



Avid MediaCentral | Cloud UX™

Version 2021.3.0 ReadMe

Important Information

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

See the following Avid Knowledge Base link 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-Cloud-UX-v2021-Documentation

Revision History

Date Revised	Changes Made
July 23, 2021	Added limitation MC-589. See “Limitations and Defects Found in Version 2021.3.0” on page 41 .
July 16, 2021	• Important: New requirements for sites upgrading from MediaCentral Cloud UX v2020.4.x or earlier. For details, see “Upgrading from v2020.4.x or Earlier” on page 28. • As a general best practices measure, Avid is now recommending a backup of the MongoDB database prior to any upgrade. For details, see “Upgrading to MediaCentral Cloud UX 2021.3.0” on page 27. • Added fixed bug JP-7623. See “Fixed in Version 2021.3.0” on page 36. • Added section “Additional Documentation”. See “Additional Documentation” on page 36. • Added limitations MX-8466 and MX-8574. See “Limitations and Defects Found in Version 2021.3.0” on page 41.
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Compatibility Notes

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

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

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

Qualified Servers and Virtualized Environments

Hardware Deployments

Avid performs extensive testing on specific HP and Dell servers to verify full compatibility with MediaCentral Cloud UX. Servers that pass these tests are considered *qualified* by Avid.

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

For more information on these servers as well as minimum specifications, see the *Avid MediaCentral / Cloud UX Hardware Guide* on the Avid Knowledge Base.

Virtualization

MediaCentral Cloud UX can be deployed as a virtual machine in either Microsoft Azure or VMware vSphere environments. For more information regarding on-prem VMware deployments, see the *Avid MediaCentral / Cloud UX Virtual Environment with VMware* guide on the Avid Knowledge Base. If you are interested in deploying MediaCentral Cloud UX in Microsoft Azure, please contact your local Avid representative for more information.

Memory Configuration

Both “bare metal” (dedicated physical servers) and virtualized deployments of MediaCentral Cloud UX require a minimum of 128GB of RAM per server / VM.

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 operate¹. Two node cluster configurations are not supported.
¹ Some limitations apply. For more information, see the *Avid MediaCentral | Cloud UX Installation Guide*.
- 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 Guidelines

MediaCentral Cloud UX v2020.9 and later allows you to install an endpoint detection and response solution on your MediaCentral Cloud UX system. This applies to both single-server and cluster environments. While Avid does not support any specific solution, you can find general guidelines and information related to CrowdStrike Falcon on the following Avid Knowledge Base page:

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

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

Security and Firewalls on Client Workstations

While Avid encourages organizations to protect and secure the client workstations that connect to MediaCentral Cloud UX, system administrators must allow communication between the clients and the MediaCentral Cloud UX servers over network ports 443 and 5000. If you are using a local anti-virus, firewall, or other security solution on your clients, you must ensure that these ports remain open between the systems. Failure to do so could block media playback or cause other aspects of the workflow to fail.

For more information on network ports and communication, see the Avid Port Usage Guide on the [Avid Knowledge Base](#).

Trusted Secure Sockets Layer (SSL) Certificates

When you connect to MediaCentral Cloud UX, your web browser might display a security warning that indicates 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 an internal/private or external/public Certificate Authority (CA) group. Public certificates have the advantage in that they are trusted automatically 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).

With the introduction of Google Chrome v80, you must install a valid signed certificate to access the user interface for all versions of MediaCentral Cloud UX. Without a valid certificate, users are met with a security warning when accessing the MediaCentral Cloud UX sign-in page. Any attempt to bypass this security warning without a valid signed certificate is unsupported and could result in negative impacts to the user experience.

If you are enabling a multi-site environment and you are using a self-signed or private CA certificate, you must import the certificate from each site into each of your client workstations. For example, if you have a multi-site configuration with three sites, you must import three different certificates into each workstation. For this reason Avid highly recommends using certificates provided by a public Certificate Authority if you are enabling a multi-site configuration.

Self-signed and private CA certificates must include the FQDN for your MediaCentral Cloud UX system. If you have configured a cluster, the certificate must include the FQDN for each cluster node and the virtual cluster.



If you are using the MediaCentral Cloud UX Mobile app, you must import a valid certificate into your mobile device.

For more information, see “Creating Certificate Files” and “Importing SSL Certificates” in the *Avid MediaCentral | Cloud UX Installation Guide*.

Browsers for MediaCentral Cloud UX

MediaCentral Cloud UX is tested using Google Chrome as the portal to the user interface. 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 does not support connecting to MediaCentral Cloud UX through either a mobile web browser (installed on a mobile device) or “portable” versions of Chrome in which the browser is not fully installed on your local workstation. To access MediaCentral Cloud UX through a mobile device, download either the MediaCentral Cloud UX Mobile app, or the MediaCentral Collaborate app.

Upgrade Options for Multi-Site Environments

Avid MediaCentral Cloud UX includes the ability to connect multiple MediaCentral Cloud UX systems together in a Multi-Site configuration. In a multi-site environment, your local MediaCentral Cloud UX system links to MediaCentral modules such as Production Management, Asset Management, or others that are connected to other remote Cloud UX systems.

Avid supports linking sites running different versions of MediaCentral Cloud UX. If you plan to run mixed versions of software, note the following:

- You can mix MediaCentral Cloud UX systems running v2020.4.x through v2021.3 in the same multi-site environment. You can upgrade any site in the configuration without dependencies on another site. Note that during the upgrade process, the affected site will be unavailable to users in the linked sites.
- Some features might be version specific. See individual MediaCentral Cloud UX ReadMes for any feature-specific version requirements.

MediaCentral Production Management

To enhance system security, MediaCentral Cloud UX v2018.11 and later eliminates the use of TLS (Transport Layer Security) v1.0 and v1.1 and communicates with TLS v1.2 only.

If you are integrating with MediaCentral Production Management systems that are running older versions of the Windows operating system, such as a Production Management Engine v2018.9 on Windows Server 2008 R2, you must enable TLS v1.2 on the Windows operating system. This process is not required for Windows Server 2012 R2 or Windows Server 2016. Failure to enable TLS v1.2 will result in the inability to integrate Production Management with MediaCentral Cloud UX.

For more information, see <https://support.microsoft.com/en-gb/help/3140245/update-to-enable-tls-1-1-and-tls-1-2-as-default-secure-protocols-in-wi>.

Connection Options for Multiple Systems

The following information and statements describe ways to connect MediaCentral modules outside of a multi-site environment.

MediaCentral Production Management

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 Production 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 Production 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

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

Maestro News

MediaCentral Cloud UX supports the ability to both connect multiple Maestro News systems into a single MediaCentral Cloud UX system as well as the ability to connect multiple MediaCentral Cloud UX Systems to a single Maestro News module.

For more information on configuring these multi-system environments, see the Maestro News documentation.

Device Support for the MediaCentral | Cloud UX Mobile Application

The MediaCentral Cloud UX mobile app is supported on an array of devices that run either the iOS or Android operating systems. While not all devices can be thoroughly vetted, Avid has performed end to end workflow testing on the following mobile phones and tablets:

Mobile Phones:

- iPhone 7
- Pixel 3 XL

Tablets:

- iPad Pro 10.5
- Samsung Galaxy Tab S3

To access 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 v2021.3

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 v2021.3

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, and access other Avid resources.

Enabling New Features

If you are upgrading to this version of MediaCentral Cloud UX to enable new features introduced in this or prior releases, or you have purchased a new feature for your existing installation, you might need to refer to a previous ReadMe or to the *Avid MediaCentral | Cloud UX Installation Guide* for additional instructions. For example, if you are adding MediaCentral Phonetic Index, you must

configure a Search Grid server, run a system configuration script, and index your integrated MediaCentral modules. If you are upgrading to enable a new feature such as the Publisher app, you might need to install a new license, configure settings, or verify user entitlements.

Avid MediaCentral Distribution Service

The MediaCentral Distribution Service (MCDS) is an application required for Send to Playback (STP) operations in MediaCentral Cloud UX. More accurately described as an “orchestration engine”, MCDS analyzes the STP request and determines if additional actions are required before the media is sent to the destination (Avid AirSpeed, Avid Transfer Engine, or other). MCDS is not used or required when sending assets to playback through the MediaCentral | Panel for Adobe Premiere Pro.

For more information on MCDS, Send to Playback guidelines, comparability notes, fixes, and more, see the *Avid MediaCentral Distribution Service ReadMe* on the Avid Knowledge Base at: http://avid.force.com/pkb/articles/en_US/user_guide/MediaCentral-CloudUX-Documentation

Installing MediaCentral Cloud UX Partner Applications

Organizations or individual contributors that want to work with Avid to create applications for the MediaCentral Platform can visit <http://developer.avid.com/> for a collection of online resources that can be used to assist you in this effort.

If you have purchased a MediaCentral Cloud UX Partner application or service to connect to a non-Avid product or service, the following link provides a high-level set of instructions for installing the feature pack on your MediaCentral Cloud UX system:

http://developer.avid.com/connector_api/feature-pack-installation/docs-public/README.html

For more detailed and software-specific instructions, see the documentation that accompanies the partner feature pack.

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`).

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

Object Type	Status
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. Group clips created from spanned master clips (such as media created on a P2 card) are also not supported.

Supported Media Formats

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

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



AMA media is not supported in MediaCentral Cloud UX. AMA media must be transcoded to a supported format.

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
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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 the supported media formats for 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
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The Send to Playback formats listed in the following table are specific to Avid AirSpeed workflows. For information on supported STP formats when using Avid FastServe, see the *Avid FastServe/ Payout Administrator's Guide* on the Avid Knowledge Base at: http://avid.force.com/pkb/articles/en_US/ReadMe/FastServe-Documentation.

Video Media Format	Playback Support	Send to Playback Support
Apple ProRes	Not Supported	Not Supported
AVC-Intra 50, 100 (1080i)	All frame rates	50, 59.94
AVC-Intra 100 (1080p)	All frame rates	Not Supported
AVC-Intra 50, 100 (720p)	50, 59.94	50, 59.94
AVC Long GOP 12, 25, 50 (720p)	50, 59.94	50, 59.94
AVC Long GOP 12, 25, 50 (1080i)	50, 59.94	25, 29.97
AVC Long GOP 12, 25, 50 (1080p)	25, 29.97	Not Supported
Avid JFIF 2:1, 3:1, 10:1, 20:1	25, 29.97	Not Supported
DNxHD 1080 36, 45, 80, 85, 100	All frame rates	Not Supported
DNxHD 1080 115, 120, 145, 175, 185, 220	All frame rates	25, 29.97
DNxHD 1080 175X, 185X, 220X	All frame rates	25, 29.97
DNxHD 720p 40	Not Supported	Not Supported
DNxHD 720p 45, 50	25, 29.97	Not Supported
DNxHD 720p 60, 75, 90, 110, 145, 220	25, 29.97	25, 29.97, 50, 59.94

Video Media Format	Playback Support	Send to Playback Support
DNxHD 720p 90X, 110X, 220X	25, 29.97	25, 29.97, 50, 59.94
DNxHD 720p 85, 100, 120, 185	50, 59.94	Not Supported
DNxHD 720p 185X	50, 59.94	Not Supported
DNxHD 1080p 75, 90, 165, 200, 240, 290	50, 59.94	Not Supported
DNxHD 1080p 365, 440	50, 59.94	Not Supported
DNxHD 1080p 365X, 440X	50, 59.94	Not Supported
DNxHR LB ^a		
DNxHR SQ ^a		
DNxHR HQ ^a		
DNxHR HQX ^a		Not Supported
DV 25 411	25, 29.97	25, 29.97
DV 25 420	25	25
DV 50	25, 29.97	25, 29.97
DV100 HD 1080i (DVCPro HD)	All frame rates	50, 59.94
DV100 HD 720p (DVCPro HD)	50, 59.94	50, 59.94
H.263 (MPEG-1 Layer 2 proxy)	25, 29.97	Not Supported
H.264 (MPEG-1 Layer 2 proxy) 800 Kbps, 2 Mbps, 3 Mbps	25, 29.97	Not Supported
HDV (1080i)	All frame rates	Not Supported
HDV 720p	50, 59.94	Not Supported
JPEG 2000	Not Supported	Not Supported
MPEG (IMX) 30, 40, 50	25, 29.97	25, 29.97
MPEG-2 Long GOP	25, 29.97	Not Supported
RGB	Not Supported	Not Supported
XAVC Intra 50 (1080i)	50, 60, 23.98	Not Supported
XAVC-Intra 100 (1080i)	50, 60, 23.98	50, 60
XAVC-Intra 50 (1080p)	Not Supported	Not Supported
XAVC-Intra 100 (1080p)	Not Supported	Not Supported
XAVC Long GOP 25, 35, 50 (1080i) ^b	50, 59.94	Not Supported
XAVC Long GOP 50 (720p) ^b	50, 59.94	Not Supported
XDCAM-HD 17.5,Mbps (1080i)	All frame rates	Not Supported
XDCAM-HD 35, 50 Mbps (1080i)	All frame rates	50, 59.94

Video Media Format	Playback Support	Send to Playback Support
XDCAM-HD 50 Mbps (1080p)	All frame rates	Not Supported
XDCAM-HD 17.5, 35 Mbps (720p)	50, 59.94	Not Supported
XDCAM-HD 50 Mbps (720p)	50, 59.94	50, 59.94
XDCAM-EX 35 Mbps (1080i)	All frame rates	50, 59.94
XDCAM-EX 35 Mbps (720p)	50, 59.94	50, 59.94

- 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.
- b. Frame rate not guaranteed. Frame rate might temporarily be reduced during playback.

