



Avid® Interplay® Media Services

ReadMe Version 2.7 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 for the most up-to-date ReadMe file, which contains the latest information that might have become available after the documentation was published.

This document describes hardware and software requirements and provides any special notes that Avid finds are important for you to know. This document also lists known problems and limitations.

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Before Installing Avid Interplay Media Services

Before you install the Interplay Media Services system for the first time, ensure that you are familiar with the contents of the *Avid Interplay Media Services Setup and User's Guide*, *Avid Interplay Software Installation and Configuration Guide*, and any other hardware or software documentation provided by Avid, or third-party vendors whose products might be integrated with the Interplay Media Services system.

New Features, Fixed Bugs, and Limitations

For a complete list of new features, fixed bugs, and limitations in Media Services v2.7, see *Avid Interplay What's New in Version 2.7* and the *Avid Interplay v2.7 ReadMe*. Also, search the Avid Knowledge Base for the most up-to-date readme files.

Hardware and Software Requirements

The following sections describe configuration requirements for the Media Services system. For information about supported products and versions, see the *Avid Interplay v2.7 ReadMe*.

- [Interplay Media Services Engine Requirements](#)
- [Supported Platforms for Interplay Providers](#)

Interplay Media Services Engine Requirements

Interplay Media Services Engine V2.7 is a 64-bit application and is currently qualified on an AS3000 server running Windows 7 Professional SP1 64-bit. For information on slot locations, see the *Avid Interplay Software Installation and Configuration Guide*.

Interplay Media Services Engine also requires Microsoft SQL Server 2005 Express SP3, which is installed automatically with the Interplay Media Services Engine installation. For more information, see the *Avid Interplay Media Services Setup and User's Guide*.



The Interplay Media Services Engine is installed on its own computer. However, other service providers might also be installed on this computer.

Interplay Media Services clients and ProEncode™ clients run on Avid editing systems.

For AS3000 system requirements, see the *Migrating Avid Interplay Applications to AS3000 Servers ReadMe*.

Supported Platforms for Interplay Providers

Interplay Media Services providers require an SR2500 or AS3000 server. For information on slot locations, see the *Avid Interplay Software Installation and Configuration Guide*.

The following table describes the SR2500 system requirements for the ProEncode, Delivery Receiver, Archive, and Restore providers.

Platform ^a	Intel SR2500 dual Xeon 5130 Quad core, 2.0GHz
Network	Dual Copper Gigabit Ethernet
HBA	ATTO Celerity 41/XS 4G FC ^b
Operating System	Microsoft Windows® XP Professional with Service Pack 3 (English) No Macintosh® support
System Memory	2 GB

a. For information on slot locations, see the *Avid Interplay Software Installation and Configuration Guide*.
b. The ATTO card is optional. It is required for connection to Avid Unity MediaNetwork, but not required for Avid ISIS®.

Interplay Transcode and STP Encode are 64-bit applications and are qualified on an AS3000 system as well as the following system.

Platform ^a	Intel SR2500 dual Xeon 5130 Quad core, 2.0GHz
Network	Dual Copper Gigabit Ethernet
HBA	ATTO Celerity 41/XS 4G FC ^b
Operating System	Microsoft Windows 7 Professional SP1, 64-bit No Macintosh® support
System Memory	4 GB

a. For information on slot locations, see the *Avid Interplay Software Installation and Configuration Guide*.
b. The ATTO card is optional. It is required for connection to Avid Unity MediaNetwork, but not required for Avid ISIS®.

Interplay Copy, Interplay Move, and Interplay Delivery are also 64-bit applications and are currently qualified only on AS3000 servers running Windows 7 Professional SP1. For system requirements, see the *Migrating Avid Interplay Applications to AS3000 Servers ReadMe*.



For additional Interplay Copy and Interplay Move provider system requirements, see the Avid Interplay Software Installation and Configuration Guide.

Installing the Software

To install the software and begin the configuration of your Avid Interplay environment, see *Avid Interplay Software Installation and Configuration Guide*. For configuration information of the Avid Interplay Media Services software, see the *Avid Interplay Media Services Setup and User's Guide*.

When installing the Interplay Media Services Engine make sure it is installed on the C: partition of the Interplay Media Services system.

