



App Manager

User Guide

eMAM Version 5.3

Oct 2021

Notice

The content in this document represents the current view of EMAM, Inc. as of the date of publication. As EMAM responds continually to the changing market conditions, this document should not be interpreted as a commitment on the part of EMAM. EMAM, Inc. cannot guarantee the accuracy of any information presented after the date of publication.

EMAM is a US registered trademark of Empress Media Asset Management and is used by permission. eMAM logos are US registered trademarks of EMAM Inc.

Information in this document is subject to change without notice.



Contents

Introduction	3
Scope of the document.....	3
App Manager Installation.....	3
A. Download App Manager	3
1. From eMAM Director> My Account page.....	3
Windows	4
Mac.....	5
2. From panels download.htm page	5
Windows	7
Mac.....	7
B. Install App Manager Setup.....	8
Windows	8
Mac.....	10
Panel Configurations Folders and Files	12
Folders.....	12
1. Premiere Panel.....	12
2. Photoshop Panel	13
3. InDesign Panel.....	13
4. Illustrator Panel.....	13
5. After Effects Panel.....	13
Files	14
• eMAMConfig.json	14
• eMAMExport.json	15
• eMAMImport.json.....	15
• presetConfig.jason	15
• Log files	15
Launch App Manager	16
eMAM Panel installation steps	17
Functions.....	17
1. Install.....	17
2. Update.....	19
3. Remove	21
4. Download	23
a. Click on <i>Download</i> button for DeskLink.....	25
a. Choose the download location for the DeskLink setup file.	25

- b. Run the Installer package. Run the downloaded file and open the DeskLink Setup wizard. Click Next and follow the installer instructions to install DeskLink app on your machine. After installation is complete, click *Close* to exit. 26
- c. After successful installation, click on the **DeskLink** icon from your desktop to launch it. 26



.....	26
Error codes & descriptions.....	27
Get Help	28

Introduction

The **App Manager** is a single desktop app to manage the extension panels for Adobe Creative Cloud applications such as Adobe Premiere Pro, Adobe After Effects, Adobe Photoshop, Adobe Illustrator, Adobe InDesign, Adobe Media Encoder, download Drastic Media Reactor and DeskLink applications. *App Manager* app can be easily downloaded and installed from the *panels download.htm* page or from the *Director> My Account* page.

Using the App Manager, with just one click, you can control the installation, version upgrade and removal of the extensions in the Adobe Creative Cloud applications. Just connect to the server and click on *Install* or *Remove* button of the Adobe CC applications, to either install or remove the extension panels. App Manager also monitors the application upgrade and notifies you (*with an Update button*) if there is a new upgrade available for any of the Adobe CC applications.

Scope of the document

The purpose of this document is to provide an overview of the App Manager application including its installation, features and functioning. This document outlines how Adobe CC application panels, Media Reactor and DeskLink can be downloaded, installed, updated and removed from your machine. The procedures discussed also include panel configuration folders along with error codes and descriptions.

App Manager Installation

Follow the steps below to install the App Manager on your machine:

A. Download App Manager

You can download the **App Manager** setup file from any of the below locations :

- From eMAM Director> My Account page.
- From panel download.htm page

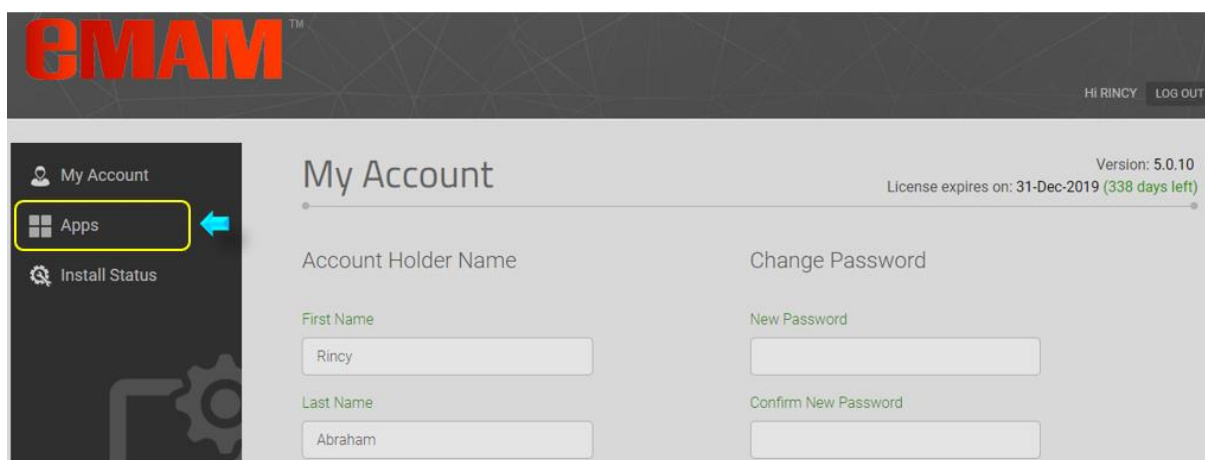
1. From eMAM Director> My Account page

Download the **App Manager** directly from the eMAM Director Interface following the steps below:

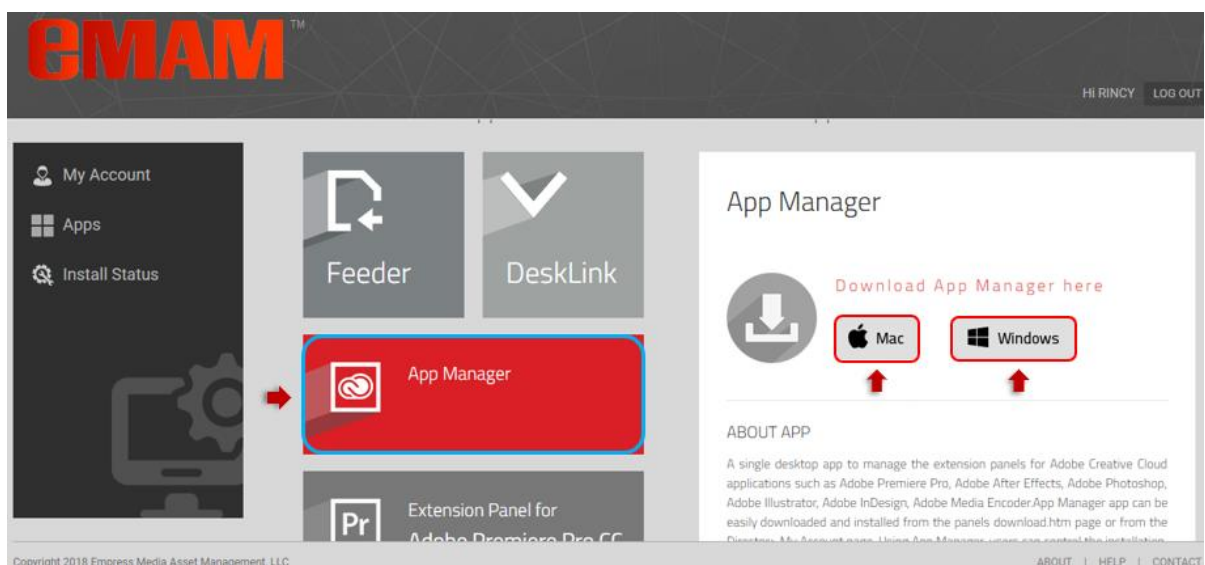
1. Login to the eMAM Director interface. Go to the green radial *Settings* button and then click on **My Account**.



2. A new window opens up for **My Account**. On the left-hand side, click on the **Apps** tab.

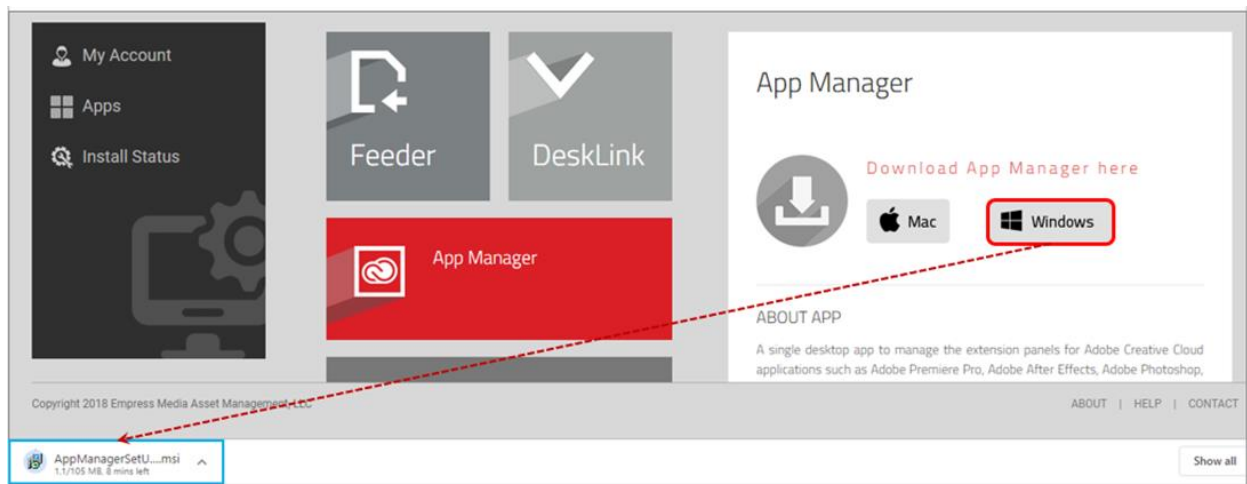


3. Click on the **App Manager** icon and based on your machine type, click on **Windows** or **Mac** button to download the **App Manager Set Up** file.

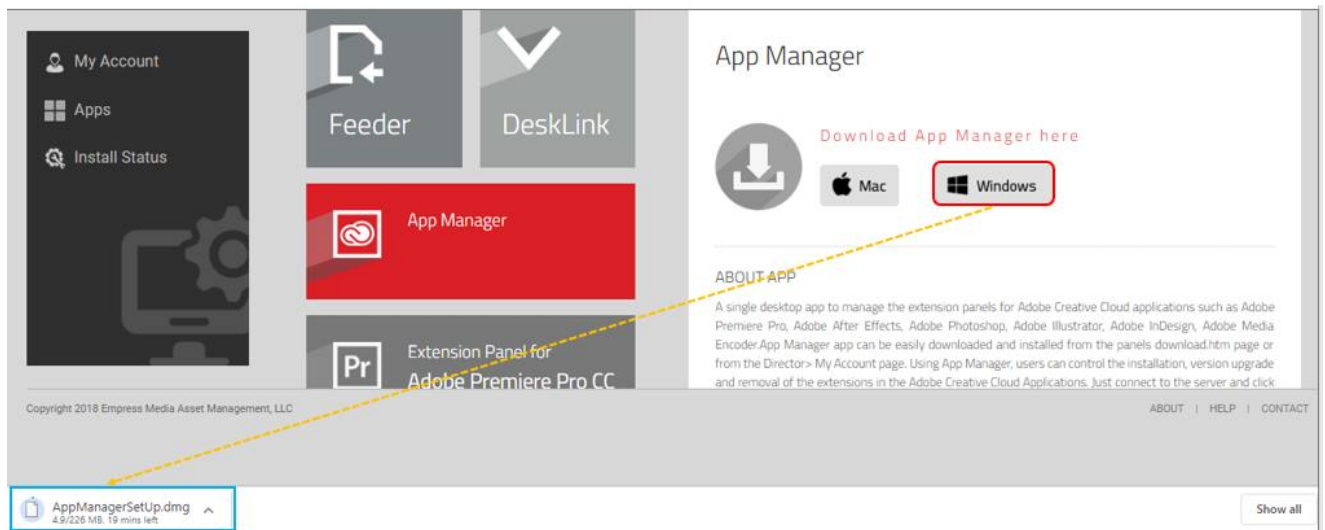


Windows

- i. Click on **Windows** will download **App Manager Set Up** file. Once the App Manager Set Up file is downloaded on your machine, run the **App Manager Set Up** installer.



Mac

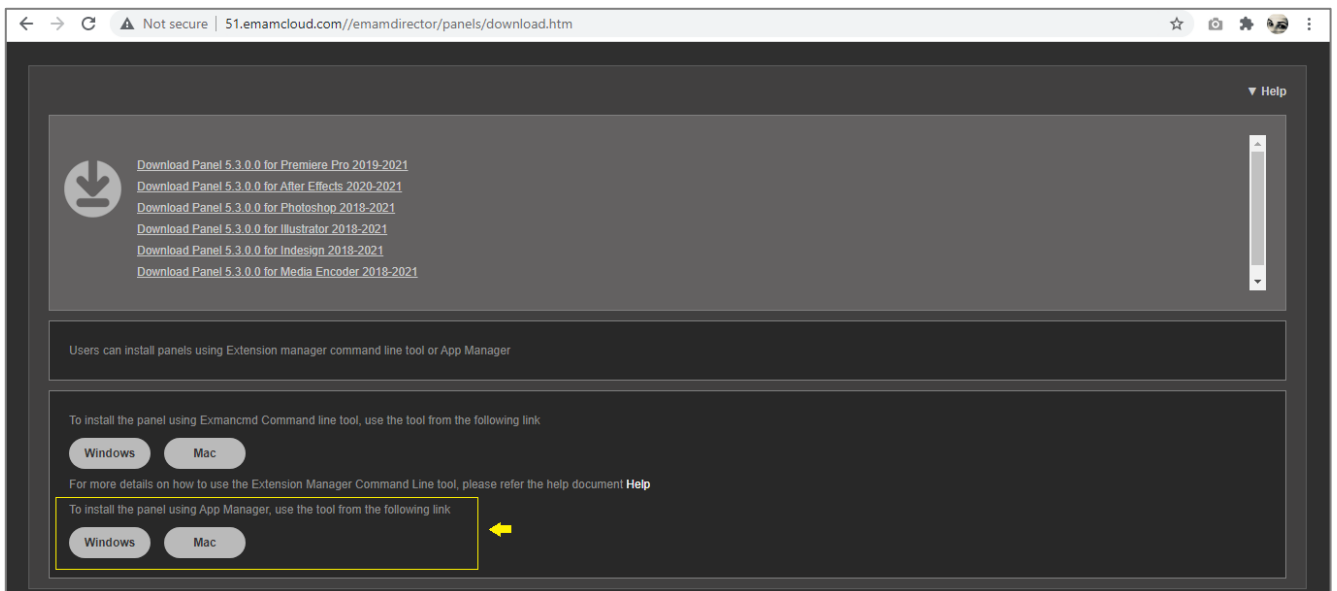


2. From panels download.htm page

Follow the steps below to download the **App Manager** from the *panels download.htm* page and install the **App Manager** on your machine (Windows/Mac).

