



Avid® Media Composer | Cloud Remote v4.0

ReadMe

Important Information

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

Important: Search the Avid Knowledge Base at www.avid.com/support for the most up-to-date ReadMe file, which contains the latest information that might have become available after the documentation was published.

For more information on using Media Composer Cloud Remote, see the following documents:

- “Using Your Avid Editing Application with Media Composer Cloud” in the *Avid Media Composer Editing Guide*
- *Media Composer | Cloud Installation and Configuration Guide*
- *Media Composer | Cloud Port Usage Guide*

Revision History

Date Revised	Changes Made
January 17, 2018	Added the following: • “Changes in Media Composer Cloud Remote v4.0” on page 7. • “Fixed in Media Composer Cloud Remote Playback v4.0” on page 15. • “Fixed in Interplay 2017.2” on page 16 • Added DNxHR, all Avid JFIF, and Sony XAVC Long GOP to the list of supported formats. See “Supported Project Types and Formats” on page 4. • Updated “Unsupported Workflows” on page 6. • “Using Media Composer Cloud with Interplay Production Services” on page 23.
May 9, 2017	Moved Media Composer version support information to the Interplay and MediaCentral Compatibility Matrix .
April 7, 2017	Noted that MediaCentral v2.10 and higher supports remote playback of media with 10-bit embedded alpha. See “Fixed in Media Composer Cloud Playback v3.0” on page 15 .
February 10, 2017	Moved compatibility information to the following document on the Avid Knowledge Base: Interplay and MediaCentral Compatibility Matrix

Contents

Avid Interplay Sphere and Media Composer Cloud Versions	3
Qualified Hardware and Operating Systems	3
Media Composer Cloud Remote Playback Compatibility	4
Media Composer Support for Media Composer Cloud	4
Supported Project Types and Formats.	4
Unsupported Workflows	6
Checking the Current Version of Media Composer Cloud Playback	6
Installing the Media Composer Cloud Playback Update.	7
Changes in Media Composer Cloud Playback v3.0	10
Changes in Media Composer Cloud Playback v2.0.2 and v2.0.3	11
Changes in Media Composer Cloud Playback v2.0.1	11
Changes in Media Composer Cloud Playback v2.0	11
Changes in Media Composer Cloud Playback v1.3.0	11
Changes in Media Composer Cloud Playback v1.2.0	11
Installing Media Composer Cloud Components	12
Settings for the Media Composer Cloud User.	12
Suggestions for Working with Remote Playback	12
Product Rebranding.	14
New for Media Composer Cloud v3.5.	13
New for Media Composer Cloud v3.4.	14
New for Media Composer Cloud v3.3.	14
Fixed in Media Composer Cloud Playback Releases	15
Fixed in Avid Media Composer Cloud Component Releases.	16
Fixed in Avid Editing Application Releases	18
Fixed in MediaCentral Platform Releases	22
Documentation Changes	22
Limitations.	24

Avid Interplay Sphere and Media Composer | Cloud Versions

Media Composer Cloud Remote releases match the corresponding releases of the Avid Interplay components. The Interplay components are available on the Interplay Client installer for the corresponding Interplay release. For example, the Avid Media Composer Cloud v3.3 components are available on the Interplay Production v3.3 Client installer.

For a list that matches editor releases with supported Interplay releases search for “Interplay and Avid Editor Compatibility” on the Avid Knowledge Base.

Note that Media Composer v8.3.0 is not supported as a Media Composer Cloud client.

The Media Composer Cloud components of Interplay v3.3 support Media Composer v8.2.0. However, Media Composer v8.2.0 does not support the following features:

- remote download
- remote send to playback

Qualified Hardware and Operating Systems

For a list of qualified hardware for your Avid editing application client system, please refer to the *Avid Editing Application ReadMe*.

A number of features in Media Composer Cloud Remote are processor-intensive. As a result, you might experience problems if you are working on an older system. The following table shows the hardware that Avid recommends when using these features.

Recommended Memory	Recommended CPU
16GB RAM minimum. 24 GB or higher recommended depending upon system model.	i7 Quad core or higher with Hyperthreading



(Macintosh Only) Media Composer v6.5.4.1. is not supported as a remote client in an Media Composer Cloud environment.



Media Composer Cloud on Mac OS v10.9 or v10.9.1 requires Avid Interplay Access v3.0.6.

If you are using Media Composer Cloud clients in an Interplay v3.0 environment with ASF v1.6, you must run the 64-bit version of ASF on the system running the Lookup Service.



Media Composer Cloud is not supported in Avid Unity MediaNetwork configurations.

For more information on qualified hardware for Interplay environments, see *MediaCentral Platform Services Hardware Guide* on the Avid Knowledge Base.

Media Composer | Cloud Remote Playback Compatibility

For the most up to date list of compatibility requirements for Media Composer Cloud Remote, see the following: [Interplay and MediaCentral Compatibility Matrix](#). For more information on installation, see “[Installing the Media Composer | Cloud Playback Update](#)” on page 7.



(Windows only) You must install Media Composer before installing the Media Composer Cloud Remote components.

Media Composer Support for Media Composer | Cloud

For information on Media Composer version support, see the following article on the Avod Knowledge Base: [Interplay and MediaCentral Compatibility Matrix](#).

Supported Project Types and Formats

The remote editing feature and check in to Interplay support the following project formats when transcoding local clips for remote upload:

- 25i PAL
- 30i NTSC
- 720p 50
- 720p 59.94
- 1080i 50
- 1080i 59.94
- 1080p 23.976
- 1080p 24
- 1080p 25
- 1080p 29.97
- 1080p 50
- 1080p 59.94



1080p projects at 23.976, 24, 25, 29.97, 50, and 59.94 offer H.264 800Kbps only for upload proxy resolution.

You can use source clips with mixed frame rates in your remote sequence, but you can transcode only those segments with the same frame rate as your sequence. For example, if you want to transcode and upload mixed frame rate clips in an NTSC 30i sequence, you can transcode NTSC 30i clips (or 1080i 29.97 or 1080i 59.94 clips) to either an H.264 Proxy 525 or an H.264 Proxy 1080i 29.97, which have the same frame rates as the sequence (29.97 fps). You cannot transcode a 720p 50 or a 720p 59.94 clip to H.264 in this example, since the frame rates (50 fps and 59.97 fps, respectively) do not match. However, you can upload a sequence with mixed formats if you select Same as Source in the Media Composer Cloud Upload Settings dialog box.

The MediaCentral Playback Services (MCPS) server supports the following media formats:

- AVC-Intra 50/100
- DNxHD
- DNxHR
- DV 25 (4:1:1/4:2:0)
- DV 50
- DVCPro-HD
- HDV 720p
- IMX 30/40/50
- MPEG-2 Long GOP
- Panasonic AVC-LongG
- Sony XAVC Long GOP
- Sony XDCAM EX
- Sony XDCAM HD 17.5/35/50
- h.263/MPEG-1 layer 2 (proxy)
- h.264/MPEG-1 layer 2 (proxy)
- All Avid JFIF resolutions

The MCPS server currently does not support the following formats:

- RGB
- J2K

In order to stream these formats, the MediaCentral Platform Services server performs a real-time transcode to a proxy format. Avid recommends a bandwidth of 3 Mbps or greater for remote playback. 5 Mbps or higher delivers the best results. Please note that lower bandwidth can result in dropped frames during the initial playback.

Panasonic AVC-LongG media is especially taxing on the MediaCentral server's CPU. When working with AVC-LongG in MediaCentral UX, Avid recommends using proxy media only to maximize playback performance. Attempting to play back full resolution AVC-LongG media might result in an unsatisfactory user experience (dropped frames or choppy playback).

If AVC-LongG media is used as the primary media format, system administrators might want to consider purchasing servers with more powerful processors which should enhance the playback performance of this media format.



Support for Panasonic AVC-LongG was added to the MediaCentral Platform Services (MCS) v2.7 release. You must have MCS v2.7 or later to use AVC-LongG. For more information, see the Avid MediaCentral Platform Services V2.7 documentation.

Unsupported Workflows

The following workflows are not supported with Media Composer Cloud Remote while working as a remote client:

- Editing or playing in-progress clips (edit while capture media).
- Playback of remote group clips in 3x3 multi-angle view.

Note that 2x2 playback of group clips is supported starting at v4.0. See [“Playback Support for Multicam Group Clips in 2x2 Multi-angle View” on page 18.](#)

- Playback of remote multigroups is not supported.
- Background render is not supported for remote media. See [“Limitations in the Avid Editing Application” on page 28.](#)
- Performing a digital cut or exporting sequences that include remote media.
- Editing or adding closed captions.
- Playing remote media with ancillary data — for example, closed captions.



