# **EMAM**

## **App Manager**

User Guide

eMAM Version 5.3

Oct 2021

#### Notice

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## 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**.

## © 2021 EMAM. Inc.



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

<b>EMAM</b>		HI RINCY LOG OUT
My Account	My Account	Version: 5.0.10 License expires on: 31-Dec-2019 (338 days left)
Apps 🗲	Account Holder Name	Change Password
	First Name	New Password
	Rincy	
	Last Name	Confirm New Password
	Abraham	

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.

EMAM"	HI RINCY LOG OUT
<ul> <li>My Account</li> <li>Apps</li> <li>Install Status</li> </ul>	App Manager Download App Manager here
App Manager  App Manager  Extension Panel for  Adoba Dramiara Dra CC	ABOUT APP 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 App Manager app can be easily downloaded and installed from the panels download htm page or from the Directors. Ma Assessment some, Union Ann. Measures users are centred the installed inter-

#### **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.

My Account  Apps  Install Status	Feeder DeskLink	App Manager Download App Manager here Mac Mindows ABOUT APP A single desktop app to manage the extension panels for Adobe Creative Cloud applications such as Adobe Premiere Pro, Adobe After Effects, Adobe Photoshop,
Copyright 2018 Empress Media Asset Management	HT	ABOUT   HELP   CONTACT
AppManagerSetUmsi		Show all
<u>Mac</u>		
My Account     Apps     Install Status     Copyright 2018 Empress Media Asset Management, LLC	Feeder DeskLink Map Manager Pr Extension Panel for Adobe Premiere Pro CC	App Manager Download App Manager here Min Mindows Developeration of the extension parts for Adobe freative Cloud applications such as Adobe ABOUT APP Manager app can be easily downloaded and installed from the parts download htm page of the meter PA Adobe PA Manager, users can control the installation, version upgrade and the extensions in the Adobe Creative Cloud Applications, such as Adobe Manager app can be easily downloaded and installed from the parts download htm page of the meter PA Adobe PA Manager users can control the installation, version upgrade and the extensions in the Adobe Creative Cloud Applications, function the server and click
AppManagerSetUp.dmg A		Show all

## 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).

 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

	Not secure   51.emamcloud.com//emamdirector/panels/download.htm	☆	Ó	* ٩
				▼ He
Ľ	Download Panel 5.3.0.0 for Premiero Pro 2019-2021 Download Panel 5.3.0.0 for After Effects 2020-2021 Download Panel 5.3.0.0 for Photoshop 2018-2021 Download Panel 5.3.0.0 for Illustrator 2018-2021 Download Panel 5.3.0.0 for Media Encoder 2018-2021 Download Panel 5.3.0.0 for Media Encoder 2018-2021			•
Users c				
Wind	the panel using Exmancmd Command line tool, use the tool from the following link  Wa  details on how to use the Extension Manager Command Line tool, please refer the help document <b>Help</b> the panel using App Manager, use the tool from the following link			

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.

	▼ Help
Download Panel 5.3.0.0 for Premiere Pro 2019-2021         Download Panel 5.3.0.0 for Photoshop 2018-2021         Download Panel 5.3.0.0 for Photoshop 2018-2021         Download Panel 5.3.0.0 for Indesign 2018-2021         Download Panel 5.3.0.0 for Media Encoder 2018-2021         Download Panel 5.3.0.0 for Media Encoder 2018-2021         Download Panel 5.3.0.0 for Media Encoder 2018-2021	•
1. Users can install panels using Extension manager command line tool or App Manager 2. Premiere pro 2018 includes new option to have multiple projects window opened at same time, to avoid the workflow issues due to this change, users need to restrict this feature. Open Console in Premiere pro by CTRL+F12 (windows) or CMD+F select Debug DataBase View, then uncheck FE. AllowMultipleOpenProjects.	12 (Mac) and
To install the panel using Exmancend Command line tool, use the tool from the following link.  Windows Mac For more details on how to use the Extension Manager Command Line tool, please refer the help document Help To install the panel using App Manager, use the tool from the following link  Windows Mac	
AppManagerSetUmsi A	Show all

Mac

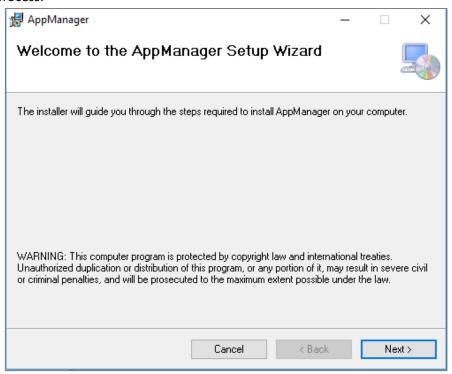
## • Click on the **Mac** button to download the App Manager **Set Up** file on your Mac machine.

