



MediaCentral | Production Management

Version 2021.3.3 ReadMe

Important Information

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



The new name for Media Indexer is MediaCentral | Production Index. The product is still referred to as Media Indexer (MI) in this document and other Interplay | Production documentation.



The Avid MediaCentral Production Management server is in the process of removing the use of e-mail as a means to alert users to server status and errors. This is because of a growing concern that e-mail is a security risk to the safe operations of Enterprise deployments. In future releases, there will be a replacement scheme to get information on system status to the management staff.

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

http://avid.force.com/pkb/articles/en_US/readme/Avid-Interplay-Production-Documentation

Revision History

Date Revised	Changes Made
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September 13, 2023	Added the following fixes for Production Management (Interplay) Engine.
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- IPI-3543
- IPI-3536

For more information, see [“Production Management Engine Fixes” on page 6](#).

February 2, 2022	Added the following note for IPI-3174 in the Interplay Access Client section.
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*For this fix to work, you must install both Interplay Access Client 2021.3.3 and
Production Services Engine 2021.3.2.*

February 1, 2022	For more information, see “Interplay Access Client Fixes” on page 6 .
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January 28, 2022	Added a fix for Interplay Access Client: IPI-3174. For more information, see “Fixed in Version 2021.3.3” on page 6 .
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December 14, 2021	Added a fix for Interplay Access Client: IPI-3212. For more information, see “Fixed in Version 2021.3.3” on page 6 . Added a fix for Interplay Access Client: IPI-3199. For more information, see “Fixed in Version 2021.3.3” on page 6 .
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November 12, 2021	Moved fixed item IPI-3158, SAK-904 to a Limitation. For more information, see “Limitations in Version 2021.3.3” on page 7 .
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Date Revised	Changes Made
September 20, 2021	Updated the upgrade procedure for when a full reindex of the Media Indexer is required. For more information, see “Upgrading Media Indexer to 2021.3.3” on page 4 .
September 17, 2021	Added a fix for IPI-3158, SAK-987. Improved media scanning and indexing retry logic.
September 16, 2021	First publication

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Installation and Prerequisites

This ReadMe describes the changes contained in the MediaCentral Production Management v2021.3.3 release which contains the following products:

Production Management Server

In this release, there were changes in the following Production Management Server components:

- Media Indexer
- Production Management Engine

Production Management Client

In this release, there were changes in the following Production Management Client components:

- Interplay Access Client
- Media Indexer

Any of the following methods are valid installation paths for Production Management Client components:

- Launch the patch installer on a system already running the affected product. The previous version of the application is uninstalled automatically, and the new version is installed in its place.
- Uninstall the existing version of the application manually through the Windows Add/Remove Programs Control Panel, and then launch the patch installer to install the new version of the application.
- If you are performing a new installation of Production Management 2020.4.1 or later, you can install these patches without needing to install a prior version of the software.

For details on the specific issues fixed in this release, see “Fixed in Version 2021.3.3” on page 6.

Media Indexer Installation Requirements

Release v2021.3.2 contains full installers for PC and Mac. The patch is a full installer and does not require a previous installation of Media Indexer. The installers have the following requirements:

- This patch is recommended to be installed on all Media Indexer v2021.3.x servers. For information on which version of Media indexer to install on a Media Composer system, see the following document on the Avid Knowledge Base:
http://resources.avid.com/SupportFiles/Attachments/Interplay_Editor_Compatibility.pdf
- Media Indexer v2021.3.x requires Microsoft Visual C++ 2012 Update 4 Redistributable Package (x64). If already installed, the Media Indexer installation process verifies this prerequisite and continues to the next phase of the installation. If Update 4 is not already installed, the Media Indexer package installs this software for you. To avoid installation issues, Avid recommends that you uninstall all versions of Microsoft Visual C++ 2012 Redistributable (x64) other than Update 4 before running the Media Indexer installer.

Upgrading Media Indexer to 2021.3.3

When upgrading from version 2021.3 or later, you do not need to reindex your media.

