



Avid MediaCentral | Cloud UX™

Version 2021.7.0 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



Google Chrome v89 introduced changes that affected some aspects of MediaCentral Cloud UX. If you feel that you are impacted by any of the Chrome/playback-related issues listed under the “Limitations and Defects Found in Version 2021.7.0” on page 34, your organization can investigate methods for reverting back to an earlier version of Chrome. While Avid cannot provide instructions for that process, you can refer to the following Avid Knowledge Base page for instructions on how temporarily to stop Chrome updates: https://avid.secure.force.com/pkb/articles/en_US/FAQ/Avid-video-products-and-FLASH-replacement-for-2020

Revision History

Date Revised	Changes Made
August 9, 2021	Clarification: MediaCentral Cloud UX does not support playback of sequences that include audio keyframing (rubber banding). This applies to this and all prior versions of MediaCentral Cloud UX. For more information on supported and unsupported assets, see “Avid MediaCentral Production Management Data Model Object Types” on page 8.
July 29, 2021	First publication

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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



Features included in some graphics drivers might affect the playback of assets in the Chrome HTML5 video player. If you experience playback issues, you might try lowering your video resolution, increasing the display refresh rate, or both.

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 v2021.7 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 v2021.7

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 v2021.7

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
Sequences with audio keyframing (rubber-banding)	Unsupported
Effects	All rendered and checked-in effects are supported for playback.
Freeze-frame clips	Supported
Group clips	Supported*
Master clips	Supported
Matte clips (assets with alpha channel)	Unsupported
Motion effects	Unsupported
Multi-channel audio clips	Unsupported
Multigroup clips	Unsupported
Nested timelines	Unsupported
Sequences (dissolves only)	Supported

Object Type	Status
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/Playout 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
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

Video Media Format	Playback Support	Send to Playback Support
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
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
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 2021.7.0

This topic provides an overview of the major new features in MediaCentral Cloud UX v2021.7.0.

Asset Editor

Feature	Description
Metadata tab enhancements	Version 2021.7 provides the following new features for the Metadata tab: - Asset location: The read-only field “Asset location” shows all available path locations of the displayed asset (Production Management) resp. of the asset references in folders (Asset Management). Each location is shown as a separate row. If the asset does not have a location, the entire Asset Location section is hidden. If the asset open in the tab has at least one location, also an Asset Location entry is available in the Select View menu. - Navigating and saving using the Tab key: You can use the Tab key to navigate to the next editable field whether this field is empty or populated. Navigating using the Tab key sets the field to edit mode without highlighting the whole value. Leaving an edited field by pressing the Tab key saves the changed value. Read-only property are skipped when navigating using the Tab key as well as master data, Boolean and multi-value compound properties. - Empty read-only properties (Date, Date-Time, Time, Duration, Timecode) no longer show the templated input format. For more information, see “Working with Metadata” in the <i>Avid MediaCentral / Cloud UX User’s Guide</i>.

Browse App

Feature	Description
Collapsible Directory sidebar	The Browse app Directory now is a re-sizable and collapsible sidebar. When you first access the Browse app, the Directory sidebar is displayed at full size. If you do not need to access the directory in the sidebar, you can increase the screen space for the Results area by either resizing or collapsing the sidebar. To keep the breadcrumbs visible when the Directory sidebar is collapsed, the breadcrumbs have been moved to the Browse app header. For more information, see “Collapsing the Directory Sidebar” in the <i>Avid MediaCentral / Cloud UX User’s Guide</i>.
Keyboard shortcuts ins Card view	Starting with version 2021.7, you can use keyboard shortcuts for navigation in Card view that have been available before only in List view. For more information, see “Navigating the Browse App,” “Selecting Assets in the Results Area” and “Browse App Shortcuts” in the <i>Avid MediaCentral / Cloud UX User’s Guide</i>.