Download I Download I Download I Download I Download I	'anel 5.3.0.0 for Premiero Pro 2019-2021         'anel 5.3.0.0 for Photoshoc 2018-2021         'anel 5.3.0.0 for Instatar 2018-2021         'anel 5.3.0.0 for Instatar 2018-2021         'anel 5.3.0.0 for Indesign 2018-2021         'anel 5.3.0.0 for Media Encoder 2018-2021	Ť
	s using Extension manager command line tool or App Manager udes new option to have multiple projects window opened at same time, to avoid the workflow issues due to this change, users need to restrict this feature. Open Console in Premiere pro by CTRL+F12 (windows) or CMD+F12 (b lew, then uncheck, FE AllowMultipleOpenProjects.	fac) and
Windows	Exmancend Command line tool, use the tool from the following link	
	App Manager, use the tool from the following link	
AppManagerSetUp.dm 0.4/226 M8, 35 mins left		Show all

## 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"

伊 AppManager	_		>	×
Select Installation Folder			Ę	
The installer will install AppManager to the following folder.				
To install in this folder, click "Next". To install to a different folder, enter it be	low o	r click ''E	fowse".	
<u>F</u> older:				
C:\Program Files\Empress Media\AppManager\		Brows	:e	
		Disk C	ost	
Install AppManager for yourself, or for anyone who uses this computer:				
Everyone				
⊖ Just me				
Cancel < Back		Ν	lext >	

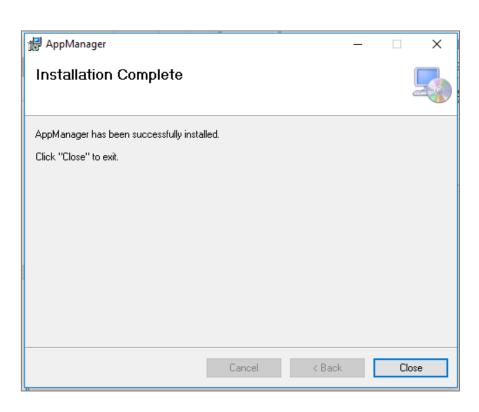
4. To confirm installation, click on "*Next*".

i∰ AppManager	_		×
Confirm Installation			
The installer is ready to install AppManager on your computer.			
Click "Next" to start the installation.			
Cancel < Back	(	Ne	ext >

5. Now confirm installation in your machine by clicking "Yes". Installation progress bar appears.

i提 AppManager		_		×
Installing AppManager				
AppManager is being installed.				
Please wait				
	Cancel	< Back	Ne	est >

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.** 

		Q Search
e	Date Modified	Size
AppManagerSetUp.dmg	23-Jan-2019 at 3:17	7 PM 238.1 MB

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\dell\AppData\Roaming

(→) + ↑ 🍌 > Ale	x Baby ▶ AppData ▶ Roaming			
7 Favorites	Name	Date modified	Туре	Size
Desktop	退 Adobe	10/04/2019 11:28	File folder	
🚺 Downloads	퉬 AnyDesk	10/23/2019 8:13 PM	File folder	
🔠 Recent places	📕 CounterPath	11/13/2019 1:06 AM	File folder	
Oreative Cloud Files	CounterPath Corporation	11/13/2019 1:06 AM	File folder	
	Drastic WinRAR	07/27/2018 12:21 01/25/2018 10:39	File folder File folder	
	Joom	10/22/2019 12:05	File folder	
	🗐 settings.json 🛛 🖕	11/20/2019 9:51 PM	JSON File	1 KB

