Release Notes for Cisco StadiumVision Director Release 4.0

Table 1   Document Revision History

Date	Description
April 20, 2016	The following updates were made: • Added information about the new Cisco Solution Support as the required technical support service for the Cisco StadiumVision solution in the "Service and Support for Cisco StadiumVision" section on page 58. (Moved the existing topic about the RMA process into this new section.) • Removed links to documents on ciscoet.com (site decommissioned). Documents are currently made available upon request to qualified Cisco StadiumVision partners.
March 10, 2016	Updated information about the Cisco Commerce Workspace (CCW) tool for ordering in the "Cisco StadiumVision Director Server Support" section on page 10.
February 22, 2016	Updated the "Platform 2 and Platform 3 Server Support" section on page 11 with the following changes: • Added statement that some products have reached EOS and added a link to the announcement on Cisco.com. • Updated Table 7 on page 12 with a note for those products that have reached EOS and are no longer orderable.
December 18, 2015	Updated Table 4 on page 9 for Release 4.0.0-707(SP2) to add "and Later Releases" for SV-4K firmware version 5.1.68.1 and 5.1.65 support.

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Table 1   Document Revision History (continued)

Date	Description
October 23, 2015	The following updates were made for Cisco StadiumVision Director Release 4.0.0-732 (SP3): • Updated the tested Adobe Flash version to 19.0.0.226 in Table 2 on page 7 in the "Browser and Flash Player Support" section on page 7. • Updated Table 7 on page 12 in the "Platform 2 and Platform 3 Server Support" section on page 11 to add footnote about Release 4.0.0-707 (SP2) as the minimum supported software release with information about upgrading to SP3. • Updated the "Upgrade Paths" section on page 34. • Added the "Resolved Defects in Cisco StadiumVision Director Release 4.0.0-732" section on page 38 and "Open Defects in Cisco StadiumVision Director Release 4.0.0-732" section on page 38 to the Caveats section. • Added details for the blank state workaround for: – "CSCuu01028—4310: State change before runtime loads DMP won't go to correct state" section on page 44. – "CSCur81524—SV-4K: First script state non-video, m-cast channel shows for a second or so." section on page 56.
September 10, 2015	SV-4K firmware version 5.1.68.1 is released for Cisco StadiumVision Director Release 4.0.0-707 (SP2) to fix the 4:3 aspect ratio problem with some videos. The following changes were made: • Updated the "SV-4K Firmware Versions" section on page 9 to add information for version 5.1.68.1. • Added the list of supported languages in Release 4.0 to the "Language Packs for Localization" section on page 24. • Modified the "Upgrade Paths" section on page 34 to add explanation about the general linear progression of upgrade paths with examples. • Added CSCuu90971 to the "Resolved Defects in Cisco StadiumVision Director Release 4.0.0-732" section on page 38 for SV-4K firmware version 5.1.68.1 only. • Modified "CSCuu90971— SV4K: At times, multicast fails to fill region if it has diverging aspect ratio." section on page 40 to add Note that this defect is fixed with SV-4K firmware version 5.1.68.1.

Table 1   *Document Revision History (continued)*

Date	Description
August 31, 2015	The following changes were made:
	• Added additional information to the Note in the "Browser and Flash Player Support" section on page 7 about Microsoft Windows 10 incompatibility and a reminder about automatic updates to browser and Flash software potentially causing incompatibility with Cisco StadiumVision Director.
	• Added Table 9 on page 13 to provide information about the tested VM hardware and OS specifications in the "Minimum Virtual Machine System Requirements for Cisco StadiumVision Director" section on page 13.
	• Revised and enhanced the "Related Documentation and Resources" section on page 56. Section includes information about the new Go URL, documentation notifications, documentation team email contact, link to video about finding Cisco StadiumVision documentation, and updates to the release-specific documentation for addition of IP phone TV control user guides for French, Russian, and Turkish languages.
July 22, 2015	The following changes were made:
	• Updates were made in the "SV-4K Firmware Versions" section on page 9 for the release of SV-4K firmware version 5.1.65 to fix a problem with flicker on TV displays.
	• Updated the tested firmware version to 9.4(2) with CUCM version 9.1(2) for the Cisco IP Phone 9971 in Table 13 on page 18.
June 30, 2015	The following updates were made for Cisco StadiumVision Director Release 4.0.0-707 (SP2):
	• Modified the minimum supported software version to Release 4.0.0-707 in the "Platform 2 and Platform 3 Server Support" section on page 11.
	• Updated the "Upgrade Paths" section on page 34.
	• Added the "Resolved Defects in Cisco StadiumVision Director Release 4.0.0-732" section on page 38 and "Open Defects in Cisco StadiumVision Director Release 4.0.0-707" section on page 39 to the Caveats section.
	• Added the "RMA Process for the SV-4K Media Player" section on page 38.

Table 1   ***Document Revision History (continued)***

Date	Description
June 9, 2015	The following updates were made:
	• Added the "Deployment Guidelines for the SV-4K Media Player" section on page 33 under Important Migration and Upgrade Notes to emphasize difference in switch requirements for the SV-4K and provide related documentation reference.
	• Added note with link to the new topic for important installation and migration considerations in the "SV-4K Media Player" section on page 8.
	• Added the "Release-Specific Documents" section on page 57 to provide summary of new and changed documents in Cisco StadiumVision Director Release 4.0.
May 18, 2015	The following updates were made for Cisco StadiumVision Director Release 4.0.0-601 (SP1):
	• Revised the supported paths to go to Release 4.0.0-601 in the "Upgrade Paths" section on page 34.
	• Revised the "Upgrade Process" section on page 36 and added the "Important Upgrade Notes for Cisco StadiumVision Director Release 4.0.0-601 (SP1)" section on page 36.
	• Added the "Resolved Defects in Cisco StadiumVision Director Release 4.0.0-601" section on page 41 and "Open Defects in Cisco StadiumVision Director Release 4.0.0-601" section on page 41.
May 8, 2015	Updated the symptom, possible cause, and recommended action for "CSCuu22735—Flash player unable to load Control Panel due to Adobe certificate issue." section on page 42 to Open Defects in Cisco StadiumVision Director Release 4.0.0-525. In addition, removed the Google Chrome workaround and second workaround.
May 7, 2015	Added Release 3.1 to the list of affected versions and a second workaround for "CSCuu22735—Flash player unable to load Control Panel due to Adobe certificate issue." section on page 42 to Open Defects in Cisco StadiumVision Director Release 4.0.0-525.
May 6, 2015	Added "CSCuu22735—Flash player unable to load Control Panel due to Adobe certificate issue." section on page 42 to Open Defects in Cisco StadiumVision Director Release 4.0.0-525.
May 5, 2015	The following updates were made:
	• Added CSCuo21040 and CSCuo20599 to the "Resolved Defects in Cisco StadiumVision Director Release 4.0.0-525" section on page 42.
	• Added two new database enhancements for Data Integration support in the "Data Integration Enhancements" section on page 23.
	– Added PostgreSQL database support.
	– Added enhancement for support of deployment of more than one database in the system for new data sources created in Release 4.0.

Table 1   Document Revision History (continued)

Date	Description
May 1, 2015	The following updates were made for Cisco StadiumVision Director Release 4.0.0-525: • Supported SV-4K firmware upgrade paths have been changed in the "SV-4K Media Player" section on page 8. • Supported Cisco StadiumVision Director software upgrade paths have been changed in the "Upgrade Paths" section on page 34. • Audio support for primary video through the SPDIF port on the SV-4K media player has been added in the "SV-4K Hardware SPDIF Support" section on page 28. • Maintenance reboot of the SV-4K media player has been changed from daily to weekly in the "Media Player Maintenance Recommendations" section on page 37. • New and resolved defects have been added in the "Resolved Defects in Cisco StadiumVision Director Release 4.0.0-525" section on page 42 and "Open Defects in Cisco StadiumVision Director Release 4.0.0-525" section on page 42.
March 20, 2015	Initial release of Cisco StadiumVision Director Release 4.0.0-402 and Cisco StadiumVision Director Remote Release 4.0.0-66.

Contents

This release note includes the following topics:

Introduction

This document provides information about the Cisco StadiumVision solution for all releases of Cisco StadiumVision Director Release 4.0. It includes hardware and software requirements, new and changed features, installation and upgrade information, known issues, and defects.

This document is for Cisco StadiumVision system administrators and technical field engineers who are responsible for designing and deploying the Cisco StadiumVision solution. Readers of this document should be familiar with basic IP networking technology and the Cisco StadiumVision solution.

System Requirements for Cisco StadiumVision Director Release 4.0

This section describes the hardware and software supported by the Cisco StadiumVision solution for Cisco StadiumVision Director Release 4.0. It includes the following topics:

Browser and Flash Player Support

You can use an Apple Mac or Microsoft Windows PC or laptop to access Cisco StadiumVision Director Release 4.0.

Table 2 describes the browser software versions that have been tested with Cisco StadiumVision Director Release 4.0, with the corresponding Flash player support.

Note
- Microsoft Windows 10 has not been tested and is not officially supported. Compatibility issues have been reported.
- Unless specifically identified as unsupported, other browser versions might work, but their compatibility with Cisco StadiumVision Director cannot be assured.
- Be aware that if you allow automatic updates to your browser and Flash software you might run into an incompatibility with Cisco StadiumVision Director.
- Cisco StadiumVision Director has been tested with Adobe Flash Player Version 19.0.0.226 which is recommended to resolve a security vulnerability known at the time of Release 4.0.0-732 (SP3). For more information, see the Adobe website for security bulletins and advisories.

Table 2   Tested Browser Software

PC or Laptop OS	Browser Version[1]	Flash Player[2]
Apple Mac OS X	• Google Chrome Version 38.0 • Mozilla FireFox Version 33.1	Adobe Flash Player Version 19.0.0.226
Microsoft Windows (Windows 7)	• Google Chrome Version 38.0 • Mozilla FireFox Version 33.1	Adobe Flash Player Version 19.0.0.226

1. Other than what is listed in this table, no additional browser software is tested (for example, not Apple Safari or Microsoft Internet Explorer). However, other untested browser software might work. Microsoft IE is no longer tested.

2. If necessary, you can find older versions of Adobe Flash Player by going to the Adobe archived Flash player versions site on the Adobe website. Be sure not to load any debug versions of this software which are unsupported by Cisco StadiumVision Director.

Digital Media Player Support

Cisco StadiumVision Director Release 4.0 supports two models of media players:

- Cisco DMP 4310G, page 7
- SV-4K Media Player, page 8 (New in Release 4.0)

Cisco DMP 4310G

The DMP firmware image is not bundled with the Cisco StadiumVision Director software. You must download the firmware image separately at the software download center site.

Note   DMP-4310G Version 5.4.1 RB2P is required for the GNU Bash fix.

Table 3 describes the Cisco Digital Media Player (DMP) hardware and firmware supported in Cisco StadiumVision Director Release 4.0.

Table 3   *Supported Cisco DMP Hardware and Firmware*

Hardware	Firmware Version
Cisco DMP 4310G	DMP-4310G Version 5.4.1 RB2P

DMP Firmware Download Guidelines

Note   DMP-4310G Version 5.4.1 and later supports MP4 (H.264 encoded only) video files and adds support for ELO IntelliTouch+ technology.

DMP-4310G Version 5.4.1 RB2P

To download the DMP-4310G Version 5.4.1RB2P firmware, go to the Cisco Digital Media Players product page for the Cisco DMP 4310G:

http://www.cisco.com/c/en/us/support/video/digital-media-player-4310g/model.html

1. Click the **Downloads** tab and then **Digital Media Player (DMP) System Upgrades**.

2. Go to **All Releases** > **5** > **5.4.1_RB_2P**.

3. Click **Download** to get the 5.4.1_RB2_2P_FCS_4310.fwimg file.

Firmware Upgrade Procedure for the Cisco DMP 4310G

For information about how to upgrade the DMP firmware, see the "Upgrading the Cisco DMP 4310G Firmware" module of the *Cisco StadiumVision Director Software Installation and Upgrade Guide, Release 4.0*.

SV-4K Media Player

Cisco StadiumVision Director Release 4.0 introduces support for the SV-4K media player to support multiple existing and several new software features. The SV-4K media player is a fan-less, solid-state, commercial digital media player that supports new technology standards.

For more information about the software features supported by the SV-4K media player, see the "Feature Summary by Media Player Model" section on page 21.

Note   For other important installation and migration considerations, see also the "Deployment Guidelines for the SV-4K Media Player" section on page 33.

SV-4K Firmware Versions

Table 4 describes the SV-4K hardware and firmware supported in Cisco StadiumVision Director Release 4.0.

Note Firmware version 5.1.68.1 and 5.1.65 have only been qualified for Cisco StadiumVision Director Release 4.0.0-707. Therefore, if you are running an earlier Cisco StadiumVision Director 4.0 software release, you should continue to run firmware version 5.1.52 until you upgrade Cisco StadiumVision Director to Release 4.0.0-707.

