



Avid[®] Application Manager 2.3 User's Guide

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Using this Guide

Thank you for purchasing an Avid Editing System which includes Application Manager. This guide provides information on how to activate (or deactivate) your software and how to install any third-party software. You can always find the most current information in the online version of the Read Me, and should check there for the most recent release notes. The online version is updated immediately after new information becomes available. The Read Me can be found on your Account Page.

Symbols and Conventions

In this guide the following symbols and conventions are used:

Symbol or Convention	Meaning or Action
	A note provides important related information, reminders, recommendations, and strong suggestions.
	A caution means that a specific action you take causes you to lose data.
<i>Italic font</i>	Italic font is used to emphasize certain words.
Courier bold font	Courier bold font identifies text that you type.
>	This symbol indicates menu commands (and subcommands) in the order you select them. For example, File > Import means open the File menu and then select the Import command.
<placeholder, variable>	Angle brackets indicate placeholders or variables.
UPPER CASE	Indicates names of processes, process classes, data model attributes, legal lists, legal list values, states of tasks, and templates

If You Need Help

If you are having trouble using your Avid product:

1. Check online for the most up-to-date documentation. Visit the Knowledge Base at <http://www.avid.com/knowledgebase>.
2. Check the documentation that came with your Avid software application or your hardware for maintenance or hardware-related issues.
3. Visit the online Knowledge Base at <http://www.avid.com/support>. Online services are available 24 hours a day, 7 days a week. Search this online Knowledge Base to find answers, view error messages, to access troubleshooting tips, download updates, and read or join online message-board discussions.

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1 General Information


Application Manager is an instrument that facilitates all the operations that relate to application download and activation, subscription prolongation, and other product licensing activities. With Application Manager, you can manage your downloads, installs, updates, product activation procedures, support plan, subscription model, receive Avid news and advertisements, and try new offerings without having to go to Avid's Web store.

The Avid Subscription offering provides users the ability to rent Avid software and tools on a monthly or annual basis, as well as purchase support, receive software and maintenance updates. Application Manager involves the new Licensing and Pricing model including Subscription to Rent, to Own, Floating licenses, and Educational Pricing.


2 Getting Application Manager

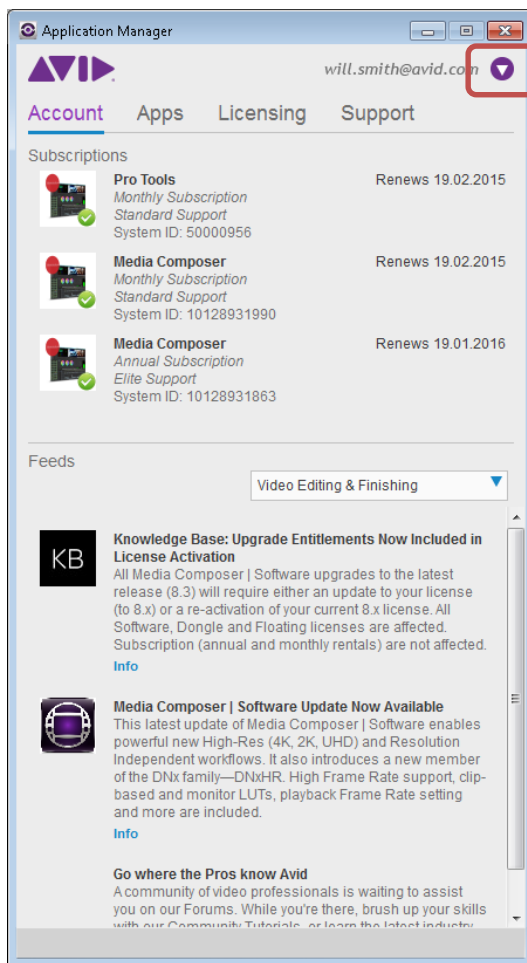
You can get your copy of Application Manager when installing an Avid Editing Application. For example, when you install Media Composer or Pro Tools, you are prompted to install Application Manager along with it. However, if you already have any of these products installed, you can skip installing the version that goes with the product.

 *If you already have Application Manager and want to update it, you are highly recommended not to interrupt the process of installation. Otherwise, your Application Manager will be corrupted and you will need either to reinstall the Avid Editing Application that Application Manager came along with, or get Application Manager from the [Avid Download Center](#).*

The installation process of the Avid Editing Application or Application Manager itself adds a Desktop icon (Windows) or Dock icon (Mac OS X), and a pointer to your Avid editing application in the Start menu (Windows). The Application Manager tray icon  is always available. So even if you close Application Manager with the X **Close** button, it is minimized to the tray, and can be open again by clicking the tray icon.

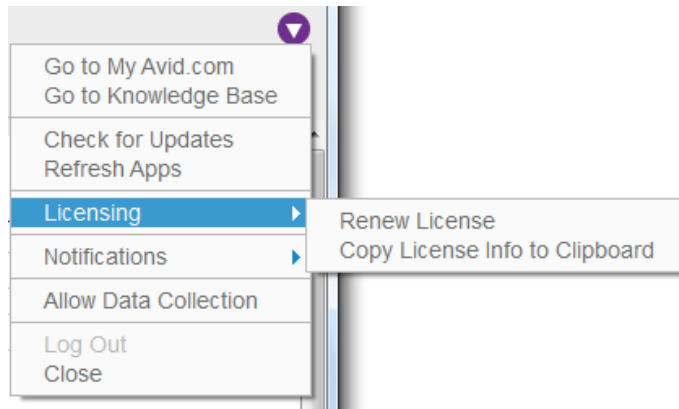
3 Working with Application Manager

Application Manager functioning can be configured according to your needs – to adjust its functions, click the **Settings** button  in the upper right corner of the Application Manager window.



Settings

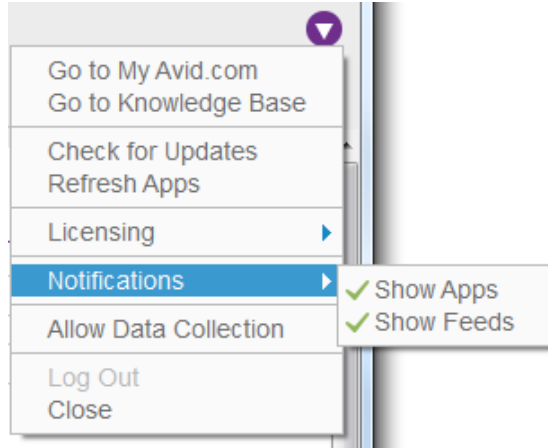
The **Settings** drop-down menu can be found in the upper right corner of Application Manager and appears as follows:




Click the **Settings** button to open a drop-down list to choose the following:

- **Go to My Avid.com** – click to go to the MyAvid.com login page. If you saved your login credentials within the browser, you will be auto logged in.
- **Go to Knowledge Base** – click to go to the Avid Knowledge base to search for solutions.
- **Check for Updates** – click to manually check for application and feed updates. If any updates available, you will get notifications about them with notifications.
- **Refresh Apps** – click this option to refresh the **Apps** tab and to display the product you have bought. You must be logged in to see your products. If you are not logged in, you are redirected to the **Account** tab and prompted to enter your email and password to log in.
- **Licensing** – this option contains commands for managing licenses.
 - **Renew License** – if you are using a rental subscription model and auto renew failed, click this option to send a request to renew the license.
 - **Copy License Info to Clipboard** – use this option to copy the current license information to the clipboard if you need, for example, to provide the support administrator with it.

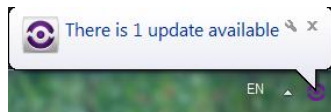
- **Notifications** – click this option to manage your notifications on product updates and advertisements.



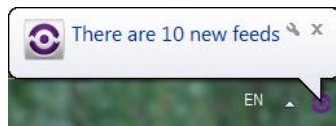
- **Show Apps** – select this option to get notifications about product updates.
- **Show Feeds** – select this option to get notifications about Avid news and advertisement.

If any of these options are selected, the desktop application is activated to show the corresponding notifications – popping up notifications appearing from the tray icon . If you click the notification, Application Manager opens the corresponding tab, where you can then make further decisions. If both options are deselected, the application runs only as a service without showing notifications.

The appearance of the notification depends on which Application Manager tab it refers to. If it refers to the **Apps** tab, it contains a message “There are N updates available”.




If it refers to the **Feeds** tab, the message states “There are N new feeds”.



If the notification refers to the **Licensing** tab, the message informs you about expirations and renewals.

During the Application Manager session, each type of notifications is displayed only once except for the **Licensing** tab – messages about expiration are displayed according to the current state of applications listed on the tab.

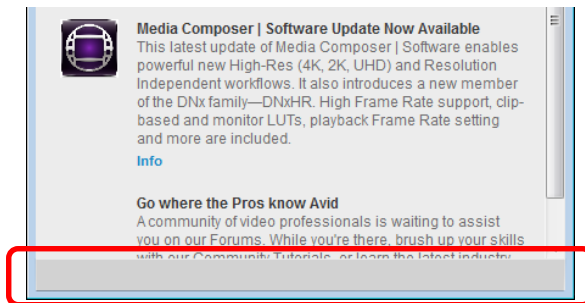
- **Allow Data Collection** – select this option to allow Application Manager collecting the system and usage data. Analysis of the collected data will be used for improvement of Avid products and services. If multiple users work with Application Manager on the same machine, each of them can decide if he wants to permit collecting data. The decision of each user on allowing collecting data is registered in the registry locations (for Mac OS X user – in the user home location) specific for each user.
- **Log Out** – click to finish your user session. When you are logged out, you cannot download updates for your products.
- **Close** – click to minimize Application Manager to the System (or Dock) tray. To open it, click the tray icon  .

Application Manager Interface

The Application Manager interface has four tabs:

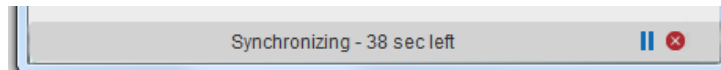
- Account
- Apps
- Licensing
- Support

At the bottom of each tab there is a synchronization bar. Indicators of the bar refers only to Pro Tools First. The bar is empty as long as no synchronization between the Pro Tools First and Pro Tools Cloud is in progress.



As soon as there is a new project to be synchronized, the synchronization begins. The synchronization bar shows the time left to the end of the synchronization process and the two buttons for controlling the process:

- click **Pause/Resume** to interrupt the synchronization process;
- click **Pause/Resume** once again to continue the synchronization process stopped before;
- click **Stop** to cancel the synchronization.



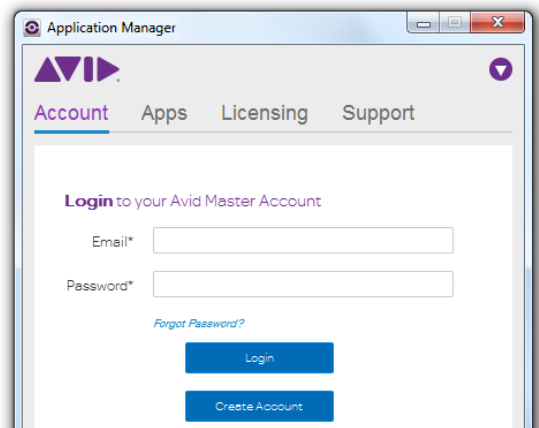
The following sections describe the principles of working with each of the Application Manager tabs.

The Account Tab

On the **Account** tab of Application Manager, you log in to your Avid account. When you are logged in, Application Manager receives product updates, and you can install new products and plug-ins, and update the existing ones.

To log in to your Avid account, do the following:

1. On the **Account** tab, enter email address and password in the corresponding fields.
2. Click **Login**.



If you do not have an Avid account, click **Create Account**. This redirects you to the Avid site, where you can create an Avid Master account and link it to the Download Center or Avid Video Community accounts.

