



Avid® NEXIS® Client Manager

Installation and User's Guide

Version 7.6

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Contents

	Using This Guide	1
	Who Should Use This Guide.	1
	Symbols and Conventions	1
	If You Need Help.	2
	Accessing the Online Documentation.	2
	Avid Training Services	2
Chapter 1	Avid NEXIS Client Manager Installation	4
	Intel PRO/1000 Network Adapter and Driver Installation	4
	Installing or Updating the Intel PRO Driver on Windows Clients	4
	Dual Port Network Connections.	5
	Myricom 10-Gb Network Adapter and Driver	5
	Installing the Myricom Network Adapter on Windows Clients	5
	Installing the Myricom Network Adapter on Mac Clients	6
	Updating the Myricom Driver on Mac Clients.	6
	Client Software Installation	6
	Uninstalling a Previous Client Version	7
	Installing Client Software (Windows)	7
	Installing Client Software (Mac)	8
	Installing Client Software (Linux)	8
	Configuring Network Profiles and Firewalls	9
	Configuring Windows Network Profiles	9
	Mac Support and Firewall	10
	Linux Firewall	10
	Avid NEXIS Shared Storage Network Connection	11
	Fast User Switching Not Supported	11
	Connecting to the ISIS or Avid NEXIS Network.	11
	Client Manager Tray Icon (Windows and Linux)	12
	Changing Your Password	13
	Opening the ISIS or Avid NEXIS Management Console from the Client Manager.	13
	Client Network Descriptions.	14
	Direct Connected Network Configuration.	14
	Switched Media Network Configuration	14
	Routed Media Network Configuration	15
	Adding a Remote Host.	17
	Setting the Client Manager Display Properties	18
	Setting Client Types.	18

	Enabling the Network Interface	19
	Configuring the Client Network Properties	19
	Windows Client Network Properties	20
	Configuring Mac Client Network Properties	21
	Configuring Linux Client Network Properties	21
	Configuring Red Hat Linux Client Network Properties	22
	Configuring CentOS Linux Client Network Properties	22
	10-Gb Network Connections	23
	Configuring 10-Gb Client Connections	23
	10-Gb Client Resolution Settings	24
Chapter 2	Using Avid Client Manager	25
	Client Manager Window	25
	Client Manager Buttons	26
	ISIS or Avid NEXIS Connection Tests	29
	Connecting a Client to an ISIS or Avid NEXIS System	29
	Disconnecting from an ISIS or Avid NEXIS System	30
	Closing and Exiting the Client Manager	31
	Mounting and Unmounting Workspaces	31
	Configuring Workspace Mount Points (Windows)	34
	Workspace Display	35
	Displaying Workspace Details	35
	Differences in Workspace Size Display Between ISIS and Avid NEXIS	36
	Sorting the Display	37
	Filtering the Display	37
	Accessing the Help	37
	Bandwidth Reservations	38
	Enabling Bandwidth Reservations	38
	Creating or Releasing Bandwidth Reservations	38
	Clearing Cached Data	39
	Managing Logs and Messages	40
Chapter 3	Avid PathDiag Tool	41
	Starting Avid PathDiag Tool	41
	PathDiag Tool Interface	42
	Diagnostic Tests	44
	Setting Up a Standard Test	44
	Setting Up a Custom Test	45
	Setting Up a Network Connectivity Test	47
	Starting and Stopping the Test	49
	Test Results	49

Chapter 4	NEXIS Log Utility	51
	Running the Avid NEXIS Log Utility	51
	Changing the Log Utility Profile Settings.....	52
Chapter 5	Network Adapter Reference	54
	1-Gb Network Adapter Settings for Windows	54
	Modifying the 1-Gb PRO/1000 Network Adapter Settings (Windows)	54
	Myricom 10-Gb Network Adapter Settings on Windows Clients.....	56
	Myricom Network Settings for Mac Clients.....	58
	Index	59

Using This Guide

The Avid® NEXIS™ media network provides a high-performance distributed file system that contains high-capacity shared media storage for workgroups of connected Avid editing workstations. This user's guide describes how to connect your client system to the media network, mount workspaces, and configure your system for best performance.

Unless noted otherwise, the material in this document applies to the Windows®, Mac OS®, and Linux® operating systems. The majority of screen shots in this document were captured on a Windows system, but the information applies to both Windows and Mac OS X systems. Where differences exist, both Windows and Mac OS X screen shots are shown.



The documentation describes the features and hardware of all models. Therefore, your system might not contain certain features and hardware that are covered in the documentation.

Who Should Use This Guide

This user's guide is intended for users who will access workspaces on the Avid NEXIS shared storage network. You should have a basic understanding of how to use and manage Windows, Mac OS X, or Linux systems, and you should be familiar with basic workgroup and network concepts.

Symbols and Conventions

Avid documentation uses the following symbols and conventions:

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 could cause harm to your computer or cause you to lose data.



A warning describes an action that could cause you physical harm. Follow the guidelines in this document or on the unit itself when handling electrical equipment.



A user tip provides a helpful hint that can aid users in getting the most from their system.



A shortcut shows the user keyboard or mouse shortcuts for a procedure or command.

>

This symbol indicates menu commands (and subcommands) in the order you select them. For example, File > Import means to open the File menu and then select the Import command.



This symbol indicates a single-step procedure. Multiple arrows in a list indicate that you perform one of the actions listed.

Symbol or Convention	Meaning or Action
(Windows), (Windows only), (Macintosh), or (Macintosh only)	This text indicates that the information applies only to the specified operating system, either Windows or Macintosh OS X.
Bold font	Bold font is primarily used in task instructions to identify user interface items and keyboard sequences.
<i>Italic font</i>	Italic font is used to emphasize certain words and to indicate variables.
Courier Bold font	Courier Bold font identifies text that you type.
Ctrl+key or mouse action	Press and hold the first key while you press the last key or perform the mouse action. For example, Command+Option+C or Ctrl+drag.
(pipe character)	The pipe character is used in some Avid product names, such as Interplay Production. In this document, the pipe is used in product names when they are in headings or at their first use in text.

If You Need Help

If you are having trouble using your Avid product:

1. Retry the action, carefully following the instructions given for that task in this guide. It is especially important to check each step of your workflow.
2. Check the latest information that might have become available after the documentation was published.

New information is in the ReadMe document, available online.

Always check online for the most up-to-date release notes or ReadMe because the online version is updated whenever new information becomes available. To view the online versions, visit the Knowledge Base at www.avid.com/US/support.

3. Check the documentation that came with your Avid application or your hardware for maintenance or hardware-related issues.
4. Visit the online Knowledge Base at www.avid.com/US/support. Online services are available 24 hours per day, 7 days per week. Search this online Knowledge Base to find answers, to view error messages, to access troubleshooting tips, to download updates, and to read or join online message-board discussions.

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1 Avid NEXIS Client Manager Installation

Before installing the Avid NEXIS Client software, make sure you have the appropriate network adapter and driver installed, and adjust any settings. See the *Avid NEXIS ReadMe* for details. For the correct network adapter slot locations for client systems qualified with Avid NEXIS, see the [Avid Configuration Guidelines and Slot Configurations](#) Knowledge Base article, and select the platform you have or are considering.

Most Windows® editing clients require the 1-Gb Intel® Pro/1000 PT or PF Ethernet network adapter to connect to the Avid NEXIS system, even if the clients are connected to an external switch.

Intel PRO/1000 Network Adapter and Driver Installation

The Intel PRO/1000 Ethernet network adapters are recommended for most Windows editing systems that connect to the Avid NEXIS system. The Intel PRO/1000 PT and Intel i350 T2 are copper interfaces and the Intel PRO/1000 PF is an optical interface. Depending on the Intel network adapter used in your system, load the appropriate driver from the appropriate folder. The Intel drivers qualified in this release are included in the `\Drivers\Avid NEXIS Client\Intel_Pro1000\` folder in the Avid NEXIS software installer kit. Install the newest qualified driver in the folder. Check your driver version in the Windows Control Panel.



For the latest supported Ethernet network adapters and driver versions, see the Avid NEXIS ReadMe that corresponds with your software release.

Installing or Updating the Intel PRO Driver on Windows Clients

To load the Intel PRO driver on a Windows client:

1. After you install the Intel PRO/1000 network adapter and restart your system, you might receive a Hardware Wizard message about looking for the Intel PRO/1000 driver. Cancel the message.
2. Copy the driver named `Intel_xx.x` from the `\Drivers\Avid NEXIS Client\Intel_Pro1000\` folder in the Avid NEXIS software kit to your client system.
3. Double-click the .exe file to expand the compressed file and run the installer.
4. Accept the default settings to install the driver.



The default Intel transmit and receive descriptors are set to 256; however, the Avid NEXIS client software sets the transmit and receive descriptors to 1024. For more information, see “[Modifying the 1-Gb PRO/1000 Network Adapter Settings \(Windows\)](#)” on page 54.

5. Continue with setting the IP address; see “[Configuring the Client Network Properties](#)” on page 19.

Dual Port Network Connections

Dual 1-Gb or 10-Gb Ethernet connections allow you to use a dual-attached client for redundancy and performance enhancements. Dual connected 1-GbE or 10-GbE clients can be on the same subnet for redundancy.

The dual port Intel PRO network adapter is supported with Windows clients and the built-in dual Ethernet ports are supported with Mac clients. Each port is configured separately.

When using a dual port configuration, make sure both ports are enabled in the NEXIS Client Manager Network Interface Settings and the network properties (see [“Enabling the Network Interface” on page 19](#) and [“Configuring the Client Network Properties” on page 19](#)).

Myricom 10-Gb Network Adapter and Driver

The Myricom® 10-Gb Ethernet adapter is qualified on Windows, Mac OSX and Linux operating systems for Avid ultra-high resolution editing clients (UHRC). These 10-Gb clients connect directly to the NEXIS (when direct connections are supported) or to the 10-Gb port of the switch.



The Myricom 10-Gb Ethernet driver is automatically installed on Linux clients when Linux clients install the NEXIS Client software.

For 10-Gb clients, use the Ultra High Resolution setting in the Client Manager Preferences.

Installing the Myricom Network Adapter on Windows Clients

See the *Avid NEXIS ReadMe* for the latest Myricom driver information. Copy the installer to your Avid editing client and use the following information to set up the Myricom 10-Gb network adapter. The Myricom driver is in the \Drivers\Avid NEXIS Client\Myricom\ folder of the NEXIS software kit.



The driver installer functions the same whether you are installing the Myricom driver for the first time or upgrading an existing Myricom driver. If you are upgrading your Myricom driver start with step 3.

To install the Myricom network adapter and driver in Windows clients:

1. Shut down the Avid editing system.
2. Install the Myricom network adapter in the appropriate slot.
For slot information, see the [Avid Configuration Guidelines and Slot Configurations](#).
3. Copy the Myricom driver from the \Drivers\Avid NEXIS Client\Myricom\ folder in the Avid NEXIS software kit to the Windows 10-Gb client.
4. Double-click the .msi installer and follow the on-screen instructions, accepting the default settings.

The installer functions the same whether you are installing the Myricom driver for the first time or upgrading an existing Myricom driver.

5. Install the Avid NEXIS client software. (See [“Installing Client Software \(Windows\)” on page 7.](#))
6. Restart the client after the installation is complete.
7. Start the Avid NEXIS client software and select the following UHRC requirements:

- Select the Ultra High Resolution setting in the Client Manager Preferences.
- Mount a workspace.

Installing the Myricom Network Adapter on Mac Clients

The Avid NEXIS software is available on the Avid NEXIS Software kit. Load the files on your Avid editing client and use the following information to set up the Myricom 10-Gb network adapter.

To install the Myricom network adapter in Mac clients:

1. Shut down the Avid editing system.
2. Install the Myricom network adapter in the appropriate slot. For slot information, search the Avid Knowledge Base for [System Configuration Guidelines and Slot Configurations](#).
3. Double-click the appropriate Myri10GE-xx.dmg file to mount the file.

The Avid NEXIS software kit includes different drivers for different Mac OS X versions, in the Drivers\Avid NEXIS Client\Myricom\ folder.

Follow the on-screen instructions.

4. Double-click the installer package to run the installer.
5. Install the Myricom driver following the default prompts.
6. Install the Avid NEXIS client software; see [“Installing Client Software \(Mac\)”](#) on page 8.
7. Restart the client to finish the installation.
8. Start the Avid NEXIS client software and select Ultra High Resolution setting in the Client Manager Preferences.

Updating the Myricom Driver on Mac Clients

To install the Myricom driver on Mac clients:

1. Copy the Myri10GE-xx.dmg file from the \Drivers\Avid NEXIS Client\Myricom\ folder in the Avid NEXIS software installer kit to your 10-Gb Mac client.
2. Double-click the Myri10GE-xx.dmg file to mount the file.
3. Double-click the installer package to run the installer.
4. Install Myricom driver following the default prompts.
5. Start the Avid NEXIS client software and select Ultra High Resolution setting in the Client Manager Preferences.

Client Software Installation

To install the Avid NEXIS client software on your system you must have a user account with Administrator privileges.

If you already have a previous version of the Avid ISIS or Avid NEXIS Client software installed, uninstall it before installing the new version.

You can load the Client software from the Management Console or the Avid NEXIS Installer kit. You can also copy the client installers to a USB flash drive to take to each client.



The Avid NEXIS Management Console requires the latest Adobe® Flash® Player. If you encounter problems with the Avid NEXIS Management Console display, you might have an outdated version or multiple versions of the Flash Player installed. Uninstall any previous versions of Flash Player and install the version included on the Installers page of the Avid NEXIS Management Console, or download and install the latest version from adobe.com.

Uninstalling a Previous Client Version

Before installing a new version of the Avid Client software, you must uninstall a previous version, if present.



Avid recommends checking your Client Preferences and making a note of them (or take a screen capture of the dialog box) in case you need to reapply them after installing the new Client software. Preferences might not be saved and applied automatically.

To check existing preferences and uninstall an existing Client version:

1. In the current version of Client Manager, open the Preferences dialog box, and write down any preferences you have selected (if other than the default) for future reference. Close the dialog box.
2. Open the Remote Hosts dialog box, and write down the names or IP addresses of any configured remote hosts, then close the dialog box.
3. Open the Network Interface Settings dialog box, and write down which network interface is selected, if more than one is listed, then close the dialog box.
4. Optionally, unmount any mounted Workspaces.
5. Close and quit the Client Manager.
6. Do one of the following, depending on your Client operating system:
 - ▶ On Windows clients: open the Windows Control Panel and select Programs and Features. Select the Avid Client and click Uninstall.
When the uninstallation is complete, you are promoted to restart the system. However, you can wait until after you install the new version to restart the client system.
 - ▶ On Mac clients, run the uninstaller located in Applications, Avid_Uninstallers, AvidISIS (for v5.0.x software). The uninstaller allows you to save your remote host and network interface settings. Even if you select this option, Avid recommends checking them after installing the new Client software and reapplying them as needed.
 - ▶ On Linux clients, open the Terminal application and type **[sudo] /usr/sbin/avid-ISIS-uninstaller**



Do not uninstall the Linux Client Manager using the System, Administration, Add/Remove Program feature on the Desktop. This function does not completely remove all the Client Manager software.

Installing Client Software (Windows)

Make sure to install the latest Windows critical updates before installing the Avid NEXIS Client.

To install the Windows client software:

1. Log into your Windows client system as a user with Administrative privileges.
2. Copy the Windows client installer file (named similar to AvidNEXISClient_Win64_n.0.0.nnnnn.msi) to your Windows client system from either:

- ▶ The \AvidNEXISClientInstallers folder in the software kit
 - ▶ The Management Console, Installers page
3. Double-click the AvidNEXISClient_Win64_n.0.0.nnnnn.msi file.
 4. Follow the on-screen instructions.
To complete the Client software installation on Windows, reboot the client.
 5. Start the Client Manager and, if applicable, reapply any previous preferences and network interface settings. You can also re-add any previously configured remote hosts.
 6. Repeat this procedure on each Avid NEXIS Windows client.



You can manually copy the client installer to a USB flash drive and use it to install the client software on multiple Windows clients.

Installing Client Software (Mac)

To install the Mac client software:

1. On each Mac client, copy and save the AvidNEXISClient_MacOSX_n.0.0.nnnnn.dmg file to your Mac client system from either:
 - ▶ The \AvidNEXISClientInstallers folder in the software kit
 - ▶ The Management Console, Installers page
2. Double-click the AvidNEXISClient_MacOSX_n.0.0.nnnnn.dmg file.
3. Double-click the AvidNEXISClient.pkg file to run the installer.

Follow the on-screen instructions.

If you use the Safari browser to install the Avid NEXIS software on a Mac client, the disk image is mounted as soon as the download is complete, and the installer starts automatically. Other browser applications do not automatically mount the disk image.

After the software is successfully installed on your client, unmount (eject) the installer volume.

