



Upgrade Guide for Cisco Digital Media System Release 5.0

Revised: December 12, 2008, OL-15763-01

This guide provides information about and instructions for upgrading your Cisco DMS appliances and Cisco Digital Media Player endpoints from Cisco DMS 4.1 to 5.0.

- [Prerequisites for Upgrading to Cisco DMS 5.0, page 1](#)
- [Restrictions for Upgrading to Cisco DMS 5.0, page 2](#)
- [About the Upgrade Process for Cisco DMS 5.0, page 3](#)
- [How to Upgrade to Cisco DMS 5.0, page 6](#)
- [Related Cisco DMS Documentation, page 23](#)



Note

For additional information, such as system requirements and caveats for Cisco DMS 5.0, see the [Release Notes for Cisco Digital Media System 5.0](#) on Cisco.com.

Prerequisites for Upgrading to Cisco DMS 5.0



Warning

Before you upgrade your Cisco Digital Media System (DMS) environment, read this document carefully. It contains crucial information that can help you ensure a successful upgrade and avoid potentially serious problems.



Americas Headquarters:
Cisco Systems, Inc., 170 West Tasman Drive, San Jose, CA 95134-1706 USA

- Because you cannot install Cisco DMS 4.1 licenses in Cisco DMS 5.0, install all Cisco DMS 4.1 licenses before you upgrade. The upgrade process migrates the 4.1 licenses automatically.
- If you purchased additional Cisco DMS 5.0 features, such as Enterprise TV or SNMP Notifications, you will need to obtain the licenses for those features and install them after you upgrade to 5.0.



Note For information about obtaining licenses, see the [“Obtaining Cisco DMS 5.0 Licenses” section on page 7](#). You will install your new Cisco DMS 5.0 licenses after you upgrade to 5.0. For information about changes to digital signage licenses, see the [“Installing DMS 5.0 Licenses” section on page 11](#).

- Attach a monitor and keyboard to the appliance that you will upgrade or verify that you have an SSH client to complete configuration remotely. You can log in securely from a remote system by pointing an SSH client, such as PuTTY, to the IP address that your appliance uses.
- The language preference setting for the web browser must be English (EN_US) and Java Runtime Engine (JRE) 1.6 must be installed on each PC in your organization where any DMM-DSM user will design or deploy presentations for digital signage. In addition, each of those PCs must use an operating system and browser that Cisco DMS supports. There are many possible error messages that PCs might display if the wrong JRE is installed or if there is no installed JRE. In some cases, the error message is “java.lang.UnsupportedClassVersionError: Bad version number in .class file.” Alternatively, affected PCs might display a prompt to save the `authoring_tool.jnlp` file.
- You must upgrade a Cisco DME 1000 or DME 2000 to software revision is 5.2.187. To obtain these upgrades, go to <http://tools.cisco.com/support/downloads/pub/Redirect.x?mdfid=281723656>, and log in to your Cisco.com account. Click **Cisco Digital Media Encoder > Digital Media Encoder 1000 | 2000 > DME System Software > Latest Releases > 5.2(187)**. Upgrade instructions are available in the [Upgrade Guide to Release 5.2.184.0 for Cisco Digital Media Encoder 1000](#) or the [Upgrade Guide to Release 5.2.180.0 for Cisco Digital Media Encoder 2000](#) on Cisco.com.

Restrictions for Upgrading to Cisco DMS 5.0



Note See the [Release Notes for Cisco Digital Media System 5.0](#) on Cisco.com for system requirements.

Supported Upgrades

- We support upgrade to DMS 5.0 on the following Cisco DMS products:
 - Media Convergence Server appliances that use H1, H2, or H3 chassis and on which DMS 4.1 software is installed, licensed, and working correctly
 - Cisco Digital Media Player 4300G and 4305G endpoints
- We support upgrades only from Cisco DMS 4.1 to 5.0. If your appliances use an earlier release, you must upgrade to 4.1 before upgrading to 5.0. For information about upgrading earlier releases, see the [Upgrade Guide for Cisco Digital Media System](#) for your release on Cisco.com.
- Upgrades do not backup media assets.
- We do not support downgrades from DMS 5.0 to DMS 4.1.

Digital Signage

- We do not support downgrades from DMP firmware version 5.0 to version 2.43.

- Any custom digital signage applications that you developed outside of DMM-DSM 4.1 for DMP firmware version 2.43 are not compatible with DMP firmware version 5.0 and will not be converted automatically for compatibility during this upgrade process. The most effective method to convert any custom application for digital signage from DMM-DSM 4.1 to DMM-DSM 5.0 is to recreate it in Digital Media Designer, the preferred method for creating, editing, and managing your playlists and presentations for digital signage.
- Because custom JavaScript applications are complex and many different methods and styles might lead to the same result, Cisco TAC cannot provide development or migration support for custom JavaScript applications.

Video Portal

Cisco does not support deployment to or storage of content files on Cisco Video Portal appliances. If you deployed any files to your Video Portal appliance, this upgrade **will delete all the files automatically**. You will not be able to retrieve or use them after they are deleted. For information about downloading copies of files from the Video Portal, see the [“Downloading Files That You Deployed to the Cisco Video Portal”](#) section on page 21.