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

Proxy Setting (16:9, 30 fps)			Bandwidth Needs		
Width	Quality	Value	Peak	Valley	Typical
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.
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 2021.3.0

This topic provides an overview of the major new features in MediaCentral Cloud UX v2021.3.0.

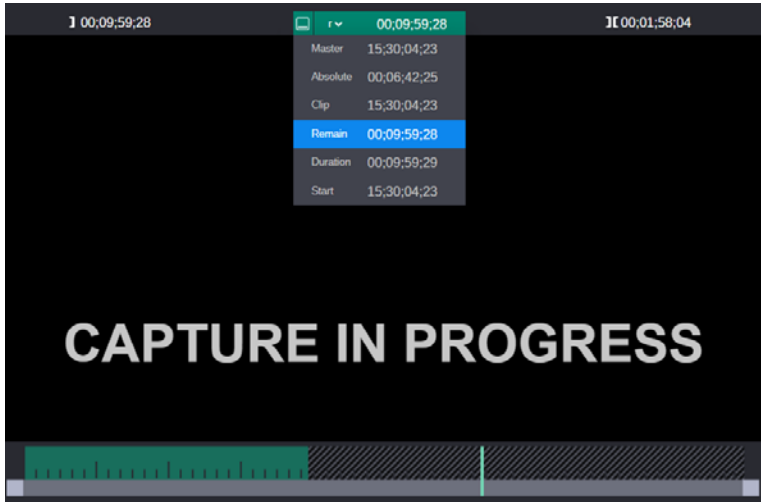
Administrator Apps

Feature	Description
Collaborate Settings (new)	If you enable MediaCentral Collaborate as part of a new installation, or if you add the Collaborate app to your existing workflow, the Active Directory users that you identify in the configuration script are added to this app as <i>Collaborators</i> (standard users). Before you can use the Collaborate app, an administrator needs to promote at least one user to <i>Supervisor</i> status. Supervisors have elevated rights that allow them to create new contacts or resources, delete topics and assignments, and more. If you are already using the Collaborate app and you upgrade to v2021.3, the viewing rights that are assigned to the existing users are not altered and you are not required to define additional supervisors. For more information, see “Using the Collaborate Settings App” in the <i>Avid MediaCentral / Cloud UX Installation Guide</i>.
Configuration Settings	Updates include: • Single Sign On Organizations that use Microsoft Windows workstations can configure the settings in this panel to allow users to pass their user credentials directly MediaCentral Cloud UX. Once enabled, a new Sign In button appears below the standard username / password fields on the Welcome page. This method simplifies the sign-in process by allowing users to access MediaCentral Cloud UX with a single mouse click. This alternative method is also beneficial to organizations that use smart cards to sign into Windows — where users might not know their individual user or password details. • Modules > Adobe Integration Management Module. For more information, see “MediaCentral Panel for Adobe Premiere Pro” on page 22. • As originally published in the v2020.9.5 ReadMe, the Configuration Settings app includes an alternate configuration option for the MediaCentral Publisher app. The new settings maintain a secure connection to the SAAS platform, while simultaneously making the connection process easier for network administrators to implement. • Due to other new functionality added in this release, the Language menu in the General settings has been removed. For more information, see “Using the Configuration Settings App” in the <i>Avid MediaCentral / Cloud UX Installation Guide</i> or “Signing In to MediaCentral Cloud UX” in the <i>Avid MediaCentral / Cloud UX User’s Guide</i>.

Feature	Description
Search Index Monitor	Updates include: - The Search Settings app has been renamed to the Search Index Monitor. - In the event of a failure, you can now trigger a retry for Phonetic assets in local MediaCentral modules. - You can remove indexes from the monitor if they become obsolete. For more information, see “Using the Search Index Monitor App” in the <i>Avid MediaCentral / Cloud UX Installation Guide</i>. For specific information on the index removal feature, see the “Removing a Search Index” section of this chapter.

Asset Editor

Feature	Description
Enterprise Editing	You can now add local edit while capture (EWC) assets to a draft sequence.
Transition Effects	You can now add multiple transition effects to your sequence using In and Out marks. Effects are added to all transitions within the marked region.
Using the Timecode Display	The Timecode Display above the Media Viewer allows you to copy (CTRL+C) and paste (CTRL+V) timecode values.
Storyboard tab: Displaying restrictions on subclips	This release adds support for displaying restrictions on subclips. If you create a subclip from a master clip that includes a restriction and your subclip includes restricted media, the restriction is propagated to the subclip. The Asset Editor’s Storyboard tab and the Media Viewer timeline display the restriction for the subclip. For more information, see “Adding, Saving, and Deleting Restrictions” in the <i>Avid MediaCentral / Cloud UX User’s Guide</i>.
Redesigned Metadata tab	This release introduces a redesigned Metadata tab for an improved user experience. The Metadata tab provides new features such as the following: - A separate edit window is available for editing multi-value compound and master data properties. - Support for Production Management taxonomies and Categories if an administrator has created and configured the corresponding custom property and Categories property in Interplay Administrator. - The options Open In, Open In External Application, and Actions are now available in the tab menu. - Read-only expressions defined in Asset Management Datamodel Administrator are now evaluated. For Asset Management, the ability to use the new Metadata tab features in MediaCentral Cloud UX v2021.3 requires that you upgrade Asset Management or at least the service MAMAssetsCTC to v2021.3. For more information, see “Using The Metadata Tab” in the <i>Avid MediaCentral / Cloud UX User’s Guide</i>.

Feature	Description
Viewer Timeline - Edit While Capture Assets	When loading an in-progress asset into the Media Viewer, the look of the Viewer Timeline has been updated. As shown in the following illustration, the timeline displays an animated green bar for the amount of the clip that has already been captured. The remaining portion of the timeline (diagonal stripes) indicates the portion of the asset that has yet to be captured.  The screenshot shows a media viewer interface. At the top, there are timecodes: '1 00:09:59:28' on the left and '1 00:01:58:04' on the right. In the center, there is a dropdown menu with the following options: Master (15:30:04:23), Absolute (00:06:42:25), Clip (15:30:04:23), Remain (00:09:59:28 - highlighted in blue), Duration (00:09:59:29), and Start (15:30:04:23). Below the menu, the text 'CAPTURE IN PROGRESS' is displayed in large white letters. At the bottom, there is a timeline bar with a green segment on the left and a diagonal-striped segment on the right, separated by a vertical line. The blinking orange light that appeared at the end of the timeline in prior releases has been removed in v2021.3. For more information, see “Viewing and Editing a Clip During Ingest” in the <i>Avid MediaCentral / Cloud UX User’s Guide</i>.

Asset Management

Feature	Description
Support for synchronizing Asset Management taxonomies	Version 2021.3 adds support for synchronizing Asset Management taxonomies to MediaCentral Search. “Taxonomies” is an umbrella term that includes different types of controlled vocabularies: legal lists, master data, and thesauruses. For more information, see the “Basic Search Concepts” chapter of the <i>MediaCentral / Asset Management Sync Service Administrator User’s Guide</i>.
Updating MediaCentral Search when object or EDL class is deleted from the data model	When an object or EDL class is deleted from the data model and the changed data model is activated, then all DB tables for the class are removed from the Asset Management data base. Starting with v2021.3, the assets are also deleted from MediaCentral Search.
Hiding the Create Asset option from the Actions menu	Starting with v2021.3, the Create Asset option in the MediaCentral Cloud UX Actions menu is shown if the user has the CBA creation right granted for at least one asset type. Otherwise the Create Asset menu entry is not available. For more information, see “Creating Assets” in the <i>Avid MediaCentral / Cloud UX User’s Guide</i>.

Feature	Description
Hiding Asset Management systems from the Actions menu	Starting with v2021.3, you can hide Asset Management systems from the Actions menu in MediaCentral Cloud UX by configuration. Any hidden orchestration is still functional though only not visible and can still be used without the UI, for example by using a watch folder. To hide an Asset Management system from the Actions menu, you need to add a new configuration setting <code>AVID_MAM_ORCHESTRATION_ACTIONS_DISABLED</code> to the Kubernetes Dashboard of the respective MediaCentral Cloud UX system. This setting has to contain a comma-separated list of Asset Management system IDs, which are to be excluded from the Actions menu. For more information, see the chapter “Hiding a System from the Actions Menu” in the <i>MediaCentral / Asset Management Installation Manual</i>.

Associations App

Feature	Description
Resizable Sidebar	You can now resize the Filters sidebar in the Associations app. For more information, see “Showing and Hiding the Filters Sidebar” in the <i>Avid MediaCentral / Cloud UX User’s Guide</i>.

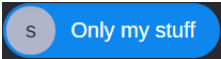
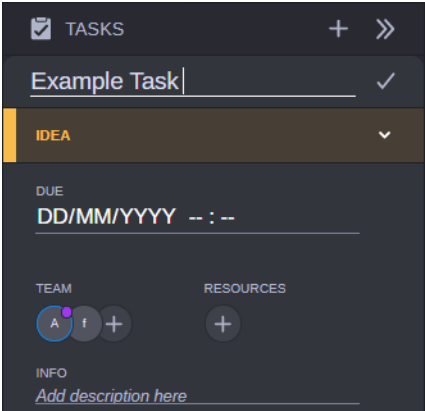
Browse App

Feature	Description
Displaying reservation icon and date	In the Results area, reservation information is shown. This information is available both in Card view and List view. - Production Management: When you hover the mouse pointer over the icon of a reserved folder, a tool-tip shows you when the reservation expires; this can be an exact date or “never.” The reservation date information is also provided for each asset in the reserved folder. - Asset Management: Assets and shotlists can be temporarily “reserved.” A reserved asset or shotlist cannot be deleted nor can its essences or locations be deleted. When a reservation is applied to an Asset Management asset or shotlist, a red circle appears over the asset type icon. When you hover the mouse pointer over the icon, a tool-tip shows you when the reservation expires; this can be an exact date or “none.”
Opening folder contents and assets by pressing Enter	When the Results area is shown in List view, you can now use the Enter button to do the following: - Open the selected folder's contents in the Results area. - Open the selected asset in the default application.

For more information, see “Browsing for Assets” in the *Avid MediaCentral / Cloud UX User’s Guide*.

Collaborate App

For more information on all Collaborate topics, see “Using the Collaborate App” in the *Avid MediaCentral / Cloud UX User’s Guide*.