To unmount the Avid NEXIS installer volume on a Mac client:

1. Locate the mounted volumes listed in the left pane of the Finder window.
2. Select the volume that contains “Avid NEXIS” in the name.
3. Do one of the following:
 - ▶ Right-click the volume and select eject.
 - ▶ Drag the volume to the Trash in the dock and it will eject.

Installing Client Software (Linux)

You can install the Linux (Red Hat and CentOS) Client software using the default installation options (applicable to most customers) or you can install only the Avid NEXIS Client software without the FUSE components or the Myricom network adapter driver.

The Linux client installer is available from either the Management Console Installers page or the \AvidNEXISClientInstallers folder in the Avid NEXIS software kit.

- Red Hat Linux kit: AvidNEXISClient_el6.x86_64_x.x.x.bin
- CentOS Linux kit: AvidNEXISClient_el7.centos.x86_64_x.x.x.bin

To install the Linux client software:

1. Copy and save the appropriate Linux Client installer file to the user's home directory of your Linux client system.
2. Open the Terminal application: Application, System Tools, Terminal on your Linux client.



When using the Terminal program, file names and paths are case sensitive.

3. Type **cd [your home directory]** and press **Enter**.
4. Type one of the following to change the permission on the installer file, then press Enter:
 - ▶ Red Hat Linux: **chmod +x AvidNEXISClient_el6.x86_64_x.x.x.bin**
 - ▶ CentOS Linux: **chmod +x AvidNEXISClient_el7.centos.x86_64_x.x.x.bin**
5. By default, the FUSE components and the Myricom driver are also installed with the Avid NEXIS Linux client software. If you know you do not need the additional components, you can exclude them.

To see the full list of installation options, type one of the following:

- Red Hat Linux: **/AvidNEXISClient_el6.x86_x.x.x.bin -h**
 - CentOS Linux: **/AvidNEXISClient_el7.centos.x86_64_x.x.x.bin -h**
6. Type one of the following, then press Enter (if you are not the root user, type **sudo** before the rest of the command, and enter your password when prompted).



If you are sure you do not need to install either the FUSE components or the Myricom driver, run the command with the -C option to exclude them. If you are not sure, do not use the -C option.

- ▶ Red Hat Linux: **./AvidNEXISClient_el6.x86_x.x.x.bin [-C]**
- ▶ CentOS Linux: **./AvidNEXISClient_el7.centos.x86_64_x.x.x.bin [-C]**

7. Restart the Linux client.

Configuring Network Profiles and Firewalls

When enabled, some firewall settings on Avid NEXIS clients prevent you from connecting to the Avid NEXIS environment. The following sections describe where the network profiles settings are located in the Client Manager software.



If you are not sure which firewall profile to use with Windows clients, enable all three Profiles under Windows Firewall settings. This ensures that the Avid NEXIS clients work in all firewall configurations.

Configuring Windows Network Profiles

Network profiles are used by Windows operating systems to distinguish between Public, Private, and Domain network connections. Because each network profile uses its own security settings, you must configure the Client Manager settings so that the appropriate ports are opened for each applicable network profile on your system.



Configure the Client Manager settings only for the network profiles that are connected to your Avid NEXIS system. If you are unsure which network connections are used, see your network administrator.

To configure the Client Manager settings for Windows network profiles:

1. Verify which network connection profile(s) are used to connect to your Avid NEXIS system by doing the following:
 - a. Click Start, Control Panel.
The Windows Control Panel opens.
 - b. Click “Network and Internet.”
The Network and Internet window opens.
 - c. Click “Network and Sharing Center.”
The Network and Sharing Center window opens.

The Network and Sharing Center window lists the network connections present on your system and which of the possible network profiles has been applied to them:

- Domain network
- Public network
- Private network



2. Open the Client Manager. (For help, see [“Avid NEXIS Client Manager Installation” on page 4.](#))
3. Click the General Preferences button in the Client Manager window.
4. In the Profiles section, click the checkbox next to each applicable network profile type to enable firewall configuration.



Enable firewall configuration only for the network profiles that are connected to your Avid NEXIS system.

5. Click the green check mark to apply the settings or the red X to close the dialog box without any changes.

Mac Support and Firewall

You can use any of the onboard Ethernet ports on the Mac system to connect to the media network. For a list of supported Mac systems, see the *Avid NEXIS ReadMe*.



See the documentation provided with your Mac system for the exact location of the Ethernet port.

Some firewall settings on Mac clients prevent you from connecting to the Avid NEXIS environment when enabled. You might receive an error message informing you that no System Directors were found and that the problem might be the firewall settings.

Linux Firewall

The Linux client installer configures the Linux firewall settings for communication between the Linux clients and the System Director in the Avid NEXIS environment.

Avid NEXIS Shared Storage Network Connection

The Client Manager software automatically checks for System Directors on the Avid NEXIS shared storage network. You can configure the Client Manager software to reconnect automatically to Avid NEXIS systems when you restart your system.

Clients running the latest Avid NEXIS client software can connect to Avid NEXIS systems running the same and earlier versions, as shown in the following table:

Avid NEXIS Client and Avid NEXIS System Connection Support

Avid ISIS or Avid NEXIS Model	Software Version
ISIS7x00, ISIS 5x00, or ISIS 2x00	v4.7.5 or higher
ISIS 1000, Avid NEXIS PRO, Avid NEXIS E2, Avid NEXIS E4, Avid NEXIS E5, and Avid NEXIS SDA	v5.x, v6.x, v7.x

If your client is connected to the ISIS or Avid NEXIS through a switched or routed media network, see [“Adding a Remote Host” on page 17](#).

For information on client network descriptions, see [“Client Network Descriptions” on page 14](#).

Fast User Switching Not Supported

Fast User Switching is a Windows feature that allows multiple user accounts to log on to a computer simultaneously. Fast User Switching is enabled by default in Windows computers. The Fast User Switching feature and multiple concurrent logged on user modes are not supported in the Avid NEXIS environment. The Avid NEXIS software does not distinguish the different drive letters mapped to the same workspaces on the same computer. Conflicts appear in the following scenarios:

- When one user maps a drive letter to one workspace and another user maps the same drive letter to a different workspace
- When one user maps a workspace to one drive letter, and another user maps a different drive letter for the same workspace.

Connecting to the ISIS or Avid NEXIS Network

If your system is connected to an ISIS or Avid NEXIS network, you can use the Client Manager to mount a workspace before you begin your work session.





To connect to the Avid NEXIS network:

1. Do one of the following:
 - ▶ (Windows) If the Client Manager icon is not available in the Windows taskbar, select Start, All Programs, Avid, Avid NEXIS Client, Avid NEXIS Client Manager.
 - ▶ (Windows) Click the Client Manager icon in the Windows taskbar.
 - ▶ (Windows) Right-click the Client Manager icon and select Avid NEXIS Client Manager.
 - ▶ (Mac) If the Client Manager alias icon is not available, select Go, Applications, and then double-click the AvidNEXIS folder. In this folder, double-click the Avid NEXIS Client Manager icon.

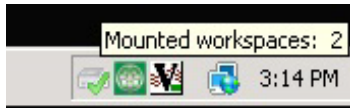
- ▶ (Linux) If the Client Manager alias icon is not available, click Applications, System Tools and select Avid NEXIS Client Manager.
2. Select the System Director you want to connect to from the Systems list.
If this is the first time connecting, identify your System Director; see [“Adding a Remote Host” on page 17](#).
 3. Connect by doing one of the following:
 - ▶ Click the Connect button.
 - ▶ Right-click the System Director name and select Connect.
 - ▶ Double-click the System Director name.
 4. Log in by doing one of the following:
 - ▶ (Windows) Type your account name in the Username text box, and type your password in the Password text box.
 - ▶ (Windows) If your ISIS or Avid NEXIS system is configured to use the Windows user name and password for your local system, select OS Login. By default, the Username and Password text boxes are inactive when you select this option.
 - ▶ (Mac) Type your ISIS or Avid NEXIS account name in the Username text box, and type your password in the Password text box.
 - ▶ (Linux) Type your ISIS or Avid NEXIS account name in the Username text box, and type your password in the Password text box.
 5. Click Connect.
When the connection is successful, the Change Password and Launch Management Console buttons become active.
 6. (Option) If you used the OS Login option, and you want to connect to the network automatically every time you start your system, select the Auto Connect box.

Client Manager Tray Icon (Windows and Linux)

When the Client Manager is running, an icon appears in the system tray. The tray icon color indicates the client connection status:

Icon	Status
	Client Manager is running, but there are no active ISIS or Avid NEXIS connections.
	Client is connected to one or more ISIS or Avid NEXIS systems, but there are no mounted workspaces.
	Client is connected to one or more ISIS or Avid NEXIS systems, and there are one or more mounted workspaces.
	Indicates a connection error.

If you hover the mouse cursor over the tray icon, a tooltip containing additional information appears:



Changing Your Password

You can change the password you use to log on to your ISIS or Avid NEXIS user account.

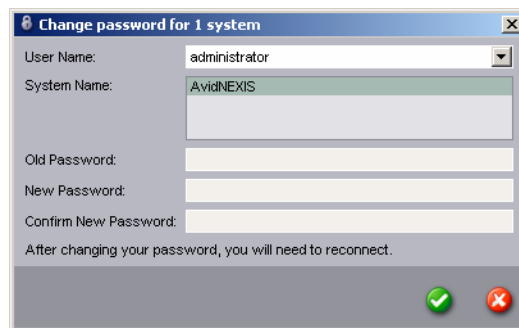


If your user name and password are different for your client system and your ISIS or Avid NEXIS account, your system cannot automatically reconnect to the media network when you restart your system.

To change your ISIS or Avid NEXIS account password:

1. Open the Client Manager (see [“Connecting to the ISIS or Avid NEXIS Network” on page 11](#)).
2. Log into the ISIS or Avid NEXIS system for which you want to change your password.
3. Click Change Password.

The Change Password dialog opens.



4. Type your existing password in the Old Password text box.
5. Type your new password in the New Password text box.



The Client Manager supports only ASCII characters in user passwords.

6. For confirmation, type the password again in the Confirm New Password text box.
7. Click the green check mark to apply the changes or click the red X to close the dialog box without any changes.

Opening the ISIS or Avid NEXIS Management Console from the Client Manager

You can open the ISIS or Avid NEXIS Management Console from the Client Manager window after you have connected to an ISIS or Avid NEXIS system. From the Management Console login screen you can access the complete Management Console documentation using the Help link.

To open the ISIS or Avid NEXIS Management Console:



- Select one or more systems in the Systems section of the Client Manager window and click the Management Console button.

Your default web browser opens to the ISIS or Avid NEXIS Management Console login window.



The ISIS or Avid NEXIS Management Console display might differ according to your user account's access privileges.

Client Network Descriptions

All clients in the media network are classified depending on how they connect to the network. The following list describes each network layer:

- Directly connected to the ISIS (only supported for the ISIS | 7500 - 7000 and ISIS | 5500 - 5000)
- Switched Media Network — Not routed. Switched (L2) media network consisting of Avid NEXIS qualified switches deployed in a supported topology.
- Routed Media Network — Routed (L3) media network consisting of Avid NEXIS qualified switches deployed in a supported topology.
- Non-media Optimized Network — Any network that consists of switches (L2 or L3) or routers that are not specifically qualified for Avid NEXIS.

Direct Connected Network Configuration

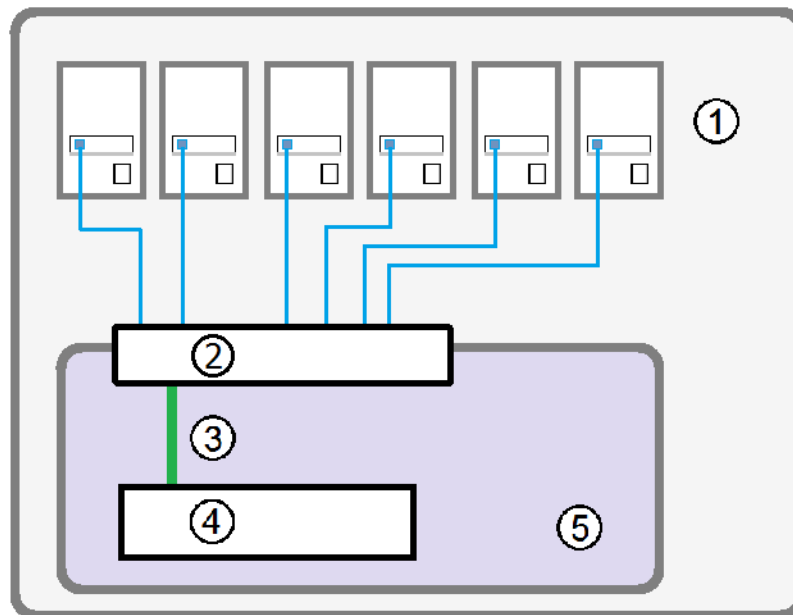
Clients can be directly connected only to the ISIS | 7500 - 7000 or the ISIS | 5500 - 5000. See the specific setup guide for your ISIS model for details.

Switched Media Network Configuration

A switched media network configuration consists of a group of clients connected to an Ethernet switch with a 10-Gb port connected to the ISIS or Avid NEXIS system. Each client connects to the switch using single or dual 1-Gb or 10-Gb connections.

If used, the external System Director also connects to the switch using single or dual 1-Gb or 10-Gb ports.

Switched Media Network Configuration

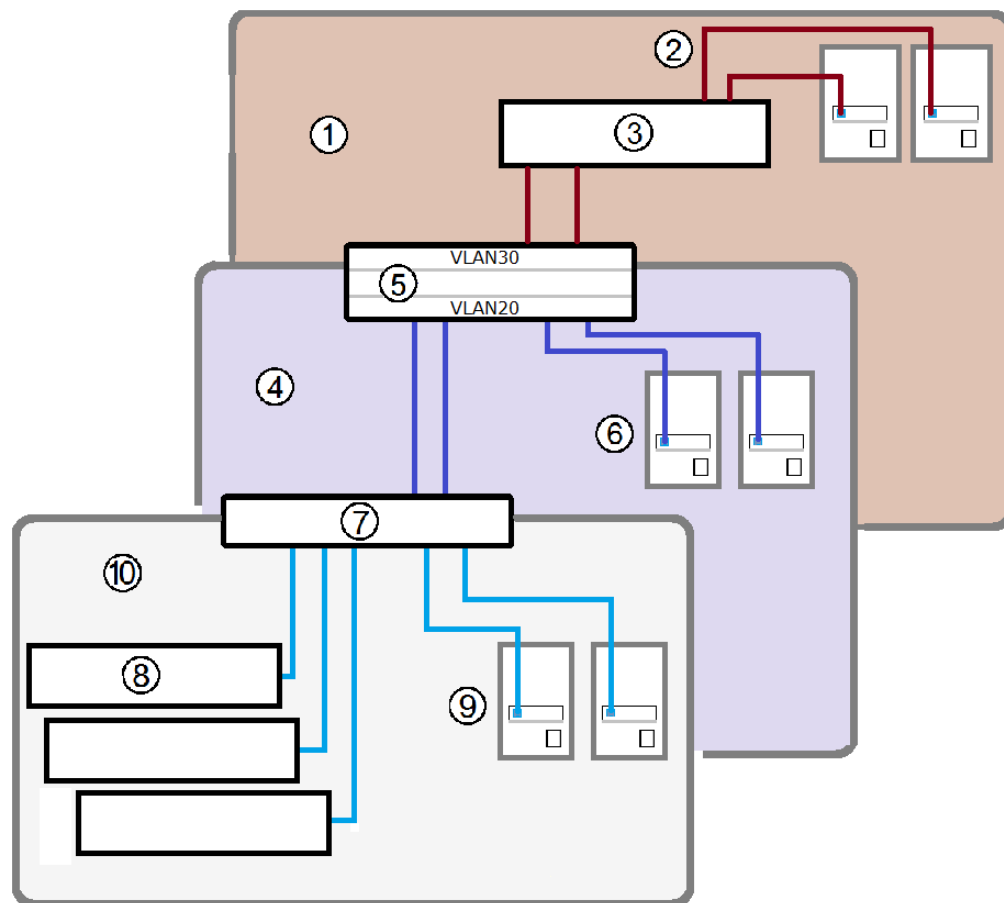


Callout	Description
1	Clients with 1-Gb or 10-Gb connections to the switch
2	Avid-approved Layer 2 switch with 1-Gb or 10-Gb ports to the clients and a 10-Gb port for the ISIS or Avid NEXIS systems
3	Switch connected to ISIS or Avid NEXIS system with 10-Gb
4	ISIS or Avid NEXIS system
5	VLAN

Routed Media Network Configuration

A routed media network configuration consist of a group of clients, connected to an Avid qualified layer-3 switch (routed), with known Quality of Service (QoS); traffic routed to (one hop) and load-balanced across VLANs (approximately a 60/40 ratio).