Interplay Media Services Client Updater: You can update your Interplay Media Services Engine to v2.x and continue to use Interplay Access v1.6.x or v1.5.x in your workgroup. However, some the Interplay Access features are not available with the updated Access v1.5.x or v1.6.x. See information about the “Interplay Media Services Client Updater for Interplay Access” in the *Avid Interplay Software Installation and Configuration Guide*.



The Avid Interplay Media Services system requires Microsoft SQL Server 2005 Express SP3, which is installed automatically with the Interplay Media Services Engine installation. See the Avid Interplay Media Services Setup and User's Guide.

Upgrading Interplay Media Services and Providers from Versions Prior to v1.6.2

Before upgrading the Interplay Archive provider to v2.7 from a version prior to v1.6.2, you need to execute the fixmediasize tool (fixmediasize.exe). This tool corrects an issue found in prior versions, where master clips and rendered effects in the archive database showed incorrect media size values in Interplay Access, after right-clicking an asset and selecting the “Update Status from Archive” command.

To obtain this tool, contact Avid technical support.



In Avid Access, the “Update Status from Archive” command is only available when working with an archive database (AvidAM).

In addition, when upgrading Interplay Media Services and providers from versions prior to v1.6.2, you must do the following:

- Use the Control Panel to uninstall any previous Avid Interplay Media Services.
- Use the Avid Interplay Installer to install the new version of the Interplay Media Services.
- Use the Interplay Media Services user interface to delete all the previous profiles, providers, and services.



It is important to delete the old profiles, providers, and services for this release.

- Use the Interplay Media Services user interface to install the services, register the providers, and re-create the profiles, as described in the *Avid Interplay Media Services Setup and User Guide*.

Moving Files Before Starting the Services (When Upgrading from Versions Prior to v1.6)

When you upgrade the Interplay Media Services services to v2.7 from a version prior to v1.6, if you want to use the prior version’s configuration settings, you need to move some files to new locations.

After you install the Interplay Media Services services software and before you start the service, you need to move the files listed in the following table from the prior version’s location to the new location used by v2.4.



The file locations listed in the following table are the default installation locations. The locations of the files on your system could be different depending on the locations selected during the installation of the prior version.

Services	File or Folder	Prior version location	Move files to new v2.7 location
Interplay ProEncode service	webroot folder	C:\Program Files\Avid\Avid Interplay Media Services\Broker	C:\Documents and Settings\user\Avid Interplay Media Services Engine

Installing SGL FlashNet Client Software

During the configuration and setup of an Avid Interplay Archive environment, you need to install the SGL FlashNet™ Client. Typically, your SGL representative installs and configures the FlashNet client software on the Interplay Archive Engine server and the Archive Provider servers. This section provides installation procedures for FlashNet Client. For more information, see the SGL FlashNet documentation.

Before installing the FlashNet Client, the following Microsoft Windows components must be installed on the system:

- Microsoft Message Queuing (MSMQ) software. By default, this component of Microsoft Windows does not install with the operating system. See [“Installing Microsoft Message Queuing \(MSMQ\) Software” on page 7](#).
- SQL Native Client software. See [“Installing SQL Native Client” on page 9](#).



If you are installing FlashNet client on a system with Interplay Media Services Engine installed, then SQL Native Client is not required because SQL Server 2005 Express is already installed on the system.

To install FlashNet Client:

1. Click FlashNetClient.exe to run the installer.
2. Continue through the install screens until the Select Database Server dialog box opens.
3. In the Database Server text box, type the hostname of the server where the SQL Database is located. This is the FlashNet Archive server.



Make sure the FlashNet Archive server is listed in the hosts file on all FlashNet client systems in the Avid network. If the FlashNet Archive Server is a cluster, type the SQL Cluster Virtual Machine Name. You can also use the Browse button to locate the FlashNet Archive Server (database).



For information about directly connecting an SGL FlashNet server to an Avid ISIS system, see the Avid Interplay Media Services Setup and User's Guide.

Optimizing Archive Transfer Rate in an Avid Shared-Storage Environment

If you notice archiving is slow, make sure the transfer rate is set on each archive provider for the correct Avid shared-storage environment. The chunk buffer setting controls the transfer rate between shared storage and SGL FlashNet.



Contact your third-party vendor for optimal settings.