1. Get the URL/the name of the server running your eMAM system from your unit admin, IT department, or from the eMAM support team, to insert it into the URL mentioned below. This page lists the latest panels available for all the Adobe CC applications (*InDesign, InDesign, After Effects, InDesign, InDesign, Media Encoder*). The URL would look something like this:

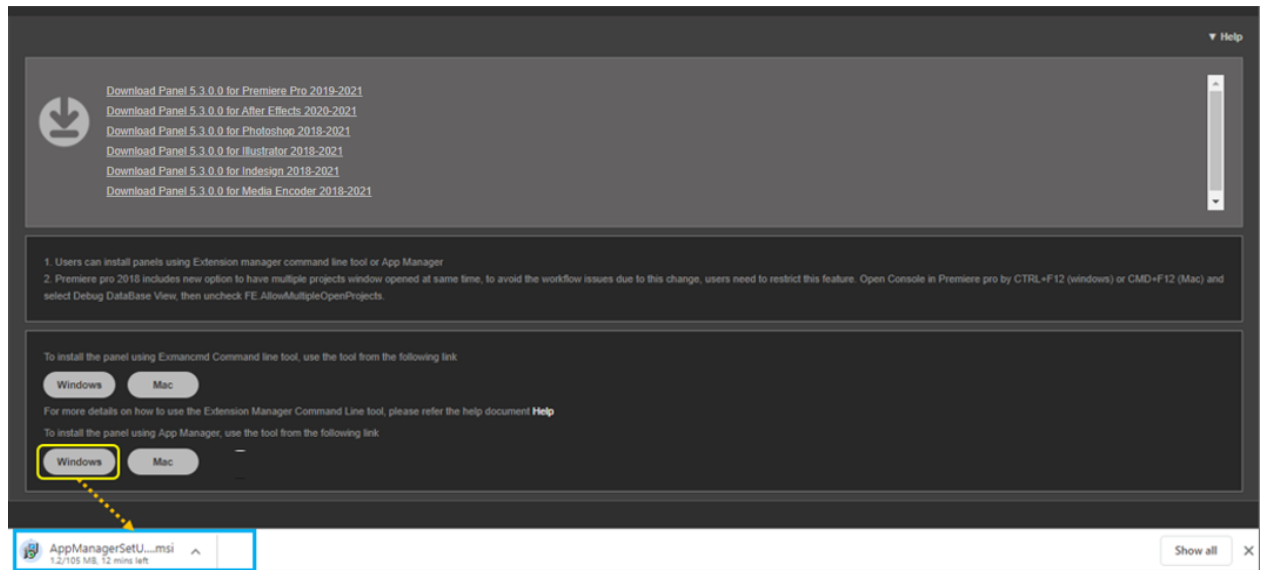
<http://eMAMServerName/eMAMDirector/Panels/download.htm>



2. Based on the type of your machine, click on **Windows** or **Mac** button to download the **App Manager Set Up** file.

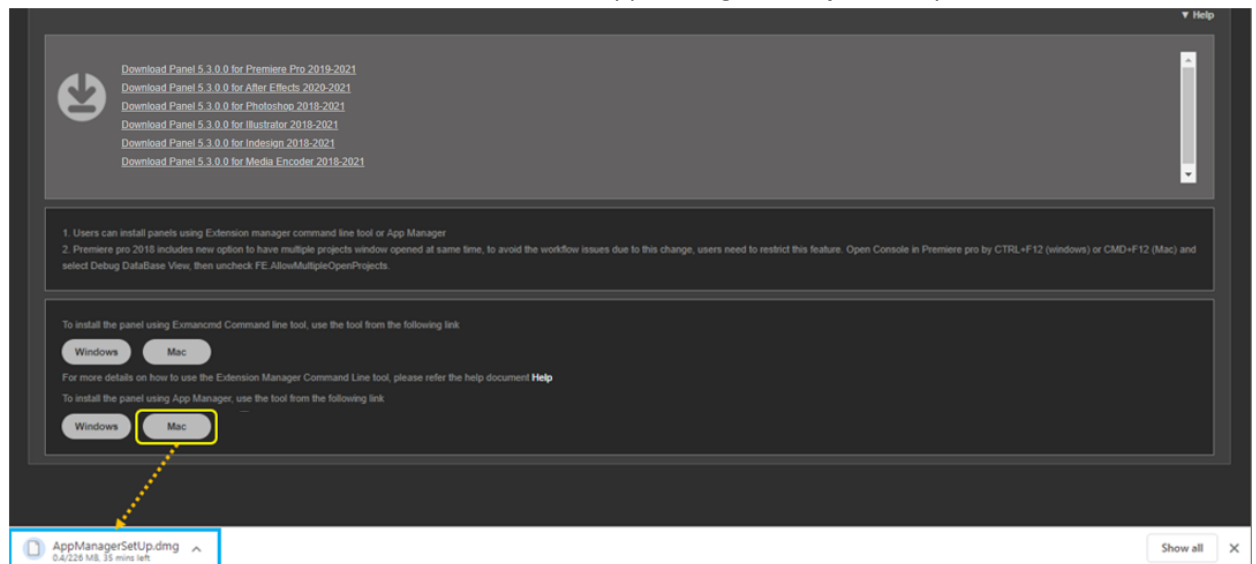
Windows

- Click on the **Windows** button to download the App Manager **Set Up** file on your Windows machine.



Mac

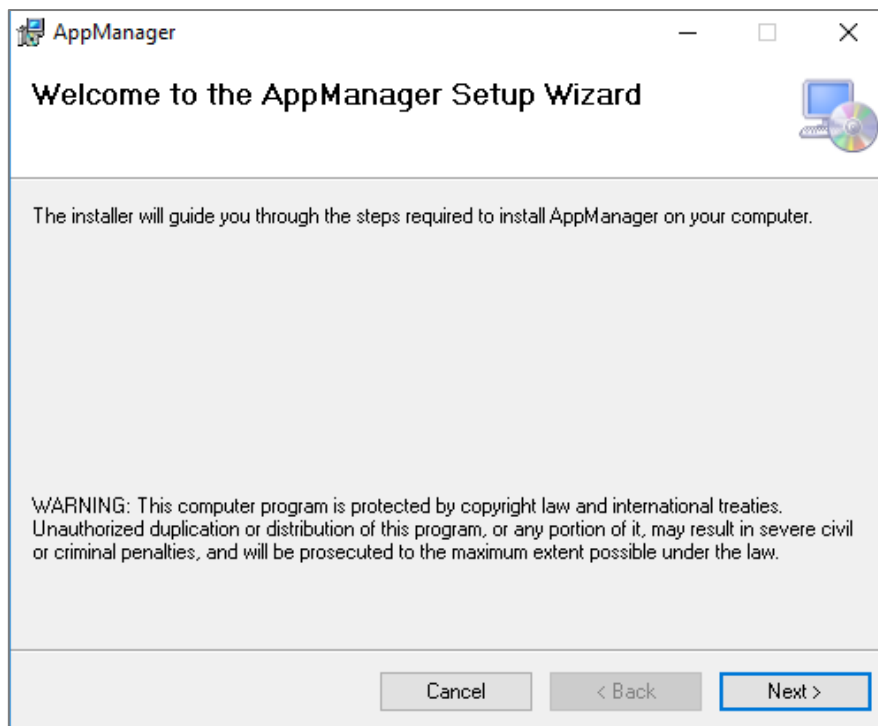
- Click on the **Mac** button to download the App Manager **Set Up** file on your Mac machine.



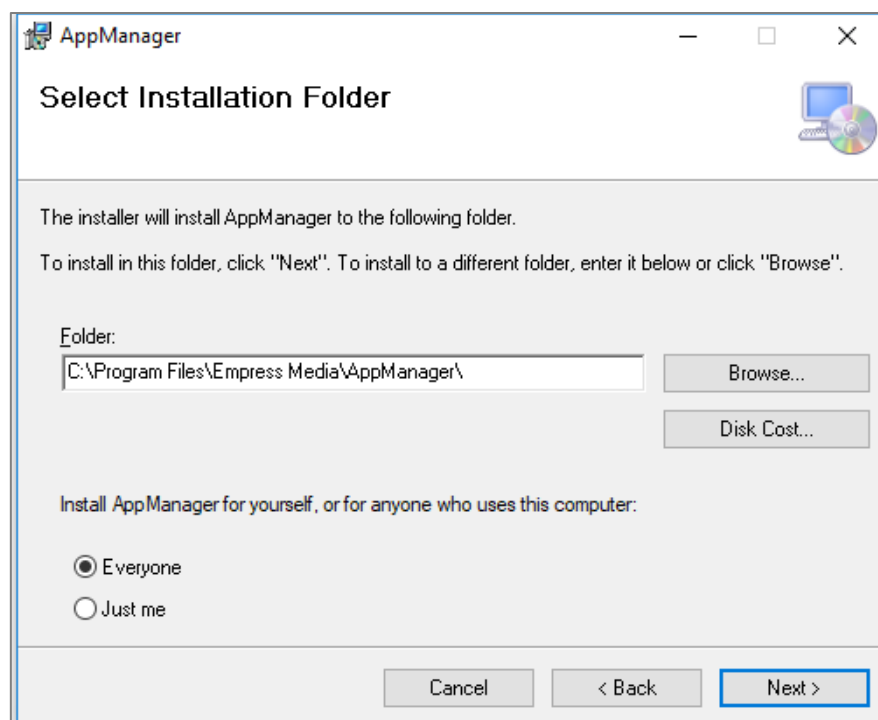
B. Install App Manager Setup

Windows

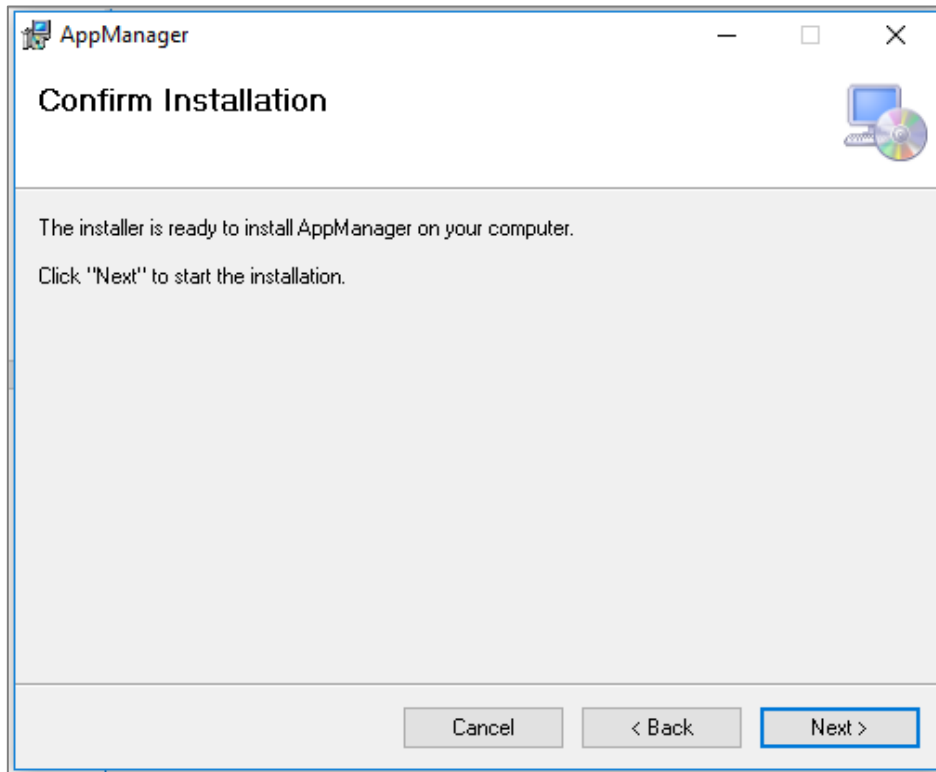
1. Once the **App Manager Set Up** file is downloaded on your machine, run the **App Manager Set Up** installer.
2. **App Manager Set Up Wizard** window opens up. Click on **“Next”**. Follow the instructions to complete the installation process.



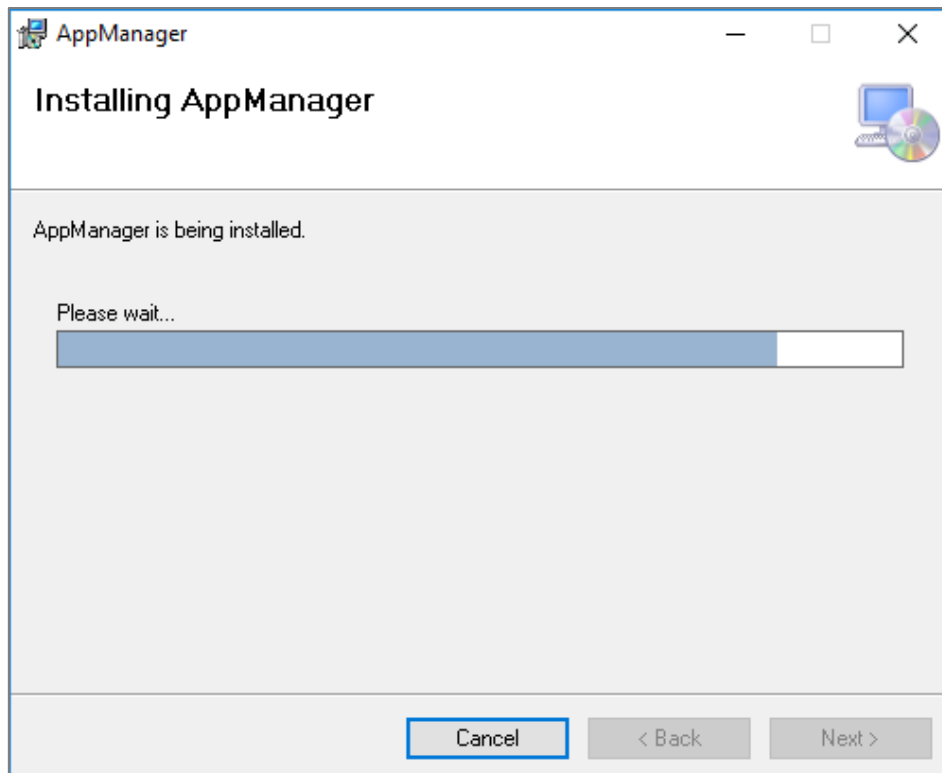
3. Click on **“Next”**.