Avid Switched and Routed Network Configuration



Callout	Description
1	Layer 3 Routed/Switched Network
2	Corporate network clients (1-Gb connections)
3	House (corporate) switch (not Avid-approved)
4	Routed media network
5	Avid-approved Layer 3 switch with multiple VLANs
6	Clients
7	Avid-approved Layer 2 switch with 1-Gb or 10-Gb ports for clients, and 10-Gb ports for the ISIS or Avid NEXIS system
8	ISIS or Avid NEXIS systems
9	Clients with 1-Gb or 10-Gb connections to switch
10	VLAN

Adding a Remote Host

If your client is not on the same subnet as the ISIS or Avid NEXIS network, add either the name or the IP address of your System Director (use the IP address if your environment does not use a DNS server).

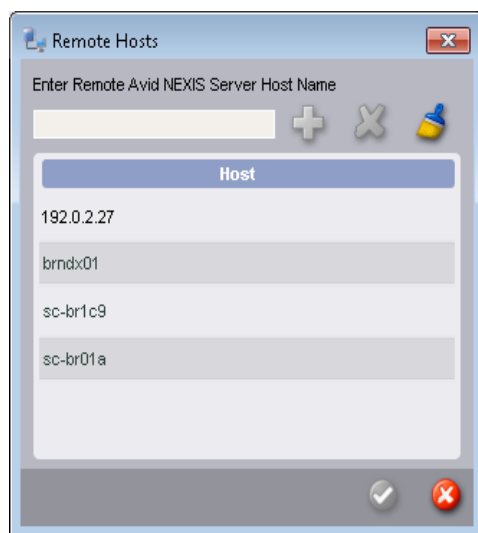


Clients on the same subnet as the ISIS or Avid NEXIS System Director automatically list the System Director in the toolbar of the Client Manager window.

To add a remote host:

1. Open the Client Manager.
2. Click Remote Host Settings.

The Remote Hosts dialog box opens.



3. In the text box, type the server name or IP address of the ISIS or Avid NEXIS System Director to which you want to connect.
4. Click Add.
The Input dialog box opens.
5. Click Add.



The Client Manager user interface can take up to 30 seconds to display changes made in the Remote Host Settings.

6. Click the green check mark to apply the settings or the red X to close the dialog box without any changes.

To remove a System Director from the Remote Hosts list:

- ▶ Select the System Director name and click Remove.

To remove all System Director names from the Remote Hosts list:

- ▶ Click Clear.

Setting the Client Manager Display Properties

Display properties in the Client Manager control how the application displays information on your local system.

To set Client Manager display properties:

1. Open the Client Manager.
2. Click the General Preference Settings button from the toolbar of the Client Manager window.
3. In the General area, select the appropriate options:


Option	Description
Start Client Manager Hidden	(Windows and Linux) Allows the Client Manager to run hidden and accessible from the Client Manager icon in the taskbar. Uncheck this option to open the Client Manager each time you start your system.
Use UNC (Letterless) Drive Mappings	(Windows) Use UNC paths to map workspaces instead of drive letters
Enable Automatic Refresh (enabled by default)	Automatically refreshes the data in the Systems and Workspace panels for both Windows and Mac clients
Enable Bandwidth Columns	Displays the bandwidth buttons and columns in the Client Manager. Also enables some additional buttons, including the “Display Bandwidth in Bits Per Second” option.
Display Bandwidth in Bits Per Second	When disabled (default), displays bandwidth in bytes per second. When enabled, displays bandwidth in bits per second.
Measure Free Space In	Displays the amount of available space in your workspace either in gigabytes (GB) or in the total length of stored media (hours:minutes:seconds) at a selected resolution
Client Type	Selects a client type. For more information, see “Setting Client Types” on page 18 .

Option	Description
Windows Firewall	(Windows) Enables the firewall profile configurations used in your ISIS or Avid NEXIS shared storage network: domain network, public network, or private network

- Click the green check mark to apply the settings or the red X to close the dialog box without any changes.

Setting Client Types

Set your client type to match your network path capability:

Resolution Setting	Use with:
Low resolution	Any client connected to a network of unknown Quality of Service (QoS), and working with very low resolution files (for example, 800Kb/s and 2Mb/s proxy outside the Avid Production Network)
Medium resolution (default)	All non-real time applications and real-time editors using compressed SD resolutions and lower that are in the Avid Production Network  <i>Use Ultra high resolution wherever 2 x 1 Gb or higher is necessary.</i>
High resolution	DNxHR®, DNxHD and uncompressed Standard Definition (SD) resolutions being used with a realtime editor Avid editing systems using Avid DNxHD and DNxHR resolutions like DNxHD 145/120, DNxHR or DV50/IMX-50, or uncompressed Standard Definition
Ultra high resolution	Clients with dual 1-Gb connections, or a single or dual 10-Gb connection using the highest resolutions (DNxHD, DNxHR, and uncompressed SD) on a realtime editor Avid editing systems with 10-Gb Ethernet connections supporting clients editing in Uncompressed HD, 2K, UHD, 4K, and multiple DNxHR, DNxHD/SD stream counts

To set a client type:

- Open the Client Manager.
- Click the General Preference Settings button from the toolbar of the Client Manager window.
- In the General area, click the Client Type menu, and select the appropriate client type:
 - ▶ Low Resolution
 - ▶ Medium Resolution (default)
 - ▶ High Resolution
 - ▶ Ultra High Resolution
- Click the green check mark to apply the settings or the red X to close the dialog box without any changes.

Enabling the Network Interface

Enable only the network interfaces involved with communicating with the ISIS or Avid NEXIS system.

To select the Network Interface:

1. Open the Client Manager.
2. Click the Network Interface Settings button from the toolbar of the Client Manager window.
3. Make sure your ISIS or Avid NEXIS Ethernet network connection is selected.
4. Click the green check mark to apply the changes or click the red X to close the dialog box without any changes.

Configuring the Client Network Properties

Before you can connect your clients to the Avid NEXIS network, configure the network properties on each client.

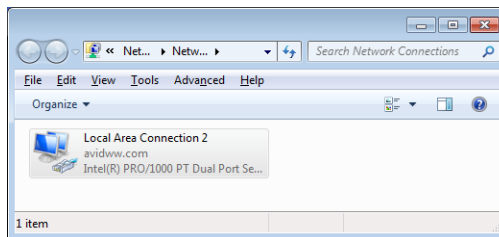


If your Avid NEXIS network includes a DHCP server, clients can automatically obtain IP addresses. Assign static IP addresses on your Ethernet clients only if you do not have a DHCP server.

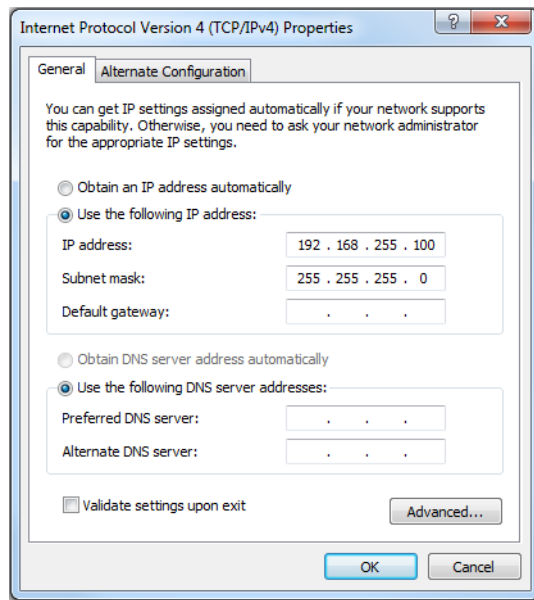
Windows Client Network Properties

To configure the Ethernet port on your Windows clients:

1. Click Start and type `ncpa.cp1` in the Search text box.
2. Right-click the Local Area Connection and select Properties.



3. Select the Internet Protocol Version 4 (TCP/IP) option.
4. Click the Properties button. The Internet Protocol Version 4 (TCP/IP) Properties dialog box opens.

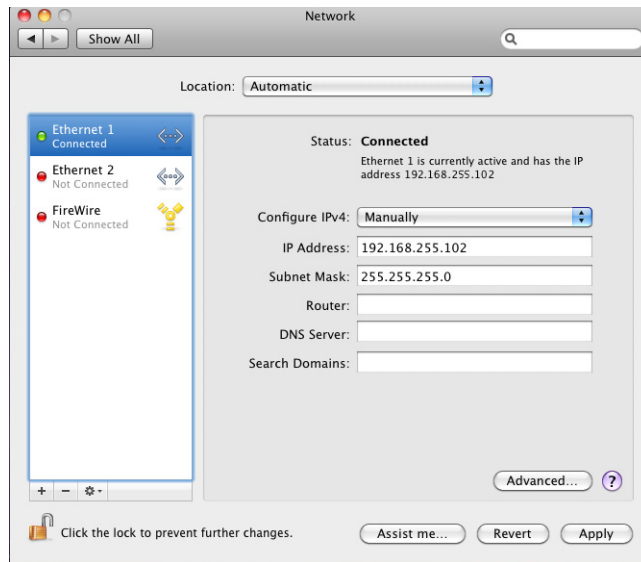


5. In the General tab, select the “Use the following IP address” option.
6. Type a unique IP address in the IP address text box, depending on your configuration. For help, ask your Avid NEXIS administrator.
7. Type the appropriate subnet mask in the Subnet mask text box.
8. (Optional) If connecting to a corporate network or outside the ISIS or Avid NEXIS subnet, add the Default gateway and DNS server addresses.
See your corporate administrator for the Default gateway and DNS server addresses.
9. Click OK to close each of the open dialog boxes and save the changes.

Configuring Mac Client Network Properties

To configure the Ethernet port on your Mac clients:

1. Click System Preferences in the Dock.
2. Click Network.
3. Select the Ethernet port in the left pane.



4. In the right pane select Manually from the Configure IPv4 menu.
5. Type a unique IP address in the IP address text box, depending on your configuration. For help, ask your Avid NEXIS administrator.
6. Type the appropriate subnet mask in the Subnet Mask text box.
7. (Optional) If connecting to a corporate network or outside the ISIS or Avid NEXIS subnet, add the Default gateway and DNS server addresses.
See your corporate administrator for the Default gateway and DNS server addresses.
8. (Option) If this is a dual port configuration, repeat steps 3 through 7 to configure the second Intel PRO/1000 port.
9. Click Apply.

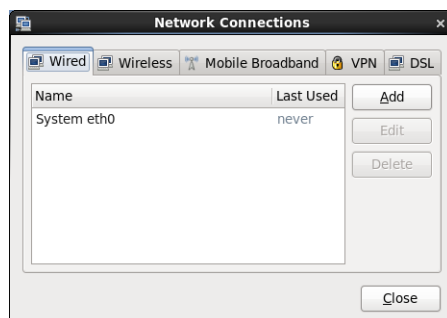
Configuring Linux Client Network Properties

Red Hat Linux and CentOS differ slightly in how you configure the client network properties. See [“Configuring Red Hat Linux Client Network Properties” on page 22](#) or [“Configuring CentOS Linux Client Network Properties” on page 22](#).

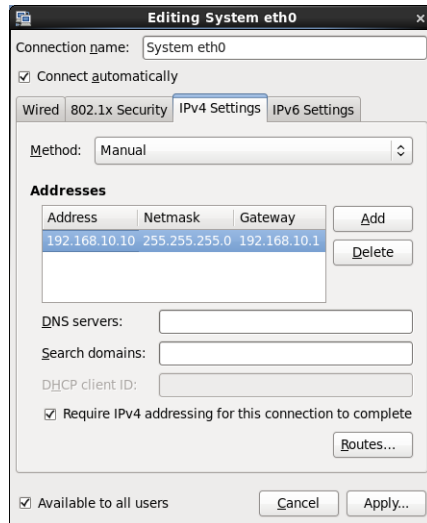
Configuring Red Hat Linux Client Network Properties

To configure the Ethernet port on your Red Hat Linux clients:

1. Click System, Preferences, Network Connections.



2. Click the Wired tab (selected by default).
3. Select the network connection and click Edit.



4. Click the IPv4 Setting tab.
5. Configure the adapter's addressing (method, address, netmask and so on) according to the connection plan for your facility.
6. If you have made changes, click Apply.

Configuring CentOS Linux Client Network Properties

To configure the Ethernet port on your CentOS Linux clients:

1. Click Applications, System Tools, Settings, Network.
2. Select the Ethernet adapter for the Avid NEXIS connection.
3. Click the gear-icon button.
4. Select IPv4 in the left pane.
5. Configure the adapter's addressing (method, address, netmask and so on) according to the connection plan for your facility.
6. If you have made changes, click Apply.

10-Gb Network Connections

The 10-Gb network adapter can connect directly into the 10-Gb port on the ISIS | 5500 - 5000 Engine or the 10-Gb port on the switch. On ISIS | 7500 - 7000 Engines with two ISS switches installed, two ISIS or Avid NEXIS clients with 10-Gb network adapters can be connected (one to each ISS) or the 10-Gb port on the switch. Clients with 10-Gb network adapters can connect to the ISIS | 2500 - 2000 through a 10-Gb port on a switch.

If your client cannot connect directly to an ISIS or Avid NEXIS Engine (direct connections are not supported to the Avid NEXIS | E2, Avid NEXIS | E4, or Avid NEXIS | E5 Engines), Avid has qualified several switches that provide 10-Gb connections.



For information on configuring the ISIS or Avid NEXIS switches, see the Avid Network and Switch Guide, available on the Knowledge Base.

Configuring 10-Gb Client Connections

Some client configurations might require that the 10-Gb network adapter is the only active network interface available to ISIS or Avid NEXIS. If this is the case, disable the other network interfaces, including the corporate uplink, in the Client Manager network preferences. Do not disable the NIC using the Windows OS.



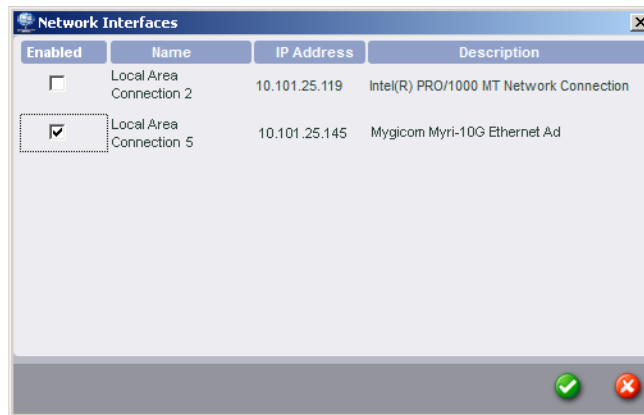
Disabling a network card in the Client Manager Preferences makes the card unavailable only to ISIS or Avid NEXIS. It does not affect the card's functionality in the operating system or any other applications.

To ensure that the 10-Gb connection is the primary connection:



1. Start the Client Manager application.
2. Click the Network Interface Settings button from the toolbar of the Client Manager window.
3. Verify that the 10-Gb network adapter appears in the network interfaces list and that Enabled is selected.

The Network Interfaces dialog box opens.



4. Click the green check mark to apply the settings or the red X to close the dialog box without any changes.

10-Gb Client Resolution Settings

Configure ISIS or Avid NEXIS editing clients that have a 10-Gb network adapter installed to use the Ultra High Resolution setting in the Client Manager Preferences.



If using the 10-Gb network adapter in an Avid Interplay server for the Copy/Move Service, use the Medium Resolution setting.

To select the resolution preference:

1. Click the General Preference Settings button from the toolbar of the Client Manager window.
2. In the Client Type drop down, select “Ultra High Resolution.”
3. Click the green check mark to apply the settings or the red X to close the dialog box without any changes.

2 Using Avid Client Manager

The Avid NEXIS Client Manager allows a client system to connect to an ISIS or Avid NEXIS network.