If you install Media Composer Cloud Playback v3.0 with Media Composer v8.6.4 and MediaCentral Platform Services v2.8.1.2, you can play back remote media with embedded 8-bit alpha and display waveforms for remote media in the Timeline window. For more information, see [“Changes in Media Composer / Cloud Playback v3.0” on page 10.](#)

Checking the Current Version of Media Composer | Cloud Playback

You should install the latest version of Media Composer Cloud Playback. You can determine the version currently installed on your Media Composer system by using the Console window or checking the Info tab in the Projects window.

To view the current version of Media Composer | Cloud Playback:

1. Start Avid Media Composer.
2. Do one of the following:
 - ▶ Select Tools > Console. In the Console command line, type **ama_listplugins**, and then press Return.
 - ▶ Click the Info tab on the Projects window. Then check under AMA Plugin Info in the list. The name of the plugin is MSP_Cloud.

Installing the Media Composer | Cloud Playback Update

Avid Media Composer does not automatically install Media Composer Cloud Playback when you install the editor.

In order to play back remote media with Media Composer Cloud, you must go to the [avid.com/download](http://esd.avid.com/ProductList.aspx) site at <http://esd.avid.com/ProductList.aspx>, navigate to the Media Composer Cloud page, and download the Media Composer Cloud Playback installer. After you install the editing application, run the appropriate program to install Media Composer Cloud Playback:

- (Windows) AMA_Media_Composer_Cloud_Playback_setup.exe
- (Macintosh) Media_Composer_Cloud_Playback_Installer.pkg



Avid recommends that you always check the Avid Download Center for the latest version of Media Composer Cloud Playback. The Cloud Remote Playback plugin is no longer packaged with the other Media Composer Cloud components

If you are upgrading from a previous version of Media Composer Cloud Playback, uninstall the older version before installing the new version. For information on installing the components necessary for Media Composer Cloud, see the *Media Composer | Cloud Installation and Configuration Guide*.



(Windows only) You must install Media Composer before installing the Media Composer Cloud components.

Changes in Media Composer | Cloud Remote v4.0

The following changes are included in Media Composer Cloud Remote:

- [Product Rebranding](#)
- [Playback scalability for sequences](#)
- [Identify Remote Clips with the Timeline Clip Colors](#)
- [High Quality Playback Setting](#)
- [Playback Support for Multicam Group Clips in 2x2 Multi-angle View](#)

The following table lists the requirements for using the Media Composer Cloud Remote v4.0.

Product	Minimum Versions that support Media Composer Cloud Remote 4.0
Media Composer	MC v8.10 or later
MediaCentral	2.10.4.3, 2.10.5.2, or later
Production Management	Interplay v3.8 or later
Windows OS	Windows OS 7, 8.1, or 10
Mac OS	Mac OS 10.11.6, 10.12, or 10.13

Product Rebranding

Starting with version 4.0, the new name for Media Composer | Cloud is Media Composer | Cloud Remote. The following name changes appear in the Project Settings:

- Interplay Server -> MediaCentral Server
- Interplay User -> MediaCentral User
- Interplay Folder -> Production Management Folder

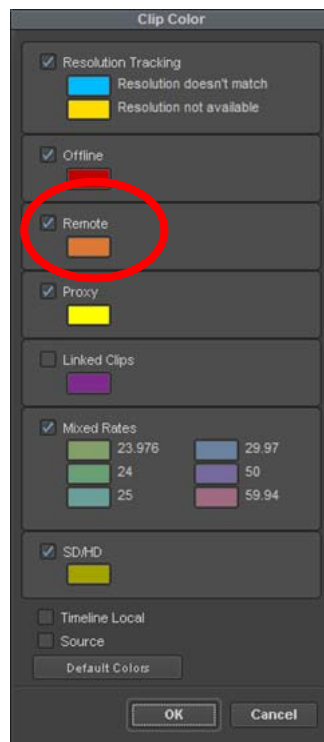
There are no changes to the installed folder structure or any of the services associated with the product. Also note that the documentation may still refer to the product as Media Composer | Cloud.

Playback scalability for sequences

Playback performance for sequences ranging from simple to complex has improved. In earlier releases, Media Composer Cloud Remote automatically consumed a number of connections in anticipation of creating a sequence. Starting in Media Composer Cloud Remote 4.0, connections are only created as they are needed. This allows the system to scale to more complex sequences as well as furnish greater overall system scaling for simultaneous users.

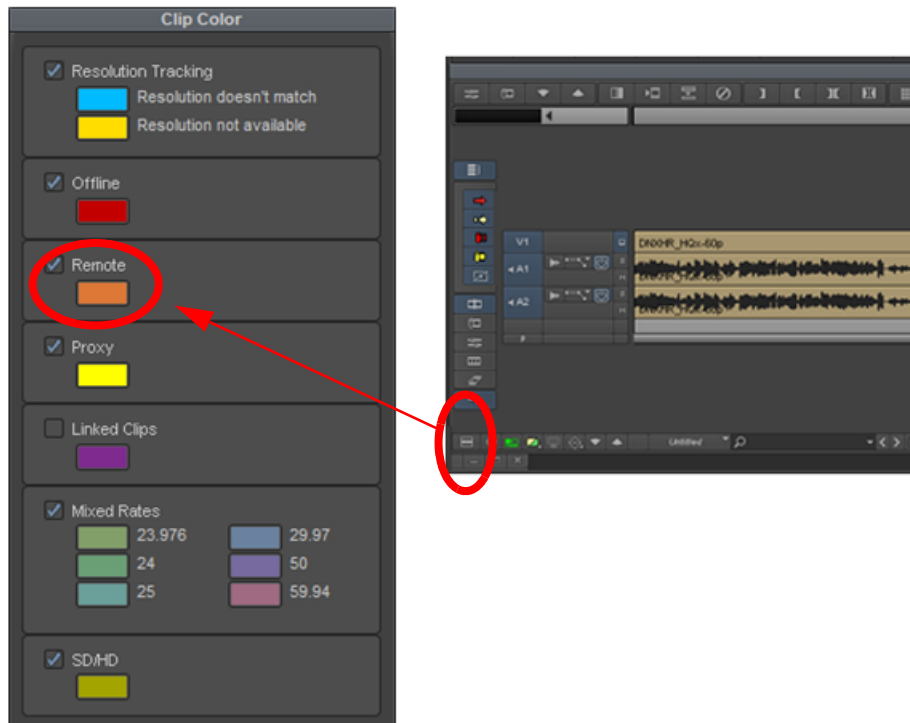
Identify Remote Clips with the Timeline Clip Colors

There is a new “Remote” setting in the Clip Color dialog box as shown in the following illustration.



When you enable the Remote setting, the system highlights the clips in your sequence that contain remote media.

The following illustration shows the location of the Clip Color button on the Timeline and the Remote color check box. It also shows the color change after you enable the Remote option for this example.

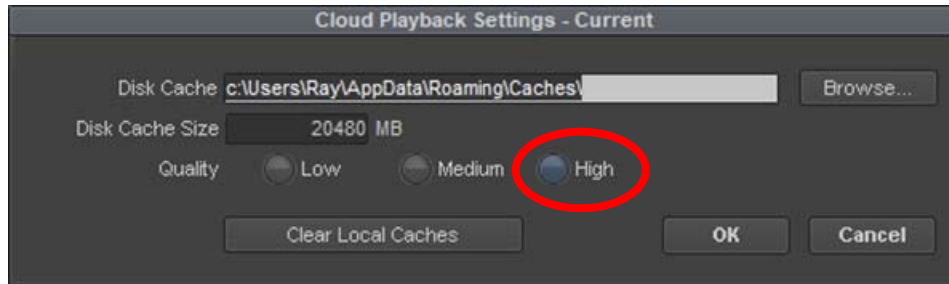


The following illustration shows the remote clips highlighted after selecting the Remote check box.



High Quality Playback Setting

Media Composer Cloud Remote v4.0 introduces a new High Quality playback setting. This allows you to boost the visual quality of the playback stream in order to provide better opportunity to assess final picture detail.

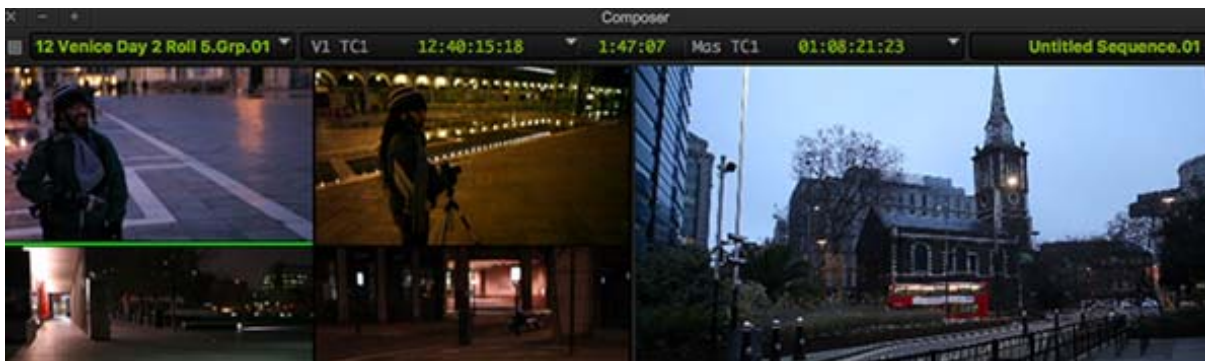


The previous High setting used for earlier releases is now labeled Medium. Medium is the default.