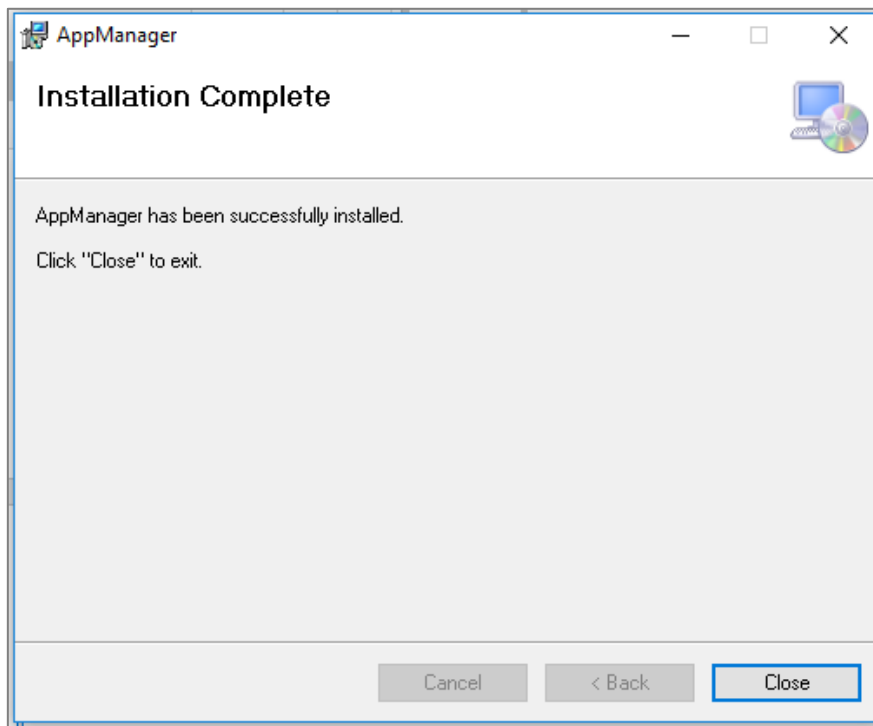
4. To confirm installation, click on **“Next”**.



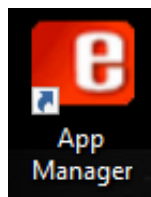
5. Now confirm installation in your machine by clicking **“Yes”**. Installation progress bar appears.



6. Click on the **“Close”** button after the installation is complete.



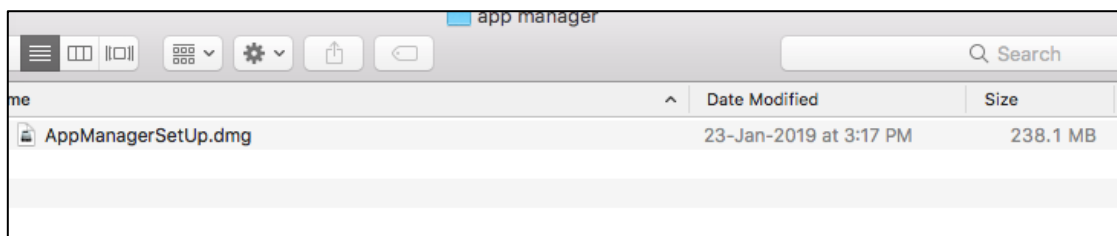
7. The **App Manager** gets installed on your machine and you can see the below icon on your desktop.



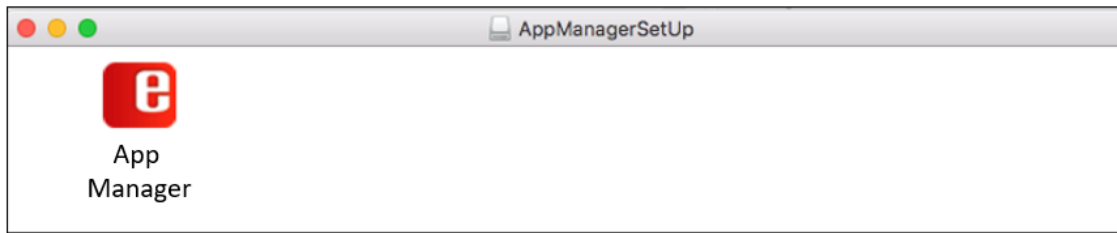
Mac

Follow the below instructions for a Mac machine:

- i. Once the **App Manager Setup** file is downloaded on your Mac machine, run the **AppManagerSetup.dmg**.

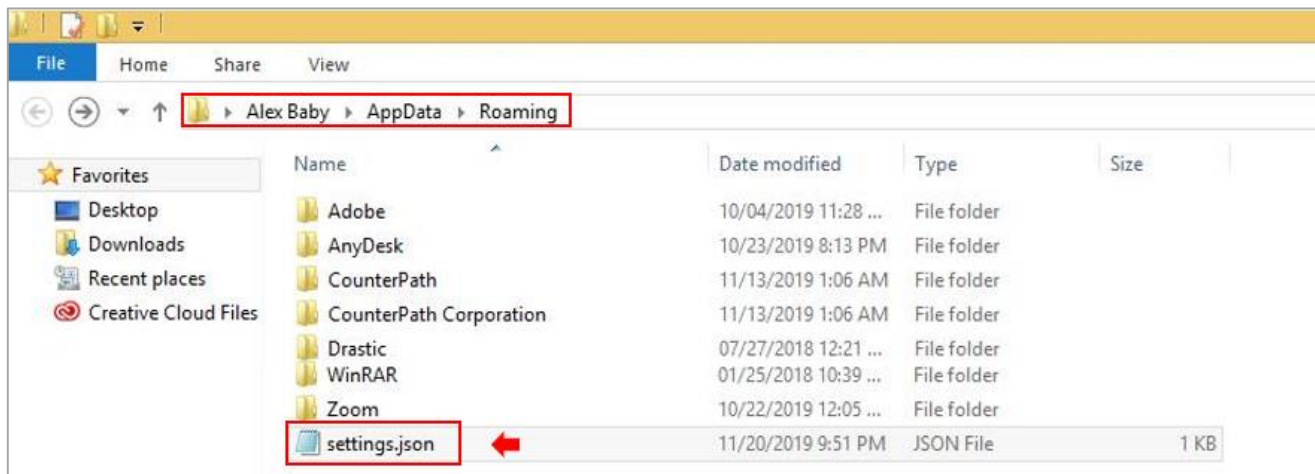


- ii. The **AppManagerSetup** helper app will open up with the **App Manager** icon.

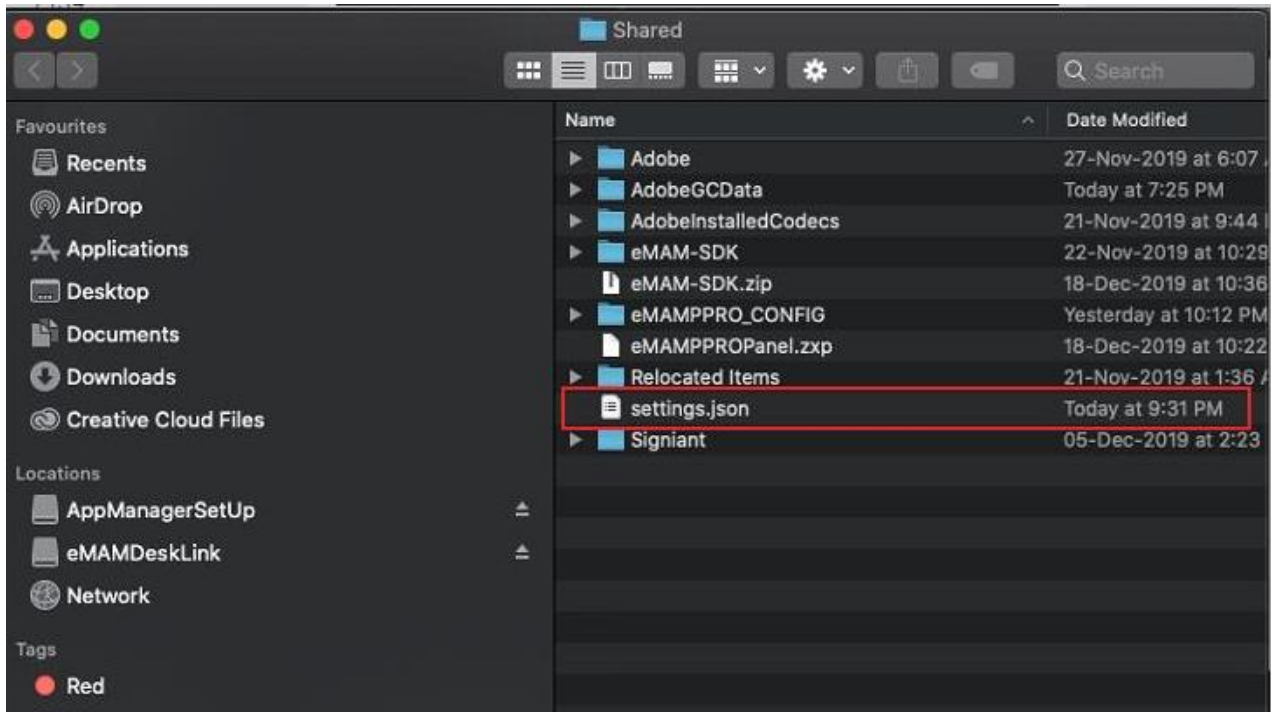


Note: Please ensure the logged in user has write access to the **settings.json** file.

Windows: C:\Users\de11\AppData\Roaming



MAC: /Users/Shared



Note: The latest version of Adobe tools, After Effects v18.4.1 and Premiere Pro v15.4.1, etc. uses Common Extensibility Platform (CEP) version 11. eMAM version 5.3 will work with Adobe Premiere Pro & After Effect 2019 to 2022. The App Manager will automatically detect the Adobe version and install CEP 10 or CEP 11 as required based on the Adobe application version.

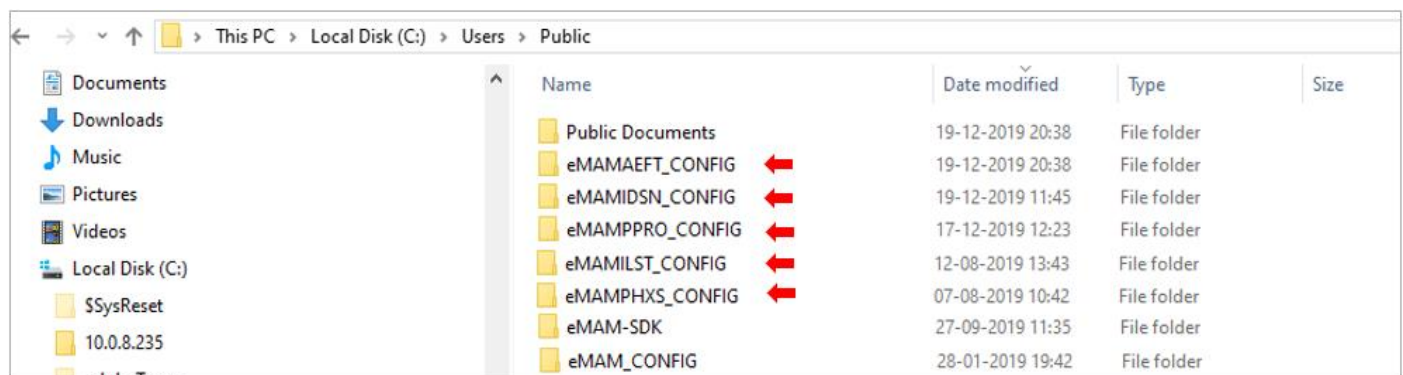
Panel Configurations Folders and Files

The Adobe panel configuration files are automatically created once the eMAM panel is opened in each Adobe applications. However, these config files do not get created or removed during Panel installation or removal respectively. Old panel settings are preserved during the new eMAM patch update. But you can also manually remove the old configurations from the below-mentioned locations.