Feature	Description														
Labels of common properties aligned with Search app	In version 2021.7, the labels of common properties in the Browse app have been aligned with the labels of the corresponding common properties in the Search app.														
	<table> <tr> <th>Label before v2021.7</th><th>Label v2021.7</th></tr> <tr> <td>• Asset type</td><td>• Type</td></tr> <tr> <td>• Asset type ID</td><td>• Object Type</td></tr> <tr> <td>• DurationTC</td><td>• Duration</td></tr> <tr> <td>• EditRate</td><td>• Video Frame Rate</td></tr> <tr> <td>• EndTC</td><td>• End</td></tr> <tr> <td>• StartTC</td><td>• Start</td></tr> </table>	Label before v2021.7	Label v2021.7	• Asset type	• Type	• Asset type ID	• Object Type	• DurationTC	• Duration	• EditRate	• Video Frame Rate	• EndTC	• End	• StartTC	• Start
Label before v2021.7	Label v2021.7														
• Asset type	• Type														
• Asset type ID	• Object Type														
• DurationTC	• Duration														
• EditRate	• Video Frame Rate														
• EndTC	• End														
• StartTC	• Start														

Collaborate Mobile App

For more information on app topics, see the *Avid MediaCentral / Collaborate User's Guide*.

Feature	Description
Assignment Landing Zone	Mirroring the browser-based workflow, assignments that are created outside of a topic are associated automatically with the Assignment Landing Zone.
Applied Filters	This release removes the Android-only limitation for this feature, allowing iOS users to have more control over their filters. A Search button has also been added to allow users to find specific filters more quickly.
Topic and Assignment Deletion	You can now delete topics or assignments directly through the Collaborate mobile app.

Installation and Configuration

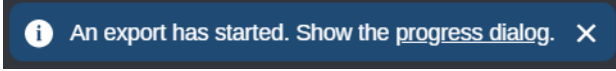
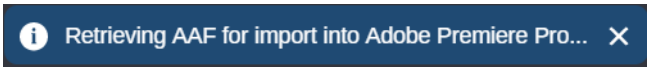
Feature	Description
Search Grid Configuration	This release of MediaCentral Cloud UX allows administrators to install and configure multiple languages on the Search Grid server — allowing users to search for phonetic assets across each language. To enable this change, the process for “Installing Additional Language Packs” has been modified for this release. For more information, see the <i>Avid MediaCentral / Cloud UX Installation Guide</i>.

Feature	Description
Post-Install / Upgrade Setup Scripts	This section of the Installation Guide includes updates for the following processes: - The “Configuring an Authentication Provider” process has been updated to include options for configuring multi-factor authentication. - The process for “Configuring MediaCentral Phonetic Index” has been updated to include additional configuration options. As long as you do not want to make any changes to your existing installation, you are not required to run this script as part of a software upgrade. - A new process for “Configuring MediaCentral Search” allows administrators to configure the some aspects of the Search app. If you do not want to make any changes to your existing installation, you are not required to run this script as part of a software upgrade — all default values are applied automatically during the upgrade process. - To enable compatibility with Avid MediaCentral Sync as well as other future workflows, the process used to configure MediaCentral Production Management and MediaCentral Archive Production have been updated to include auth_hint values. You are not required to re-run these scripts as part of a software upgrade, but Avid recommends configuring these values for all new installations. - This release includes an example http-security.yaml file to facilitate the process for “Configuring the Frame-Ancestor Security Policy”. For more information, see “Running the Post-Install Setup Scripts” in the <i>Avid MediaCentral Cloud UX Installation Guide</i>.
Documentation Update	The processes for “Increasing the Default Search Field Limit” and “Configuring Phonetic Sensitivity” have been deleted from the Installation Guide as these values can now be configured using the setup scripts referenced above. Not only does this change streamline the configuration process, but it also ensures that related values propagate to the next version of software during a system upgrade.

MediaCentral | Panel for Adobe Premiere Pro

Feature	Description
Support for the Rundown app	The Adobe Panel now supports the MediaCentral Newsroom app allowing users to see rundowns, import sequences directly from a rundown and save back to a story in a rundown. For more information, see the topic “Importing Production Management Sequences from the Rundown App” in the <i>MediaCentral Panel for Adobe Premiere Pro ReadMe</i>.