Improving the picture quality makes it easier to identify and flag footage that might need checking for quality control, legal, or standard practices guidelines.

Playback Support for Multicam Group Clips in 2x2 Multi-angle View

The Media Composer Cloud Remote plug-in now supports 2x2 multi-angle view playback of group clips. This opens up creative workflow opportunities for Media Composer Cloud Remote users such as multicam interviews, sitcoms, cooking, talk shows, music videos, etc. The following illustration shows an example of a 2x2 multi-angle view.



 *Multigroup playback remains unsupported. See “Unsupported Workflows” on page 6.*

Changes in Media Composer | Cloud Playback v3.0

Media Composer Cloud Playback v3.0 includes the following enhancements and features:

- Playing of remote media with embedded alpha.
- Displaying waveforms for remote media in Timeline window. If you load media clips, you can display the audio waveforms for the clip as it plays.

 *Media Composer v8.6.5 and later has enhanced support for viewing waveforms as you zoom in within the timeline.*

- Improved performance for variable speed play when you shuttle through media using the J-K-L keys. Playback has been optimized for 5x and 8x forward play and for -8x and -5x reverse play. Performance has also been optimized for viewing media in the Timeline when you click the position indicator to view individual frames.

The new features for this version of Media Composer Cloud Playback are supported with Media Composer v8.6.4 and MediaCentral Platform Services v2.8.1.2.

Changes in Media Composer | Cloud Playback v2.0.2 and v2.0.3

Media Composer Cloud Playback v2.0.2 and v2.0.3 include the following change:

- Fixed a limitations that caused the audio to slip one frame in remote audio clips. For more information, see [“Fixed in Media Composer | Cloud Playback Releases” on page 15](#).

Changes in Media Composer | Cloud Playback v2.0.1

Media Composer Cloud Playback v2.0.1 includes the following changes:

- Fixed a couple of limitations. For more information, see [“Fixed in Media Composer | Cloud Playback Releases” on page 15](#).

Changes in Media Composer | Cloud Playback v2.0

Media Composer Cloud Playback v2.0 includes the following enhancements:

- Significant improvements in playback and system responsiveness when handling sequence complexity.
- Improvements in playback and system responsiveness when handling long source clips (greater than 60 minutes).
- Resolution of system scaling issues related to consumption of MediaCentral Platform connections.

Changes in Media Composer | Cloud Playback v1.3.0

Media Composer Cloud Playback v1.3.0 includes the following enhancements:

- Image quality improvements in playback of interlaced media.
- Additions to Avid diagnostic utilities to improve serviceability.

Changes in Media Composer | Cloud Playback v1.2.0

Media Composer Cloud Playback v1.2.0 includes the following enhancements:

- Increased responsiveness when you start to play back media.
- An increase in the default and maximum cache sizes: The default cache size is now listed as 20840 MB in the Cloud Playback Settings dialog box in Media Composer, and the maximum cache size is now 200000 MB.

- The default location of the Caches folder has changed:
 - C:/Users/[user_name]/AppData/Roaming/Avid Technology Inc/com.avid.xcorekit/Caches
 - (Macintosh) /Users/[user_name]/Library/Caches/com.avid.xcorekit



Your Library folder might be hidden, depending on which version of Mac OS X your system uses. For information on making the Library folder visible, see your Mac OS X documentation.

- For a list of fixed limitations, see the following topics:
 - “Fixed in Avid Media Composer | Cloud Component Releases” on page 16
 - “Fixed in Avid Editing Application Releases” on page 18
 - “Fixed in MediaCentral | Platform Releases” on page 22

Installing Media Composer Cloud Components

You must install a Delivery provider and the Delivery Receiver service in the Interplay Production environment in the broadcast or production facility in order to upload media files from and download media files to the remote Media Composer client. The same services run on the Media Composer Cloud client for remote upload and remote download.



For Media Composer Cloud v3.5, you also must install the Dynamic Relink Service on a server in your Interplay Production environment. See “Configuring the Dynamic Relink Service” in the *Media Composer | Cloud Installation and Configuration Guide*.

For complete information on installing Media Composer Cloud, see the *Media Composer | Cloud Installation and Configuration Guide*.



Avid recommends that you always check the Avid Download Center for the latest version of Media Composer Cloud Playback. The version that installs with the Media Composer Cloud components might not be the latest one.

Settings for the Media Composer | Cloud User

For users to play back remote media from their Interplay | Production system, the Interplay administrator must set two matching user credentials, one in the Application Settings in the Interplay Administrator tool and the other in System Settings in MediaCentral | UX. The credentials must be identical and unique for Media Composer Cloud users. For more information, see “Identifying the MCPS Server and Setting Playback Credentials” in the *Media Composer | Cloud Installation and Configuration Guide*.

The Interplay user must also be listed as an ISIS client with read/write privileges in order to use the remote upload functionality of Media Composer Cloud.

Suggestions for Working with Remote Playback

When you load a remote clip into the Source monitor for the first time, you should be able to play back the media with little decline of performance, depending on your connection to the Interplay system at your station or production facility. If you scrub through your sequence by dragging the

position indicator, you might notice that playback for remote media is slower than for local media or media stored on a connected shared storage system such as Avid NEXIS. As you move the position indicator in the Timeline, Media Composer Cloud caches a few seconds of footage on either side of the position indicator and adds that media to the footage already cached on your remote client. Similarly, when you play a remote clip, the part of the clip that you play is cached on your system, along with a few additional seconds of media. Once the remote media is cached, playback performance should be smooth.

As you build a sequence using remote media, Media Composer Cloud caches much of the media as you work with it in the source monitor. This results in smooth playback for your sequence. However, if you open a complex sequence made up of mostly remote clips with no cached media, you might experience slow or uneven playback where there are video effects with multiple streams until the system caches some of the media.

If you experience uneven playback, you can try the following to improve performance:

- Since caching starts at the position indicator in the Timeline, moving the position indicator by clicking near transitions or other places in the Timeline before you click the Play button can improve playback.
- Playback of sequences with multiple streams might be uneven. If you play your clip or sequence several times, more of the media is saved in the cache and playback improves. Also, you can use remote download and then play the sequence from your local system.
- If there are tracks in your sequence you do not need to play back, you can make those tracks inactive. For example, if your clip has eight audio tracks but you only need to monitor two of those, you can make the others inactive by deselecting the Active/Inactive buttons for the tracks in the Track Control panel. Avid recommends that you limit your video streams and audio channels to only those essential to your sequence in order to optimize playback performance.
- When you load a remote sequence in the Timeline that includes rendered effects, the effects become unrendered locally. Multi-stream video effects might not play well until the system caches the media. Play the effect or move the position indicator around in the effect by clicking in the Timeline to cache the media and improve performance. You can also render the effect to ensure smooth playback.
- You can set the Media Composer Cloud cache size appropriately — for example, between 20GB – 200GB — for the intended work on a given workstation. A constantly full cache can degrade performance. For information on setting the cache, see “Cloud Playback Settings” in the Media Composer Help.

New for Media Composer | Cloud v3.5

Interplay Production v3.5 includes a new setting that allows your Interplay administrator can enable or disable remote download for workgroups. This can be useful for preventing sensitive or valuable media from leaving the Interplay Production facility. The setting affects all users within a workgroup, regardless of their permissions. For more information, see “Media Composer | Cloud Settings” in the *Interplay / Engine and Interplay / Archive Engine Administration Guide*.

New for Media Composer | Cloud v3.4

Media Composer Cloud includes a new dynamic relink service that automatically performs a dynamic relink operation on the source media uploaded using Media Composer Cloud. This new service fixes a limitation that previously required users to manually check in the media at the broadcast or production facility. The new service performs this automatically and without requiring user interaction for uploaded media. See [“Fixed in Interplay v3.4” on page 17](#).

The Dynamic Relink service is used only for Media Composer Cloud.

New for Media Composer | Cloud v3.3

When you use Media Composer Cloud with Interplay Production v3.3, you can now run background services — Dynamic Media Folders, background render, and background transcode — in Media Composer while also running Media Composer Cloud remote upload or download tasks.

Product Rebranding

For the Interplay Production v3.1 release, some Avid products have been rebranded with new product names. Interplay Sphere is now called Avid Media Composer | Cloud. References to earlier versions of Media Composer Cloud continue the older branding, using Interplay Sphere as the product name.



The pipe character is used in some Avid product names, such as Media Composer | Cloud. In documentation, the pipe is used in product names when they are in titles, headings or at their first use in text.

The Media Composer Cloud components installed with Interplay Production and the services that support Media Composer Cloud also reflect the new brand name. The following table summarizes the changes.