About the Upgrade Process for Cisco DMS 5.0

- [Upgrade Process, page 3](#)
- [Database Changes That Occur During Upgrade, page 4](#)

Upgrade Process

The Cisco DMS 5.0 upgrade process results in software updates to the Cisco Digital Media Manager (DMM) software, Cisco Video Portal and Video Portal Reports software, Digital Media Player Device Manager (DMPDM) software, and the Appliance Administration Interface (AAI) command shell.

The upgrade process requires that you complete the following tasks in the order shown, as needed for your deployment:

—	Task	Reference
Step 1	Prepare for the upgrade. <ul style="list-style-type: none"> Learn about requirements, prerequisites, and changes in this release. Obtain software images, new DMS 5.0 licenses, and DMP firmware. 	<ul style="list-style-type: none"> Release Notes for Cisco DMS 5.0 on Cisco.com Prerequisites for Upgrading to Cisco DMS 5.0, page 1 Restrictions for Upgrading to Cisco DMS 5.0, page 2 Database Changes That Occur During Upgrade, page 4 Preparing to Upgrade to Cisco DMS 5.0, page 6
Step 2	Upgrade the Digital Media Manager appliance. <ul style="list-style-type: none"> Back up the appliance. Install DMM 5.0 software. Verify licenses and configuration. <p>Note If you do not upgrade the DMM appliance before you upgrade the Video Portal appliance, you will need to restart the Video Portal appliance.</p>	Upgrading Digital Media Manager Appliances , page 9
Step 3	Upgrade the DMPs. <ul style="list-style-type: none"> Stop all applications on DMPs. Upgrade the firmware. For Cisco ACNS deployments, preposition content. Resubmit presentations and playlists to DMPs. 	Updating Your Digital Signage Network , page 17
Step 4	Upgrade the Video Portal appliance. <ul style="list-style-type: none"> Back up the appliance. Install Video Portal 5.0 software. 	Upgrading Cisco Video Portal Appliances , page 21

Database Changes That Occur During Upgrade

In this release, you centrally manage user accounts in DMS-Admin, formerly DMM-Admin, and use DMM-VPM or DMM-DSM to set permissions for DMS users.

[Table 1](#) identifies the changes to user accounts that occur during the upgrade from Cisco DMS 4.1 to 5.0, which vary depending on whether you have DMM-DSM only, DMM-VPM only, or both installations.

Table 1 Database Changes Between Cisco DMS 4.1 and 5.0

Description	Applies to DMM-DSM and DMM-VPM Installations	Applies Only to DMM-DSM Installations	Applies Only to DMM-VPM Installations
Email Server			
If the e-mail server in DMM-VPM is different from the e-mail server in DMM-DSM, the DMM-VPM e-mail server settings will be used. There is no impact if the e-mail servers are the same.	X		
<p>The following information applies to the DMM-DSM SMTP server:</p> <ul style="list-style-type: none"> • The hostname for the SMTP server, which is the same as e-mail server, will be migrated. For example, if the SMTP server was sample.email.com, that server information will be migrated. • The SMTP server username and password are not supported in this release and will not be migrated. • You can configure one e-mail recipient for notifications in this release, so only the first configured e-mail recipient will be migrated. For example, if you configured joe@email.com and ted@email.com to receive DMP down notifications, only joe@email.com will be migrated. <p>Tip Create an e-mail alias to send notifications to multiple recipients.</p>	X	X	
User Accounts			
All user accounts that exist in DMM-VPM will be migrated to DMS-Admin and will retain assigned roles.	X		X
<p>The following data additions occur to DMM-DSM user accounts during migration to provide information that is required in DMS-Admin:</p> <ul style="list-style-type: none"> • The default e-mail address for all user accounts will be unknown@unknown.com. • The default first name and last name for all user accounts will default to UNKNOWN. • All user accounts will be active. 		X	
LDAP Authentication			
If you configured LDAP authentication for DMM-VPM, DMM-DSM user accounts will not be migrated. You must add the DMM-DSM users to the Active Directory or LDAP server and synchronize the user accounts after you upgrade.	X		

Table 1 Database Changes Between Cisco DMS 4.1 and 5.0

Description	Applies to DMM-DSM and DMM-VPM Installations	Applies Only to DMM-DSM Installations	Applies Only to DMM-VPM Installations
Embedded or No Authentication			
If you configured embedded or no authentication, the following data additions occur to DMM-DSM user accounts during migration to provide information that is required in DMS-Admin: <ul style="list-style-type: none"> • If an identical username exists in DMM-VPM, the username of the DMM-DSM user account will have “_dsm” appended. • If you use DMM-DSM and DMM-VPM, the default e-mail address for all user accounts will be the e-mail address of the superuser account. • The first name and last name for all user accounts will default to UNKNOWN, and these user accounts will also exist in DMM VPM. • All user accounts will be active. 	X		
Default Administrator Account			
If an account with the username “superuser” exists in your earlier release, you will be able to log in by using its credentials. If a superuser account does not exist, a default administrator account with the Username “superuser” will be created.	X		X
A default administrator account with the Username “superuser” will be created.		X	
End User License Agreement			
By default, you accept the End User License Agreement when you upgrade the software, and the system will not prompt you, as an existing user, to accept the license again.	X		X