Feature	Description
Only My Stuff	Displaying your avatar, this button acts as a filter that allows you to limit the Planner tab to display only those topics or assignments to which you are assigned. When enabled, the button turns blue to let you know that it is active.  The Only My Stuff button can be found in the Collaborate Header.
Search	Also available in the Collaborate Header (Planner tab only), the app includes a new Search field that allows you to sort the app to display only those topics or assignments that match your search criteria. You can use this field to search for topic or assignment titles, tags, or text within the Info area of a topic or assignment.
Sidebar Filters	Similar to the sidebar that is available in the Search app, the Collaborate app introduces a new panel that you can use to filter the list of topics and assignments. As you add more filters, your list of topics or assignments becomes more refined.
Tasks	New to the Assignments area, Tasks allow you to create a set of “sub-assignments” that you might need to address before you can mark the assignment as Complete.  Similar to topics and assignments, you can add details to the task, assign a due date, update the status, and more. Consider tasks as your personal “to do” list to help keep your assignment on track.
Media Containers	The Media area allows you to associate assets from connected MediaCentral modules such as Production Management, Asset Management, Newsroom Management, or others with your topic or assignment. This virtual container can include assets from both local and remote modules that might be connected through a Multi-Site environment. After you add a media asset, you can execute Asset Management processes on individual assets or all assets simultaneously using the Container Actions option in the context menu.

Feature	Description
Resources: Notes	If you add a note to a resource, that note is displayed in the Add Resource window as well as the grid view of the Resources panel (illustrated below). 
Docking	You can now dock the Collaborate app to the left side of the user interface.
Smart Resizing	If you resize the app or your browser window, the Collaborate app resizes areas of the user interface to best accommodate the available space. In some cases this might mean that menus are reduced to buttons, or it might mean that some areas of the user interface are completely hidden from view.
Info Panel Changes	When you create a new topic or assignment from the Planner tab, the Info panel is displayed automatically so that you can assign team members, resources, or other. When you revisit a topic or an assignment, the Info area is hidden by default to provide you with a larger workspace for other areas of the app. You can reopen the Info panel at any time by clicking on the “i” button in the topic or assignment header.

Collaborate Mobile App

Feature	Description
Notifications	As you or other users work with the Collaborate app through (either a web browser or through other mobile devices), your device might display a notification when you are added to a topic, assignment, or task.
Filter and Sorting Controls	You can now filter and sort the Planner screen to help you find specific topics or assignments more easily. The filter controls include the “Only My Stuff” button that instantly filters the display to show only topics or assignments to which you are assigned.
Tasks	You can now access and manage tasks from within assignments.
Date and Time Format	The app includes a new setting that allows you to adjust how date values are displayed within the app.
Refresh Dictionaries	(Android only) If you believe that the mobile app is not displaying the most up to date information, you can click the Refresh Dictionaries button in the Information & Settings area to poll the MediaCentral Cloud UX server and update the app data.
Remove User from Topic	When working in topics or assignments, you can tap the avatar of any user to display more information about the contact. This screen includes a new button that allows you to remove the user from the topic or assignment.

Installation and Configuration

Feature	Description
Operating System	This release upgrades your operating system to CentOS v7.9 to take advantage of new features and security updates.
Avid NEXIS Client	This release installs or updates your MediaCentral Cloud UX servers to v2020.7.5 of the Avid NEXIS Client. If you need to upgrade (or downgrade) the client to an alternate version, see “Updating the Avid NEXIS Client Software” in the <i>Avid MediaCentral / Cloud UX Installation Guide</i>. These instructions are specific to this release of MediaCentral Cloud UX and differ from those included in the <i>Avid NEXIS Client Manager Installation and User’s Guide</i>.
VMware v7	If you are running a virtualized environment using VMware, Avid has qualified MediaCentral Cloud UX v2021.3 under VMware v7. For more information on this deployment option, see the <i>Avid MediaCentral / Cloud UX Virtual Environment with VMware</i> guide.
Storage Recommendations	As of MediaCentral Cloud UX v2021.3, Avid requires organizations to procure Solid State Drives (SSD) for the RAID-1 (operating system) volume for all new installations. Solid state storage is encouraged for the RAID-5 (media cache) volume, but not required. This volume must include 300GB of usable space at minimum (larger drives strongly recommended). Due to the loss of space incurred during the formatting process, this likely means that you need to provision drives that are over 300GB. While existing MediaCentral Cloud UX customers are not required to upgrade their existing storage at this time, organizations might want to consider using your upgrade to v2021.3 as an opportunity to increase performance by purchasing new solid state storage for your existing servers. For more information, contact your Avid Sales Representative. If you have deployed MediaCentral Cloud UX in a virtual environment, Avid encourages system administrators to store both the VM and its virtual volumes on solid state drives to take advantage of the performance boost offered by these devices. This is especially true if you are creating a MediaCentral Cloud UX cluster where data is replicated between the nodes.
Guidelines for the SDA Volume	Additional information provided about SDA volume sizing and how the search indexes might impact your storage requirements. For more information, see “System Storage” in the “Installation Prerequisites” chapter of the <i>Avid MediaCentral / Cloud UX Installation Guide</i> .
MediaCentral Search Configuration	This release updates the default Elasticsearch <i>shard</i> configuration to increase the efficiency of MediaCentral Search. Whether you perform a new installation or a software upgrade, the process applies new shard count values. Additionally, Avid has documented a new process that allows you to alter the resources that are available to this sub-system. Avid encourages system administrators to review this process to ensure that your system is optimally configured. For more information, see “Working with the Search App” in the <i>Avid MediaCentral / Cloud UX Installation Guide</i>.

Feature	Description
Reconfiguring the Docker Network Range	During the initial deployment of your MediaCentral Cloud UX system, the <code>avidctl platform host-setup</code> script automatically configures the Docker Bridge Network — a group of IP addresses that the containers use to communicate with each other. However unlike the Kubernetes network, you cannot define an alternate range during the deployment process. If the default range conflicts with an existing IP addresses in your network, the documentation for this release includes a new process that allows you to define a new custom range for the bridge network (following a successful deployment). For more information, see “Reconfiguring the Docker Bridge Network” in the <i>Avid MediaCentral Cloud UX Installation Guide</i>.
Active Directory Synchronization	This release optimizes the Active Directory synchronization process. By decreasing the amount of collected data, and by adding a paging feature in which the system collects data in bursts, MediaCentral Cloud UX can better poll larger Active Directory structures.
MediaCentral Cloud UX Upgrade Process	Includes a new step to drain services from Kubernetes prior to running the <code>install.sh</code> script. For more information, see “Upgrading to MediaCentral Cloud UX 2021.3.0” on page 27.
Install / Upgrade Deploy Scripts	The <code>avidctl platform deploy</code> script includes the following new feature packs: • Avid Maestro Required for all integrations with Avid Maestro News. If deployed, you must also complete the “Connecting to Avid Maestro” process referenced above. • Media Services This feature pack is required if you plan to enable the Send to Playback workflow available in v2021.3 and later of the MediaCentral Panel for Adobe Premiere Pro.
Post-Install / Upgrade Setup Scripts	This section of the Installation Guide includes updates for the following processes: • The process for “Running the Authentication Provider Script” has been updated to change the default Secure SSL Connection option from No to Yes and the associated port from 389 to 636. • The new “Configuring the Avid XFER Service” process is required for sites using the MediaCentral Panel for Adobe Premiere Pro. • The new “Connecting to Avid Maestro” process is required for all systems that integrate with Avid Maestro News. This process applies to system upgrades and new installations. • The process for “Configuring Collaborate App User Groups” has been updated to include the ability to configure multiple AD groups for use with the Collaborate app. Avid also includes a new example file that you can use to configure your settings more easily.

Feature	Description
PostgreSQL Database Backup	When you use the <code>avidctl platform deploy</code> script to deploy the Media Services Feature Pack, the script automatically installs a PostgreSQL database to support the XForm service that is used in the associated workflows. The <i>Avid MediaCentral / Cloud UX Installation Guide</i> includes a new process for “Backing Up the PostgreSQL Database”.
Customizing Hoverscrub	You can now adjust certain configuration values associated with MediaCentral Hoverscrub. For more information, see “Altering the Hoverscrub Configuration” in the <i>Avid MediaCentral / Cloud UX Installation Guide</i>.

MediaCentral | Panel for Adobe Premiere Pro

Feature	Description
Ability to use Adobe Premiere Pro to check-in to Production Management to Media Composer Round-trip	We now support the ability to get material from Production Management to an Adobe Premiere Pro project. This enables the Adobe Premiere Pro user to take material from the Production Management system only, and add it to their Adobe Premiere Pro project and create a sequence from it. When they are done, they can checkin the sequence to Production Management. A Media Composer user can then find that sequence, and drag and drop it from the MediaCentral Media Composer panel into their Media Composer bin. Then, the normal relink process will begin from there. The user will need to relink back to the original Adobe content. For more information, see “Checking In Adobe Premiere Pro Sequences into Production Management” in the <i>Avid MediaCentral Panel for Adobe Premiere Pro ReadMe</i>.
Markers and Spans Round-trip	We now have the ability to add markers in MediaCentral Cloud UX to a Master clip, sub clip or sequence. Then, when these clips are brought into Adobe Premiere Pro via the MediaCentral Panel, the markers will appear on the timeline, and in the Source and Record windows with their associated comments. You can also add markers in MediaCentral Cloud UX via the Panel for Adobe Premiere Pro, and these markers will round-trip as well. For more information, see “Adding Markers and Spans Roundtrip” in the <i>Avid MediaCentral Panel for Adobe Premiere Pro ReadMe</i>.
MediaCentral Media Files Plugin to load OpAtom LongGOP files	Avid has created the MediaCentral Media Files plugin to allow more OPAtom formats in Adobe Premiere Pro from Production Management so that users are able to edit in place with all the various file types which can be stored on a Production Management system (including (XDCAM HD, and (X)AVC Long GOP). For more information, see the <i>Avid MediaCentral / Media Files ReadMe</i>.
Ability to drag and drop media assets from an Adobe Premiere Pro workspace into a Media Composer bin	A Media Composer user can now browse through an Adobe workspace, locate the media assets they want, and drag and drop them into a Media Composer bin.

Feature	Description
Ability to view the progress of Render jobs in the Adobe Premiere Pro panel	The Premier Pro panel can now allow users to view the progress of their render jobs. For more information, see “Exporting the Selected Sequence from Adobe Premiere Pro to MediaCentral Cloud UX” in the <i>Avid MediaCentral Panel for Adobe Premiere Pro ReadMe</i>
New Resync Data button in the Adobe Integration Management Module in MediaCentral Cloud UX	Some software upgrades or other operations might require you to resynchronize the assets that are located on your shared storage. When you click the Resync Data button that is located in the Adobe Integration Management Module of the MediaCentral Cloud UX Configuration Settings app, the search connector polls the storage and updates the index so that all available assets can be returned through MediaCentral Search. For more information on the resync process, see “Working with the Adobe Integration Management Module” in the <i>Avid MediaCentral Panel for Adobe Premiere Pro ReadMe</i>.
Browse app displays more metadata	The Browse app now displays more metadata when inspecting the contents of an Adobe Premiere Pro project.
Images and audio files can now be imported from Asset Management to Adobe Premiere Pro	Images and audio files can now be imported from Asset Management to Adobe Premiere Pro.
Localization	The MediaCentral Panel for Adobe Premiere Pro user interface now supports localization in German, French, Italian, Spanish, Japanese, Korean, Portuguese, Russian, and Chinese.

Process App

Feature	Description
Date Format in the Created At Column	This display format of the dates shown in the Created At column now matches the date format selected in the User Settings. For more information, see “Showing and Hiding Columns” in the <i>Avid MediaCentral Cloud UX User’s Guide</i>.