Folders: The Panel configuration files are available in each of the below folders:

Windows: C:\Users\Public-eMAMPPRO_CONFIG, eMAMAEFT_CONFIG, eMAMIDSN_CONFIG, eMAMILST_CONFIG, eMAMPHXS_CONFIG

MAC: /Users/Shared-eMAMPPRO_CONFIG, eMAMAEFT_CONFIG, eMAMIDSN_CONFIG, eMAMILST_CONFIG, eMAMPHXS_CONFIG

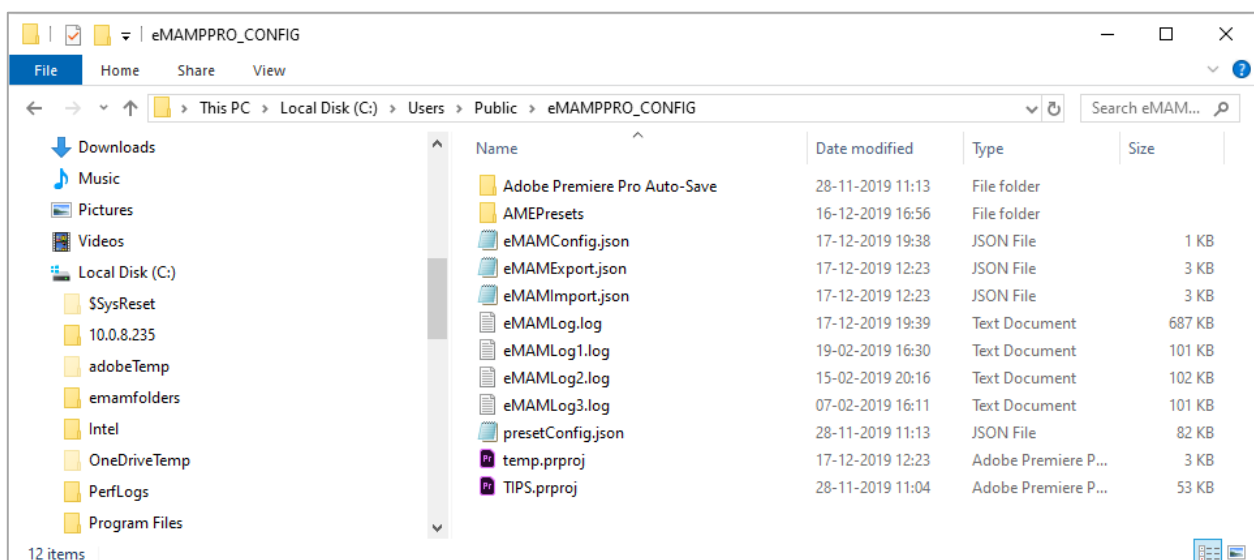


Name	Date modified	Type	Size
Public Documents	19-12-2019 20:38	File folder	
eMAMAEFT_CONFIG	19-12-2019 20:38	File folder	
eMAMIDSN_CONFIG	19-12-2019 11:45	File folder	
eMAMPPRO_CONFIG	17-12-2019 12:23	File folder	
eMAMILST_CONFIG	12-08-2019 13:43	File folder	
eMAMPHXS_CONFIG	07-08-2019 10:42	File folder	
eMAM-SDK	27-09-2019 11:35	File folder	
eMAM_CONFIG	28-01-2019 19:42	File folder	

1. **Premiere Panel:** The Premiere panel config files are created inside **eMAMPPRO_CONFIG** folder:

Windows: C:\Users\Public\eMAMPPRO_CONFIG

MAC: /Users/shared/eMAMPPRO_CONFIG

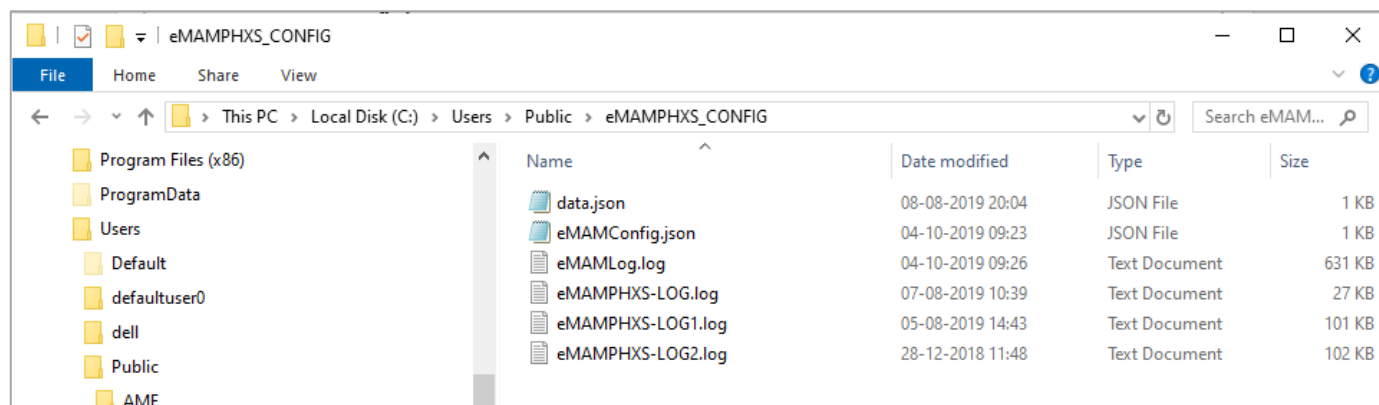


Name	Date modified	Type	Size
Adobe Premiere Pro Auto-Save	28-11-2019 11:13	File folder	
AMEPresets	16-12-2019 16:56	File folder	
eMAMConfig.json	17-12-2019 19:38	JSON File	1 KB
eMAMExport.json	17-12-2019 12:23	JSON File	3 KB
eMAMImport.json	17-12-2019 12:23	JSON File	3 KB
eMAMLog.log	17-12-2019 19:39	Text Document	687 KB
eMAMLog1.log	19-02-2019 16:30	Text Document	101 KB
eMAMLog2.log	15-02-2019 20:16	Text Document	102 KB
eMAMLog3.log	07-02-2019 16:11	Text Document	101 KB
presetConfig.json	28-11-2019 11:13	JSON File	82 KB
temp.prproj	17-12-2019 12:23	Adobe Premiere P...	3 KB
TIPS.prproj	28-11-2019 11:04	Adobe Premiere P...	53 KB

2. **Photoshop Panel:** The Photoshop panel config files are created inside **eMAMPHXS_CONFIG** folder:

Windows: C:\Users\Public\eMAMPHXS_CONFIG

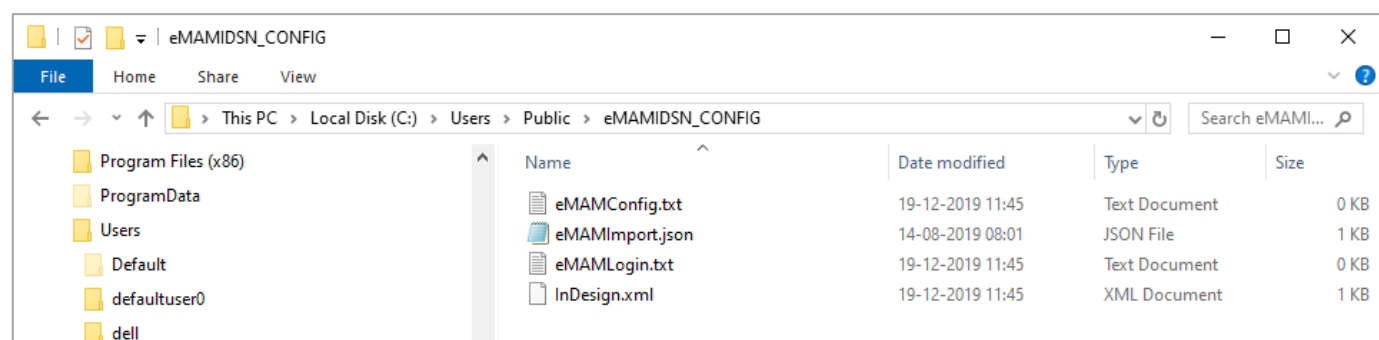
MAC: /Users/shared/eMAMPHXS_CONFIG



3. **InDesign Panel:** The InDesign panel config files are created inside **eMAMIDSN_CONFIG** folder:

Windows: C:\Users\Public\eMAMIDSN_CONFIG

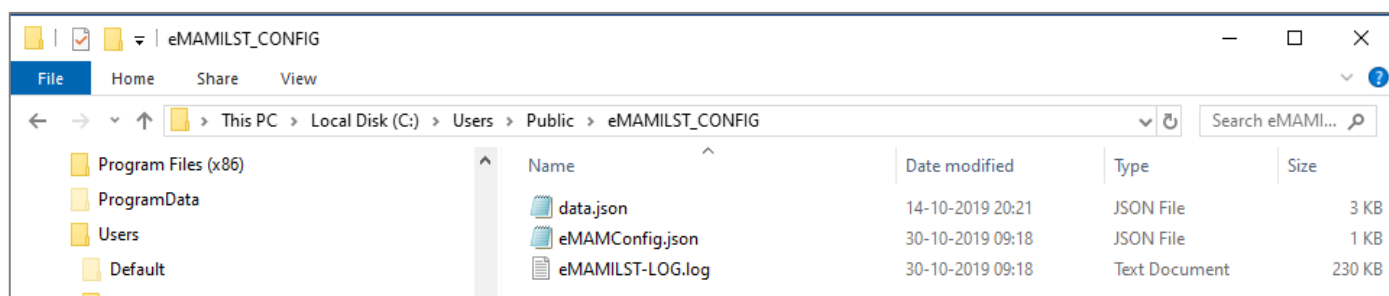
MAC: /Users/shared/eMAMIDSN_CONFIG



4. **Illustrator Panel:** The Illustrator panel config files are created inside **eMAMILST_CONFIG** folder:

Windows: C:\Users\Public\eMAMILST_CONFIG

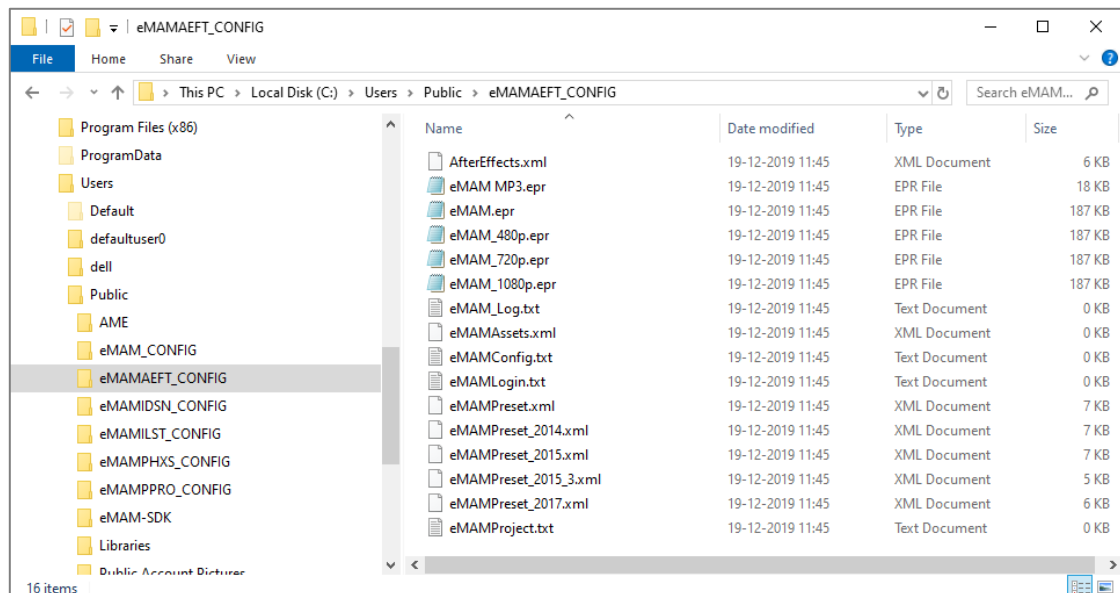
MAC: /Users/shared/eMAMILST_CONFIG



5. **After Effects Panel:** The After Effects panel config files are created inside **eMAMAEFT_CONFIG** folder:

Windows: C:\Users\Public\eMAMAEFT_CONFIG

MAC: /Users/shared/eMAMAEFT_CONFIG



Files: Listed below are the panel configuration files that are stored in each panel config folder.

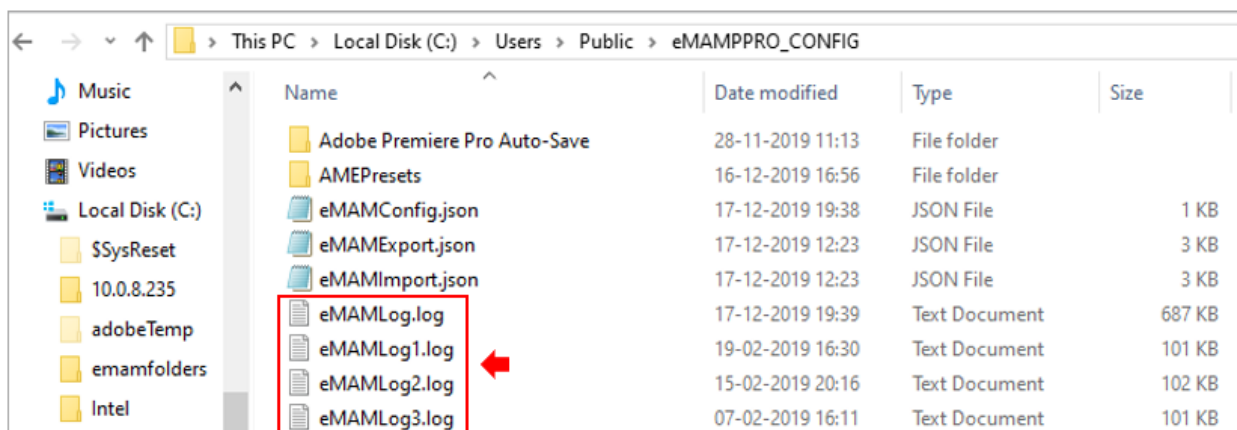
- **eMAMConfig.json:** All the important configuration details to run the eMAM Panel like eMAM server info, username, password, default folders for storing the projects/media/etc. are found in the eMAMConfig.json file. Users can overwrite the existing settings by manually editing this JSON file.

```
{
  "eMAMServer": "http://51.emamcloud.com/",
  "userName": "VTVMtWZaUkpGTW1SOwVZekxaN3BLNDazTVcxWfc3dC8=",
  "password": "WwJVb2tCSnE1Wfk9",
  "unit": "Mg==",
  "sessionToken": "dw5kZWZpbmVvk",
  "sequenceFormat": "None",
  "sequencePreset": null,
  "saveAsLocation": "C:\\Users\\dell\\Documents",
  "localPathForProject": "C:\\Users\\dell\\Documents",
  "localPathForAssets": "C:\\Users\\dell\\Documents",
  "localPathForExport": "C:\\Users\\dell\\Documents",
  "localizationThread": 5,
  "presetPath": [
    {
      "path": "C:/Program Files/Adobe/Adobe Media Encoder CC 2019/
MediaIO/systempresets"
    }
  ],
  "selectAllFiles": false,
  "selectAllSequence": true,
  "exportFilePathAsCategory": false,
  "assetTranscodingType": "media_Encoder",
  "ingestProfile": "1002",
  "s3PartSize": "5",
  "s3QueueSize": "5",
  "sdkversion": "5.1.0.12"
}
```