Interplay Sphere Name	Media Composer Cloud Rebranded Name
Interplay Sphere Components	Media Composer Cloud Components
- Avid Interplay Remote Upload Service - Avid Interplay Sphere Delivery - Avid Interplay Sphere Media Services Engine - Avid Interplay Transcode	- Avid Media Composer Cloud Remote Upload Service - Avid Media Composer Cloud Delivery - Avid Media Composer Cloud Production Services Engine - Avid Interplay Transcode - Avid Interplay Delivery Receiver
Interplay Sphere Services	Media Composer Cloud Services
- Avid Interplay Sphere Database Engine - Avid Interplay Sphere Delivery - Avid Interplay Sphere Media Services Engine - Avid Interplay Sphere Remote Upload Service - Avid Interplay Sphere Remote Upload Status - Avid Interplay Sphere Transcode	- Avid Media Composer Cloud Database Engine - Avid Media Composer Cloud Delivery - Avid Media Composer Cloud Production Services Engine - Avid Media Composer Cloud Remote Upload Service - Avid Media Composer Cloud Remote Upload Status - Avid Media Composer Cloud Transcode

Fixed in Media Composer | Cloud Playback Releases

Fixed in Media Composer | Cloud Remote Playback v4.0

- **Bug Number:** SRP-399. The hard limit of 12 audio tracks of remote media has been removed. However, avoid playing unneeded Cloud Remote audio tracks. Playing unneeded tracks can affect performance and scalability. See [“Suggestions for Working with Remote Playback” on page 12](#).
- **Bug Number:** SRP-387. If you had 2 clips loaded at the same time (Source and Sequence monitor), the autoprune cleared the playback cache of the clips that were not in playback mode. This caused timeouts the next time you tried to play the clip.
- **Bug Number:** SRP-559. If a clip was previously loaded and a user cleared the cache, the cache for that clip would not be populated again. This caused timeouts the next time you tried to play the clip.
- **Bug Number:** SRP-628, UDevC00172227. (Windows Only) Clicking Clear All Caches in the Cloud Playback Settings dialog box might not delete the contents of the Caches folder. When this occurs, no error message appears, but you see no change to the cache when you monitor the cache directory. Attempting to explicitly clear the cache again continues to have no effect.

See also [“Fixed in Interplay 2017.2” on page 16](#).

Fixed in Media Composer | Cloud Playback v3.0

- **Bug Number:** SRP-398. Remote media that includes titles and matte key effects with 10-bit embedded alpha (created for 10-bit media resolutions such as DNxHD) display properly with MediaCentral v2.10 and higher.
- **Bug Number:** SRP-274, IPI-1550. If you enable audio waveforms in the Timeline for portions of a remote clip that have not been cached, the waveform might display as a straight line. This has been fixed for systems that have installed the minimum requirements of Media Composer Cloud Playback v3.0 with Media Composer v8.6.4 and MediaCentral Platform Services v2.8.1.2.
- **Bug Number:** PAM-4400. (Windows only) If you uninstall the Media Composer Cloud components, and then reinstall them, the installation fails with an error that a valid Media Composer version cannot be found. This is a result of how the installer checks for the Media Composer version after Media Composer Cloud Playback has been uninstalled. This has been fixed.

Fixed in Media Composer | Cloud Playback v2.0.2 and v2.0.3

- **Bug Number:** SRP-336. When you check out and load a remote audio clip or sequence, the first frame of the clip lacks audio even if audio is present in the source clip checked in to Interplay Production. This causes the audio to slip by one frame. This has been fixed.

Fixed in Media Composer | Cloud Playback v2.0.1

- **Bug Number:** SRP-324. Loading remote clips intermittently results in a Segmentation Fault error and leads to Media Composer becoming unresponsive. This has been fixed.

- **Bug Number:** MCDEV-4725. When you add effects to sequences made with remote clips, the sequence does not render on the local machine. This has been fixed, and effects render correctly on both remote and local media.

Fixed in Media Composer | Cloud Playback v1.3.1

- **Bug Number:** SRP-229. If you open or close a project or bin with local and remote media, Media Composer might become unresponsive and require that you restart the application. This has been fixed.

Fixed in Media Composer | Cloud Playback v1.3

- **Bug Number:** SRP-183. (Windows only) If you logged on to your system as a new user or a user without administrative privileges, you could not play back remote media. The media in the Source/Record monitor it displayed as “Remote Media offline.” This has been fixed.

Fixed in Avid Media Composer | Cloud Component Releases

Fixed in Interplay 2017.2

- **Bug Number:** IPFR-244. In previous releases it was possible for Remote Download and the Delivery provider to add more than 5000 files to a designated target folder. Starting with Interplay v2.017.2, the Remote Download and Delivery applications automatically create a new folder when it reaches a 5000 file limit.

Fixed in Interplay v3.6.2

- **Bug Number:** PAM-4157. If you try to remotely upload multiple clips at the same time, some or all of the upload operations might fail because the transcode service cannot process multiple jobs. This has been fixed and multiple, concurrent remote upload operations complete successfully.
- **Bug Number:** IPI-1401. If you configure the Media Composer Cloud v3.6.x client components for an Interplay Production v3.5 or earlier environment, remote upload fails due to a version incompatibility between the Remote Upload Service on your Media Composer Cloud client and the Dynamic Relinker Service (DRS) running in your Interplay Production system.

This has been fixed. The Media Composer Cloud v3.6.2 client now checks the DRS version on your Interplay Production system and sets the client’s Remote Upload Service for the correct compatibility.

Workaround: You can either install an earlier version of the Remote Upload Service on your Media Composer Cloud client to match the version of the Dynamic Relinker Service running in your Interplay Production system, or you can upgrade the version of the Dynamic Relinker Service running on your Interplay Production server.

Fixed in Interplay v3.4

- **Bug Number:** PAM-1049, PAM-1050, PAM-1051, PAM-1054, UDevC00183809. Several related limitations previously prevented you from archiving, moving, or copying a sequence that you remotely checked in until you performed a dynamic relink to the uploaded, reference master clips while on a system connected to your Interplay environment at your production facility. This has been fixed by the introduction of a new relink service. Now when you upload your source media, the dynamic relink service automatically performs the relink operation without requiring user interaction for uploaded media so your media is online.
- **Bug Number:** PAM-1580. (Windows only) If you try to install the Media Composer Cloud components before you install Media Composer, the installation stops when it tries to install Media Composer Cloud Playback. This is as designed. You must install Media Composer before installing the Media Composer Cloud components.
- **Bug Number:** PAM-1183. If you created a subclip from a remote master clip, and added it to a new sequence on your remote client, then trimmed the subclip out to add a frame and download the sequence, the subclip's entire media span (plus the one added frame) was downloaded again. This has been fixed.
- **Bug Number:** PAM-1391. If your configuration includes a new installation of Interplay Production v.3.2 or v3.3, the Media Services Engine (MSE) database schema was not updated correctly and it would cause remote download to fail. This has been fixed.

Fixed in Interplay v3.3

- **Bug Number:** PAM-1307. (Macintosh only) You cannot not uninstall Media Composer Cloud Playback (MSP_Sphere.avx) using the Media Composer Cloud uninstaller. This has been fixed. You can now uninstall Media Composer Cloud Playback using the uninstaller.

Fixed in Interplay v3.2

- **Bug Number:** UDevC00183771. If you uploaded a sequence and checked it in to Interplay Production, then cleared your bin cache and enabled Dynamic Relink, the video in your sequence sometimes linked to the remotely uploaded clip while the audio linked to the locally stored clip. This has been fixed so that the sequence links to local media by default.
- **Bug Number:** PAM-1206. Remote download delivered both video and audio tracks for a sequence even if the sequence only included just video tracks or audio tracks. This has been fixed.
- **Bug Number:** IPI-245. Installation of Media Composer Cloud Playback failed with the following error: "Cannot create the directory C:\Program Files\Avid\Avid Media Composer\AvidMediaComposer.exe. A file with this name already exists. Please rename or remove the file and click Retry, or click Cancel to exit." This occurred only if you installed Media Composer Cloud Playback v1.2.0 with Interplay Production v3.2. This has been fixed.

Fixed in Interplay v3.0.6

- **Bug Number:** UDevC00183761. When you remotely upload a sequence, Media Composer Cloud only uploads parts of the source clips actually used in the sequence. If you tried to remotely upload a sequence that contains segments with previously-uploaded source clips but which also includes parts of those source clips that have not been uploaded before, you received an error stating that there were no clips to upload. This has been fixed.

This fix requires users to install Avid Interplay Transcode v3.0.7.