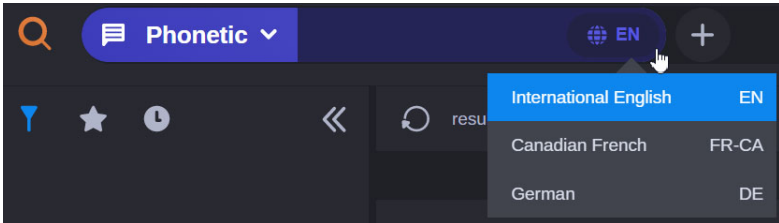
Feature	Description
Support for MediaCentral Capture clips	The MediaCentral Panel for Adobe Premiere Pro now supports importing MediaCentral Capture clips (including growing clips) from Production Management.  <i>We support MediaCentral Capture clips only, not spanned Capture clips with Adobe Premiere Pro, but the simplest Capture clips only.</i> Users can import a Capture clip into their Adobe Premiere Pro bins through their normal Import workflow of right-clicking an asset and selecting “Import to Adobe Premiere Pro”. In order to control whether the hi-res or proxy version of the material is imported, a new setting has been added to the Production Management section of the User Settings dialog box. By default, the Panel will attempt to import the hi-res device clip, but will fall back to the proxy device clip. Similarly, if the proxy is selected as the preferred resolution, the Panel will attempt to import it first, and fall back to hi-res if the proxy is not available.  <i>The multi-res handling described in this section applies exclusively to assets created with MediaCentral Capture where one or two “Device clips” are linked to the “Capture clip”.</i> For more information, see the topic “Importing Content Using the Panel for Adobe Premiere Pro” in the <i>MediaCentral / Panel for Adobe Premiere Pro ReadMe</i>.
Search enhancements for searching for an Adobe Bin, Adobe Clip, and Adobe Sequence	Previous versions, allowed you to search for an Adobe Project. With 2021.7, we have made some search enhancements for searching for an Adobe Bin, Adobe Clip, and Adobe Sequence. The following search options are now available: • Adobe Clip (<i>New</i>) • Adobe Bin (<i>New</i>) • Adobe Sequence (<i>New</i>) • Adobe Project
Updating Production Management sequences from Adobe Premiere Pro	If a sequence in Adobe Premiere Pro is tagged with the Cloud UX asset ID, the sequence can then be overwritten by right-clicking the sequence in Cloud UX, and selecting Update Sequence from Adobe Premiere Pro. This will check in the sequence and replace the existing version. As with regular sequence check-ins into Production Management, the progress of this operation can be tracked in the Process app.
Storing Cloud UX Asset IDs on Imported items	When items are imported from Cloud UX through the Panel, the Panel will now store the original document ID on the item in the Adobe Premiere Project's metadata. The values “Manager” and “Manage To” properties of the XMP namespace “Media Management” will now be set to “Cloud UX” and “<asset identifier>”. By tagging the Adobe Premiere Pro items with the Cloud UX ID, the Panel can then offer new actions such as overwriting existing sequences. For more information, see the topic “How the Panel for Adobe Premiere Pro Stores Cloud UX Asset IDs on Imported Items” in the <i>MediaCentral / Panel for Adobe Premiere Pro ReadMe</i>.

Feature	Description
Notifications for Import / Export operations	The Panel now shows a notification when starting operations such as Import or Export tasks. It can be dismissed by clicking the close button. For tasks that rely on MediaCentral Ingest jobs, the notification provides a shortcut to open the Progress dialog box. Here is an example of an Export notification:  When importing assets from Production Management, the notification will stay open until all the necessary data has been retrieved so that Adobe Premiere Pro can begin the actual Import process into its bins. Here is an example of an Import notification: 

Rundown App

Feature	Description
Display Real User Names	The Rundown app now lets users enter real names in the WRITER field of the Story Form, and will display that user's real name instead of a log-in ID in that field as well as in the CREATE-BY, ENDORSE-BY, and MODIFY-BY fields in both the Story Form and Queue View.  <i>Access to this feature requires both MediaCentral Cloud UX v2021.7 and MediaCentral Newsroom Management v2021.7.</i>
Context Menu for Sequences	You can now right-click on the Sequence icon in the Queue panel of the Rundown app and utilize a context menu to perform a number of actions that apply to that sequence, such as: • archiving the sequence • exporting the sequence to Asset Management • opening the sequence in the Asset Editor or Browse app • importing the sequence into Adobe Premiere Pro (from the story within the Adobe panel)
New Unassociate Sequence confirmation message	Because unassociating a sequence can be easily done by mistake and then finding the right sequence again to “undo” the operation can be challenging, version 2021.7 of the Rundown app now provides an Unassociate Sequence confirmation message.