If you are not logged in, the following should be taken into account:

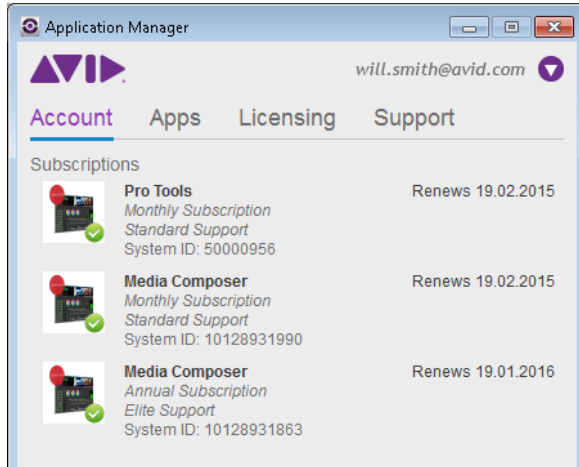
- The **Apps** tab of Application Manager displays only installed products and plug-ins.
- Clicking the **Update** button for any of the products (Application Manager, Pro Tools, or Media Composer) redirects you to the **Account** tab prompting you to log in with your email and password.

The Subscriptions section



As soon as you log in, the **Account** tab interface is changed: your name is displayed next to the **Settings** button and the **Account** tab is divided into two sections:

- **Subscription** section
- **Feeds** section

The **Subscription** section displays the list of all purchased subscriptions. The renewal date uses the DD/MM/YYYY format.

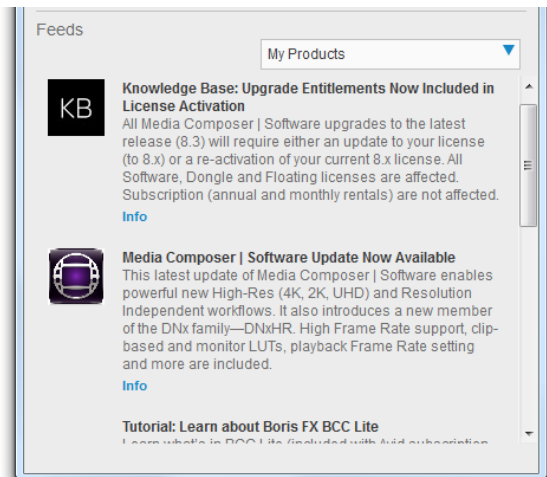


Each product icon is accompanied with a notification on the subscription status:

-  - the subscription is far from its expiration
-  - the subscription is about to expire a four-day grace period is in due

The Feeds section

The **Feeds** section provides information about new products, promotions, training videos, or approved 3rd party products.

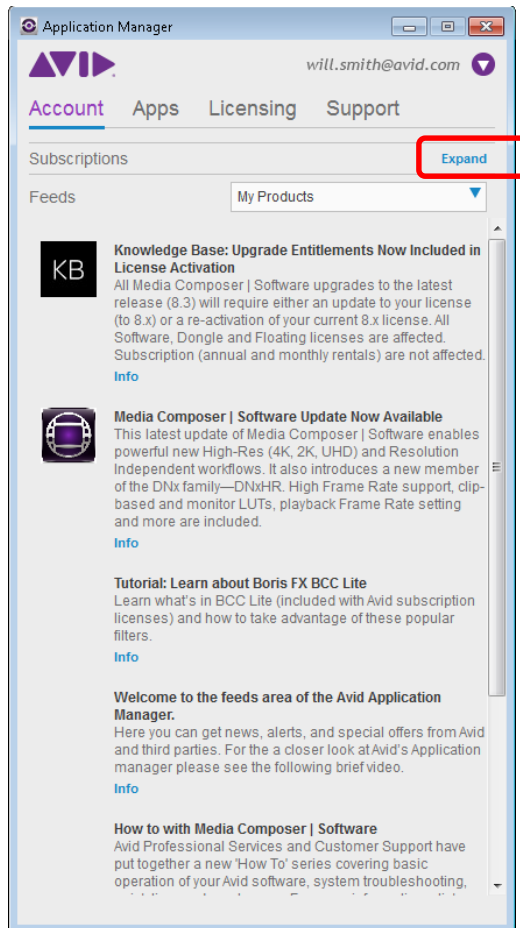


The feeds are displayed in the chronological order – the most recent feed is displayed at top. Click the hyperlink in the description to visit a Web page with more information.

Clicking the **Info** button below a product name takes you to the Avid web site where you can read more about the product.

Use the **Category** drop-down list to filter what feeds are shown. For example, if you select **My Products**, you will see only feeds for the products that are currently installed on your computer.

The splitter that divides the **Account** tab into two sections is movable. You can drag it up and down to display more of the either of the sections. If the section is completely hidden, the **Expand** button appears.

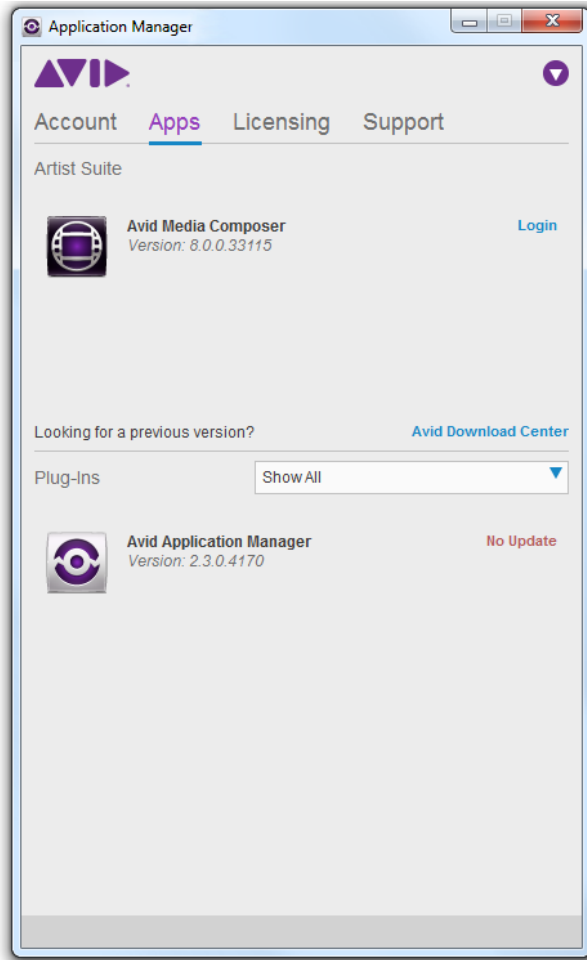


Click the **Expand** button to display both sections again.

The Apps Tab

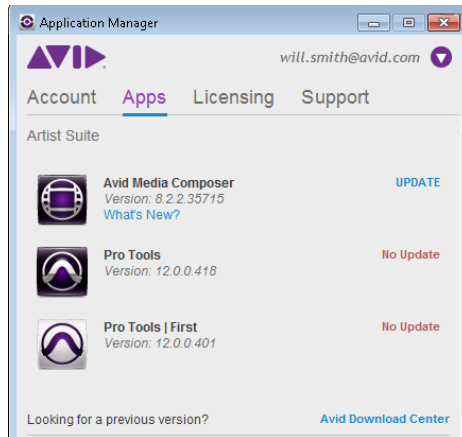
On the **Apps** tab, you observe and manipulate applications available for your account for purchasing, downloading, and installing.

When you are not logged in, the **Apps** tab looks as follows:

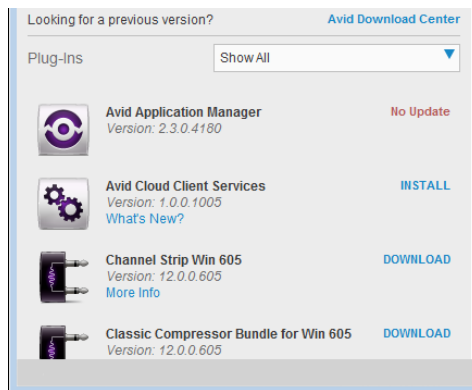


After you log in, the appearance of the **Apps** tab changes. Now the tab is divided into two sections:

- Artist Suite – applications you have installed



- Plug-ins – additional options and plug-ins that have not been installed but are available for your account or already downloaded and installed.




Use the **Plug-Ins** drop-down list to choose what options and plug-ins you want to be displayed:

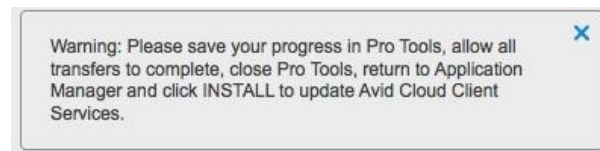
- Show All
- Media Composer Plug-ins

Manage the application versions you are working with from the **Apps** tab. For example, from this tab you can go to the Avid download center to get the previous version of the application or just read news about the application. Moreover, you can try a new application before buying it and then buy it if it suits your needs.

The **Apps** tab controls varies depending on the current state and may have the following interface elements:

- **What's New?** – click to expand and view a list of improvements and new features in the new version
- Buttons on right side change depending on the current state of the product:
 - **Update** – click to download a new version of the application;
 - **Renew** – click to renew your rental subscription if it has expired. Clicking **Renew** redirects you to the MyAvid page where you can renew your subscription or purchase a perpetual license for the application.
 - **Install** – click install a new version of the product;

 *The first time you click Install for Avid Cloud Client Services in Application Manager, no matter if Pro Tools are launched or not, you will always see the following warning:*



Then, the message will only appear if Pro Tools are launched and until you quit Pro Tools.

- **Current** – this label indicates that the application version is up-to-date;
- **Buy** – if the application was installed and the trial mode expired, click this button to initiate the purchasing process. Note that this button is available as the trial mode is expired.
- To have a previous version of the application, click the **Avid Download Center** link to get to the Avid Web site and download the product version you need. You must be logged in to your Avid account. If your Avid Master account is not linked to your Avid Download Center account, you are prompted to link these two accounts once you click the **Avid Download Center** link.
- **More Info** – click to expand a list of the feature highlights of the application.
- The **Download** button is available if the application is ready to be downloaded.

If your computer switches to the Sleep mode during the download process, you have to restart the download process when your computer awakes.

- **Install** – after the application is downloaded, it is ready for installation.

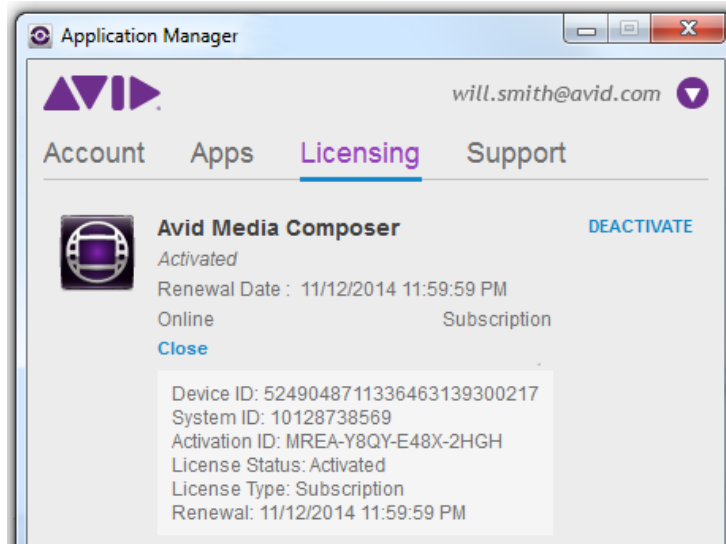
The Licensing Tab

On the **Licensing** tab, you can also [activate](#) and [deactivate](#) your products.


This tab displays a list of licensed products and those that you can activate. You can also see the following product details:

- Activation status (Activated or Not Activated)
- Form of ownership for the product (trial, [subscription](#), permanent)
- Renewal date

The licensing information on each product is constantly updated so you always know what license is applied to a certain product.



Before you purchase an Avid Editing Application or any additional options, you can test each product for a 15-day or 30-day trial period depending on the product.