## MAC: /Users/Shared

	Shared	Q Search
Favourites	Name	^ Date Modified
Recents	Adobe	27-Nov-2019 at 6:07
MirDrop	AdobeGCData	Today at 7:25 PM
	AdobeinstalledCodecs	21-Nov-2019 at 9:44
Applications	eMAM-SDK	22-Nov-2019 at 10:2
🔚 Desktop	eMAM-SDK.zip	18-Dec-2019 at 10:3
	eMAMPPRO_CONFIG	Yesterday at 10:12 Pl
Documents	eMAMPPROPanel.zxp	18-Dec-2019 at 10:2
🕚 Downloads	Relocated Items	21-Nov-2019 at 1:36
Creative Cloud Files	settings.json	Today at 9:31 PM
	🕨 🔜 Signiant	05-Dec-2019 at 2:23
Locations		
AppManagerSetUp	±	
eMAMDeskLink	<b></b>	
Network		
Tags		
🔵 Red		

**Note:** The latest version of Adobe tools, After Effects v18.4.1 and Premiere Pro v15.4.1, etc. uses Common Extensibility Platform (<u>CEP</u>) 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

Documents	^ Name	Date modified	Туре	Size
Downloads	Public Documents	19-12-2019 20:38	File folder	
Music	eMAMAEFT_CONFIG 🗧	19-12-2019 20:38	File folder	
Pictures	eMAMIDSN_CONFIG 🛛 🗲	19-12-2019 11:45	File folder	
Videos	eMAMPPRO_CONFIG 🗧 🛻	17-12-2019 12:23	File folder	
Local Disk (C:)	eMAMILST_CONFIG 🔶	12-08-2019 13:43	File folder	
SysReset	eMAMPHXS_CONFIG 🗧 🗮	07-08-2019 10:42	File folder	
10.0.8.235	eMAM-SDK	27-09-2019 11:35	File folder	
adoboTomp	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

e Home Share View					``````````````````````````````````````
→ ★ ↑ → This PC → Loc	al Disk (C:) > Users	Public > eMAMPPRO_CONFIG		✓ <sup>™</sup> Se	earch eMAM
🖶 Downloads	^	Name	Date modified	Туре	Size
👌 Music		Adobe Premiere Pro Auto-Save	28-11-2019 11:13	File folder	
E Pictures		AMEPresets	16-12-2019 16:56	File folder	
📑 Videos		🗐 eMAMConfig.json	17-12-2019 19:38	JSON File	1 KB
🏪 Local Disk (C:)		📖 eMAMExport.json	17-12-2019 12:23	JSON File	3 KB
\$SysReset		📖 eMAMImport.json	17-12-2019 12:23	JSON File	3 KB
10.0.8.235		eMAMLog.log	17-12-2019 19:39	Text Document	687 KB
adobeTemp		eMAMLog1.log	19-02-2019 16:30	Text Document	101 KB
		eMAMLog2.log	15-02-2019 20:16	Text Document	102 KB
emamfolders		eMAMLog3.log	07-02-2019 16:11	Text Document	101 KB
Intel		🧾 presetConfig.json	28-11-2019 11:13	JSON File	82 KB
		🖻 temp.prproj	17-12-2019 12:23	Adobe Premiere P	. 3 KB
PerfLogs		TIPS.prproj	28-11-2019 11:04	Adobe Premiere P	. 53 KB
Program Files	~				

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

📙 📄 🚽 🕴 eMAMPHXS_CONFIG				- C	x נ
File Home Share View					~ (
← → × ↑ 📙 > This PC → Local Di	isk (C:) > Users > Public > eMAMPHXS_CONFIG		√ Ū	Search eMA	<b>م</b> MA
Program Files (x86)	^ Name ^	Date modified	Туре	S	ize
ProgramData	/ data.json	08-08-2019 20:04	JSON File		1 KE
Users	eMAMConfig.json	04-10-2019 09:23	JSON File		1 KE
Default	eMAMLog.log	04-10-2019 09:26	Text Docum	ient	631 KI
defaultuser0	eMAMPHXS-LOG.log	07-08-2019 10:39	Text Docum	ient	27 K
dell	eMAMPHXS-LOG1.log	05-08-2019 14:43	Text Docum	nent	101 K
Public	MAMPHXS-LOG2.log	28-12-2018 11:48	Text Docum	ient	102 K
AME					