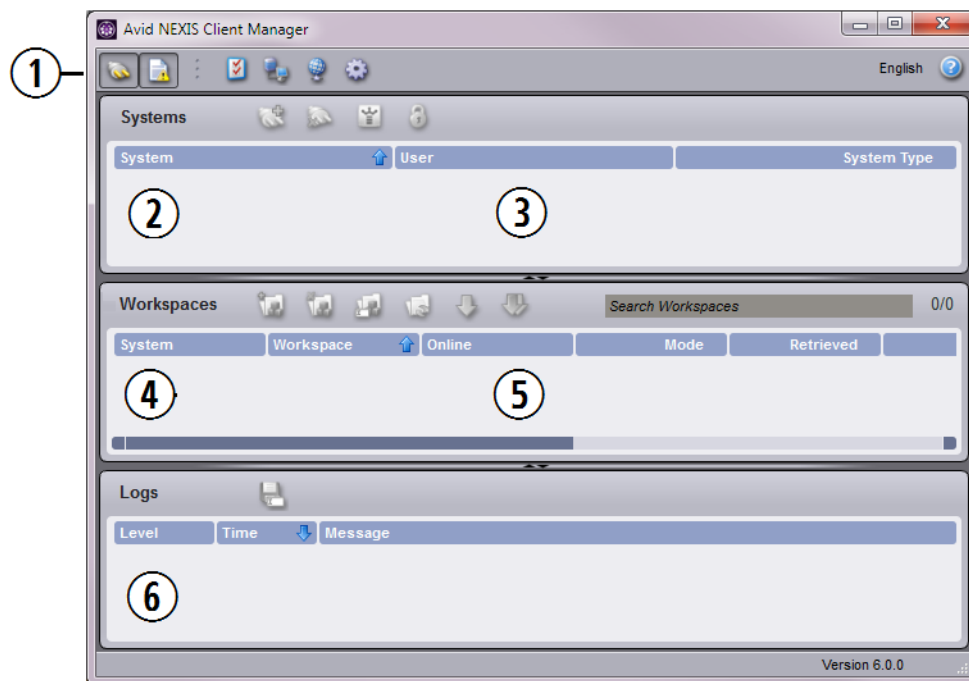
The Client Manager runs in the background so you can mount and access your workspaces at any time, as well as manage your workspaces and bandwidth reservations. On Windows clients an icon appears in the System Tray in the lower right corner of your desktop. On Mac clients, an icon appears in the dock. On Linux clients, an icon appears in the Notification Area of the Top Panel (Red Hat) or in the main menu bar (CentOS).

When you open the application and log in, the Client Manager displays all available System Directors and all available workspaces.

Users with the necessary account privileges can specify client bandwidth reservations, if any.

Client Manager Window

The following illustration describes the sections of the Client Manager window.



Avid NEXIS Client Manager Main Window Features

Callout	Description
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1	Client Manager Tool bar — Lets you change preferences or access help
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Callout	Description
2	Systems list — Lists all available and connected ISIS or Avid NEXIS systems
3	System bandwidth area — Displays bandwidth settings (hidden by default), display setting is in the General Preference Setting dialog window
4	Workspaces list — Lists all workspaces available on connected ISIS or Avid NEXIS systems. For more information, see “Workspace Display” on page 35 .
5	Workspaces details area — Retrieves details about all available and/or mounted workspaces in the workspaces list
6	Messages area — Displays information, warnings and error messages











Client Manager Buttons












The following tables describe the Client Manager buttons. Hold the cursor over any button to see a tool tip on its function.






The visibility of these buttons depends on other settings.

Button	Name	Location	Function
	Hide System Panel; Show System Panel	Client Manager toolbar	Toggles the display of the Systems panel
	Hide Log Panel; Show Log Panel	Client Manager toolbar	Toggles the display of the Logs panel
	General Preference Settings	Client Manager toolbar	Lets you change Client Manager operations, how free space is measured, client resolution, drive mapping, and Windows Firewall settings (if applicable)
	Remote Host Settings	Client Manager toolbar	Lets you configure ISIS and Avid NEXIS systems that are not on the same network as the client system.
	Network Interface Settings	Client Manager toolbar	Lets you enable or disable a Local Area Connection
	Advanced Settings	Client Manager toolbar	Lets you clear the caches

Button	Name	Location	Function(Continued)
English	Language Setting	Client Manager toolbar	<p>Select the language displayed in the Client Manager window. The following languages are available.</p> <ul style="list-style-type: none"> • Arabic • English • French • German • Italian • Japanese • Korean • Russian • Simplified Chinese • Spanish
	Help	Client Manager toolbar	Opens a link to the Avid Knowledge Base page where you can find localized help for the Client Manager
	Connect to Selected System(s)	Systems toolbar	Lets you connect to one or more ISIS or Avid NEXIS systems on the same network as the client
	Disconnect from Selected System(s)	Systems toolbar	Lets you disconnect from one or more ISIS or Avid NEXIS systems
	Open Management Console for Selected System(s)	Systems toolbar	Lets you log in to the Management Console for the selected systems
	Change password for Selected System(s)	Systems toolbar	Lets you change the password for the current user., if you are connected to the ISIS or Avid NEXIS system.
	Reserve bandwidth for Selected System(s)	Systems toolbar	Used in conjunction with the Configure Reserve Rate button. After you configure a reserve rate, click this button to activate the rate.
	Configure reserve rate for Selected System(s)	Systems toolbar	Lets you specify how many streams of various formats to reserve on the ISIS or Avid NEXIS system. Displays the equivalent speed in MB/sec for each of the available formats.
	Toggle Auto Reservation for Selected System(s)	Systems toolbar	Lets you turn reservations on or off as needed
	(none)	System Login dialog box	Represents a client user. Enter a user name in this field.
	(none)	System Login dialog box	Enter the user password in this field.

Button	Name	Location	Function(Continued)
	(none)	System Login dialog	Applies to Windows clients only. If checked, the client uses their Windows user name and password, instead of an account configured on the ISIS or Avid NEXIS system
	(none)	System Login dialog	If checked, the client automatically connects to the network every time the client system starts
		Workspaces toolbar	Mount Selected Workspaces
		Workspaces toolbar	Unmount Selected Workspaces
		Workspaces toolbar	Assign Mount Point to Selected Workspace
		Workspaces toolbar	Toggle Auto Mount for Selected Workspace(s)
		Workspaces toolbar	Retrieve Details for All Workspaces
		Workspaces toolbar	Retrieve Details for all workspaces
	Save Log Message	Logs toolbar	Saves the messages displayed in the current Client Manager window to the following location: <ul style="list-style-type: none"> • (Windows) C:\Program Files\Avid\Avid NEXIS Client • (Mac) [Drive]:/Users/USERNAME Client Manager logs are automatically saved even when the Save Log Message button is not clicked. Logs are saved in the following location: <ul style="list-style-type: none"> • (Windows) C:\Users\USERNAME\AppData\Local\Avid\AvidNEXISClientManager\Logs • (Mac) [Drive]:/Users/USERNAME/Library/Application Support/Avid/NEXISClientManager/Logs
	Clear	Advance settings and other Client Manager dialog boxes	Clears the cache saved on the client system in the Advance Settings or clears the entry in dialog boxes
	Add	Various Client Manager dialog boxes	Adds a new entry in the dialog box (for example, adds a new host to the Remote Hosts list)

Button	Name	Location	Function(Continued)
	Delete	Various Client Manager dialog boxes	Deletes an item in the selected dialog box (for example, deletes a selected remote host)
	Apply	Various Client Manager dialog boxes	Applies settings or changes made in the open dialog box
	Close	Various Client Manager dialog boxes	Closes the open dialog box. Any changes that were not applied revert back to the last saved settings.

ISIS or Avid NEXIS Connection Tests

Before you begin using the Avid NEXIS shared storage network, test the connection to your workspace to make sure communication between your client system and the media network is sufficient for the functionality needed by your system.

Use the Avid PathDiag tool, which installs with your client software, to test the read/write throughput, or the rate that read and write operations are conducted between your client system and a mounted workspace.

For more information, see [“Avid PathDiag Tool” on page 41](#).

Alternatively, use the Avid Benchmark Utility, a diagnostic utility that allows you to check the connectivity between the Avid shared storage network and its clients. The Benchmark Agent is installed on all ISIS or Avid NEXIS client systems when you install the ISIS or Avid NEXIS client software. The Benchmark Utility Guide is available here: [C:\Program Files\Avid\NEXIS Client\Utilities\Benchmark Utility\Help\AvidBenchmarkUtilityGuide.pdf](#).

Connecting a Client to an ISIS or Avid NEXIS System

Before you can mount your workspaces, connect your client system to the ISIS or Avid NEXIS system storing those workspaces.

A client system name (hostname) must comply with RFC 952 standards, such as not including an underscore (_) character. For more information, see [Naming Conventions in Active Directory for Computers, Domains, Sites, and OUs](#) on the Microsoft Support Knowledge Base.



The System Director recognizes only the first 31 characters of a client system name; if multiple client system names have the same first 31 characters, after the first client connects, other clients will receive an error when they try to connect. Make sure that all client names are unique within the first 31 characters of their hostnames.

To connect your client to an ISIS or Avid NEXIS system:

1. Open the Client Manager one of the following ways:
 - ▶ (Windows) — If the Client Manager icon is not available in the Windows taskbar, select Start, Programs, Avid, Avid NEXIS Client, NEXISClientManager.
 - ▶ (Windows) — Click the Client Manager icon in the Windows taskbar.



- ▶ (Windows) — Right-click the Client Manager icon and select Avid NEXIS Client Manager.
- ▶ (Mac) — Select Go, Applications, and then double-click the AvidNEXIS folder. In this folder, double-click the NEXISClientManager.app file.
- ▶ (Linux) — Click Applications, System Tools and select Avid NEXIS Client Manager.



To add the Client Manager launcher icon to the panel or desktop on a Red Hat Linux client, click Applications, System Tools. Right-click Avid NEXIS Client Manager and select Add Launcher to Panel or Desktop.

The Avid NEXIS Client Manager opens.



2. (Option) If your client is connected to a routed media network, select the Remote Host (Avid NEXIS system) the first time you log in. For more information see [“Adding a Remote Host” on page 17](#).



The Client Manager user interface can take up to 30 seconds to display changes made in the Remote Host Settings.

3. Select the ISIS or Avid NEXIS system in the Systems panel.



4. Click the Connect button in the Systems panel.
5. Log in using the Username and Password assigned to you by the Avid NEXIS administrator. Do one of the following:
 - ▶ (Windows) — Type your account name in the Username text box, and type your password in the Password text box.
 - ▶ (Windows) — If your ISIS or Avid NEXIS system is configured to use the Windows user name and password for your local system, select OS Login. By default, the Username and Password text boxes are inactive when you select this option.
(Optional — Windows) If you selected the OS Login option, and you want to connect to the network automatically every time you start your system, select the Auto Connect checkbox.
 - ▶ (Mac) — Type your ISIS or Avid NEXIS account name in the Username text box, and type your password in the Password text box.
 - ▶ (Linux) — Type your ISIS or Avid NEXIS account name in the Username text box, and type your password in the Password text box.

When the connection is successful, workspaces you have been given access to are listed in the Workspaces list.

Disconnecting from an ISIS or Avid NEXIS System

When you disconnect from an ISIS or Avid NEXIS system, mounted Workspaces are handled differently depending on the client operating system:

Client OS	Workspace Behavior
Microsoft Windows	Workspaces are unmounted
Mac OS	Workspaces stay mounted
Linux	Workspaces are unmounted



Disconnecting from an ISIS or Avid NEXIS system is different from closing the Client Manager window. If you close the Client Manager without disconnecting from the ISIS or Avid NEXIS systems, all ISIS or Avid NEXIS connections remain connected, and mounted Workspaces stay mounted.

To disconnect from an ISIS or Avid NEXIS system:

1. In the Systems list, select the ISIS or Avid NEXIS system you want to disconnect from.
2. Click Disconnect.



The ISIS or Avid NEXIS system name stays in the Systems list so you can connect to it again later.

Closing and Exiting the Client Manager

Closing and exiting (quitting) the Client Manager are two separate operations. Closing the Client Manager window closes the window only; the Client Manager continues running in the background, and any connections to ISIS or Avid NEXIS systems remain connected, and Workspaces remain mounted.

Exiting (quitting) the Client Manager gives you the option to unmount Workspaces and closes the Client Manager interface. The client system remains connected to the ISIS and Avid NEXIS systems.

To close the Client Manager:

1. Click the red X in the Client Manager window.

To exit (quit) the Client Manager:

1. In the taskbar or notification area, right-click the Client Manager icon, then click Quit.
2. Choose whether or not to unmount Workspaces (click Yes or No).

Workspaces are unmounted (or not), and the Client Manager process stops and the window closes.

Mounting and Unmounting Workspaces

Your ISIS or Avid NEXIS user account must have access to at least one workspace. For information on workspace access, see the *Avid NEXIS Administration Guide*.

If a workspace is mounted and the connection to the System Director is subsequently lost, a message appears in the Log pane of the Client Manager window. The Client Manager icon in the Taskbar changes color (on Windows systems). The Client Manager then automatically attempts to reestablish the connection with the System Director. When successful, a log message informs you of the connection state.



Linux clients must always unmount workspaces before exiting Client Manager or your mount points could be different the next time you start the Client Manager and mount them. If you do not unmount the workspace, it will appear as `</mnt/workspace nameI>` in the Online column the next time you start the Client Manager. To correct the issue, while no Avid NEXIS or ISIS Workspaces are mounted, delete the `/mnt/<workspace name>` directory on the client system.

To mount an ISIS or Avid NEXIS workspace on your system:

1. Open the Client Manager. (For help, see [“Using Avid Client Manager” on page 25](#)).
The Workspaces list opens. The Online field displays a green icon for Workspaces that are already mounted. You can filter the Workspaces list by Workspace name.
2. Do one of the following:
 - ▶ Select a workspace and click the Mount button.
 - ▶ Right-click a workspace and select Mount.
 - ▶ Double-click the workspace.
 - ▶ (Option) Right-click, and select “Assign Mount Point” from the menu.



Selecting this option will override the current drive mapping option settings for the selected workspace. For more information on drive letter assignments, see [“Configuring Workspace Mount Points \(Windows\)” on page 34](#).

The Client Manager mounts the selected workspace on your client and the Online icon for the mounted workspace changes to green. (Windows) The Workspaces list displays the drive the workspace is mounted on. If you use letterless drive mappings, the Workspaces list displays “UNC path” next to the Online icon. On Mac OS X systems, it displays the path to the mount point.

If you manage your lettered or UNC workspace mounts outside of the Client Manager application (for example, using Map Network Drives on windows clients) you can create multiple mount points to the same workspace. Client Manager will display the multiple mounts properly.

3. (Option) To automatically remount the selected workspace the next time you log in, do one of the following:
 - ▶ Select the workspace and click the Toggle Auto Mount button.
 - ▶ Right-click the workspace and select “Enable Auto Mount.”

The next time you log in to your client system, the Client Manager automatically mounts the selected workspace.

To mount multiple ISIS or Avid NEXIS workspaces on your system:

1. Open the Client Manager.
The Workspaces list opens. The Online field displays a green icon for workspaces that are already mounted. You can filter the Workspaces list by Workspace name.
2. Do one of the following:
 - ▶ Select multiple non-contiguous workspaces with Control+click.
 - ▶ Select a range of contiguous workspaces by clicking on the first workspace row in the range, then Shift+clicking on the last.
 - ▶ Select all workspaces by right-clicking in the Workspaces list and selecting “Select All.”
 - ▶ Select all workspaces by pressing Control+A.
3. Right-click, and select Mount.

The Client Manager mounts the selected workspace on your client and the Online icon for the mounted workspace changes to green. (Windows) The Workspaces list displays the drive the workspace is mounted on. If you use letterless drive mappings, the Workspaces list displays “UNC path” next to the Online icon. On Mac OS X systems, it displays the path to the mount point.

If you manage your lettered or UNC workspace mounts outside of the Client Manager application (for example, using Map Network Drives on windows clients) you can create multiple mount points to the same workspace. Client Manager will display the multiple mounts properly.

4. (Option) To automatically remount the selected workspace the next time you log in, do one of the following:

- ▶ Select the workspace and click the Toggle Auto Mount button.
- ▶ Right-click the workspace and select “Enable Auto Mount.”

The next time you log in to your client system, the Client Manager automatically mounts the selected workspace.

To unmount an ISIS or Avid NEXIS workspace on your system:

1. Open the Client Manager.

The Workspaces list opens. The Online field displays a green icon for workspaces that are already mounted. You can filter the Workspaces list by Workspace name.

2. Do one of the following:

- ▶ Select a workspace and click the Unmount Selected Workspace button.
- ▶ Right-click on the workspace and select Unmount.

The Client Manager unmounts the workspace from your client, and the green icon is removed from the Online field for this workspace.



When you exit the Client Manager you can choose whether or not to unmount Workspaces.

To unmount multiple ISIS or Avid NEXIS workspaces on your system:

1. Make sure your Avid application is not running.
2. Open the Client Manager.

The Workspaces list opens. The Online field displays a green icon for workspaces that are already mounted. You can filter the Workspaces list by Workspace name.

3. Do one of the following:

- ▶ Select multiple non-contiguous workspaces with Control+click.
- ▶ Select a range of contiguous workspaces by clicking on the first workspace row in the range, then Shift+clicking on the last.
- ▶ Select all workspaces by right-clicking in the Workspaces list and selecting “Select All.”
- ▶ Select all workspaces by pressing Control+A.

4. Click the Unmount Selected Workspace button or right-click and select Unmount.

The Client Manager unmounts the workspaces from your client, and the green icons are removed from the Online field for those workspaces.



When you exit the Client Manager you are offered the option of unmounting Workspaces.

Configuring Workspace Mount Points (Windows)

The Client Manager allows you to configure the drive letter used when mounting ISIS or Avid NEXIS workspaces. This allows you to prevent workspaces from being assigned drive letters you want reserved for other uses.