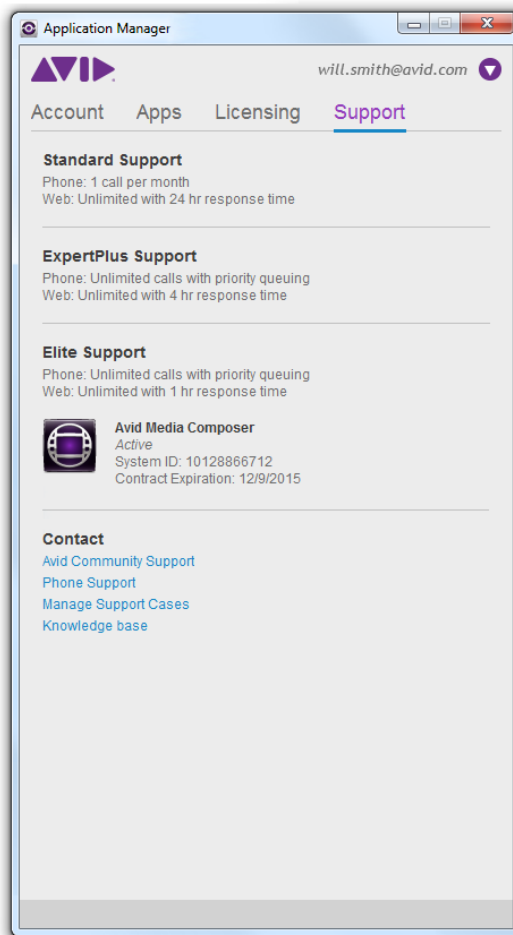
 *Any bins or projects you create during the 30-day trial will only be usable when you activate a full editing license. If you activate the product in the middle of trial period, the trial is no longer available, even if the license is deactivated and 30 days of trial have not finished yet.*

To purchase the Avid Editing Application during or after the 30-day trial use the Avid web store.

After your trial expires, you will no longer be able to use the product or feature. The system will keep you informed of how many days you have left before the trial ends. At any time during or after the 30-day trial period, you can choose to purchase a copy of your Avid editing application from the Avid web store. If you choose not to purchase the software, your Avid editing application is deactivated when the 30-day trial expires.

The Support Tab

The **Support** tab lets you manage [support plans](#).



From this tab, you can upgrade your support plan, contact the Avid Community Support, manage support cases, and access the knowledge base.

4 Product Activation

Activate your Avid Editing Application to gain access to all available features. Media Composer and Pro Tools are activated in different ways.


What You Need to Activate Media Composer

To activate Media Composer, you must have an Activation ID and System ID. They can be found on the Product Subscriptions page of the shop.avid.com after you buy the product. The Activation ID is linked to the [subscription model](#) you are using or only going to use.

The **System ID** refers to the system you are working at.

Activation ID is needed to activate your software. You can find your Activation ID in your Avid account at <http://account.avid.com/>. The ID is listed on the **My Products** page along with your downloads. You will also receive an email that contains the activation codes for each of your applications.

Device ID identifies your system if you are activating your software on a system that is not connected to the Internet. This ID will be provided to you through Application Manager during the activation process. To find out your device ID, go to the **Licensing** tab of Application Manager, select the Offline activation method for the product, enter Activation ID, System ID or both, and you will see the licensing information along with the Device ID.

 *Note that after you purchased a product, you cannot activate it right away – there must be at least 10 minutes between these two actions. Otherwise, you will encounter an error.*


What You Need to Activate Pro Tools


Pro Tools is authorized using an iLok USB key (2nd generation) from PACE Anti-Piracy. An iLok can hold hundreds of authorizations for all of your iLok-enabled software. After a software license is placed on an iLok, you can use the iLok to authorize that software on any computer.

- If you purchased a boxed version of Pro Tools, or Avid hardware bundled with a version of Pro Tools or Pro Tools HD, it includes an iLok USB key and an activation card with a printed activation code.
- If you are upgrading from a previous version of Pro Tools or Pro Tools HD, you will need to use your own iLok USB key. You will receive an activation code through your online Avid account.

The procedure of activating Pro Tools is described in the “Pro Tools Installation Guide”. The following sections refer only to Media Composer.

Online Activation with an Internet Connection


With Application Manager open, you can activate your Avid Editing Application with the **Online** option. If Application Manager is not open, click the tray icon  to open it or run the Avid Editing Application you bought.

 *If you exit Application Manager, the tray icon is not visible. To activate your Avid Editing Application, run it – Application Manager will be launched automatically. After you complete the activation, Application Manager will be automatically closed.*

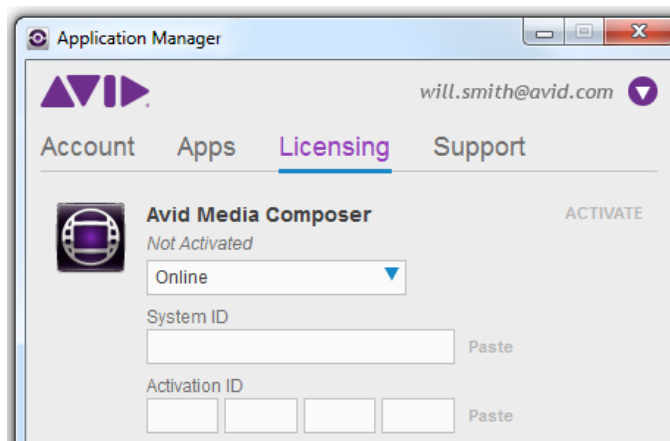
Activation of all installed products can be performed on the **Licensing** tab of Application Manager.

To activate the application with the Online option:

1. With Application Manager open, click the **Licensing** tab.

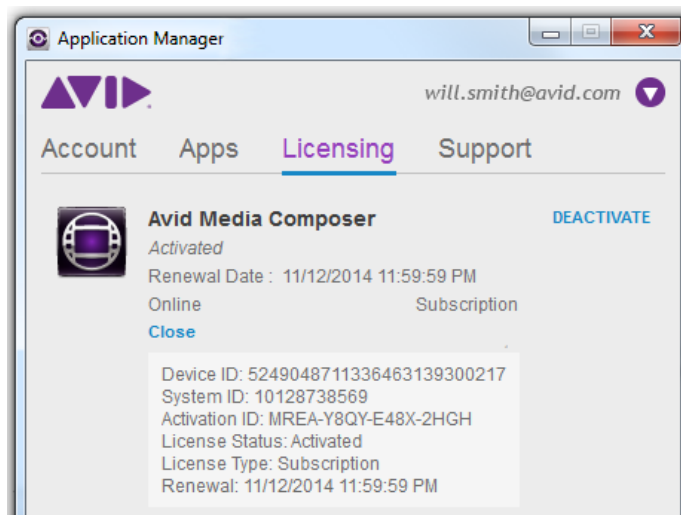
 *By default, the product is not activated and you can see its status under the product's name. If a product is activated in a trial mode, the status of the product is changed from Not activated to Trial and the expiration date is displayed. If you use a dongle (for Media Composer) or iLok (for Pro Tools) and plug it in to activate the product, Application Manager detects it and shows the corresponding activation state next to the product name and license details. To read more about activating the product with an iLok, refer to the “Pro Tools Installation Guide” and “Pro Tools | First Installation Guide”.*

2. On the list of applications, find the application you want to activate. Choose **Online** in the **Select activation method** drop-down list.




3. Enter the corresponding information in the **System ID** and **Activation ID** fields.
4. Click the **Activate** button next to the product name.

Application Manager verifies your information and confirms activation. As the product is activated, you can click **Details** to see the current license details.



When the activation is complete, a message informs you that your software has been successfully activated.

 You can reactivate your product if it was deactivated. The license information will already be populated in the corresponding fields. While the product is deactivated, it is grayed out in Application Manager.

Activation with a Floating License

 *Reminder: This section is applicable only to Media Composer. Pro Tools does not work with the floating licenses.*

The Floating License model allows you to purchase “packs” (pools) of licenses to deploy at a single site. One System ID and license can run any number of systems simultaneously. Licenses are consumed only when in use, so that additional clients can connect and use a license as it becomes available.

“Consuming” and “releasing” licenses

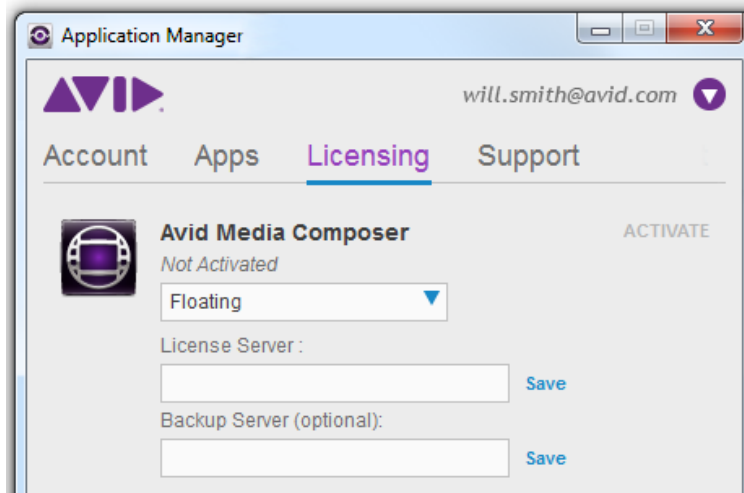
You “consume” licenses by connecting to the server and decreasing the overall number of licenses by 1 per client. You “release” licenses back to server and increase the overall number of licenses back by 1 per client.

Licenses can be “checked out” for a certain period of time until the checkout term is complete. To be able to check out a license, you must first deactivate the Avid Editing Application.

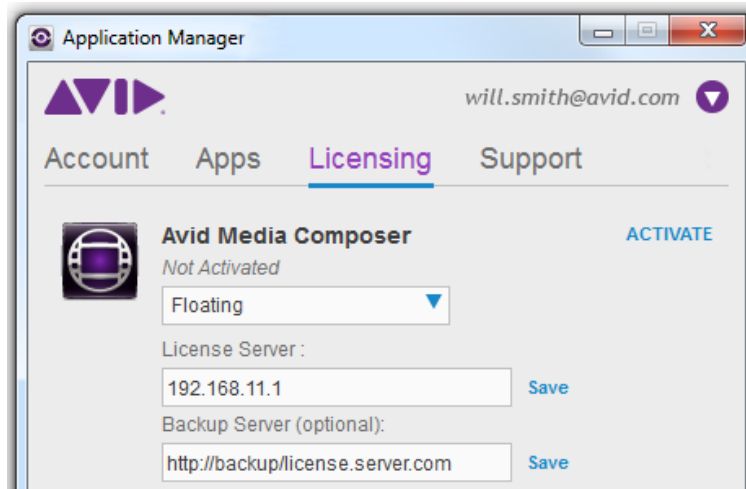
To activate the product, do the following:

1. With Application Manager open, go to the **Licensing** tab.

2. On the list of applications, find the application you want to activate. Choose **Floating** in the **Select activation method** drop-down list.



3. In the **License Server** field, enter the address or name for the server where Application Manager gets the floating license.



4. In the **Backup Server (optional)** field, enter the address or name of the server that is to be used when the main server is inaccessible for some reason.
5. Click **Activate** to activate the product.

The server addresses are saved each time you click Save or Activate. A client system with a saved address can be used for creating a Master image which can then be deployed at any number of additional client systems. If you save the license server address by clicking the

Save button or just pressing **Enter**, you do not have to activate the product manually. Once you launch the application that you wanted to activate, it is activated automatically.

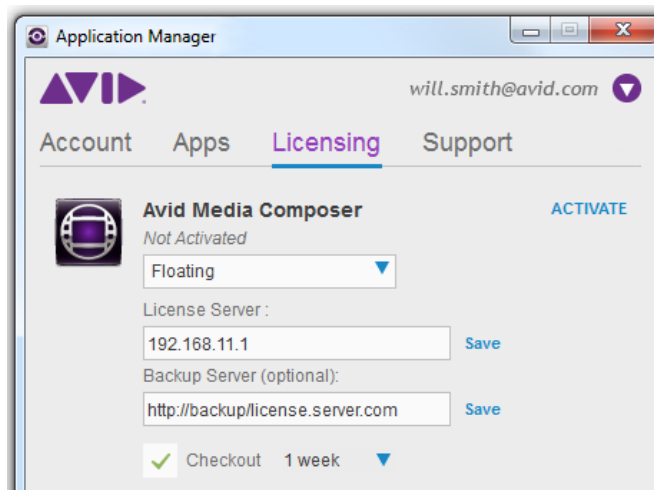
The floating license timeout period is 6 hours. If the application is closed, the license is expired after the timeout period has passed and returns to the pool. If the application is running more than 2.5 hours, the license server is checked for available licenses and if there is one, your current license will be silently renewed, so you experience no interruption.

