



# Platform Release Notes

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**Version 5.7.1.14**

# System Requirements

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## Workstation Requirements

Workstations must be running:

**Mac** OSX 10.14 through 10.12. Prior OSX versions may operate but are not tested or supported by ProMAX on this version. Apple Safari and Google Chrome are the only browsers supported.

**Windows** Windows 10, Windows 8 or Windows 8.1, Windows 7 (Service Pack 1 + KB3033929. Each version must be 64-bit OS; 32 bit is not supported. Google Chrome is the only browsers supported.

## Installation

**NOTE:** During this installation, your Platform Server may reboot to install .Net 4.7. You must insure that all tasks are stopped and all users are disconnected from the system before running this update. Also, please make sure that all USB devices are removed before rebooting.

This update version has made substantial improvements to overall system performance and stability. With this release we have suppressed the performance screens, they will be added back in a subsequent release. We have also re-enabled the thumbnails when indexing platform spaces and writing files to tape.

## Improvements / Fixes

The following changes have been made to the Platform product after release V5.7.1.7.

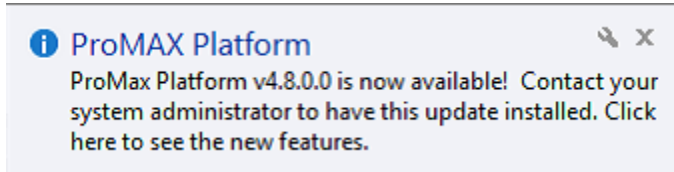
Error Applying license when Nodes table is not populated.
Restore Issue duplicate folder structure
Timeout when generating proxies by storage group
Error when regenerating proxies by storage group
TOC Processing Error
Mirror Status is not updating
Object Reference Error in Generate Proxies
Stop update service from listening on 169.254.24.153
Platform Space Move to Platform Spaces not display
Creating a platform space with no size cap, is getting an exceeding storage group size message
Thumbnail generation get stuck and not allowing the index process to move forward
When Applying a Module Hash key, display loading message while key is being validated
When logging in with a user that does not have access to any platform spaces, the system throws an error
SQL Script, metadata types not being created if table already exists.
Missing DLL's Task Service -> Snap Shots
Listener Crashing when logging in with an Auto Mounted Avid Platform Space
When item is previously checked in the search screen, the restore menu does not display when searching a tape.
Missing Dll's when using console installer, metadata extractor
Issue with Finger Print reporting null in the License Screen

### Updating your Platform to the Latest Release

The following describes the process for updating your Platform Server. If you wish to watch a video of the upgrade process, click the button below.



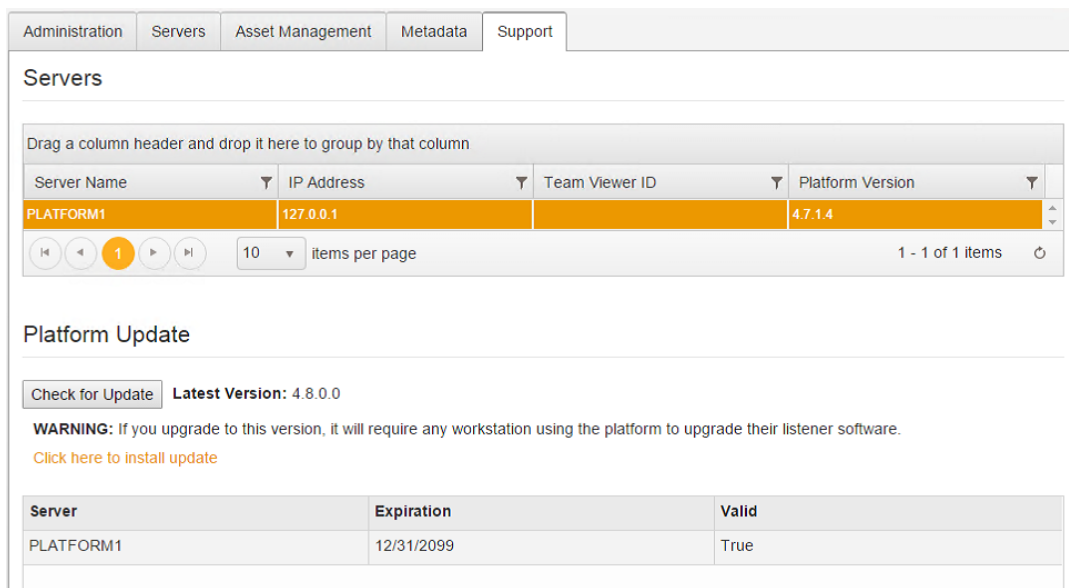
When a new Platform release is available, client workstations running the Platform listener will pop up with a message similar to the one below. This tells you that a new release is available. If you click on the message, a browser will open and you can log into the support system to see the details of the release.



To update your server with the latest release, login to the system on any workstation as Admin. Navigate to the administration section using the upper right-hand corner of the screen.



Next, click on the support tab and click on the Check for Update button.



If you are eligible for the upgrade, you will see the upgrade listed in the grid below the 'Check for Update' button. Click on the 'Click here to install update' link. You can then enter your administrator password.

### Please Wait...

Downloading update...



After you have done so, the system will begin downloading the update and upgrading your server.

When finished, you will need to log back into the system. The system may ask you to re-install the client listener on your workstation. If that is the case, every user that logs into the Platform will also be required to re-install the listener before they have access.

### **What if I don't have access to the upgrade?**

If your ProCARE contract has expired, you will need to contact your reseller or ProMAX Systems in order to renew your maintenance agreement.