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

│ 🛃 🚽 = │ eMAMIDSN_CONFIG			-	
File Home Share View				~ (
$\leftarrow$ $\rightarrow$ $\checkmark$ $\uparrow$ $\square$ $\rightarrow$ This PC $\rightarrow$ Local D	isk (C:) > Users > Public > eMAMIDSN_CONFIG		৵ Ö Search	n eMAMI 🔎
Program Files (x86)	^ Name ^	Date modified	Туре	Size
ProgramData	eMAMConfig.txt	19-12-2019 11:45	Text Document	0 K
Users	eMAMImport.json	14-08-2019 08:01	JSON File	1 K
Default	eMAMLogin.txt	19-12-2019 11:45	Text Document	0 K
defaultuser0	🗋 InDesign.xml	19-12-2019 11:45	XML Document	1 k
dell				

4. Illustrator Panel: The Illustrator panel config files are created inside **eMAMILST\_CONFIG** folder:

Windows: C:\Users\Pu MAC: /Users/shared/e	-	—					
📙 📝 📙 🖛   eMAMILST_CONFIG					_		×
File Home Share View							~ (
$\leftarrow$ $\rightarrow$ $\checkmark$ $\uparrow$ $\frown$ $\rightarrow$ This PC $\rightarrow$ Local Di	isk (C:) > Users	> Public > eMAMILST_CONFIG		~ Ū	Search	eMAMI	م.
Program Files (x86)	^	Name	Date modified	Туре		Size	
ProgramData		/// data.json	14-10-2019 20:21	JSON File			3 K
Users		eMAMConfig.json	30-10-2019 09:18	JSON File			1 K
Default		eMAMILST-LOG.log	30-10-2019 09:18	Text Docum	ent	1	230 K

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

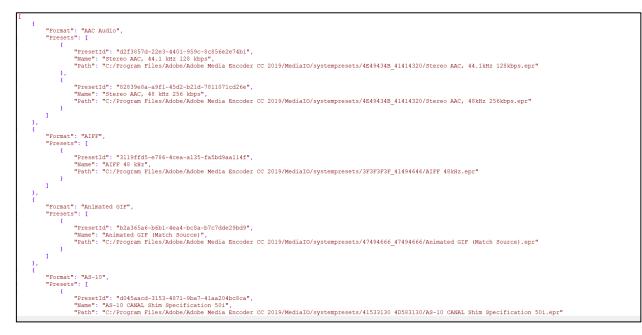
🔄 📙 🗧   eMAMAEFT_CONFIG				- □ >
le Home Share View				$\sim$
→ ✓ ↑ - This PC → Local Disk	(C:) > Users > Public > eMAMAEFT_CONFIG		<b>∨</b> Ö Se	arch eMAM 🔎
Program Files (x86)	^ Name ^	Date modified	Туре	Size
ProgramData	AfterEffects.xml	19-12-2019 11:45	XML Document	t 6
	eMAM MP3.epr	19-12-2019 11:45	EPR File	18
Default	eMAM.epr	19-12-2019 11:45	EPR File	187
defaultuser0	eMAM_480p.epr	19-12-2019 11:45	EPR File	187
dell	eMAM_720p.epr	19-12-2019 11:45	EPR File	187
Public	eMAM_1080p.epr	19-12-2019 11:45	EPR File	187
AME	eMAM_Log.txt	19-12-2019 11:45	Text Document	0
	eMAMAssets.xml	19-12-2019 11:45	XML Documen	t 0
eMAM_CONFIG	eMAMConfig.txt	19-12-2019 11:45	Text Document	0
eMAMAEFT_CONFIG	eMAMLogin.txt	19-12-2019 11:45	Text Document	0
eMAMIDSN_CONFIG	eMAMPreset.xml	19-12-2019 11:45	XML Documen	t 7
eMAMILST_CONFIG	eMAMPreset_2014.xml	19-12-2019 11:45	XML Documen	t 7
eMAMPHXS_CONFIG	eMAMPreset_2015.xml	19-12-2019 11:45	XML Document	t 7
eMAMPPRO CONFIG	eMAMPreset_2015_3.xml	19-12-2019 11:45	XML Document	t 5
eMAM-SDK	eMAMPreset_2017.xml	19-12-2019 11:45	XML Document	t 6
Libraries	eMAMProject.txt	19-12-2019 11:45	Text Document	0
Public Account Pictures	~ <			