If a server is unreachable you are warned that the license is expired but you still can continue working with the Editor Application with all its options activated.

If server is accessible but there are no licenses available you will be warned. Clicking **OK** closes the Editing Application.

If the connection to the floating server is lost while working with Application Manager, you are warned about the connection problem; however, you can keep Application Manager launched.

You can “borrow” the floating license for some time, for example, if you need to work with the application on another machine or if you do not have an Internet connection. The **Checkout** option is shown on the dialog for the selected product only if you have a reservation made for your computer Device ID on the license server.



Select the **Checkout** check box – the **Duration** drop-down field appears. Select the duration of the checkout period and click **Activate**.

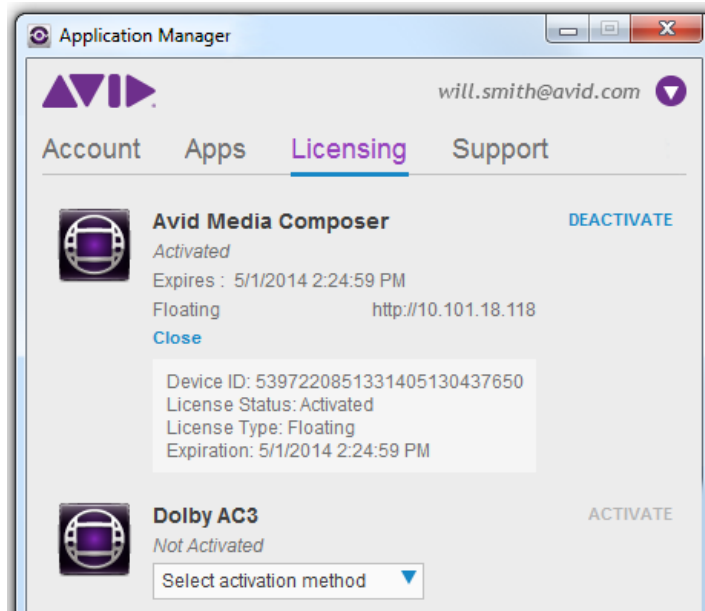
Now your license is checked out and you can start working with the application.

As soon as the checkout period ends, a grace period starts. During this period, the license can be used one more time within one day after the expiration of the checkout period.

To use the editing application, launch it – a floating license is automatically consumed.

To review the license details:

1. Open Application Manager.
2. Click the **Licensing** tab.
3. Click the **Details** button.

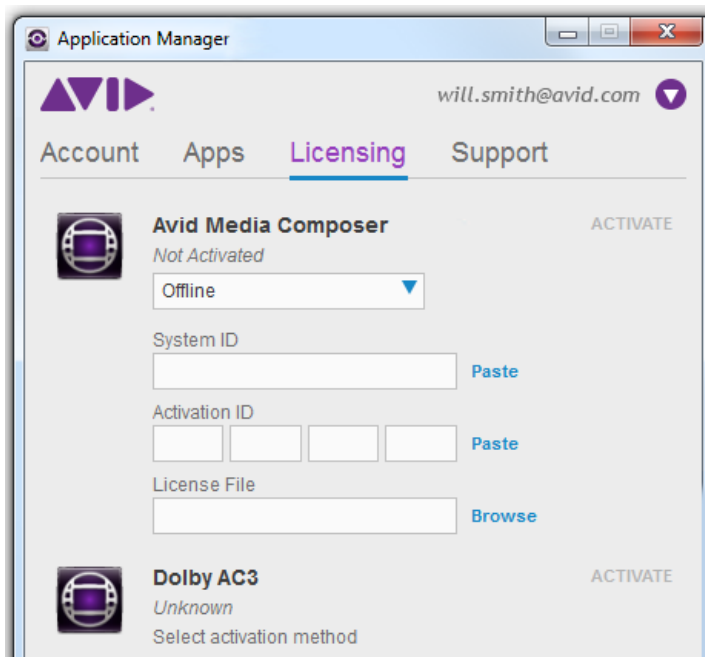


Offline Activation Without an Internet Connection

 *Reminder: This section is applicable only to Media Composer.*

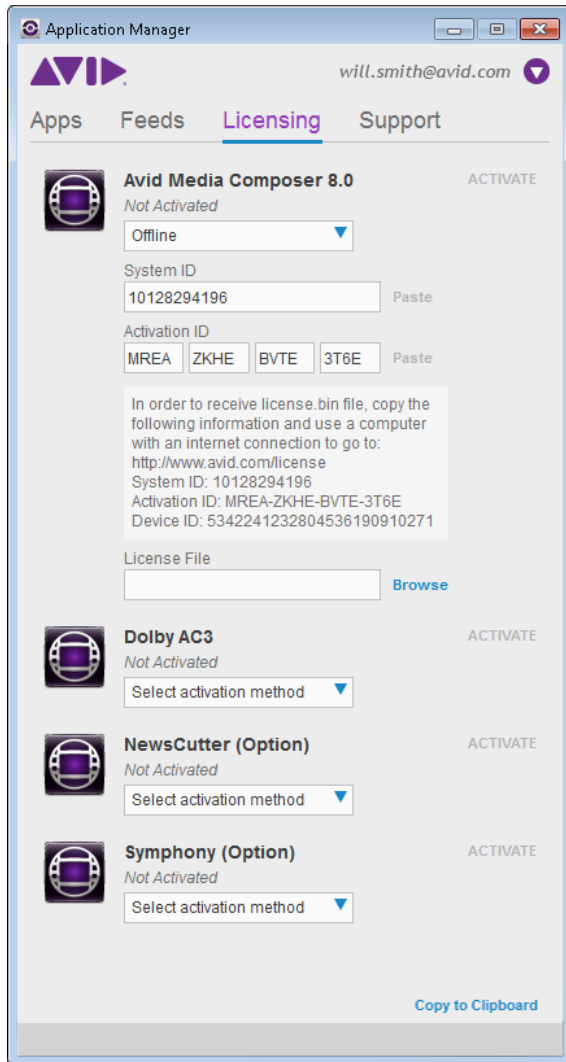
To activate your application even if you are not connected to the Internet. Do the following:

1. With Application Manager open, go to the **Licensing** tab.
2. On the list of applications, find the application you want to activate. Choose **Offline** in the **Select activation method** drop-down list.



3. Enter your system identification number in the **System ID** text box.
4. Enter your activation identification number in the **Activation ID** text box.

As you enter the Activation ID, the Application Manager validates it and displays the activation instructions. Follow the instructions to receive activation .bin file using the client system with an Internet connection.



5. On a computer with an Internet connection, go to <http://avid.com/license>.

Avid License Control

Software License Activation

Activate your Media Composer, Symphony or NewsCutter software. You can also activate PhraseFind or ScriptSync Option.

Activate Optional Features

Please enter the following information.

* Required

* Activation ID

* Device ID

Email Address

Email is an optional field, however we recommend you provide an email so we can also send you the software license file.

By hitting this button you understand that you are not able to go back and your activation will be used

Submit

Continue

6. Follow the onscreen instructions on the Web page. The Activation tool confirms your system information. When the activation is complete, a message informs you that your software has been successfully activated and the button changes to **Deactivate**.
7. Repeat these steps for each editing application or additional option you need to activate.
8. Once you have the *license.bin* file, transfer it to the system where you want to activate the product.
9. At the system where you want to activate the product, in Application Manager, click **Browse** and navigate to the *license.bin* file you just brought to the system, then click **Open**.
10. Click the **Activate** button.

If the editing application is open, you must exit and restart for the changes to take effect.


 *If you are about to activate several products simultaneously you may use the latest *.bin file created for the System ID.*

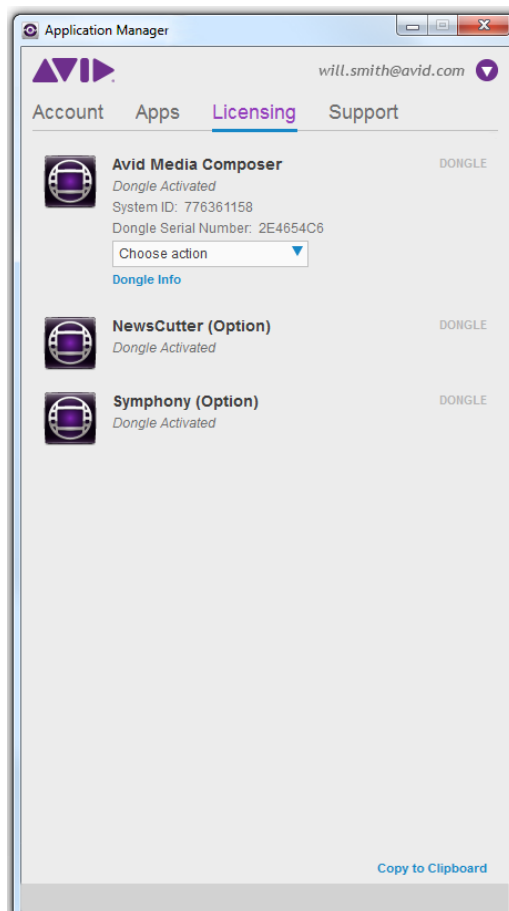
Activation with a Dongle

 *Reminder: This section is applicable only to Media Composer.*

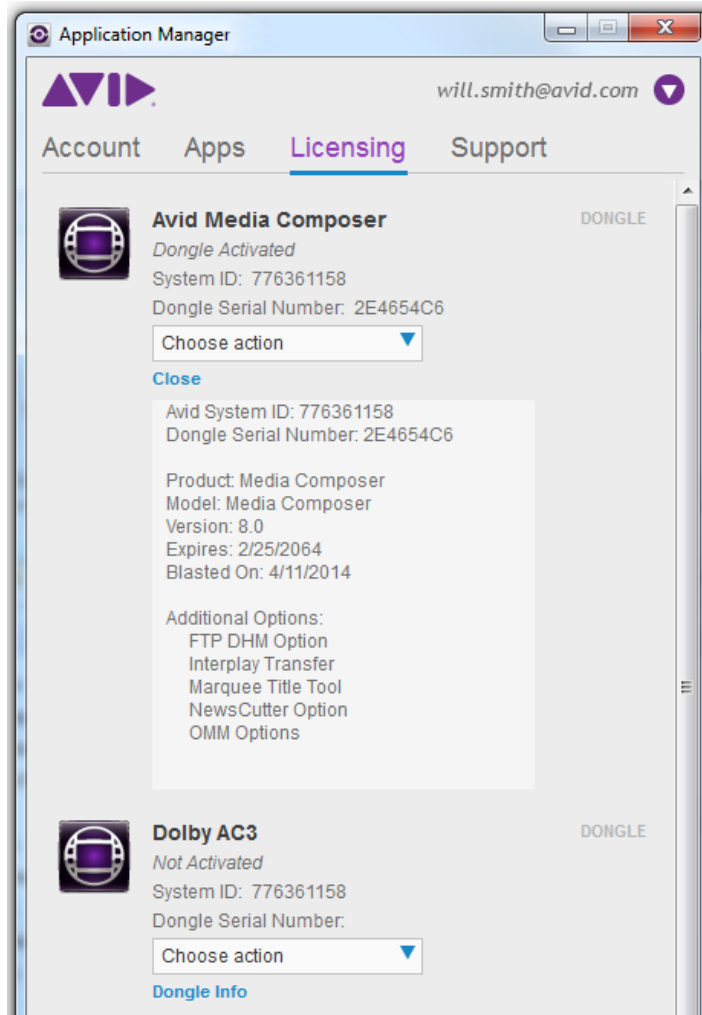
You can activate the application with a dongle – a hardware key – that is included in the Installation package.

To activate the product, do the following:

1. With Application Manager open, go to the **Licensing** tab. If Application Manager is not open, click the icon  in the tray.
2. Plug in the dongle blasted to the current product and version. Application Manager detects the dongle with the corresponding dongle ID and Serial Number.