- **eMAMExport.json**: This file stores the details such as project name, project file path, project Id etc. of the project that is being exported. Once the project is successfully exported to eMAM, details will be deleted from the file.
- **eMAMImport.json**: This file stores the details of the project that is being imported. If the import is stuck or fails with an error, then those details will be kept in the json for future reimport.
- **presetConfig.json**: Downloaded preset files are stored here. eMAM Panel automatically syncs all the presets of the Media encoder and stores them in the *presetconfig.json* file. In the eMAM panel settings window, there is a sync button under *sequence export* options, which can be used to sync the new presets added to the Media encoder.

```
[
  {
    "Format": "AAC Audio",
    "Presets": [
      {
        "PresetId": "d2f3857d-22e3-4401-959c-8c856e2e74b1",
        "Name": "Stereo AAC, 44.1 kHz 128 kbps",
        "Path": "C:/Program Files/Adobe/Adobe Media Encoder CC 2019/MediaIO/systempresets/4E49434B_41414320/Stereo AAC, 44.1kHz 128kbps.epr"
      },
      {
        "PresetId": "82839e8a-a9f1-45d2-b21d-7811071cd26e",
        "Name": "Stereo AAC, 48 kHz 256 kbps",
        "Path": "C:/Program Files/Adobe/Adobe Media Encoder CC 2019/MediaIO/systempresets/4E49434B_41414320/Stereo AAC, 48kHz 256kbps.epr"
      }
    ]
  },
  {
    "Format": "AIFF",
    "Presets": [
      {
        "PresetId": "3119ffd5-e786-4cea-al35-fa5bd9aal14f",
        "Name": "AIFF 48 kHz",
        "Path": "C:/Program Files/Adobe/Adobe Media Encoder CC 2019/MediaIO/systempresets/3F3F3F3F_41494646/AIFF 48kHz.epr"
      }
    ]
  },
  {
    "Format": "Animated GIF",
    "Presets": [
      {
        "PresetId": "b2a365a6-b6b1-4ea4-bc8a-b7c7dde29bd9",
        "Name": "Animated GIF (Match Source)",
        "Path": "C:/Program Files/Adobe/Adobe Media Encoder CC 2019/MediaIO/systempresets/47494666_47494666/Animated GIF (Match Source).epr"
      }
    ]
  },
  {
    "Format": "AS-10",
    "Presets": [
      {
        "PresetId": "d045aacd-3153-4071-9ba7-41aa204bc8ca",
        "Name": "AS-10 CANAL Shim Specification 50i",
        "Path": "C:/Program Files/Adobe/Adobe Media Encoder CC 2019/MediaIO/systempresets/41533130_4D583130/AS-10 CANAL Shim Specification 50i.epr"
      }
    ]
  }
]
```

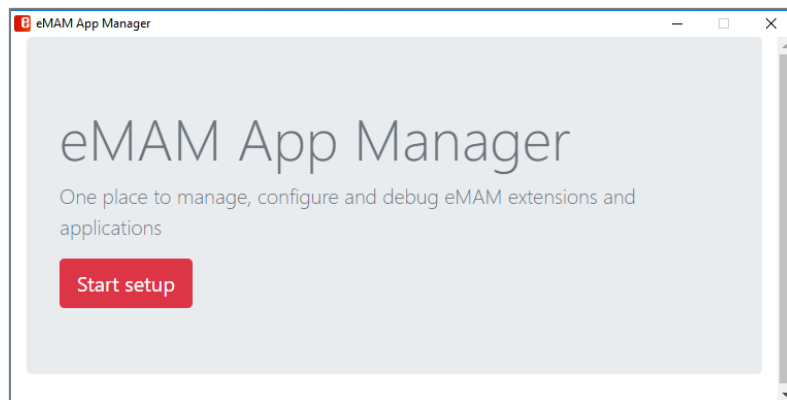
- **Log files** (eMAMLog.log, eMAMLog1.log, eMAMLog2.log etc.): It consists of three levels of logs- *information related, error related, and exception related*. These log files are required by the eMAM support team to troubleshoot issues (if any).



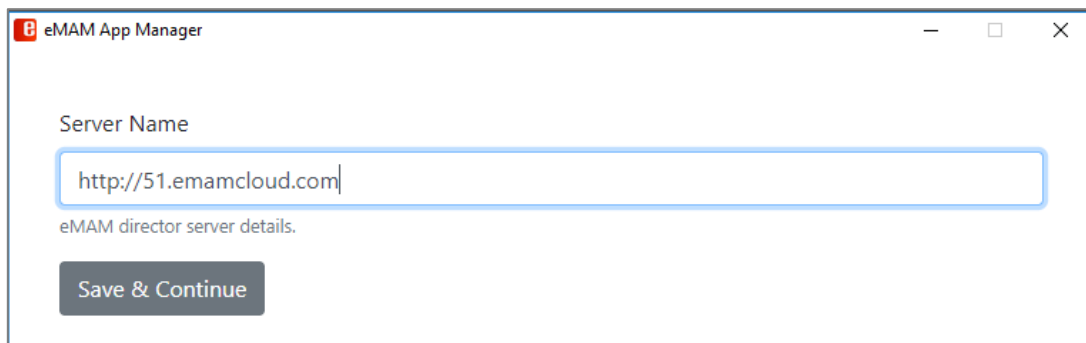
Name	Date modified	Type	Size
Adobe Premiere Pro Auto-Save	28-11-2019 11:13	File folder	
AMEPresets	16-12-2019 16:56	File folder	
eMAMConfig.json	17-12-2019 19:38	JSON File	1 KB
eMAMExport.json	17-12-2019 12:23	JSON File	3 KB
eMAMImport.json	17-12-2019 12:23	JSON File	3 KB
eMAMLog.log	17-12-2019 19:39	Text Document	687 KB
eMAMLog1.log	19-02-2019 16:30	Text Document	101 KB
eMAMLog2.log	15-02-2019 20:16	Text Document	102 KB
eMAMLog3.log	07-02-2019 16:11	Text Document	101 KB

Launch App Manager

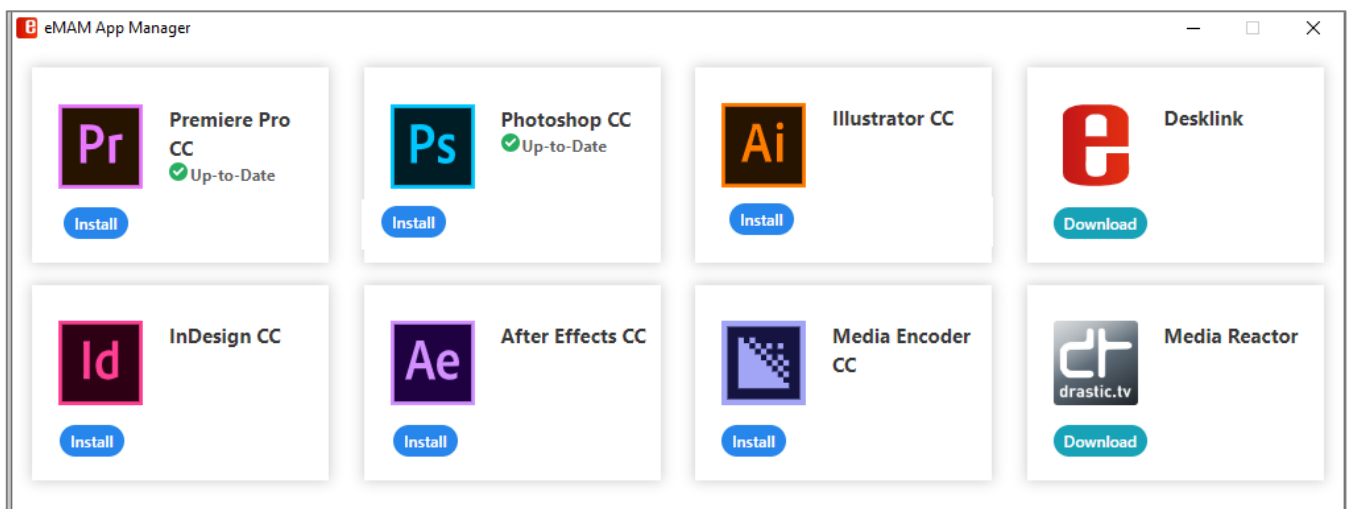
1. Once the App Manager is successfully installed on your machine, click on the **App Manager** icon on your desktop to launch it and then click on “**Start Setup**” button.



2. Enter the eMAM server details and click on “**Save & Continue**” button.



3. You can see a list of Adobe CC applications like **Adobe Premiere Pro CC**, **Adobe After Effects CC**, **Adobe Photoshop CC**, **Adobe Illustrator CC**, **Adobe InDesign CC** and **Adobe Media Encoder CC** for installation and **Adobe Media Reactor & DeskLink** app for download. Click the **Install** or **Download** button under each application you wish to install.



eMAM Panel installation steps

Below are the eMAM panel installation steps using App Manager:

1. Launch the **App Manager** using the desktop icon.
2. Click on **Start setup**.
3. Enter the **server name** and click on *Save & Continue*.
4. Select the Adobe application which needs eMAM panel installation and click on **Install**.
5. The *App Manager* will ask for permission to install the panel. Click on **Yes** to proceed.
6. Panel installation successful message is displayed.
7. Now launch the Adobe application and open eMAM panel in it.

Functions

Using the App Manager, you can easily perform below functions on the listed Adobe CC applications.

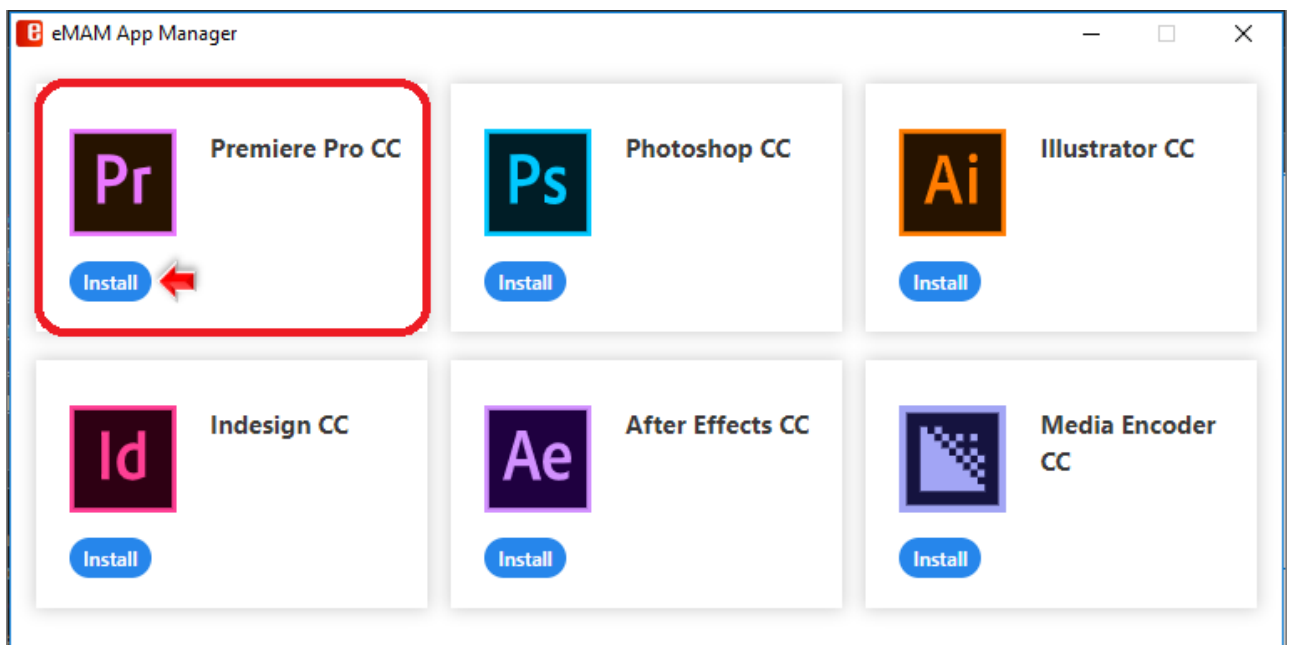
Note: Before you proceed with any of the below functions, please ensure Adobe CC application are closed and not open in your machine.

I. Install

One of the main functions of the App Manager is installation of eMAM extension panels for Adobe CC applications like *Adobe Premiere Pro*, *Adobe After Effects*, *Adobe Photoshop*, *Adobe Illustrator*, *Adobe InDesign* and *Adobe Media Encoder*. Each application will display an *Install* button if it is a first-time panel installation.

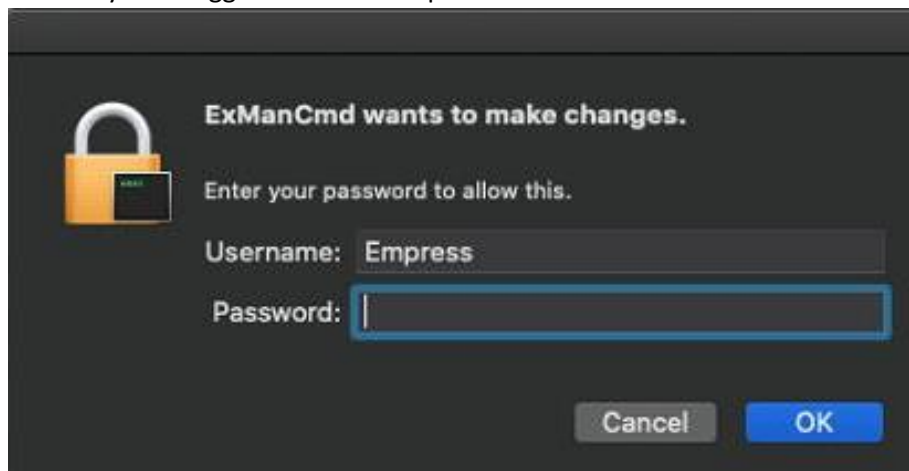
Adobe Premiere Pro CC

- a. From the list of Adobe applications displayed, click on “**Install**” button for **Premiere Pro CC**.