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

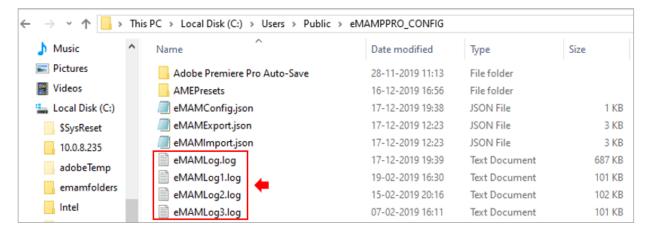
• eMAMConfig.json: All the important configuration details to run the eMAM Panel like eMAM server info, username, password, default folders for storing the projects/media/etc. are found in the eMAMConfig.json file. Users can overwrite the existing settings by manually editing this JSON file.

```
"eMAMServer": "http://51.emamcloud.com/",
"userName": "VTVMTWZaUkpGTW1SOWVZekxaN3BLNDAzTVcxWFc3dC8=",
"password": "WWJVb2tCSnE1WFk9",
"unit": "Mg==",
"sessionToken": "dW5kZWZpbmVk",
"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.jason: 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.

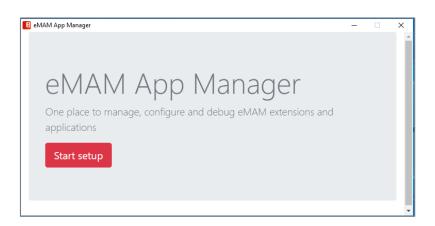


 Log files (eMAMLog.log, eMAMLog1.log, eMAMLog2.log etc.): It consists of three levels of logsinformation related, error related, and exception related. These log files are required by the eMAM support team to troubleshoot issues (if any).



## Launch App Manager

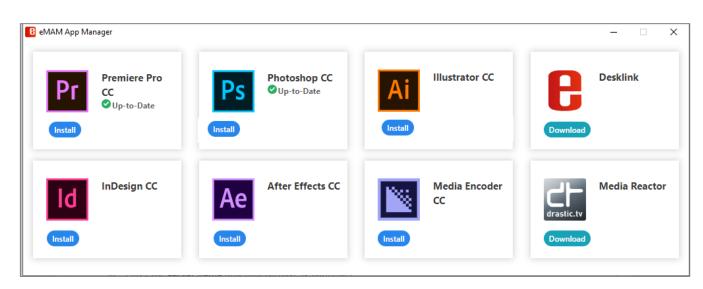
1. Once the App Manager is successfully installed on your machine, click on the **App Manager** icon on your desktop to launch it and then click on "**Start Setup**" button.



2. Enter the eMAM server details and click on "Save & Continue" button.

•	MAM App Manager	—	×
	Server Name		
	http://51.emamcloud.com		ר
	eMAM director server details.		
	Save & Continue		

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 procced.
- 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.

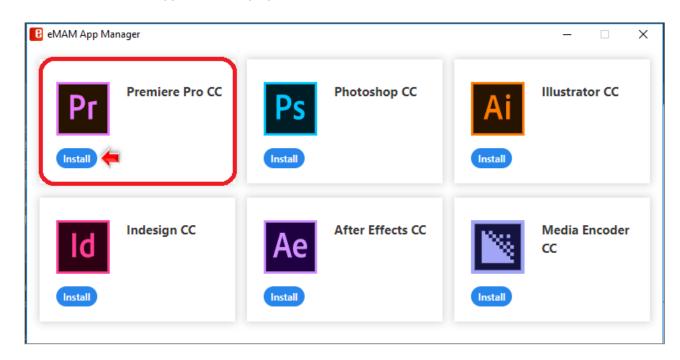
Note: Before you proceed with any of the below functions, please ensure Adobe CC application are closed and not open in your machine.

#### 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.



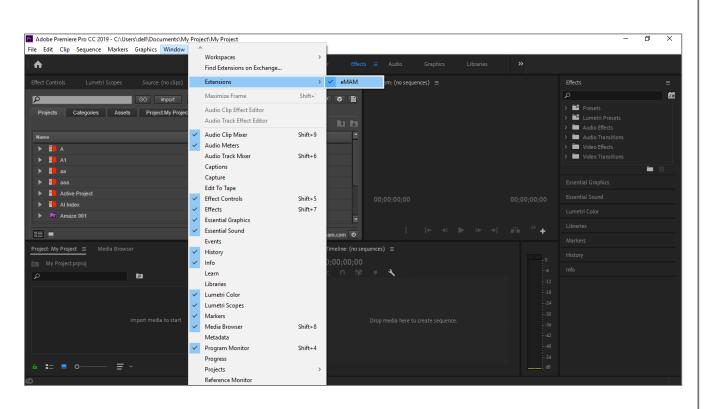
- b. The installation begins. You will be prompted to give Adobe Extension Manager permission to proceed with the installation.
  - Windows: Click on Yes.
  - Mac: Enter the system logged in username password and click OK.

		wants to make changes.
-	Enter your pa	ssword to allow this.
	Username:	Empress
	Password:	[

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**".

eMAM App Manager —		Х
Extension Manager Dashboard		
<pre>zxp downloaded to C:/Users/Public/eMAMPPROPanel.zxp. Installing extension started. Installing extension with file path = C:/Users/Public/eMAMPPROPanel.zxp Installing extension with file path = C:/Users/Public/eMAMPPROPanel.zxp Installation Successful for extension with file path = C:/Users/Public/eMAMPPROPanel.zxp</pre>		