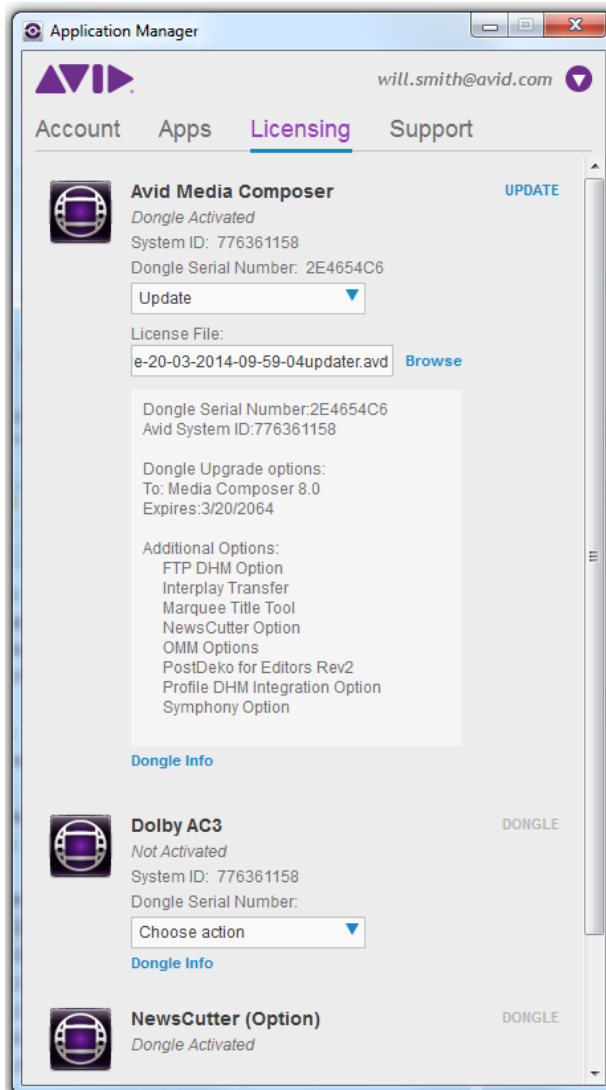


To scan a dongle, click **Dongle Info**. Application Manager lists all the information available on the current dongle.



3. From the **Choose Action** drop-down list, select one of the options: **Update** or **Convert**. If choose **Update**, the system asks you to specify the dongle file (.avd) and update the product license.

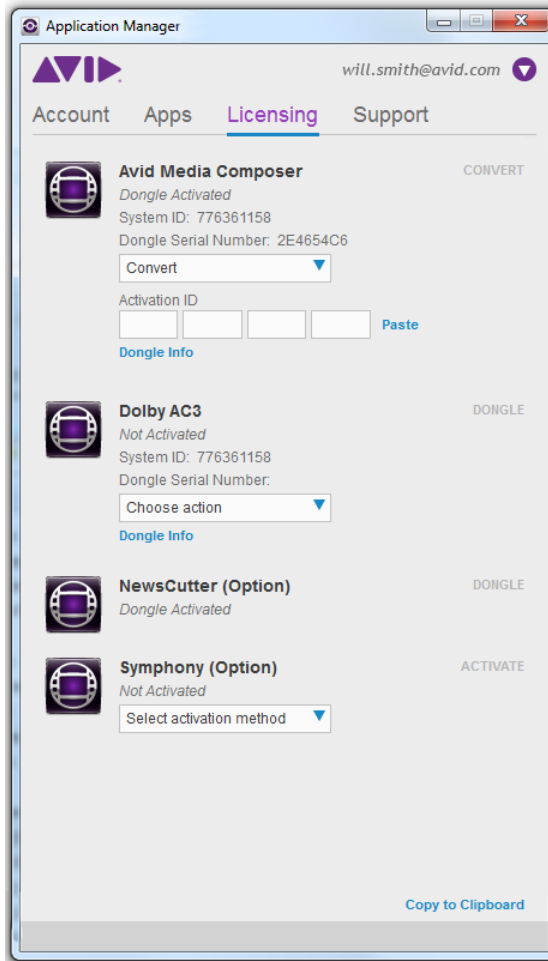
As you specified the license file, the **Update** button becomes available. Below the **License File** field, you will see the license information. Click the **Update** button to update the dongle license.



Click **Dongle Info** to display the dongle information.

To upgrade the license from a dongle to a software license, do the following:

1. Choose **Convert** from the **Choose Action** drop-down list.



2. Enter or paste the activation ID to the corresponding fields to apply conversion. If the activation ID is already part of the dongle information, dongle will auto populate it.
3. Click **Convert** - a warning message appears asking if you want to continue since during the conversion the dongle information will be erased and the dongle will become deactivated.

After conversion, the product is activated with software license.

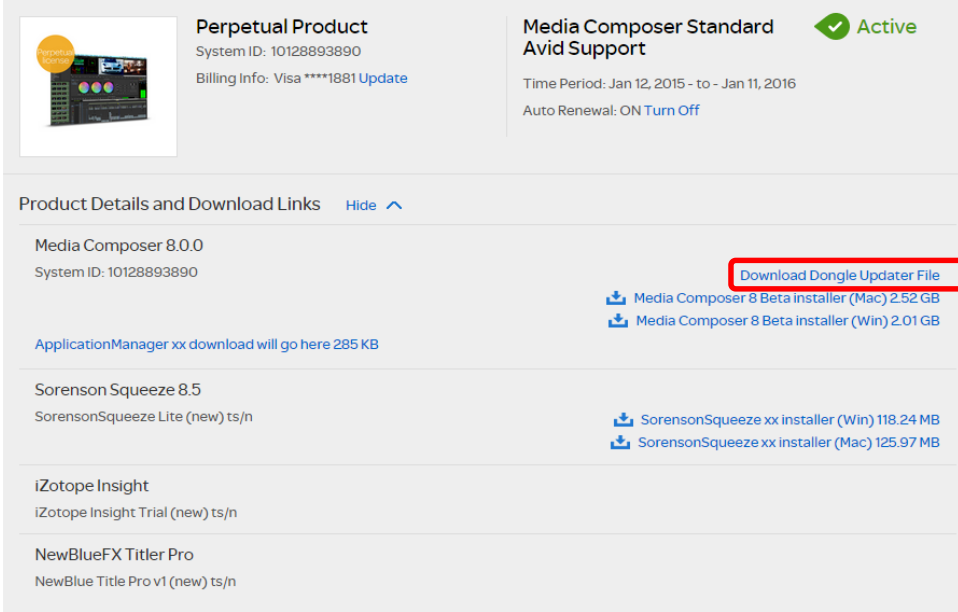
Redemption to Dongle

 *Reminder: This procedure is applicable only to Media Composer.*

As you have bought the product, you can install and then activate it with Application Manager with the online activation using the system ID and activation ID. However, you can change the activation method and activate the product with a dongle. This option is only possible if you are upgrading from the perpetual model to the perpetual one.

To redeem to dongle, do the following:

1. From **My Account** page, go to the **My Products and Subscriptions** page.
2. Click **Show** for the product you are going to activate with a dongle. Remember that it must be a perpetual license.

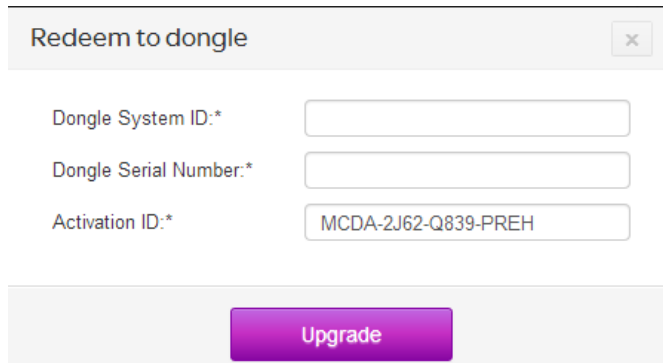


The screenshot displays a user's account page with two product cards. The first card is for 'Perpetual Product' (System ID: 10128893890) with a 'Billing Info: Visa ****1881 Update' link. The second card is for 'Media Composer Standard Avid Support' (Active status), showing a 'Time Period: Jan 12, 2015 - to - Jan 11, 2016' and 'Auto Renewal: ON Turn Off' link. Below these cards is a section titled 'Product Details and Download Links' with a 'Hide' button. This section lists several products with their respective download links. The 'Media Composer 8.0.0' entry includes a 'Download Dongle Updater File' button, which is highlighted with a red rectangular box. Other products listed include 'Sorenson Squeeze 8.5', 'iZotope Insight', and 'NewBlueFX Titler Pro'.

3. In the list of the applications available for downloading, click the **Download Dongle Updater File** button.

The **Redeem to Dongle** dialog appears.

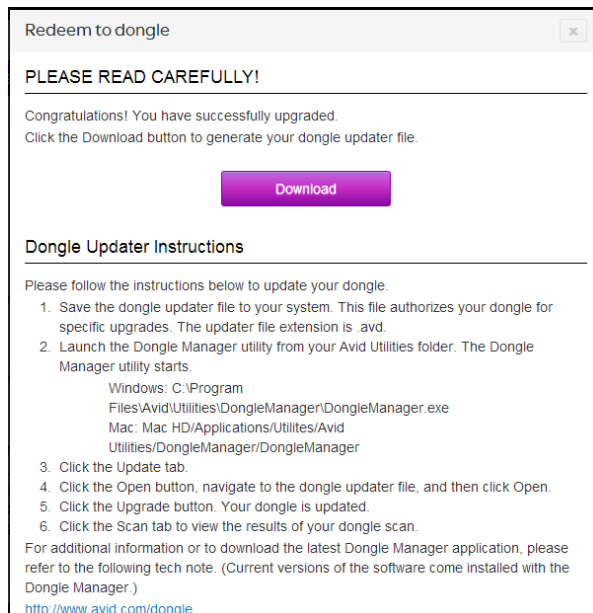
4. Enter the dongle system ID and dongle serial number into the corresponding fields and click **Upgrade**.



The image shows a dialog box titled "Redeem to dongle" with a close button (X) in the top right corner. It contains three input fields: "Dongle System ID:*" (empty), "Dongle Serial Number:*" (empty), and "Activation ID:*" (containing the text "MCDA-2J62-Q839-PREH"). Below the fields is a large purple button labeled "Upgrade".

The system congratulates you with the upgrade.

5. Click **Download** to generate the dongle updater file.



The image shows the "Redeem to dongle" dialog box after a successful upgrade. It displays the message "PLEASE READ CAREFULLY!" followed by "Congratulations! You have successfully upgraded. Click the Download button to generate your dongle updater file." Below this is a purple "Download" button. Underneath is a section titled "Dongle Updater Instructions" with a list of steps: 1. Save the dongle updater file to your system. This file authorizes your dongle for specific upgrades. The updater file extension is .avd. 2. Launch the Dongle Manager utility from your Avid Utilities folder. The Dongle Manager utility starts. Windows: C:\Program Files\Avid\Utilities\DongleManager\DongleManager.exe Mac: Mac HD/Applications/Utilites/Avid Utilities/DongleManager/DongleManager 3. Click the Update tab. 4. Click the Open button, navigate to the dongle updater file, and then click Open. 5. Click the Upgrade button. Your dongle is updated. 6. Click the Scan tab to view the results of your dongle scan. At the bottom, it says "For additional information or to download the latest Dongle Manager application, please refer to the following tech note. (Current versions of the software come installed with the Dongle Manager.)" and provides the URL <http://www.avid.com/dongle>.


When you click **Download**, the Updater.avd file is downloaded. Use this to activate the product. The rest of the activation procedure is the same as if the product was initially [activated with a dongle](#). The exact activation steps are provided in the **Redeem to Dongle** dialog.

5 Upgrading the Avid Editing Application

You can upgrade your product in different ways depending on the application you're going to upgrade and the way it was activated.

Media Composer:

You can upgrade your Avid Editing Application from either an existing software license or a dongle license. You will be informed about the available upgrades via the notification popping up in the Tray.

 *Upgrading your dongle license to a software license disables your dongle. Once you have activated your software license, you do not need and are not able to use the dongle to run your Avid editing application.*

If you activate electronically with a dongle, the system assumes you are converting from a dongle license to a software license and the dongle will be disabled. Activate electronically with a dongle only if you wish to convert to software licensing.