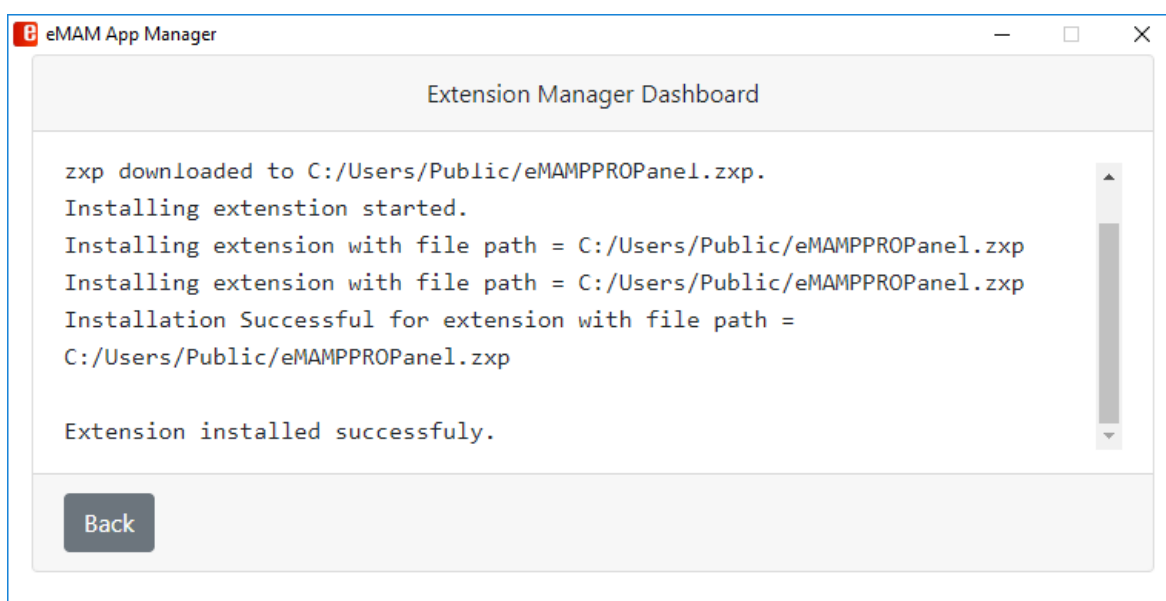


b. The installation begins. You will be prompted to give Adobe Extension Manager permission to proceed with the installation.

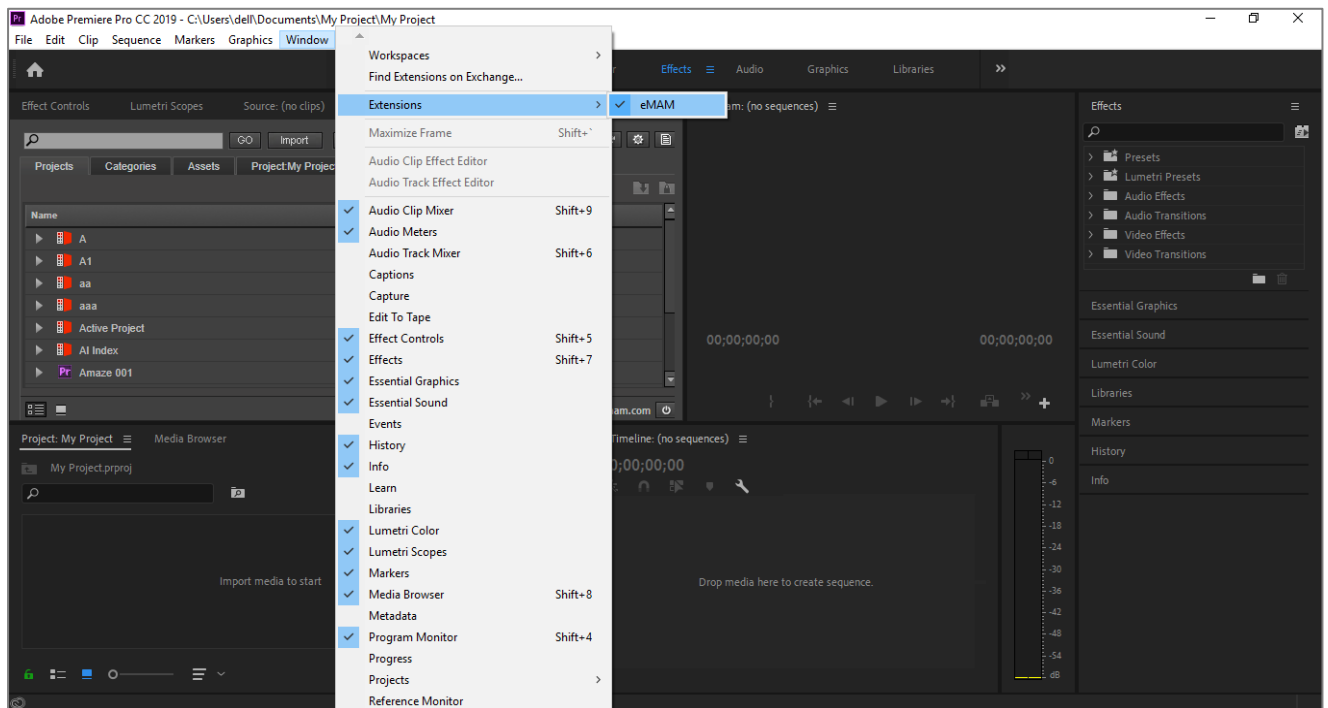
- **Windows:** Click on Yes.
- **Mac:** Enter the system logged in username password and click *OK*.



c. After a while, you can see the **Extension Manager Dashboard** displaying the installation status messages. Once the installation is complete, you will see “**Extension installed successfully**”.



d. Now launch the **Adobe Premiere Pro CC** application from your machine and go to *Windows>Extensions>eMAM*. Your **eMAM Premiere Panel** is ready to use.



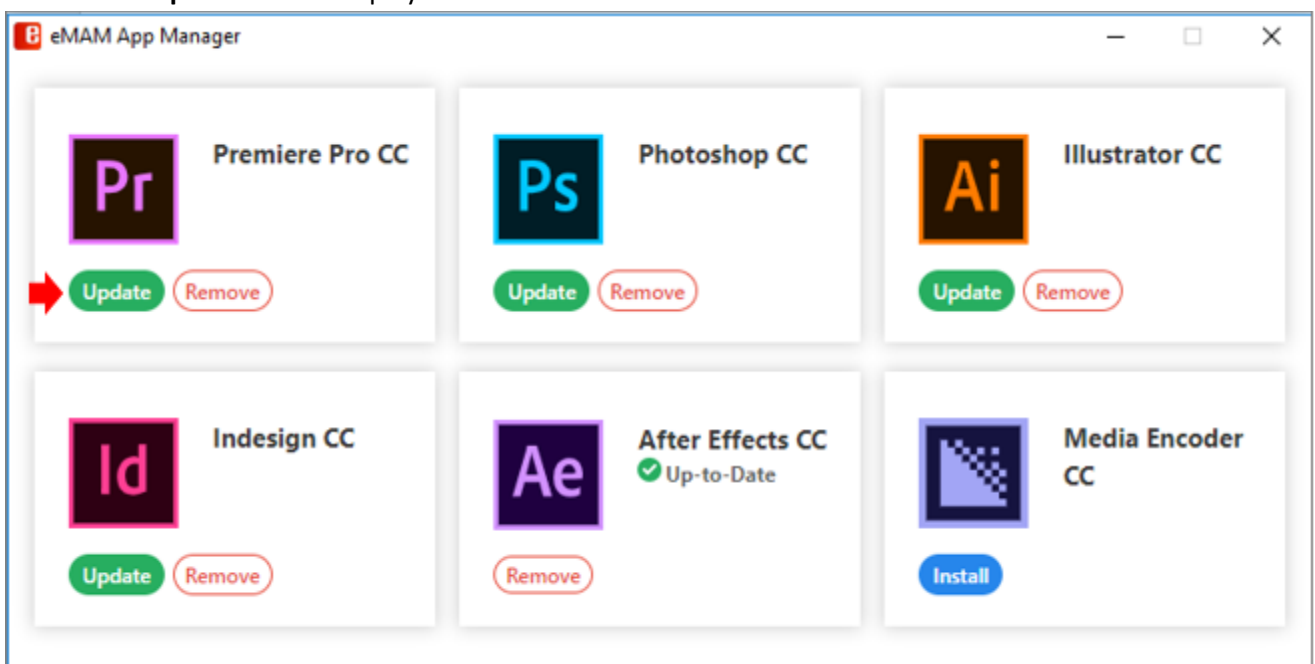
- e. Similarly, you can install eMAM extension panels for other Adobe CC applications by clicking on their respective **Install** buttons.

2. Update

If there a change in the eMAM Version , you will be prompted to update the eMAM extension panel to the latest version with an **Update** button.

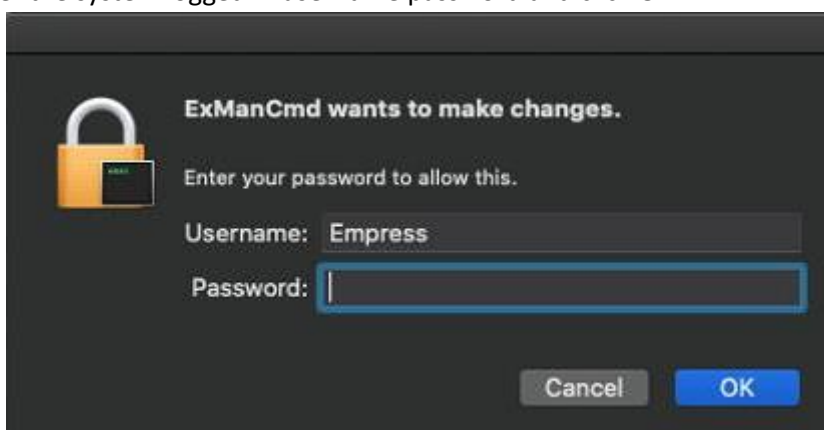
Adobe Premiere Pro

- a. Click on the **Update** button displayed for the **Adobe Premiere Pro CC**.

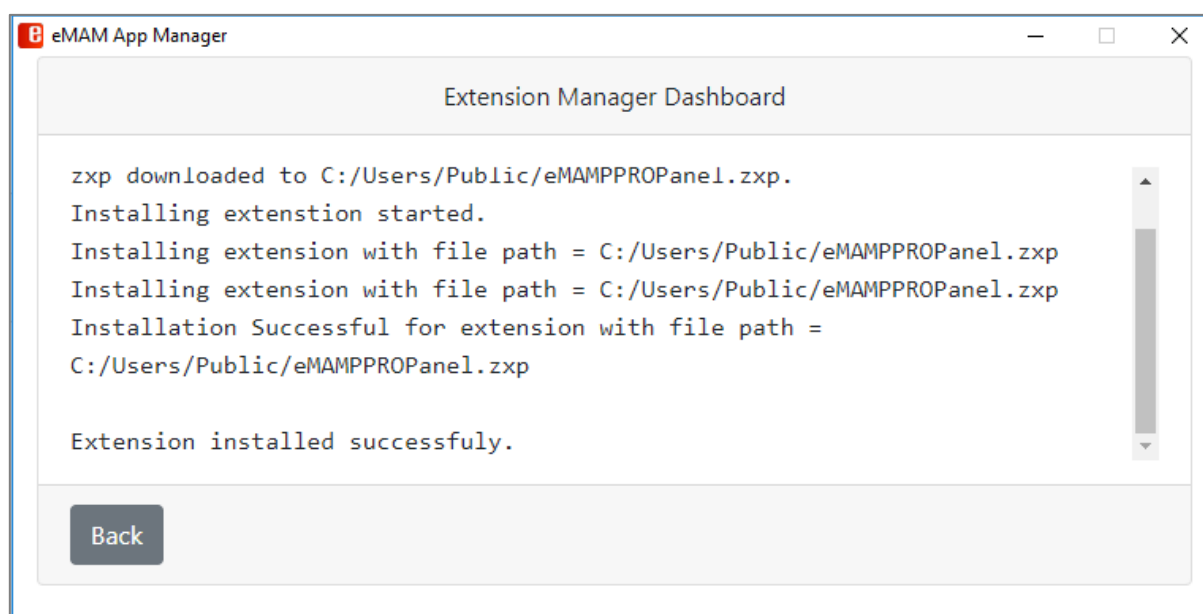


b. You need to give the Adobe Extension Manager permission to proceed further.