Firmware version 5.1.65 is the minimum-supported SV-4K firmware version for Cisco StadiumVision Director Release 4.0.0-707 (SP2). It is considered a mandatory upgrade from the initially released version 5.1.52 to fix a flicker problem on TV displays for those venues running Release 4.0.0-707.

Table 4   Supported SV-4K Media Player Hardware and Firmware

Hardware	Product ID	Firmware Version
SV-4K Media Player (North America)	SV-DMP-4K-NA-K9	**Release 4.0.0-707 (SP2) and Later Releases** • 5.1.68.1 • 5.1.65 (minimum version) **Release 4.0.0-601 (SP1) and Earlier Releases** • 5.1.52
SV-4K Media Player (rest of the world)	SV-DMP-4K-ROW-K9	**Release 4.0.0-707 (SP2) and Later Releases** • 5.1.68.1 • 5.1.65 (minimum version) **Release 4.0.0-601 (SP1) and Earlier Releases** • 5.1.52

Table 5 lists the latest supported upgrade paths for SV-4K firmware in Cisco StadiumVision Director Release 4.0.

Table 5   Supported Upgrade Paths for SV-4K Firmware in Release 4.0

From Firmware Version:	To Firmware Version:
5.1.65	5.1.68.1
5.1.52	5.1.65 or 5.1.68.1
5.1.37.12	5.1.52, 5.1.65, or 5.1.68.1
Factory-shipped version (5.0.22, 5.0.22.5 or 5.1.37)	5.1.52, 5.1.65, or 5.1.68.1

SV-4K Firmware Download Guidelines

The SV-4K firmware image is not bundled with the Cisco StadiumVision Director software. You must download the firmware image separately from a password-protected site and then upload it to Cisco StadiumVision Director. See the "How to Download SV-4K Firmware" document, available to qualified Cisco StadiumVision partners.

Tip Be sure to download the firmware to a device that you also can use to access the Cisco StadiumVision Director software.

Firmware Upgrade Procedure for the SV-4K Media Player

For more information, see the "Upgrading the SV-4K Media Player Firmware" module of the *Cisco StadiumVision Director Software Installation and Upgrade Guide, Release 4.0*.

Cisco StadiumVision Director Server Support

Cisco StadiumVision Director supports upgrades from Release 3.2 to Release 4.0 software on the Platform 2 and Platform 3 server hardware, and also new installations of Release 4.0 in a virtual server environment using other third-party hardware.

Note Beginning on February 9, 2016, the Guided System Selling (GSS) tool is replaced by the Cisco Commerce Workspace (CCW) tool for placing Cisco StadiumVision orders. Go to:

https://apps.cisco.com/Commerce/home

Product IDs in Cisco StadiumVision Director Release 4.0 for Software Licenses

In Cisco StadiumVision Director Release 4.0, the Cisco StadiumVision Director software, video management, and display licenses are unbundled. This allows you to purchase hardware separately for the Cisco StadiumVision Director server and install Cisco StadiumVision Director software in a virtual environment (for more information, see the "Virtualized Server Environment Support" section on page 12.)

Table 6 provides information about the supported product IDs for Cisco StadiumVision Director and related software.

Table 6   Product IDs in Cisco StadiumVision Director Release 4.0 for Software Licenses

Product ID	Description
R-SV-DR-DIR-SW-K9	Cisco StadiumVision Director software license only.
L-SV-DR-COMRC	StadiumVision Director Commerce License per Display (POS integration for In-Suite Ordering and DMB).
L-SV-DR-DISP-FSV	StadiumVision Director Full SV Display License SV-4K DMP.
L-SV-DR-DISP-SGN	StadiumVision Director Signage Only Display License SV-4K DMP (no multicast video or video walls).
L-SV-DR-DISP-UPGRD	StadiumVision Director SV Display License Upgrade from SGN to FSV.
L-SV-DR-DISP-4310	StadiumVision Director DMP 4310 Display License.
L-SV-DR-LCTRL-IPPS (replaces SV-DIR-1SVM)	IP Phone service per IP phone.

Table 6   *Product IDs in Cisco StadiumVision Director Release 4.0 for Software Licenses*

Product ID	Description
L-SV-DR-LCTRL-WEB (replaces SV-DIR-1ALT)	License per device for third-party products that use the web control API.
L-SV-DR-LOCAL (replaces Localization SoW)	Localization license per non-English language support.

Platform 2 and Platform 3 Server Support

Table 7 describes the Cisco StadiumVision Director server hardware and software supported and tested in Cisco StadiumVision Director Release 4.0.

Some products have reached End-of-Sale (EOS) and are no longer orderable. For more information, see the End-of-Sale and End-of-Life Announcement for the Cisco StadiumVision Appliances on Cisco.com.

Note   The CIMC/BIOS versions in Table 7 identify *minimum tested versions only* with Cisco StadiumVision Director. These should not be interpreted as the required versions that you must run. As long as your server CIMC/BIOS firmware is at this minimum tested version *or later*, no change is required to operate Cisco StadiumVision Director.

Table 7   Supported Cisco StadiumVision Director Server Hardware and Software in Release 4.0

Hardware Product ID[1]	Minimum Software Version Supported	Minimum Tested CIMC/BIOS Firmware[2]	Spare Hard Drives
SV-DIR-DIRECTOR-K9	Cisco StadiumVision Director Release 4.0.0-707[3] Minimum upgrade path: 4.0.0-601 (SP1) **Note** For details about all supported upgrade paths, see the "Upgrade Paths" section on page 34.	Cisco UCS Server Firmware versions: • BIOS—1.5.1g.0 • CIMC—1.5(1l)	Not required
SV-PLATFORM3=[4] **Note** This product has reached EOS and is no longer orderable.	Cisco StadiumVision Director Release 4.0.0-707[3] Minimum upgrade path: 4.0.0-601 (SP1) **Note** For details about all supported upgrade paths, see the "Upgrade Paths" section on page 34.	Cisco UCS Server Firmware versions: • BIOS—1.5.1g.0 • CIMC—1.5(1l)	Required— 4 additional drives (SV-HD-A03-D300 GA2=)
SV-DIRECTOR-K9 or SV-PLATFORM2= **Note** These products have reached EOS and are no longer orderable.	Cisco StadiumVision Director Release 4.0.0-707[3] Minimum upgrade path: 4.0.0-601 (SP1) For details about all supported upgrade paths, see the "Upgrade Paths" section on page 34.	Cisco UCS Server Firmware version 1.4(2)	Not applicable.

1. These product IDs include both the hardware platform and the Cisco StadiumVision Director software.
2. Unless there is another reason why an upgrade has been found to be needed, no upgrade should be needed if your server firmware is at the minimum tested version (or later) for the Cisco StadiumVision release that you are running.
3. Release 4.0.0-707 (SP2) is the minimum supported release for Cisco StadiumVision Director. If you determine that your system is subject to the caveats resolved in Release 4.0.0-732 (SP3), then you should upgrade to that release.
4. No software image is preinstalled when you order a SV-PLATFORM3= spare server.

Note For more information about verifying and upgrading the Cisco UCS Server firmware, see the following:

—On the Platform 2 server, see the "CIMC and BIOS Firmware Installation for Cisco StadiumVision Director Platform 2 Servers" section on page 32.

—On the Platform 3 server, see the "Appendix C: CIMC Configuration and Firmware Upgrade Guidelines on the Cisco UCS C220 Server" module in the *Cisco StadiumVision Director Software Installation and Upgrade Guide, Release 4.0*.

Virtualized Server Environment Support

You can use another Cisco device or third-party server to run the Cisco StadiumVision Director software. Follow the requirements in this section to be sure that your virtual environment meets the minimum and tested specifications.

This section includes the following topics:

Minimum Virtual Machine System Requirements for Cisco StadiumVision Director

Be sure that your configuration meets the minimum system requirements in Table 8 and supports a VMware virtual machine environment with a compatible vSphere version (See "VMware vSphere Tested Versions for Cisco StadiumVision Director" section on page 13.)

Note Cisco StadiumVision Director servers are meant to be physically located close to the DMPs that they operate with, and communicating to the players over a LAN. For information about installation-related licensing compliance, see the "Installation Requirements for Licensing Compliance" section on page 31.

Table 8   Minimum System Requirements for the Cisco StadiumVision Director Server in a Virtualized Environment

System Component	Minimum Requirement
Processor	Two processors each equivalent to an Intel Xeon Processor E5-2460 (15 MB cache, 2.50 GHz clock, 7.20 GT/s Intel® QPI)
Forward write (fwrite) operations per second	10,000
Virtual CPUs	24
Virtual Disk Space	900 GB
Virtual RAM (VRAM)	32 GB

Table 9 provides additional information about the tested VM hardware and OS specifications that you should use when configuring a virtual machine to support Cisco StadiumVision Director.

Table 9   Virtual Machine Hardware and OS Specifications Tested for Cisco StadiumVision Director Server

System Component	Specification
VM Hardware	Version 8
Guest Operating System	Linux 5 64-bit
Network Adapter	E1000
SCSI Controller	LSI Logic Parallel or LSI Logic SAS
Disk Provisioning	Thick

VMware vSphere Tested Versions for Cisco StadiumVision Director

Cisco StadiumVision Director has been tested with VMware vSphere Version 5.1 and 5.5 using the minimum requirements described in Table 8. Other VMware vSphere versions cannot be guaranteed to work with Cisco StadiumVision Director.

Note Any VMware license that does not allow your virtual machine to be set to the minimum requirements described in Table 8 is not supported.

For more information about installing Cisco StadiumVision Director servers, see the *Cisco StadiumVision Director Software Installation and Upgrade Guide, Release 4.0*.

Restrictions for Virtual Server Support

Be sure that you consider the following restrictions before you configure a virtual server environment for Cisco StadiumVision Director:

- Migrating to a virtualized environment on your existing Platform 2 or Platform 3 servers is not supported. For more information, see the "Important Migration and Upgrade Notes" section on page 33.

- When using a virtual server environment, Cisco Technical Support only provides support for the Cisco StadiumVision software. No support is provided for third-party hardware or the virtual OS environment installed by the customer.

- The recommended configuration is for a dual virtual server environment to support a primary and backup server using the standard Cisco StadiumVision Director backup/restore and failover tools.

- Cisco has not tested and does not provide support for any VMware tools in a Cisco StadiumVision system. If your site chooses to use backup, recovery or other tools outside of the Cisco StadiumVision Director software to manage your virtual servers, then you accept the risks and responsibility associated with securing your data.

Cisco StadiumVision Director Remote Server Support

You can use your own server or install a Cisco UCS C22 server to run the Cisco StadiumVision Director Remote software. Be sure that your configuration meets the minimum system requirements in Table 10 and supports a VMware virtual machine environment with a compatible vSphere version (See "VMware vSphere Tested Versions for Cisco StadiumVision Director Remote" section on page 15.)

Note Cisco StadiumVision Director Remote servers are meant to be physically located close to the DMPs that they operate with, such as at the remote venue edge, and communicating to the players over a LAN. For information about installation-related licensing compliance, see the "Installation Requirements for Licensing Compliance" section on page 31.

Table 10   Minimum System Requirements for the Cisco StadiumVision Director Remote Server

System Component	Minimum Requirement
Hard Drive Capacity	300 GB **Note** The hard drives must be configured as a single logical volume. A RAID volume is strongly recommended.
Processor	Single processor equivalent to an Intel Xeon Processor E5-2420 (15 MB cache, 1.90 GHz clock, 7.20 GT/s Intel® QPI)
Virtual RAM (VRAM)	16 GB

VMware vSphere Tested Versions for Cisco StadiumVision Director Remote

Cisco StadiumVision Director Remote has been tested with VMware vSphere Version 5.1 and 5.5 using the minimum requirements described in Table 10. Other VMware vSphere versions cannot be guaranteed to work with Cisco StadiumVision Director Remote.

Note Any VMware license that does not allow your virtual machine to be set to the minimum requirements described in Table 10 is not supported.

For more information about installing Cisco StadiumVision Director Remote servers, see the *Cisco StadiumVision Director Remote Installation and Upgrade Guide, Release 4.0*.

Cisco StadiumVision Headend Support

Table 11 describes the Cisco StadiumVision headend hardware and software supported in Cisco StadiumVision Director Release 4.0.

Table 11   Supported Cisco StadiumVision Headend Hardware and Software

Hardware Device	Software Version
Core/Distribution and Access Layer Switches	
Note For the most up-to-date information, refer to the Recommended Equipment Lists documented in the *Cisco Connected Stadium Design Guide* available to qualified Cisco StadiumVision partners.	
Cisco Atlas MKII Digital Terrestrial Receiver[1]	**Note** This device is EOS/EOL and is replaced by the Cisco 9887B DVB-T Digital Terrestrial Receiver.
DVEO TLV 400 DVB-T2 Digital Terrestrial Receiver	The release that ships with the device is recommended. **Note** Other DVEO demodulators/receivers models might be recommended depending on the requirements of the customer.
Cisco D9094 HD Encoder[2]	**Note** This device is EOS/EOL and is replaced by the Cisco D9096 encoder.
Cisco D9096 4:2:2 10-Bit AVC Encoder (HD and SD encoder)[3]	• 2.0.1.3 (build 25.0.5)—Currently shipping with all new hardware. • 2.0.0.0 (build 24.0.5) **Note** Do *not* use any firmware versions other than the specific builds qualified here. Also, *do not* downgrade any 2.0.1.3 release to 2.0.0.0.
Cisco D9854 Advanced Program Receiver (DVB-S/S2/ Satellite receiver)	The release that ships with the device is recommended. **Note** This is one of the replacements for the EOS/EOL of the DCM DVB-S/S2 2-Port Receiver module for low-density implementation for DVB-S2/Satellite reception.