Pro Tools and audio plug-ins:

These products and plug-ins are activated only via iLok – a specific USB key attached to the product when you are buying it.

Customers with active Elite support plans: If you upgrade your existing license and have an active Elite support plan, please carefully read all the instructions provided on the Download Center before updating your system. For additional information, please check the "[Avid Advantage Support Plans](#)" topic on the Avid Knowledge Base.

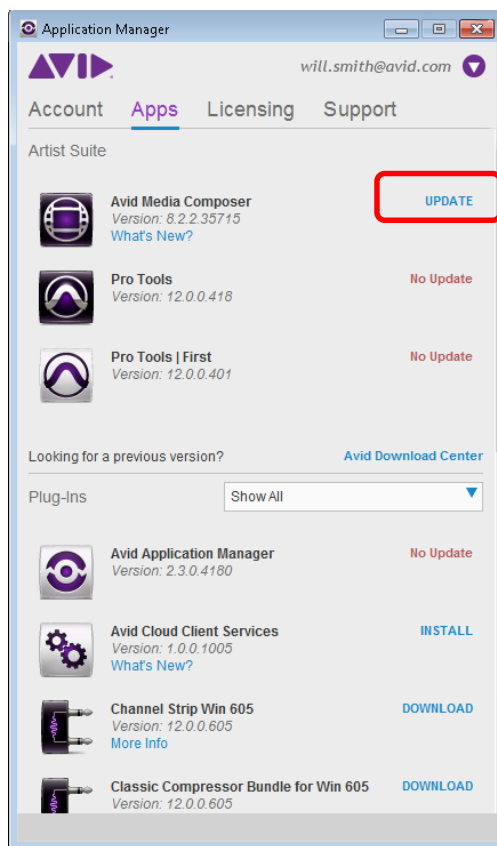
Below are high level steps you should follow if you are upgrading your Avid editing system, PhraseFind or ScriptSync options.

Upgrade Workflow

There are two scenarios for updating/upgrading your products. You choose yours according to the product availability, licensing policies and other circumstances.

Scenario 1.

Whenever an upgrade is available, the **Current** status for a product turns to **Update** on the **Apps** tab of Application Manager.



Click **Update** – the update download begins and you will see the progress bar. As soon as the update is downloaded, the **Update** button is changed to **Install**. Click it to install the new version of the product.

After the installation is completed, you can be asked to restart your computer. After the restart, Application Manager refreshes the statuses for the products on the **Apps** tab.

Scenario 2.

1. Uninstall your existing Avid editing application.

 *Before you uninstall your Avid editing application, write down your System ID. You will need your old system ID to activate your new software.*

2. Install your new Avid Editing Application.

See “[Installing the Avid Editing Application](#)”.

If you previously purchased any third-party applications (i.e. PhraseFind, PhraseFind Language Packs or ScriptSync), your license activation should automatically update. If you purchase new options, you will be provided with a new Activation ID.

3. Activate your Avid Editing Application.

4. Activate your third-party applications.

 *If you have a perpetual license for Media Composer, the following must be taken into account about the upgrade:*

- *If you have a perpetual license and a valid (not expired) Support Contract you can get all (minor/major/release) updates.*
- *If you have a perpetual licenses with an expired Support Contract, you cannot download any updates using Application Manager. On attempt to download an update you get the corresponding error message. To be able to get updates using the perpetual license, visit the Avid web site and purchase a new perpetual license with a Support Contract.*

Upgrading with an Internet Connection from an Existing Software License

To upgrade:

1. Open Application Manager by doing one of the following:
 - On Windows, locate and double-click Application Manager (Start/All Programs/Avid/Application Manager)
 - On Mac OS X, locate and double-click Application Manager (Applications/Avid/Application Manager)
 - Clicking the Application Manager tray icon
2. If your system ID does not display, enter your system identification number in the **System ID** text box.

3. Enter your new activation identification number in the **Activation ID** text box.

When the activation is complete, you are informed that your software has been successfully activated.

4. Click **OK**.

Upgrading with an Internet Connection from a Dongle License and Converting to a Software License

The procedure of upgrading from a dongle license via converting to a software license is described [above](#). This section describes how to upgrade your product to its latest version using a dongle.

The upgrade process corresponds with the upgrade workflow described [here](#). The only difference from that process is that you have to obtain Activation ID and Dongle ID.

To upgrade your Avid editing application with an Internet connection from a dongle license to a software license:

1. Attach your dongle to your Avid editing system.
2. You can launch Application Manager by going to the following location:
 - On Windows, locate and double-click Application Manager (Start/All Programs/Avid/Application Manager)
 - On Mac OS X, locate and double-click Application Manager (Applications/Avid/Application Manager)
 - Clicking the Application Manager Tray Icon
3. If your Systems ID does not display, enter your system identification number in the **System ID** text box.
4. Enter your new activation identification number in the **Activation ID** field.
5. When asked if you want to deactivate your dongle, click **OK**.

When the activation is complete you will receive a message indicating the software has been successfully activated.

6. Click **OK**.

Your dongle is now deactivated and you can run the application with a software license.

Upgrading Without an Internet Connection to a Software License

To upgrade your Avid editing application to a software license without an Internet connection:

1. Launch Application Manager by going to the following location:
 - On Windows, locate and double-click Application Manager (Start/All Programs/Avid/Application Manager)
 - On Mac OS X, locate and double-click Application Manager (Applications/Avid/Application Manager)
 - Clicking the Application Manager Tray Icon
2. If your Systems ID does not display, enter your system identification number in the **System ID** text box.
3. Enter your activation number in the **Activation ID** text box.
4. Click **Activate**.

The website creates a *license.bin* file. This file contains license information needed to activate your Avid editing application. To find out how to get the file, refer to the *Offline Activation Without an Internet Connection* section.

5. Once you retrieve the *license.bin* file, transfer it to the system you want to activate.
6. In Application Manager, click **Browse** and navigate to the *license.bin* file on your system, then click **Open**.

When the activation is complete, a message informs you that your software has been successfully activated

7. Repeat these steps for each editing application or option you need to activate.
8. If the Avid editing application is open, you should exit and restart for any changes to take effect.

6 Dealing with the Subscription Models

With Application Manager, you can have a subscription to a single application or a set consisting of an application and its options and plug-ins. Some plug-ins are part of the application, they are bought and installed along with the application. Other plug-ins must be purchased additionally. To learn more about purchasing plug-ins for Pro Tools, refer to *Purchasing Plug-Ins*.

There are two types of subscription models:

- Individual Membership – Subscriptions (either Single Product or Suite) are purchased and managed by a single user/customer
- Team/Company Membership – Subscriptions (either Single Product or Suite) are purchased in volume (by seat) by a company/business and managed by their local administrator. Each team member has access to the subscription.

Subscription is managed from your online portal at www.avid.com/account. You can purchase Subscription through Web store, Avid Sales, and Channel (resellers or distributors).

Subscription “To Rent”

The Subscription “To Rent” model is based on monthly payments. You will be notified daily about the next monthly payment by a pop-up notification within seven days – three days before the renewal date and four days after its planned renewal date, so you have an opportunity to connect to the Internet before the renewal expires.

Once the Subscription ends, the application functionality is no longer available. If you start the application, it prompts you to purchase the subscription.

Subscription “To Own”

This Subscription model provides for full payment at the point of sale (POS). This kind of subscription provides you with a perpetual license and a Support plan only for a year. If the Support period (1 year) has ended, you can continue using your current version of the application, but no updates will be available. The Subscription update is not renewable.

Customer Support offerings for both subscription models (“To Rent” and “To Own”)

No matter what subscription model you have, you are provided with a customer support – customers can open cases online, which will be answered within 24 hours – Standard Support plan. Additional support – Elite – can be purchased as well (via the Web).

When you are buying a product from the Avid store, you are proposed several subscription models each of which accumulates a set of statements mentioned below:

- Month-to-Month – with this subscription model, you have to renew your subscription each month to stay up-to-date with the application updates.
- Annual – this subscription model is a bit cheaper in comparison with the Month-to-Month one if talking about the payment per month; if you have this model of subscription, your annual amount is divided into 12 months, and payment is made automatically each month within the year (if you have the corresponding option set).
- Perpetual – this subscription model is suitable, if you do not need any upgrades for the application you are buying. This model of using the product does not demand any additional payments the payment is made only once.

When buying the application from the Avid’s store, you choose a subscription model along with the application. Later, you can change the subscription model.

Subscription

Media Composer | Subscription

Get easy access to the industry's most trusted editorial tool

Total Monthly \$49.99
Prices in EUR and GBP include taxes. Prices in other currencies are net and applicable taxes will be added.

Options

<input checked="" type="radio"/>	Media Composer Software Subscription (Annual)	INFO	\$49.99
<input type="radio"/>	Media Composer Software Subscription (Monthly)	INFO	\$74.99
<input type="radio"/>	Media Composer Software Subscription Crossgrade (Annual)	INFO	\$39.99

Technical Support Options

<input checked="" type="radio"/>	Standard Support	INFO	Included
<input type="radio"/>	Elite Support	INFO	\$30.00

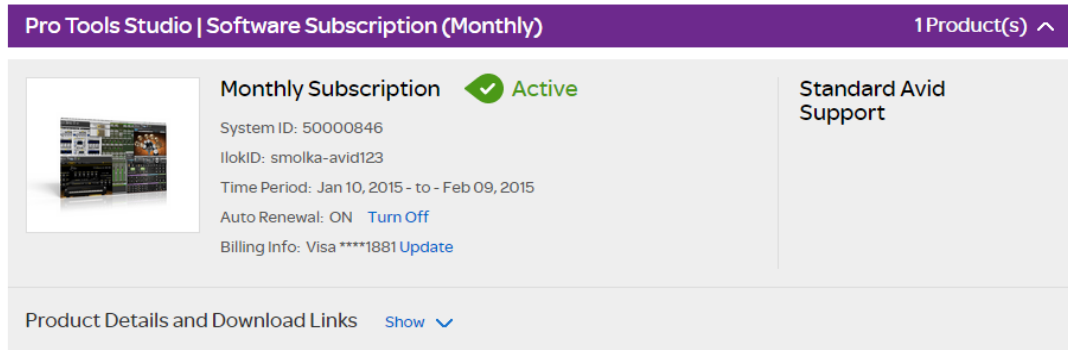
Add to Cart

To change a subscription model, do the following:


1. Go to your account on the www.avid.com/account.
2. In the **My Products** section click **My Products and Subscription**. This brings you to the **Product Subscriptions** page with the products you have bought.
3. In the list of the subscriptions you bought find the one you want to change.

Dealing with the Subscription Models

You can change a monthly subscription model to a perpetual one but not vice versa. The subscription model can be changed only on the renewal date.



Pro Tools Studio | Software Subscription (Monthly) 1 Product(s) ^

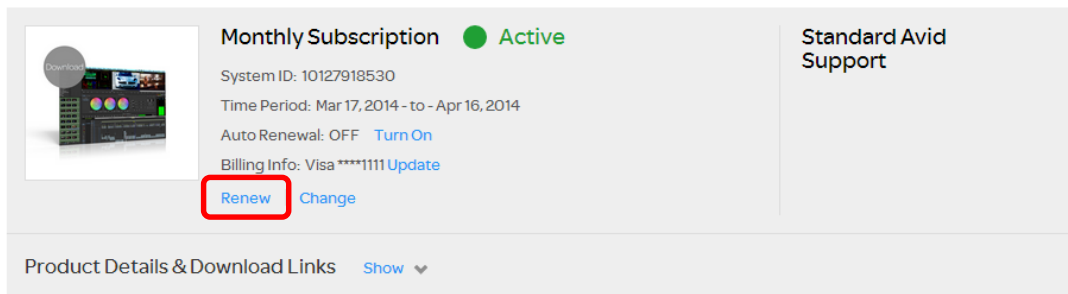
Monthly Subscription  Active


System ID: 50000846
IlokID: smolka-avid123
Time Period: Jan 10, 2015 - to - Feb 09, 2015
Auto Renewal: ON [Turn Off](#)
Billing Info: Visa ****1881 [Update](#)

Standard Avid Support

Product Details and Download Links [Show](#) v

From the picture above, you can see that the subscription is still valid and cannot be renewed and thus changed.