- **Bug Number:** UDevC00182853. Remotely uploading a clip intermittently failed due to special characters included in the AAF file. This has been fixed.
- **Bug Number:** UDevC00182784. (Windows only) Installation of Media Composer Cloud components on a system with region and language set to a non-English language failed to install the Interplay Transcode service due to a issue with the Authorization and Access Control settings. This has been fixed.
- **Bug Number:** UDevC00182465. On some Macintosh workstations, remote upload operations did not complete due to a failure to create an Avid Transcode folder in the directory hierarchy. This has been fixed and the correct transcode folder is automatically created.
- **Bug Number:** UDevC001822310, UDevC00182613. The Macintosh installer for Sphere encountered errors when installing on Mac OS X 10.9. This has been fixed.
- **Bug Number:** UDevC00181859. (Macintosh only) The first attempt to remotely upload a clip after you rebooted your system sometimes failed to properly transcode the clip or clips. This has been fixed.

Fixed in Avid Editing Application Releases

Fixed in Media Composer v8.4

- **Bug Number:** MCDEV-3633. (Macintosh only) If you open the Upload/Download Queue window from the Tools menu after you start a remote upload or download operation, the window might fail to open. This has been fixed.
- **Bug Number:** MCDEV-3670. If you check out remote media, then enable Dynamic Relink and set and apply Target settings, the media goes offline. The remote media remains offline until you set and apply the Dynamic Relink settings back to the Working settings. This has been fixed.

Fixed in Media Composer v8.2.3

- **Bug Number:** MCCET-543. In some instances, performing a Send to Playback from Media Composer | Cloud sent the proxy media to playback. For remote clients, the Dynamic Relink target setting is set to Prefer Native. The application will try and relink to native media. If not, it will try and relink to AMA media. It will not send proxy media to playback.

Fixed in Media Composer v8.2.1

In previous versions, remote clips used the remote clip icon to differentiate them from local master clips and clips checked out of Interplay Production. However, remote subclips displayed in the bin using the same subclip icon as other subclips. This has been fixed. Subclips now display with remote subclip icons for subclips and audio-only subclips.

Fixed in Media Composer v7.0.4 and NewsCutter v11.0.4

- **Bug Number:** UDevC00183732. (Macintosh only) When you uploaded media to Interplay and then tried to play back the clip either in Interplay Central or on your Media Composer Cloud remote client, the audio sounded corrupted and eventually stopped playing back. This has been fixed.
- **Bug Number:** UDevC00183080, UDevC00183492. (Intermittent) Media Composer Cloud displayed an error message stating that the remote upload service is unavailable even if the service was running or if you were not uploading media assets. This has been fixed.
- **Bug Number:** UDevC00183761. If you created a sequence using remote clips and uploaded the sequence to Interplay, then created another sequence with different or overlapping spans of the same clips, remotely uploading the second sequence might fail. This has been fixed.
- **Bug Number:** UDevC00176644. If you tried to perform a video mixdown on a sequence that contained at least one remote clip that was offline, the error message did not indicate the reason why the mixdown failed. This has been fixed and the error message informs you that the mixdown failed due to remote clips being offline.
- **Bug Number:** UDevC00170655. If you type an incorrect password in the Interplay Login dialog box to log in to Interplay, you must close the dialog box and reopen it before typing the correct password. This is as designed.
- **Bug Number:** UDevC00170678. If you logged in to Interplay by typing a password using Cyrillic characters in the Interplay Login dialog box, the password was visible in the password text box. This has been fixed, and now the password is hidden when you type in the text box.
- **Bug Number:** UDevC00182874. If you created Sphere disk cache folder in a directory other than the default location using the Sphere Playback Settings dialog box, the cache folder was automatically deleted when the editing application restarted. This has been fixed, and the cache folder persists across editing sessions.
- **Bug Number:** UDevC00174493. The remote sync options, “Start Remote Sync Sequence” and “Stop Remote Sync Sequence,” both remain active regardless of whether you have sequences marked for remote sync or not. This has been fixed. The “Start Remote Sync Sequence” option is active only when you have no sequences marked for remote sync, and the “Stop Remote Sync Sequence” option

Fixed in Media Composer v7.0.6 and NewsCutter v11.0.6

- **Bug Number:** MCCET-926. If you install Media Composer Cloud options for v7.0.5 or earlier and then upgrade to a later version, the Remote Client checkbox in the Interplay Login screen is gone. This has been fixed for Media Composer v7.0.6 and later. For earlier versions, you must reinstall Media Composer Cloud Playback after upgrading Media Composer or NewsCutter.

Fixed in Media Composer v7.0.3 and NewsCutter v11.0.3

- **Bug Number:** UDevC00181404. (Macintosh only) If you resized the Source/Record monitor in Media Composer with a remote clip loaded in the monitor, the application could become unresponsive. This has been fixed and you can now resize the Source/Record monitor.
- **Bug Number:** UDevC00182719. (Macintosh only) Media Composer configured as an Media Composer Cloud client could become unresponsive when you started the application with a remote clip already loaded in the Source monitor from a previous session. This has been fixed.
- **Bug Number:** UDevC00176496, UDevC00176640. Remote playback of interlaced clips in progressive projects at Full Quality might cause the clips to display in the Source monitor with degraded quality. Also, remote playback of 1:1 clips at Full Quality might cause the Avid editing application to become unresponsive. This has been fixed.
- **Bug Number:** UDevC00172273. Opening Interplay Folder Settings dialog box and setting a new path for the Interplay root folder might result in seeing two paths displayed in the dialog box. This has been fixed.

Fixed in Media Composer v7.0.2 and NewsCutter v11.0.2

- **Bug Number:** UDevC00179619. (Macintosh only) The first transcode operation after a system reboot might appear to stall, showing the processing status as “Queued Transcode.” This has been fixed.
- **Bug Number:** UDevC00179952. You cannot open the Sphere Upload Settings dialog box by double-clicking the setting in the Settings list in the Project window. This has been fixed.

Fixed in Media Composer v7.0 and NewsCutter v11.0

- **Bug Number:** UDevC00172407, UDevC00172559. Depending on how fast your Internet connection is, you might experience some performance degradation for playback and remote upload, or you might encounter error messages due to latency. Performance has improved for the current release, although Avid still recommends using either a 4G or Wi-Fi connection.
- **Bug Number:** UDevC00172604. Media Composer Cloud install option for Delivery Receiver: If you perform an upgrade of the Delivery Receiver software, the installer does not upgrade or install Web Services (required for Sphere support). This has been fixed so that when you upgrade your Media Composer Cloud installation, the Web Services also upgrades to the new version.
- **Bug Number:** UDevC00175522. (Macintosh only) Remote playback of media might fail and generate an audio time-out error message unless the clip is cached first. This has been fixed.

Fixed in Media Composer v6.5.2, Symphony v6.5.2, and NewsCutter v10.5.2

- **Bug Number:** UDevC00169966. If you loaded a clip in the Source monitor and a sequence in the Record monitor, and then clicked the Toggle Source/Record button in the Timeline, the Start Remote Sync Sequence button in the Timeline became inactive. This has been fixed.

- **Bug Number:** UDevC00169956. If you remotely uploaded a sequence in the Timeline, loaded another sequence in the Timeline that you did not upload, then reloaded the first sequence, the Start Remote Sync Sequence button did not change to the Stop Remote Sync Sequence button and was not highlighted even though the sequence in the Timeline was still uploading to or syncing with Interplay. This has been fixed.
- **Bug Number:** UDevC00170350. The Remote Upload Settings menu includes VC1 APL3 MXF in list of resolution options, although this resolution is not supported for Interplay transcode. This has been fixed, and the resolution no longer appears in the upload settings.
- **Bug Number:** UDevC00171518. Playing back a sequence that you were remotely uploading caused the Remote Upload icon to stop spinning. This has been fixed.
- **Bug Number:** UDevC00172051. If you attempted to remotely upload an AMA file that had been linked to P2 media, the upload failed, while uploading an AMA volume linked P2 media succeeded. This has been fixed and both upload workflows work.
- **Bug Number:** UDevC00172418. Remote playback did not support uploaded DNxHD 100 media. This has been fixed. You can use DNxHD 100 clips as remote clips inside 1080i59.94 and 1080i50 projects.
- **Bug Number:** UDevC00172837. Using the option “Relink to AMA file” to relink to your original media file, and then changing your Dynamic Relink setting to link to another resolution, resulted in a Quality Manager error. This has been fixed.
- **Bug Number:** UDevC00172851. When the Avid editing application automatically reduced the disk cache to its maximum size, the most recent media files were deleted instead of the least recent media files. This has been fixed.
- **Bug Number:** UDevC00172941. If you used PhraseFind with your Avid editing application, the phonetic indexer became unresponsive when using it with AVCHD master clips. This has been fixed.
- **Bug Number:** UDevC00172975. If you disconnect from the network while attempting to play remote media that has not fully been cached, the Avid editing application could become unresponsive. This has been fixed, although you cannot play uncached media if you disconnect from the network. Error messages and a Remote Media Offline message indicate that the media cannot play back, but you can dismiss the errors and continue working.
- **Bug Number:** UDevC00173572, UDevC00172691, UDevC00172557. Trying to remotely play precomputes resulted in purple frames displaying in the monitor. Similarly, some offline clips also might have displayed as purple frames. In remote playback, You cannot remotely play back precomputes or other unrendered media. Offline clips now correctly display as offline media.