To increase archive and restore transfer rates in an Avid shared-storage environment:

1. On each archive provider, navigate to C:\\Windows\\System32\\drivers\\etc and open the file inetd.conf in Notepad.

2. Change the default -X chunk buffer setting to a value that matches your Avid shared-storage environment.

Avid Shared-Storage Environment	Chunk Buffer Setting ^a	Size
Avid ISIS v1.4, v1.5, and v2.0.1 or later	-C8192	8 MB
Avid Unity MediaNetwork v5.x	-C8192	8 MB
Avid Unity MediaNetwork v4.2.x	-C4096	4 MB
Avid Unity MediaNetwork v4.1.x	-C2048	2 MB

a. The -C parameter adjusts the chunk buffer sizes used in the read and write to the shared storage system. The shared storage versions have different optimum values for the -C parameter. The transfer rate varies depending on the third-party equipment in your workgroup.

The following illustration show the Chunk Buffer setting as C4096.



3. Close NotePad.

Installing Microsoft Message Queuing (MSMQ) Software

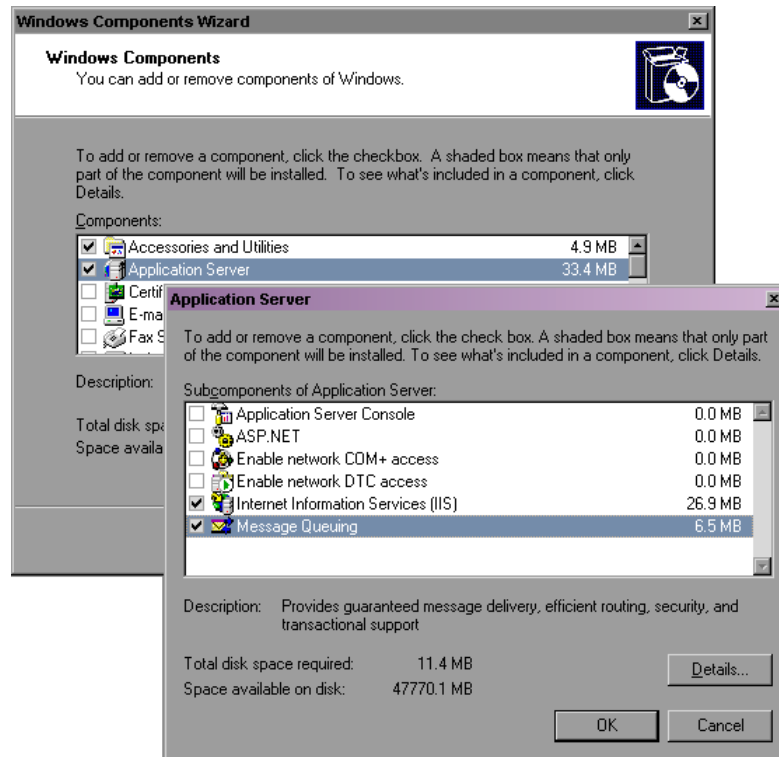
You only need to perform this procedure on SR2500 servers if you re-imaged the SR2500 using a ghost image other than the Avid Recovery DVD.

To install MSMQ, depending on the operating system, do one of the following:

- ▶ For the Microsoft Windows Server 2003 R2 operating system:
 - a. Select Control Panel > Add or Remove Programs.
 - b. Click Add/Remove Windows Components in the left pane.
 - c. Select Application Server and click Details.
The Application Server dialog box opens.
 - d. Select Internet Information Services (IIS) and Message Queuing.



If you are installing a cluster, only select Enable network DTC access.



- e. Click OK.
 - f. Click Next.
 - g. Restart the system.
- For the Microsoft Windows XP Professional SP2 operating system:
- a. Select Control Panel > Add or Remove Programs.
 - b. Click Add/Remove Windows Components in the left pane.
 - c. Select Internet Information Services (IIS) and Message Queuing in the Components list.
 - d. Click Next.
 - e. Restart the system.

Installing SQL Native Client

To install SQL Native Client:

1. Open the C:\Documents and Settings\Administrator.FLASHNET\Desktop\For Install\sql2005\Tools folder.
2. Click setup.exe to run the installer.
3. Click Next on the installer screens until the Registration Information dialog box opens.
4. Type a Name and Company in the text boxes, and then click Next.
The Feature Selection dialog box opens.
5. Right-click Client Components and select “Will be installed on local hard drive.”
6. Click Next until the Ready to Install dialog box opens.
7. Click Install to begin the SQL client installation. Complete the installation by clicking Next and Finish on the dialog boxes following the install completion.