How to Upgrade to Cisco DMS 5.0

To upgrade to Cisco DMS 5.0, complete the following procedures in the order shown, as needed for your deployment:

- [Preparing to Upgrade to Cisco DMS 5.0, page 6](#)
- [Upgrading Digital Media Manager Appliances, page 9](#)
- [Updating Your Digital Signage Network, page 17](#)
- [Upgrading Cisco Video Portal Appliances, page 21](#)

Preparing to Upgrade to Cisco DMS 5.0

To prepare to upgrade to Cisco DMS 5.0, complete the following procedures, as needed for your deployment:

- [Obtaining Cisco DMS 5.0 Licenses, page 7](#)
- [Obtaining the ISO Images to Upgrade the Cisco DMS 5.0 Appliances, page 7](#)

- [Obtaining the 5.0 Firmware for DMPs, page 8](#)

Obtaining Cisco DMS 5.0 Licenses

The upgrade process migrates Cisco DMS 4.1 licenses automatically. If you purchased additional Cisco DMS 5.0 features, use this procedure to obtain the licenses.

If you did not purchase new licenses or do not plan to install new licenses immediately after upgrade, proceed to [“Obtaining the ISO Images to Upgrade the Cisco DMS 5.0 Appliances” section on page 7.](#)

Before You Begin

Obtain the Sales Order (SO) number for the software modules and DMP license packs.

Procedure

-
- Step 1** Send an e-mail to dms-softwarekeys@cisco.com that includes the following information:
- Cisco sales order number for your DMM purchase
 - Ten-character DMM server appliance serial number
 - Your e-mail address, to which the license will be e-mailed
 - Name of your organization and department name
 - DMM modules with respective Cisco sales order number: SNMP Notifications module, Video Portal module, Live Event module, Digital Signage module, Digital Media Player license packs for DMM in increments of 10, 100, or 1000, and Enterprise TV module.
- Step 2** Save a copy of the Cisco DMS 5.0 license that you receive by e-mail from Cisco.
-

What to Do Next

Proceed to [“Obtaining the ISO Images to Upgrade the Cisco DMS 5.0 Appliances” section on page 7.](#)

Obtaining the ISO Images to Upgrade the Cisco DMS 5.0 Appliances

Use this procedure to download the Digital Media Manager and Video Portal ISO images from Cisco.com.

Before You Begin

- Obtain a CD-ROM disk for each ISO image that you will download.
- You must have an account on Cisco.com.

Procedure

-
- Step 1** Go to <http://tools.cisco.com/support/downloads/pub/Redirect.x?mdfid=281723656>.
- Step 2** Log in to Cisco.com.

Step 3 Download the firmware:

Digital Media Manager	Video Portal
Click Digital Media Manager > Latest Releases .	Click Cisco Video Portal > Latest Release .
Download dmm41to50.iso .	Download vp41to50.iso .
The MD5 hash value is a362100503215e34e8660e25c47a3d8c .	The MD5 hash value is db4bff04bec32ec1ba25d4fd47dff143 .

Step 4 (Optional) Confirm the MD5 hash value to verify the image.



Tip

To check the MD5 hash value of any file, you can obtain a GNU utility called md5sum at the following URL: <http://www.gnu.org/directory/textutils.html>. Alternatively, see <http://directory.fsf.org/coreutils.html> for other available utilities. Cisco does not support md5sum or any other utility.

Step 5 Burn the upgrade image on the CD-ROM disc as an ISO or CD image—not as a file.



Tip

For more information, see the manufacturer documentation for your CD-ROM writer. If you are not sure that you burned the disc as a CD image, insert it into any PC; then, browse the files on the disc. If any filename uses the .ENC extension, it is likely that you burned the disc correctly. If you see exactly the same .ISO file that you downloaded, you did not burn the disc correctly and must try again.

What to Do Next

Proceed to one of the following sections:

- If you use Digital Signage, proceed to the “[Obtaining the 5.0 Firmware for DMPs](#)” section on [page 8](#).
- If you use only Desktop Video, proceed to the “[Upgrading Digital Media Manager Appliances](#)” section on [page 9](#).

Obtaining the 5.0 Firmware for DMPs

Use this procedure to download the 5.0 firmware for the 4300G or 4305G DMPs.

If you do not use digital signage, proceed to the “[Upgrading Digital Media Manager Appliances](#)” section on [page 9](#).

Before You Begin

You must have an account on Cisco.com.

Procedure

Step 1 Go to <http://tools.cisco.com/support/downloads/pub/Redirect.x?mdfid=281723656>.

Step 2 Log in to Cisco.com.

Step 3 Download the 5.0 firmware:

4300G	4305G
Click Cisco Digital Media Players > Digital Media Player 4300G > Latest Releases > 5.0.	Click Cisco Digital Media Players > Digital Media Player 4305G > Latest Releases > 5.0.
Download 5.00.0_FCS_4300G.fwimg.	Download 5.00.0_FCS_4300G.fwimg.
The MD5 hash value is f99c9b7afa7c8a78f76c5f99bad51f4e.	The MD5 hash value is 494dabf924af5d7850be93dc50cd945d.

Step 4 (Optional) Confirm the MD5 hash value to verify the image.

What to Do Next

Proceed to the [“Upgrading Digital Media Manager Appliances”](#) section on page 9.