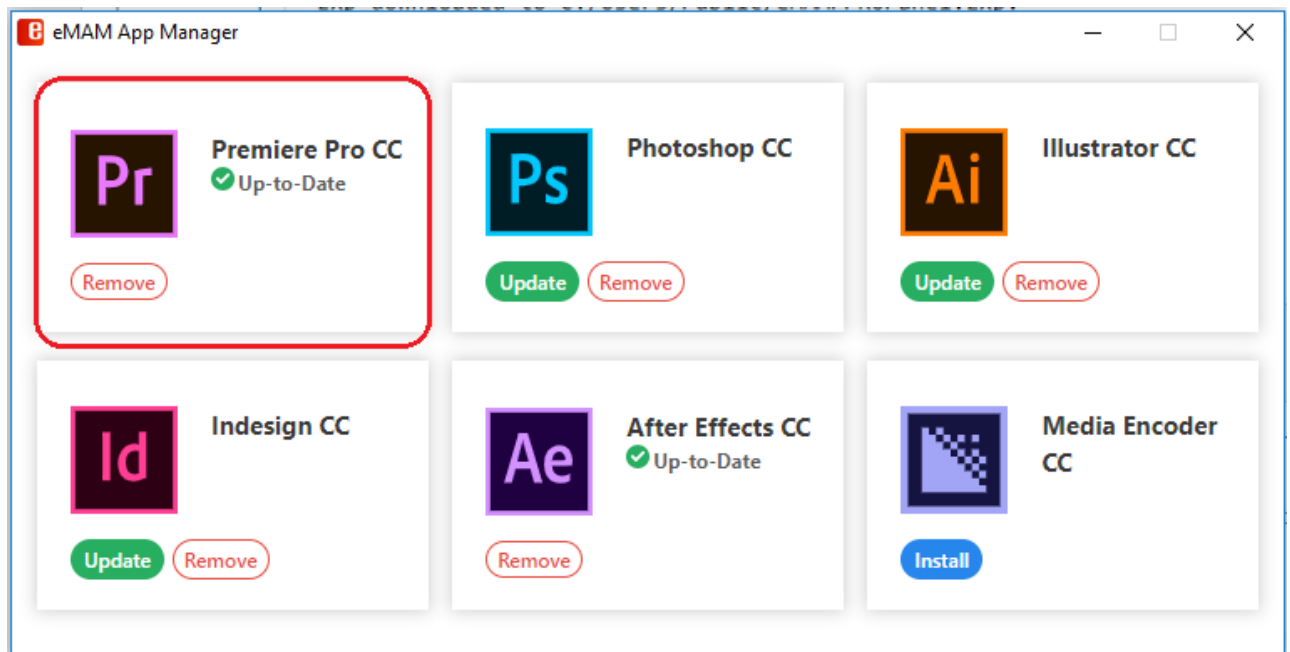
- **Windows:** Click on Yes.
- **Mac:** Enter the system logged in username password and click OK.



c. Latest extension panel gets downloaded and the *Extension Manager Dashboard* will display latest “**Extension installed successfully**” message.



d. After successful installation of the latest eMAM Premiere Panel, it will only display the **Remove** button with an **Up-to Date** icon.



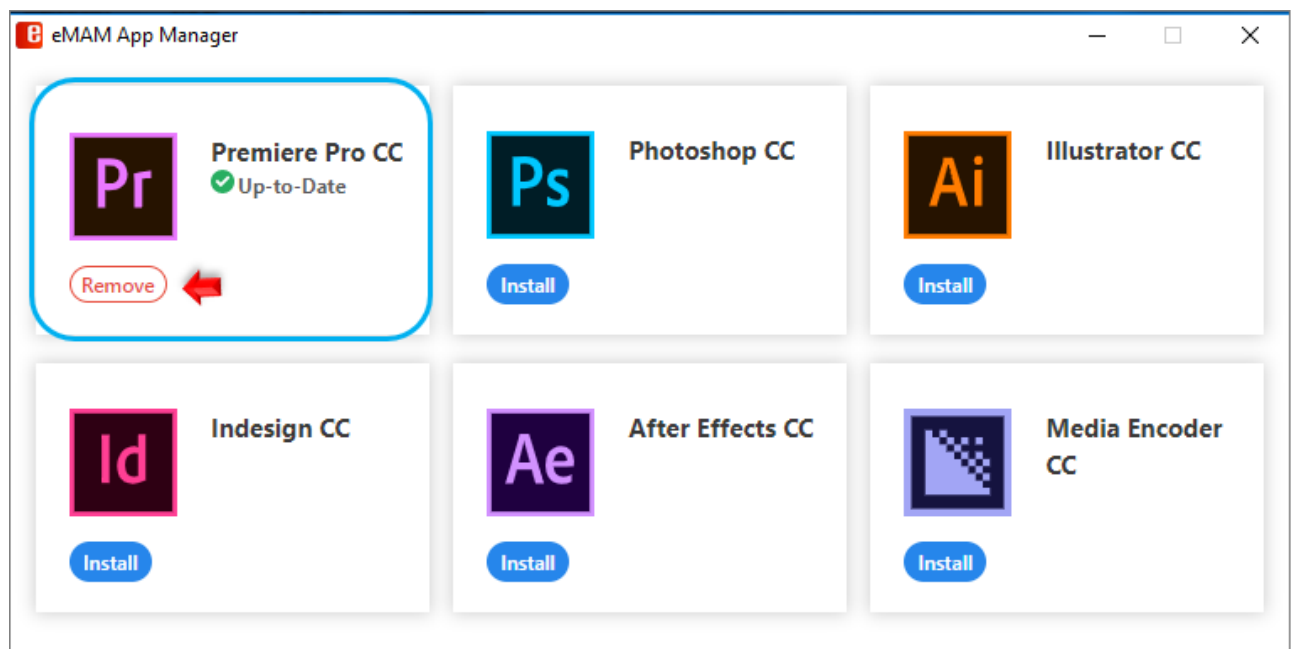
Similarly, you can update eMAM Panel versions of all the Adobe applications displayed. Note: *Update button is only displayed if there is an upgrade in the eMAM version.*

3. Remove

You can uninstall/remove extension panels from the Adobe application, by following below steps:

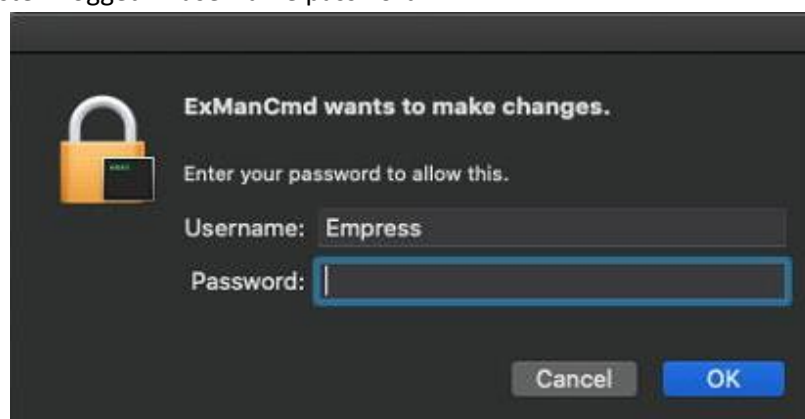
Adobe Premiere Pro

1. On the **Premiere Pro CC** icon, click on the **Remove** button.

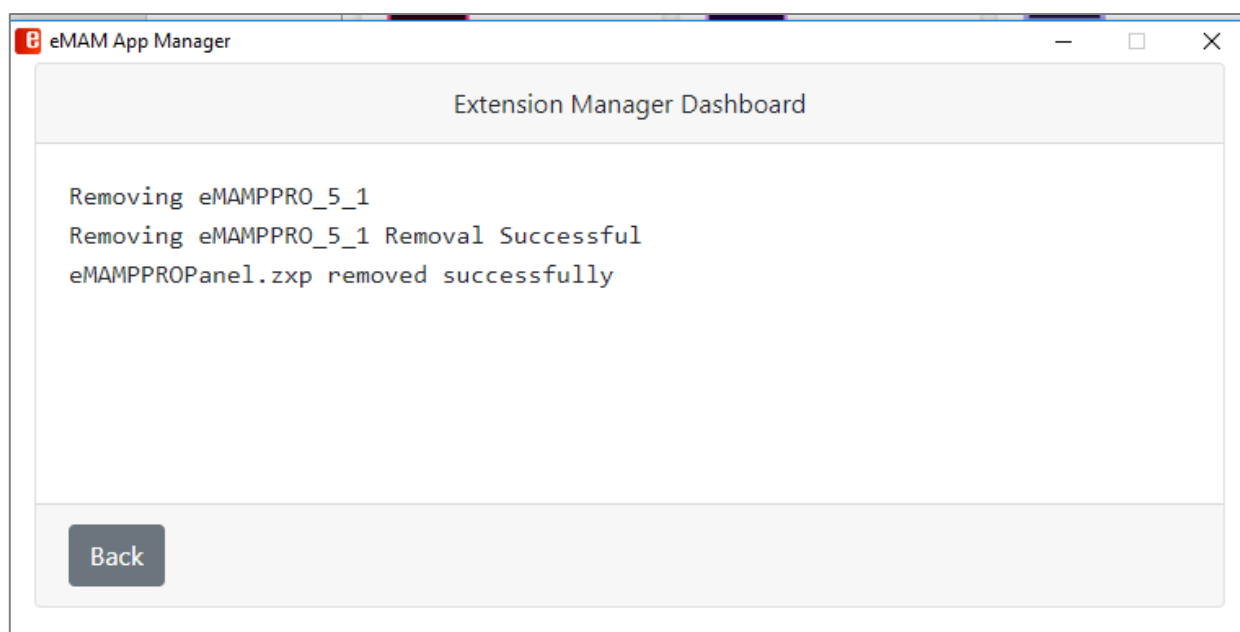


2. You need to give Adobe Extension Manager permission to proceed further.

- **Windows:** Click on Yes.
- **Mac:** Enter the system logged in username password.



3. Once the **eMAM Premiere Panel** extension is removed from your machine, below message appears. Similarly, you can remove eMAM panel from other Adobe applications too.



4. Download

You can download below two applications using *Download* button.

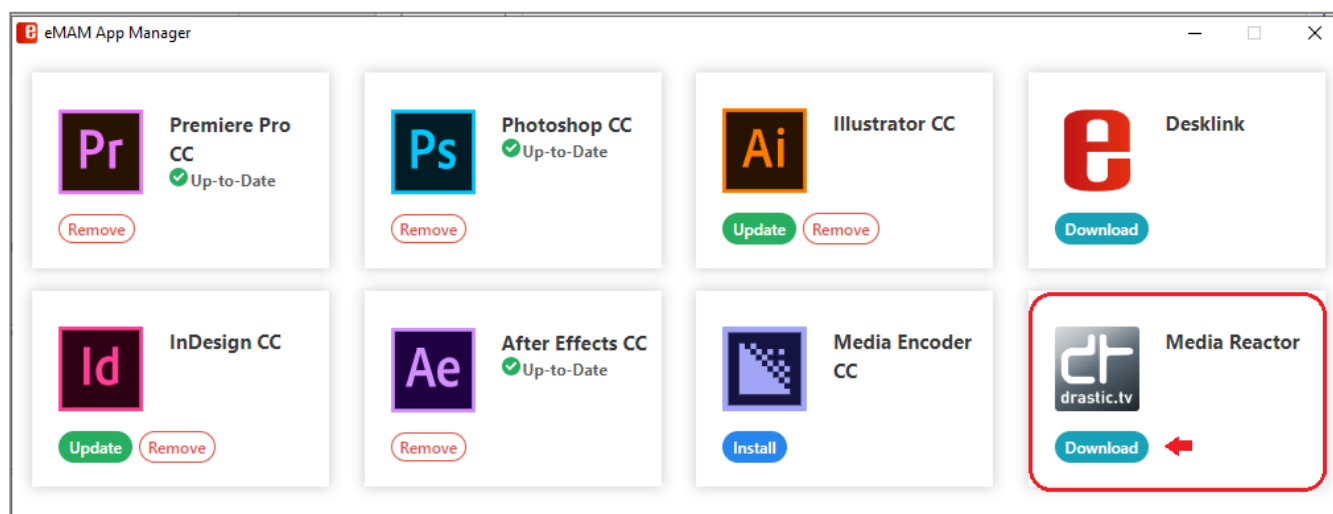
- Media Reactor
- DeskLink

Adobe Media Reactor

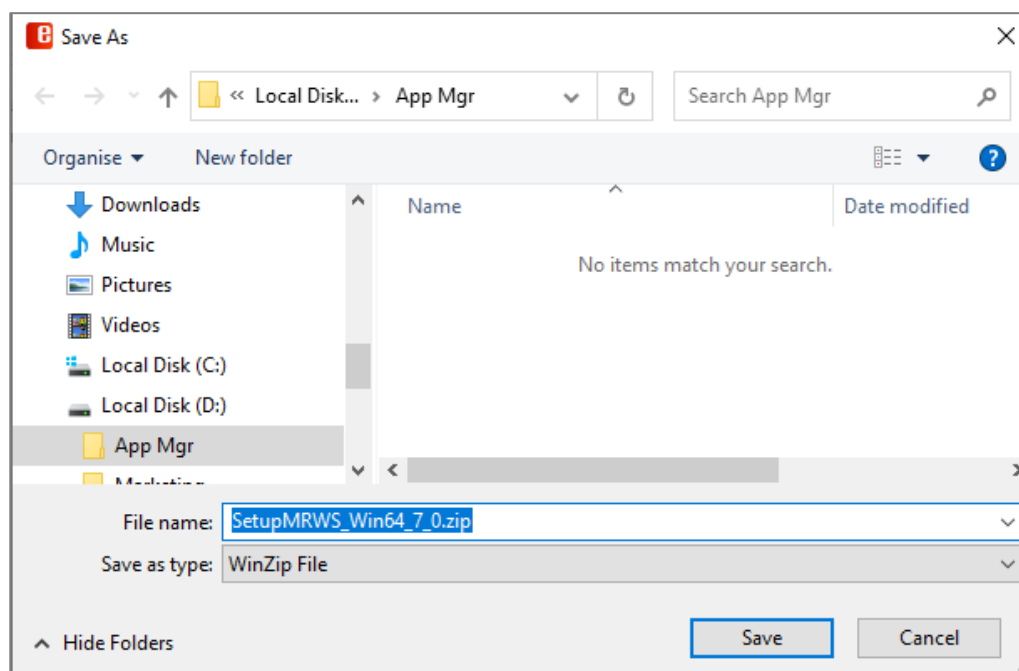
You need to install **Adobe Media Reactor** (Full version) plugin in your local machine to use Stream option in the eMAM panel.