Table 11 Supported Cisco StadiumVision Headend Hardware and Software (continued)

Hardware Device	Software Version
Cisco D9858 Advanced Receiver Transcoder (MPEG-4 to MPEG-2 HD transcoder)	R3.96
Cisco D9887B HDTV Modular Receiver	6.3.2 and later **Note** This product is used for DVB-T reception only and is no longer used for 8VSB. The 8-Port DCM DRD 8VSB Receiver module is recommended for ATSC/8VSB Demodulation in North America.
Cisco DCM Series D9900 Digital Content Manager (DCM) [4] (MKI chassis)	• 8.01.86 and later • 16 Gb Flash—8.7.0 and later **Note** DCMs with only 1G flash do not support releases past 8.1.86.and will need a Flash card upgrade to 16G to upgrade past DCM release 8.1.86. DRD DVB-S2 cards require DCM 9.1.x and later. **Note** This device is EOS/EOL and is replaced by the Cisco D9902 DCM.
Cisco DCM Series D9902 Digital Content Manager (MKII chassis)	• 16 Gb Flash—10.0 and later **Note** The DCM 9902 uses the MKII Chassis instead of the MKI used in the replaced Cisco DCM 9900. **Note** The existing MKI DVB-S/S2 Satellite receiver modules and the 8-VSB Terrestrial receiver modules are compatible with the MKII.
Cisco DCM 8-Port 8-VSB/ ATSC/ Off-Air Receiver Module[5]	DCM Release 8.01.86 (minimum version) **Note** DCM Release 8.07.00 is recommended, and the operations of the 8-VSB receiver modules on the DCM require 16 GB Flash. This is used only in North America for Terrestrial/Off-Air reception. **Note** The Cisco DCM 4-Port 8-VSB receiver module for ATSC/Off-Air/Terrestrial reception used in North America will be EOL/EOS by April 2014. The replacement is the Cisco DCM 8-Port 8-VSB ATSC Terrestrial receiver module. The Cisco DCM 8-VSB modules are compatible with both the DCM MKI and MKII Chassis.

Table 11   *Supported Cisco StadiumVision Headend Hardware and Software (continued)*

Hardware Device	Software Version
Cisco 4-Port DVBS/S2 Satellite Receiver Module[6]	DCM Release V9.10.00 and later **Note** The Cisco DCM 2-port DVB-S/S2 receiver modules are EOS/EOL and are replaced by the DCM 4-port DVB-S/S2 receiver module for high density implementation. **Note** The Cisco D9854 is the replacement for low-density implementations of DVB-S2/Satellite reception. This module is compatible with both the Cisco DCM D9900 (MKI) and Cisco DCM 9D902 (MKII) chassis.
Cisco RF Gateway 1 (QAM modulator)	The release that ships with the device is recommended.
Cisco Spectra QAM Demodulator[7]	**Note** This device is EOS/EOL and is replaced by the DVEO DVB-C Digital QAM Receiver. The selection of modules/part numbers recommended for DVB-C clear QAM demodulation is per-DVEO discretion for each customer specification and could change.
DVEO TLV 400 DVB-C Digital QAM Receiver[8]	The release that ships with the device is recommended. **Note** The selection of modules/part numbers recommended for DVB-C clear QAM demodulation is per-DVEO discretion for each customer specification and could change.
DVEO OnRamp Analog Terrestrial Receiver—MPEG-2 output	The release that ships with the device is recommended.
DVEO GearBox Analog Terrestrial Receiver—MPEG-4 output	The release that ships with the device is recommended.
Scientific Atlanta Titan S2 DVB-S2 Digital Satellite Receiver[9]	Software Version V02.01.03 Hardware Version F02 Bootloader Version V03.01.42528 **Note** This device is replaced by the Cisco DCM 4-Port DVB-S/S2 Receiver Module.
Technicolor COM100 with COM24 cards	ST02.00.3 or later (to support 3D or sonic Tap)
Technicolor COM200 with COM24 cards	ST02.00.3 or later

1. The Cisco Atlas MKII Digital Terrestrial Receiver has reached EOS/EOL.

2. The Cisco D9094 HD Encoder has reached EOL.

3. The Cisco D9096 4:2:2 10-Bit AVC Encoder is the replacement for the Cisco D9094 HD Encoder.

4. The Cisco DCM Series D9900 Digital Content Manager (DCM) MK II 2RU Chassis has reached EOS/EOL.

5. The Cisco DCM 8-VSB ATSC Off-Air Reception Module is the replacement for the Cisco D9887 HDTV Modular Receiver for North American ATSC implementations only.

6. The Cisco 4-Port DVBS/S2 Satellite Receiver Module is the replacement for the Cisco Titan DVB-S2 Digital Receiver and Cisco Indus MK II Transport Stream Descrambler.

7. The Cisco Spectra QAM Demodulator has reached EOS/EOL.

8. The DVEO TLV 400 DVB-C Digital QAM Receiver is the replacement for the Cisco Spectra QAM Demodulator.

9. The Scientific Atlanta Titan S2 DVB-S2 Digital Satellite Receiver has reached EOS/EOL.

Cisco Unified Communications Support

The Cisco StadiumVision solution supports the Cisco Unified IP Phone 7975G and 9971 models.

Cisco Unified IP Phone 7975G

Table 12 lists the combinations of Cisco Unified Communications Manager (CUCM) and firmware for the Cisco Unified IP Phone 7975G that were tested for compatibility with Cisco StadiumVision Director Release 4.0.

Table 12   Tested Cisco Unified Communications Compatibility for the IP Phone 7975G

IP Phone Model	CUCM Version	Cisco Unified IP Phone Firmware
Cisco Unified IP Phone 7975G	8.6(2a)[1]	9.3(1) SR1
	9.1(2)	9.3(1) SR2

1. CUCM 8.6 or later is required for localization of the speed dial interface on the Cisco Unified IP Phone.

Cisco Unified IP Phone 9971

Table 13 lists the combinations of Cisco Unified Communications Manager (CUCM) and firmware for the Cisco Unified IP Phone 9971 that were tested for compatibility with Cisco StadiumVision Director Release 4.0.

Table 13   Tested Cisco Unified Communications Compatibility for the IP Phone 9971

IP Phone Model	CUCM Version	Cisco Unified IP Phone Firmware
Cisco Unified IP Phone 9971	8.6(2a)[1]	9.3(2)
	9.1(2)	9.4(2)

1. CUCM 8.6 or later is required for localization of the speed dial interface on the Cisco Unified IP Phone.

Note   Although not all combinations have been tested, earlier maintenance versions of CUCM are also likely to work with Cisco StadiumVision Director Release 4.0. Avoid trying to use any major version other than 8.6 and 9.1. For example, any other major version such as 5.1 or 8.0 is *not* supported. CUCM 8.6 is required for IP phone localization support.

Commerce Integration Systems Support

Table 14 provides information about the hardware and software for third-party commerce integration systems that have been tested with Cisco StadiumVision Director Release 4.0.

Table 14   Tested Commerce Integration Systems Compatibility

Hardware Device[1]	Software Version
Micros 9700 Enterprise Management Console	3.60.380
Micros 9700 Suites Management Application	1.0
Micros 9700 ContentManager	1.01
Quest Venue Manager[2]	1.5.157 Build 2
	2.0.1 Build 1 (new version for 4.0)
Quest Suite Catering Module[2]	1.5.157 Build 2

1. For supported hardware configuration, contact Micros or for Quest software, NCR Corporation.

2. Quest Venue Manager and Quest Suite Catering Module software are now owned by NCR Corporation.

Media Controller Systems Support

Table 15 provides information about the hardware and software for third-party media controller systems that have been tested to support the External Event Trigger feature in Cisco StadiumVision Director Release 4.0.

Table 15   Tested Media Controller Systems Compatibility

Hardware Device	Minimum Firmware Version	Custom Software Module[1]
Crestron Room Media Controller (QM-RMC)	4.001.1012	Cisco_StadiumVision_Alert_Trigger-v2.spz

1. Available to certified Crestron integrators through Crestron.

Note   To support the Crestron Room Media Controller with Cisco StadiumVision Director it requires that you work with a Crestron reseller to install the appropriate software on the QM-RMC.

Touch Screen Devices and Controller Support

Note   Touch screens are not supported for the SV-4K media player in Cisco StadiumVision Director Release 4.0.

Cisco StadiumVision Director supports a limited number of touch screen drivers for the Cisco DMP 4310G. To ensure compatibility of your devices, contact your Cisco Systems sales representative.

See the "Installation Notes" section on page 31 and the "How to Enable a DMP for Touch Screen Control" task note for more information about how to configure this support.

Security Information and Advisories for Cisco StadiumVision Director Release 4.0

Note   These release notes do not qualify any specific details about possible security issues for your Cisco StadiumVision network or products, and do not call attention to all possible relevant security information.

For the most up-to-date information about different levels of security information for Cisco Systems products, go to:

http://tools.cisco.com/security/center/home.x

API Summary

There are no new or changed APIs in Cisco StadiumVision Director Release 4.0. For information about supported APIs, see the "Introduction to Cisco StadiumVision Director APIs" section of the *Cisco StadiumVision Director Operations Guide*.

Note   All APIs in Cisco StadiumVision Director are made available by special agreement. Contact your Cisco Systems representative for more information.

New and Changed Information in Cisco StadiumVision Director Release 4.0

This section describes new features, enhancements and changes in support or behavior in Cisco StadiumVision Director Release 4.0. It includes the following sections:

Feature Summary by Media Player Model

Table 16 provides a summary of the software features supported in Cisco StadiumVision Director Release 4.0 by media player model.

Table 16   Software Feature Map

Cisco StadiumVision Director Feature	SV-4K	DMP 4310G
Auto-Registration	Yes	Yes
Bulk Administration Tool (BAT)	Yes	Yes
Cisco StadiumVision Director Remote Server	No	Yes
Closed Caption	Yes	Yes
Content Replacement[1]	Yes	Yes
Content Synchronization for Same Media Player Models (not between SV-4K and 4310 models)	Yes	Yes
Custom applications using GAR	No	Yes
Custom fonts (through Software Manager)	Yes	Yes
Dual Video Regions[2]	Yes	No
External Content Integration	Yes	Yes
Event Script Scheduler[2]	Yes	Yes
Flash content	No	Yes
Group/Zone configuration	Yes	Yes
Luma key support for second video region[2]	Yes	No
Management Dashboard Commands[3]	Yes	Yes
Management Dashboard Firmware configuration	Yes	Yes
Management Dashboard Model Filtering[2]	Yes	Yes
Management Dashboard Monitoring	Yes	Yes
Network Time Protocol (NTP) configuration	Yes	Yes
Precision Time Protocol (PTP) configuration[2]	Yes	No
POS Integration with Dynamic Menu Board (DMB) GAR application	No	Yes
POS Integration with DMB using Widgets	Yes	Yes
Proof of Play (PoP)	Yes	Yes
Proxy device support	No	Yes
Self-Service Content (SSC)	No	Yes
Suite Ordering	No	Yes
Ticker (legacy) from Control Panel Setup	No	Yes
Ticker (RSS in External Content Integration)	Yes	Yes
Touchscreen	No	Yes

Table 16   Software Feature Map (continued)

Cisco StadiumVision Director Feature	SV-4K	DMP 4310G
TV Control using RS-232 and IR Remote	**Yes**	**Yes**
Widgets tool	**Yes**	**Yes**

1. Content replacement for the SV-4K is only supported through an update of the playlist. Performing content replacement from the Control screen using the content replacement icon is not supported.

2. Introduced in Cisco StadiumVision Director Release 4.0.

3. The SV-4K supports a subset of original Dashboard commands. See the "Appendix: Management Dashboard Commands for the SV-4K Player" in the *Cisco StadiumVision SV-4K Media Player Deployment Guide*.

Content Feature Enhancements

Cisco StadiumVision Director Release 4.0 provides additional content support in the following feature areas:

- Dual Video Support, page 22
- External Content Integration, page 22

Dual Video Support

Note   This feature is only supported on the SV-4K media player.

With the introduction of the SV-4K media player, Cisco StadiumVision Director Release 4.0 provides the support for dual video template regions with luma key support.

A new Full Screen Dual Video template has been added as a default in **Control Panel > Setup > Templates**.

For more information about guidelines using dual video regions, see the *Content Creation Design and Specifications Guide for the Cisco DMP 4310G and SV-4K*.

External Content Integration

The enhancements to the External Content Integration feature in Cisco StadiumVision Director Release 4.0 include:

- Data Integration Enhancements, page 23
- Widgets Tool Enhancements, page 23

For more information on External Content Integration, see the *Cisco StadiumVision Director External Content Integration Guide, Release 4.0*.