Special Notes

Changing the Hostname for the Automatic Archive, Copy, Transcode, and Transfer Service

The following procedure describes how to change the hostname of the Automatic Archive, Copy, Transcode, and Transfer service (for example, if you entered the name incorrectly the first time). For more information about the services settings, see the *Avid Interplay Media Services Setup and User's Guide*.

To change the hostname for the Automatic Archive, Copy, Transcode, and Transfer service:

1. Open the Avid Service Configuration tool.
2. Open the display for the system running the Automatic Archive, Copy, Transcode, and Transfer service.
3. Click the Avid Automatic Archive, Copy, Transcode, and Transfer service.
4. Change the name and click Apply.
5. Use the Computer Management tool to restart the service as follows:
 - a. Right-click the My Computer icon on your desktop.
 - b. Select Manage and select Services and Applications.
 - c. Restart the Avid Automatic Archive, Copy, Transcode, and Transfer service.

Locations of Interplay Media Services Configuration Files

This section covers the default installation locations of the Interplay Media Services Configuration files. You might need to use the Microsoft Windows Search tool to search for a specific file.



The various Interplay Media Services log files are located in the following folders:

C:\Program Files\Avid\product\state\log

Services	File or Folder	Location
Interplay Media Services Engine	DMS Broker.ini	C:\Documents and Settings\ user\Avid Interplay Media Services Engine
Interplay Archive service	DMSArchive.ini	C:\Documents and Settings\ user\Archive Service
Interplay Restore service	DMSRestore.ini	C:\Documents and Settings\ user\Restore Service
Interplay Transcode service	DMSTranscode.ini	C:\Documents and Settings\ user\Transcode Service
Interplay Copy service	DMSCopyMedia.ini	C:\Documents and Settings\ user\Copy Service
Interplay Move service	DMSMoveMedia.ini	C:\Documents and Settings\ user\Move Service
Interplay Stream Publish service	DMSPubService.ini	C:\Documents and Settings\ user\Stream Publish Service
Interplay Delivery service	DMSIDService.ini	C:\Documents and Settings\ user\Interplay Delivery Service
Interplay ProEncode service	webroot folder	C:\Documents and Settings\ user\Avid Interplay Media Services Engine

Using Post-To-Web With Anystream Agility

When you configure Anystream Agility profiles for use with the Avid Post-to-Web feature, you must configure an Output task. If you do not configure an Output task Agility will rename the media files with an _1 in the name. The renaming of the media files causes the Post-to-Web to fail, because the file names do not match. By default, profiles do not define Output task.

To define an Output task in an Agility profile:

1. Start Agility client and open the Main window.
2. Open a profile, do one of the following:
 - ▶ Open an existing profile
 - ▶ Create a new profile
3. Click Distribution/Add Output.
4. In the Output area, click Output Name enabled.
5. In the Output File Name text box, type: \$(basename).\$(extension).
6. Save the profile.

When saving the profile, the file name must include double-underscores surrounding the proposed extension to match the format of the file output.

For example, PTWCable__.wmv__.job.awp.

7. Save the profile, restart the Agility engine, and restart ProEncode.

The new profile now appears in the Post-to-Web > Encode menu.

International Character Support

For information on using ICS, search the Avid Interplay Help for “International Character Support.”

Limitations

The following limitations were documented for Media Services version 2.1 and earlier. For version 2.7 limitations, see the *Avid Interplay v2.7 ReadMe*.

Interplay Media Services Limitations

- ▶ **Bug Number:** udevc00133202. The Avid Interplay Stream Publish Service profile provides settings for using SWC. After setting up the profile, you can right-click an ingesting clip in Avid Access and select Stream Publish > profile. The media is streamed into the Monitor as it becomes available for publishing, as defined by the profile. However, when auto-publish picks up the same clip and sends it to publish the auto-publish profile settings are used.