Search App

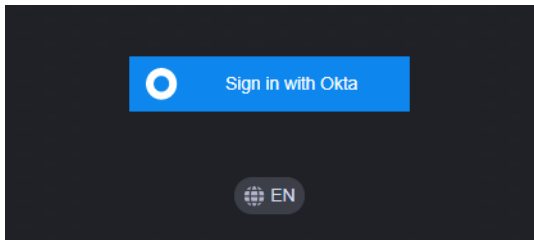
Feature	Description
Multi-language Phonetic Support	MediaCentral Phonetic Index now supports the ability to search for phonetic metadata in multiple languages. The Search app polls the Search Grid server for the list of available languages and presents a new menu to the right of each Phonetic search term.  Normally defaulting to International English (EN), administrators can alter the default language that appears in the phonetic search pill based on your local preferences. If you save your search as a favorite, the language selection is saved as a part of the search criteria. The language that you select in your User Settings or your selection on the MediaCentral Cloud UX welcome page has no bearing on your ability to search for different languages. For more information, see “Phonetic Language Options” in the <i>Avid MediaCentral / Cloud UX User’s Guide</i>.
Localization Update	Additional values in the Search Type menu have been localized to match your selected language.

Search Index Monitor App

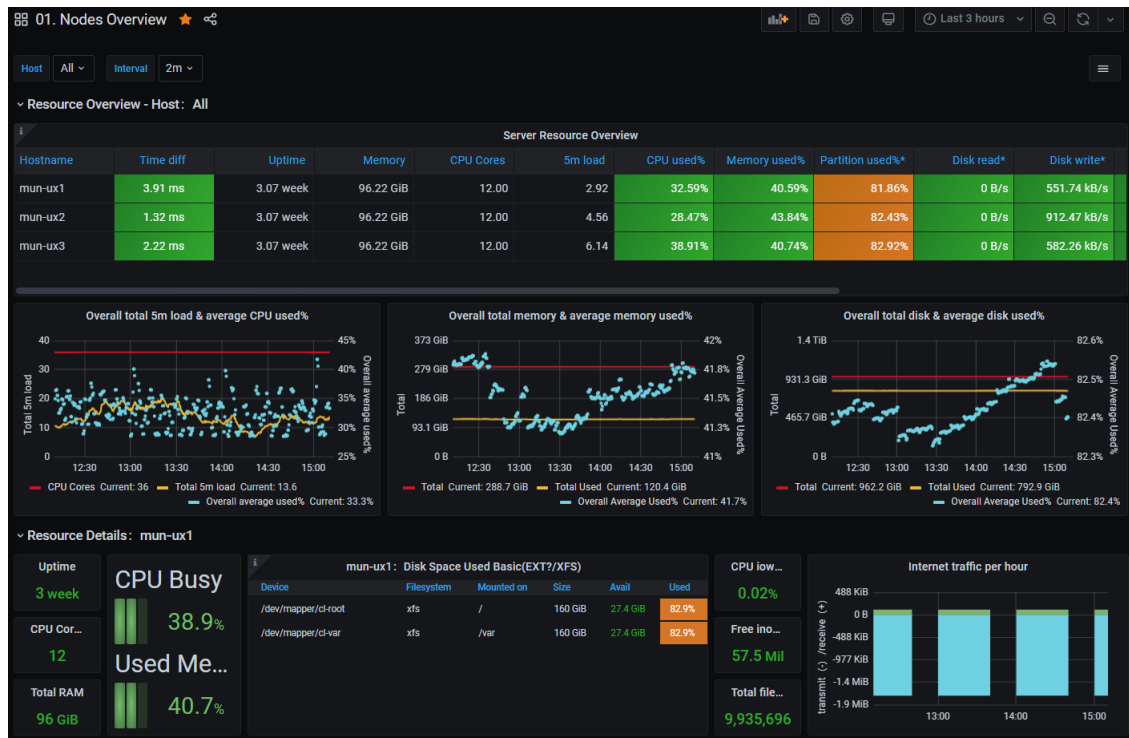
Feature	Description
Alert Indicators and Taxonomy Details	The app includes two new notification icons that allow you to see more information about system status alerts and the progress of the taxonomy indexing process. For more information, see “Viewing and Working with Sites” in the <i>Avid MediaCentral / Cloud UX Installation Guide</i>.
Search Analyzers	The Search Index Monitor has been updated to include a sidebar that allows you to switch between Catalog Statistics and Search Analyzers. This new area of the app provides administrators with a snapshot of the availability and status of the phonetic analyzers that are installed on the Search Grid server, as well as the language analyzers that are installed on the MediaCentral Cloud UX servers. Language analyzers define how the search engine treats text-based metadata values. For more information, see “Reviewing the Search Analyzers” in the <i>Avid MediaCentral / Cloud UX Installation Guide</i>.

