AME Service (Windows)

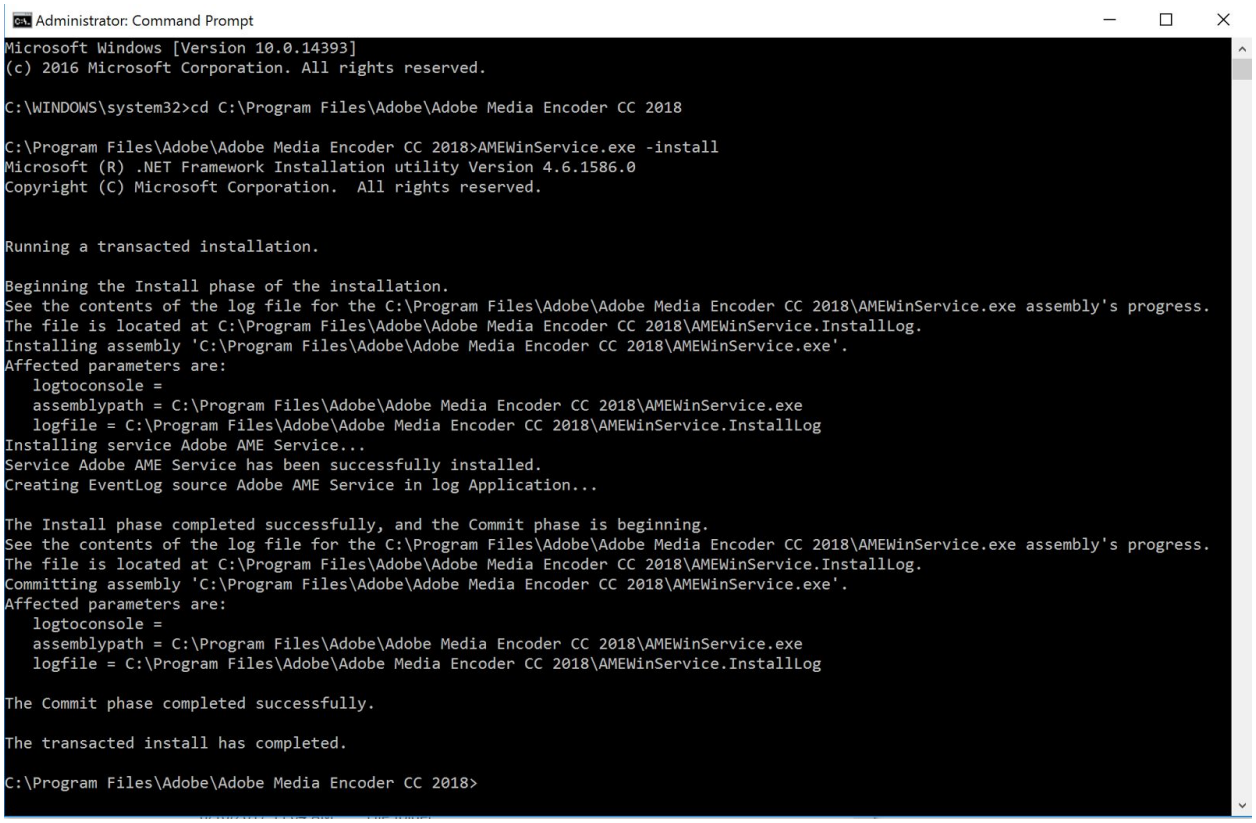
Installation Guide

20 June 2017
Version 1.0

Overview:
Starting with AME 11.1.2.35, users can now install Adobe Media Encoder as a Windows service. This service runs headlessly, without a User Interface, but still provides access to features such as Watch Folders or CEP Panels for processing encode jobs.
This document will help you install and configure the service.
The instructions below assume that Adobe AME Service will be installed on a machine running Windows 10. This service may also be installed on Windows 7 and 8.1, but the procedure might differ and it is not covered in this doc.