Upgrading Digital Media Manager Appliances

To upgrade DMM appliances, complete the following procedures in the order shown, as needed:

- [Backing Up Digital Media Manager Appliances, page 9](#)
- [Installing the Digital Media Manager Software, page 10](#)
- [Verifying Existing Licenses Upgraded Successfully, page 11](#)
- [Verifying Video Portal Information, page 12](#)
- [Verifying Digital Signage Information, page 14](#)

Backing Up Digital Media Manager Appliances

Use this procedure to back up the settings, configurations, and metadata for your DMM appliance.



Caution We recommend that you back up only to a USB device to preserve your data if the upgrade fails. Backups do not contain the media files.

Procedure

- Step 1** Log in as **admin** to Appliance Administration Interface (AAI).
- Step 2** Select **DMM_CONTROL** and press **Enter**.
- Step 3** Select **BACKUP_DMM** and press **Enter**.
- Step 4** Select **USB** and press **Enter**.

What to Do Next

Proceed to [“Installing the Digital Media Manager Software”](#) section on page 10.

Installing the Digital Media Manager Software

Use this procedure to install the 5.0 upgrade on your DMM appliance.

The installation takes about 15 minutes.

Before You Begin

Back up your DMM appliance. For more information, see [“Backing Up Digital Media Manager Appliances” section on page 9](#).



Caution

Do not use underscores or any other special characters in hostnames. DNS standards do not support these characters. Use only letters, numerals, and hyphens.

Procedure

-
- Step 1** Insert the CD into the chassis CD-ROM drive.
 - Step 2** In AAI, select **APPLIANCE_CONTROL** and press **Enter**.
 - Step 3** Select **SOFTWARE_UPDATE** and press **Enter**.
 - Step 4** Follow the on-screen instructions to update the software.



Note When prompted for the hostname, enter only letters, numerals, and hyphen.

- Step 5** Press **Enter** to complete the upgrade process. The appliance restarts upon completion.
-

What to Do Next

Proceed to [“Logging in to DMS-Admin for the First Time to Verify the Software Upgrade” section on page 10](#).

Logging in to DMS-Admin for the First Time to Verify the Software Upgrade

Use this procedure to log in to DMS-Admin (formerly DMM-Admin) for the first time after you upgrade and to verify that the upgrade is successful.

Procedure

-
- Step 1** Open a web browser and go to `http://hostname:8080`.
 - Step 2** Log in as **superuser** by using the account credentials that you configured in Cisco DMS 4.1.

or

If you do not have a superuser account, enter the following default login, and change the credentials when prompted:

- Username: **superuser**
- Password: **admin**

- Step 3** When the splash screen displays, confirm that the Digital Media Manager 5.0 displays.



Note If the version is not 5.0, contact Cisco TAC.

What to Do Next

Proceed to the [“Verifying Existing Licenses Upgraded Successfully”](#) section on page 11.

Verifying Existing Licenses Upgraded Successfully

Use this procedure to verify existing licenses for each Cisco DMS 4.1 module that you purchased upgraded correctly.

In this release, the Digital Signage Enabler license is replaced automatically with the following two licenses during upgrade:

- Digital Signage Enabler
- DMS Media Player Pack: n , where n is the number of DMPs that the license supports

Procedure

-
- Step 1** In DMS-Admin, click **Licensing > View Licensing**. The installed licenses display.
- Step 2** Confirm that all your Cisco DMS 4.1 features are enabled, such as the Video Portal or Digital Signage feature.



Note If your licenses are incomplete, contact Cisco TAC. If the support engineer asks that you send Cisco a copy of the Tomcat logfile, see the “Obtaining or Transferring a Copy of the System Log” topic in Chapter 5 of [Appliance Administration Guide for Cisco Digital Media System 5.0](#) on Cisco.com.

What to Do Next

Proceed to one of the following sections:

- If you purchased new DMS 5.0 licenses, proceed to the [“Installing the Digital Media Manager Software”](#) section on page 10.
- If you use Digital Signage, proceed to the [“Verifying Digital Signage Information”](#) section on page 14.
- If you use only Desktop Video, proceed to the [“Verifying Video Portal Information”](#) section on page 12.

Installing DMS 5.0 Licenses

If you purchased licenses for Cisco DMS 5.0, use this procedure to install them.

See the [User Guide for Cisco Digital Media System 5.0](#) on Cisco.com for information about using Enterprise TV and SNMP modules.

Before You Begin

Obtain the license for new DMS 5.0 modules that you purchased. See the [“Obtaining Cisco DMS 5.0 Licenses”](#) section on page 7.

Procedure

-
- Step 1** In DMS-Admin, click **Licensing > Install/Upgrade Licensing**.
- Step 2** Click **Browse** to specify the license file and click **Open**.
- Step 3** Click **Install License**.
-

What to Do Next

Proceed to one of the following sections:

- If you use Digital Signage, proceed to the [“Verifying Digital Signage Information”](#) section on page 14.
- If you use only Desktop Video, proceed to the [“Verifying Video Portal Information”](#) section on page 12.