When upgrading from earlier versions (prior to 2021.3), this upgrade will require a full reindex of media.



Depending on the number of files (data sources) the Media Indexer is monitoring, the reindex can take several hours.

For version 2021.3 and later, you must uninstall the previous version. If the uninstallation fails, you must perform the following steps:

1. Delete the following folder:
 - %ProgramFiles%\Avid\AvidMI



Do not delete %ProgramData%\Avid\AvidMI unless you wish to perform a full reindex.

2. (Option) If you cannot delete %ProgramFiles%\Avid\AvidMI, restart the OS to finish uninstalling.
3. Install the new version of Media Indexer.

When upgrading from earlier versions to Media Indexer server to 2021.3.3, perform the full reindex.

The following guide provides information that can help you plan for the upgrade and reindex operation.

http://resources.avid.com/SupportFiles/attach/Production_Management_Best_Practices_Guide_2020.4.pdf

- For information on estimating how long a reindex could take, see the section “Estimating the Indexing Time”
- For a procedure that explains how to perform the upgrade and reindex operation on one Media Indexer and copy the cache files to the production Media Indexers during the upgrade, see the section “Prebuilding a Cache During an Upgrade for Media Indexer v3.6.x or Higher”

The prebuild cache procedure allows you to take one Media Indexer out of the NOMI (Network of Media Indexers), upgrade it separately, and then allow it to perform the reindex. This can be done while the MIs in the NOMI are still monitoring the production system. Then you can copy the cache over to the other Media Indexers as they are upgraded. This can save time during the upgrade.



Media Indexer allows you to export the storage configuration files from one MI and then import them to another MI to save time adding the storage locations. If you plan to use this feature in MI 2019.6 and later, use the latest Chrome browser to perform the reimport.

Downgrading Media Indexer to a Prior Version

Media Indexer v2021.3.2 and later installs an updated version of MongoDB. Databases created in this version are not compatible with versions of MongoDB used in prior releases of Media Indexer. If you upgrade your Media Indexer server to v2019.6.0 or later and you need to downgrade to an earlier version for some reason, complete the following process.



Unless you are experiencing a problem, you should not be required to downgrade Media Index. Before downgrading, contact Avid Customer Care for assistance.

To downgrade Media Indexer:

1. Use Export Configuration to preserve Storage and AMA Metadata (SPAAF) Locations.
2. Use the Windows Programs and Features Control Panel to uninstall the current version of Media Indexer.
3. Delete the %ProgramData%\Avid\AvidMI folder.
This step deletes the MongoDB database.
4. Install your desired version of Media Indexer.
5. Use Import Configuration to restore Storage and AMA Metadata (SPAAF) Locations.
6. After the installation is complete, you must wait until a full reindex of your assets completes.

For more information see “Working with Interplay | Media Indexers v3.5 and Later” in the *MediaCentral / Production Management Best Practices Guide*.

Interplay Administrator Updates

When configuring the Server Media Indexer Connection URL settings, you might notice a new tab called “Secondary”. As of this release, Production Management users should configure the Primary MI Servers only, just as they have always done, and not touch the Secondary tab as this relates to future functionality of the product.

For more information, on how to configure the Server MI Connection URL settings, see the topic “Identifying the Media Indexer in the Interplay Administrator Tool”, in the *MediaCentral / Production Management Best Practices Guide*.

Windows Server 2019 Support

Windows Server 2019 is now supported for all Production Management components.

Fixed in Version 2021.3.3

The following issues have been resolved in Production Management v2021.3.3.

Interplay Access Client Fixes

The following fixes require an update to Interplay Access Client:

- **Bug Number:** IPI-3174. XAVC-Intra 100 1080p 25 not available in Transcode profiles as TargetVideoQuality. This resolution is present in the internal FormatShotlist as target Production Transcode format.



In order for this fix to work, you must install both Interplay Access Client 2021.3.3 and Production Services Engine 2021.3.2.

- **Bug Number:** IPI-3199. The 2021.3 / 2021.3.1 Access installer does not install the “xquartz-osx-pkg-x86_64” package on macOS. This results in the Access application failing to launch.