For some clips, you can also refresh the display in order to view and play your remote media clip by right-clicking the clip in the bin and selecting Refresh Remote Media. You might also want to clear the cache on your local system by deleting the contents of the SphereCache folder at the following location:

- C:/Users/[user_name]/AppData/Roaming/Avid Technology Inc/com.avid.xcorekit/Caches
- (Macintosh) /Users/[user_name]/Library/Caches/com.avid.xcorekit



Your Library folder might be hidden, depending on which version of Mac OS X your system uses. For information on making the Library folder visible, see your Mac OS X documentation.

Fixed in MediaCentral | Platform Releases

Fixed in MediaCentral Platform Services v2.0.2

- **Bug Number:** UDevC00182783. When you played a remote clip with audio on multiple tracks in the Source monitor, the audio tracks played out of phase. Displaying waveforms for the audio tracks showed that the audio appears out of sync. This affected only Media Composer Cloud clients playing back audio remotely. This has been fixed. You can now play back remote clips with multiple audio tracks and the audio remains in sync.

This fix requires both the Media Composer Cloud Playback v1.2.0 and MediaCentral Platform Services v2.0.2.

- **Bug Number:** UDevC00174082, UDevC00174224. When you play back remote clips with compressed audio, you might notice some dropped audio samples, causing a small pop every few seconds.

This fix requires both the Media Composer Cloud Playback v1.2.0 and MediaCentral Platform Services v2.0.2.

Documentation Changes

The following changes have occurred since the documentation was completed.

Media Composer | Cloud and the Dynamic Relink Service

The section “Configuring the Dynamic Relink Service” in the *Media Composer | Cloud Installation and Configuration Guide* incorrectly states that the Dynamic Relink Service “was introduced in Interplay v3.5 to improve the partial restore process.” The Dynamic Relink service is used only for Media Composer Cloud and is not related to partial restores.

Media Composer | Cloud and Delivery Receiver

You must install a Delivery Receiver server and the Delivery Receiver service in the Interplay Production environment in the broadcast or production facility in order to push media files to the remote Media Composer Client client (which installs and runs the Delivery Receiver from the Media Composer Cloud client installer).

Media Composer | Cloud Port Usage for Media Indexer

Media Composer Cloud clients require the following port to be open on the Media Indexer server: 61717.

Media Composer | Cloud and ISIS User Credentials

The Interplay user must also be listed as an ISIS client with read/write privileges in order to use the remote upload functionality of Media Composer Cloud.

On a Media Composer Cloud client on a Windows system, the ISIS client mounts all the workspaces as network shares that the user has privileges for. These are available even if you do not explicitly mount the workspaces. The ISIS client mounts the shares using the settings of last user that logged into ISIS, even if the user has logged out of ISIS. This is as designed. However, Media Composer Cloud then can link to the media using these network shares, which can disrupt playback of remote media. To resolve this, you can restart your system, or you can log into ISIS using credentials for a user that has no access to any workspace.

Interplay Services Displayed in Task Manager

Interplay services are displayed as two processes in the Processes tab of the Windows Task Manager. This is as designed. The tool that creates the services automatically creates a second process for each service to ensure that the service shuts down smoothly. This change is visible only in Task Manager.

The following table lists the affected Interplay services and where Task Manager is displayed.

Services	Where Displayed
Interplay Media Services (Archive, Restore, Transcode, Copy, Move, Delivery, Delivery Receiver, STP Encode)	Provider system
Media Composer Cloud services (such as Remote Upload and Transcode)	Avid editing system
Avid System Framework (ASF) services (such as Media Indexer and Time Synchronization)	Installed system



Each service is listed only once in the Services tab.

Using Media Composer | Cloud with Interplay Production Services

If you need to use Interplay Archive, Interplay Copy, or other Interplay Production services with media created through Media Composer Cloud, you need to make sure that:

- Media is uploaded to a shared-storage system
- The assets you want to process are linked to the media on the shared-storage system
- The profile you use specifies the correct target media (TargetVideoQuality)

These requirements are especially important if you are using multiple resolutions for a single asset. The following is an example of a workflow that archives transcoded media.

1. Create a sequence using DNxHD 145 media on your local system.
2. Use Remote Upload to check the sequence into Interplay Production and transcode the media to XDCAM-HD 50.

The sequence is associated with both resolutions, as displayed in Interplay Access. Media on the local machine is listed as UNAVAILABLE.

			File Path				Format
sp...	V1	✗	//UNAVAILABLE/3000/spectre-trlr2b_a72059078AB8V.mxf	file...	Na...	stu	DNxHD 1080 115-120-145
Vid...	V1	✓	//bsinexis/nexis_dms/avid mediafiles/mxf/bsi-vm3.1/spectre...	file...	Na...	stu	XDCAM-HD 50mbps 1080i 60
sp...	A2	✗	//UNAVAILABLE/6000/spectre-trlr2b_a72059078AB7A.mxf	file...	Na...	stu	PCM
Au...	A2	✓	//bsinexis/nexis_dms/avid mediafiles/mxf/bsi-vm3.1/spectre...	file...	Na...	stu	PCM
Au...	A1	✓	//bsinexis/nexis_dms/avid mediafiles/mxf/bsi-vm3.1/spectre...	file...	Na...	stu	PCM
sp...	A1	✗	//UNAVAILABLE/8000/spectre-trlr2b_59078AB7A.1.mxf	file...	Na...	stu	PCM

Assets

cloud test april 26t... Mac uploads tuesday +

Items: 5, Selected: 1 (File Size: 91.21 MB) Name Initial Preset Filters

		Name	Duration	Video ID
	📁	Upload		
🟢	🎬	Deadpool - Red Band Trailer [HD] - 20th Century...	00:02:54:04	V1 A1-2
🟢	🎬	Mac uploads tuesday	00:00:41:20	V1 A1-2 TC
🟢	🎬	sleepingwithotherpeople-trlr_a720p.m4v	00:02:30:00	V1 A1-2
🟢	🎬	spectre-trlr2b_a720p.m4v	00:02:37:01	V1 A1-2

- When you (or another user) are ready to archive the media, check out the sequence, use Dynamic Relink to relink the sequence to XDCAM-HD 50 media, and check the sequence in again.

Be careful using Dynamic Relink if you are relinking on the machine on which the local media is stored.

- Perform an Interplay Archive operation using a profile that specifies the correct target media.

Make sure to specify the correct shared-storage resolution in the profile. Use either a specific resolution, or “Highest” or “Lowest.” In this example, selecting “Highest” will result in job failure because DNxHD is not online (UNAVAILABLE). Selecting “Lowest” will result in a successful job because XDCAM HD is a lower quality resolution and is online.

Limitations

Limitations in the Interplay Environment

- **Bug Number:** IPI-1546. If you use background render to render an audio clip that contains an audio effect, the render operation does not complete and an error displays.
Workaround: Render the clip by clicking the Render Effect button or by selecting Timeline > Render at Position, and then deselect Run in Background in the Render Effects dialog box.
- **Bug Number:** LEPO-1674. If you remotely upload Panasonic AVC-LongG media to your Interplay Production system, the uploaded media appears online in Interplay Access. However, if you check out the file from Interplay using Media Composer, you cannot link to the AVC-LongG media.
- **Bug Number:** LEPO-1675. If you perform a Remote Download of Panasonic AVC-LongG media online in an Avid shared storage system, then load the asset in a Media Composer Cloud client, it will not relink to the local media. The AVC-LongG resolution plays back as remote media, but the downloaded local AVC-LongG media will not load.

- **Bug Number:** PAM-1580. (Windows Only) If you install Media Composer Cloud components before you install Media Composer, the Media Composer Cloud Playback installation does not complete.

Workaround: Install Media Composer before you install the Media Composer Cloud components.

- **Bug Number:** PAM-3110. If you edit a sequence with imported media on your Media Composer Cloud client, and the media you imported on your remote client is added to the sequence with gaps — for example, segments of the imported media are added to your sequence non-sequentially — and then you upload the sequence to your Interplay Production system and archive it, restoring the sequence might result in some edits showing as media offline.
- **Bug Number:** PAM-3554. If you record or import a new clip and then add the media to a sequence on a Media Composer Cloud client, and then upload the sequence to your Interplay Production system, the sequence might fail to archive correctly even if it plays back without error on your Interplay system. Trying to archive the sequence might result in an error stating that “some resolutions cannot be found.”

Workaround: Set your bin display to show all reference clips, and then check in all reference media files. You can now archive your sequence.

- **Bug Number:** PAM-3794. Uninstalling the Media Composer Cloud components might result in some Media Composer components not reinstalling correctly. Attempting to start Media Composer causes the editing application to start a repair installation. After restarting your system, Media Composer cannot start the Media Composer Background Services

Workaround: Re-install Media Composer. When you start Media Composer after re-installing, you can select Tools > Background Services to check that your services are running.