- **Bug Number:** udevc00130120. You cannot Stream Publish duplicated master clips. For example, if you transcode a high resolution (DNxHD) master clip to MP4, and then duplicate the master clip, the duplicated clip will only contain a link for the high resolution (DNxHD). Duplicated clips always link to the original master clip's current video resolution.
- **Bug Number:** . When using Access on a system with a wireless connection, you should not open the Interplay Media Services status window. The response time to open the status window might impact your workflow.
- **Bug Number:** udevc00127122. Archive and Restore jobs will fail if German characters are used in the mxf files.
- **Bug Number:** udevc00130224. If you change the language Locale setting of the operating system while the Interplay Media Services Engine is running, you must restart the Interplay Media Services Engine for it to use the new language Locale. Any auto-purge time stamps are displayed in the new locale.
- **Bug Number:** udevc001253366. When you use partial delivery and partial restore with sequences that contain effects, the effects will not be rendered. There is a limitation with Dynamic Relink and rendered effects when used during a partial delivery or a partial restore.
- In Interplay Access v2.0, when you right-click an asset, you will see Move menu selection. The Move service is not supported in v2.0. This selection is a placeholder for a future release. Move service is supported in v2.1 and later.
- **Bug Number:** udevc00118266. As regular maintenance of Interplay Media Services Engine, do not let the number of jobs exceed 3000. If the jobs exceed the limit, you should purge the jobs list of completed, failed, and cancelled jobs, then restart the Interplay Media Services Engine.
- **Bug Number:** udevc00120320. Throughout the Interplay environment, the DNxHD 120 resolution is included in the DNxHD 720-60-75-145 resolution, even though DNxHD 120 does not appear in the list.
- **Bug Number:** udevc00102015. New Media Services jobs display at the bottom of the Media Services Status jobs list.

Workaround: To reorder the jobs list with the most recent jobs at the top, sort the jobs list by "Submit Time".
- **Bug Number:** udevc00096276. Clip names containing more than 255 characters are not supported when using Interplay Media Services.

Interplay Move Service Limitations

- **Bug Number:** udevc00111293. **Limitation.** Move to Workspace: If you select a master clip that has more than one media file of the same resolution associated with it, you cannot move individual media files. The system moves all the media files of the same resolution. For example, assume that you consolidate a clip with the “Relink Master clips to media on the target drive” option and create a new master clip and new media. If you attempt to move the media for the original master clip, the system moves the media for both clips. If you attempt to move the media for the .old master clip, the system correctly moves only one set of media files.

Workaround: In the case of consolidate, this problem only happens if you use the "Relink Master clips to media on the target drive" option. This makes the original clip inherit the new media, in addition to the original media, and the new clip only gets the new media. If you choose "Keep Master clips linked to media on the original drive", both the original clip and the new clip would have the same number of media files. These clips Move successfully.

Interplay Transcode Limitations

- **Bug Number:** udevc00103816. The Avid Interplay Transcode service does not allow transcoding progressive media to non-progressive media, and does not allow transcoding from non-progressive media to progressive media.
- **Bug Number:** udevc00104309. When an Interplay Media Services Transcode client has both the Interplay Media Services Engine and the Transcode Provider running, there is a limit of transcoding 3000 jobs before an Out of Memory error occurs.

Workaround: If you receive an Out of Memory error, you can quit the Transcode Provider and restart it. Avid recommends you restart the Transcode Provider on a regular bases to completely avoid the memory issue.

- **Bug Number:** udevc00093731. When using Frame Chase Editing (EWC), if you try to transcode subclips after the capture is complete, the transcode fails indicating the clip is still being captured even though the master clips display "complete".

Workaround: After the master clip of the subclip is complete, re-checkin the clip to the Interplay database before you start the transcode.

- **Bug Number:** udevc00086972. If you submit two transcode jobs for the same source file, and each job uses a different provider, the transcode might fail with a DISK FILE NOTE FOUND error.

Workaround: Try the operation again. If you get the same error message, check if the source clip is corrupted, that your configuration is correct, and that all Interplay components are running correctly.

- **Bug Number:** udevc00090830. Partial restore of NLTEK media will fail with a re-wrap failure if the online media files are deleted.

Workaround: Perform a full restore of the NLTEK media.

- **Bug Number:** udevc00086755. When several Providers are created (archive, transcode, etc.), but not all of them are registered, you see the registered provider names displayed multiple times on the Provider tab of the Media Services Status window.

Workaround: Make sure all providers are registered.