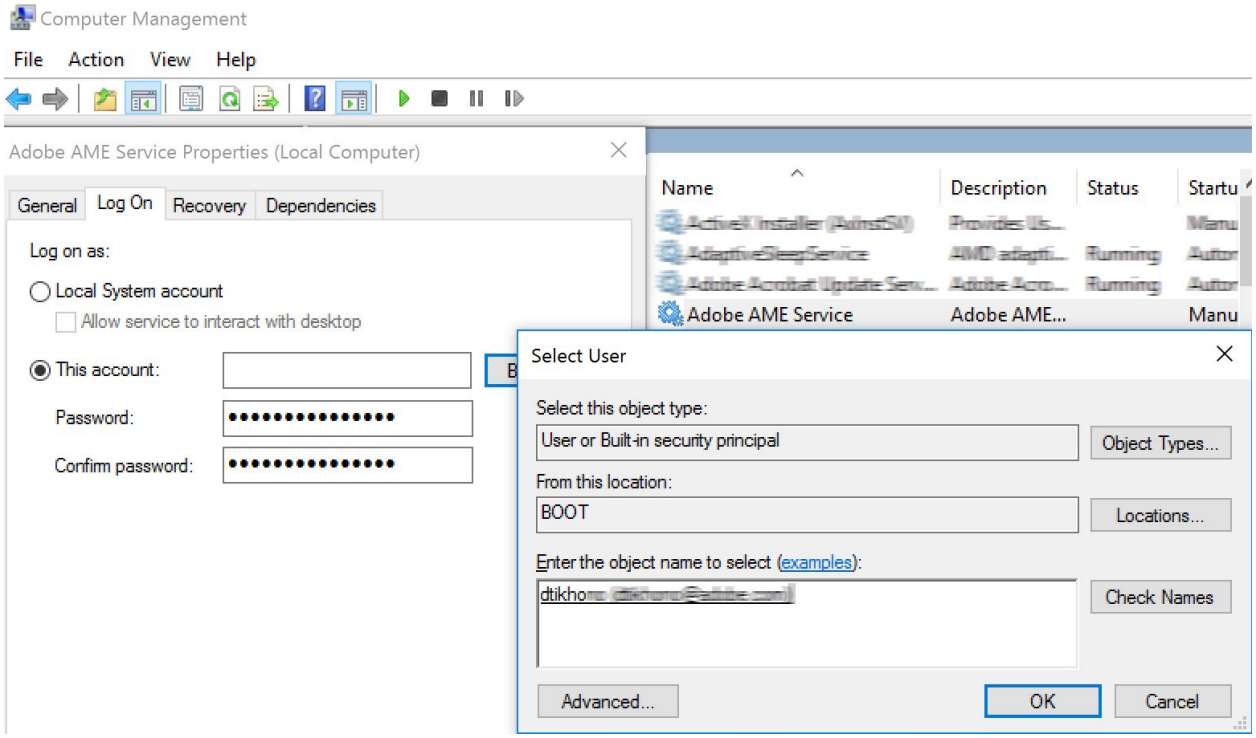
Installing the service

1. Install Adobe Media Encoder through Creative Cloud app
2. Launch Command Prompt as Administrator:
    - Press the Windows button on your keyboard -> Search for “cmd”
    - Right click on Command Prompt -> Run as Administrator
3. cd to Adobe Media Encoder install directory (ex: default below)
    - cd C:\Program Files\Adobe\Adobe Media Encoder CC 2017
4. Install AMEWinService.exe
    - AMEWinService.exe -install