Verifying Video Portal Information

To verify that Video Portal configuration migrated successfully during the upgrade or to modify the configuration, complete the following procedures:

- [Verifying Content Deployment Locations for Video Portal](#), page 12
- [Verifying Supported Media Formats for Video Portal](#), page 13

If you do not use desktop video features, proceed to the [“Verifying Digital Signage Information”](#) section on page 14.

Verifying Content Deployment Locations for Video Portal

Use this procedure to verify that Video Portal deployment values are correct in DMM-VPM.

Procedure

-
- Step 1** Choose **Video Portal** from the drop-down list at the top right of any page. The DMM-VPM dashboard displays.
- Step 2** Select **Setup > Deployment Locations**.
- Step 3** Verify or modify the values for the deployment types that you will use in the Flash Video, Windows Media Video, MPEG4/H.264, and Support areas. Missing or incorrect values will cause your Video Portal deployments to fail.

Setting	Description
Connection type	The protocol or method for file transfer. Options are FTP, SFTP, and SCP.
Host address	The DNS-resolvable hostname or IP address of the remote server where you will deploy files of the relevant file type.

Setting	Description
Login name	A user account name that has the required privileges to access the remote server.
Login password	The assigned password for the login name that you specified. If you select the SFTP option for deployments to your Video Portal appliance, though we do not support such deployments and despite our warnings that you should never deploy content to a Video Portal appliance, the password that you enter must be exactly the same as your Video Portal admin password.
Root file directory	The value of the relative directory path to files that you will deploy. For example, if the root directory on the server is configured to be /data/ftproot and the absolute path for the deployment site ends with /data/ftproot/vp/flash, then the relative value to enter here would be /vp/flash.
Root URL Path	The absolute URL where the Video Portal will host and reference your files.

Step 4 Click **Save Deployment Locations** at the bottom of the page.

What to Do Next

Proceed to [“Verifying Supported Media Formats for Video Portal”](#) section on page 13.

Verifying Supported Media Formats for Video Portal

Use this procedure to verify in DMM-VPM the media formats that your Video Portal supports; these are the formats that will be available to Video Portal users. Enabling a format requires that you always provide content in that format.

Procedure

-
- Step 1** In DMM-VPM, select **Setup > Video Portal**.
- Step 2** Check the relevant checkboxes in the Supported Media Formats area.
- Step 3** Specify the order that the Video Portal and Embedded Video players try to play the supported media formats in the Media Preferences by Browser area.
- Step 4** Click **Save Portal Parameters**.
-

What to Do Next

Proceed to one of the following sections:

- If you use Digital Signage, proceed to the [“Verifying Digital Signage Information”](#) section on page 14.
- If you use Desktop Video only, proceed to the [“Upgrading Cisco Video Portal Appliances”](#) section on page 21.

Verifying Digital Signage Information

To verify that Digital Signage information migrated successfully or to modify configuration, complete the following procedures.

- [Verifying Content Deployment Locations, page 14](#)
- [Verifying Preexisting Digital Signage Content, page 16](#)
- [Verifying DMP Inventory and Network Statuses, page 15](#)

If you do not use Digital Signage features, proceed to the “[Upgrading Cisco Video Portal Appliances](#)” section on page 21.

Verifying Content Deployment Locations

Use this procedure to verify in DMM-DSM that external deployment server locations are correct.

Procedure

-
- Step 1** Select **Digital Signage** from the drop-down list at the top right of any page. The DMM-DSM dashboard displays.
- Step 2** Select **Settings > External**.
- Step 3** Verify or change the values for your external deployment servers:

Setting	Description
External Publishing Server List	Click a server to highlight it so that you can edit or delete it. DMM-DSM automatically shows the Change External Publishing Server pane for the corresponding server where you can edit its settings.
Add New External Publishing Server (📄)	Shows the Add New External Publishing Server pane where you can define the settings to use a new server.
Delete External Publishing Server (✖)	Deletes the server that you highlighted.

Setting	Description
Add New or Change External Publishing Server	<p>Add or edit attributes of the external servers that you use for deployments, as follows:</p> <ul style="list-style-type: none"> • Host—The routable IP address or resolvable DNS hostname of the external deployment (FTP) server. You must enter this value. • Port—The port number to use. You can use any port number, but the default is 21. • Server Type—FTP. • Remote Directory—Corresponding to the same server directory structure that you reference when you enter an HTTP Mapping value (see the next item), enter the root-level deployment directory to use on your external publishing server when your communications protocol is ftp. For example, you might enter only a forward slash (/). • HTTP Mapping—Corresponding to the same server directory structure that you reference when you enter a Remote Directory value (see the previous item), enter the root-level deployment directory to use on your external publishing server when your communications protocol is http. For example, you might enter /ftproot. • HTTP Port—Enter the port number to use on the external deployment server. You can use any port number. If you do not enter a port number, the default is port 80. • User Name—Enter the FTP username. It is acceptable to use the name <i>anonymous</i>. • Password and Confirm Password—You must enter the FTP password, then re-enter it.

Step 4 Click **Save**.

What to Do Next

Proceed to the [“Verifying DMP Inventory and Network Statuses”](#) section on page 15.

Verifying DMP Inventory and Network Statuses

Use this procedure to make sure that your preexisting inventory of DMPs is intact and the DMP statuses display.

Procedure

- Step 1** Select **Digital Signage** from the drop-down list at the top right of any page. The DMM-DSM dashboard displays.
- Step 2** Select **Digital Media Players > DMP Manager**. All DMPs display in the DMP list by default.