Production Management

Feature	Description
Users Permissions for Search	The MediaCentral Search Connector section of the v2021.3 Interplay Administrator includes a new configuration option that allows you to limit the results of the Search app to display only those assets for which the individual users have permission to view. This is a change from prior behavior in which individual user permissions were not respected. This feature requires your MediaCentral Cloud UX servers, and your MediaCentral Production Management servers to be running v2021.3 or later. If you are running a multi-site configuration, certain other limitations might apply.  See “Reviewing the Manage Status Tab” in the <i>Avid MediaCentral / Cloud UX Installation Guide</i> for some Multi-Site specific limitations.
Search Indexing Behavior Update	If you Resync your search index through the Interplay Administrator (v2021.3 or later), assets are indexed in descending order according to their Initial Checkin Date (most recent first). This inverses the previous behavior in which the oldest assets were indexed first.
Extended Status Information	The Status area of the Interplay Administrator’s MediaCentral Search Connector settings includes information that provides administrators with greater detail regarding the indexing process.
For more information on these features, see “Configuring the MediaCentral Search Connector” in the <i>Avid MediaCentral / Cloud UX Installation Guide</i>.	

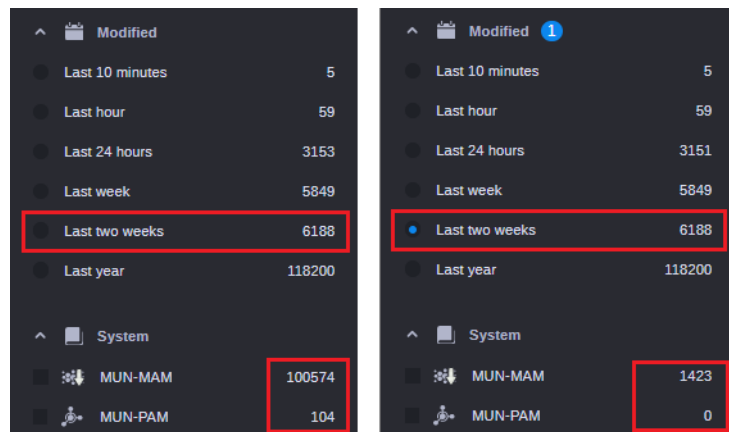
Rundown App

Feature	Description
Copy or Move Stories between Newsroom Servers	In this release, Rundown App users may now copy or move stories between different servers within the same MediaCentral Cloud UX, and not just between queues on the same server. This feature enhancement includes the ability to: • Copy one or more stories from a queue on one Newsroom Management server to another queue on a different Newsroom Management server • Move one or more stories from a queue on one Newsroom Management server to another queue on a different Newsroom Management server • Copy an easy-locked story so long as you own the lock. Easy-locked stories are unlocked after a copy. • Move an easy-locked story so long as you own the lock. Easy-locked stories are unlocked after a move. • Copy or move a key-locked story so long as you enter the password. • Copy or move a story group from a queue on one Newsroom Management server to another queue on a different Newsroom Management server within the same MediaCentral Cloud UX.  System administrators may copy/move any easy- or key-locked story; however, they will be unlocked after the copy/move.

Feature	Description
	The procedures for copying and moving stories are provided in the <i>Avid MediaCentral / Cloud UX User's Guide</i> . For more information, see “Copying and Moving Stories Between Queues” in the <i>Avid MediaCentral / Cloud UX User's Guide</i> .

Search App

Feature	Description
Sidebar Filters	The Filters area of the Search sidebar has been updated to be reactive to your selections. After you add a filter, the remaining filters are updated to display the criteria that are included in your selection. The following illustration shows how enabling the Last Two Weeks filter effects the number of matching assets within the System filters.



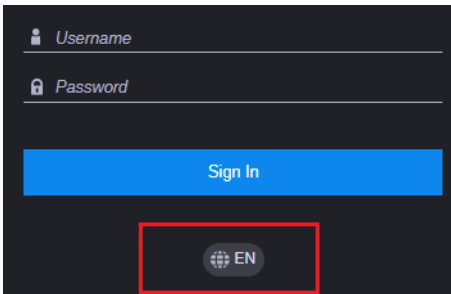
Each category now displays a maximum of the six most commonly used filters. You can click either the Show More or Show All buttons to display additional filters.

For more information on these settings, see “Searching for Assets” in the *Avid MediaCentral / Cloud UX User's Guide*.

Improved Keyboard Navigation	Controls have been added to allow you to navigate through the Search app and load assets using keyboard controls. For more information, see the “Keyboard Shortcuts” chapter of the <i>Avid MediaCentral / Cloud UX User's Guide</i> .
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System

Feature	Description
Responsive Fast Bar	The Fast Bar at the top of the screen provides easy access to available apps. If you reduce the size of your browser window to a point at which all apps cannot be displayed, the Fast Bar responsively scales by hiding apps from right to left. You can access hidden apps by clicking the app overflow button. For more information on these settings, see “Understanding the Fast Bar” in the <i>Avid MediaCentral / Cloud UX User's Guide</i> .
Localized User Interface	This release includes the ability to display the user interface in the following languages:

Feature	Description
	- Arabic - Estonian - French - German - Italian - Japanese - Korean - Portuguese - Russian - Simplified Chinese - Spanish - Turkish The localized user interface is available for user apps only. Admin apps such as the Configuration Settings app, User Management app, or others are available in English only.  <i>English and French are the only fully supported languages in this release. All other languages are not fully tested and are considered to be a preview or Beta feature.</i>
Language Selection	The Welcome page includes a button that allows you to select the language that you want to use in the user interface.  For more information on this feature, see “Signing In to MediaCentral Cloud UX” in the <i>Avid MediaCentral / Cloud UX User’s Guide</i>. After signing into the system, you can alter your language selection in the General area of the User Settings. For more information on these settings, see “User Settings” in the <i>Avid MediaCentral / Cloud UX User’s Guide</i>.

Tasks App

Feature	Description
Changed default columns	The following columns are now shown by default: Name, Task Start, System Name, Process Name, Process Type, Assignee, Assigned Group. For more information, see “Working with the Tasks App” in the <i>Avid MediaCentral / Cloud UX User’s Guide</i>.

Upgrading to MediaCentral Cloud UX 2021.3.0

The following procedure can be used to upgrade an existing MediaCentral Cloud UX server or cluster. If you are performing a new installation, see the *Avid MediaCentral / Cloud UX Installation Guide* for detailed instructions.

Refer to the following processes to complete the upgrade:

- [“Upgrading from v2020.4.x or Earlier” on page 28](#)
This process is required for all systems running v2020.4.x or earlier.
- (cluster-only) [“Verifying the Primary Master Node” on page 28](#)
- [“Updating the Platform” on page 29](#)
This process uses the Platform ISO. If you have a cluster, this process is completed on all nodes.
- [“Updating the Feature Packs” on page 31](#)
This process uses the Feature Pack ISO. If you have a cluster, you must complete this process on the primary master node only.
- [“Updating MediaCentral Search” on page 33](#)
This process is required for all upgrades.
- [“Disabling HTTP Authentication for Newsroom Management” on page 35](#)
This process is required only for systems that connect to MediaCentral Newsroom Management.

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 7](#).



If you experience any issues with the MediaCentral Cloud UX user interface directly after upgrading your servers, you might try clearing the browser cache on your local workstation as an initial troubleshooting step.

Upgrading Multi-Site Environments

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

Partner Applications

If you have installed any partner applications on your MediaCentral Cloud UX system, the enhancements made to this release might require you to reinstall these applications after you complete the upgrade to v2021.3. In some cases, you might also need to reconfigure some partner app settings. For more information, see http://developer.avid.com/connector_api/feature-pack-installation/docs-public/README.html.

Upgrading from v2020.4.x or Earlier

If your MediaCentral Cloud UX system is running version 2020.4.x or earlier, you must take additional steps to ensure a successful upgrade to v2021.3.0. If you are already running v2020.9.x, you can bypass this process and proceed directly to [“Verifying the Primary Master Node” on page 28](#).

To upgrade your MediaCentral Cloud UX system:

1. Connect to your on your single-server or primary master node to create a backup of your MongoDB database.

This general best practices measure is recommended for all upgrade paths. For more information, see “Backing up the Mongo Database” in the *Avid MediaCentral / Cloud UX Installation Guide*.

2. Prior to installing v2021.3, you must complete an upgrade to MediaCentral Cloud UX v2020.9.0.

This interim upgrade step ensures that certain sub-systems are upgraded properly. You must upgrade both the MediaCentral Platform and the Feature Packs to v2020.9.0.

During the upgrade process, make sure to review the process for “Preparing for the Upgrade” as documented in the v2020.9.0 ReadMe to ensure that Helm accepts the updated feature packs.

3. Prior to upgrading to MediaCentral Cloud UX v2021.3.0, Avid recommends that you perform some basic system tests to ensure that your upgrade to v2020.9.0 was successful.

For example, you might want to verify media playback, your ability to Browse or Search connected MediaCentral modules, or other features that might be critical to your workflow.

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 29](#).

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 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.*

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.

To upgrade the Platform:

1. Connect to your on your single-server or primary master node to create a backup of your MongoDB database.

This general best practices measure is recommended for all upgrade paths. For more information, see “Backing up the Mongo Database” in the *Avid MediaCentral / Cloud UX Installation Guide*.

2. Using your single-server or primary master node, drain the Kubernetes managed services from the system. This process stops all active containers and temporarily prevents the system from scheduling new ones:

```
avidctl node drain --all
```



If you have a cluster, steps 3-9 of this process must be completed on all nodes.

3. Enter the following command to unmount anything from the /sysinstall directory:

```
umount /sysinstall
```

4. Mount the Platform ISO (mediacentral_platform_<build>.iso) to the /sysinstall directory on your single server or cluster 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_platform_<build>.iso /sysinstall
```

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

5. Navigate to the /sysinstall directory:

```
cd /sysinstall
```

6. 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, the script prompts you to reboot the node.

7. Reboot the single-server or cluster node:

```
reboot
```

After the reboot, you might notice that some critical services such as glusterd, kubelet, docker, and others are offline. This is normal and expected behavior at this point in the upgrade process. Do not wait for these services to come back online or attempt to start them manually.

8. Following the reboot, log back in to the CentOS console.

9. Remount the Platform ISO to the /sysinstall directory:

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

10. (cluster-only) Verify that you can SSH to each cluster node before you continue to the next step. You can accomplish this by using a terminal application (such as PuTTY) to log in to each node.
11. 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.

12. 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.

13. The script prompts you for your SSH password.

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

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: [wavyd-mcux01]
```

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

```
PLAY RECAP *****
wavyd-mcux01 : ok=277 changed=52 unreachable=0 failed=0 skipped=72 rescued=0
wavyd-mcux02 : ok=225 changed=34 unreachable=0 failed=0
wavyd-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.

14. The host-upgrade script enables Transport Layer Security (TLS) communication between certain system components. Before you can continue with the installation, you must create a new connection to the MediaCentral Cloud UX server. You can make this new connection by completing one of the following actions:

- ▶ Enter the following command to update your connection:

```
source /etc/profile
```

- ▶ If you are connecting to the MediaCentral Cloud UX Linux console using a SSH (Secure Shell) client, close your current session and reconnect to Cloud UX in a new session.

15. Verify the status of your single server or cluster using the following Kubernetes commands and tools.

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

kubect1 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>	75d	v1.16.13
wavd-mcux02	Ready	<none>	75d	v1.16.13
wavd-mcux03	Ready	<none>	75d	v1.16.13

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

kubect1 --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
coredns-wkmt	1/1	Running	0	30m
kube-flannel-ds-mxg8g	1/1	Running	0	30m
kube-proxy-cgvh9	1/1	Running	0	30m
registry-rtb7n	2/2	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, coredns 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 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*.

4. (if applicable) Create an updated SSL certificate.

As of September 1, 2020, multiple groups including Apple, Google, and Mozilla reduced the maximum allowed certificate validity period to 398 days. The default validity period in MediaCentral Cloud UX v2020.9.0 and earlier is longer than this maximum period.

If you are upgrading from v2020.9.0 or earlier, you must run the `avidctl tools cert-gen` script to create a new certificate with a validity period of 397 days or less. For more information, see “Creating Certificate Files” in the *Avid MediaCentral / Cloud UX Installation Guide*.

5. (if necessary) You must run the `avidctl platform config cert -i` script to create an updated `cert.yaml` configuration file in the following situations:

- ▶ You recreated the SSL certificate as part of this upgrade process.
- ▶ If your system is included in a multi-site environment, you must update the `cert.yaml` configuration file to specify the location of your `public-key.pem` file.

For more information, see “Deploying the Secure Sockets Layer Certificates” in the *Avid MediaCentral / Cloud UX Installation Guide*.

6. (if applicable) Create a Site Key

If you are upgrading from MediaCentral Cloud UX v2019.2 or earlier, you must create a site key that can be used by system services to securely communicate with each other. Enter the following command to create the Site Key:

```
avidctl platform config site-key --issuer https://<fqdn> --gen-keys  
--public-key-file
```

Where `<fqdn>` is the fully qualified domain name (FQDN) of the local MediaCentral Cloud UX system. If you have a cluster, specify the cluster’s virtual FQDN.

For more information, see “Creating a Site Key” in the *Avid MediaCentral / Cloud UX Installation Guide*.

7. 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 upgrading 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 28.

8. The script asks if you want to import features from the Feature Pack ISO.

- a. Enter **Y** (or **y**) to import the updated feature packs from the ISO.
- b. 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.

9. 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 upgrade or 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.

10. 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, 2021.3.0-v3822-Ga93ea9a should read as the App Version for all upgraded components.

11. (if applicable) If you are upgrading from MediaCentral Cloud UX v2020.4.x or earlier and your server is licensed for “MediaCentral | Enterprise Editing”, you must open and save the settings in the Configuration App > Sync Job Distributor prior to creating any new draft sequences.

This process must be completed once after installing or upgrading your MediaCentral Cloud UX server(s). For more information, see “Configuring Enterprise Editing Sync Settings” in the *Avid MediaCentral | Cloud UX Installation Guide*.

12. (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*.

Updating MediaCentral Search

After upgrading your MediaCentral Cloud UX system software, you might be required to rebuild your search index. However, the type of rebuild process might vary depending on the individual release or your upgrade path. The following list describes the different rebuild types:

- **Data:** The Search Index must be rebuilt, based on the data included in the MongoDB database. When rebuilding the data, the existing index remains and any searches conducted during this time return valid results.

To complete this process, refer to “Rebuilding an Index” in the “Using the Search Index Monitor App” chapter of the *Avid MediaCentral | Cloud UX Installation Guide*. For a Data rebuild, you are not required to delete the existing data before rebuilding.

- **Mapping:** A Mapping rebuild first recreates the data definition of the index, and then populates it with new data. Effectively, a Mapping rebuild includes a Data rebuild. Whenever you are asked to complete a Data rebuild, you could do a Mapping rebuild instead. The disadvantage of the Mapping rebuild is that the Search index is deleted and then re-created. If you execute a search during this rebuild, the Search app returns only partial results until the rebuild is complete.

To complete this process, refer to “Rebuilding an Index” in the “Using the Search Index Monitor App” chapter of the *Avid MediaCentral / Cloud UX Installation Guide*. For a Mapping rebuild, you must select the “Delete all existing data” option during the rebuild process.

- **Phonetic:** This process has no bearing on the text-based metadata. If you delete the phonetic index, the text metadata index remains unaffected.

To complete this process, refer to “Resetting the Phonetic Metadata Search Index”, in the *Avid MediaCentral / Cloud UX Installation Guide*.

Depending on your upgrade path, you might be required to complete one or more rebuild processes. If, for example, you upgrade from v2019.2 to v2020.4, you must complete a Mapping rebuild and a Phonetic rebuild (if applicable). Alternatively, if you upgrade from v2019.9.x to v2020.4.x, you would need to complete a Mapping rebuild only.

The following table lists the required rebuild processes for each release of MediaCentral Cloud UX.

I am upgrading to version	Required Rebuild Type
2018.11	Mapping
2019.2	Mapping, Phonetic
2019.6	Mapping, Phonetic
2019.9.0	Mapping, Phonetic ^a
	^a Only required if you are part of a Multi-Site environment with Phonetic Index. In this case, each site with a Phonetic Index license must re-index the phonetic data for all local MediaCentral modules
2019.9.5	Mapping, Phonetic
2020.4.x	Mapping
2020.9.x	None Required
2021.3.0	Mapping
	A mapping rebuild is required for all MediaCentral Cloud UX upgrades. This process implements the updated Elasticsearch shard configuration that increases the efficiency of MediaCentral Search.
	If you are integrating with MediaCentral Production Management, additional steps might apply. If you enable the Asset Visibility feature introduced in v2021.3, then Avid recommends that you complete the upgrade in the following order:
	1. Upgrade your MediaCentral Cloud UX and Production Management systems. 2. Enable the Production Management Asset Visibility feature and start a Resync through the Interplay Administrator. 3. After the Resync is complete, click the Rebuild All Indices button in the MediaCentral Cloud UX Search Index Monitor app to rebuild the index (with the delete option) for all modules.

If you are adding MediaCentral Phonetic Index to your environment as part of this upgrade, Avid recommends that you complete the process for “Installing Nexidia Search Grid” in the *Avid MediaCentral / Cloud UX Installation Guide* before resetting the search index. Since the Phonetic Index configuration process requires you to reset your search index, you can avoid re-indexing the system twice by completing the Phonetic Index integration first.

If you are already running Phonetic Index, this version of MediaCentral Cloud UX does not require you to upgrade any software on the Nexidia Search Grid server.

Disabling HTTP Authentication for Newsroom Management

MediaCentral Cloud UX v2019.9.5 introduced HTTP authentication for the Search app. This functionality is not supported in all versions of MediaCentral Newsroom Management. When upgrading MediaCentral Cloud UX, you must disable the HTTP interface in the following situations:

- When using Newsroom Management v2019.6 or earlier, the authentication must be disabled.
- When using Newsroom Management v2019.9 or later with the Search HTTP Interface instead of Kafka, the authentication must be disabled.

For more information, see “Kafka Search Support” in the *Avid MediaCentral / Newsroom Management v2019.9 ReadMe*.

To disable the authentication, create a feature toggle as described in the following procedure.

To create the “disable HTTP authentication” feature toggle:

1. Connect and sign in to the Kubernetes Dashboard.

For additional information, see the chapter “Accessing the Kubernetes Dashboard” in the *Avid MediaCentral / Cloud UX Installation Guide*.

2. Use the Search option at the top of the Kubernetes Dashboard to search for the “avid-search-search” pod.

The search provides information on multiple aspects of the pod such as Config Maps, Deployments, Pods, and more.

3. Click on the avid-search-search link under Config Maps.

Detailed information about the config map appears in your browser to the right of the sidebar.

4. Click on the Edit button at the top of the Kubernetes window.

The config map is opened in a Kubernetes text editor.

5. Add the following line to the “data” section:

"AVID_AUTH_DISABLED": "true",