- **Bug Number:** PAM-3799. (Macintosh only) If you uninstall Media Composer Cloud, the operation does not restore the Media Composer Background Services.

Workaround: Re-install Media Composer. When you start Media Composer after re-installing, you can select Tools > Background Services to check that your services are running.

- **Bug Number:** IPI-988. Remote uploads of clips and sequence might fail and display a DISK_ACCESS_DENIED error message during the transcode phase. Temporary files from previous transcode jobs might remain in the Avid transcode temp folder, that get locked by the transcode operation.

Workaround: You can try to remotely upload your media again by following this procedure.

To delete the temporary transcode files and perform a remote upload:

1. Close Media Composer.
2. Stop the Avid Media Composer Cloud Transcode service.
3. Delete files in the following folder: C:\Avid Transcode\Avid MediaFiles\MXF__bg.1\Creating\xc6.
4. Restart Media Composer.
5. Attempt the remote upload operation again.

- **Bug Number:** SRP-316. Using the JKL keys for reverse play on uncached media might cause Media Composer Cloud to display a static image instead of video.

Workaround: Stopping or pausing play, and then playing the media again restores normal playback.

- **Bug Number:** PAM-1221. Dynamic relink and Interplay Archive use different methods for determining the highest quality or highest resolution used for video clips. For dynamic relink, “highest quality” is evaluated in relation to the current project or for the target format, and the operation selects the video quality most appropriate to the project or format. Interplay Archive allows you to select the highest resolution to archive. This can result in the dynamic relink clip having a different resolution than the archived clip. This is as designed.

- **Bug Number:** PAM-1292. When you submit a remote upload job that includes only media that has been previously uploaded, the status of the job in Upload/Download Queue window displays the following error: [object HTMLDivElement].” This does not describe the status of the upload, which correctly does not upload previously uploaded media. When you submit a new job, the status updates with the following message: “Completed — Clip already exists.”

- **Bug Number:** PAM-1306. (Macintosh only) Media Composer Cloud Playback v1.2.0 fails to load successfully on Mac OS 10.8.5 after you upgrade your Media Composer Cloud components.

Workaround: The problem only exists on Mac OS 10.8.5. Updating to Mac OS 10.9 fixes the problem.

- **Bug Number:** UDevC00185905. (Macintosh only) If you stored AMA clips on a local, non-system disk and tried to remotely upload the files, the operation failed due to a transcode error. This only occurred if the source AMA files were on a Macintosh local disk other than the system disk.

Workaround: Move the source AMA files to the system disk and perform the remote upload operation again.

- **Bug Number:** UDevC00184282. You cannot edit in-progress clips until the capture process completes. If you try to edit the clip into a sequence, an error message displays. Editing with in-progress clips is not supported with Media Composer Cloud.

Workaround: Wait until the capture operation completes and the media database updates. Then you can edit the clip as usual.

- **Bug Number:** UDevC00183563. If you add a voice-over track to a sequence using the Audio Punch-in Tool and then remotely upload the sequence and check it in to Interplay Production, you must perform a dynamic relink operation on a system connected to your Interplay environment with an Ethernet connection before you can transfer the asset to another workgroup using the Delivery service. When you transfer the sequence before performing the dynamic relink, the voice-over audio appears offline at the destination workgroup.

Workaround: On a system at the station or production facility where you uploaded your media, enable dynamic relink in the Dynamic Relink Settings dialog box and open your sequence. The voice-over track links correctly to the media in Interplay and you can transfer the sequence to another workgroup using Interplay Access and the Delivery service.

- **Bug Number:** UDevC00183801. Trying to move a sequence created with remotely uploaded clips might fail. If you create a sequence using clips that previously had been remotely uploaded on a system connected to your Interplay environment with an Ethernet connection, and then try to move the sequence, the move operation fails.

Workaround: If you create your sequence with the remotely uploaded clips marked with the `.upload` suffix, the move completes successfully.

- **Bug Number:** UDevC00183778. When you upload a remote sequence to Interplay Production and then use MediaCentral UX to send the sequence to playback by a Send-to-Playback (STP) operation, the STP operation fails if the sequence includes only part of one or more clips. Since remote upload only uploads the parts of the clips used in a sequence, MediaCentral UX sees the uploaded clips as partly offline and does not complete the STP operation.

Workaround: You can either consolidate your sequence before the remote upload or send the sequence to a configured playback device from the Avid editing application. For more information on sending sequences to playback, see “Transferring Avid Assets to a Playback Device” in the Help for your editing application.

- **Bug Number:** UDevC00183721. If you configure a server with an Interplay bundle which includes a Delivery Receiver for Media Composer Cloud, you might receive an error message when you attempt to upload a clip or sequence if your upload service had previously connected to a different Delivery Receiver. To limit bandwidth requirements, Media Composer Cloud caches the host name of the Delivery Receiver. If the host name changes, your upload service might not be able to communicate with the new Delivery Receiver.

Workaround: Restart your remote system. This refreshes the cache and you can successfully upload using the new Delivery Receiver server.

Limitations for Remote Upload

The following limitations apply to remote upload:

- Remote upload supports the following AMA media:
 - Sony XDCAM HD and XDCAM EX
 - Panasonic P2 (DVCPHD only)
 - AVCHD (all project types except 720p 59.94)
 - QuickTime AMA
- You cannot transcode or upload effects and precomputes for rendered effects and titles. You must render all effects and sequences at the production facility that includes your Interplay environment.
- You cannot transcode and upload titles. However, if you have a sequence with title media, checking in the sequence to Interplay Production does upload metadata for the title with the sequence. Once the operation checks in the sequence, you can check out the sequence at the production facility and use the Re-create Title Media command to restore the title to your sequence.
- You cannot transcode and upload clips and sequences with alpha channels — for example, sequences with matte effects.

- You cannot automatically transcode and upload sequences with mixed frame rates. Before you attempt to remotely upload mixed frame rate sequences, you must manually transcode clips with frame rates different from the project frame rate.
- You can only transcode and upload audio clips in the PCM (MXF) format. WAVE (OMF) and AIFF-C (OMF) audio files are not supported.
- Audio transcode defaults to an audio bit depth of 16 bits. If your audio clips uses a different bit rate you should select the Same As Source setting in the Sphere Upload settings dialog box.
- Audio transcode defaults to an audio sample rate of 48 kHz. If your audio clips uses a different sample rate you should select the Same As Source setting in the Sphere Upload Settings dialog box. You cannot transcode audio clips to a 44kHz sample rate.
- For more information on limitations on remote upload, see the list of supported project types and formats in “Using Your Avid Editing Application with Media Composer Cloud” in the help for your Avid editing system.

- **Bug Number:** PAM-1829. (Windows only) Remote upload operations sometimes fail if Media Composer Cloud users do not have the necessary permissions to access the following folder used by remote upload: C:\Windows\Temp. This can happen when the User Account Control is enabled with the default permissions for the system.

Workaround: Make sure that all users on the Media Composer Cloud system have Full Control permissions for the Windows Temp folder.

To change permissions on the Windows Temp folder:

1. Log in to the system as a user with administrative privileges.
2. Navigate to the following location: C:\Windows\Temp
3. Right-click the Temp folder, and then select Properties.
The Temp Properties dialog box opens.
4. Click the Security tab.
5. In the Group or user names pane, select Users and then click Edit.
The Permissions for Temp dialog box opens.
6. In the Group or user names pane, select Users.
7. In the Permissions for Users pane, select Allow for the Full Control category.
8. Click Apply.

A Windows Security alert message displays, asking if you want to change the permissions on a system folder.

9. Click Yes to close the security message box.
10. Click OK to close the Permissions for Temp dialog box, and then click OK to close the Temp Properties dialog box.

Limitations in the Avid Editing Application

- **Bug Number:** MCDEV-3247. You cannot use background render to render remote clips or on sequences containing remote media. If you attempt to render sequences with remote media using background render, the process fails.

Workaround: You can use the standard foreground render process for remote clips and sequences with remote media. The rendered sequence includes media at a reduced quality for the remote clips. You can also use the remote download feature to pull high resolution media to your Media Composer Cloud client, and then use either foreground or background render for the best quality. This requires extra time for delivery of the media to your system and processing time for the render operation.

- **Bug Number:** SRP-386. If you use reverse playback with uncached media of some hi-res formats or GOP-based media. — for example, Panasonic AVC-LongG media — you might experience some performance delays or timeouts.
- **Bug Number:** SRP-124. Media files in the CloudCache folder might not be cleaned periodically once the folder exceeds the limit set in the Cloud Playback Settings in Media Composer.

Workaround: You can manually clear the cache by clicking the Clear Local Caches button in the Cloud Playback Settings and then restarting Media Composer. If you cannot delete the cache with the Clear Local Caches button, exit Media Composer, and then manually delete the cache located at the cache location listed in the Cloud Playback Settings dialog box.

- **Bug Number:** SRP-278. If you have an offline clip loaded in the monitor, and the clip status changes to online, selecting the Refresh Remote Media option for the clip fails to update the status for the selected clip.