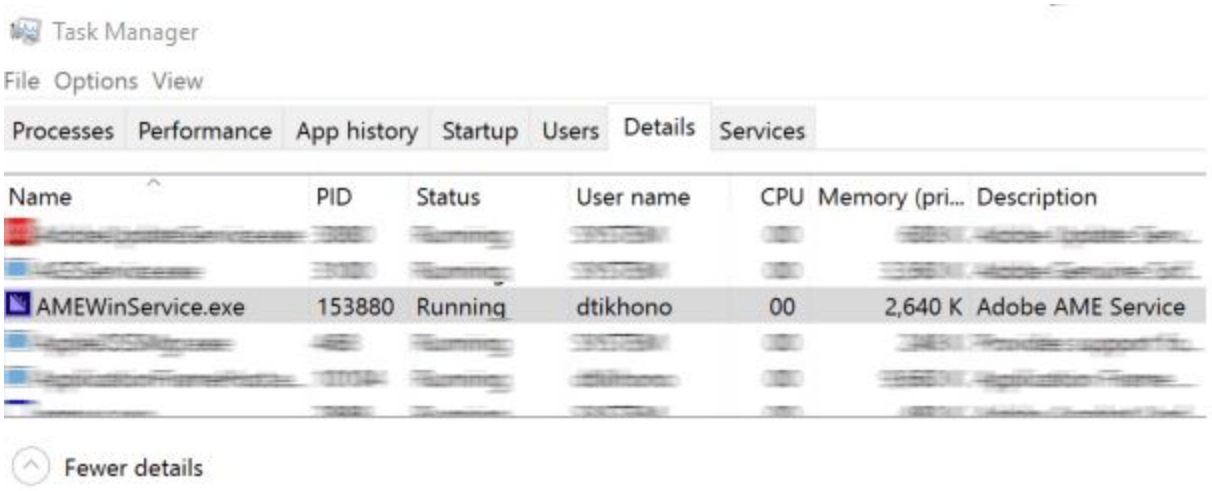
Configuring AME Service

1. Configure AME Service to start automatically:
    - In explorer, right click on “This PC” (Computer) -> Manage
    - Services and Applications -> Double Click on Services
    - Right click on “Adobe AME Service” -> Properties
    - Select “Automatic” from the Startup type dropdown menu -> Apply
2. Configure AME Service to run under correct user:
    - Go to “Log On” tab -> Select “This account” -> Browse…
    - Enter your username -> Check Name -> OK
        - It needs to be the same username that that configured AME because AME generates different set of preferences for each user.
    - Enter Password -> Confirm Password -> OK
3. Right click on “Adobe AME Service” -> Start



Configuring Watch Folders:

1. Launch Adobe Media Encoder.exe with full UI
2. Set up the watch folders though the Watch Folders panel
3. Press CTRL+S to save the settings -> Quit AME
4. Start Adobe AME Service (make sure it's running under same user account that configured the watch folders)



Configuring CEP panels:

1. Install the CEP panel using directions that come with that panel
2. Make sure you can use the CEP panel in Adobe Media Encoder.exe
3. Start Adobe AME Service
4. Check that the user running the service is the same user that configured AME
    - This is important for socket communication and network folders.

Troubleshooting:

If AME Service installation does not succeed:

- Make sure that cmd is running as administrator during service installation.
- Install the latest .NET framework v4.6.

If AME Service crashes, it will attempt to auto-restart:

- If it keeps crashing, you will need to stop the service and clean prefs by holding shift while launching Adobe Media Encoder.exe
- Diagnostic messages will be directed to the Windows Event Log

If watch folder sources are not getting rendered:

- Mapped network drives and UNC network paths will not work if AME Service is running under a user account that does not have access to the shared folder.
- Make sure that the service is running under the user that is currently logged in..
- Make sure that the AME Service is running as the same user that mapped network folders. Also make sure that that user have permission to access those folders.
- Make sure that network folders are connected.

If you can't launch Premiere Pro:

- If Adobe Media Encoder service is running, Premiere Pro will hang on launch. Stop AME Service and then you will be able to launch Premiere Pro.

If you can't connect to your CEP panel:

- Disable Firewall and if it works, make the necessary port exceptions.
- Check that the panel works correctly in headed AME UI. If it works, make sure sure the service is running under same user that installed AME.

If you want to delete AME Service:

- In cmd, type: sc delete "Adobe AME Service.exe"

Stopping and starting the service once it's installed can be done through task manager:

- Open Task Manager -> Services tab -> right click on the service and start/stop

If AMEWinService.exe is not in your app directory

- Make sure you installed the latest patch 11.1.2.35.