Data Integration Enhancements

Cisco StadiumVision Director supports the following Data Integration enhancements:

- Database support changes

    - Support for PostgreSQL

    - Ability to deploy more than one database in the system for new data sources created in Release 4.0.

- JSON support

    Support for JavaScript Object Notation (JSON) data format has been added for Generic Data Sources. More and more external data providers are moving to JSON format instead of XML format due primarily to the compactness of the format. This feature increases the flexibility of our generic data source integration to support upload of content with this format.

- System data source type

    This new data source type is introduced to add IP addresses to the Data Integration feature to support implementation of custom suite welcome messages.

- Table Lookup support

    The primary use case for this feature is to support creation of custom welcome messages.

    This feature allows users to create multiple mapping tables, each having multiple key-value mappings. User can upload tables from a TSV file or can create tables and mappings from the UI. Once tables are created, you can use the Table Lookup options or a custom XPath function can be defined, to look up values from these tables for specified keys for output field mapping.

Widgets Tool Enhancements

Cisco StadiumVision Director Release 4.0 introduces the following Widgets tool enhancements:

- Default canvas background color is changed from white to gray.

- Default alignment for the List component is changed from horizontal to vertical.

- Multiple fonts are supported.

Internationalization and Localization

> **Note** Cisco StadiumVision Director Release 4.0 supports internationalization and localization for the Cisco DMP 4310G only and the Cisco Unified IP Phone 7975G and IP Phone 9971.

Internationalization (i18n)

Internationalization (known as *i18n*) support refers to the software infrastructure that is designed to accommodate multiple language translations (localization) without requiring additional engineering changes to that software.

The Cisco StadiumVision Director Release 4.0 software supports i18n for the following general areas of the solution:

- Control Panel in Cisco StadiumVision Director

- Dynamic Menu Board application

- Management Dashboard in Cisco StadiumVision Director
- IP Phone user interface
- Software Manager
- TV user interface

Localization (L10n)

Localization (known as *L10n*) refers to the implementation of the specific regional language translation support within a software interface that has been designed for i18n. In Cisco StadiumVision Director Release 4.0 English is the default language for the Cisco StadiumVision solution.

Note Certain locales are not supported in Release 4.0, such as right-to-left languages.

Language Packs for Localization

Note Language packs are release-specific. You can install available language packs for Release 4.0.0-707, after you have installed or upgraded to Release 4.0, and when the 4.0 version of the language pack for the desired language is available.

Cisco StadiumVision Director provides increased flexibility to upload and install only the specific language(s) that you want to support through the independent installation of Language Packs. The upload and installation of the language packs is performed using the Software Manager from the Cisco StadiumVision Director main menu. For more information about how to install language packs, see the *Cisco StadiumVision Director Software Installation and Upgrade Guide, Release 4.0*.

Caution A Cisco StadiumVision Director system that is using language support from Release 3.2.0-520 (SP2), will lose that support when first upgraded to Release 4.0, until language packs for the new release are installed.

The supported languages in Cisco StadiumVision Director Release 4.0.0-707 (SP2) are:

- Deutsch (de_DE)
- English (en_US). This is the default locale in all Cisco StadiumVision Director releases.
- French (fr_FR)
- Portuguese (pt_BR)
- Russian (ru_RU)
- Simplified Chinese (zh_CN)
- Spanish (es_ES)
- Swedish (sv_SE)
- Traditional Chinese (zh_TW)
- Turkish (tr_TR)

For more information about configuring localization in Cisco StadiumVision Director, see the *Cisco StadiumVision Director Localization Guide*.

Translated User Documents

Available versions of translated end-user documents for Cisco StadiumVision Director can be found at:

http://www.cisco.com/c/en/us/support/video/stadiumvision/tsd-products-support-translated-end-user-guides-list.html

NCR/Quest POS Integration

Support for integration with a new version of NCR/Quest software is introduced. For more information on supported versions, see the "Commerce Integration Systems Support" section on page 18.

Table 17 describes the new Management Dashboard registry keys that have been added to support the NCR/Quest POS integration in Release 4.0. The NCR/Quest installer should provide these values to the Cisco StadiumVision Director administrator.

In particular, the following registry key values are expected to be site-dependent:

- pos.protocol
- pos.ServiceURI.NCR
- pos.ServiceURI.QuestSuites

Table 17   New Registry Keys for NCR/Quest Integration

Registry Name	Description	Default Value
pos.protocol	Specifies use of HTTP or HTTPS transport protocol.	http
pos.NameSpace.NCR	The WSDL namespace for DMB.	http://www.quest.com.au/webservices/QuestMenu
pos.NameLocal.NCR	The WSDL internal name for DMB.	QuestMenu
pos.ServiceURI.NCR	End part of the URL to call the webservice, this is quite possible to change from installation to installation (for DMB).	/QuestWebService/Services/QuestMenu.asmx
pos.ServiceWsdl.NCR	WSDL file name for DMB.	QuestMenu.wsdl
pos.NameSpace.QuestSuites	The WSDL namespace for Suite Catering.	http://www.quest.com.au/webservices/QuestMenu
pos.NameLocal.QuestSuites	The WSDL internal name for Suite Catering.	SuiteCatering
pos.ServiceURI.QuestSuites	End part of the URL to call the webservice, this is quite possible to change from installation to installation (for Suite Catering).	/QuestWebService512/Services/SuiteCatering.asmx
pos.ServiceWsdl.QuestSuites	WSDL file name for Suite Catering	SuiteCatering.wsdl

For details about how to configure NCR/Quest POS integration, see the *Cisco StadiumVision Director Dynamic Menu Board and Stores Configuration Guide*.

Scheduler Application

The Scheduler application is introduced in Release 4.0 to provide a calendar-based script scheduling function that you access from the Cisco StadiumVision Director Main Menu (Figure 1).

✎
Note   This application is available only to Administrator and Event Operator roles.

Figure 1   Cisco StadiumVision Director Main Menu—Scheduler Application

The application opens a calendar that allows you to perform the following tasks:

- Schedule a single occurrence or recurring event series in advance.
- Modify and/or cancel a single occurrence, recurring event series, or an occurrence within a recurring event series.
- Automate the start and stop of an event script.
- Define event script parameters when scheduling an event script.
- View scheduled event scripts by day, week, and month.

For more information, see "How to Schedule Event Scripts and Series" in the *Cisco StadiumVision Director Operations Guide*.

Server Administration

The following changes have been made that affect administration and behavior of Cisco StadiumVision Director:

- Backup File Retention, page 27
- CMS Restart After Backup, page 27
- TUI, page 27

Backup File Retention

The default backup file retention policy and methodology has changed in Release 4.0 from retention by number of days to number of backup file instances (Figure 2). The default is to retain *one backup only* in the system.

⚠️

Caution   Be sure to note that in Release 4.0, the backup retention policy has been changed from the policy in Release 3.2 to help you maximize storage for your content and to help manage space for your backup file to be stored. With only a single backup file being retained after you upgrade, the first time that you run a backup on your 4.0 system, you will only have a single 4.0 backup file available for restore. See the "Upgrade Process" section on page 36 in the "Important Migration and Upgrade Notes" section for new recommendations to the upgrade process.

CMS Restart After Backup

In Release 4.0, the CMS is automatically restarted after a backup is run. Therefore, the CMSRestartTask is no longer needed and can be removed if configured in your system.

TUI

The Text Utility Interface (TUI) has been changed under **StadiumVision Server Administration** > **Retention Policy** for both **Backup/restore Files** (Figure 2) and **Log Files** (Figure 3) menus.

Figure 2   *TUI Backup/restore Files Menu*

```
Main Menu > StadiumVision Server Administration > Retention Policy > Backup/restore Files

            Please choose one of the following menu options:

                    a) Retain  1 backup
                    b) Retain  2 backups
                    c) Retain  5 backups
                    d) Retain  7 backups
                    e) Retain 10 backups
            R or < or ,) Return to prior menu
```

The TUI Log Files menu options have been renamed for easier understanding. The default retention period is 15 days.

Figure 3   *TUI Log Files Menu*

```
Main Menu > StadiumVision Server Administration > Retention Policy > Log Files

            Please choose one of the following menu options:

                    a) Retain for  5 days
                    b) Retain for 10 days
                    c) Retain for 15 days
            R or < or ,) Return to prior menu
```

SV-4K Hardware SPDIF Support

Cisco StadiumVision Director Release 4.0.0-525 introduces support for audio from the primary video routed to the Sony/Phillips Digital Interface (SPDIF) port.

For more information about the SV-4K media player hardware, see the *Cisco StadiumVision SV-4K Media Player Deployment Guide*.

Synchronized Content Playback Across SV-4K Devices

Note   This feature is supported only on the SV-4K media player. It does not apply to the Cisco DMP 4310G.

The enhanced Synchronized Content Playback Across SV-4K Devices feature provides enhanced synchronized content rendering of playlist items on the displays. This includes transitioning from one item to the next (such as for still images), and more accurate playback and rendering of local video content. For local video, this serves as the foundation for implementing video ribbon boards and video walls.

Note   Widgets, external URL and multicast video tuning synchronization are outside the scope of this feature.

Content playback synchronization relies on using the Precision Time Protocol (PTP) that provides enhanced synchronization accuracy. The PTP master, in turn, will get its time from an NTP server.

For more information about provisioning PTP for the SV-4K media player, see the *Cisco StadiumVision SV-4K Media Player Deployment Guide*.

User Interface Change Summary

This section provides an overview of the general areas of the Cisco StadiumVision Director user interface (UI) that have been changed in Cisco StadiumVision Director Release 4.0:

Main Menu
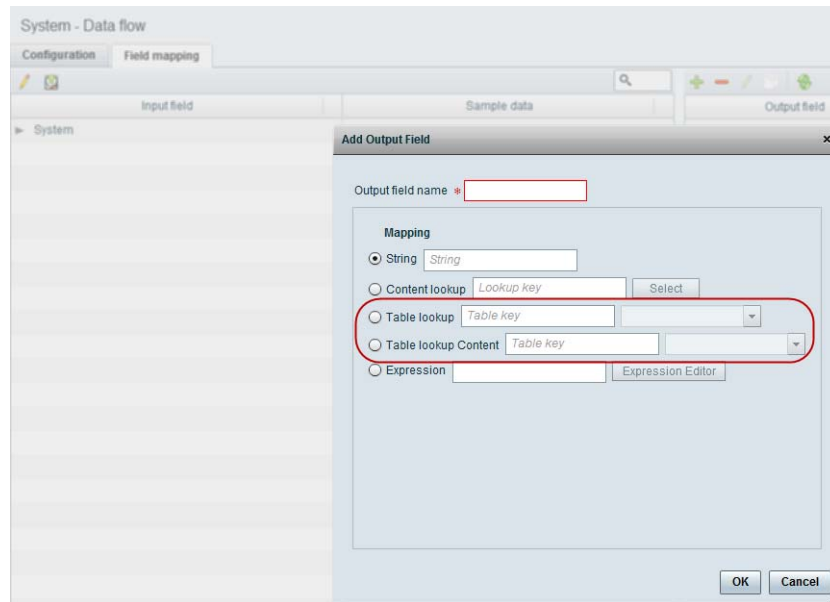
The Scheduler Application has been added.

Data Integration

- The Data Format option has been added to the Generic Data Source configuration to support selection of either XML or JSON (new in 4.0) format.

- The Table Lookup tab has been added.
- For the System generic data source, the following mapping fields have been added to the Add Output Field dialog box (Figure 4):
  - Table Lookup
  - Table Lookup Content

Figure 4   Add Output Field Dialog Box Fields for the System Generic Data Source

Schedule Screen

A color picker has been added for visual representation of a script in the Scheduler application.

Management Dashboard

Many updates have been made across the Management Dashboard in Cisco StadiumVision Director to support the new SV-4K media player provisioning, monitoring, and management. This section highlights some of these changes.

Auto-Registration Settings

New and re-qualified auto-registration settings have been added to distinguish the firmware fields for the SV-4K versus the DMP 4310G.

Global DMP Settings

A new section of provisioning settings for the SV-4K is introduced in the Management Dashboard toolbox under **SV Director Configuration** > **System Configuration** > **Global DMP Settings** > **SV-4K Settings**.

The properties under each of the Global DMP Settings sections have also been reorganized to differentiate settings for the Cisco DMP 4310G and the new SV-4K media player. The current sections include:

- Common
- 4310 v5.x.x Settings
- SV-4K Settings

Luma Key

Support for control over the transparency of the second video template region is available through a configurable luma key value in the Management Dashboard for the SV-4K media player..

To set the luma key globally in the Management Dashboard, go to **SV Director Configuration** > **System Configuration** > **Global DMP Settings** > **SV-4K Settings** > **Luma key.** The default value is #ff2000.

The luma key is enabled on a per-template basis from the Templates Screen in the Control Panel. For more information about using a luma key, see "How to Use Luma Keying for Dual Video Templates" in the *Cisco StadiumVision Director Operations Guide*.

