



Cisco Videoscape Quickstart Solution Release Note

Overview

Introduction

This document provides software versions, describes core functions, and lists known issues for the Cisco® Videoscape™ Quickstart release.

Audience

This document is intended for system operators, sales and program managers, and field technicians.

Release Details

This section lists component version numbers and other details verified for this release.

Release Type:	Official Release
Release Version:	Videoscape Quickstart
Videoscape Media Suite (VMS) Version:	VMS 4.1
Cisco Transcode Manager (CTM) Version:	CTM 4.1
Content Delivery System-Internet Streaming (CDS-IS) Version:	CDS-IS 2.5.11
Soft Client Version:	Videoscape Quickstart

Document Version

This is the first formal release of this document.

Core Functions

Videoscape Quickstart establishes core functions for the On-the-Go subscriber experience for TV anywhere:

- 1 Content Preparation – Create multiple representations of the same VOD asset to support Adaptive Bit Rate Streaming received from multiple locations
- 2 Subscriber Authentication – Authenticate or deny access of a user to the online video portal
- 3 Entitlement – Enforce entitlement policies defined by the operator
- 4 Content Protection – Deliver encrypted version of VOD assets being offered through the online portal
- 5 Content Distribution – Stream or download a VOD asset to a portable device

Known Issues

Cisco Transcode Manager

This section describes the known issues for the Cisco Transcode Manager (CTM) component. Workaround recommendations are provided, if available.

Notes:

- The short descriptions in this section are presented exactly as they appear in the issue tracking system.
- Armada is the legacy name of the application suite, formerly developed by Inlet, Inc., on which the CTM 4.1 suite is built. Some of the issues in this section refer to the CTM using the former name.

CSCtr73337: Audio problems with two audio track source asset

Symptom: Audio for encoded asset transmitted as mono instead of stereo.

Note: Source asset transmits as stereo.

Soft Client

This section describes the known issues for the Soft Client component. Workaround recommendations are provided, if available.

CSCtq94945: 4.1: Player does not support single product w/ multiple output formats

Symptom: For verification of products within VMS for which multiple output video formats exist, the player does not support playing both formats.

Condition: Set up a single ingest video to be transcoded into dual output formats for both download and Smooth Streaming. Both products show up in the feed from VMS and the player displays that both of these exist. However, only the Smooth Streaming selection plays. The download option fails. Upon execution, the player incorrectly requests .ismv, as well as the .wmv file.

CSCtr73371: MediaExperience Silverlight Offline player poor download performance

Symptom: When downloading a large encoded PDL clip (750 MB), the transfer rate never exceeds 1.25 MB/s as shown on the Silverlight Offline player.

CSCts32059: Player fails to play encrypted content immediately after download

Symptom: During or upon completion of downloading encrypted content, the attempt to play the file fails.

Condition: The issued License appears to not be handled properly. Without the license, the player will not be able to play encrypted video.

Workaround: Play any other content to completion and then come back to the downloaded encrypted content, and it plays correctly.

Videoscape Media Suite

This section describes the Known issues for the Videoscape Media Suite (VMS) component. Workaround recommendations are provided, if available.

CSCtr33212: VMS4.1:Fork Workflow fails to show progress in UI Monitor past Fork

Symptom: The monitor incorrectly identifies a fork as the point of failure even though processes beyond the fork completed successfully.

Condition: The system does not identify which sub-processes completed and which failed.

CSCtq83574: 4.1: Cannot delete or modify workflow definition within VMS

Symptom: After setting up a workflow, associations between the components, such as workflow definitions paired with action templates, are not identifiable.

Condition: Details of the associations between the components of the workflow cannot be retrieved.

Workaround: Plan and record the association (i.e., create naming convention to indicate pairing) in a separate document or job aid.

CSCtr09637: 4.1:VMS should error event if Armada WO does not exist

Symptom: VMS remains in "In Progress" state when a failure occurs.

Expected Result: System should return error message describing condition.

Condition: System hangs when VMS performs a call to CTM requesting a transcode service and the CTM work order does not exist.

CSCtr12419: VMS4.1:Collator only shows files ended. Doesn't show still processing

Symptom: Smooth Streaming workflow appears to hang while incomplete processes are continuing to process correctly.

Condition: When processing a Smooth Streaming workflow with the Collator Node, the monitor shows the smooth files that are found as completing and ending at collator node. However, when the workflow is still waiting on a file, the monitor does not display the "in progress" status.

CSCtr12489: VMS4.1>Returns generic error message vs. actual from Armada API Failure

Symptom: Generic messages are returned when an error occurs.

Condition: When returning an error from a node that uses CTM, a generic message is returned. The message does not aid in troubleshooting.

For Information

If You Have Questions

If you have technical questions, call Cisco Services for assistance. Follow the menu options to speak with a service engineer.



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