Step 3 Verify that all your DMPs show green checkmarks in the Status column.

Troubleshooting

Device inventory management options and features are complex. To understand inventory management, see the “Managing and Grouping DMPs” section in *User Guide for Cisco Digital Media Manager 5.0* on Cisco.com.

What to Do Next

Proceed to the “[Verifying Preexisting Digital Signage Content](#)” section on page 16.

Verifying Preexisting Digital Signage Content

Use this procedure to use Digital Media Designer (DMD) to verify that your preexisting digital signage designs converted correctly.

Before You Begin

Review the “Before You Start to Use Digital Media Designer” checklist in *User Guide for Cisco Digital Media Manager 5.0* on Cisco.com for best practices for using DMD successfully.

Procedure

- Step 1** Select **Digital Signage** from the untitled list at the top right of any page. The DMM-DSM dashboard displays.
- Step 2** Select the **Digital Signage** tab > **Presentations**.
- Step 3** Click **Create Presentations**.
- Step 4** Select the option to use Java Web Start when prompted.
- Step 5** Select **File** > **Open**.
- Step 6** Select one of your preexisting designs that was converted under the Presentations tab and click **OK**.



Caution If the digital signage designs did not convert correctly, contact Cisco TAC. Do not restore to Cisco DMS 4.1; otherwise, you risk losing all your files.

- Step 7** Select **File** > **Save** to save your work in DMD.
 - Step 8** Select **File** > **Exit** to exit DMD.
-

Troubleshooting

To learn how to use DMD to correct any minor errors that might have occurred during the automated design conversion, see the “Developing Presentations, Templates and Playlists for Signage” section in *User Guide for Cisco Digital Media Manager 5.0* on Cisco.com.

What to Do Next

Proceed to the “[Updating Your Digital Signage Network](#)” section on page 17.

Updating Your Digital Signage Network

After you upgrade the DMM appliance to 5.0, the DMPs that were centrally managed in 4.1 display in the device inventory. You must upgrade any DMP endpoints to firmware version 5.0. Otherwise, your DMPs will not be compatible with features in DMM-DSM 5.0, and you cannot use the discovery or central management features.



Note

Before you upgrade any DMP firmware for compatibility with this DMS release, you must upgrade your DMM appliance as described in the [“Upgrading Digital Media Manager Appliances” section on page 9](#).

To update your digital signage network, complete the following steps in the order shown:

- [Stopping All Applications on DMPs, page 17](#)
- [Upgrading the Firmware on DMPs, page 18](#)
- [Scheduling a Future Event to Preposition Content for Cisco ACNS, page 20](#)
- [Scheduling an Event to Resubmit Playlists and Presentations to DMPs, page 20](#)

Stopping All Applications on DMPs

Before you upgrade DMPs, you must stop all applications by using the DMP Startup URL advanced task.



Note

For the DMS 5.0 upgrade, use the DMP Startup URL advanced task to clear the DMP startup URL and reboot the DMP. Do not use the Stop All Applications system task.

Before You Begin

Because you cannot submit a task to a DMP with user account credentials that are different from those specified in DMM-DSM, ensure that the credentials on the DMPs that you are upgrading match the credentials that are specified in DMM-DSM under Settings tab > Server Settings. If they do not match, use DMPDM to log in to those DMPs and manually change the User Names and Passwords to match the credentials that are configured in DMM-DSM.

Procedure

- Step 1** Log in to DMM-DSM.
- Step 2** Click **Digital Media Players > Advanced Tasks**.
- Step 3** Create the advanced task.
 - a. Click **DMP Startup URL**.
 - b. Click **Add New Application**.
 - c. Enter **Startup URL Empty & Reboot** in the Name and Description fields.
 - d. Leave empty the Video and Browser URL fields.
 - e. Check the **Reboot Necessary** checkbox.
 - f. Click **Submit**.
- Step 4** Schedule an event to send the task to the DMP.
 - a. Select **Schedules > Play Now**.

- b. In the Select an Event Type list, choose **System Tasks** and click **Select**.
 - c. In the Select Event area, click **DMP Startup URL > Startup URL Empty & Reboot** and click **OK**.
 - d. In the DMP Groups area, click the name of a DMP group to see its member DMPs in the DMP List.
 - e. In the DMP List area, click the name of each DMP that should receive the deployment.
 - f. Click **Submit** and click **OK** when the Success message displays.
-

What to Do Next

Proceed to the [“Upgrading the Firmware on DMPs” section on page 18](#).

Upgrading the Firmware on DMPs

Use this procedure to upgrade the firmware on your DMPs. Until you complete this task, centrally managed DMPs will not be able to play any presentations or old playlists that DMS 4.1 supported.

DMP firmware upgrades take approximately 30 minutes to complete.

Before You Begin

- Upgrade the Digital Media Manager appliance to DMS 5.0. See the [“Upgrading Digital Media Manager Appliances” section on page 9](#).
- Stop all applications on affected DMPs. See the [“Stopping All Applications on DMPs” section on page 17](#).
- If you use ACNS, we recommend that you send the DMP firmware for an upgrade job to your ACNS servers and deploy the upgrade as a future event—not an immediate event.
- If you deploy the upgrade directly to your DMPs, we recommend that you upgrade just one DMP initially or upgrade just a small group of DMPs and test the result before you send the firmware to every DMP.
- For all deployments, we recommend that you do not upgrade any more than 20 DMPs at a time and that all upgrades occur outside normal business hours for your organization.