Extension installed successfuly.	-	
Back		

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.



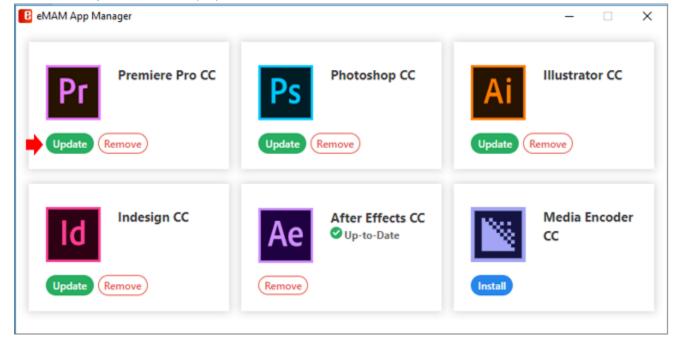
e. Similarly, you can install eMAM extension panels for other Adobe CC applications by clicking on their respective *Install* buttons.

## 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.



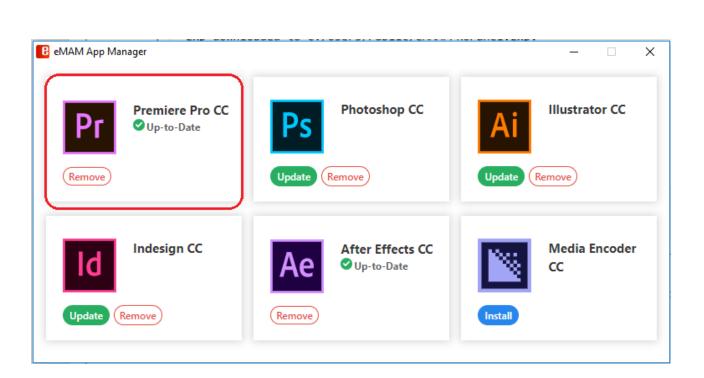
- b. You need to give the Adobe Extension Manager permission to proceed further.
  - Windows: Click on Yes.
  - Mac: Enter the system logged in username password and click OK.

$\cap$	ExManCmd	I wants to make changes.
	Enter your pa	ssword to allow this.
	Username:	Empress
	Password:	1
		Cancel OK

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

B eMAM App Manager -	-	×
Extension Manager Dashboard		
<pre>zxp downloaded to C:/Users/Public/eMAMPPROPanel.zxp. Installing extension started. Installing extension with file path = C:/Users/Public/eMAMPPROPanel.zz Installing extension with file path = C:/Users/Public/eMAMPPROPanel.zz Installation Successful for extension with file path = C:/Users/Public/eMAMPPROPanel.zxp</pre>	-	
Extension installed successfuly.		,
Back		

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



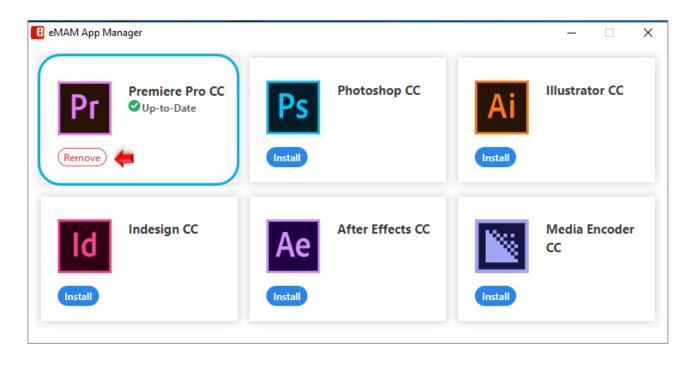
Similarly, you can update eMAM Panel versions of all the Adobe applications displayed. Note: *Update button is only displayed is there is an upgrade in the eMAM version.* 

### 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.

	ExManCmd	I wants to make changes.
546.	Enter your pa	ssword to allow this.
	Username:	Empress
	Password:	1

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.

eMAM App Manager	-	×
Extension Manager Dashboard		
Removing eMAMPPRO_5_1		
Removing eMAMPPRO_5_1 Removal Successful		
eMAMPPROPanel.zxp removed successfully		
Back		

## 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:

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

eMAM App Manager			×
Premiere Pro CC © Up-to-Date	Photoshop CC ©Up-to-Date	Update Remove	Desklink Download
InDesign CC Update Remove	After Effects CC © Up-to-Date	Media Encoder CC	Media Reactor Download

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

$\leftarrow \rightarrow \cdot \uparrow$		→ App Mgr	ٽ ~	Search App Mg		Q
Organise 🔻	New folder					?
<ul> <li>Download</li> <li>Music</li> <li>Pictures</li> </ul>	s	^ Name	No items n	natch your search	Date modified	
📕 Videos 🏪 Local Disk 🕳 Local Disk						
📙 App Mgr						