Feature	Description
Kafka Topic Deletion	Following the removal of an index from the Monitor app, you can now manually delete the residual Kafka topic to reclaim the disk space that is consumed by this stale topic. For more information, see “Deleting a Topic from Kafka” in the <i>Avid MediaCentral / Cloud UX Installation Guide</i>.

System

Feature	Description
Multi-Factor Authentication	Multi-factor authentication (MFA) provides organizations with more secure access to critical systems by requiring the user to verify their credentials using a separate, but integrated system. Avid allows administrators to configure MFA through Okta — a leading provider of identity management services. The following illustration shows the Okta prompt that appears on the MediaCentral Cloud UX Welcome screen after you enable the required settings.  For more information, see “Configuring an Authentication Provider” in the <i>Avid MediaCentral / Cloud UX Installation Guide</i> and “Signing In to MediaCentral Cloud UX” in the <i>Avid MediaCentral / Cloud UX User’s Guide</i>.
Localized User Interface	This release includes full localization support for English, French, German, and Japanese. The following additional languages are available, but are not fully tested: • Arabic • Estonian • Italian • Korean • Portuguese • Russian • Simplified Chinese • Spanish • Turkish (Asset Management) Now, the language selected in the User Settings dialog box or on the sign-in screen also affects the language of technical and processing metadata labels in the File Info tab, Tasks app, and process creation forms; before v2021.7, the language of these labels was determined by the language setting of the user account in the Asset Management User Manager.
System Maintenance	To more specifically address the question of regular maintenance of a MediaCentral Cloud UX system, a “MediaCentral Cloud UX System Maintenance” topic has been added to the <i>Avid MediaCentral / Cloud UX Installation Guide</i>.

Feature	Description
Grafana Dashboards	When you deploy System Monitoring on your MediaCentral Cloud UX servers, Avid now automatically installs a series of Grafana dashboards that you can use to more easily obtain status information about your installation. The following example illustration shows the Nodes Overview dashboard that displays the MediaCentral Cloud UX network usage, CPU usage, disk I/O and more.



For more information, see “Enabling System Monitoring” and “Working with Grafana” in the *Avid MediaCentral / Cloud UX Installation Guide*.

Tasks App

Feature	Description
Filtering in columns	You can now apply text-based filter in columns: To show only tasks that contain specific keywords, type a search string in the Filter control of the desired column. Note that you cannot filter for dates. Columns that support filtering show a Filter button. For more information, see “Filtering Displayed User Tasks” in the <i>Avid MediaCentral / Cloud UX User’s Guide</i>.
Additional columns	Version 2021.7 adds new columns to the Task app: Process Comment, Process Correlation ID, and Process External ID. The columns are hidden by default but can be shown by using the Add Or Remove Columns feature. For more information, see “The Tasks App” and “Working in the Tasks App” in the <i>Avid MediaCentral / Cloud UX User’s Guide</i>.

Upgrading to MediaCentral Cloud UX 2021.7.0

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 23](#)
This process is required for all systems running v2020.4.x or earlier.
- (cluster-only) [“Verifying the Primary Master Node” on page 23](#)
- [“Updating the Platform” on page 24](#)
This process uses the Platform ISO. If you have a cluster, this process is completed on all nodes.
- [“Updating the Feature Packs” on page 26](#)
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 28](#)
This process is required for all upgrades.
- [“Disabling HTTP Authentication for Newsroom Management” on page 30](#)
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 v2021.7. 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 v2021.7.0. If you are already running v2020.9.0 or later, you can bypass this process and proceed directly to [“Verifying the Primary Master Node” on page 23](#).