Management Dashboard Commands

The SV-4K media player supports a subset of the Management Dashboard commands that are available for the Cisco DMP 410G and introduces several new ones.

DMP Commands

The following DMP commands are removed:

- **Disable SSH Access**
- **Enable SSH Access**

Some of the new DMP commands are:

- **Disable Diagnostic Web Server**
- **Enable Diagnostic Web Server** (For use with Cisco Technical Support)
- **Reset Storage**

For more information about the Management Dashboard commands supported in Release 4.0 for the SV-4K device, see the "Management Dashboard Commands for the SV-4K Media Player" appendix of the *Cisco StadiumVision SV-4K Media Player Deployment Guide*.

TV Commands

The following TV Commands have been renamed:

- **Show Init Swf** is now **Show Diagnostics**
- **Hide Init Swf** is now **Hide Diagnostics**
- **Display Init swf message** is now **Show Diagnostics with Message**

Model Filtering

A new "Model" filter has been implemented that allows you to select media players by type: DMP 4310 or SV-4K (Figure 5).

Figure 5   Managment Dashboard Model Filter

Templates Screen

The following enhancements are introduced to the Templates screen in the Control Panel:

- A new default template called "Full Screen Dual Video" is added.

- The "Enable luma key" option is introduced for the SV-4K media player only, to support transparency for overlays per template. It applies only to the second video region.

Zones Screen—New Zone

The "Use as Video Wall" check box is added to the New Zone dialog box to enable programmatic content synchronization for a script that runs on SV-4K media players that are configured for the same zone.

This feature has increased benefit for video wall deployment because when an SV-4K device reboots, it catches up with the content that the rest of the devices in the video wall are displaying. The SV-4K devices use the same template in a script state, and use the same playlist in the same screen regions. Also, the playlists must be created so that the number of items and content durations are uniform.

For more information, see the "Working with Video Walls" section of the *Cisco StadiumVision Director Operations Guide*.

Installation Notes

This section includes the following installation information:

- Installation Requirements for Licensing Compliance, page 31
- Installation Requirements on New Platform 3 Servers, page 32
- Cisco StadiumVision Director Remote OVF Deployment, page 32
- CIMC and BIOS Firmware Installation for Cisco StadiumVision Director Platform 2 Servers, page 32
- Important Migration and Upgrade Notes, page 33

Installation Requirements for Licensing Compliance

To maintain software licensing compliance, Cisco StadiumVision Director servers must be installed in the following manner:

- The Cisco StadiumVision Director server is installed in a data center or in an enterprise data closet, or the Cisco StadiumVision Director software is installed on the customer's choice of hardware that supports a VMware virtualized environment.

- The Cisco StadiumVision Director Remote software is installed on the customer's choice of hardware that supports a VMware virtualized environment, or the remote server hardware is installed in a data center or in an enterprise data closet.

Installation Requirements on New Platform 3 Servers

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Caution   New Platform 3 servers (SV-DIR-DIRECTOR-K9 and SV-PLATFORM3=) come pre-installed with a preliminary image of Cisco StadiumVision Director that is not intended for production operation. You must install the Cisco StadiumVision Director Release 4.0 software from a full ISO image (not an upgrade) that you downloaded from Cisco.com to be sure that you are running the released production version of Cisco StadiumVision Director Release 4.0.

For information about installing a fresh ISO image on a Platform 3 server, see the *Cisco StadiumVision Director Software Installation and Upgrade Guide, Release 4.0*.

Cisco StadiumVision Director Remote OVF Deployment

New installations of the Cisco StadiumVision Director Remote Release 4.0.0-66 software are deployed using an Open Virtualization Format (OVF) template and installing a full ISO.

For more information about installation files and upgrade paths, see the "Important Migration and Upgrade Notes" section on page 33.

For more information about installing Cisco StadiumVision Director Remote, see the *Cisco StadiumVision Director Remote Installation and Upgrade Guide, Release 4.0*.

CIMC and BIOS Firmware Installation for Cisco StadiumVision Director Platform 2 Servers

Platform 2 (SV-DIRECTOR-K9 or SV-PLATFORM2=) of the Cisco StadiumVision Director server requires installation of the Unified Computing System (UCS) Server Firmware Version 1.4(2) or later to avoid problems powering off the server hardware.

Verifying the BIOS Firmware Version

You can verify the firmware version installed on Platform 2 of the Cisco StadiumVision Director server by running a Basic System State Report from the Cisco StadiumVision Director main menu.

✎

Note   BIOS firmware version 1.4.1 is the compatible version packaged with CIMC firmware version 1.4.2.

In the OS Information section of the Basic System State Report, look for "BIOS Information" and "Version" below the "Handle 0x00005, DMI type 0, 24 bytes" line, as shown in the following example.

If your version is less than "1.4.1," then an upgrade is needed:

```
Handle 0x0005, DMI type 0, 24 bytes.
BIOS Information
Vendor: Cisco Systems, Inc.
```

```
Version: C200.1.1.1a.0.032920100525
Release Date: 03/29/2010
```

🔍

Tip   If the vendor information in this section is Intel Corporation, and the version begins with "S5000," then this is not a Platform 2 server, but rather a Cisco ADE 2140 Series server. This BIOS upgrade process does *not* apply to the Cisco ADE 2140 Series server.

For more detailed information about verifying the BIOS firmware and instructions about how to upgrade, see the "Upgrading the CIMC and BIOS Firmware on a Cisco StadiumVision Director Platform 2 Server" module of the *Cisco StadiumVision Director Software Installation and Upgrade Guide, Release 3.0*.

Important Migration and Upgrade Notes

In this document, the following terminology is used to qualify changes to your Cisco StadiumVision hardware and software environment:

- Migration—Migration means moving an *existing* Cisco StadiumVision Director platform to a new hardware platform in a virtual environment.

- Upgrade—Means changing your software version to a newer release on your existing platform.

Consider the following important changes that are implemented in Cisco StadiumVision Director Release 4.0 for upgrades to existing Cisco StadiumVision Director sites:

- Deployment Guidelines for the SV-4K Media Player, page 33

- Migration Restrictions, page 33

- Upgrade Paths, page 34

- Installation and Upgrade Files, page 35

- Upgrade Process, page 36

Deployment Guidelines for the SV-4K Media Player

✏️

Note   The SV-4K media player has different requirements than the Cisco DMP 4310G, including, but not limited to support of PoE+ for 30W of port power on the Cisco Connected Stadium switch. Be sure that your switch can meet these and the other requirements for deployment of the SV-4K.

For more information, see:

- *Cisco StadiumVision SV-4K Media Player Deployment Guide*

- *Cisco Connected Stadium Design Guide* (available to qualified Cisco StadiumVision partners)

Migration Restrictions

For Release 4.0, migration means moving an *existing* Cisco StadiumVision Director Release 4.0 platform to a new hardware platform in a virtual environment. Brand new installations of Cisco StadiumVision Director Release 4.0 on new platforms in a virtual environment are not considered a migration and are supported.

⚠

Caution   Migration restrictions are identified for the following environments. Contact your Cisco Systems sales representative to move these environments to Cisco StadiumVision Director Release 4.0:

—Migration to a virtualized environment on your existing Platform 2 or Platform 3 servers is not supported.

—Migration from a Platform 2 or Platform 3 server to a virtualized environment on third-party servers for installation of Release 4.0 is not supported for *independent customer installation*. Contact your Cisco Systems sales representative for information about your options.

Upgrade Paths

✎

Note   Localization support is introduced through the installation of language packs beginning in Release 4.0.0-707 (SP2) and later releases.

Table 18 lists the latest upgrade paths for Cisco StadiumVision Director Release 4.0, with the supported prerequisite release listed in the "From" column.

In general, the supported upgrade paths for Cisco StadiumVision Director follow a linear progression.

- In Cisco StadiumVision Director Release 4.0, you can upgrade from three different prerequisite releases to move to Release 4.0.0-601(SP1).
- From SP1, you should upgrade to Release 4.0.0-707 (SP2). SP2 is the minimum supported version.
- As required, you can upgrade from SP2 to Release 4.0.0-732 (SP3).

Release 3.2 Upgrade Sequence

Release 3.2.0-520 (SP2) > Release 4.0.0-601 (SP1) > Release 4.0.0-707 (SP2) > Release 4.0.0-732 (SP3)

Release 4.0 Upgrade Sequence

Release 4.0.0-525 > Release 4.0.0-601 (SP1) > Release 4.0.0-707 (SP2) > Release 4.0.0-732 (SP3)

✎

Note   Release 4.0.0-707 (SP2) is the minimum supported release for Cisco StadiumVision Director. If you determine that your system is subject to the "Resolved Defects in Cisco StadiumVision Director Release 4.0.0-732" section on page 38, then you should upgrade to that release.

Table 18   Supported Upgrade Paths for Cisco StadiumVision Director Release 4.0

From:	To:
Release 3.2.0-520 (SP2)	Release 4.0.0-601 (SP1)
Release 4.0.0-402	Release 4.0.0-601 (SP1)
Release 4.0.0-525	Release 4.0.0-601 (SP1)
Release 4.0.0-601 (SP1)	Release 4.0.0-707 (SP2) (minimum supported version)
Release 4.0.0-707 (SP2)	Release 4.0.0-732 (SP3) (as required)

Table 19 lists the supported upgrade paths for Cisco StadiumVision Director Remote Release 4.0:

Table 19   Supported Upgrade Paths for Cisco StadiumVision Director Remote Release 4.0

From:	To:
Release 3.2.0-83 (SP1)	Release 4.0.0-66

Installation and Upgrade Files

Cisco StadiumVision Director Release 4.0 software is available in different types of files based on the installation or upgrade environment and product.

ISO Files

ISO files are packaged images that are available in two versions:

- An ISO *full* image—The full ISO file is to be installed only on brand new Cisco StadiumVision Director servers that have no prior Cisco StadiumVision Director software version installed.

- An ISO *upgrade* image—The upgrade ISO file is built for processing using the TUI upgrade utility or Software Manager.

> **Note** ISO upgrade images are available for both Cisco StadiumVision Director and Cisco StadiumVision Director Remote software.

OVF Files

For new installations, the Cisco StadiumVision Director Remote software is delivered as a .zip file (SV-REMOTE_FULL_TEMPLATE_4.0.0-xx-Y.x86_64.zip) that contains an Open Virtualization Format (OVF) template and full ISO to be installed with a VMware virtual host.

The .zip file contains the following files:

- SV-REMOTE_FULL_TEMPLATE_4.0.0-xx-y.x86_64-disk1.vmdk—VM disk file (binary)

- SV-REMOTE_FULL_TEMPLATE_4.0.0-xx-y.x86_64-file1.iso—Full installation file (binary)

- SV-REMOTE_FULL_TEMPLATE_4.0.0-xx-y.x86_64.mf—Checksum (text)

- SV-REMOTE_FULL_TEMPLATE_4.0.0-xx-y.x86_64.ovf—XML VM descriptor file (text)

Software Download

> **Note** You are eligible to obtain information about how to access the Cisco StadiumVision Director full ISO file, language packs, or Cisco StadiumVision Director Remote OVF zip file after you have purchased the proper licensing. Contact Cisco Technical Support for information about how to download these files.

If you have a Cisco CCO account and a contract for software download, you can download the Cisco StadiumVision Director upgrade files on the Cisco.com software download site at:

http://www.cisco.com/cisco/software/navigator.html?mdfid=283479662&i=rm

Upgrade Process

Upgrades to Cisco StadiumVision Director and Cisco StadiumVision Director Remote software are made available using the Software Manager. For more details about upgrading the Cisco StadiumVision Director Remote software for your environment, see the *Cisco StadiumVision Director Software Installation and Upgrade Guide, Release 4.0*.

Important Upgrade Notes for Cisco StadiumVision Director Release 4.0.0-601 (SP1)

⚠️
Caution   An upgrade to Cisco StadiumVision Director Release 4.0.0-601 (SP1) is required to resolve "CSCuu22735—Flash player unable to load Control Panel due to Adobe certificate issue." section on page 42. After you perform an upgrade to Release 4.0.0-601, you must be sure to also perform the following post-upgrade verification steps including:

1. Clear the browser cache.
2. Close all browser windows and wait for 10 seconds before restarting.

Failure to do so might prevent the required Adobe libraries and certificate from reloading for proper operation of Cisco StadiumVision Director.

Important Upgrade Notes From Cisco StadiumVision Director Release 3.2 to Release 4.0

⚠️
Caution   Before you upgrade your system from Cisco StadiumVision Director Release 3.2 to Release 4.0, run a basic System State Report (SSR), download the SSR, and store it externally from Cisco StadiumVision Director. Once you have upgraded both your primary and secondary servers to Release 4.0, they will be configured to retain a single backup file only. You will no longer have access to any 3.2 data after the first 4.0 backup is completed. If for some reason you must revert to Release 3.2, contact Cisco Technical Support and provide them with your SSR file to help you restore it.

To help avoid any need to fall back to Release 3.2, be sure to follow carefully all recommended best practices and post-upgrade tasks as documented in the *Cisco StadiumVision Director Software Installation and Upgrade Guide, Release 4.0*, including thoroughly testing your system to your site requirements before failing over and upgrading your backup server to Release 4.0.