The Client Manager skips fixed drives and drive letters that are already in use.

If your system requires using Universal Naming Convention (UNC) paths for all mounted workspaces instead of drive letters, you can use Client Manager to set this as the default mapping for workspaces.

If you manage your lettered or UNC workspace mounts outside of the Client Manager application (for example, Map Network Drives) you can create multiple mount points to the same workspace. Client Manager will display the multiple mounts properly.

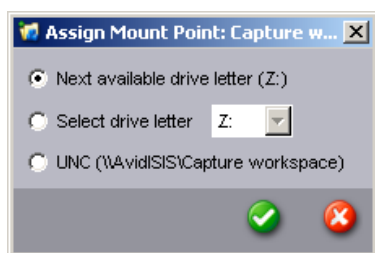
To configure the drive letter for mounting workspaces:

1. Open the Client Manager (see [“Using Avid Client Manager” on page 25](#)).
2. Select a workspace from the Workspace list.
3. Right-click the selected workspace, and select “Assign Mount Point” from the context menu.

The Assign Mount Point dialog box opens.



On Mac and Linux clients, UNC does not apply but you can select the default or manually entered mount point.



4. Click the Choose drive letter menu, and select the drive letter you want to use for mounting workspaces.

Option	Description
Next available drive letter (<i>letter:</i>)	Mounts the workspace to the next available drive letter, working backward from drive Z:
Select drive letter	Mounts the workspace to the selected available drive letter.
UNC (<i>\\path</i>)	(Windows) Uses a Universal Naming Convention (UNC) path for the mounted workspace instead of a drive letter.

5. Click the green check mark to apply the settings or the red X to close the dialog box without any changes.

Workspace Display

The Workspaces list provides the following information:

- Name of the shared storage system hosting the Workspace
- Workspace name
- If mounted, shows the drive letter (Windows), UNC path, or mount point for the mounted workspace.
- Mode — Connection status (connected, not connected, automounted)
- Workspace details retrieval time
- Free space (unit of measure depends on the General Preference settings)
- Total Workspace capacity (See [“Differences in Workspace Size Display Between ISIS and Avid NEXIS” on page 36](#) for more information)
- Used space (as a percentage of available capacity)
- Performance type (depends on the system hosting the Workspace). For more information, see the Administration Guide for your Avid ISIS or Avid NEXIS system.
- Engine protection type used by the Workspace (depends on the system hosting the Workspace)
- Media Pack protection type (depends on the system hosting the Workspace)
- User privileges for the workspace (read, read/write)

Displaying Workspace Details

When you connect to an ISIS or Avid NEXIS system, only the workspace names are displayed; to display additional details, retrieve them manually. You do not have to mount a workspace to retrieve its details.

To retrieve details for one or more selected workspaces:

1. Do one of the following:
 - ▶ Select a single workspace by clicking on a workspace row.
 - ▶ Select multiple non-contiguous workspaces with Control+click.
 - ▶ Select a range of contiguous workspaces by clicking on the first workspace row in the range, then Shift+clicking on the last.
2. Right-click in the Workspace list, and select Retrieve Details, Selected Workspaces.

Additional details are retrieved for the selected workspaces.

To retrieve details for all mounted workspaces:

- ▶ Do one of the following:
 - Click the Retrieve Details for Mounted Workspace(s) button
 - Right-click in the Workspace list, and select Retrieve Details, Mounted Workspaces.

Additional details are retrieved for all mounted workspaces.

To retrieve details for all workspaces:

- ▶ Do one of the following:
 - Click the Retrieve Details for All Workspaces button

- Right-click in the Workspace list, and select Retrieve Details, All Workspaces.
Additional details are retrieved for all workspaces.

Differences in Workspace Size Display Between ISIS and Avid NEXIS

In Avid NEXIS v6.0, the method of reporting space has changed. On ISIS systems and clients, size was calculated and displayed in binary numbers (base 2, or multiples of 1024). In Avid NEXIS, space is calculated in decimal numbers (base 10, or multiples of 1000).

For clients connected to both ISIS and NEXIS systems, or for clients that have upgraded to the v6.0 or higher version of the Client Manager and are connected to ISIS v4.7.5 or higher systems, the Workspace size will look different.



The actual Workspace size has not changed; no space has been gained or lost. The only difference is how the size is reported.

The following images compare the differences between the reported sizes for the same Workspaces, as viewed with an ISIS v4.7.5 Client and an Avid NEXIS v6.0 Client. Note that while the Free and Total space values are different, the Used values are the same on both Clients.

Workspace Sizes on ISIS Systems (v4.7.5 Client)

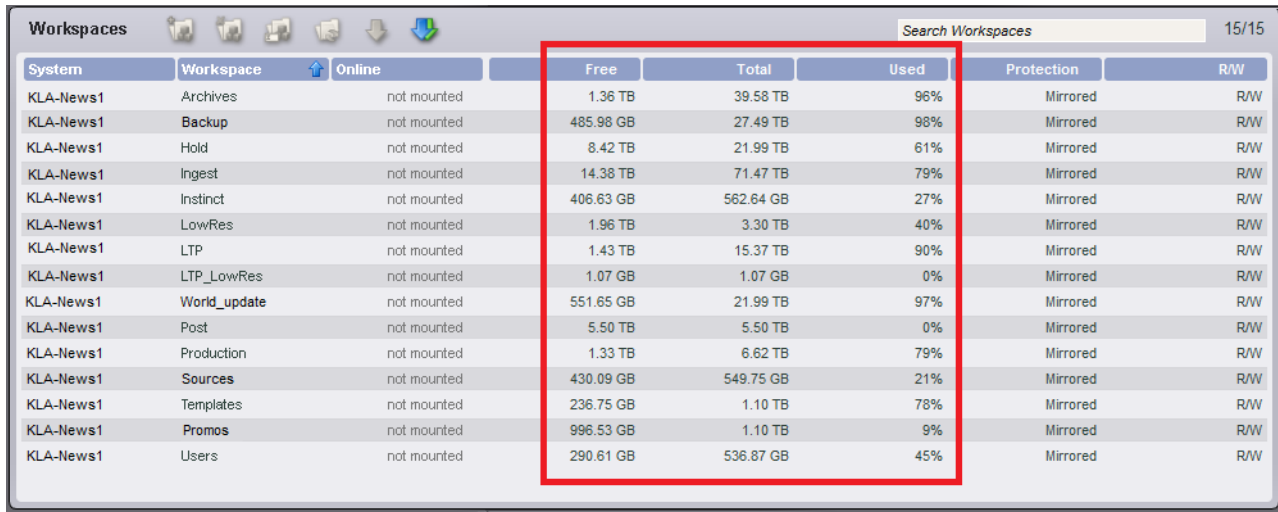
Workspaces

Search Workspaces

15/15

System	Workspace	Online	Free	Total	Used	Protection	RW
KLA-News1	Archives	not mounted	1.24 TB	36.00 TB	96%	Mirrored	R
KLA-News1	Backup	not mounted	452.60 GB	25.00 TB	98%	Mirrored	R
KLA-News1	Hold	not mounted	7.65 TB	20.00 TB	61%	Mirrored	R
KLA-News1	Ingest	not mounted	13.04 TB	65.00 TB	79%	Mirrored	R
KLA-News1	Instinct	not mounted	378.70 GB	524.00 GB	27%	Mirrored	R
KLA-News1	LowRes	not mounted	1.79 TB	3.00 TB	40%	Mirrored	R
KLA-News1	LTP	not mounted	1.30 TB	13.98 TB	90%	Mirrored	R
KLA-News1	LTP_LowRes	not mounted	1.00 GB	1.00 GB	0%	Mirrored	R
KLA-News1	World_update	not mounted	513.77 GB	20.00 TB	97%	Mirrored	R
KLA-News1	Post	not mounted	5.00 TB	5.00 TB	0%	Mirrored	R
KLA-News1	Production	not mounted	1.20 TB	6.02 TB	80%	Mirrored	R
KLA-News1	Sources	not mounted	400.55 GB	512.00 GB	21%	Mirrored	R
KLA-News1	Templates	not mounted	220.49 GB	1.00 TB	78%	Mirrored	R
KLA-News1	Promos	not mounted	928.09 GB	1.00 TB	9%	Mirrored	R/W
KLA-News1	Users	not mounted	270.65 GB	500.00 GB	45%	Mirrored	R/W

Workspace Sizes on Avid NEXIS Systems (v6.0 Client)



The screenshot shows the 'Workspaces' window in the Avid NEXIS v6.0 Client. It features a table with columns for System, Workspace, Online status, Free space, Total space, Used space, Protection, and R/W permissions. A red box highlights the 'Free', 'Total', and 'Used' columns. The table lists various workspaces for 'KLA-News1', including Archives, Backup, Hold, Ingest, Instinct, LowRes, LTP, LTP_LowRes, World_update, Post, Production, Sources, Templates, Promos, and Users.

System	Workspace	Online	Free	Total	Used	Protection	R/W
KLA-News1	Archives	not mounted	1.36 TB	39.58 TB	96%	Mirrored	R/W
KLA-News1	Backup	not mounted	485.98 GB	27.49 TB	98%	Mirrored	R/W
KLA-News1	Hold	not mounted	8.42 TB	21.99 TB	61%	Mirrored	R/W
KLA-News1	Ingest	not mounted	14.38 TB	71.47 TB	79%	Mirrored	R/W
KLA-News1	Instinct	not mounted	406.63 GB	562.64 GB	27%	Mirrored	R/W
KLA-News1	LowRes	not mounted	1.96 TB	3.30 TB	40%	Mirrored	R/W
KLA-News1	LTP	not mounted	1.43 TB	15.37 TB	90%	Mirrored	R/W
KLA-News1	LTP_LowRes	not mounted	1.07 GB	1.07 GB	0%	Mirrored	R/W
KLA-News1	World_update	not mounted	551.65 GB	21.99 TB	97%	Mirrored	R/W
KLA-News1	Post	not mounted	5.50 TB	5.50 TB	0%	Mirrored	R/W
KLA-News1	Production	not mounted	1.33 TB	6.62 TB	79%	Mirrored	R/W
KLA-News1	Sources	not mounted	430.09 GB	549.75 GB	21%	Mirrored	R/W
KLA-News1	Templates	not mounted	236.75 GB	1.10 TB	78%	Mirrored	R/W
KLA-News1	Promos	not mounted	996.53 GB	1.10 TB	9%	Mirrored	R/W
KLA-News1	Users	not mounted	290.61 GB	536.87 GB	45%	Mirrored	R/W

Sorting the Display

If the Workspaces list contains a large number of workspaces, you might want to sort the items in the list.

To sort the Workspaces list:

1. Click on a field heading that you want to sort.
A blue arrow appears next to the field heading.
2. Click the field heading again to reverse the sort order.

Filtering the Display

If the Workspaces list contains a large number of workspaces, you might want to filter the items in the list.

To filter the Workspaces list:

- ▶ Type part or all of a workspace name in the “Search Workspaces” field.
The Workspaces list updates to display the workspace names that match the text entered.

To display all Workspaces:

- ▶ Delete the text in the “Search Workspaces” field.
The Workspaces list updates to display all available Workspaces.

Accessing the Help

The Client Manager Help provides background information for tasks, windows, and dialog boxes. The Help system is QT-based and opens in a separate windows.

To open the Client Manager help:

- ▶ In the Menu panel, click the Help button.

Bandwidth Reservations

You can use the Client Manager to obtain a default bandwidth reservation; however, the reservation cannot exceed your system's device limit or your client bandwidth limit, whichever is lower. (The administrator sets bandwidth limits in the Management Console, optionally based on the client type specified by the Client Manager.) Bandwidth limits are hidden by default; you can enable their display in the General Preferences settings dialog box; see [“Workspace Display” on page 35](#).

The reserved bandwidth is the total bandwidth available to the client; the sum of both reads and writes. For more information on using the Management Console to set bandwidth limits, see the *Avid NEXIS Administration Guide*.



Setting a bandwidth limit on editing clients can adversely affect playback performance. Avid recommends that you do not set bandwidth limits for users other than Avid AirSpeed® clients. However, your administrator might need to set a bandwidth limit for other devices, such as TransferManager, in the event the device is consuming more bandwidth than expected.

Enabling Bandwidth Reservations

The Bandwidth dialog must be enabled in order to manage bandwidth reservations.

To enable the Bandwidth Dialog:

1. Open the Client Manager.
2. Click the General Preference Settings button.
3. Select “Enable Bandwidth Columns.”
4. (Option) Select “Display Bandwidth in Bits Per Second” to display bandwidth in bits per second instead of megabytes per second.
5. Click the green check mark to apply the settings or the red X to close the dialog box without any changes.

The Bandwidth buttons appear in the Systems toolbar.

6. To set the Bandwidth, see [Creating or Releasing Bandwidth Reservations](#).

Creating or Releasing Bandwidth Reservations

This procedure assumes that there are existing bandwidth reservations on the ISIS or Avid NEXIS Management Console for the device (client system) or the users of the client system. On the client system, you can further restrict the bandwidth to less than the limit set on the ISIS or Avid NEXIS.

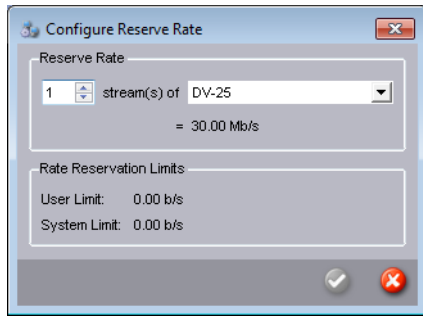
To create or modify a bandwidth reservation:

1. Open the Client Manager and Enable Bandwidth Columns in the General Preference Settings (see [“Enabling Bandwidth Reservations” on page 38](#)).



2. Click the Configure Reserve Rate for Selected System(s) button.

The Configure Reserve Rate dialog box opens.



3. Use the up/down buttons to select the number of streams you will need.
4. Select the type of stream from the list.

There are several presets for various formats, as well as numeric bandwidth values.



If the selected bandwidth value exceeds the limits imposed either by the client type specified by the Client Manager or the reserved bandwidth value set in the Management Console, a warning symbol will appear next to the Total Rate value. You can save these values, but cannot create or modify an existing reservation.

5. Click the green check mark to apply the settings or the red X to close the dialog box without any changes.



6. Close the Configure Reserve Rate dialog.
7. Click Reserve bandwidth for selected System(s).



You can enable Auto Reserve and create the reservation in one step by selecting “Toggle Auto Reservation for selected System(s)” instead of clicking Reserve.



8. (Option) If you want the reservation to be created automatically the next time you log in, click “Toggle Auto Reservation for selected System(s).”

To release a reservation:

1. Select the system reservation you want to release.
2. Click “Reserve bandwidth for selected System(s).”

The selected reservation is released.

Clearing Cached Data

The Client Manager maintains information on site settings in cache files, and the tool appends data each time you open the Client Manager. You can clear the cached information — for example, to remove settings for users no longer working on a specific system — by deleting the cache files.

To clear cached data:

1. Open the Client Manager. (For help, see [“Using Avid Client Manager” on page 25.](#))
2. Click Advanced Settings.
3. In the Advanced section, do one of the following:
 - ▶ Click Clear for each cache file you want to clear.
 - ▶ Click Clear All to clear all cached data.

4. Click the red X to close the dialog box.

Managing Logs and Messages

The Client Manager keeps a log of information, warnings, and error messages. You can view the current log in the Messages section of the Client Manager window. You can also save a copy of the log, and you can clear the log maintained for the current work session.



The Client Manager clears all logs when you exit the application.

To view Client Manager event logs:

1. Open the Client Manager. (For help, see [“Using Avid Client Manager” on page 25.](#))
The Messages area is the bottom section of the Client Manager window. You can sort the Messages list by clicking the Level, Time, or Message field heading and clicking on the blue arrow to sort in ascending or descending order.

To save a copy of the event log:

1. Right-click in the list, and select Export.
The Export dialog box opens.
2. Navigate to the folder where you want to save your log.
3. Type a name for the log in the File Name text box.
4. Click Save.
The Client Manager saves the event messages as a log file (*filename.log*).

To clear all event logs:

- Right-click in the list and select Clear.

3 Avid PathDiag Tool

Avid PathDiag tool is a diagnostic utility that allows you to validate your Avid NEXIS storage group by quantifying the throughput of Windows or Mac editing applications accessing Avid NEXIS workspaces. The Avid PathDiag tool can also test the throughput from local storage elements and any other shared storage to which a client has access.

 *The Path Diag Tool provides basic diagnostics. For more robust tests and results, use the Avid Benchmark Utility. See the Avid Benchmark Utility Guide for more information.*

Starting Avid PathDiag Tool

To start Avid PathDiag tool, do one of the following:

- ▶ (Windows) Select Start, All Programs, Avid, NEXIS Client, PathDiag.
- ▶ (Mac) Select Go, Applications, and then double-click the AvidNEXIS folder. In this folder, double-click the PathDiag icon.