Monthly Subscription  Active

System ID: 10127918530
Time Period: Mar 17, 2014 - to - Apr 16, 2014
Auto Renewal: OFF [Turn On](#)
Billing Info: Visa ****1111 [Update](#)

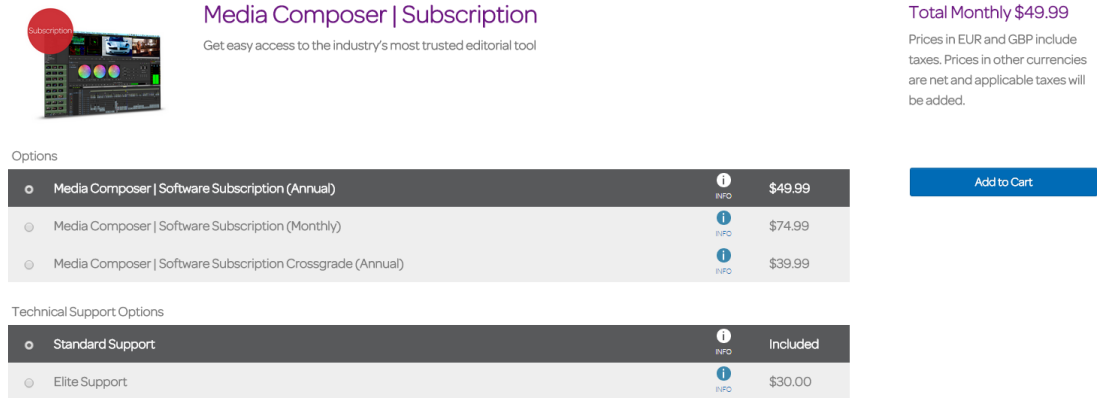
[Renew](#) [Change](#)

Product Details & Download Links [Show](#) v

On this picture, the subscription needs to be renewed as it is expiring (refer to *Renewing the Subscription* to read about subscription renewing). If you want to change the subscription model, it is high time to do it.

Dealing with the Subscription Models

- To change your subscription model, click **Change** below the **Billing Info** field. The **Change Subscription** page opens.



Media Composer | Subscription
Get easy access to the industry's most trusted editorial tool

Total Monthly \$49.99
Prices in EUR and GBP include taxes. Prices in other currencies are net and applicable taxes will be added.

Options

<input checked="" type="radio"/>	Media Composer Software Subscription (Annual)	INFO	\$49.99
<input type="radio"/>	Media Composer Software Subscription (Monthly)	INFO	\$74.99
<input type="radio"/>	Media Composer Software Subscription Crossgrade (Annual)	INFO	\$39.99

Technical Support Options

<input checked="" type="radio"/>	Standard Support	INFO	Included
<input type="radio"/>	Elite Support	INFO	\$30.00

[Add to Cart](#)

- Choose the preferred subscription and click **Add To Cart**.
- You are redirected to the **Cart** page. When you change the subscription model for the product, your previous subscription model will be cancelled and the new one will be obtained.
- If you decided not the change the subscription model, click **Cancel** on the **Change Subscriptions** page. This sends you back to the **Product Subscriptions** page.

To modify the information on your credit card and payment method, click the **Update** button next to the **Next Billing On** field. The **Update Payment Method** dialog appears.

Update Payment Method ✕

For Media Composer | Software Subscription
(Monthly) (System ID: 10128033084)

Card Brand

Card Number

Card holder

Expiration Date

Verification Number
[Where do I find the verification number?](#)

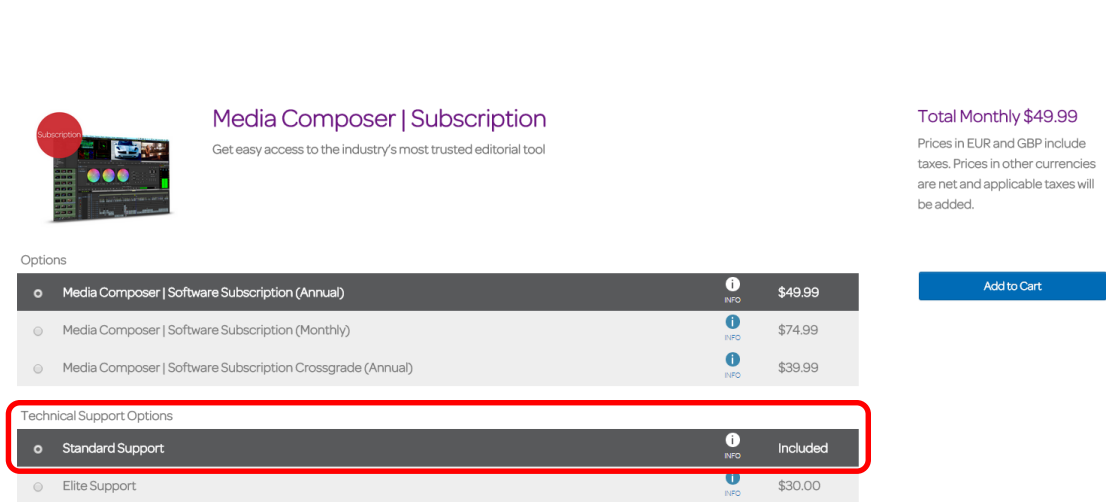
Register now

The billing information entered here will automatically be used during the next payment.

Make your changes and click **Register now**, or click **X** to close the dialog.

Support Plan

A support plan is offered along with your subscription. Choose the support plan you want when selecting the subscription model for the product you are buying.



Media Composer | Subscription
Get easy access to the industry's most trusted editorial tool

Total Monthly \$49.99
Prices in EUR and GBP include taxes. Prices in other currencies are net and applicable taxes will be added.

Options

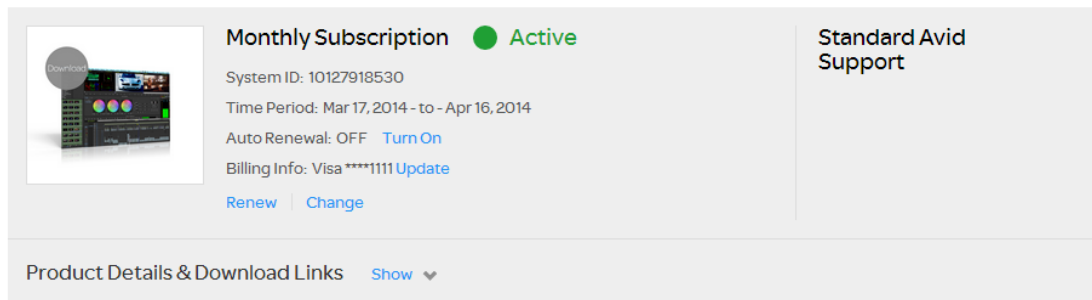
<input checked="" type="radio"/>	Media Composer Software Subscription (Annual)	INFO	\$49.99
<input type="radio"/>	Media Composer Software Subscription (Monthly)	INFO	\$74.99
<input type="radio"/>	Media Composer Software Subscription Crossgrade (Annual)	INFO	\$39.99

Technical Support Options

<input checked="" type="radio"/>	Standard Support	INFO	Included
<input type="radio"/>	Elite Support	INFO	\$30.00

[Add to Cart](#)

To see the support plan information, take a look to the right column of the **Product Subscriptions** page.



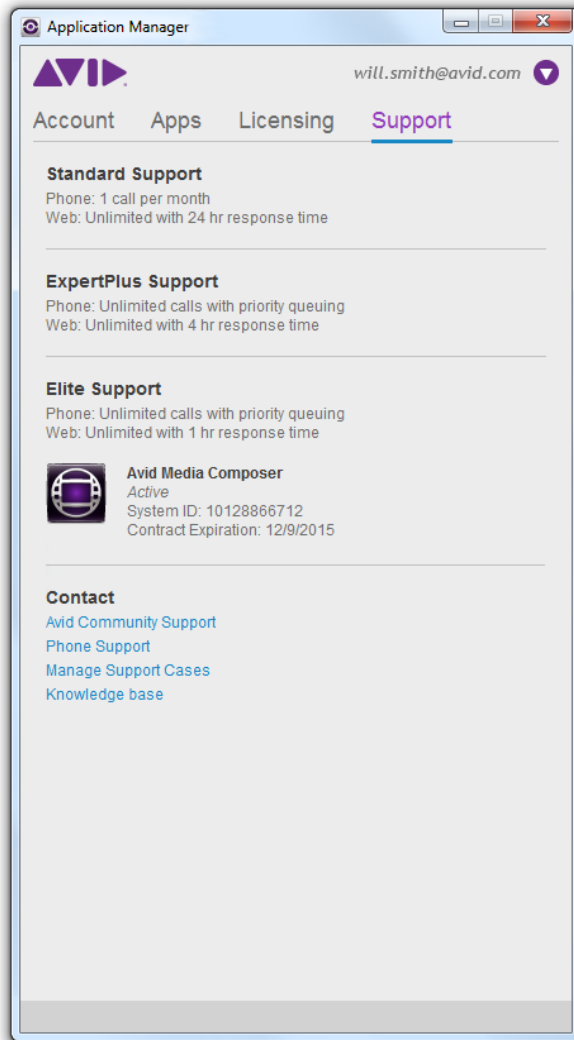
Monthly Subscription ● Active


System ID: 10127918530
Time Period: Mar 17, 2014 - to - Apr 16, 2014
Auto Renewal: OFF [Turn On](#)
Billing Info: Visa ****1111 [Update](#)
[Renew](#) | [Change](#)

Standard Avid Support

Product Details & Download Links [Show](#) ▼

Or, go to the **Support** tab of Application Manager. Here you can see, which support plan is active now and for which product.



You can change the support plan on the renewal date when the subscription is approaching its expiration date. Starting one week in advance of the expiration date you are notified of the Support subscription renewal date on a daily basis by the corresponding notifications that appear from the Application Manager tray icon .

To change your support plan, do the following:

1. On the Avid.com site, go to your account.

My Account

[View the Master Account FAQ](#)

The screenshot shows the 'My Account' page with four main sections:

- My Products:** A list of links including 'My Products and Subscriptions', 'Cancelled Subscriptions', 'Support Upgrades' (highlighted with a red box), 'Products Not Yet Downloaded', 'Avid Software Activation and Download', and 'Lost LE Auth Code'.
- My Support Center:** A list of links including 'Search the Knowledge Base', 'Avid Advantage support plans', 'Contact Technical Support by Phone', 'Billing and Account Help', 'Use your ASC', and 'Access the Support Center (Portal)'. A purple 'NEW' banner is in the top right corner.
- Store and Billing:** A list of links including 'Avid Store Shipping and Billing' and 'Order History'.
- Linked Avid Accounts:** A section titled 'Linked accounts enable you to login once and access all your merged accounts'. It lists two accounts: 'Avid Video Download Center' and 'Avid Community'. Both have a status of 'Not Linked' and buttons for 'Link this account' and 'Create Account'.

2. In the **My Products** section, click **Support Upgrades**.
3. You are prompted to enter your System ID.
4. After your System ID is verified, select the support plan you want and click **Add To Cart**. Follow the upgrade transaction steps to complete the operation and get the new support plan.

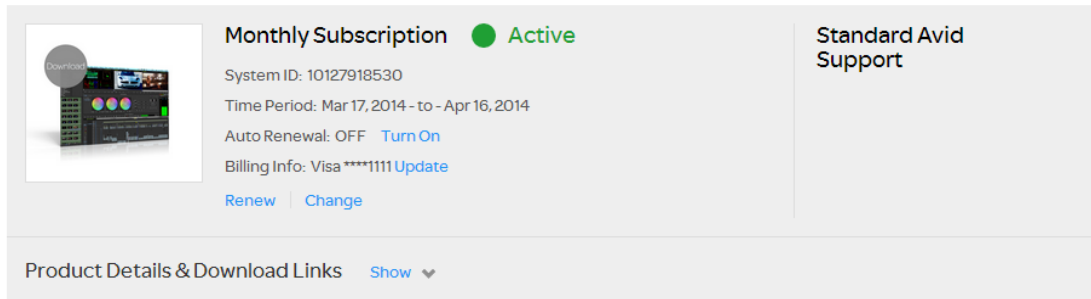
Grace Period

Application Manager checks whether or not your subscription is active. 15 days before the expiration date the system sends you an email with a reminder. When the subscription expires, you are notified about it with the email.