- **Bug Number:** udevc00084260. The three DNxHD 720p resolutions displayed in the Media Services Transcode Profile Resolution menu contain incorrect values. The existing values are as follows:

- DNxHD 720p 60, 74, 145
- DNxHD 720p 90, 110, 220
- DNxHD 720p 90x, 110x, 220x

The first set of values in each list should be removed and the second set in each list are incorrect. The correct values are as follows:

- DNxHD 720p 120, 145
- DNxHD 720p 185, 220
- DNxHD 720p 185x, 220x

The 60, 90, and 90x values should not be in the list because they correspond to the 720p 23.976 project type. Film resolutions are not supported by Media Services Transcode. For more information on resolutions supported by different project types, search for “Resolution and Storage Requirements” in the Advanced Guide or Help for your Avid editing application.

- **Bug Number:** udevc00086213. Deleting transcoded material from a reserved folder. Prior to Interplay v1.1.2, it was possible to delete transcoded media from a reserved folder. This problem is fixed for transcode operations that you perform in Interplay v1.1.2. However, if you upgraded to this release, the problem still exists for media that you have previously transcoded using the Media Services Transcode Provider.

The problem is that if you checked a clip into a reserved folder and then used the Transcode provider to transcode the clip, the transcoded clip is not protected by the reservation on the folder.

Workaround: For clips that you transcoded before Interplay v1.1.2. If you have transcoded clips that reside in reserved folders, check the clips with the desired resolution back into the folder again. This will ensure that the reservation protects the transcoded media.

- **Bug Number:** udevc00083599. An underscore at the beginning of the subprofile name is required when using Post-to-Web with Active Content Manager. The underscore lets the ProEncode provider know which portion of the output filename to preserve.
- **Bug Number:** udevc00080131. Media Services Transcode does not support progressive film resolutions.

Workaround: Use the Consolidate/Transcode command in the Avid editing application.



You can use Media Services Transcode to transcode progressive HD resolutions 720p and 59.94. Those are not film resolutions.

- **Bug Number:** udevc00078380. You cannot use Media Services Transcode to Transcode a motion effect clip. The system displays the error “Invalid Media Type. Transcode Failed.”

Workaround: Do one for the following:

- ▶ Use the Bin > Consolidate/Transcode command in the Avid editing application to transcode the motion effect clip.
- ▶ Transcode the source master clip that makes up the motion effect using either Media Services or Avid editor transcode.

Supported SD resolutions, such as DV25, check in during capture. Only resolutions requiring the ‘new execution model’ used for Nitris are affected (DNxHD and HD uncompressed).

- **Bug Number:** udevc00050258, udevc00051375. If you restart the Interplay Media Services engine while the Archive, Restore, or Transcode providers are running, the services will not start up automatically, even if you have configured them to do so.

Workaround: Quit and restart the services.

- **Bug Number:** udevc00049632. Telestream FlipFactory: Factories named with __EXT__ fail when ProEncode hands the job to FlipFactory for standard ProEncode encoding. You can use only Factories named with __EXT__ when using Post-to-Web encoding.
- **Bug Number:** udevc00025483, udev00225379 as designed. The Avid editing application does not warn you if you try to send a Frame Chase™ editing clip to Interplay Transcode. Do not send ingesting clips to Interplay Transcode. Wait until the clip is completely ingested.

- **Bug Number:** udevc00039499. An Interplay Media Services client installed on a system with remote desktop software, such as UltraVNC, prevents the Interplay Transcode from initializing properly.
- **Bug Number:** udevc00024615, Udev00219569, udevc00038808, udev00217662. After you transcode clips using Interplay Media Services, Interplay Access and the Avid editing application might be slow to update the status or might not update at all.
- **Bug Number:** udevc00039673, udev00223782. Avid Interplay Media Services Transcode: Transcoding to non indexed workspace fails to check in and orphans media.
- **Bug Number:** udevc00224279. Avid Interplay Media Services Transcode: Transcoding from IMX 50, DV 50 to DV 25 is reporting false positive.
- **Bug Number:** udevc00039520, udev00222747, udevc0039175. With the Media Services and Transcode provider running, when accessing the Interplay Media Services and Transfer Status window from the Avid Interplay Media Services window, you might see redraw issues where the background shows through the Media Services and Transfer Status window in the foreground.
- **Bug Number:** udevc00039500, udev00222600. Incorrectly installing Media Indexer on Transcode Provider client prevents transcodes and gives a false positive.
- **Bug Number:** udevc00037074, udev00208350. Transcode Profiles: If you do not specify a target workspace when creating a profile, the system defaults to the last workspace in the list. The system should require that you select a target workspace.