File nam Save as typ		✓ < _Win64_7_0.zip				~
∧ Hide Folders				Save	Cancel	

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:

	o - SetupMR		_0.zip									
File Act	ions Optio	ns Help										
1		P	2	<u>ت</u>	P	9	<b>1</b>	Ì	5			
New	Open	Favorite	s Add	Extract	Encrypt	View	CheckOut	Wizar	d			
Name					Тур	2	Modified		Size	Ratio	Packed	Path
🛄 SetupN	/IRWS_Win64	4_7_0_397.ex	e		Арр	lication	17-04-2021 1	7:52 1	48,527	0%	148,05	
		Select Se	tup Language			×						
		12	Select the lang installation.	uage to use du	iring the							
			English			~						
				ОК	Cance							

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

ଟ Setup - MediaReactor Workstation	_		×
Select Destination Location Where should MediaReactor WorkStation x64 be installed?			Ì
Setup will install MediaReactor WorkStation x64 into the follow	wing fo	lder.	
To continue, click Next. If you would like to select a different folder, cl	ick Brov	wse.	
C:\Program Files\MediaReactor	Bro	wse	
At least 562.8 MB of free disk space is required.			
Next		Cano	el



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.

🔒 eMAM App Manager			– 🗆 X
Premiere Pro cc © Up-to-Date	Photoshop CC ©Up-to-Date	Illustrator CC Update Remove	Download
InDesign CC Update Remove	Remove	Media Encoder CC	Media Reactor Download

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

Bave As						×
$\leftarrow \rightarrow \cdot \uparrow$	📙 « Local Disk	> App Mgr	ٽ ~	Search App Mgr		٩
Organise 🔻	New folder					?
🧊 3D Object	s	^ Name	^		Date modified	
📃 Desktop 🔮 Documen	ts		No items r	match your search.		
🕂 Download	ls					
🁌 Music						
♪ Music ■ Pictures						
-						
Pictures	10)	v <				>
Pictures						~

- 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 grand read and write permissions to <i>C</i> :\ <i>Users</i> \ <i>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.
	Solution: Make sure the add-on is valid and completely downloaded.
-402	Failed signature verification.
	Solution: Resign the ZXP file, using the latest ZXPSignCmd tool.
-403, -411	Compatible CC app not found.
	Solution: Install compatible CC application before installing add-ons.
-407, -408	An add-on required by this one is not installed or enabled.
	Solution: 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.
	Solution: Quit CC application first and reinstall the add-on.
-458	None of required CC apps has been installed.
	Solution: 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.

-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 <u>support@emamonline.com</u>.