opens it in the Rundown app.

Fixed in Version 2020.9.4

- **Bug Number:** IPI-2988. If you remove all predefined values from a custom metadata (i.e. user) property in the Production Management database, you might not be able to start the MediaCentral Search Connector in the Interplay Administrator tool.

For more information on predefined value lists, see “Working with Lists for Custom Properties” in the *Avid Interplay | Engine and Interplay | Archive Engine Administration Guide*.

- **Bug Number:** ICI-3196, IPI-3002. Organizations whose Production Management database includes a large number of custom metadata properties might not be able to connect to Production Management through MediaCentral Cloud UX. Although the database appears in the Browse app, you cannot browse the database.
- **Bug Number:** ASSETS-3007. Although Avid does not support phonetic indexing of a Production Management Archive database, the indexing process still attempts to process the archive media.



If you have already indexed your Production Management system, this fix prevents the phonetic indexing of new Archive assets. If you have already indexed your Production Management system, you must delete the current index and reindex your system to eliminate the Archive assets from your search index. For more information, see “Configuring the MediaCentral Search Connector” in the Avid MediaCentral | Cloud UX Installation Guide.

Fixed in Version 2020.9.3

- **Bug Number:** DAEM-6932. If your MediaCentral Cloud UX system is configured as a cluster, playback requests are not properly distributed to all nodes.
- **Bug Number:** PLAD-687. The Hoverscrub service might intermittently crash and does not automatically restart.

Fixed in Version 2020.9.2

- **Bug Number:** IPI-2987. For MediaCentral Production Management systems that include a large number of custom metadata properties, the process of starting or resyncing the MediaCentral Search Connector in the Interplay Administrator tool might cause the Production Management Engine to crash or terminate. If this happens, the Interplay Administrator might display the following error message:

Operation failed: Failure while starting: com.avid.ime.pam.service.exception.CanonicalData MappingDaoException: Failed to retrieve the tracked/mapped properties!

This issue can occur regardless of the state of the custom metadata properties (activated or deactivated in the Property Layout).

- **Bug Number:** MTTO-3356. Some workflows, such as MediaCentral Editorial Management, allow you to access media assets on an Avid NEXIS system that include a very long file path/name. When loading one of these assets, the MediaCentral Cloud UX Upstream service might fail — causing the MediaCentral Cloud UX system to become unresponsive for all workflows.
- **Bug Number:** RCTR-1732, RCTR-1761. In some cases, the Search app might experience performance issues when a large number of concurrent users perform searches at the same time in the MediaCentral Cloud UX Search app.
- **Bug Number:** MA-5774. Opening a rundown in the Rundown App, using a queue form that contained either an nsml-literal or a literal form field, no longer results in an error. Originally documented as fixed in v2020.9.1, additional work was completed on this issue for v2020.9.2.

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