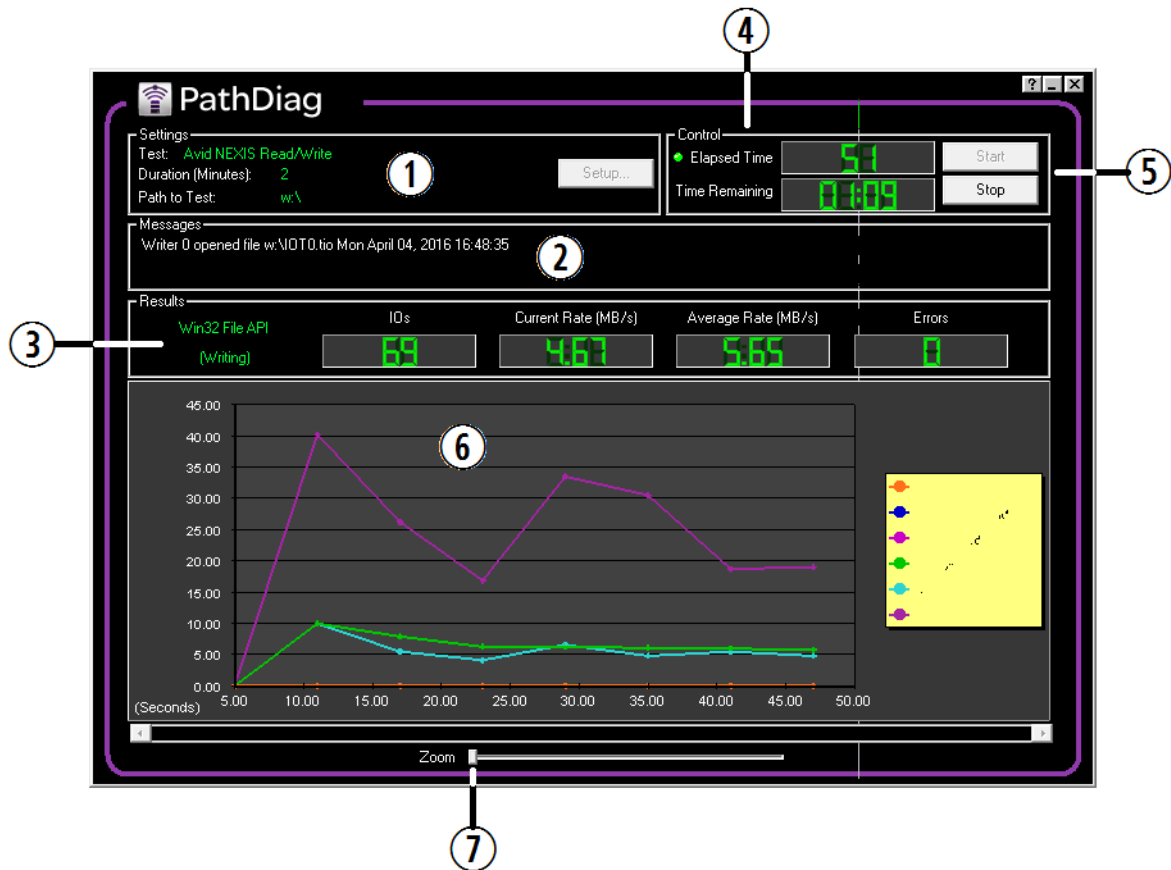
The Avid PathDiag tool opens.



PathDiag Tool Interface

The primary user interface of PathDiag tool consists of a single window from which you can select the test to be performed, start and stop the selected test, and view the test results as the test progresses. You access auxiliary controls through dialog boxes.

The callouts in the figure below are described in the following sections.



Settings Area (Callout 1)

The Settings area in the main window displays the name of the currently selected test, the test duration, and the path to the storage that will be tested.

The Setup button allows you to change the test settings. For more information, see [“Diagnostic Tests” on page 44](#).

Messages Area (Callout 2)

The Messages area provides test progress and diagnostic information about the operation of the utility. This information can be helpful for troubleshooting.

Results Area (Callout 3)

The Results area provides the following numerical test results:

Item	Description
IOs	Displays the current number of I/O operations that have been completed during the test
Current Rate (MB/s)	Displays the calculated throughput or bandwidth (in megabytes per second [MB/s]) for recent I/O operations that have been completed
Average Rate (MB/s)	Displays the average throughput or bandwidth (in megabytes per second) for the duration of the test
Errors	<p>Displays the number of errors encountered during testing. This is the total of all errors generated for both read and write operations and can include errors related to the following:</p> <ul style="list-style-type: none"> • Opening or closing data files • Validity of the specified file system path • User access privileges • Read or write operations

Text indicators on the left of the Results area show the file access protocol used and the operation performed in the current phase of testing.

The File Access Protocol indicator shows one of the following:

Item	Description
Automatically Select	Selects a protocol automatically for testing the selected path. Generally, the tool selects Win32 File API for the specified path
Win32 File API	Indicates the Win32 file access API is being used. This indicator is displayed for local disks, mounted workspaces, and network file shares.
Self-Test	Indicates the performance monitor runs a test without actually performing any read or write operations. This is usually done to benchmark the tool without disk input/output actions affecting the results.

The I/O Operation indicator shows one of the following:

Item	Description
(Reading)	The current mode of testing is Read operations.
(Writing)	The current mode of testing is Write operations.

Control Area (Callouts 4, 5)

The Control area in the main window has Start and Stop buttons along with test timing information. For more information, see [“Starting and Stopping the Test” on page 49](#).

Test Results Graph (Callouts 6, 7)

While a test is running, you can use the Zoom slider to show details for a larger or smaller span of time. The default time scale on the X axis is 0.00 to 120.00 seconds (the default 2-minute test run).

The Test Results graph plots results measured over time, which is particularly useful when you want to observe trends or patterns in performance.

For example, if another process is running that creates a periodic high demand on the storage subsystem being tested, you might see a periodic drop in observed throughput in the Test Results graph.

The Test Results graph shows the following:

Item	Description
Average Read or Average Write	The average throughput or bandwidth (in megabytes per second), plotted over time.
Recent Read or Recent Write	The calculated throughput or bandwidth (in megabytes per second) for recent I/O operations, plotted over time.
Peak Read or Peak Write MS/100	<p>The peak latency for individual I/O operations (either reads or writes) that have been completed over a short period of time. A high measurement indicates a longer period of time was needed for the operation to complete.</p> <p>Because only the highest (peak) measurement over a short period of time is displayed, a single high peak could be accompanied by many low-latency operations that do not appear in the graph.</p>



When you run the Network Connectivity test, the Test Results graph display is replaced with a table of results generated by the test. For more information, see “Setting Up a Network Connectivity Test” on page 47.

Diagnostic Tests

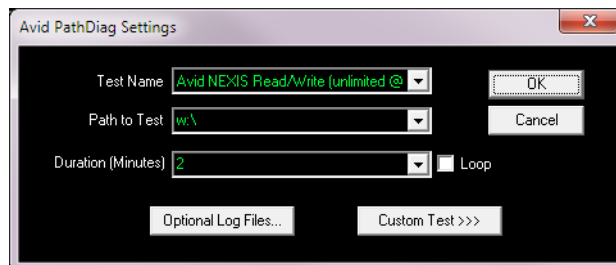
The Settings area of the PathDiag tool displays the currently specified test parameters. Before running the test, mount at least one workspace in the Avid NEXIS shared storage network.

Setting Up a Standard Test

To change the default test settings:

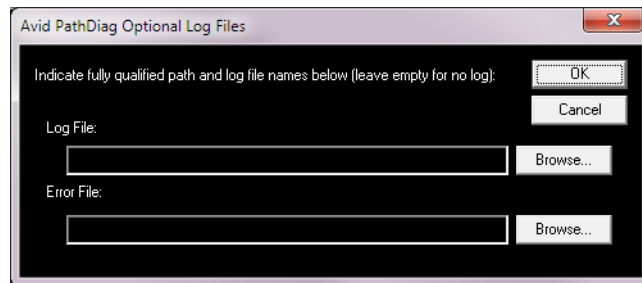
1. Click the Setup button.

The PathDiag tool Settings dialog box opens.



2. Do the following:
 - a. Choose a Test Name from the drop-down list. The predefined tests perform reads or writes at a bandwidth similar to that required for DV 25, DV 50, IMX 30, or low resolution operations.
 - b. Select a path to the workspace to test, or enter it in the field. This can be a UNC path (for example, \\myMachine\myShareFolder\subfolder).
 - c. Set the test duration in minutes (2, 5, or 10), and whether or not to loop the test indefinitely. When you select Loop, the test runs until you click Stop. The Loop operation follows true loop behavior: At the end of the specified duration, the test stops, intermediate test files are cleaned up, and the test repeats using the cleaned-up intermediate test files.
3. If necessary, specify paths and file names for optional test and error log files as follows:
 - a. Click Optional Log Files.

The Avid NEXIS PathDiag Optional Log Files dialog box opens.



- b. To log information about the test and its results, type a path name and a file name in the Log File text box, or click Browse to search for a file name.
- c. To log error information, type a path name and a file name in the Error File text box, or click Browse to search for a file name.

To omit a log file, leave the Log File, Error File, or both text boxes blank.

- d. Click OK to close the dialog box.


The Avid NEXIS Read/Write test is a good standard test because it includes unlimited bandwidth used to ascertain the available performance of the end-to-end path.

Setting Up a Custom Test

In addition to the standard, predefined tests, the PathDiag tool allows you to configure custom tests:

- To view the selection of standard tests, click Standard Tests in the PathDiag tool Settings dialog box.
- For 10-Gb connections, the recommended Transfer Size is 32768 with a Transfer Rate of unlimited.

For custom tests, choose from the following options:

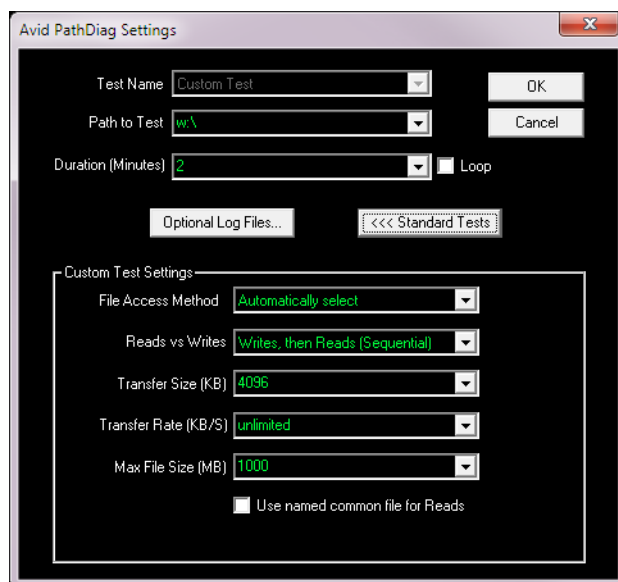
Parameter	Description
File Access Method	<p>PathDiag tool supports more than one interface or protocol for accessing data. This option allows you to control which interface is used. Choose one of the available settings:</p> <ul style="list-style-type: none"> Automatically select — PathDiag tool selects a protocol automatically for testing the selected path. Generally, the tool selects Win32 File API for the specified path. Win32 File API — PathDiag tool uses the Win32 File API for its data file access. Network Connectivity Test — PathDiag tool runs a high-level test to verify network connectivity. For more information on the network connectivity test, see “Setting Up a Network Connectivity Test” on page 47. Self-Test — PathDiag tool runs a test without actually performing any read or write operations. This is usually done to benchmark the tool without disk input/output actions affecting the results.
Reads vs Writes	<p>PathDiag tool supports testing that focuses on Reads or Writes, or that alternates between Reads and Writes. Select a testing mode:</p> <ul style="list-style-type: none"> Writes, then Reads — The utility alternates between Write and Read tests. Approximately half of the test duration is allocated to reading, and the other half is allocated to writing. Writes Only — The utility writes test data files and measures the throughput obtained during Write operations. Reads Only — The utility reads test data files and measures the throughput obtained during Read operations. <p> <i>One or more test data files are written as sample data for testing; however, the Writes required to set up the test are not included in the throughput measurements.</i></p>
Transfer Size (KB)	<p>This option controls the amount of data the test utility attempts to read or write during a single I/O. Some software (like audio applications) uses smaller I/Os. Video applications use larger I/Os. Depending on the client application, you can select a typical I/O size for your application and run a PathDiag to see the results that you can expect from your client running that application.</p> <p>In some cases, you might set the Transfer Size to large I/O sizes to test switch performance.</p>
Transfer Rate (KB/S)	<p>The utility can attempt to perform I/O at a variety of fixed transfer rates. This is useful for simulating the behavior of applications that have a known data rate. You can select a data rate where I/Os do not exceed a particular limit.</p> <p>A special unlimited transfer rate setting is also available. When you select the unlimited transfer rate, the PathDiag tool performs I/O operations as fast as possible while being affected by all aspects of the total system being exercised.</p>
Max File Size (MB)	<p>This option controls the maximum size of test data files created for Reads or Writes. This option might affect throughput measurements. For example, at any given data rate, a smaller file is opened and closed more often than a larger file, creating more overhead. The default file size is 100 MB.</p> <p>The Max File Size setting is very useful when creating custom PathDiag tests. To test pure disk I/O throughput, run multiple instances of PathDiag using the largest supported file size of 2000 MB.</p>

Parameter	Description(Continued)
Use named common file for Reads	<p>This option changes the way that the Path to Test parameter is used, and the option is intended for advanced users only. When you select this option, the Path to Test parameter must specify a full path, including a file name. The test utility uses the named file for its Read tests.</p> <p>The utility creates the file if it does not exist and deletes it at the end of testing. For this reason, the named file should not already exist unless you want it to be deleted when the test is completed. With this option selected, you can run PathDiag tool on multiple clients simultaneously and supply the same file name.</p> <p>This allows PathDiag tool applications running on multiple clients to read a common file. (The file is created as needed, and the last PathDiag tool application to stop deletes the file.)</p>

To access the custom test settings options:

1. Click Custom Test in the PathDiag tool Settings dialog box.

The dialog box expands to display the Custom Test Settings area.



2. Adjust the custom test parameters as described above.
3. Click OK.

Setting Up a Network Connectivity Test

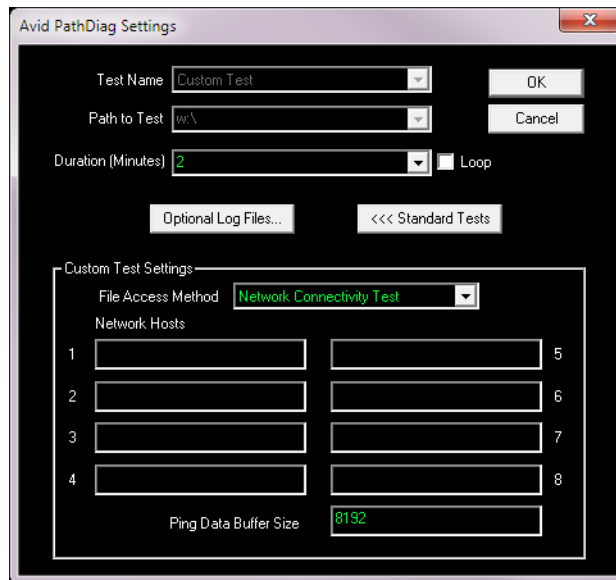
The PathDiag tool provides a high-level verification of network connectivity when you select Network Connectivity Test as a custom test parameter. The Custom Test Settings area of the Avid NEXIS PathDiag Settings dialog box allows you to list up to 8 network hosts to test. Results display in the Test Results graph area of the PathDiag tool.

To set up the Network Connectivity Test:

1. Click Custom Test in the PathDiag tool Settings dialog box.

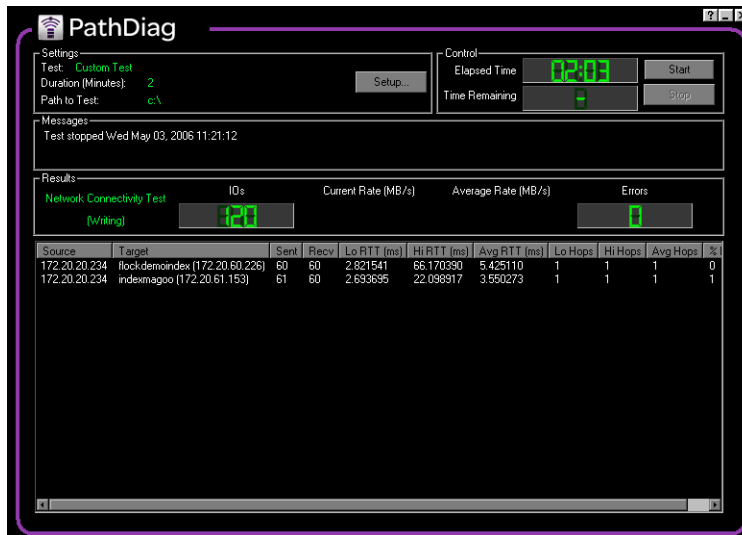
The dialog box expands to display the Custom Test Settings area.