Limitations and Restrictions

When using Cisco StadiumVision Director Release 4.0, be aware of the following limitations and restrictions:

⚠️
Caution   Proof of play raw data repository in /var/sv/pofp/raw directory is not part of the backup process. In normal operation, a completed script with a green dot already has a copy of the raw data and is part of the backup data. No further action is needed aside from generating the PoP report. For completed scripts that do *not* have a green dot, it is very important to investigate or call for support within 60 days of the event, after which time the PoP messages in the raw directory will be deleted.

Important Notes

- If you have previously accessed a different Cisco StadiumVision Director version on your computer, sometimes unexpected behavior or warnings arise, or you might access an older version of the interface. In this case, and especially after an upgrade, you must clear your browser cache.
- The first release of Cisco StadiumVision Director Release 4.0 implements the infrastructure only to support i18n and L10n to support the independent installation of other language packs with Cisco StadiumVision Director Release 4.0 as they become available.
- Cisco StadiumVision Director does not support internationalization for back-end messaging.
- Non-English characters are not supported as a Cisco StadiumVision Director login credential.
- Multi-user support in Cisco StadiumVision Director is limited to script editing only. No other Control Panel functions for templates, zones, groups, and playlists support a multi-user environment, and these areas can be deleted by other users. However, users are notified about potential impact due to currently locked scripts and are prompted for confirmation of deletion and given an option to use instant messaging to coordinate with the script owner.
- No more than 10 user sessions can be supported at any one time in the Management Dashboard and Control Panel areas. The system does not prevent more than 10 sessions to be opened, so you need to be careful that you do not exceed this limit.
- No more than 50 staging threads can be processing in Cisco StadiumVision Director at any one time. The default maximum is 10. The maximum is configured using the "stagingThreadNum" registry found under the **Tools** > **Advanced** > **Registry** section of the Management Dashboard.

Note If auto-registration is enabled and a new DMP is detected, then Cisco StadiumVision Director initiates staging and always uses 50 as the maximum value. In this case, the stagingThreadNum registry setting is ignored and remains unchanged.

Important Notes

This section includes other important information about the Cisco StadiumVision solution that you should know for optimal operation. It includes the following topics:

- Media Player Maintenance Recommendations, page 37
- System Utilization Values, page 38

Media Player Maintenance Recommendations

To avoid unexpected behavior and maintain normal operation of your devices, it is highly recommended that you perform a soft reboot of all of the media players in your system:

- Cisco DMP 4310G—Weekly.
- SV-4K—Weekly.

You can reboot DMPs manually or configure a periodic task to run automatically. Remember that the automatic scheduled task applies to all media players in the system.

Note Before you perform a reboot, be sure that there are not any active scripts running.

Release Notes for Cisco StadiumVision Director Release 4.0

37

For more information see the "How to Configure the Reboot DMP System Task From the Management Dashboard" task note.

System Utilization Values

Measurement units for storage in Cisco StadiumVision Director are based on a KB equivalent of 1024 bytes [known as a kibibyte)KiB)], not 1000 bytes.

Therefore, a notation of MB actually means 1,048,576 (1024 x 1024) bytes in Cisco StadiumVision Director.

Caveats

Resolved Defects in Cisco StadiumVision Director Release 4.0.0-732

Table 20 lists the defects that are resolved in Cisco StadiumVision Director Release 4.0.0-732.

Table 20   Resolved Defects in Cisco StadiumVision Director Release 4.0.0-732 (SP3)

Resolved Defect Number	Description of Original Defect
CSCuw60553	Script snapshot XML file can sometimes cause out of memory issue.
CSCuw55194	Script running during runtime restart sometimes DMP won't rejoin script state.
CSCuw49450	4310: Some items at the end of a playlist are skipped.
CSCuv41083	Scheduler Calendar takes long time to load for large number of scripts.

Open Defects in Cisco StadiumVision Director Release 4.0.0-732

All defects that are open in prior Cisco StadiumVision Director Release 4.0.0 releases and not listed as resolved remain open in Cisco StadiumVision Director Release 4.0.0-732.

Note Newly-found defects in this section might also be open in earlier Cisco StadiumVision Director 4.0 releases.

CSCuw52512—A scheduled script is staging twice.

Symptom A scheduled script (from the Control Panel > Schedule screen) is staging twice within 10 seconds.

Conditions The following steps recreate the conditions when this defect occurs:

1. From **Control Panel** > **Schedule**, schedule a script.
2. Observe the **Control Panel** > **Control** > **Staging** screen.

    Two instances of the script are staged. This can also be confirmed in the log files.

Workaround There is no workaround.

Resolved Defects in Cisco StadiumVision Director Release 4.0.0-707

Table 21 lists the defects that are resolved in Cisco StadiumVision Director Release 4.0.0-732.

Table 21   Resolved Defects in Cisco StadiumVision Director Release 4.0.0-707 (SP2)

Resolved Defect Number	Description of Original Defect
CSCuv02211	SV4K: Firmware "5.0.22.5" is potentially causing runtime error in field.
CSCuu99703	Diagnostics overlay seem to fail displaying zh_TW and zh_CN.
CSCuu99380	Diagnostics overlay gets illegible under certain languages.
CSCuu98040	Scheduler-deleting a script with scheduled events throws NPE.
CSCuu93611	SV4K: Sometimes SV-4K fails to rejoin the script after reboot/restart of runtime.
CSCuu90971	**Resolved with SV-4K firmware version 5.1.68.1 only** SV4K: At times, multicast fails to fill region if it has diverging aspect ratio.

Open Defects in Cisco StadiumVision Director Release 4.0.0-707

All defects that are open in prior Cisco StadiumVision Director Release 4.0.0 releases and not listed as resolved remain open in Cisco StadiumVision Director Release 4.0.0-707.

CSCuu95550—SV4K: Custom font files with consecutive spaces in name doesn't work.

Symptom Custom font files with consecutive spaces in the file name will not work.

For example:

- "this is a test.ttf" file name will work.

- "this   is   a   test.ttf" file name will not work.

Workaround Rename files that contain consecutive spaces in name to not contain any spaces or no consecutive spaces.

CSCuu90971— SV4K: At times, multicast fails to fill region if it has diverging aspect ratio.

✎

Note This defect is fixed with SV-4K firmware version 5.1.68.1.

Symptom Video fails to fill the whole template video region (scale up) to fill the whole 4:3 aspect ratio. It seems to correct itself when the user goes into Help, System Info or Guide and quits that page. After that, the video fills the whole region as it is supposed to do.

Workaround Ensure that your video region has a matching aspect ratio to the multicast stream you are playing in that region.

CSCuu90769—SV4K: If primary and secondary video regions transition at the same time, the secondary video might not play.

Symptom Occasionally when both regions transition, the secondary region (with lumakeyed videos) will show the first frame but will not play. The playlist will continue to rotate normally and videos will continue to play normally.

Conditions The following steps recreate the conditions when this defect occurs:

1. In a script state use a dual video region template.
2. In primary region, assign a playlist that rotates every 15 seconds.
3. In secondary region, assign a luma-keyed playlist every 15 seconds.

✎

Note The duration does not have to be 15 seconds, but the duration for both playlists should be the same.

4. Run the state and look at multiple transitions.

Workaround Do not have the playlist rotations occur at the same time.

CSCuu81607— Multicast video is not displayed in video region.

Symptom While State-1 is playing and a change to State-2 occurs exactly when one local video in the playlist is coming to an end and the next one is about to start, the multicast video is not being displayed sometime in the video region of State-2 and blank/black screen is displayed. The issue occurs randomly.

Conditions The following steps recreate the conditions when this defect occurs:

1. Create a playlist (duration 15 seconds) of containing local videos of duration 15 seconds each.
2. Create Non Video type Playlist (duration 15 seconds) with L-Wrap static contents.

3. Create a template with a video region (X-237, width-1684, height-947) and another non-video region (width-1920, height-1080).

4. Create a Script with 3 states: A blank state, state-1 and state-2.

5. Assign zones containing multiple Cisco 4310 DMPs to the states.

6. For State-1 assign the playlist created in step 1.

7. For State-2 assign a multicast channel to the video region and L-Wrap playlist (created in step 2) to the other region..

8. Play the script.

9. While State-1 is playing try to change the state to State-2 exactly when one local video in the playlist is coming to an end and the next one is about to start. Change the state exactly when local video transition is happening.

Workaround Create a duplicate state of State-2 and change to the duplicate state from State-2 after 60 seconds. Or, use an intermediate full screen static state.

Resolved Defects in Cisco StadiumVision Director Release 4.0.0-601

Table 22 lists the defects that are resolved in Cisco StadiumVision Director Release 4.0.0-601.

Table 22   Resolved Defects in Cisco StadiumVision Director Release 4.0.0-601 (SP1)

Resolved Defect Number	Description of Original Defect
CSCuu27194	Backup fails to complete under special circumstances in Release 4.0.0-402 and Release 4.0.0-525.
CSCuu22735	Flash player unable to load Control Panel due to Adobe certificate issue.

Open Defects in Cisco StadiumVision Director Release 4.0.0-601

All defects that are documented as open in Release 4.0.0-402 and Release 4.0.0-525—and that are not identified as resolved in Release 4.0.0-525 or Release 4.0.0-601—remain open in Release 4.0.0-601.

CSCuu33997—Certain feeds unable to render preview on non-Latin characters.

Symptom Generic data source and RSS feeds are unable to render non-Latin characters under certain RSS feed encoding standards.

Conditions The following steps recreate the conditions when this defect occurs:

1. In Control Panel set up a Generic Data Source using a URL for content that uses non-Latin characters.

2. Deploy and restart the integration server.

3. Look at the ingested data in data preview.

Workaround Use UTF-8 encoded RSS feeds.

Resolved Defects in Cisco StadiumVision Director Release 4.0.0-525

Table 23 lists the defects that are resolved in Cisco StadiumVision Director Release 4.0.0-525.

Table 23   Resolved Defects in Cisco StadiumVision Director Release 4.0.0-525

Resolved Defect Number	Description of Original Defect
CSCur89659	SV-4K: Turning on PTP on DMP for first time requires an extra reboot.
CSCus74087	Sometimes return from ad-hoc state channel no change region will repaint.
CSCus86181	Excel imports into table lookup feature can lead to quotes on values.
CSCus94801	Scheduler: Unable to convert a recurring event to a single event.
CSCut08937	Scheduler: Date-time format should be set as per the client locale.
CSCut36513	SV-4K: DMP sluggish after high number of state changes (>1000).
CSCut43452	Channel +/- does not honor changes by channel guide or direct channel input.
CSCut43993	SV-4K: Deleting a video from playlist while it's played causes issues.
CSCut07374	Scheduler: Same script can be scheduled for multiple concurrent events
CSCuo21040	Database Integration PostgreSQL DB type unable to get data.
CSCuo20599	Only a single database type can be deployed at the same time.

Open Defects in Cisco StadiumVision Director Release 4.0.0-525

All defects that are documented as open in Release 4.0.0-402, and that are not identified as resolved in Release 4.0.0-525, remain open in Release 4.0.0-525.

CSCuu22735—Flash player unable to load Control Panel due to Adobe certificate issue.

Symptom   Sometime on 5/5/2015, the ability to load the Cisco StadiumVision Director Control Panel was reported from the field and also reproduced in the Cisco lab. The Control Panel will start to load but will remain at 0% on screen. Before 5/5/2015 there were no issues in loading Control Panel.

Possible Cause   A certificate in the Adobe library expired without announcement to the development community causing applications that utilize the Adobe library to cease operating on or after 5/6/2015. Adobe has since provided updated versions of their libraries with updated certificates.

Recommended Action   Follow the workaround steps listed below as we are currently in the process of building a service pack with these libraries to address this within the next two weeks (no later than 5/22/2015).

Workaround   Please utilize Mozilla Firefox to access Cisco StadiumVision Director once you've completed the workaround steps below. You may have to complete the steps daily.

Complete the following steps to reset the Mozilla Firefox browser:

Step 1   Do the following based on your computer model:

- On a PC, clear the browser cache from **Control Panel** > **Flash Player Settings Manager**.

- On a Mac, clear the browser cache from **System Preference** > **Flash Player**.

Step 2   Select the **Storage** tab, click **Delete All**.

Step 3   Click **Confirm**.

Step 4   Select the **Advanced** tab, under **Browsing Data and Setting**, click **Delete All**.

Step 5   Go to the following URL using a Firefox browser on your PC or Mac:

http://www.macromedia.com/support/documentation/en/flashplayer/help/settings_manager03.html

Step 6   Uncheck "Store common Flash components to reduce download times".

Step 7   Click **Confirm**.

Step 8   Close all Firefox sessions and verify that all sessions are closed.

Step 9   Open a new Firefox session.

Step 10   Launch Cisco StadiumVision Director.

Note   This issue also exists in Cisco StadiumVision Director Release 3.1 and 3.2.

