

Avid® Application Manager v2.4.4

Read Me

This Read Me documents important compatibility information, fixed bugs, and known issues for using Avid Application Manager 2.4.4. When available, workarounds for known issues are provided.

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Compatibility

Avid can only assure compatibility and provide support for qualified hardware and software configurations. Application Manager 2.4.x supports Windows 7, 8 and 10, and Mac OS X 10.10.2 (Yosemite).

For the latest compatibility information—including qualified computers, operating systems, and third-party products—visit the Avid website (www.avid.com/compatibility).

Installation and Operation

For more information about the Avid Applications Manager, see the Avid Application Manager Guide.

Fixed Bugs

The following bugs have been fixed:

- **Bug Number:** AMPT-3298. Add Value: the Sync Account option had to be clicked twice to view the current subscription's state.
- **Bug Number:** AMPT-3299. Microsoft Visual C++ 2012 Redistributable was not included into the Application Manager 2.4.3/2.4.4 installation package.
- **Bug Number:** AMPT-3300. Switching accounts: bundled plug-ins were not refreshed.
- **Bug Number:** AMPT-3312. Database did not refresh when upgrading from 2.4.3 to 2.4.4.
- **Bug Number:** AMPT-3314. Installed applications were not displayed on the Apps tab after Application Manager was updated.
- **Bug Number:** AMPT-3317. Intermittent issue: constant Syncing... when logging out.

Known Issues

Switching users is unsupported

Avid Application Manager does not support switching between users and 2 instances of Application Manager.

Multiple Application Manager tray icons (Windows only, AMPT-1526)

If you stop the Application Manager and Avid Application Manager Helper processes using the Windows Task Manager, the Application Manager icon remains in the system tray. Thus, there can be more than one Application Manager tray icon. The icons for the previous sessions disappear only when you move mouse cursor over the system tray.

Compatibility issues

When downgrading from Application Manager 2.2+ and Media Composer 8.3+ to older versions, you may see an error message "There was a critical error initializing the licensing engine". A mixed versions (Application Manager 2.2 and Media Composer 8.2) will work as long as the database was created by an older version of Application Manager or Media Composer 8.2. If the database becomes corrupted, either upgrade to Media Composer 8.3 or downgrade to Application Manager 2.1.

Database is not created if the appmanager.db folder already exists (AMPT-1493)

If you delete the contents of the appmanager.db folder, but leave the folder itself, AvidApplicationManagerHelper fails to create a database.

This directory can be found:

On Windows: C:\ProgramData\Avid\AppManager\Db

On Mac OS X: /Library/Caches/Avid/AppMan/Db/

Workaround

To create a database, do the following:

1. Quit Avid Application Manager Helper.
2. Delete the appmanager.db folder
3. Relaunch Avid Application Manager Helper.

OS X Firewall is on after every login (Mac OS X, AMPT-2476)

AvidAppManHelper.app needs incoming network connections for working with Pro Tools 12.0. After you install Pro Tools 12 and reboot your computer, you are prompted to log in and allow AvidAppManHelper.app such network connection. However, after you launch Pro Tools 12, quit it, log out the Mac OS X user account, and then log in to it again, you are prompted to accept incoming network connections again.

The Sibelius status remains Not Activated when activated via Sibelius License Server (AMPT-2666)

On the Licensing tab of Application Manager, the Sibelius status will not be changed from Not Activated to Activated, if you use the Sibelius License Server for activating.

Workaround: Online Activate Sibelius with the Online or Offline activation methods to make Application Manager display the actual state.

Clicking another tab returns the user to the Account tab (AMPT-2673)

By default, after launching, Application Manager shows the Account tab. If you try to click another tab without logging in, Application Manager returns you back to the Account tab without displaying the current state of the desired tab.

Plugin's status does not switch to Current after update is installed (Mac OS X 10.10.2, AMPT-2474)

When Pro Compressor is installed, AM notifies up the update available. When downloaded and installed, Application Manager still shows the Install status and no amount of "installing" will bring to the Current one.

Workaround: restart Application Manager UI by clicking the Application Manager Dock icon and choosing Quit.

External refresh: Sibelius update is not shown after SLS is activated (AMPT-2746)

If you are not logged in and you activate Sibelius License Server, Sibelius update is not shown on the Apps tab of Application Manager. The following statements are in force:

- When you activate Sibelius, both Sibelius and SLS updates are shown on Apps tab.
- When you log in with Sibelius entitlements only, both Sibelius and SLS become available on the Apps tab.
- When you log in with SLS entitlements only, both Sibelius and SLS become available on the Apps tab.

Pro Tools First update: AppManHelper is not started after installation of the update (AMPT-3110)

Having installed an application update from Application Manager that updates Application Manager itself (Pro Tools First), AppManHelper does not restart.

Details: As soon as Pro Tools First update is available, it is displayed in Application Manager. Click **Update** and then click **Install** – Pro Tools First installer launches. The current version of Application Manager is being updated during the PT First installation, so the installer closes both UI and Helper. AppManHelper icon appears in the system tray and then disappears, AppManHelper is not running.

Workaround: launch AppManHelper manually or restart your computer.

Application Manager loses plugins category once a plugin is installed (AMPT-3306)

After you logged in to Application Manager, select a category on the Apps tab. If a plug-in is not installed, it is visible on the tab, if it is already installed, it is invisible.

Details:

1. Buy a plug-in. It is assigned to a certain category.
2. Select that category in the **Category** drop-down filter list. The **Download** command is available for the purchased plug-in.
3. Click **Download**, then click **Install** for the plug-in.
4. Select **Show All** from the **Category** drop-down list, and then select that category again - the plugin is not displayed. Now the plug-in does not belong to any category.

Workaround: to see the “lost” plug-in, select **Show All** in the **Category** drop-down filter list.

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