Caution

Make sure that the DMPs never lose power while they are burning their firmware during an upgrade. If they lose power during this critical period, they will be severely damaged.

Procedure

- Step 1** Log in to DMM-DSM.
- Step 2** Add the firmware image as an asset to the media library.
 - a. Select **Media Library** and then click **Add Media Asset**.
 - b. For the source, click **Local File**.
 - c. Click **Browse**, select the firmware image that you downloaded, and then press **Open**.
 - d. Enter a meaningful description in the Title field.
 - e. Verify that the file type is **Firmware**; then, click **Save**.

Do not click any button or move away from this page in your browser until the upload is finished. After it is finished, the page refreshes automatically. You should see that a description of the firmware file has been added in the table that the page shows.

Step 3 (Optional) To verify that the upload succeeded, compare its file size in the Size column to the size of the source file on your PC.

Step 4 Create an advanced task for the firmware upgrade.

- a. Select **Digital Media Players > Advanced Tasks** and click **DMP Firmware Upgrade**.
- b. In the title bar for the Applications area, click **Add New Application**.
- c. In the Name field, enter **DMP_Firmware_5.0_Upgrade**.
- d. In the Media Categories tree, select the category that contains the firmware.
- e. In the Available Content table, click the firmware file to highlight it and click **Submit**.
- f. Click **Go**.

Step 5 Schedule an event to upgrade the firmware on the DMPs.

—	To schedule an immediate event ...	To schedule a future event...
a.	Select Schedules > Play Now	Select Schedules > Play in Future .
b.	From the Select an Event Type list, select System Tasks ; then, click Select .	Click Add an Event .
c.	From the Select an Event Type list, select System Tasks > DMP_Firmware_5.0_Upgrade ; then, click OK .	Click DMP Groups and choose the groups.
d.	In the DMP Groups object selector, click the name of a DMP group to see its member DMPs in the DMP List table.	Click Digital Signage and choose the presentation or playlist.
e.	In the DMP List table, click the name of each DMP that should receive the deployment.	Specify the date, time, and frequency.
f.	Click Submit .	Click Save .
g.	Click OK when the Success message displays.	Click Save All to save the schedule.
h.	—	Click Publish All to publish the schedule.



Tip To check the status of an upgrade, deploy to the relevant DMP groups the system task called Upgrade Status.

Step 6 (Optional) After the upgrade completes and you refresh your browser, verify that the DMP List area on the DMP Manager tab indicates 5.0 in the Version column for the DMPs that you upgraded.

What to Do Next

Proceed to one of the following sections:

- If you use ACNS, proceed to [“Scheduling a Future Event to Preposition Content for Cisco ACNS” section on page 20](#).

- If you do not use ACNS, proceed to [“Scheduling an Event to Resubmit Playlists and Presentations to DMPs” section on page 20.](#)

Scheduling a Future Event to Preposition Content for Cisco ACNS

If you use Cisco ACNS for content distribution in your digital signage network, use this procedure to schedule a future event. This action generates your playlist and manifest files for your DMPs and CDM.

Before You Begin

- Because DMPs will fail to play presentations without prepositioning for ACNS, we recommend that you schedule the event at least one hour in the future to allow enough time for prepositioning.
- Verify the ACNS settings in DMM-DSM under Settings > ACNS. The DMM shows the default ACNS channel for your signage content that you choose under these settings.

Procedure

-
- Step 1** In DMM-DSM, select **Schedules > Play in Future.**
- Step 2** Schedule a task to play content on the DMPs.
- Click **Add an Event.**
 - Click **DMP Groups** and choose the groups.
 - Click **Digital Signage** and choose the presentation or playlist.
 - Specify the date, time, and frequency.
 - Click **Save.**
- Step 3** Click **Save All** to save the schedule.
- Step 4** Click **Publish All** to publish the schedule.
- Step 5** (Optional) Verify that the DMM automatically updated this schedule in the manifest file website that you defined in Cisco ACNS.
-

What to Do Next

If you use a Video Portal appliance, proceed to [“Upgrading Cisco Video Portal Appliances” section on page 21.](#)

Scheduling an Event to Resubmit Playlists and Presentations to DMPs

If you do not use ACNS, use this procedure to schedule an immediate event to resubmit your playlists and presentations to the DMPs.



Tip

You can also schedule a future event. For instructions, see the scheduling procedure in the [“Scheduling a Future Event to Preposition Content for Cisco ACNS” section on page 20.](#)

Procedure

-
- Step 1** In DMM-DSM, select **Schedules > Play Now.**

- Step 2** Choose Digital Signage from the Select an Event Type list.
- Step 3** Click the name of the presentation or playlist in the Select Content area and click **OK**.
- Step 4** Click the name of the DMP group in the Select a DMP area.
- Step 5** Click **Submit** and click **OK** when the success message displays.

What to Do Next

If you use a Video Portal appliance, proceed to “[Upgrading Cisco Video Portal Appliances](#)” section on page 21.