CSCuu04450—SV-4K: Cycle other states with widget > 1K times runtime stops responding

Symptom   SV-4K: Cycle other states with widget > 1K times runtime stops responding. The widget contains the following components:

1. 2 x GSIS Clock

2. 1 x Text2Screen

3. 1 x Pic2Screen

Using a script and triggers to cycle the widget state with other states every 15 seconds, the runtime becomes unresponsive after > 1000 state changes.

Workaround   There is no workaround.

CSCuu03150—SV-4K: Widget disappears on screen if certain conditions are met

Symptom   SV-4K: Widget disappears on screen if certain conditions are met.

Conditions   If all of the following conditions are met, the widget will either appear for several seconds and then disappear from the screen or it won't appear at all.

1. The template used has at least 2 regions and the non-widget region is playing video (multicast or local videos).

2. On the widget canvas a component is close to or extends outside the left edge of the canvas.

3. On the widget canvas another component extends outside the right edge of the canvas.

If any of the conditions are not met, the issue won't occur.

Workaround Try to avoid at least 1 of the conditions and the issue will not occur. For example:

1. For the non-widget region, use a non-video region instead.
   or

2. Move the components further away from the edge of the canvas.

CSCuu01028—4310: State change before runtime loads DMP won't go to correct state

Symptom DMP 4310: State change before runtime loads DMP won't go to correct state.

Conditions If the state changes in SVD before the 4310 runtime finishes loading, it will continue to play the default multicast video stream and won't go into the correct state. The following steps recreate the conditions when this defect occurs:

1. Create a script with a blank first state.

2. Create other states with actions.

3. Run the script.

4. When the 4310 runtime is restarting, go to a state with action.

Notice when the 4310 finishes loading the runtime it will stay streaming the default multicast stream and not go to the active state selected in SVD. This does not occur 100% of the time. There seems to be a window during the runtime start up that when the state changes causes this issue to occur.

✎
Note This issue also exists in Cisco StadiumVision Director Release 3.2.

Workaround Wait until the 4310 runtime has completely started before changing states. If there is a timer on the first blank state (best practice) in the script ensure the wait time is long enough. The duration of the empty state should be at least two minutes (120 seconds) depending on how many media players are in the system and the amount of time it takes to stage content.

CSCuu01207—IP Phone service does not work due to wrong DB value

Symptom The following steps recreate the conditions when this defect occurs:

1. Add a new suite under the Suits tab. Enter a name under the Intro sub-tab and do not click Save.

2. Go to the Phone & Remote subtab, assign a device (IP Phone) and click the save button.

3. Refresh the Luxury Suite List on the left-hand side and click on the suite you created.

4. Click on the Phone & Remote sub-tab and look for the device (IP Phone) assigned before.

Expected Result:

The IP Phone should already be assigned and the checkbox should be selected. Services should be available in the newly assigned IP Phone.

Actual Result:

The IP phone is not assigned and the checkbox is not selected. In the database a row is created in sne_suitemap table with the value 0 for column luxurySuiteId. The IP Phone service is not accessible and error message is displayed on IP Phone.

Recovery/Impact:

Once the above steps are performed (for example, once a row in sne_suitemap table is created with the value 0 for column luxurySuiteId for an IP Phone) the Service is not accessible from that IP Phone unless you delete the row from sne_suitemap table and then you can assign the IP phone to the suite again.

The issue is reproducible and once it occurred, there is no way to recover without deleting the row from DB.

Note This issue also exists in Cisco StadiumVision Director Release 3.2.

Workaround When creating a new Luxury Suite, click the Save button before assigning a Controller to the Suite.

CSCut92271—In the Widget Designer, changing databinding name will revert back to old one

Symptom In the Widget Designer, changing the databinding name will revert back to old one. This appears to only be a display issue, the databinding is actually changed.

Conditions The following steps recreate the conditions when this defect occurs:
1. Start from SVD main page, click **Control Panel** > **Widgets tab**.
2. Open a widget that has a component which is databinded to a data source.
3. Select the **databinded component** and click on the **Data Binding** tab on the bottom.
4. Pick another **active Data Source and Data Field**.

    Notice the data binding has changed successfully.
5. Click on the canvas to deselect the component.
6. Select the component again.

    Notice the Data Source and Data Field names have changed back to the old names. The actual databinding continues to be the new one which is the correct behavior.

Workaround Reload the Control Panel UI.

CSCut92240—Content doesn't display for copied Widget containing data pull component

Symptom Content doesn't display for the copied Widget that contains the data pull component.

Conditions The following steps recreate the conditions when this defect occurs:
1. Create a widget with a few text areas.
2. Bind the text areas with data fields of 3 or more data sources.
3. Add a few data pull components and bind them to each of the datasources, then save the widget.
4. Create a playlist with the created widget.
5. Create a script, add a DMP, assign the playlist, and then run the script.

    Contents from the datasource are displayed in the TV screen.
6. Stop the script.
7. Copy the created widget, rename it (optional).

8. Edit the playlist created earlier, then remove the previous widget and add the copied widget to the playlist.

9. Run the Script again.

   Contents from datasources are not displayed.

Workaround

1. Remove all the data pull components from the copied widget, then save the widget.

2. Add data pull components again and bind them to appropriate data sources.

3. Save the widget.

CSCut85688—In FCS release the LLDP setting can become "yes" instead of "true"

Symptom In FCS release, the LLDP setting can become "yes" instead of "true". The correct setting for "LLDP enabled" should be "true" or "false". However, in the FCS release (build 230) the UI drop-down in the Dashboard has values "yes" and "no".

The default database value from a fresh ISO install is "true" but if a user uses the drop-down in the Dashboard then clicks the save button, the value will change to either "yes" and "no" which is incorrect. The result is both "yes" and "no" will result in LLDP being disabled. This can cause various issues such as:

1. SV-4K DMP unable to negotiate 30 watts of power from the switch port resulting in an unexpected restart of the port PoE when the DMP draws too much power.

2. The Auto Link feature in SVD will not work since it depends on LLDP information from the switch port.

3. LLDP information will not be available to be displayed in SVD and the DMP.

Workaround In FCS2 release (build 402) if this value is "yes" then change it to "true" through the drop-down. Then reboot the DMPs.

CSCut52094—Widget using > 1 txt2scr component alternating colors not working

Symptom Widget using >1 txt2scr component alternating colors are not working. When there is more than 1 text2screen components in a widget, the alternating color feature does not work correctly. Only the first color will be used. When there is only 1 text2screen component, the alternating color features work correctly.

Conditions The following steps recreate the conditions when this defect occurs:

1. Create a Widget with only 1 Text2screen component.

2. Bind it to a data source.

3. Notice the data is alternating between the 2 colors chosen.

4. Add another text2screen component.

   Notice the colors no longer alternate for both the first component that was working and the second component which is new.

> **Note** This issue also exists in Cisco StadiumVision Director Release 3.2.

Workaround There is no workaround.

Open Defects in Cisco StadiumVision Director Release 4.0.0-402

This section lists the defects that are open in Cisco StadiumVision Director Release 4.0.0-402.

CSCut43993—SV4K: Deleting a video from playlist while it's played causes issues.

Symptom When a script is running and a video is currently being played from a playlist, if that video is deleted from the playlist (playlist update during script feature), there are exceptions in the DMP runtime log and the video will do one of the following:

- If it is the last item in the playlist—The video will get stuck on the screen.
- If it is not the last item in the playlist— The updated playlist will go into rotation, but from this point forward other playlist updates will not work.

Workaround There is no workaround. If the video in the playlist is deleted when it is not currently being played on screen there are no issues.

CSCut43452—Channel +/- does not honor changes by channel guide or direct channel input.

Symptom Channel changes are made relative to the original channel, but not to a change made by directly typing the channel number or using the channel guide.

Workaround Use the IP Phone to make channel changes.

CSCut43045—TSV file import fails if UTF-characters are used for table name.

Symptom Import file will fail to be processed if the TSV file header, which are the table names to be created, contains character that belongs do not to this set:
{a,b,c,d,e,f,g,h,i,j,k,l,m,n,o,p,q,r,s,t,u,v,w,x,y,z,0,1,2,3,4,5,6,7,8,9}

Conditions The following steps recreate the conditions when this defect occurs:

1. Log into SVD.
2. Open control panel app.
3. Navigate to Data integration.
4. Open table lookup tab.
5. Using a TSV import file you have confectioned, make sure that one of the tab separated strings contain a character OTHER THAN on this set
{a,b,c,d,e,f,g,h,i,j,k,l,m,n,o,p,q,r,s,t,u,v,w,x,y,z,0,1,2,3,4,5,6,7,8,9}
6. Import file.

Workaround There is no workaround.

CSCut43077—4310Gs fail to rejoin mcast group after quitting video SSC album.

Symptom User gets a black screen after quitting SSC video album.

Conditions User is playing a video album and then quits it. The following steps recreate the conditions when this defect occurs:

1. Log into SVD.
2. Create a new suite.
3. Create a new SSC user.
4. Using new SSC user, log into the SSC album management module.
5. Create a new video album and publish it.
6. Using the IP Phone or the local control API start the new video album.
7. Play videos on the album.
8. Quit album.

> **Note** This issue also exists in Cisco StadiumVision Director Release 3.2.

Workaround User does a channel up/down, then the 4310Gs will get back to multicast.

CSCut36513—SV-4K: DMP sluggish after high number of state changes (>1000).

Symptom SV-4K: DMP sluggish after high number of state changes (>1000). DMP starts exhibiting sluggish behavior after a high number of state changes. Test performed changed state every 15 seconds for over 5 hours.

Workaround Restarting runtime seems to fix the issue.

CSCut31933—Display Spec un-mute command has to be called "UnMute" (capitalization)

Symptom Display Spec un-mute command has to be called "UnMute" (notice capitalization). Sometimes in the UI this command can be called "Unmute" (note the capitalization). If the command is not exactly "UnMute" it will not work.

Workaround Change the command to or add a new command called "UnMute".

CSCut13034—Ch. banner wont display on IP phone sel. w/ static img non-vid pl/region.

Symptom When you do a selection on one or ALL DMPs on a given suite, the customary channel banner will not show on both 4310Gs and SV-4Ks alike.

Workaround There is no workaround.

CSCut11864—Msg displayed when a script is scheduled redundantly is not translated.

Symptom Msg displayed when a script is scheduled redundantly is not translated.

Conditions The following steps recreate the conditions when this defect occurs:

1. Upgrade the non-English language packs and apply the settings accordingly for one of them.
2. Login to SVD application.
3. Navigate to Scheduler.
4. Ensure that an event is scheduled at 9PM for a day.
5. Try to schedule another event for the same time.
6. The warning message is still displayed in English.

Observed Result:

The warning message displayed when a script is scheduled at the same time as one of the earlier scripts is still displayed in English.

Workaround There is no workaround.

CSCut11850—SVD Scheduler Logo, SysTime are not translated for Non-Eng Lang packs.

Symptom SVD Scheduler Logo, SysTime are not translated for Non-Eng Language packs.

Conditions The following steps recreate the conditions when this defect occurs:

1. Upgrade the non-English language packs and apply the settings accordingly for one of them.
2. Login to SVD application.
3. Navigate to Scheduler.
4. View the Cisco Stadium vision Director Scheduler Logo and System time.

Workaround There is no workaround.

CSCut08937—Scheduler: Date-time format should be set as per the client locale.

Symptom The scheduler date-time format is not set as per the client locale.

Conditions The following steps recreate the conditions when this defect occurs:

1. Log in to the SVD server (4.0 - 170).

2. Click on the Scheduler and it opens up to the month view.

3. Bring up the create event window by double clicking on any date.

4. Observe the time period - time format. The date and time format should be displayed as per the client locale. Currently we are showing the label below the time period.

Workaround There is no workaround.

CSCut07374—Scheduler: Same script can be scheduled for multiple concurrent events

Symptom Scheduler should block creating multiple events with the same scripts for the same time interval at all times. Currently scheduler allows the user to create multiple events for the same script for the same time interval in some special cases.

Conditions The following steps recreate the conditions when this defect occurs:

1. Open the Scheduler and click on the current date.

2. Create a recurring weekly future event.

3. On the Choose the days which is past for the current week.

4. Select a time and create the event.

5. Go to step one and repeat the same steps.

Expected Result:

Scheduler should block creating multiple events with same script for the same time.

Actual Result:

Scheduler allows the user to schedule multiple events with the same script for the same interval.

Workaround User to create a weekly event.

CSCut07046—Unable to create weekly events from current date in some special cases.

Symptom Scheduler does not allow to create events for a future date if user tries to create it from the current date, and if the time selected for the future event is past for the current day.

Conditions The following steps recreate the conditions when this defect occurs:

1. Open the Scheduler and click on any date.

2. Go to the 'current date' and double-click on the date to bring up the "Create Event" window.

3. Select a future date and select a time which is past for the current date.

4. Try to save the event.

Expected Result:

Event should be saved for the future date for any time given by the user (it should allow the user to select any time of the day for a future event).

Actual Result:

It blocks the user to create a future event for a time that is 'past' for the current date.

Workaround This only happens when user tries to create a future event from the 'current date'. If user tries to create the event from any future date, this issue will not be there. User can select any time of the day for the event from a future date.