Workaround: Double-click the clip to reload it in the monitor. This refreshes the status of the clip and it correctly appears as online.

- **Bug Number:** SRP-155. If your Media Composer project has an audio sample rate set to 44.1 kHz and you try to play media using an audio sample rate of 48 kHz, you might receive an “ADMConsumer_Audio_Preload” error during playback.
- **Bug Number:** SRP-238. If you clear the Media Composer Cloud cache using the Clear Local Caches button in the Cloud Playback Settings dialog box, the cache folder might not be emptied. This can happen if you have a folder in the cache path open when you click the Clear Local Caches button.

Workaround: The maximum size of the cache folder is set in the Cloud Playback Settings dialog box, so you should not need to clear the cache. However, if you decide to clear the cache and the Clear Local Caches button does not successfully empty the cache folder, you can manually delete the cache folder if you have the correct Windows user access privileges, and then restart the application.

- **Bug Number:** PAM-1468. (Macintosh only) If the Media Composer Cloud component installation fails, a message box displays a message indicating the failure, but part of the text in the message box is truncated.

Workaround: If you cannot resize the message box to see the full message, check the installation log for any errors. You can find the installation log at the following location:
/var/logs/install.log.

- **Bug Number:** UDevC00183753. (Macintosh only) If you try to remotely upload XDCAM AMA clips, the upload might fail and display an error message: Exception: DISK_FILE_NOT_FOUND, filename: [filename] (in “transcode in-progress” phase).

Workaround: If you can work with a different resolution, transcode the AMA clip to a different MXF resolution and then perform a Remote Upload.

To transcode AMA clips:

1. Select a clip or sequence in a bin.
2. Select Clip > Consolidate/Transcode.
3. Select Transcode in the upper left corner.
4. Specify your transcode settings. For more information on transcode settings, see “Using the Transcode Command” in your Media Composer Help.
5. Click Transcode in the lower right corner.

Your Avid editing application creates new media files and clips, according to your selections.

- **Bug Number:** UDevC00183751. (Windows only) If you create a sequence that uses remote media and then add a layered effect — for example, a picture-in-picture effect — you might not see the effect when you play the sequence in the Source/Record monitor.

Workaround: Click the Video Quality Menu button in the Timeline and select Best Performance. The effect displays correctly when you play back the sequence.

- **Bug Number:** UDevC00176651. When you remotely upload a clip or sequence, the Remote Sync Progress button in the Timeline might not change to a revolving icon to indicate the remote upload is in progress.

Workaround: You can view the progress of the upload operation by selecting Tools > Upload Queue Window.

- **Bug Number:** UDevC00183726. If you remotely upload AMA clips that link to QT files created with a non-Avid codec — for example, using H.264, Intermediate Codec, MPEG-4, Photo-JPEG, or PNG — the clips might display as audio-only master clips when you view them in Interplay Access. For example, if your QT media file was created using an H.264 or MPEG-4 codec, and then you remotely upload the clips using the proxy resolution, the transcode and upload operations both complete successfully. However, when you open Access and view the checked-in master clip, the clip is listed with an audio icon even if it includes a video track.

- **Bug Number:** UDevC00170645. When you create a subclip, rename it, and then remotely upload the subclip, the segment checked in to Interplay Production uses the name of the original master clip and not the new subclip name.

Workaround: Once you check in the subclips, relink the clips to the uploaded media.

- **Bug Number:** UDevC00171441, UDevC00171442. If you are not connected to the Interplay environment at your broadcast station or your production facility when you start your Avid editing application, you cannot access the Lookup Service and the editing application might fail to launch because it cannot connect to the Media Indexer. Also, if you have not configured the workgroup and lookup services in the Avid Service Framework, the editing application cannot connect to the local Media Indexer. In these instances, the editing application might not start in Interplay mode.

Workaround: Make sure you have a connection to your Interplay environment before you start your Avid editing application for remote editing and that you have properly configured the Avid Service Framework.

- **Bug Number:** UDevC00172191, UDevC00172559. If you load a remote clip into the Source monitor and then click at different locations in the position bar below the monitor, you might see the following error: “ADMConsumer::PreLoad()Error [0] unable to: preload audio.”

Workaround: Allowing the clip to play in the Source monitor or adding the clip to a sequence allows the media to be correctly cached. This improves playback of remote clips.
- **Bug Number:** UDevC00172228. If you attempt to use the Reveal File menu option on a remote clip, the application might become temporarily unresponsive. Reveal File is not supported with remote clips.

Workaround: Click Cancel to close the Reveal Next File dialog box.
- **Bug Number:** UDevC00172492. If you change your connection to Interplay by disconnecting an Ethernet cable and activating a wireless connection and then restart your Avid editing application, you cannot connect to the local Media Indexer.

Workaround: Stop and then restart the Interplay Media Indexer. If you work on a Windows system, you can close and then restart the Avid editing application. If you work on a Macintosh system, see “Stopping and Starting Media Indexer on a Mac OS X System” in the Help for your Avid editing application.
- **Bug Number:** UDevC00172501. If your network experiences an unresolved Domain Name System (DNS) error, remote uploads might fail if the Avid editing application uses the Interplay server hostname instead of using the IP address for the server.

Workaround: Use an IP address in the Interplay Server Settings dialog box to log into Interplay instead of the server hostname.
- **Bug Number:** UDevC00172618. When you enable remote sync, the Remote Sync Progress button changes to a revolving icon to indicate the sync is in progress. However, the button icon might stop revolving if you perform editing functions such as rendering while remote sync proceeds, clicking and holding a button or the position indicator, or right-clicking a monitor or the Timeline.
- **Bug Number:** UDevC00172647. If you specify a long path for the Interplay folder in the Interplay Folder Settings dialog box — for example, if the path contains several nested folders — the full Interplay folder path does not fit in the Sphere Upload settings window.
- **Bug Number:** UDevC00172879. If you log in to your local system as a Standard user, the Avid editing application might not be able to connect to the Media Indexer, preventing you from working with Avid Media Composer Cloud. You need to log on to your system with an administrative account to use Media Composer Cloud playback.

Workaround: Log off and then log on as a user with Administrative privileges.
- **Bug Number:** UDevC00172896. If you quit your Avid editing application while a clear cache operation is occurring, the process stops and leaves behind the incompletely cleared cache folder and its remaining contents. Restarting the application creates a new cache folder, but the older folder remains on your system until you manually delete it.

- **Bug Number:** UDevC00175180. If you drag multiple clips from Interplay Access to a bin in the Avid editing application, the mouse pointer might change to an hourglass (Windows) or spinning circle (Macintosh) while the clips populate the bin. The application appears to be unresponsive, but the Interplay Production check out operation is not interrupted. It might take a few moments to complete.
- **Bug Number:** UDevC00175212. If you change the default handle length in the Sphere Upload Settings dialog box, and then later change the handle length back to the default value by clicking “Restore to Default,” the custom value you set earlier does not change.

Workaround: To reset the handle length to the default value of 30 frames, open the Sphere Upload Settings dialog box and manually set the correct value in the Handles text box.

- **Bug Number:** UDevC00175337, MCCET-375. You cannot create a video mixdown to a DNxHD compressed resolution using remote clips. If you try to create a mixdown to one of the DNxHD resolutions, an error message appears and you can either select Discard (which aborts the mixdown) or Keep (which creates a mixdown clip but it displays as Media Offline).
- **Bug Number:** UDevC00177576. You cannot remotely upload an AMA-linked JPEG file.
- **Bug Number:** UDevC00177925. The following problem applies to Sphere clients in an Interplay Production v3.0 environment: If you are using Sphere clients with ASF v1.6, you must run the 64-bit version of ASF on the system running the Lookup Service.
- **Bug Number:** UDevC00177224. If you try to upload a proxy clip in a 1080p29.97 project, an error message displays and the remote upload operation fails. Remote upload for 1080p29.97 projects is not supported.
- **Bug Number:** UDevC00180038. If you uninstall all Media Composer Cloud components (Interplay v2.7) and then install Media Composer v7.0 or NewsCutter v11.0, the editing application does not install Editor Transcode, which is needed in non-Sphere configurations for background consolidate and transcode operations. Avid editing applications in a non-Interplay Sphere configuration must install Editor Transcode separately after uninstalling the previous version of Sphere components.

Workaround: If you want to use background consolidate and transcode with Media Composer v7.0 or NewsCutter v.11.0 after uninstalling Sphere components, install Editor Transcode from the following location in your Avid installer folder: \ISSetupPrerequisites\Avid Editor Transcode\setup.exe.

- **Bug Number:** UDevC00179950. If you try to remotely upload a clip more than once — for example, if you upload the clip at two different resolutions — and you begin the second upload before the original upload completes, the second upload cancels the first.

Workaround: This is as designed. If you want to upload a clip at multiple resolutions, wait until the first upload for that clip completes before initiating a second remote upload.

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