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 v2021.7, 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 v2021.7.0, 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 24](#).

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: [wavd-mcux01]
```

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

```
PLAY RECAP *****
wavd-mcux01 : ok=277 changed=52 unreachable=0 failed=0 skipped=72 rescued=0
wavd-mcux02 : ok=225 changed=34 unreachable=0 failed=0
wavd-mcux03 : ok=225 changed=34 unreachable=0 failed=0
-----
```

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

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

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:

```
kubectl get nodes
```

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

NAME	STATUS	ROLES	AGE	VERSION
wavd-mcux01	Ready	<none>	75d	v1.20.6
wavd-mcux02	Ready	<none>	75d	v1.20.6
wavd-mcux03	Ready	<none>	75d	v1.20.6

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

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

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

NAME	READY	STATUS	RESTARTS	AGE
coredns-wkmqt	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 23.

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, 2021.7.0-v0029-Ga5d7edf 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 rebuild 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.

If you are working in a Multi-Site environment, the following processes apply to the local MediaCentral systems only. If you upgrade your local site to the latest release, you are not required to touch the remote sites as part of the upgrade process. Similarly, if you upgrade Site-A to the current release, and then upgrade Site-B at a later date, you are not required to revisit or Site-A unless otherwise noted below.

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
2020.9.0	None Required

I am upgrading to version	Required Rebuild Type
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.
2021.7.0	A Mapping rebuild is required for all upgrades to MediaCentral Cloud UX 2021.7.0. If you need to alter any of the default values that are defined in the new Search configuration script, you should make those changes prior to rebuilding the index. If you alter the configuration after the rebuild, you must perform another mapping rebuild to enable the changes. For more information, see “Configuring MediaCentral Search” in the <i>Avid MediaCentral / Cloud UX Installation Guide</i>. If you install additional languages on the Search Grid server to enable multi-language phonetic search support, you are required to reindex the source database using the tools available in the source MediaCentral module. Altering the phonetic language options does not require you to reindex the database through the Search Index Monitor.

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

Fixed in Version 2021.7.0

The following issues have been resolved in MediaCentral Cloud UX v2021.7.

Asset Editor

- **Bug Number:** NEO-825. You might receive the following error when loading some assets into the Asset Editor: CLIP LOAD FAILED: 1102 ASSET CANNOT BE LOADED, UNABLE TO PARSE SELECTED ASSEST.
- **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:** NEO-979. 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. If the second story does not include a Video ID, the asset arrives at the STP destination with a blank ID. Originally documented as fixed under NEO-566 in v2021.3, the issue was reopened under NEO-979 to implement additional changes.

- **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.
- **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:** NEO-958. If you update and save a sequence that includes restrictions in Media Composer, a normally simple sequence might incorrectly appear in MediaCentral Cloud UX as an uneditable, complex sequence.

Asset Management

- **Bug Number:** ASSETS-3276. Multi-value compound attributes are not editable in the Metadata tab when a DataManager plug-in is active that does not support the IPlugin8 interface.
- **Bug Number:** ASSETS-3283. When you click the “Set as thumbnail” button in the Asset Editor for a reserved Asset Management video asset, an error message is shown.

Now, the “Set as thumbnail” button is disabled if a reserved Asset Management video asset is open in the Asset Editor.
- **Bug Number:** MAM-17676. In a multi-site setup, the process creation forms triggered on the remote system do not contain masterdata or thesaurus values.
- **Bug Number:** MAM-17511. When creating a process with a masterdata field on the creation template, the legal list attribute values of the masterdata set show the ID instead of the localized label.
- **Bug Number:** MAM-17623, NEO-1097. In the Asset Editor, displaying the Browse essence of type IMAGE fails. A “Clip load failed:1102 Timeline cannot be loaded.” error message is shown.