Workaround: To resolve this issue, either install “xquartz-osx-pkg-x86_64” before/after installation of Access 2021.3.x, or install a prior version of Access (e.g. 2020.4) and then reinstall 2021.3.x.

- **Bug Number:** IPI-3212. When the Copy service is triggered manually from Access, files can end up on an unintended Avid NEXIS workspace due to the Copy service dialogue presenting workspaces with workspace names only, and not with the full URL including the System Director name.

The issue happens when there are two Avid NEXIS systems with identical workspace names. This issue does not happen when using profiles for Copy, as you can specify full URLs in each Copy profile.

Media Indexer Fixes

The following fixes require an update to Media Indexer:



The improvements in Media Indexer 2021.3.3 only apply to the Media Indexer server.

- **Bug Number:** IPI-3158, SAK-987. Improved media scanning and indexing retry logic.

Production Management Engine Fixes

The following fixes require an update to the Production Management Engine:

- **Bug Number:** IPI-3543. Running AppMon (with InterplayEngine profile) can cause the Production Management Engine to delay responses to client requests. This behavior is specifically caused by the “pending requests” Production Engine (Apache) status call, performed by AppMon.

For this behavior to occur, a client needs to send large requests in parallel to the monitoring. For example, this can happen if a DB has many (200+) existing resolutions when running “Update Status from MI” on large sequences, or when checking in assets with many (or large) frame locators..

- **Bug Number:** IPI-3536. When running the Production Engine installer to upgrade an existing installation, a configured, external CCS (_InternalData) gets reverted to the internal CCS.

Limitations in Version 2021.3.3

For limitations that are present in this release, see the *MediaCentral Production Management v2021.3 ReadMe*, and/or any of the patch ReadMes.

- **Bug Number:** RELENG-3176. When unzipped, the Production Management installer might include long file path names that are incompatible with some versions of Windows. If you need to copy unzipped installation packages from one location to another, Windows 10 and Windows 2016 provide a registry setting that allows for these long path names.

You can find this setting under: Computer Configuration > Admin Templates > System > FileSystem > Enable Win32 long paths

Interplay Access Client

The following fixes require an update to the Interplay Access Client:

- **Bug Number:** IPI-2962. If the Clip Tool is used for selected clips, this results in a partially Online status in Interplay Access.

Production Management Engine

The following fixes require an update to the Production Management Engine:

- **Bug Number:** IPI-3067. The MediaCentral Production Management v2020.4.3 or later installer fails if a newer version of Microsoft Visual C++ 2015-2019 Redistributable (x64) is already installed.

Workaround: Uninstall the newer version of Microsoft Visual C++ 2015-2019 Redistributable (x64) - 14.27.29016, and install MediaCentral Production Management After uninstalling the newer version, the 2020.4.3 or later Production Management installation successfully completes.

Media Indexer

- **Bug Number:** SAK-348. Media Indexer 2020.4 seems to ignore priority for workspace. On a fresh start and new release installed, the logging shows logging against a workspace that is very low in the display by priority on the Media Indexer Web Page. The legacy desired operations are for new content (Ingesting materials, for example) to get first media indexer data extractions attended to in a state where there is a backlog of activity to attend to

Example: A large workspace with legacy content is added to the scan tables and news programming is recording and editing to a different workspace. The Shared Storage 10 second notifications on the news production should take precedent over the legacy added workspace for Media Indexer processing.

Workaround: You can workaround this issue by adding workspaces to the index one by one depending on priority. Behavior for this software generation is as-designed.

- **Bug Number:** SAK-466. The Media Indexer installer displays an error trying to update MS Visual C++ 2012 Update 4. This error may appear on some systems that have an existing MSVS 2012 installed. Press the Yes button to proceed with the Media Indexer installation.

- **Bug Number:** IPI-3158, SAK-904. Sometimes Vantage ingested clips take a long time to become online. Especially Proxy Resolution files takes longer compared with the high resolution. To compare, AirSpeed ingested clips are shown to be online within the first minute as expected.

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