

Media Sync working with 64-bit Apple OS

A new version of Media Sync software has been created to work with the everchanging Apple environment.

The latest version of MS500 firmware provides a new version of Media Sync. It can be downloaded from the Content section of the MS500's Config pages [Your_MS500_IP_Address/config]

Alternatively, the latest Autonomic Mirage version of sync software can be found at:

macOS: <http://updates.autonomic-controls.com/clients/syncapp/Mirage/MacSync.dmg>

Windows: <http://updates.autonomic-controls.com/clients/syncapp/mirage/MediaSyncSetup.exe>

On your Mac, you will need to go into System Settings > Security to open the sync tool installer for the first time, as Autonomic is an “unrecognized developer” to Apple.

The below links are for required software (Swift and Java) needed for the Sync Tool to run on a MAC.

- If you need swift, use the following link: https://support.apple.com/kb/DL1998?locale=en_US
- If you need Java, use the following link to download version 13:
<https://adoptopenjdk.net/releases.html?variant=openjdk13&jvmVariant=hotspot>

If Swift and Java are installed, install the Media Sync software.

Issues:

If the sync tool fails to sync all content/playlist, the iTunes database generator needs to run manually.

1. Close the sync tool
2. Open up a terminal
3. Cd to the following path: cd /Applications/AutonomicSync.app/Contents/Resources/
4. Run the iTunes CLI script: ./itunes-cli5/

Once completed, reopen the sync tool.

If the sync tools cannot see the iTunes software (The iTunes tab is reporting iTunes isn't installed even though it is), please use the following steps to enable access to the database:

After iTunes 12.2, the iTunes library is not shared in a way third parties can read it without some additional configuration. To enable this functionality:

1. Open iTunes preferences
2. Select the Advanced tab
3. Check the Share iTunes Library XML with other applications checkbox
4. Restart the Synchronization client

Note: If you are using Windows, please do not use iTunes from the Windows Store. If you have already installed it, please uninstall the Windows store version of iTunes and use one of the below links.

iTunes for Windows 64 bit: <https://www.apple.com/itunes/download/win64>

iTunes for Windows 32 bit: <https://www.apple.com/itunes/download/win32>