- **Bug Number:** NEO-1094. Playback is not working in Asset Management Desktop when the Asset Management localization is set to a language that is not included in the MediaCentral Cloud UX default localization.

Associations App

- **Bug Number:** MA-5930. If you select multiple associations, the delete command is labeled Remove Association instead of Remove Associations.

Rundown App

- **Bug Number:** MA-5920. Refresh queue button randomly deletes contents of entire story in the Rundown app instead of supplying latest updates to the story as expected.
- **Bug Number:** MA-5919. Previously, when an operation failed or the server returned an error in the Rundown app, a message might appear that included the statement, “You do not have the required permissions.” This misleading statement has been removed.

- **Bug Number:** MA-5939. Previously, if a user wanted to assign a sequence to a story, but that sequence was already assigned to another story and the sequence was on a remote system, the assignment would fail. Now, sequences on remote systems are properly duplicated and assigned.
- **Bug Number:** MA-5941. Previously, if a user entered the wrong password for a key-locked story, he was not prompted to reenter the password.
- **Bug Number:** MA-5963. Previously, if multiple production cues were added into a story using script templates, when that story was saved, an error would appear.
- **Bug Number:** MA-5969. Previously, attempting to open a newsroom sequence that had been deleted from PAM via Interplay Access would cause the Rundown app session to hang while displaying an “Opening Sequence” dialog. Now, if this occurs, the system will display a dialog indicating when a sequence cannot be found.
- **Bug Number:** MA-5958. Previously, the Rundown would prompt a user for a password or issue an error if the cursor landed on a keylocked or edit-locked story in a queue while the user was navigating through the queue with the story view hidden. This issue is fixed so that navigation of the queue when the story view is hidden does not disrupt the session.
- **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 App

- **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.
- **Bug Number:** RCTR-1894. Sorting the Search app by the Production Management > Current Video Resolution value removes all returned hits from the Results area.
- **Bug Number:** RCTR-1935. If you select a module specific field from the Display Options menu and then sort your results by that field, the results list is updated to display only those assets that include that metadata field.

System

- **Bug Number:** FF-2376. The Sync Job Distributor does not pass error messages but error codes to the UI.

Limitations and Defects Found in Version 2021.7.0

Asset Editor

If you feel that you are impacted by any of the Chrome/playback-related issues identified below, your organization can investigate methods for reverting back to an earlier version of Chrome. While Avid cannot provide instructions for that process, you can refer to the following Avid Knowledge Base page for instructions on how temporarily to stop Chrome updates: https://avid.secure.force.com/pkb/articles/en_US/FAQ/Avid-video-products-and-FLASH-replacement-for-2020

- **Bug Number:** NEO-546. After upgrading to Google Chrome v89 or later, your audio/video assets might drift out of sync on playback due to changes between Chrome and the MediaCentral Cloud UX player engine.
- **Bug Number:** NEO-789. After upgrading to Google Chrome v89 or later, your audio/video assets might drift out of sync on playback due to changes in Chrome APIs.
- **Bug Number:** NEO-424. After upgrading to Google Chrome v89 or later, your audio/video assets might drift out of sync on playback through the MAM Desktop player.
- **Bug Number:** NEO-1073. After upgrading to Google Chrome v91 or later, voiceover recordings created through MediaCentral Cloud UX might include some audio artifacting (clicks) that can be heard on playback.
- **Bug Number:** NEO-1064. When playing assets through some versions of Google Chrome, you might hear audio clicks on playback.
- **Bug Number:** NEO-982. When accessing MediaCentral Cloud UX through a panel, such as the MediaCentral Panel for Media Composer, you cannot drag assets from the Asset Editor to a Collaborate container.
- **Bug Number:** NEO-1004. When playing an EWC asset, the player stops at the point at which there was media available at time when you began playback. For example if you have a 10 minute asset and wait three minutes before you begin playing the asset, you can play the first three minutes before playback ends (even though the asset now includes additional material).

Workaround: Restart playback to continue viewing the asset.