```

19  "ACS_LOG_LEVEL": "info",
20  "ACS_METRICS_ENABLED": "false",
21  "ACS_PLATFORM_IDENTIFIER": "production",
22  "AVID_AUTH_DISABLED": "true",
23  "AVID_CATALOG_ELASTICSEARCH_HOST": "avid-elasticsearch-search",
24  "AVID_CATALOG_MESSAGECONFIGURATIONREPOSITORY_HOST": "avid-search-shard
25  "AVID_CATALOG_METADATAAREPOSITORY_HOST": "avid-search-shardsvr0-0.avid-
```

6. Click the Update button to save your changes.
7. After completing this process, you must delete the following pods:

- avid-search-search
- avid-indexer-search

Additional Documentation

This section includes information that is incorrect or not included in the v2021.3.0 documentation.

Limitation for Text Fields in the Metadata Tab

The “Editing Text Properties” topic in the *Avid MediaCentral Cloud UX User’s Guide* states that MediaCentral Cloud UX applies a 500,000 character limit to text properties. This is not correct. The Metadata tab applies a limitation of 32,000 characters to all text fields — including unlimited text properties of Asset Management assets.

Fixed in Version 2021.3.0

The following issues have been resolved in MediaCentral Cloud UX v2021.3.

Asset Editor

- **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:** ASSETS-3009, MX-8290. The Browse or Search apps might not show an updated thumbnail image after you update the thumbnail of a Production Management asset because the image on the local workstation is cached and not refreshed.
- **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-8034. Read-only expressions defined in Asset Management Datamodel Administrator are not evaluated.
- **Bug Number:** MX-8264. The timecode leaps table in the File Info tab might have a horizontal scrollbar over the values, but no vertical scroll bar, so the values might not be visible.
- **Bug Number:** MX-8311. In the Storyboard tab, users are not able to sort columns which contain thesaurus values.
- **Bug Number:** NEO-112, OS-5375. When moving the blue position indicator bar over the tail frame of a story sequence, the user interface does not display a one frame gap after the last clip in the sequence as expected.
- **Bug Number:** NEO-122, MPLAY-4035. After loading a Production Management asset in the Media Viewer, MediaCentral Cloud UX maintains a connection to the asset for an extended period of time. This delays the ability to delete the asset from the shared storage system.

- **Bug Number:** NEO-493. Media encoded into an XAVC-I proxy might play back with either no audio, or a choppy audio stream.
- **Bug Number:** NEO-353. The HTML5 Player audio panel in Interplay MAM Desktop does not provide panning and Mute controls for the Master channel.
- **Bug Number:** NEO-384. When playing an EWC (edit while capture) asset, the timecode in the Media windows stops updating after the 1:00:00 mark
- **Bug Number:** NEO-556. While scrubbing (JKL) and adding markers to an asset, the HTML5 player might become unresponsive. This issue becomes more obvious when scrubbing an EWC (Edit While Capture) asset.
- **Bug Number:** NEO-655. When using the J and JK keys to switch between -1/4 and -1 speed playback, the playback might switch to -2x instead of the expected -1x speed.
- **Bug Number:** NEO-698. After loading a group clip into the Media Viewer, attempting to load a sequence into the Viewer as the next asset might fail in some cases.
- **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.
- **Bug Number:** NEO-612, NEO-666. After loading a remote sequence into the Asset Editor in a multi-site workflow, a reload of the same sequence might not display the updates (if any) that were made to the sequence on the source MediaCentral module.
- **Bug Number:** NEO-566. If you load a sequence from the Rundown app, browse to a different story, and then do a Send to Playback of the original sequence, the sequence is sent to the playback device using the Video ID from the second story.

Asset Management

- **Bug Number:** ASSETS-3204. Browse app: Sorting a folder by timecode or duration attributes does not work under certain conditions:
 - Sorting by custom attributes of type duration or timecode if some assets have a frame rate and others not
 - Sorting by common attributes Start TC, End TC, and Duration TC if some of the assets use a drop-frame timecode and others a non-drop-frame timecode.
- **Bug Number:** ASSETS-3206. If an asset has a drop-frame frame rate, the service MAMAssets CTC uses wrong SMPTE labels for timecode and duration fields.
- **Bug Number:** MAM-17014. When you create an asset with the Asset Management root folder being selected in the Browse app, the asset is created — as expected —, but an error message is shown.
- **Bug Number:** MX-8319. If you select more than 50-60 assets and then launch a process, the process creation template does not load all assets as attachments.

- **Bug Number:** NEO-85, NEO-428, OS-7339. If you attempt to update the thumbnail for an asset, but you do not have permissions for the asset on the source MediaCentral Module, you are not provided with any feedback to alert you to the problem. However, the asset thumbnail is not updated — as expected.
- **Bug Number:** NEO-544. Some EDLs, especially EDLs with a large number of segments, might stutter on playback in MAM Desktop.

Collaborate

- **Bug Number:** GC-596. If you press the tab key after entering a title in the New Topic window, the focus does not move to the Tags area of the topic. If you press Enter, the Collaborate app closes the topic without saving.
- **Bug Number:** GC-628. If you enable your Out of Office settings and you access the Collaborate app during the away period, the purple Out of Office identifier might not appear in the upper-right corner of your user avatar in some areas of the app. Instead, the identifier appears more centered over the avatar.
- **Bug Number:** GC-649. The Out of Office purple identifier is displayed only for the current user in the Planer's Topics and Assignment tabs.
- **Bug Number:** GC-659. If an administrator enables the Collaborate entitlement in the User Management app to a user group other than the Collaborate app user group (specified during the system configuration process) and a user included in that group tries to access the Collaborate app, the user sees the a misleading warning message:

“You don't have a license for the Collaborate App yet. Please contact your administrator to help you get access.”

Hoverscrub

- **Bug Number:** PLAD-625. Hoverscrub does not support Edit While Capture (EWC) clips. A hoverscrub MP4 proxy file created for an EWC clip contains all the Media Offline pieces of the media that is not present at the time when the file is created; the hoverscrub file will neither be updated while the EWC clip is growing nor once it is fully online.
- Now, the hoverscrub file is updated once the EWC clip is fully online. Since hoverscrub uses the Search Index to find new clips, the Production Management Search Connector must be running.
- **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.

Installation and Configuration

- **Bug Number:** DAEM-6877. The `avidctl tools cert-gen` script used to create the SSL certificate sets an invalid validity period for modern web browsers.

- **Bug Number:** IPI-2605. When running the `avidctl platform config pam` script, you cannot use the “@” symbol when specifying the password for the Production Management user account. If you do, Send to Playback jobs fail with an “Unable to start the job” error.
- **Bug Number:** DAEM-6344. When deploying MediaCentral Cloud UX through the `avidctl platform deploy` script, you might encounter the following error message:

Error: validation failed: unable to recognize "": no matches for kind "UIPlugin" in version "platform.avid.com/v1"
- **Bug Number:** ICS-9254. If you assign one or more custom users to the Service Accounts area of the Configuration Settings app and you run the Authentication Provider script to specify a different domain, the user(s) specified in the Service Accounts area become invalid. As a result, certain aspects of the MediaCentral Cloud UX system might fail to function properly.

License App

- **Bug Number:** UIR-9964. When accessing the License app, the subscription license’s Entitlement ID check box is enabled by default — even if you are using a perpetual license.
- **Bug Number:** UIR-10188. When you export your MediaCentral Cloud UX license, the resulting file does not include Current Quantity or Maximum Quantity values.

Multi-Site Settings App

- **Bug Number:** UIR-10194. After removing a site from the Multi-Site environment and redeploying your configuration, the Multi-Site Settings app might display an endless loading “spinner” instead of the expected error message regarding the removed site.

Process App

- **Bug Number:** UIR-10116. The toggle buttons for Grouping and Hierarchy show a dropdown icon with a wrong tooltip “Sort Ascending.”

Rundown App

- **Bug Number:** MA-5606 and MA-5832. The bidirectional links between sequences and stories can become mismatched or incorrect by copying a story or 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.
- **Bug Number:** MA-5016. Target stories are now properly highlighted to indicate drop location when dragging a sequence from the Search App or Browse App to the Rundown App.
- **Bug Number:** MA-5623. When a queue fails to load, a dialog appears stating: “Stories cannot be retrieved from the back end.” The user is then given the option to attempt a reload by clicking Reload Again. Pressing the Esc key or clicking elsewhere in the window closes the dialog without reloading stories.

- **Bug Number:** MA-5765. Previously, the Rundown App might sometimes display an error and quit working when a user was adding machine control commands to a script. This caused loss of story data and required a refresh.
- **Bug Number:** MA-5770. Previously, it was sometimes not possible to add value into editable drop-down combobox fields; rather, the field reverted to all new values.
- **Bug Number:** MA-5771. Previously, dragging and dropping a MOS item to a segment would lock the story body without actually inserting the MOS item.
- **Bug Number:** IN-6576. Previously, Save Story and a subsequent Unlock Story would not move story into destination queue via an action server in Newsroom Management when editing the story in the Rundown App.
- **Bug Number:** MA-5769, IN-6641. Previously, the Create New Story option in the Rundown App would not insert stories in proper placement within an inverted or sorted queue.

Search

- **Bug Number:** JP-7299. After opening the Display Options menu and then clicking in a different area of the user interface, there is a momentary pause before the menu closes.
- **Bug Number:** RCTR-1716. Very long metadata values in the In-Line Hits window might wrap text over itself, making the value difficult to read.
- **Bug Number:** ICI-2599, RCTR-1767. Searches for taxonomy attributes show taxonomy IDs (numbers) instead of the more user friendly, text-based values in the taxonomy attribute columns of the Search Results area.

System

- **Bug Number:** JP-7295. The error message that you might encounter when signing into MediaCentral Cloud UX includes the following erroneous text:

- **Bug Number:** JP-7623. If you configure the Default App type for an asset and then define a different default app for another asset type, the default app selection for the first asset might be reset.

Tasks App

- **Bug Number:** MX-8051. When a user starts a process with a user task, which is allowed to be delegated, the Tasks App does not offer the correct delegation options.

Limitations and Defects Found in Version 2021.3.0

Asset Editor

- **Bug Number:** NEO-546. After upgrading to Google Chrome v89, your audio/video assets might be out of sync on playback. This is a known issue in the HTML5 player that is being investigated by the Chrome team. For additional information, see <https://bugs.chromium.org/p/chromium/issues/detail?id=1187016>.
- **Bug Number:** NEO-751. When switching between Source and Record monitor, the information in the Metadata tab is reloaded, but not if you have an Asset Management image asset and shotlist open. In this case, metadata is not reloaded but an “Asset is not loaded” message is shown instead.
- **Bug Number:** NEO-608. Playback of media assets might not be detected as an “active” operation by your local workstation. If you do not interact with the user interface in any other way, your operating system might activate a screen saver, screen lock, or other.
- **Bug Number:** ICI-3252. MediaCentral Cloud UX might not be able to play Production Management assets that are contained in either the Orphaned Clips folder or Private folders (right click on the folder in Interplay Access, select Security > Private). This issue appears if the user that is identified in the pam.yaml configuration file does not have administrator-level privileges in the Production Management database.

Workaround: If you must play assets that are located in these folders, elevate the user that is identified in the pam.yaml configuration file to an administrator in the Production Management database.

- **Bug Number:** NEO-899. If you edit a subclip that includes a restriction into a sequence, the restriction does not appear in either the Sequence Timeline or the Viewer Timeline (record mode).
- **Bug Number:** NEO-253. If you attempt to delete a segment from a Sequence without first enabling the associated track, the segment is not deleted.

Workaround: Enable the track in the Sequence and then delete the segment.

- **Bug Number:** NEO-917. In some cases you might be able to edit a normally uneditable Media Composer sequence. If you make changes to the sequence and save it through MediaCentral Cloud UX, some effects added during the Media Composer session might be lost.
- **Bug Number:** MX-8525. Metadata tab: When in edit mode, you cannot highlight the entire value of a property of type date, date-time, and time.
- **Bug Number:** MX-8574. Metadata tab: If you select a language other than English for MediaCentral Cloud UX, thesaurus properties do not show localized thesaurus term labels but empty entries; if you select an empty entry, the term ID will be inserted.
- **Bug Number:** MX-8466. Metadata tab: The Metadata tab applies a limitation of 32,000 characters to all text fields. If you edit an “unlimited” text field of an Asset Management asset that includes a larger text, all characters exceeding the 32,000 limit will be cut and get lost.

- **Bug Number:** MX-7492. Metadata tab: When you highlight the value of a multi-value property in view mode with the left mouse button the highlight disappears from the value when the mouse pointer moves outside the value.

Collaborate App

- **Bug Number:** None. If you want to add remote assets to a local media container, the remote site must be running MediaCentral Cloud UX v2021.3 or later.
 - **Bug Number:** GC-629. If multiple users are adding or removing contacts or resources to the same topic, assignment, or task at the same time, some changes might. In this case, the user making the final change “wins”.
 - **Bug Number:** GC-882. If you select a filter in the All Assignments menu and click the menu header to close the list of options, your selection is not applied.
- Workaround:** After making a selection in the All Assignments menu, click away from the menu (any other area of the Collaborate app) to apply the filter.

Collaborate Mobile App

- **Bug Number:** LIZ-4870. The Assignments list might not display the correct assignments order after you open a Topic with Assignments and then return to the Planner screen. (iOS only)

Installation and Configuration

- **Bug Number:** PRS-435. You cannot login to Grafana (part of System Monitoring) if you include a comma or potentially other special characters in any individual Bind Name value during the process of running the authentication provider script.
 - **Bug Number:** ICI-3404. After you upgrade to a new version of MediaCentral Cloud UX, users might see an “Error: Module loading failed because of a backend issue.” message after accepting the End User License Agreement (EULA).
- Workaround:** If this occurs, it happens only once after accepting the ELUA. You can eliminate the error and continue to MediaCentral Cloud UX by refreshing your browser page.

MediaCentral Asset Management

- **Bug Number:** None. If your MediaCentral Cloud UX system is licensed for Enterprise Editing, your Asset Management module needs to be running v2021.3 or later before you can participate in the Mixed Sequence Editing workflow. If you attempt to add assets from older versions of Asset Management into a draft sequence, the system replies with an error message to alert you of the incompatibility. Additionally, you cannot load existing draft sequences unless your Asset Management system is running v2021.3 or later.

For more information on this workflow, see “Editing Mixed Sequences” in the *Avid MediaCentral / Cloud UX User’s Guide*.

- **Bug Number:** NEO-953. If you open a WAV/AAC-LC audio asset in Asset Management Desktop and you move the position indicator in the Retrieval Web Cut's scrub bar before pressing the Play button, the timecode counter starts running but you might experience a few moments of silence before you hear the audio play back.

Media Composer Distributed Processing

- **Bug Number:** ICI-3394. After installing a Distributed Processing Worker running v2019.12 or earlier, the worker service fails to connect to MediaCentral Cloud UX v2021.3. If you examine the AvidWorkerService.log file, you might find a "quota exceeded MESH: Error occurred while creating service" error.

Workaround: This issue is caused by changes to the MediaCentral Cloud UX licensing services that resulted in an incompatibility with Distributed Processing. To resolve the connection problem, you must complete the following steps to allow the legacy connection to the License Manager.



Kubernetes config map changes are not saved following a software upgrade. If you alter the config map, you will need to repeat this process following any software upgrade.

1. Connect and sign in to the Kubernetes Dashboard.
For more information, see "Accessing the Kubernetes Dashboard" in the *Avid MediaCentral / Cloud UX Installation Guide*.
2. Use the Search option at the top of the Dashboard to search for the "avid-license-manager-core" pod.
The search provides information on multiple aspects of the pod such as Config Maps, Deployments, Pods, and more.
3. Click the avid-license-manager-core link under the Config Maps section.
Detailed information about the config map appears in your browser to the right of the sidebar.
4. Click on the Edit button at the top of the Kubernetes window.
The config map is opened in a Kubernetes text editor.
5. Enter the following new value to the last line of the file, under the Data section:

AVID_LICENSE_MANAGER_RMS_BACK_COMPATIBLE_MODE: 'true'

For example:

```
30 AVID_LICENSE_MANAGER_MONGO_USERNAME: lms
31 AVID_MCCUX_VERSION: 2021.3.0
32 AVID_LICENSE_MANAGER_RMS_BACK_COMPATIBLE_MODE: 'true'
33
```

6. Click the Update button to save your changes.
7. Repeat your original search in Kubernetes for the "avid-license-manager-core" pod or pods.
8. Click on the Actions menu to the right of the "avid-license-manager-core" pod (there might be more than one) and select Delete.



Make sure that you only delete the avid-license-manager-core references in the Pods category. Do not delete the Config Maps, Deployments, or other.

When you delete a pod, Kubernetes recognizes the change and initiates the creation of a new pod to take its place. This new pod is started with your configuration changes in place.

9. Sign into the MediaCentral Cloud UX administrator portal and reapply your MediaCentral Cloud UX license through the Licensing App.
10. Finally, restart your Distributed Processing worker services and confirm the worker connection through the Worker Details panel of the Distributed Processing Job Status App.

Process App

- **Bug Number:** UIR-10214. The group filters in the Filter sidebar only work when displaying groups is enabled. When you group processes by selecting the Display Groups toggle button, open the Filter sidebar and select a group filter, the Process List shows only this group and its processes. When you now deselect the Display Groups toggle button, the Process List does not show the same processes as before (without the group header); instead, the Process List is empty.

Rundown App

- **Bug Number:** NEO-945. If you enable the Allow Folder Selection option in the Configuration Settings app, MediaCentral does not automatically associate a video ID when a user creates a new sequence through the Rundown app.

Search

- **Bug Number:** None. If you display the user interface in a language other than English, the Search app allows you to select taxonomy values in the localized language. However if you enable the same taxonomy column in the Display Options of the Results area, the column displays the same values in English only.
- **Bug Number:** None. (Asset Management) Version 2021.3 adds support for showing labels for taxonomies in Search results. This is only supported for Asset Management systems v2021.3 and later. For any Asset Management system prior to v2021.3, the Search results do not show taxonomy labels but the IDs of the taxonomy entries.
- **Bug Number:** JP-7571. Although you can add the Categories column to the Results area of the Browse and Search app, Production Management assets do not display any metadata in this column (even if it exists).

Workaround: If you need to review the Category metadata, load the asset into the Asset Editor and use the Metadata tab to inspect the Category information.

- **Bug Number:** RCTR-1854. Sorting the Results area by a timecode value, such as Duration, might display inaccurate results if the search returns assets for both drop and non-drop timecodes.

System

- **Bug Number:** MC-589. Several MediaCentral Cloud UX list and grid views use “lazy loading” to display the contents of folders, search results, containers, etc. This behavior causes issues when applying a multi-selection to a range of items where some of those items are not, yet, loaded. For

example, if you select the first asset in a folder and do a fast scroll to the end to select the last one, there will be pages in between the selection which are not loaded and therefore will not get added to the multi-selection.

Drag and drop and other operations (such as attaching the selection to a process creation template) will not properly work as expected.

Workaround: Scroll slowly to make sure that all assets are visible on the UI and no asset shows the status “Loading...”.

- **Bug Number:** ICI-3325. When deployed in a clustered configuration, MediaCentral Cloud UX users might experience intermittent performance issues when working with their MediaCentral Production Management system. Issues might include: slow population of the Browse app’s directory tree, the temporary loss of the Production Management module in the tree, slow loading of Production Management assets, or other. These issues usually only occur when the MediaCentral Cloud UX system is under heavy load.

Workaround: If you see these or similar issues, you can mitigate the problem by increasing the replica count of the Avid Upstream service to be equal to your number of cluster nodes. By default, Upstream runs on two nodes only.



While this could change in the future, the following manual configuration changes are not saved following a software upgrade. If you alter the replica count, you might need to repeat this process following a software upgrade.

To increase the replica count:

1. Log in to the MediaCentral Cloud UX server as the root user.

You can complete this process from any cluster master node.

2. Enter the following command:

```
kubectl scale deploy avid-upstream-core --replicas=<number>
```

Where <number> is a numerical value that equals your total number of cluster nodes. For example:

```
kubectl scale deploy avid-upstream-core --replicas=5
```

Limitations and Defects Found in Earlier Versions

Limitations and defects in are organized in the following sections:

- [“Limitations and Defects Found in Version 2020.9.0” on page 46](#)
- [“Limitations and Defects Found in Version 2020.4.2” on page 47](#)
- [“Limitations and Defects Found in Version 2020.4.0” on page 47](#)
- [“Limitations and Defects Found in Version 2019.9.11” on page 48](#)
- [“Limitations and Defects Found in Version 2019.9.5” on page 48](#)
- [“Limitations and Defects Found in Version 2019.9.1” on page 49](#)
- [“Limitations and Defects Found in Version 2019.9.0” on page 49](#)
- [“Limitations and Defects Found in Version 2019.6.0” on page 50](#)
- [“Limitations and Defects Found in Version 2019.2.0” on page 53](#)

- [“Limitations and Defects Found in Version 2018.11.0” on page 53](#)
- [“Limitations and Defects Found in Version 2018.6.0” on page 54](#)

Limitations and Defects Found in Version 2020.9.0

Asset Editor

- **Bug Number:** MPLAY-4020. If you add a marker with the maximum comment size to an asset in MediaCentral Cloud UX, work the same asset in Media Composer (deleting at least one marker in the process), and then check that asset back into Interplay Production — the asset fails to load into the Media Viewer of the Asset Editor.

Collaborate App

- **Bug Number:** None. If you remove a user from the Collaborate Active Directory user group, the user is not removed from the list of contacts in the Collaborate app. Although this user will not be able to access the Collaborate app, employees can still add this contact to new topics or assignments.

Hoverscrub

- **Bug Number:** PLAD-657. Due to core system changes, Hoverscrub might not function properly when attempting to scrub assets on older software versions in a mixed multi-site environment. Note the following:
 - If all sites are running MediaCentral Cloud UX v2020.9 or later, Hoverscrub works as expected.
 - If you sign into a system that is running v2019.9.x or v2020.4.x, you can Hoverscrub normally across all systems in the environment.
 - If you sign into a system that is running v2020.9, you cannot Hoverscrub assets on any system that is running v2019.9.x or v2020.4.0 — v2020.4.3.

If your multi-site environment includes a v2020.4.x system, Avid recommends that you install the v2020.4.4 patch (or later) to address this issue. A v2019.9.x patch does not exist at this time.

Installation and Configuration

- **Bug Number:** MAM-16491, FF-2079. If you are using an Enterprise Editing workflow and you upgrade to a version of MediaCentral Cloud UX that introduces the Sync Job Distributor into your environment, you must open and save the Sync Job Distributor settings prior to synchronizing your first draft sequence.
- **Bug Number:** DAEM-6862. If you are configuring a multi-site environment and you run the `avidctl platform config sites test` command to verify your configuration, the command returns multiple “400 Bad Request” errors for any site that is running MediaCentral Cloud UX v2020.4.x or earlier.

Search

- **Bug Number:** RCTR-1673. Sorting the results of a search by selecting a value in the Sort By menu displays different results than if you select the same Sort By value in the Browse app.
- **Bug Number:** JP-7285. If you double-click on an asset in the Timeline view of the In-Line Hits window, the asset is displayed in the Asset Editor, but the Hits tab is not populated with any data.

Workaround: To populate the Asset Editor's Hits tab, click the Open button in the In-Line Hits window or double-click the asset in the Search Results panel.

- **Bug Number:** ASSETS-2939. If you rename a Production Management asset several times in a row within MediaCentral Cloud UX, the Search app might not reflect the updated name.

Limitations and Defects Found in Version 2020.4.2

Search App

- **Bug Number:** JP-7171. When reorganizing favorites or folders within the Search Favorites, the app might not prompt you with the blue position indicator when trying to drop a favorite (or folder) to the last position of a folder that contains a sub-folder.

Workaround: To move the item to the end of the folder, collapse the folder in the Favorites tree structure and drop the item on top of the collapsed folder.

- **Bug Number:** JP-7146. When using the MediaCentral Cloud UX Panel for Media Composer in Media Composer v2018.12.x and you collapse all folders in the Favorites area of the Search app, the app does not display the expand / collapse arrows to the right of the Favorites folders.

Workaround: Use the scroll bar at the bottom of the Favorites sidebar to scroll to the right and expand the folder structure.

- **Bug Number:** JP-7147. When using the MediaCentral Cloud UX Panel for Media Composer in Media Composer v2018.12.x and you open a folder that does not contain any items in the Favorites area of the Search app, the "This folder is empty" message is truncated.

Limitations and Defects Found in Version 2020.4.0

Associations App

- **Bug Number:** MA-5583. When you select several associated assets in the Associations area, then press the Ctrl key and start dragging, the asset that is used for dragging is excluded from the selection and its association is not copied.

Workaround: First start dragging the selection and then press the Ctrl key.

Browse App

- **Bug Number:** MPLAY-3933. If you save an empty sequence, an audio-only sequence, or a sequence where the media for the first segment is offline, the Browse and Search apps display a question mark in the Thumbnail column of the app.
- **Bug Number:** JP-4216. The Search app might display referenced Production Management assets in the search results list. As the Browse app is unable to display referenced assets, the app displays the following error message if you attempt to open the asset in the Browse app:

"Asset cannot be found. The asset might have been recently deleted, might exist as a referenced asset only, or other.

Publisher

- **Bug Number:** AWM-134. Audio drops off on Media Composer sequences that contain dissolves at the beginning.

Workaround: Try mixing down the sequence prior to sending it.

Rundown

- **Bug Number:** MA-5644. If you load a sequence from the Rundown app and either disassociate the sequence or delete the story, the icon that indicates a link to the Newsroom Management story is still displayed to the left of the sequence name in the Sequence Timeline.

Search

- **Bug Number:** RCTR-1546. The Search app does not support CBA rules with a “WITH” operator (two sub attribute criteria match in the same row).

Limitations and Defects Found in Version 2019.9.11

Graphics

- **Bug Number:** OS-6564. If you associate a story in the Rundown app with a shotlist, you are allowed to add graphics to the story as standard production queues. However, graphics are not associated with a shotlist in the same way as they are in a news sequence. As a result, the graphic tracks are not displayed in the Sequence Timeline and the Burn Graphics feature in the STP > Quick Send menu is unavailable.

Workaround: If you want to send the sequence to playback with burned-in graphics, you must associate the story with a news sequence (shotlists not supported).

- **Bug Number:** OS-7222. If the frame rate of your Maestro News system does not match the frame rate of your MediaCentral Cloud UX sequence, timed graphics might appear off by a few frames in the Asset Editor Media Viewer and the Sequence Timeline.

Workaround: Update the SystemSettings.ini file on your Avid Maestro News system so that the frame rate matches your sequence. This file is generally located at the following path:
C:\Program Files\Avid\MaestroNewsServices\<version>



The aspect ratio and the frame rate of sequences created in MediaCentral Production Management are determined by the first clip that you add to the sequence. Any additional clips can have a different resolutions but must match the initial frame rate. For more information, see “Creating a Sequence” in the Avid MediaCentral / Cloud UX User’s Guide.

Limitations and Defects Found in Version 2019.9.5

Asset Editor

- **Bug Number:** OS-6480. If you open the Media Viewer in Full Screen mode and then attempt to access the STP function of the Quick Send menu, the overlay window is displayed behind the full screen viewer, essentially hiding the user interface.

Workaround: If you want to access the Quick Send > STP options, you must exit Full Screen mode.

- **Bug Number:** MX-7802. In the Storyboard tab, if you click in the Comment field that contains a large amount of text, scroll through the text, and then start typing, the text will not scroll back to the current cursor position. As a consequence, you do not see the text that you are typing.

Limitations and Defects Found in Version 2019.9.1

Mobile

- **Bug Number:** LIZ-3936, LIZ-3924, LIZ-4062. After you change the Theme in the Profile area of the v2019.9.1 mobile app for iOS, you must quit and relaunch the app for the them to be applied correctly. If you do not restart the app, some areas of the user interface might not be displayed correctly.

Limitations and Defects Found in Version 2019.9.0

Asset Editor

- **Bug Number:** JP-6644. When double-clicking on a marker or a search hit in the tabs area of the Asset Editor, the position indicator does not move to the associated mark in the Media Viewer timeline.
- **Bug Number:** MX-7196. If you load an Asset Management asset that has a multi-value compound attribute with a large number of records, the Chrome browser might hang for a period of time, followed by a number of messages from MediaCentral Cloud UX indicating that “Obtaining the metadata timed out”.

Log App

Under a rare condition, the Log app might crash and show an exception error message. The behavior can be detected under the following condition: If you attach an asset that has a creation date in the far past (for example 2017) to a session, log the session, remove the asset from the logged session, continue logging the session against the wall clock, and finally again attach an asset that has a creation date in the far past to the session.

Multi-Site

- **Bug Number:** MA-5347. Queues marked with the Refresh property on remote Newsroom Management systems do not automatically refresh in either the Rundown app or the MediaCentral Cloud UX Mobile app.

Publisher App

- **Bug Number:** AWM-83. You cannot publish the following sequence types:
 - Shotlists created in MediaCentral Cloud UX that do not contain audio media.
 - Sequences created in Media Composer that include a video track only.

Workaround:

- If you have access to an Avid Media Composer, you can create a sequence in the editor that has a video track, an audio tracks, and video media only. You can then check that sequence into Production Management, and publish this sequence.
- If you are editing a shotlist created in MediaCentral Cloud UX, add 0db audio media to the audio track.

- **Bug Number:** AWM-80. When working with 60p or 50p sequences in Media Composer, you must set the TC Display Format in the Media Composer General Settings to either 60 fps or 50 fps, respectfully, before checking the sequence into MediaCentral Production Management. If this setting is not configured correctly and you attempt to upload the sequence to the Publisher SAAS platform, the upload process will fail.

Search

- **Bug Number:** ASSETS-2434. The MediaCentral Cloud UX Search Connector for Production Management associates some metadata fields such as *Initial Checkin Date*, *Last Restored Date*, and others with type “String” instead of type “DateTime”. Additionally, some fields associated with timecode (such as Auxiliary TC1) or numbers (such as Audio Bit Depth) are associated with the String type. These incorrect assignments prevent users from searching for these metadata fields in MediaCentral Cloud UX using criteria normally associated with a date/time, timecode, or numerical value.

Workaround: You can resolve this issue by installing the MediaCentral Production Management 2019.6.1 Access or later and enabling the “Update Data Type Definitions” toggle in the Interplay Administrator. For more information, see the *Avid MediaCentral Production Management 2019.6.1 ReadMe* or “Configuring the MediaCentral Search Connector” in the *Avid MediaCentral | Cloud UX Installation Guide* v2019.9.

Limitations and Defects Found in Version 2019.6.0**Installation and Configuration**

- **Bug Number:** MCDEV-11520. If you configure more than one MediaCentral Authentication Provider in the Interplay Administrator, the process of signing in to MediaCentral Cloud UX through the Media Composer fails.

Workaround: If you must configure more than one server in the MediaCentral Authentication Provider settings, you must add the Internal authentication option for the affected users in the Production Management database. This limitation does not prevent you from importing users from MediaCentral Cloud UX or Microsoft Active Directory, but once imported – Internal authentication must be enabled for all Media Composer users and a password must be assigned manually. Additionally, the passwords must match those used to access MediaCentral Cloud UX.



The ability to add more than one MediaCentral Platform Authentication provider is designed for testing and development environments only. Avid does not support adding more than one MediaCentral provider for active production systems

- **Bug Number:** MX-7534, APPSVCS-22. The process for “Resetting the MediaCentral Search Index” described in the *Avid MediaCentral / Cloud UX Installation Guide* also clears the index for any log files created through the MediaCentral Cloud UX Log app. If you reset the search index, it is not possible to initiate a rescan to restore the data.

Workaround: You can restore the data on a per-session basis by making a change to the Log session.

- **Bug Number:** ICS-8468. After upgrading, multiple Kubernetes pods might fail to start and report a “Waiting: CrashLoopBackOff” status in the Kubernetes dashboard.

Workaround: To resolve this issue, complete the following steps:

1. Complete the upgrade process as documented.
2. After the upgrade is complete, sign in to the Kubernetes Dashboard.
For more information, see “Working with Kubernetes” in the *Avid MediaCentral / Cloud UX Installation Guide*.
3. Use the Search function at the top of the Dashboard to search for **rabbitmq-default**.
4. Use the context menu in the user interface to delete all RMQ Persistent Volumes and Persistent Volume Claims.

As shown in the following example Kubernetes Dashboard illustration, clustered configurations will have multiple of each type.

The screenshot displays three sections of the Kubernetes Dashboard:

- Persistent Volumes:** A table with columns: Name, Capacity, Access Modes, Reclaim Policy, Status, Age. It lists three volumes: rmq-rabbitmq-default-2, rmq-rabbitmq-default-1, and rmq-rabbitmq-default-0, all with a capacity of 32Gi, ReadWriteOnce access mode, Retain policy, Bound status, and 4 days age. A context menu is open for the first row, showing 'Delete' and 'View/edit YAML' options.
- Persistent Volume Claims:** A table with columns: Name, Status, Volume, Capacity, Age. It lists three claims: rmq-rabbitmq-default-2, rmq-rabbitmq-default-1, and rmq-rabbitmq-default-0, all with a Bound status, linked to their respective volumes, 32Gi capacity, and 4 days age.
- Pods:** A table with columns: Name, Node, Status, Restarts, Age. It lists three pods: rabbitmq-default-2, rabbitmq-default-1, and rabbitmq-default-0, all with a Running status, 0 restarts, and 4 days age. They are distributed across nodes acs-ux-n3, acs-ux-n2, and acs-ux-n1 respectively.

5. Use the context menu to delete all rabbitmq pods.
6. Sign in to your single server or cluster master node and use the following command to delete the contents of the following folder: `/var/lib/avid/rabbitmq/rmq-rabbitmq-default-0/`
rm -rf /var/lib/avid/rabbitmq/rmq-rabbitmq-default-0/

If you have multiple nodes, you must repeat this command on each node, substituting the “default-#” number with the corresponding number on the node. For example, in a three node cluster, your commands might look like the following:

```
[root@wavd-mcux01 ~]# rm -rf /var/lib/avid/rabbitmq/rmq-rabbitmq-default-0/
[root@wavd-mcux02 ~]# rm -rf /var/lib/avid/rabbitmq/rmq-rabbitmq-default-1/
[root@wavd-mcux03 ~]# rm -rf /var/lib/avid/rabbitmq/rmq-rabbitmq-default-2/
```

7. Use the Kubernetes Dashboard to verify that all pods start successfully.

Mobile

- **Bug Number:** LIZ-3929. The caching required for media at certain frame rates (such as 24, 25, or 50fps) might cause playback to pause on mobile devices.

Workaround: If playback pauses, drag the playhead to an earlier point in the asset and begin playback again.

Multi-Site

If you plan to include your MediaCentral Cloud UX system in a multi-site configuration, be aware of the following limitations:

- When linking to modules in the Multi-Site administrator application, you are limited to linking to MediaCentral Production Management (v3.8 and later) and MediaCentral Asset Management (v2019.6 and later) modules only. Support for MediaCentral Asset Management includes support for MediaCentral | Shared Library.
 - Avid supports a maximum of six sites in a single multi-site environment.
 - You cannot create or edit remote sequences, nor can you include remote media assets in a local sequence.
 - You cannot create new sequences on remote MediaCentral modules. However, the context menu for MediaCentral Asset Management modules retains the Create Asset option for both local and remote systems.
 - You cannot create a subclip from a remote asset.
 - You cannot play back remote edit while capture (EWC) assets.
 - No support for remote user tasks (including file upload/download) in the Tasks app.
 - If you create a voice-over, the asset can be saved to the local MediaCentral Production Management database only.
 - You cannot Publish remote assets.
 - The Log app cannot be used with remote assets.
 - Deliver In-to-Out workflows are not available in MediaCentral Cloud UX.
 - The MediaCentral | Cloud UX Panel for Adobe Premiere Pro does not support Multi-Site workflows.
- **Bug Number:** RCTR-1275. When you configure the Map to User option in the Multi-Site Settings app, the Search app applies the visibility rules based on local user name and not the mapped user for the remote Asset Management system.

Workaround: If you plan to link to an Asset Management module in a remote site, you must configure the User Mapping to Map By Name.

Search

- **Bug Number:** JP-6184. When upgrading to MediaCentral Cloud UX 2019.6 from an earlier release, any favorites created by the users in the Search app are not maintained.
- **Bug Number:** None. If you select the check box for a parent in a taxonomy search, the user interface indicates that the children selected as well. However, search does not return assets for matches against the child selections.

Workaround: Open the taxonomy menu and select the individual checkboxes for the child items instead of selecting the check box for the upper-level parent item
- **Bug Number:** JP-6496. If you use your mouse to alter the qualifier associated with certain search term types and press Enter (Windows) or Return (Mac), the search is not executed automatically. For example if you change “Created > Last 10 minutes” to “Created > Last hour”, the search is not automatically initiated.

Workaround: Click the Search button to execute the search, or use the Up/Down arrow keys to change the qualifier and press Enter or Return.

Limitations and Defects Found in Version 2019.2.0

Asset Editor

- **Bug Number:** ICI-2137. Audio might stutter during playback while simultaneously working in other Apps of the MediaCentral Cloud UX user interface.

Research

- **Bug Number:** None. Due to changes in the Facebook API, the Research app is limited to searching Facebook pages that your organization has the rights to administer. These pages are related to profiles created by the administrator in the MediaCentral Cloud UX Workflow Settings app.

Search

- **Bug Number:** JP-6316, JP-6323. When hovering over a phonetic search phrase, the pronunciation of the pill is not displayed in a tool-tip.

Limitations and Defects Found in Version 2018.11.0

Asset Editor

- **Bug Number:** MX-6604. If you click on the link for a recovered asset in the Auto Recovery window, the apps area of the MediaCentral Cloud UX user interface is replaced with the following error: “No application config found for type: dashboard”.

Workaround: When you click on the link, the asset is loaded into the appropriate app as described in the “Recovering Sequences” and “Recovering Stories In Case of Disconnect” sections of the *Avid MediaCentral | Cloud UX User’s Guide*. You can eliminate the error message by clicking on an app such as Browse, Rundown, or other.

- **Bug Number:** ASSETS-1834. If a user has permissions to write to a particular folder in the MediaCentral Production database but does not have the rights to create markers, the user is allowed to save a sequence containing new markers. However, the user also sees the following message: “User permissions do not allow this operation”.

Workaround: To avoid these errors, you must make sure that users who have permission to save sequences also have permissions to edit markers.

- **Bug Number:** MX-6658. The Storyboard tab needs focus in order for keystroke shortcuts to work.

Process App

- **Bug Number:** MX-6913. The Process app always displays the “Show More Results” button, even if there are no additional results to display.

Publish App

- **Bug Number:** UIR-2299. When uploading images to the Publish app, the orientation is not adjusted automatically (e.g. according to EXIF data). This could result in the image being displayed and published in the wrong orientation (a vertical image is published as horizontal).

Workaround: Images must have the correct orientation in the image raster prior to upload.

Search

- **Bug Number:** RCTR-1172. The timecode display of MediaCentral Asset Management segments in the Hits tab does not correctly take offsets into account and always start at zero.



This issue is present in the Hits tab of the Asset Editor only, and is not seen in the In-Line Hits window that was introduced in MediaCentral Cloud UX 2020.4.2.

Limitations and Defects Found in Version 2018.6.0

Asset Editor

- **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:** NEO-106, 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.

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.

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, DAEM-5684. 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.

MediaCentral Asset Management

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

- Browse app:
 - 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.
- Search app:
 - The search does not consider changes and deletes in the Asset Management data model: If you delete a searchable attribute or mark it as “non searchable” in the data model, it remains visible in the Search app. If you rename a searchable 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.
- Publish app: You can publish MAM assets to non-STP (send to playback) endpoints such as Facebook and Twitter. Media assets must include both audio and video. If publishing an EDL, the EDL must only consist of assets that include both audio and video (no images, no audio-only assets, etc).

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:

- 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 for Production Assets is unavailable (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.

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.

Search

- **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.

MediaCentral Cloud UX v2019.2 introduced certain improvements for large databases. As of this release, only organizations whose database consists of 1,000,000 or more assets need to consult with Avid.

- **Bug Number:** RCTR-973. The Search index creation process might fail on databases that contain a large number of fields.

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.

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