Interplay Archive and Restore Limitations

- **Bug Number:** udevc00127862. The Interplay Engine does not recognize special characters: \ / : ? “ < > | * During a partial restore, these characters are replaced with %xx in the name of the restore folder.
- **Bug Number:** udevc00126889. Interplay Media Services v1.5 lets you archive duplicate clips. When you try to archive duplicate clips using v1.5.1, v1.6, or v1.6.2 you receive the error message “One or more files cannot be found for the specified resolution(s)” and the archive fails.

Workaround: You need to archive the original clips when using v1.5, v1.6, and v1.6.2.

- **Bug Number:** . After you perform a partial restore, the Avid editing application might display Media Offline when you try to view the restored media.

Workaround: You should restart the local Media Indexer and reload the clip.

- **Bug Number:** udevc010683. When you archive a sequence that contains imported QT movies with alpha and they are transcoded to multiple resolutions, the archive fails even though one of the resolutions is online. If some of the media of the MultiRez clip is deleted, it appears as online in the Avid editing application and Interplay Access, however the media is not online.

Workaround: Archive the sequence before you delete any media.

- **Bug Number:** udevc00096295. Archived sequences containing imported items or layered effects might fail to restore.
- **Bug Number:** udevc00101574. Auto Archive jobs intermittently fail when Avid ISIS workspaces are not mounted on the provider, because the provider cannot find the workspace.

Workaround: Mount all workspaces on all archive and restore providers. You can use letter or letter less mapping when mounting the workspaces.

- **Bug Number:** udevc00092995, udevc00085049. When restoring migrated Workgroup 4 assets after performing an Archive Migration, you no longer need to use Update Status in Interplay Access to bring the media online. The media status will now immediately show the media as online. However, an Avid editing application might show the media as offline until you update the status.
- **Bug Number:** udevc00090431. In Interplay Assist, if you change the name of a clip and then archive it, the original name (not the new name) appears in the Job tab of the Interplay Media Services window. The name appears correctly in the Archive Manager and is archived correctly.
- **Bug Number:** . Interplay Archive and Restore upgrades: Before starting the upgraded archive/restore provider applications, delete the contents of the C:\Temp folder. Perform the task when the archive/restore provider applications are not running. You can perform the deletion before or after you upgrade the software.
- **Bug Number:** udevc00087971 as designed. When you perform a partial restore, the online database does not show a headframe of the assets archived.
- **Bug Number:** udevc00081494. Media relatives might not get archived when you use Auto Archive to archive a sequence. This problem happens because the default setting for “Number of clips to submit to Interplay Archive at once” is too small.

Workaround: Change the value to a larger number, such as 50. You can access this setting through the Interplay Service Configuration tool on the Service Settings tab for the “Avid Automatic Archive, Transcode, and Transfer” service. For details on changing this setting, see “Configuring Auto Archive Using the Avid Interplay Service Configuration” in the *Avid Interplay Media Services Setup and User’s Guide* or the Avid Interplay Media Services Help.

- **Bug Number:** udevc00079824. If you attempt to perform an AutoArchive operation with a profile that does not exist, the system returns the following error: "Archive profile not found or incorrect parameters." This can happen if you assign a profile to an AutoArchive folder and then delete the profile later on.

Workaround: Assign or create a new profile for the autoarchive folder.

- **Bug Number:** udevc00052832. Windows Message Queuing software must be enabled on the Archive Provider. If you perform a clean install on a system that will run the SGL FlashNet client, you must enable the Windows Message Queuing software. This applies to any system running the Interplay Media Services Archive Provider. If the Windows Message Queuing software is not running, jobs will fail to archive.

Workaround: Use the following procedure to enable Windows Message Queuing:

1. Open the Add/Remove program from the Control Panel.
 2. Select Add-Remove Windows Components.
 3. Enable Windows Message Queuing.
 4. Restart the system.
- **Bug Number:** udevc00040154, udev00229886 as designed. When you perform a partial restore of a master clip or subclip, the partial clip(s) are restored as separate video and audio files rather than as one file that contains both the video and audio. For example, "clip1" will partially restore and check into the Interplay database as "clip1_0_1800_V1", "clip1_0_1800_A1" and "clip1_0_1800_A2". Administrators should create partial restore profiles that have different folders for the metadata to make the management of these partially restored clips easier.
 - **Bug Number:** udevc00025127, udev00222679. If you capture media, archive it to a drive using Interplay Media Services, restore it to a different drive, and later reconnect the original drive, Interplay Access does not point to the media and it is not found in a search; this is referred to as orphaned media.