2. Select Network Connectivity Test from the File Access Method menu.
The Network Hosts list displays the available systems in your network.



3. Type the host name or the IP address of the network system you want to test.
4. (Option) Set the Ping Data Buffer Size. The default buffer size is 8192 bytes, and the maximum buffer size is 64 KB.
5. Click OK.

When you run the Network Connectivity test, results display in the Test Results graph area of the PathDiag tool.



The following table describes the test results.

Network Connectivity Results

Category	Description
Source	The IP address of the client system
Target	The host name and IP address of the target system
Sent	The number of packets sent
Recv	The number of packets received
Lo RTT (ms)	The minimum round-trip time (in milliseconds)
Hi RTT (ms)	The maximum round-trip time (in milliseconds)
Avg RTT (ms)	The average round-trip time (in milliseconds)
Lo Hops	The minimum number of forwarding routers in the path between the source and the target system
Hi Hops	The maximum number of forwarding routers in the path between the source and the target system
Avg Hops	The average number of forwarding routers in the path between the source and the target system
% Lost	The percentage of the packet lost in the test

Starting and Stopping the Test

You start and stop the currently configured test using the Start and Stop buttons.

To start the currently configured test:

- ▶ Click Start in the PathDiag tool main window.

The test runs for the specified duration and then stops automatically. The elapsed time a test has been running and the remaining time are displayed in the Control area. If you selected the Loop option in the PathDiag tool Settings dialog box, the test runs indefinitely. In this case, the word LOOP appears in the Time Remaining display in the main window.

To stop the currently running test:

- ▶ Click Stop in the PathDiag tool main window.

Test Results

This section provides information to help you interpret test results displayed in the PathDiag tool main window.

Average Rate Calculation

The average data rate is calculated over the duration of the test. This calculation includes the time the utility requires to open and to close the test files, so the test file size (which you can configure for custom tests) can affect the overall measured throughput.

Also, if the throughput is slow as the test is starting, this might be reflected in the average rate. For example, if the target bandwidth is 4.0 MB/s, the actual average rate calculated at the conclusion of the test might be 3.98 or 3.99 MB/s.

Performance Graph

The graph of results over time can help experienced users obtain information about system performance.

Look for the following:

- Trends: Does the system perform at a consistent rate over time? Is there an upward or downward trend in performance measured over time? If you notice a trend, it might be helpful to perform testing over a longer period of time to determine if the trend continues over longer durations or if a recurring pattern emerges.

It is normal for the maximum read bandwidth to be greater than the maximum write bandwidth.

- Patterns: Is there a momentary drop in performance that occurs at consistent or varied intervals? Patterns can emerge as a result of implementation details and the configuration of a particular system (for example, caching strategies or physical memory), or they might indicate a load on a system that is occurring periodically.
- Changes in performance as load varies: What occurs when a subsystem is placed under a load by other users (or PathDiag tool is running on another client)? It might be easier to observe these interactions by inspecting the plot of performance results over time.

Measurement Strategy

Throughput measurements are plotted periodically (approximately every 5 seconds) and represent a snapshot of performance at the time of the plot. This limits the amount of data that is plotted, which otherwise could include a very large number of data points. As a result, the performance graph could miss a momentary drop or increase or a peak in performance that occurs between plot points. The average rate calculation reflects the impact of such a dip or spike, even if the actual size of a momentary variation does not appear in the graph.

Test Result Interpretation

If your results fall below optimal performance, check to see if your bandwidth is limited. You can use the Avid NEXIS Management Console to check your user bandwidth and your device bandwidth (see the *Avid NEXIS Administration Guide*). If your bandwidth requirements are greater than the reservations set in the Management Console, your Avid NEXIS administrator can adjust the limits.

These results represent guidelines for Avid-qualified systems; performance on your system might vary.

4 NEXIS Log Utility

The Avid NEXIS Log Utility, primarily used by Avid Customer Support, shows logging information for the Avid NEXIS client connection. This utility is installed with the Avid NEXIS client software and helps to diagnose client issues using a common user interface for Windows, Mac, and Linux clients. The Log Utility automatically compresses and timestamps continuous logs.

With the Log Utility, you can:

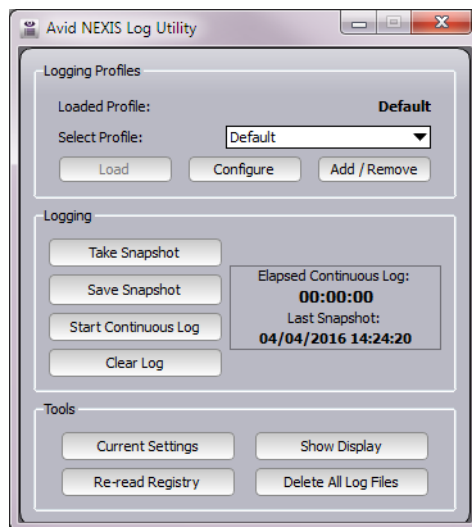
- Load predefined profiles (based on common troubleshooting scenarios) that use trace filters to gather data
- Save snapshots of Profile results to a file
- Add specific Profiles to the list, with help from Avid Customer Support

Running the Avid NEXIS Log Utility

To run the Log Utility:

1. Do one of the following:
 - ▶ (Windows) Click Start, Programs, Avid, Avid NEXIS Client, Avid NEXIS Log Utility.
 - ▶ (Mac) From the Finder, click the Go menu and select Application, AvidNEXIS, Avid NEXISLogUtility.app.
 - ▶ (Linux) Click Application, System Tools, Avid NEXIS Log Utility.

The Log Utility opens.



2. Based on the client symptoms, select a profile from the Select Profile menu:

- Default — Use this profile if you are unsure of which profile to use. These logs capture general Avid NEXIS client problems.
 - Client Hang — Capture these logs if the editor stops while capturing, playing, consolidating, or transcoding to an Avid NEXIS Workspace, and you want to see if the unexplained client failure is associated to Avid NEXIS functions. Many of these failures could be an issue with the editor.
 - File or Workspace Access — Capture these logs if the Avid NEXIS client cannot mount Workspaces, access files within a workspace, or received errors when accessing Workspace files.
 - I/O Timeouts — Capture these logs if the Avid NEXIS editing client displays “semaphore timeout” messages, “delayed write failures,” or dropping frames while working with media on a Workspace.
 - Redistribution Problems — Capture these logs if the Avid NEXIS client is experiencing errors, displaying messages, or dropping frames while the Avid NEXIS system is in the process of a redistribution. Although client performance is expected to drop during an Avid NEXIS redistribution, these problems are less likely to occur under light loads and low resolutions.
3. Click Load.
The configuration for the selected Profile is loaded.
 4. (Option) Click “Current Settings” to change settings in the configuration.
 5. Do one of the following:
 - ▶ Click “Take Snapshot” then click Save Snapshot to save the snapshot to a file.
 - ▶ Click “Start Continuous Log.” The logs are collected until you click “Stop Continuous Log,” at which time they are compressed and saved to the client system.

Depending on your operating system the default logging directories for the Avid NEXIS Log Utility are:

 - Windows (workstations and servers) — C:\Users\<username>\NEXISLogUtility
 - Mac OSX — /Users/<username>/NEXISLogUtility
 - Linux — /home/<username>/NEXISLogUtility
 6. Click “Show Display” or “Save Snapshot” to view or save the results.

Changing the Log Utility Profile Settings

The recommended default settings are saved in each Profile. You cannot save any changes to the predefined settings. However, you can use a predefined setting as a template from which to create a custom test.

To change Avid NEXIS Log Utility test settings:

1. Do one of the following to start the Avid NEXIS log Utility:
 - ▶ (Windows) Click Start, Programs, Avid, Avid NEXIS Client, Avid NEXIS Log Utility.
 - ▶ (Mac) From the Finder, click the Go menu and select Application, AvidNEXIS, Avid NEXISLogUtility.app.
 - ▶ (Linux) Click Application, System Tools, Avid NEXIS Log Utility.
2. Select a profile from the Select Profile menu.

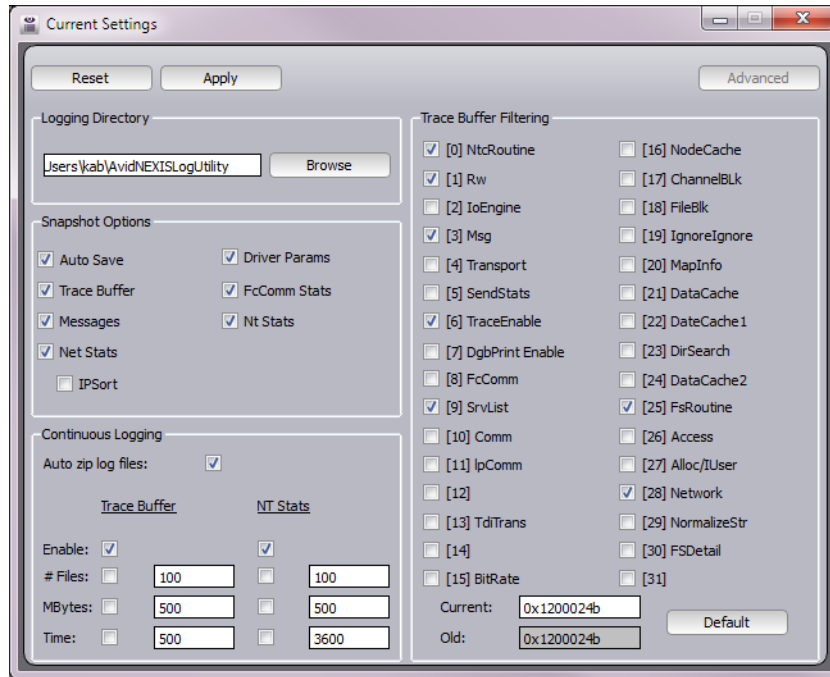
3. Click Load.

The configuration for the selected Profile is loaded.



To view the test configuration that was loaded, click the Configure button.

4. Click “Current Settings” in the Tools section to change the configuration settings.



5. Select or deselect the changes you want in the Snapshot Options, Trace Buffer Filtering, and Continuous Logging sections of the window.
6. Click Browse to define where you want the log files to be saved or type in the new path.
7. Click Apply to save your changes and have them loaded in the test configuration.
Click Reset to restore all the settings to their previous values.
8. Close the window.
9. Run the utility; see [“Running the Avid NEXIS Log Utility” on page 51](#).

5 Network Adapter Reference

This appendix describes the default settings for Windows clients that are set automatically by the Avid NEXIS Client software, and the values set by the OS or the Myricom driver for Mac clients.

This appendix also includes the procedure to change the settings if necessary.

The Avid Client installer and Client Manager do not check for or change any network adapter settings on Linux systems.

1-Gb Network Adapter Settings for Windows

When you install the client software and each time you start the Client Manager, especially on Windows clients, some network adapter settings are checked and changed automatically if necessary. The following settings for Windows clients are provided for reference.

1-Gb Network Adapters

Option	Setting
Receive Buffers	1024
Transmit Buffers	1024

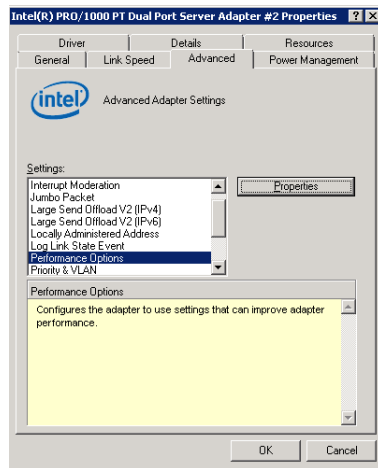
Modifying the 1-Gb PRO/1000 Network Adapter Settings (Windows)

Under normal circumstances, you do not have to change the network adapter settings. The Client Manager installer checks for specific hardware platforms (Intel and Myricom) and makes changes only to those.

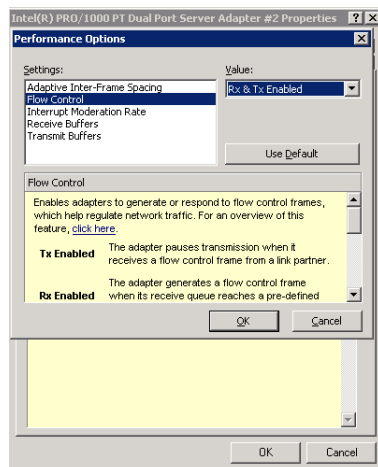
For other adapters, you can change the settings manually. The following procedure is provided for reference.

To access the network port properties:

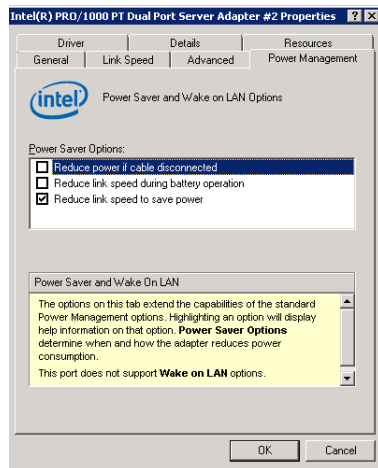
1. Click Start and type `devmgmt.msc` in the Search text box.
If using Windows 8, you can get to the Search text box by pressing the Windows key on your keyboard and start typing on the Windows 8 desktop.
The Device Manager dialog window opens.
2. Double-click the Network adapters category to expand the list.
3. Right-click the first PRO/1000 network port and select Properties.
4. Click the Advanced tab.



5. Click Performance Options in the Setting list, then click Properties.



- a. Click Flow Control and set the Value to Rx&Tx Enabled.
 - b. Click Interrupt Moderation Rate and set the Value to Enabled.
 - c. Click Interrupt Throttling Rate and set the Value to Adaptive.
 - d. Make sure that the Receive Buffers Value is set to 1024.
 - e. Make sure that the Transmit Buffers Value is set to 1024.
 - f. Click OK to close the Performance Options.
6. Click the Power Management tab.



- a. Deselect the “Reduce power if cable disconnected” power saving option.
- b. Deselect the “Reduce link speed during standby” power saving option.
7. Click OK to close the Server Adapter Properties dialog box.
8. (Option) If this is a dual port network adapter, repeat steps 3 through 7 to configure the second Intel PRO/1000 port.
9. Restart the client system.

Myricom 10-Gb Network Adapter Settings on Windows Clients

The Avid NEXIS Client software for Windows clients sets the Myricom driver settings automatically. The following table provides the Myricom 10-Gb network adapter settings as a reference.

Myricom 10-Gb Network Settings

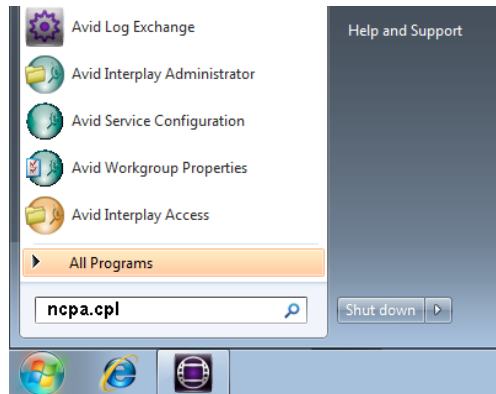
Option	Setting
Flow Control	On
Interrupt Coalescing Delay	2
Receive Buffers	2048
MTU	1500
Receive Side Scaling (RSS)	Enabled

Under normal circumstances, you do not have to change the network adapter settings. The Client installer checks for specific hardware platforms (Intel and Myricom) and makes changes only to those.

For other adapters, you can change the settings manually. The following procedure is provided for reference.

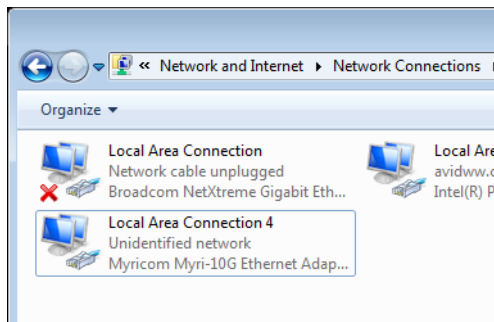
To configure the 10-Gb Myricom network adapter in Windows clients:

1. Click Start and type **ncpa.cpl** in the Search text box.

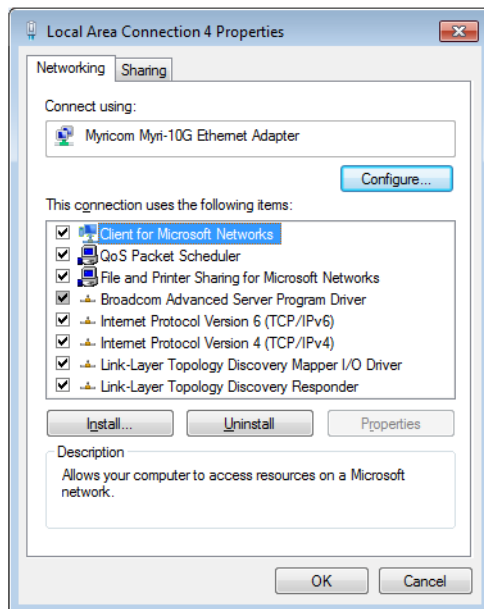


(On Windows 8, open the Search text box by pressing the Windows key on your keyboard and start typing on the Windows 8 desktop.)