CSCut05896—Scheduler UI: extra event name is displayed for weekly events.

Symptom Scheduler UI: Extra 'event name is displayed without color code' for weekly events - this extra event is not created in the Control Panel - Control Panel list of scheduled events shows the scheduled events correctly.

Conditions The following steps recreate the conditions when this defect occurs:

1. Open the Scheduler and click on any date.

2. Create recurring weekly event using the 'after' option (eg: 5 instances).

3. Check if the events are showing correctly on the scheduler page for the scheduled days.

Expected Result:

Scheduler UI should not display any extra events on the following day.

Actual Result:

Scheduler displays the extra event name on the following day.

> **Note** Event though this occurrence is created on the scheduler side, this occurrence is not listed in the CP, so the event runs correctly for the scheduled days.

Workaround User can click on this extra created event on the scheduler UI and delete it to avoid any confusion.

CSCut02474—Video content with large I-frames can cause macro-blocking on SV-4K.

Symptom Video content with large I-frames can cause macroblocking during playback on the SV-4K DMP. Here is the definition according to about.com - "macroblocking is a video artifact in which objects or areas of a video image appear to be made up of small squares, rather than proper detail and smooth edges. The blocks may appear throughout the image, or just in portions of the image."

Workaround Make use of CBR video only and adhere closely to content creation guidelines to mitigate the issue. However, if you are using the Adobe Creative Cloud video encoding tool, use the following special settings to work around a problem with non-standard H.264 support (the most important setting is the key frame distance):

- Render settings:
- VBR, 1 pass
- Target: 10 Mbps
- Max: 12 Mbps
- Key Frame Distance: 9

CSCus99824—"Flash Problem" DMPs continually resets to zero and increments upwards.

Symptom "Flash Problem" DMPs continually resets to zero and increments upwards. Customer is expecting 194 DMPs to be in a "critical" status due to them being powered off. However there is a different category, "flash problem," which denotes whether a valid UID (epoch time stamp value) was received by the flash template when it was polled. (An unexpected or 'null' value will cause the "flash problem" error even if the DMP itself is online.) It kind of jumps all over the place, reporting 0-13 and then slowly climbing back up to 194 of its own accord. If we leave it alone for an extended period of time we will eventually end up with 194 DMPs having a "flash problem." We can't cleanly tie a "get status" request in and of itself with the "flash problem" category resetting to zero. Even after 5-6 minutes from the "get status" the numbers are the same.

To summarize, the complaint is that the "flash problem" category resets to zero, and then increments upwards during the course of a scan. This issue is potentially misleading if they look at the dashboard during this process. It would seem like desirable behavior is to cache the last result (from a finalized scan) and replace it with a new result after this process has completed.

Note This issue also exists in Cisco StadiumVision Director Release 3.2.

Workaround There is no workaround.

CSCus94801—Scheduler - Unable to convert a recurring event to a single event.

Symptom Unable to convert a recurring event to a single event in the Scheduler application.

Conditions The following steps recreate the conditions when this defect occurs:

1. Log in to the SVD server.

2. Click on the Scheduler and it opens up to the month view.

3. Create a recurring event for few days (eg: event for 10 days).

4. Change this 'recurring event' to 'single event' by unchecking the option "Recurring Event".

Expected Result:

This recurring event should be changed to single event.

Actual Result:

A warning message is displayed as "Same script has been scheduled for same date and time."

Workaround Workaround is to delete the recurring event and create a single event with the same script and same time.

CSCus86181—Excel imports into table lookup feature can lead to quotes on values.

Symptom Excel imports into table lookup feature can lead to quotes on values. The use of commas (,) and quotation marks (") on the string values on the confection of a table import will lead to double quotation marks on the saved Excel TSV file. Therefore, upon importing said file, both keys and their values can endup with quotation.

Workaround Avoid using commas and double quotes in the strings to be imported using the table lookup feature.

CSCus84150—Sometimes Dashboard DMP status doesn't update until being clicked on.

Symptom Sometimes Dashboard DMP status doesn't update until being clicked on.

Conditions The following steps recreate the conditions when this defect occurs:

1. Sometimes on a server a DMP status in Dashboard will show out of compliance for a DMP.

2. If the user clicks on the line then the status changes to compliant.

3. Perform a GetStatus, the DMP continues to be in compliance.

4. Close and reload the Dashboard.

5. Notice the DMP is out of compliance again until user clicks on it.

Workaround Perform a GetStatus.

CSCus78159—Users are allowed to create Display specs w/out specifying Make/Model #.

Symptom Users are allowed to create Display specs w/out specifying Make/Model #. When creating new display specs, both Make and Model row has an asterisk next to it indicating they are required fields. However customers are allowed to save the Display Spec by just filling in either Make or Model. They don't need to specify both. If Model row is not specified for a Display Spec, then **Zones & Groups** > **Locations** tab > under **Display Spec** there will be no value next to the DMP.

Workaround User should fill in Make/Model # when creating a Display Spec.

CSCus74087—Sometimes return from ad-hoc state channel no change region will repaint.

Symptom Sometimes return from ad-hoc state channel no change region will repaint.

Conditions The following steps recreate the conditions when this defect occurs:

1. Create a normal state with dual video. Primary video region can either be multicast video or local video. Secondary video region will be luma video.

2. Create a ad-hoc state that changes the luma video but use "channel no change" for primary video region.

3. Run the normal state, go to ad-hoc state, then come back to normal state.

4. Notice sometimes the entire screen will repaint which is not the desired behavior.

Workaround There is no workaround.

CSCus72042—SV-4K: If runtime is restarted during its startup process crash can occur.

Symptom SV-4K: If runtime is restarted during its startup process crash can occur:

1. Starting/Stopping a script in rapid succession.

or

2. Send restart runtime commands from Dashboard in rapid succession.

There is a small window during the runtime startup process that if another restart is received the runtime could crash and the DMP will reboot after several minutes of blank screen. However the chance of occurrence is small.

Workaround Workaround is to wait until the runtime has fully started before starting/stopping a script or send a restart runtime command from Dashboard.

CSCur89659—SV-4K: Turning on PTP on DMP for first time requires an extra reboot.

Symptom For a SV-4K DMP turning on PTP on DMP for first time requires an extra reboot.

Conditions The following steps recreate the conditions when this defect occurs:

1. In Dashboard configure the PTP domain and PTP Master Candidates fields.
2. Reboot the DMPs.
3. When they all finished starting up look at "http://x.x.x.x/ptp.html". Notice even though it shows PTP to be on it doesn't show any PTP information which means PTP isn't correctly running.
4. Reboot all the DMPs.
5. Load the "ptp.html" page again. Notice the page now shows all the DMPs which is the correct behavior.

Workaround Reboot an extra time.

CSCur88531—SV-4K: If bootup with no HDMI plugged in resolution defaults to 640x480.

Symptom SV-4K: If bootup with no HDMI plugged in resolution defaults to 640x480. After HDMI is plugged in a reboot is needed to change the resolution.

Workaround Once HDMI is plugged in reboot the DMP to use the correct resolution.

CSCur84476 —SV-4K: Single item looping in playlist does not sync across DMPs.

Symptom Notice over time the sync between the DMPs will drift.

Conditions The following steps recreate the conditions when this defect occurs:

1. Create a playlist and place a single item in it.

2. "Change both the "Default item Duration" and the item duration to "0.""

3. Put the playlist in a state and run the script state across 2 or more DMPs.

Workaround Duplicate the item in the playlist and change the per-item duration back to the length of the item from "0." Now that there are 2 items in the playlist it will give the runtime a chance to sync when the items transition from one to the other.

CSCur81524—SV-4K: First script state non-video, m-cast channel shows for a second or so.

Symptom SV-4K: When starting a script where the first state is a non-video state, multicast channel shows up for a second or so after script loads.

Conditions The following steps recreate the conditions when this defect occurs:

1. Log into Cisco StadiumVision Director.

2. Open the Control Panel.

3. Create a new non-video playlist with some images.

4. Create a new script, make sure that the first state uses a non-video state.

5. Save script.

6. Navigate to control and start script.

The runtime loading splash screen shows up. After that screen goes away, the user expects that the first script state will play. Instead, the user gets whatever multicast was playing before the script was started to run for a second or so.

Workaround As a best practice the first state in a script should be a "blank" state to allow all DMPs time to get into steady state before switching to a normal state. The duration of the empty state should be at least two minutes (120 seconds) depending on how many media players are in the system and the amount of time it takes to stage content.

Related Documentation and Resources

This section includes the following topics:

Note For a video introduction to finding Cisco StadiumVision documentation information online, see the "Finding Cisco StadiumVision Documentation" video.

Cisco StadiumVision Documentation Go URL

For more information about Cisco StadiumVision hardware and software installation, configuration, and operation, see the Cisco StadiumVision documentation available on Cisco.com at:

www.cisco.com/go/stadiumvisiondocs

Release-Specific Documents

The following Cisco StadiumVision documents are new or modified in Cisco StadiumVision Director Release 4.0:

Release Notes

Cisco StadiumVision Release Notes for Release 4.0

Install and Upgrade Guides

Cisco StadiumVision Director Software Installation and Upgrade Guide, Release 4.0

Cisco StadiumVision Director Remote Software Installation and Upgrade Guide, Release 4.0

Design and Deployment

Cisco StadiumVision Deployment Guide for the SV-4K Media Player

SV-4K DMP Firmware Download Instructions (authorized partners only)

Cisco Connected Stadium Design Guide (authorized partners only)

Cisco StadiumVision Video Headend Design and Implementation Guide (authorized partners only)

Localization

Cisco StadiumVision Director Localization Guide

Server Administration

Cisco StadiumVision Director Server Administration Guide

Content Management

Cisco StadiumVision Content Creation Design and Specifications Guide for the Cisco DMP 4310G and SV-4K

Cisco StadiumVision Director External Content Integration Guide

Event Operations

Cisco StadiumVision Director Operations Playbook

Cisco StadiumVision Director Operations Guide

Task Notes

DMPs: Configure Reboot DMP System Task

DMPs: Enable Touch Screen Control

DMPs: Find the Serial Number for a DMP From the Management Dashboard

DMPs: UI: Access Cisco StadiumVision Director

Licensing Information

Open Source Used In Cisco StadiumVision Director Release 4.0

Open Source Used In Cisco StadiumVision Director Remote Release 4.0

Translated End-User Guides

http://www.cisco.com/c/en/us/support/video/stadiumvision/tsd-products-support-translated-end-user-guides-list.html

Using the Cisco Unified IP Phone with Cisco StadiumVision: TV Control (addition of French, Russian, and Turkish translations)

Cisco StadiumVision Documentation Notifications

You can receive periodic emails that summarize new and changed information in Cisco StadiumVision documentation by subscribing to the sv-doc-notify@external.cisco.com email alias.

Contact us at stadiumvisiondocs@external.cisco.com to request this notification service.

Cisco StadiumVision Documentation Team Email Contact Information

You can submit questions, suggestions, or other feedback to us at stadiumvisiondocs@external.cisco.com.

Obtaining Cisco Product Documentation

For information on obtaining documentation, submitting a service request, and gathering additional information, see the monthly *What's New in Cisco Product Documentation*, which also lists all new and revised Cisco technical documentation, at:

http://www.cisco.com/en/US/docs/general/whatsnew/whatsnew.html

Subscribe to the *What's New in Cisco Product Documentation* as a Really Simple Syndication (RSS) feed and set content to be delivered directly to your desktop using a reader application. The RSS feeds are a free service and Cisco currently supports RSS Version 2.0.

Service and Support for Cisco StadiumVision

Cisco Solution Support is the required technical support service for the Cisco StadiumVision solution.

Cisco Solution Support for StadiumVision combines Cisco product support—Cisco Smart Net Total Care Service or software services—with solution-level support into one service. By taking a solution-level approach, Cisco is responsible for managing product support teams to resolve any issue, no matter where it resides.

For this service, simply purchase Cisco Solution Support for each Cisco hardware or software product in Cisco StadiumVision.

> **Note** Cisco Solution Support is required for Cisco software in the Cisco StadiumVision solution. Although it is optional for Cisco hardware in this solution, each Cisco component must be covered to take advantage of Cisco Solution Support. Product support for solution partner products within Cisco StadiumVision is also required. Contact these vendors for details and requirements.

Solution Support References

- For a high-level introduction to this service for Cisco StadiumVision, see the Cisco Solution Support for StadiumVision At-A-Glance document.

- For technical details and product coverage, including the support workflow, see the "Cisco Solution Support for StadiumVision Service Definition."

Find more details about Cisco Solution Support on cisco.com or contact your Cisco sales representative.

RMA Process for the SV-4K Media Player

The Return Materials Authorization (RMA) process for the SV-4K media player is performed through a call to Cisco Technical Support to assess the problem for final troubleshooting to confirm the device problem.

Before you place a call to Cisco Technical Support, see the troubleshooting information in the *Cisco StadiumVision Deployment Guide for the SV-4K Media Player*. If you cannot resolve the problem with any of the recommended troubleshooting steps, contact Cisco Technical Support to proceed with further troubleshooting and the RMA process.