Interplay ProEncode Limitations

- **Bug Number:** . Anystream and Telestream do not currently support the DNxHD media files created with Avid Media Composer v4.0, Avid Symphony v4.0, and Avid NewsCutter v8.0.
- **Bug Number:** udevc00095831. If the Interplay ProEncode Provider has the Automatically Connect setting set to Yes, the Interplay ProEncode Provider will not connect to the Interplay Media Services. You must end the process to close it.

Workaround: By default, the Automatically Connect setting in the Provider Settings dialog box is set to No. If you are upgrading from a previous version of Interplay ProEncode, where the Automatically Connect was set to Yes, you can not change the setting using Interplay ProEncode.

Do the following to turn off Automatically Connect:

1. Open the following file in Notepad:

C:\Program Files\Avid\ProEncode\Provider\ProEncode Provider.ini

2. Change @3%yAutomatically_Connect=TRUE to @3%yAutomatically_Connect=FALSE
3. Restart the Interplay ProEncode provider.

- **Bug Number:** udevc00092909. When processing a ProEncode job, if you change the ProEncode destination in the Add Jobs window, you cannot add the job to a batch using the Add to Batch button. If you click Add to Batch the ProEncode job stops processing.
- **Bug Number:** udevc00091115. If you use ProEncode to encode a clip that has already been encoded, you get a message that states that the movie file already exists and asks if you want to overwrite it. If you answer yes, ProEncode overwrites the movie file but does not overwrite any associated audio files. Existing audio files are saved with a version number.

Workaround: Delete the old files manually.

- **Bug Number:** udevc00090514, udevc00089292. ProEncode cannot convert clips or sequences named with French or German characters.

Workaround: You can bypass ProEncode completely by setting up a Monitored folder in the Anystream or Telestream profile and manually exporting the clip or sequence to that folder from within the Avid editing application.

- **Bug Number:** udevc00086836 as designed. When upgrading from Avid Interplay ProEncode v1.x to v1.1.5, you might receive the following error during the Avid Codecs PE installation:

"File Error. The following error occurred on the file \Avid3e2e.rra. Access is denied."

Workaround: To avoid this problem, manually uninstall Avid Interplay ProEncode v1.x before installing v1.1.5. If you receive this error message, click Ignore to continue with the installation.

- **Bug Number:** udevc00084510 as designed. Microsoft Internet Explorer v7 on a Avid editing system with an ProEncode client is not supported for Post-to-Web and Send to Media Services.

Workaround: To use Post-to-Web and Send to Media Services from an Avid editing system with a ProEncode client, uninstall Internet Explorer v7. This uninstall resets Internet Explorer to the supported v6.

- **Bug Number:** udevc00081265, udevc0081331. The Interplay Media Services status window is not reliable when you submit a ProEncode job that performs several encode jobs (for example, convert one source file to .mov, .wmv, .and .mp4). The following problems occur:
- The status bar might turn green before all of the encode jobs are completed.
 - Even if one of the subsequent encode jobs times out and fails, the bar stays green.
 - The status bar might hang at 100% yellow, indicating that an encode job is not finished, even though ProEncode has moved on to process the second job. Then it might turn green before all the jobs are complete.

Workaround: Do not create monitors in Flip Factory when you are creating profiles for ProEncode. If ProEncode is processing the job and Flip Factory picks up the same job, a conflict can occur.

- **Bug Number:** udevc00081218. ProEncode Provider disk full errors: You may have to restart the ProEncode provider and Telestream FlipFactory systems if jobs fail due to a lack of disk space. Even if you make room on the disc, the jobs will fail until you restart the systems.

Workaround: As part of your normal disk management operations, periodically check the size of the following folder:

Program Files\Telestream\FliFactory\http\Media

Telestream copies work files to this folder and does not automatically delete them. Periodically delete the files in this folder.

- **Bug Number:** . You cannot use Long GOP material as a source for a Quicktime Reference for ProEncode.
- **Bug Number:** . Using ProEncode with DV50 media might fail (DV25, IMX30, 40, 50 work correctly).

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