To download Media Reactor plugin, follow the below steps:

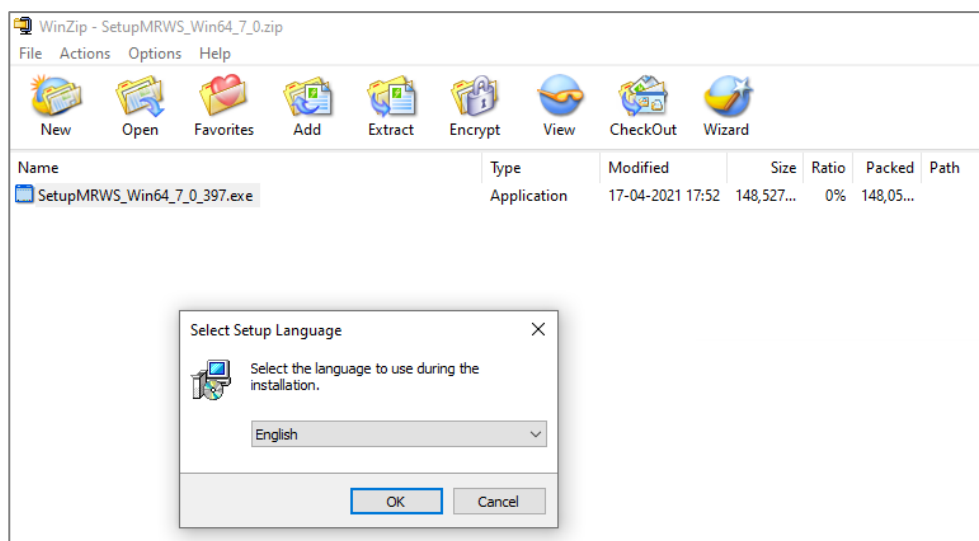
- In the App Manager, click on *Download* button for Media Reactor.



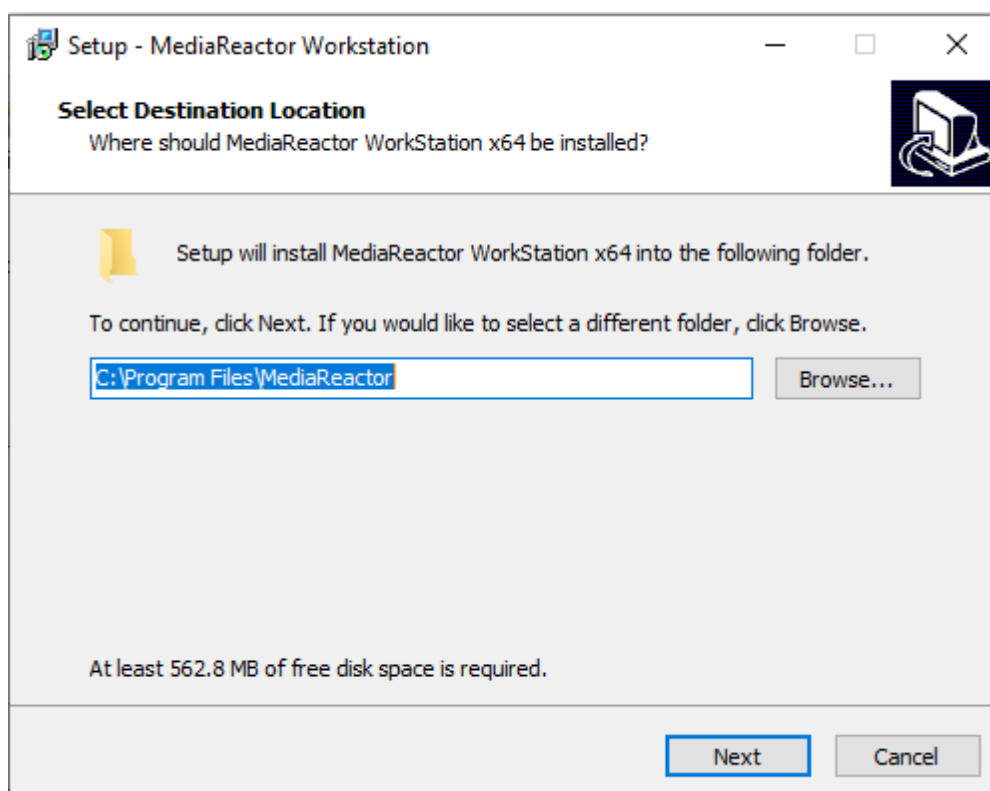
- Choose the download location for the *Media Reactor setup* file.

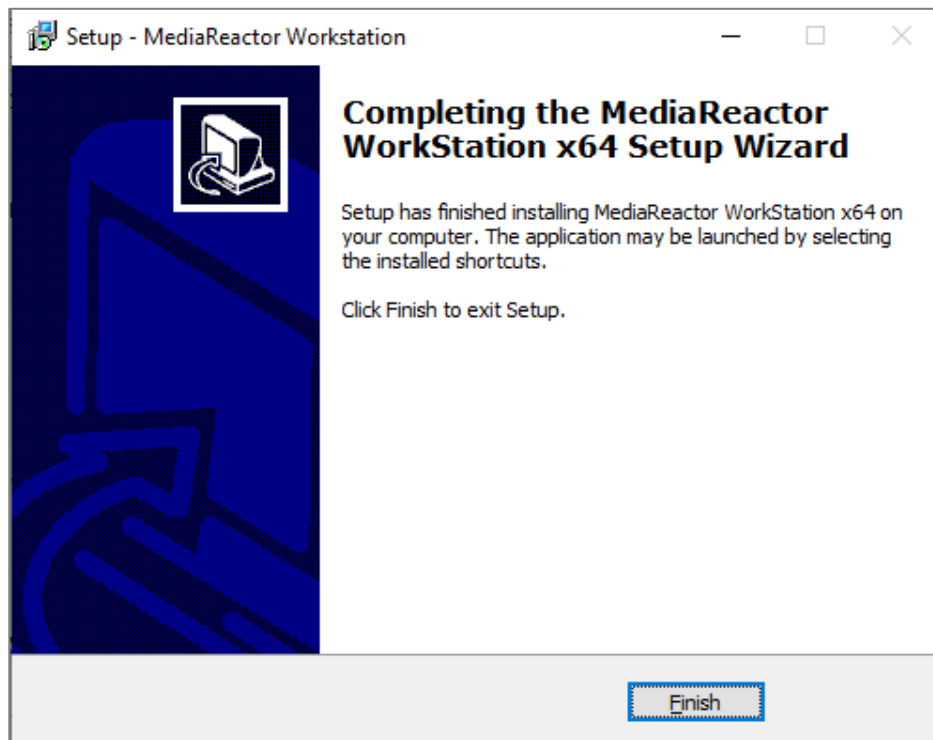


- c. Double-click or run the executable *MediaReactor Workstation* installation file. Depending on your OS setup, you may need to allow the installer to run. Once you have done this, and selected the installer language, you will see a dialog similar to this:



- d. The user will be prompted to move through each step of the install by pressing the “Next” or “Finish” button.

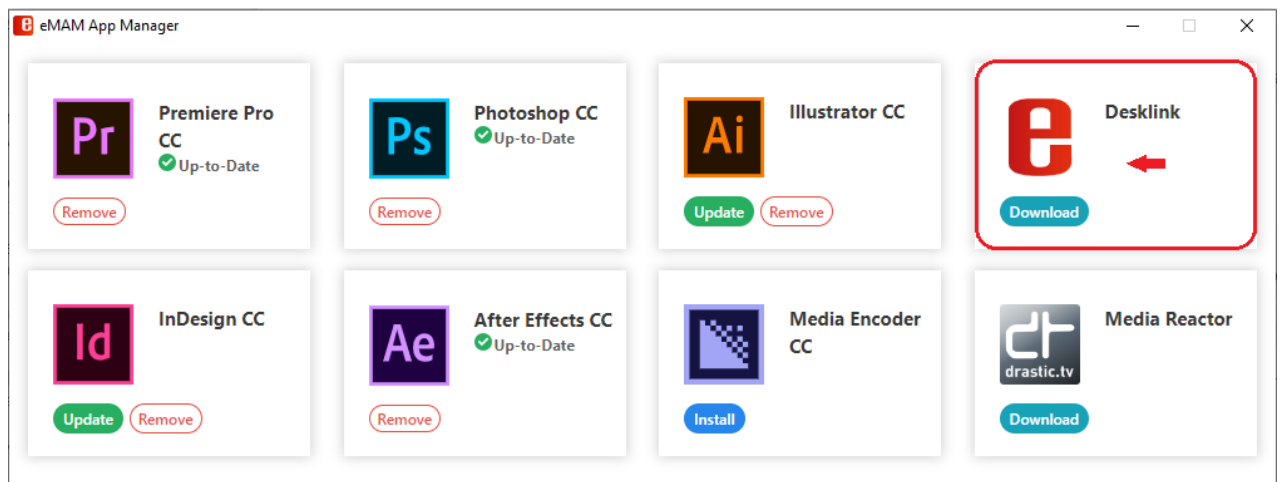




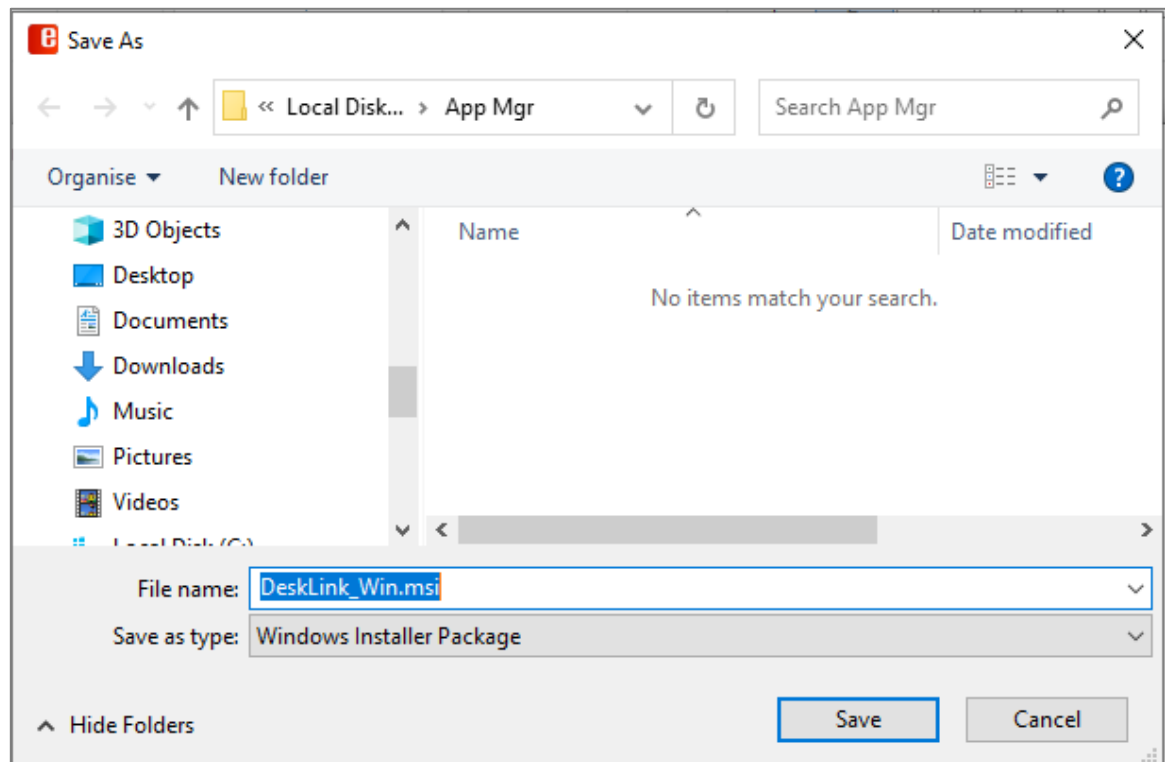
Note: To make use of the product's complete functionality the user will need to obtain a license for the software.

DeskLink

- a. Click on *Download* button for DeskLink.



- a. Choose the download location for the DeskLink setup file.



- b. Run the Installer package. Run the downloaded file and open the DeskLink Setup wizard. Click Next and follow the installer instructions to install DeskLink app on your machine. After installation is complete, click *Close* to exit.
- c. After successful installation, click on the **DeskLink** icon from your desktop to launch it.



Error codes & descriptions

If you encounter any error codes during Adobe CC extension panel installation process, refer the below table to find out what the problem is and how you can solve it. Or you can also contact eMAM support team with the error details.

Error Code	Description & Solution
-418	Failed to install status. <i>Solution:</i> Another higher version of the panel already exists. Please go back and remove the panel and try to Install again.
-175	Failed to escalate privilege. <i>Solution:</i> App manager doesn't have sufficient permissions to proceed. Run App Manager as Administrator to give sufficient permissions. Or contact your system administrator to grant read and write permissions to <i>C:\Users\Public\</i> in Windows or <i>/Users/Shared</i> in Mac or try to run the application as an administrator.
-201	Failed to unpack the ZXP file. <i>Solution:</i> Make sure the add-on is valid and completely downloaded.
-402	Failed signature verification. <i>Solution:</i> Resign the ZXP file, using the latest <i>ZXPSignCmd</i> tool.
-403, -411	Compatible CC app not found. <i>Solution:</i> Install compatible CC application before installing add-ons.
-407, -408	An add-on required by this one is not installed or enabled. <i>Solution:</i> Install the required add-ons before installing this one.
-412	An add-on with the same name has been installed. <i>Solution:</i> Remove the conflicting add-on and reinstall this one.
-456	The CC application should be terminated to install the add-on. <i>Solution:</i> Quit CC application first and reinstall the add-on.
-458	None of required CC apps has been installed. <i>Solution:</i> Install the appropriate CC application and reinstall the add-on.
-459	The CC application is not compatible. The version of the CC application does not work well with this add-on.
-152, -154, -155, -156, -157, -158, -160, -161, -162, -163, -164, -165,	There is a file operation error when installing this add-on.

-168, -169, -171, -172, -176, -178, -179	
---	--

-251, -252, -253, -254, -255, -256, -257, -259, -260, -261, -265, -266, -267, -268, -269, -270, -271, -272	Failed to parse the file.
-500, -501, -502, -503, -504, -505, -506, -507, -508, -508, -509	Failed to update the database.
-601, -602, -603, -604, -651, -652, -653	Failed to do online license check.
0	Failed to download ZXP file.

Get Help

For additional help and information, please contact **eMAM Support** at support@emamonline.com.