If the subscription expires and you are not connected to the Internet, a four-day grace period starts. During this period, you still can run the Avid Editing Application. However, if Application Manager is launched you will get notifications every six hours reminding you that have to pay for the next month. If Application Manager is not launched, the notifications are shown once you run it. If you do not renew the Editing Application after the grace period, the subscription becomes inactive and you cannot launch the expired Avid Editing Application.

Renewing the Subscription

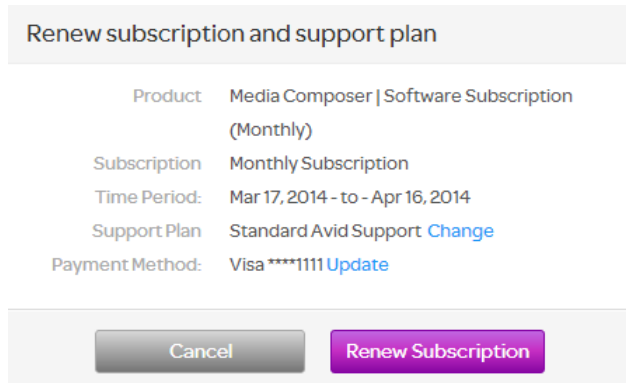
When it is time to renew your subscription, for example, your monthly subscription comes to the end or for your annual subscription with monthly payments you have the auto renewal option turned off, you do it with the **Renew** button available on the **Subscriptions** page.



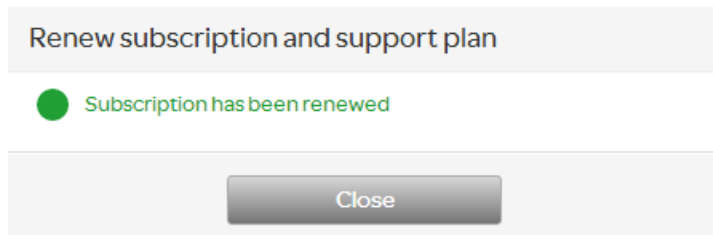
The screenshot displays a subscription management card for a 'Monthly Subscription' which is currently 'Active'. On the left, there is a 'Download' button and a small image of the software interface. The main text area provides the following details: System ID: 10127918530, Time Period: Mar 17, 2014 - to - Apr 16, 2014, Auto Renewal: OFF (with a 'Turn On' link), and Billing Info: Visa ****1111 (with an 'Update' link). Below this information are two buttons: 'Renew' and 'Change'. To the right of the main details, it indicates 'Standard Avid Support'. At the bottom of the card, there is a section for 'Product Details & Download Links' with a 'Show' button and a dropdown arrow.

The next billing date can be found in the Subscription section and may be the same as the end date in the time period (in case of month-to-month subscription model).

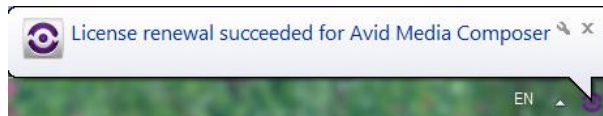
If the **Renew** button is available, click it to open the **Renew subscription and support plan** dialog:



Click **Renew Subscription** to renew your subscription and support plan, or click **Cancel** to go back to the **Subscriptions** page. As the process of renewal is completed, the corresponding message is displayed:



You can turn on and off the auto renewal of your subscription. For that, click the corresponding button next to the **Auto Renewal** field. If your **Auto Renewal** option is set to **On**, the payment for the next billing period is performed automatically. You are notified about the successful payment for the subscription with the notification popping up from the Application Manager tray icon.



The upgrade subscription expiration date is similar to the expiration date of rental or temporary licenses, but it is different for perpetual licenses because the base product does not expire, just the upgrade subscription. For example, if you purchase Media Composer on January 15, 2015, then the upgrade subscription will be set to expire on January 15, 2016. You will have an option to renew the upgrade subscription in January 2016.

Subscription Crossgrade

If you want to move from one Avid application to another (namely, Symphony and NewsCutter) with the same System ID you can to apply for the crossgrade subscription.

To crossgrade, do the following:

1. Go to www.avid.com/store.
2. Buy the Avid Editing Application with the Crossgrade Subscription model.

Media Composer | Subscription
Get easy access to the industry's most trusted editorial tool

Total Monthly \$39.99
Prices in EUR and GBP include taxes. Prices in other currencies are net and applicable taxes will be added.

Options

<input type="radio"/> Media Composer Software Subscription (Annual)	INFO	\$49.99
<input type="radio"/> Media Composer Software Subscription (Monthly)	INFO	\$74.99
<input checked="" type="radio"/> Media Composer Software Subscription Crossgrade (Annual)	INFO	\$39.99

Technical Support Options

<input checked="" type="radio"/> Standard Support	INFO	Included
<input type="radio"/> Elite Support	INFO	\$30.00

Add to Cart

3. Purchase the application you want.
 4. Having bought the Avid application, go to the **Subscriptions** page.
- In the list of your subscriptions, locate the Software Subscription Crossgrade.

< Back to My Account

Media Composer | Software Subscription (Monthly) 5 Subscription(s) ▾

Media Composer | Software Subscription Crossgrade (Annual) 2 Subscription(s) ▸

Annual Subscription ● On Hold

Time Period: Apr 16, 2014 - to - Apr 15, 2015

Please click "Validate your System ID" link and complete System ID validation process.

Contact Avid Customer Support in case of any questions.

[Validate your System ID](#)

Standard Avid Support

To finish crossgrading to another application, you must first validate your System ID. Click the corresponding link and specify your System ID. As the System ID is validated, you will get the crossgrade key.

7 Additional Options and Plug-Ins

In addition to activating the Avid Editing Application, there are several editing options (for Media Composer) and plug-ins (for Pro Tools) that can be purchased and activated through Application Manager.

- For **Media Composer**, you can purchase additional options by visiting the Avid web store and clicking Software Options for Video Editing. After that you can use Application Manager to activate your option.

There may also be free third-party software included with your purchase. Avid Editing Applications may come bundled with 3rd-party software such as Sorenson Squeeze, Avid FX, Boris Continuum Complete, and Avid DVD. If you purchased a new copy or upgrade of the Avid Editing Application, activation codes are included in your Avid Account. If you are covered by an Elite support plan, or are a student with Avid Media Composer Academic and are within your no-charge upgrade period of 4 years, you can obtain activation codes by entering your system ID at www.avid.com/mc3party.

- For **Pro Tools**, there are two ways of purchasing the plug-ins. Read the description of each of them below.

Purchasing Plug-Ins

There are two ways on purchasing a plug-in:

- Directly from within Pro Tools – this way is called In-App Purchase
- On the Avid.com/shop web site – this way is called Out-App Purchase

Both of these ways are described in details in the following sections.

In-App Purchase

To purchase a plug-in while working with Pro Tools, do the following:

1. Staying in Pro Tools, click **Buy** for the plug-in you want to have.

This opens a dialog prompting you to enter your billing information.

2. Enter your credit card number, valid address and other billing information.

As soon as the information is confirmed, the iLok Web page is opened.

3. Enter your PACE credentials to enter the PACE Web page.

This step is necessary to deposit the PACE license to your iLok.

4. Plug your iLok in to be able to receive the license information for the plug-in you are buying. The license is deposited to your iLok. Now Pro Tools is ready to receive the plug-in installer.

The plug-in installation begins. After the installation is finished, Application Manager receives a notification about a new plug-in available and a product definition file is created (see Administrator's guide for more information about it).

5. To display the new plug-in on the **Apps** tab of Application Manager, click **Settings > Refresh apps**.

Out-App Purchase

To purchase a plug-in from the Avid shop, do the following:

1. Go to the shop.avid.com and buy the plug-in in the corresponding section. The procedure of purchasing a product from the site is standard and described in the "Pro Tools Installation Guide".
2. In Application Manager, click **Refresh Apps** to check for new products and plug-ins.
3. Application Manager displays the new plug-in on the **Apps** tab ready for downloading.
4. Click the **Download** button – the download process is initiated.

The **Download** button is changed to the **Install** button.

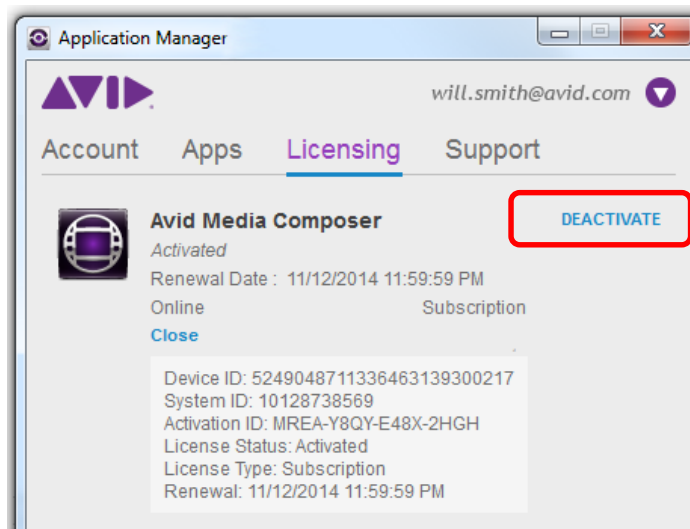
5. The user clicks **Install**.
6. Application Manager display the new plug-in installed in the plug-in section.

Now the plug-in is ready to use.

8 Deactivating the Avid Editing Application and Options

To deactivate your Avid Editing Application, do the following:

1. If you are working with the Avid Editing Application, you can deactivate it directly from within the application. Click the corresponding option in the application, and Application Manager opens. In the case of Media Composer, click **Special > Deactivate**. This opens Application Manager. If Application Manager is already running, skip this step and go to step 2.
2. In Application Manager, go to the **Licensing** tab.
3. Find the product you want to deactivate and click the **Deactivate** button next to its title. Remember that you can reactivate the product. In that case, the license information will be automatically populated to the corresponding fields.



 You must have an Internet connection to deactivate the software and its options.

9 Uninstallation Specifics

Uninstallation of Application Manager, Media Composer, and Pro Tools on Windows and Mac OS X is performed in the standard way. The step-by-step instruction can be found below.

The situation looks different when it comes to uninstalling the Pro Tools plug-ins on Mac OS X. The problem is that they do not have the uninstallation files on the operational system, and the incorrect uninstallation of the plug-ins leads to leaving the product definition file (read more about the product definition file in the Administrator's Guide). If the product definition file remains on your computer, Application Manager will not show the Pro Tools update, even if you download a new version of it. Non-trivial actions should be taken to remove the plug-ins correctly and delete the file.

How to Uninstall the Products

To uninstall a product on Windows, for example, Application Manager, log in as a user with administrative privileges. If you are working in a shared storage environment, mount your workspaces.

To uninstall Application Manager on Windows, do the following:

1. Quit all active applications and Application Manager itself. Make sure it is deactivated in the tray.
2. Access the Control Panel and select *Programs and Features*. Then select the Avid Application Manager and click **Uninstall**.

To uninstall the Application Manager on Mac OS X, do the following:

1. Quit all active applications.
2. Go to Applications/Avid/Uninstallers.
3. Double-click the *Application Manager* uninstaller.
4. Follow the on-screen prompts.

How to Uninstall the Pro Tools Plug-Ins

The following information is for advanced users who can work with system files and the command line.

When the user installs a product on the Mac OS X, the information about the installer package is recorded to the system database.

BundleID of the installer package (PackageBundleID) can be specified in the Product Definition File instead of the application BundleID (or the Product Definition File can contain both of them).

If the Product Definition File contains the PackageBundleID, Application Manager will search for the record about it in the system database. This record contains a version of the installer package – in Application Manager this version is shown as a version of the product. If the record about the PackageBundleID is in the system database, Application Manager operates as if the product is successfully installed and displays its name on the Apps Tab.

If the product must not be available for Application Manager, the record about the installation package must be deleted from the system database on Mac OS X. To do it, use the following command:

```
sudo pkgutil -- forget PackageBundleID
```