Upgrading Cisco Video Portal Appliances

To upgrade the Cisco Video Portal, complete the following tasks in the orders shown, as needed for your deployment:

- [Downloading Files That You Deployed to the Cisco Video Portal](#), page 21
- [Backing Up Cisco Video Portal Appliances](#), page 22
- [Installing the Cisco Video Portal Software](#), page 23

Downloading Files That You Deployed to the Cisco Video Portal



Caution

Cisco does not support deployment to or storage of content files on Cisco Video Portal appliances. If you deployed any files to your appliance, this upgrade **will delete all the files automatically**.

If you have not kept any other copies of files that you deployed to a Cisco Video Portal appliance, we recommend that you download and save local copies of these files before you upgrade. You can do this from one or more HTTP URLs that show directory listings in your browser, as shown in [Figure 1](#). Note that there is one URL for each media type that your Video Portal supports.

Figure 1 Example of HTTP URLs

Icon	Name	Last modified	Size	Description
[DIR]	Parent Directory		-	
[IMG]	000000000000000000000000000000000001_	27-Sep-2007 18:52	20K	
[]	000000000000000000000000000000000002_	27-Sep-2007 18:53	5.4M	
[]	000000000000000000000000000000000003_	27-Sep-2007 18:53	4.2M	
[]	000000000000000000000000000000000003_	27-Sep-2007 18:53	5.5M	
[]	000000000000000000000000000000000004_	27-Sep-2007 18:52	253K	
[IMG]	000000000000000000000000000000000006_	27-Sep-2007 18:53	26K	
[TEXT]	000000000000000000000000000000000010_	27-Sep-2007 17:38	437	

Use this procedure to learn what the HTTP URLs are on your appliance that will show directory listings.

Procedure

- Step 1** In DMM-VPM, select **Setup > Deployment Locations**.
- Step 2** Copy the URLs that you see in the Root URL Path field for each media type that your Cisco Video Portal supports.

- Step 3** Display in your browser the directory listing for one media type.
- To use the browser field where you enter URLs, press **Ctrl-L**.
 - To paste the corresponding URL into the browser field, press **Ctrl-V**.
 - To load the directory listing in your browser, press **Enter**.
- Step 4** Download each file that you should save; then, edit each filename to delete its numeric prefix.

**Caution**

If you have not kept any other copies of these files, cannot use the directory listings method to download them, and cannot afford to lose them, we recommend that you to call Cisco TAC **before** you install this upgrade. You will not be able to retrieve your files after they are deleted.

- Step 5** To prevent any future upgrades from deleting the files, we recommend that you do the following:
- Select and prepare a dedicated storage server to host your content files.
 - Complete the Cisco Video Portal appliance upgrade process in the [“Upgrading Cisco Video Portal Appliances”](#) section on page 21.
 - In DMM-VPM, reconfigure the deployment locations, as described in the *User Guide for Cisco Digital Media Manager 5.0*.
 - In DMM-VPM, redeploy your content files to your dedicated storage server.
-

What to Do Next

Proceed to [“Backing Up Cisco Video Portal Appliances”](#) section on page 22.

Backing Up Cisco Video Portal Appliances

Use this procedure to back up the Cisco Video Portal appliance. This backup creates a file that includes only database and configuration information for the appliance.

**Caution**

We recommend that you back up only to a USB device to preserve your data if the upgrade fails. Backups do not contain the media files.

Procedure

-
- Step 1** Log in as **admin** to Appliance Administration Interface (AAI).
- Step 2** Select **VP_CONTROL** and press **Enter**.
- Step 3** Select **BACKUP_VP** and press **Enter**.
- Step 4** Select **USB** and press **Enter**.
-

What to Do Next

Proceed to [“Installing the Cisco Video Portal Software”](#) section on page 23.

Installing the Cisco Video Portal Software



Caution

Cisco does not support any deployment of or storage of content files on Cisco Video Portal appliances. If you deployed any files to your Video Portal appliance, this upgrade **will delete all the files automatically**. You will not be able to retrieve or use them after they are deleted. For more information, see the “[Installing the Cisco Video Portal Software](#)” section on page 23.

Before You Begin

Obtain the Video Portal ISO image. See the “[Obtaining the ISO Images to Upgrade the Cisco DMS 5.0 Appliances](#)” section on page 7.



Caution

Do not use underscores or any other special characters in hostnames. DNS standards do not support these characters.

Procedure

- Step 1** Insert the CD into the chassis CD-ROM drive.
- Step 2** Log in as **admin** to the Appliance Administration Interface (AAI).
- Step 3** Select **APPLIANCE_CONTROL** and press **Enter**.
- Step 4** Select **SOFTWARE_UPDATE** and press **Enter**.
- Step 5** Follow the on-screen instructions to update the software.



Note

When prompted for the hostname, enter only letters, numerals, and hyphen.

- Step 6** Press **Enter** to complete the upgrade process. The appliance restarts upon completion.
- Step 7** (Optional) Schedule a deployment to test the upgrade.

Related Cisco DMS Documentation

To locate all Cisco DMS product documentation, see the *Guide to Documentation for the Cisco Digital Media System* at the following URL:

http://www.cisco.com/en/US/products/ps6681/products_documentation_roadmaps_list.html