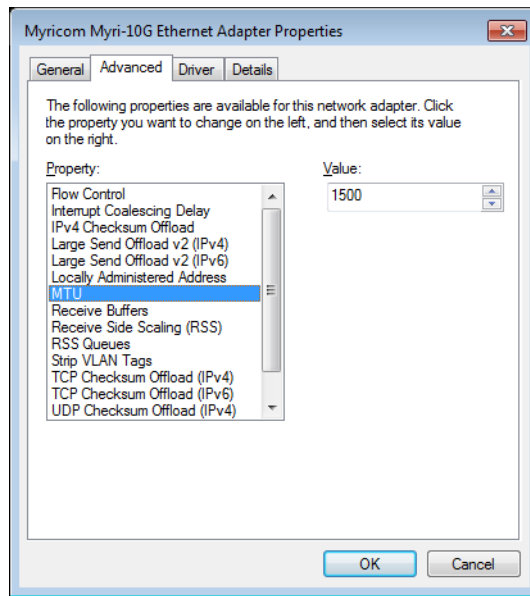
2. Right-click on the Myricom adapter and select Properties.



3. Click Configure.



4. Click the Advanced tab.



5. Click OK.

After changing the Myricom adapter settings, restart your client system.

Myricom Network Settings for Mac Clients

On 1 Gb Mac clients, the OS sets the MTU value appropriately. On 10-Gb Mac clients, the Myricom driver sets the MTU value appropriately. For reference, the network settings are provided in the following table.

Myricom 10-Gb Network Settings

Option	Setting
Configure	Manually
Speed	Autoselect
Duplex	Full - Duplex, Flow-Control
MTU	Standard (1500)

Index

Numerics

- 10-Gb network adapter
 - Client Manager preference setting [24](#)
 - configuring as default connection [23](#)
 - connection to Avid NEXIS engine [23](#)
 - See also* Myricom 10-Gb network adapter
 - UHRC client [24](#)
- 1Gb adapter settings
 - Mac [58](#)

A

- Accessing Client Manager Help [37](#)
- Adding remote hosts [17](#)
- Administration tool
 - See* Management Console
- Administrative tasks
 - clearing cached data [39](#)
 - setting Client Manager display properties [18](#)
 - using logs [40](#)
- Adobe Flash Player [6](#)
 - uninstalling [6](#)
- Assigning mount points [34](#)
- Auto Connect (to Avid NEXIS systems) [29](#)
- Auto Mount (Workspaces) [31](#)
- Auto Reserve (bandwidth reservations) [38](#)
- Average rate (PathDiag tool)
 - calculation [49](#)
 - read/write graph [44](#)
 - test results [43](#)
- Avid
 - training services [2](#)
- Avid Benchmark Utility [29](#)
- Avid NEXIS Administration tool
 - See* Management Console
- Avid NEXIS Client Manager
 - See* Client Manager
- Avid NEXIS Management Console
 - See* Management Console
- Avid online support [2](#)

B

- Bandwidth
 - configuring reserve rate [38](#)
 - dialog [38](#)
 - limits [38](#)
 - reserving (Client Manager) [38](#)
- Bandwidth reservations

- Auto Reserve [38](#)
 - configuring reserve rate [38](#)
 - creating [38](#)
 - described [38](#)
 - releasing [38](#)
 - unreserving (releasing) [38](#)
- Benchmark Utility [29](#)
- Buttons (Client Manager) [26](#)

C

- Cached data, clearing [39](#)
- Changing Avid NEXIS passwords [13](#)
- Changing the 1Gb adapter settings (Windows) [54](#)
- Clearing
 - cached data (Client Manager) [39](#)
 - Client Manager logs [40](#)
- Client
 - 10-Gb connections [5](#)
 - configuring [19](#)
 - dual 10-Gb connections [5](#)
 - dual 1-Gb connections [5](#)
 - hostnames [29](#)
 - installers [7](#), [8](#), [8](#)
 - logs [51](#), [52](#)
 - network properties [19](#)
- Client Manager
 - accessing Help [37](#)
 - and shared storage network [11](#)
 - Auto Connect [11](#), [29](#)
 - Auto Mount workspaces [31](#)
 - Bandwidth dialog [38](#)
 - bandwidth reservation [38](#)
 - buttons [26](#)
 - changing Avid NEXIS passwords [13](#)
 - clearing cached data [39](#)
 - clearing logs [40](#)
 - closing [30](#), [31](#)
 - configuring mount points [34](#)
 - connecting from clients [11](#), [17](#)
 - connecting to Avid NEXIS system [29](#)
 - connecting to shared storage network [11](#)
 - disconnecting from Avid NEXIS system [30](#)
 - displaying on startup [18](#)
 - exiting [31](#)
 - fast user switching [11](#)
 - filtering display [37](#)
 - initial connection tests [29](#)
 - loading software [7](#), [8](#), [8](#)
 - logging [40](#)

Index

- messages area [40](#)
- mounting Workspaces [31](#), [32](#)
- opening Management Console [13](#)
- Preferences dialog box [17](#)
- quitting [31](#)
- retrieving workspace details [35](#)
- saving logs [40](#)
- setting client type [18](#)
- setting display properties [18](#)
- software installation [6](#)
- sorting display [37](#)
- starting hidden [18](#)
- unmounting Workspaces [31](#)
- viewing logs [40](#)
- window [25](#)
- Windows Tray icon [12](#)
- Workspaces display [35](#)
- Client Manager display properties
 - Client Type [18](#)
 - Display Bandwidth in Bits Per Second [18](#)
 - Enable Bandwidth Columns [18](#)
 - Enable Bandwidth Dialog [38](#)
 - letterless drive mappings [18](#)
 - Measure Free Space In [18](#)
 - Start Client Manager Hidden [18](#)
 - UNC drive mapping [18](#)
- Client network descriptions [14](#)
- Client systems
 - 10-Gb connections [5](#)
 - Linux Ethernet connections [10](#)
 - Mac Ethernet connections [10](#)
 - setting client type [18](#)
- Clients
 - adding remote hosts [17](#)
 - configuring [19](#)
- Closing the Client Manager [31](#)
- Configuring
 - bandwidth reserve rate [38](#)
 - Client Manager [29](#)
 - clients [19](#)
 - mount points [34](#)
- Connect button [29](#)
- Connecting to Shared Storage network [11](#)
- Connection tests
 - See* PathDiag tool
- Control area (PathDiag tool) [43](#)
- Creating
 - bandwidth reservations [38](#)
 - custom tests (PathDiag tool) [45](#)
 - Network Connectivity test (PathDiag tool) [47](#)
 - standard test (PathDiag tool) [44](#)
- Current Rate (PathDiag tool) [42](#)
- Custom test (PathDiag tool) [45](#)
 - File Access Method [46](#)
 - Max File Size [46](#)
 - Reads vs Writes [46](#)
 - Transfer Rate [46](#)

- Transfer Size [46](#)
- Use named common file for Reads [45](#)

D

- Diagnostic tests (PathDiag tool) [44](#)
- Direct connections
 - defined [14](#)
 - support for [14](#)
- Disconnect button [30](#)
- Disconnecting from Avid NEXIS system [30](#)
- Display properties
 - Client Type [18](#)
 - Display Bandwidth in Bits Per Second [18](#)
 - Enable Bandwidth Columns [18](#)
 - Enable Bandwidth Dialog [38](#)
 - Measure Free Space In [18](#)
 - Start Client Manager Hidden [18](#)
 - Use UNC (Letterless) Drive Mappings [18](#)
- Displaying
 - bandwidth columns [18](#)
 - bandwidth in bits per second [18](#)
 - bandwidth reservations [38](#)
 - Client Manager on startup [18](#)
 - Workspace details [35](#)
- Displaying space
 - in GB [18](#)
 - in length of media [18](#)
- Drive letter mapping
 - See* mount points
- Drivers
 - installing [5](#)
 - Intel PRO/1000 network adapter [4](#)
 - location in kit [4](#), [5](#)
 - Myricom [5](#)
 - updating (Mac OS) [6](#)
 - updating (Windows) [4](#)
- Dual 10-Gb connections [5](#)
- Dual 1-Gb connections [5](#)

E

- Enabling
 - Auto Connect [29](#)
 - Auto Reserve (bandwidth reservations) [38](#)
 - Bandwidth columns [18](#)
 - Bandwidth dialog [38](#), [38](#)
 - Domain network [18](#)
- Errors (PathDiag tool) [43](#)
- Ethernet adapter
 - See also* Intel PRO/1000 network adapter
 - configuring (Windows) [19](#)
 - supported types [4](#)

F

- Fast user switching [11](#)
- File Access Method (PathDiag tool) [46](#)
- File Access Protocol (PathDiag tool) [43](#)
- Filtering Workspaces list [37](#)
- Firewall settings [18](#)
 - Linux [10](#)
 - Mac [10](#)
 - Windows (network profiles) [9](#)

H

- Help
 - accessing [37](#)
- Hostnames [29](#)

I

- I/Os (PathDiag tool) [42](#)
- Icons
 - Client Manager [26](#)
 - connection status [12](#)
- Installation
 - Client Manager [6](#)
 - Intel PRO/1000 drivers [4](#)
 - options [7](#), [8](#), [8](#)
- Installing Client software
 - Linux [8](#)
 - Mac [8](#)
 - Windows [7](#)
- Intel PRO/1000 network adapter
 - description [4](#)
 - driver installation [4](#)
 - transmit/receive descriptors setting [54](#)
- Internet protocol
 - Linux properties [22](#), [22](#)
 - Mac properties [21](#)
 - Windows client network properties [20](#)
- Interpreting PathDiag tool test results [49](#)

L

- Letterless (UNC) drive mapping
 - See* mount points
- Linux
 - client network properties [19](#)
 - clients [22](#), [22](#)
 - firewall settings [10](#)
 - installing Client software [8](#)
 - IP address [22](#), [22](#)
- Log Utility
 - changing profile settings [52](#)
 - running [51](#)
- Logging
 - Client Manager [40](#)
 - PathDiag tool [45](#)

Index

- Logs
 - Client Manager [40](#)
 - PathDiag tool [45](#)
- M
- Mac
 - client network properties [19](#)
 - client network support [10](#)
 - clients [21](#)
 - dual 10-Gb connections [5](#)
 - dual 1-Gb connections [5](#)
 - firewall settings [10](#)
 - installing Client software [8](#)
 - IP address [21](#)
- Management Console
 - opening from Client Manager [13](#)
- Max File Size (PathDiag tool) [46](#)
- Measurement strategy (PathDiag tool) [49](#)
- Messages area
 - Client Manager [40](#)
 - PathDiag tool [42](#)
- Microsoft Windows
 - See also* Windows
 - Auto Connect option [11](#)
 - Client Manager Tray icon [12](#)
 - Windows 8 Search text box [54](#)
- Mount points
 - as drive letters [34](#)
 - as UNC paths [34](#)
 - configuring [34](#)
- Mounted Workspaces
 - behavior when disconnecting from Avid NEXIS [30](#)
- Mounting
 - Workspaces [11](#)
 - Workspaces (Auto Mount) [31](#)
- Myricom 10-Gb network adapter
 - Mac installation [6](#)
 - Windows installation [5](#)
 - Windows settings [56](#)
- Myricom 1-Gb network adapter
 - driver [5](#)

N

- Network
 - profiles (Windows) [9](#)
 - properties [19](#)
- Network and Sharing Center (Windows) [9](#)
- Network Connectivity test
 - Ping Data Buffer Size [48](#)
 - results table [48](#)
 - setting up [47](#)
- Non-media optimized network [14](#)

Index

O

Online support [2](#)
Opening Management Console from Client Manager [13](#)
OS X
 See Mac

P

Passwords
 ASCII characters [13](#)
 Avid NEXIS, changing [13](#)
PathDiag tool
 about [41](#)
 Automatically Select (File Access Protocol indicator) [43](#)
 average rate calculation [49](#)
 Average Read or Average Write (Test Results graph) [44](#)
 control area [43](#)
 custom tests [45](#)
 diagnostic tests [44](#)
 errors [43](#)
 File Access Protocol indicator [43](#)
 I/O Operation indicator [43](#)
 interface [42](#)
 interpreting results [49](#)
 logging test results [45](#)
 measurement strategy [49](#)
 messages area [42](#)
 Network Connectivity test [47](#)
 Peak Read or Peak Write MS/100 (Test Results graph) [44](#)
 performance graph [49](#)
 Recent Read or Recent Write (Test Results graph) [44](#)
 results area [42](#)
 Self-Test (File Access Protocol indicator) [43](#)
 settings area [42](#), [44](#)
 standard test [44](#)
 starting [41](#)
 starting tests [49](#)
 stopping tests [49](#)
 test result interpretation [49](#)
 test results [42](#)
 Test Results graph [43](#)
 test results graph [43](#)
 transfer rate [46](#)
 transfer size [46](#)
 use named common file for reads [45](#)
 Win32 File API (File Access Protocol indicator) [43](#)
Peak Read or Peak Write (PathDiag tool) [44](#)
Performance graph (PathDiag tool) [49](#)
Ping Data Buffer Size (Network Connectivity test) [48](#)
Preferences [17](#)

Q

Quitting the Client Manager [31](#)

R

Reads vs Writes (PathDiag tool) [46](#)
Receive descriptors (Ethernet network adapter setting) [54](#)
Recent Read or Write (PathDiag tool) [44](#)
Releasing bandwidth reservations [38](#)
Remote Hosts, adding [17](#)
Reserving bandwidth [38](#)
Results area (PathDiag tool) [42](#)
Results, Network Connectivity test [48](#)
Routed media network [14](#)
 defined [14](#)
 example [15](#)

S

Saving logs [40](#)
Security
 Linux firewall settings [10](#)
 Mac firewall settings [10](#)
 Windows network profiles [9](#)
Self-Test (PathDiag File Access Protocol indicator) [43](#)
Setting
 client type [18](#)
 display properties [18](#)
Settings area (PathDiag tool) [42](#), [44](#)
Sorting Workspaces list [37](#)
Subnet mask [19](#)
Switched media network [14](#)
 defined [14](#)
 example [14](#)

T

TCP/IP [20](#)
Test results (PathDiag tool)
 Average Rate (MB/s) [43](#)
 Current Rate (MB/s) [42](#)
 Errors [43](#)
 graph [43](#)
 I/Os [42](#)
 interpretation [49](#)
Testing network connection [29](#)
Training services [2](#)
Transfer Rate (PathDiag tool) [46](#)
Transfer Size (PathDiag tool) [46](#)
Transmit descriptors (Ethernet network adapter setting) [54](#)
Troubleshooting [2](#)

U

UHRC Client

- 10-Gb network adapter [24](#)
- UNC (Letterless) Drive Mappings [18](#)
- UNC (Universal Naming Convention) paths [18](#)
 - See also* mount points
- Uninstalling
 - Adobe Flash Player [6](#)
 - Linux Client [8](#)
 - Mac Client [8](#)
 - Windows Client [7](#)
- Unmounting
 - Workspaces [31](#)
- Unreserving (releasing) bandwidth reservations [38](#)
- Updating drivers
 - Mac OS [6](#)
 - Windows [4](#)
- Use named common file for Reads [45](#)
- User interface
 - buttons [26](#)
 - described [25](#)
 - window [25](#)

V

- Viewing
 - Client Manager logs [40](#), [40](#)
 - PathDiag results [42](#)

W

- Win32 File API (PathDiag File Access Protocol indicator)
 - [43](#)
- Windows
 - See also* Microsoft Windows
 - client network properties [20](#)
 - dual 10-Gb connections [5](#)
 - dual 1-Gb connections [5](#)
 - fast user switching [11](#)
 - Firewall settings [18](#)
 - installing Client software [7](#)
 - Network and Sharing Center [9](#)
 - network profiles [9](#)
 - uninstalling previous version [7](#)
 - update [7](#)
- Windows 8
 - See also* Microsoft Windows
 - Search text box
- Workspaces
 - Auto Mount [31](#)
 - bandwidth reservations [38](#)
 - displaying details [35](#)
 - drive mapping [34](#)
 - filtering display [35](#)
 - mount points [34](#)
 - mounting [11](#), [31](#)
 - retrieving details [35](#)
 - size reporting on ISIS and NEXIS [36](#)
 - sorting display [37](#)



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