- **Bug Number:** MA-5989. If you drag a timed graphic into the Sequence Timeline of a story sequence that includes at least one other graphic, the production cue numbers are reordered after dropping the graphic into the timeline (the new graphic takes 1, all other existing graphics are incremented by 1).

Workaround: Drag the graphic directly to the story in the Rundown app instead of to the Sequence Timeline.

Asset Management

- **Bug Number:** ASSETS-3336. DMPPropagatorPlugin: If you add an empty row in a parent object in a multi-value property that is propagated to child objects, this empty row is not propagated..

- **Bug Number:** ASSETS-3335. If you delete rows of a multi-value property in the Metadata tab, DataManagerWS does not call plug-ins but deletes the rows from the DB directly. In case you propagate a multi-value property from a parent to a child object and you remove rows in the parent object, then the rows are not removed from the child object.

Collaborate App

- **Bug Number:** GC-801. If you add a contact to the Collaborate app with an associated expertise value and you enable the “Add another contact after saving” option, the same expertise value is added to the new contact. The expected result is that all values are blank for the new contact.

Workaround: Delete the expertise value from the second contact.

- **Bug Number:** GC-829. After enter the final value (minutes) in a date/time field, the field does not exit edit mode. This issue appears in areas such as the Start Date field in a topic, the Due Date in a task, or other areas.

Workaround: After entering enter a minute value, press Enter or click in another area of the app to confirm your change.

Panel for Media Composer

- **Bug Number:** JP-7683. The MediaCentral Panel for Media Composer always displays the user interface in English, even if the same user selects an alternate language in MediaCentral Cloud UX through the Chrome browser.

Rundown App

- **Bug Number:** MA-6013. Copying stories from a Newsroom server v2021.7 to an older version will fail, as the older version does not support the NSML 4.2.

Workaround: Perform the workflows using the iNEWS Workstation.

Search App

- **Bug Number:** JP-7682. If you drag a favorite from My Searches to the end of the Public Searches area of the Search app Sidebar, the favorite automatically moves to the top of the Public Searches list.

Workaround: After you drag the favorite to the Public Searches area, manually move the favorite to the desired position in the list.

Limitations and Defects Found in Earlier Versions

Limitations and defects in are organized in the following sections:

- [“Limitations and Defects Found in Version 2021.3.0” on page 36](#)
- [“Limitations and Defects Found in Version 2020.9.0” on page 40](#)
- [“Limitations and Defects Found in Version 2020.4.2” on page 41](#)
- [“Limitations and Defects Found in Version 2020.4.0” on page 41](#)

- [“Limitations and Defects Found in Version 2019.9.11” on page 42](#)
- [“Limitations and Defects Found in Version 2019.9.5” on page 43](#)
- [“Limitations and Defects Found in Version 2019.9.1” on page 43](#)
- [“Limitations and Defects Found in Version 2019.9.0” on page 43](#)
- [“Limitations and Defects Found in Version 2019.6.0” on page 44](#)
- [“Limitations and Defects Found in Version 2019.2.0” on page 47](#)
- [“Limitations and Defects Found in Version 2018.11.0” on page 47](#)
- [“Limitations and Defects Found in Version 2018.6.0” on page 48](#)

Limitations and Defects Found in Version 2021.3.0

Asset Editor

- **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:** MX-8525. Metadata tab: When in edit mode, you cannot highlight the entire value of a property of type date, date-time, and time.

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.

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.

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.

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 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 cues. 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.

Persistent Volumes						
Name	Capacity	Access Modes	Reclaim Policy	Status	Age	
✓ rmq-rabbitmq-default-2	32Gi	ReadWriteOnce	Retain	Bound	4 days	⋮
✓ rmq-rabbitmq-default-1	32Gi	ReadWriteOnce	Retain	Bound	4 days	⋮
✓ rmq-rabbitmq-default-0	32Gi	ReadWriteOnce	Retain	Bound	4 days	⋮

Delete
View/edit YAML

Persistent Volume Claims					
Name	Status	Volume	Capacity	Age	
✓ rmq-rabbitmq-default-2	Bound	rmq-rabbitmq-default-2	32Gi	4 days	⋮
✓ rmq-rabbitmq-default-1	Bound	rmq-rabbitmq-default-1	32Gi	4 days	⋮
✓ rmq-rabbitmq-default-0	Bound	rmq-rabbitmq-default-0	32Gi	4 days	⋮

Pods					
Name	Node	Status	Restarts	Age	
✓ rabbitmq-default-2	acs-ux-n3	Running	0	4 days	⋮
✓ rabbitmq-default-1	acs-ux-n2	Running	0	4 days	⋮
✓ rabbitmq-default-0	acs-ux-n1	Running	0	4 days	⋮

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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