Recovery Guide for Cisco Digital Media Suite 5.4 Appliances

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CHAPTER 1

Recovery Procedure for Cisco Digital Media Manager 5.4

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This document provides the information that you require to recover from a software failure of Cisco Digital Media Manager (DMM) 5.4.

This chapter includes the following sections:

- Prerequisites
- Recovery Process

Prerequisites

Complete the following tasks before you begin:

- Contact your sales engineer or Cisco TAC to obtain the recovery DVD for Cisco Digital Media Manager 5.4.
- Write down the network configuration information for your site (DHCP or Static network settings).
- Obtain physical access to the appliance.

Recovery Process

The following table shows the major steps you must take to perform a software recovery on your Cisco DMM appliance.

—	Task	Reference
Step 1	If possible, back up your Cisco DMM. If you cannot create a new backup, be sure you have access to a previous backup.	Back Up the Cisco DMM Appliance, page 1-2
Step 2	Perform the software recovery procedure.	Recover Cisco DMM Software, page 1-2
Step 3	Restore your Cisco DMM configuration.	Restore Cisco DMM Settings, page 1-11

Back Up the Cisco DMM Appliance

If you can access the Cisco DMM HTTP or AAI interface, create a new backup of your Cisco DMM configuration. The backup includes all the configuration and database information for the Cisco DMM appliance, including license information, so you will not need to obtain new or reinstall existing licenses. Because the license is specific to the appliance, you cannot use this recovery procedure to replicate the configuration from one Cisco DMM appliance to another.

Caution The backup files contain only configuration and database information for the Cisco DMM; any media files stored on the Cisco DMM appliance, including digital signage assets, will be erased during recovery. Those assets cannot be recovered.

You can back up a DMM appliance by using AAI or the Administration features of DMM. See the following resources for more information for the type of backup you will peform:

- DMS-Admin backup—*User Guide for Cisco Digital Media Manager 5.4.x*
- AAI backup—*Administration Guide for Cisco Digital Media System 5.4.x Appliances*

If you cannot access the Cisco DMM HTTP or AAI interface, you will need to use a previous backup of the system. You will lose any changes that were made since that backup.

Recover Cisco DMM Software

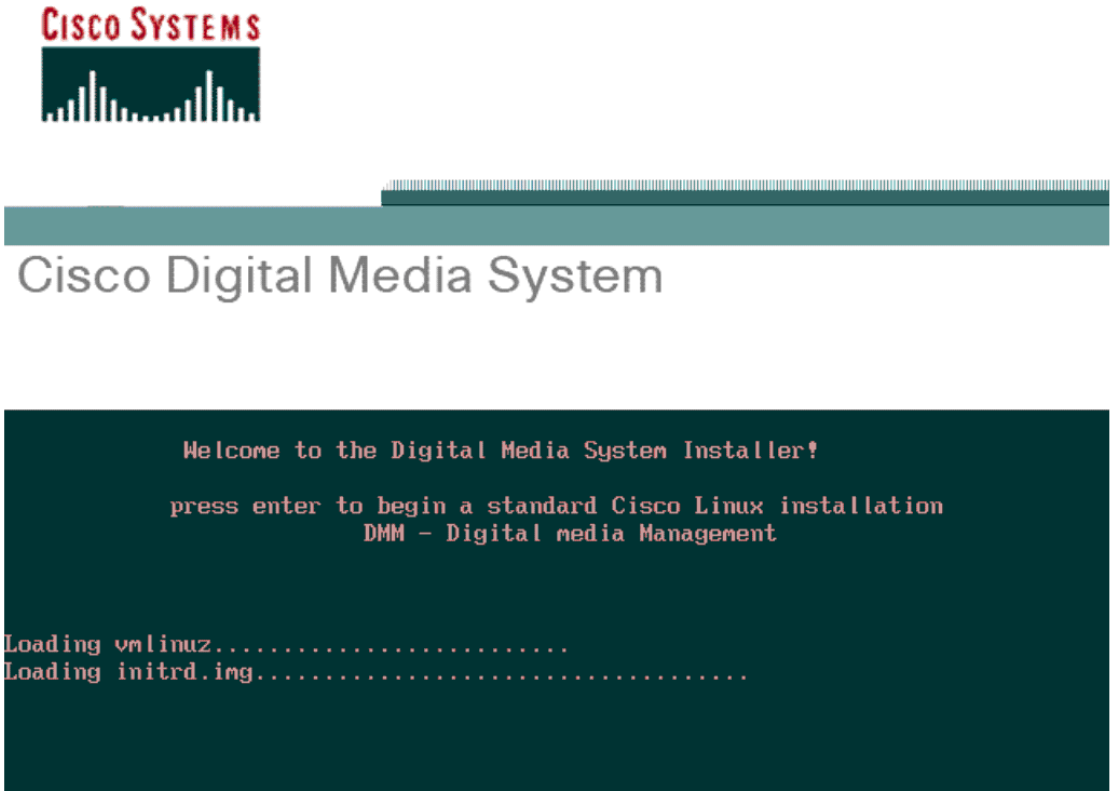
Caution All media stored on the Cisco DMM appliance is erased during the recovery process. The media cannot be recovered.

To recover DMM, complete the following steps.

Procedure

Step 1 Insert the recovery DVD in the CD/DVD-ROM drive and restart the appliance.

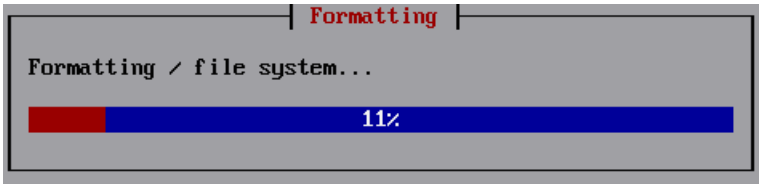
If you see the following screen briefly, the server appliance is booting from the recovery DVD.



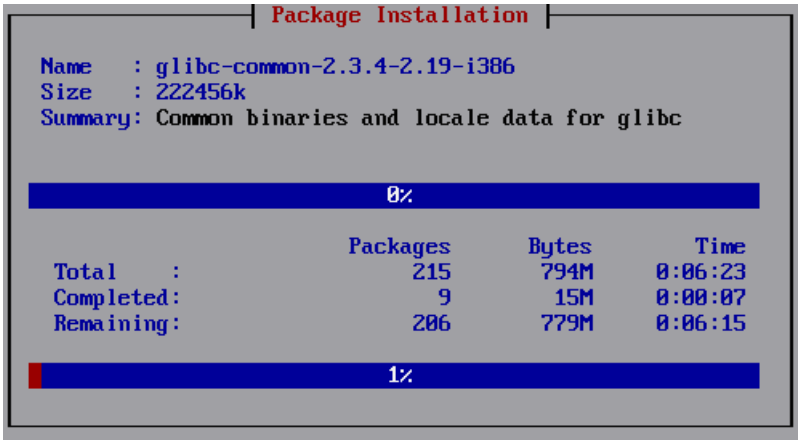
The recovery process takes about 2 minutes for initial loading and then asks for your confirmation to overwrite the existing system. Overwriting erases all the existing data on the DMM server appliance. By default **No** is selected.

Step 2 Use the **Tab** key to navigate to **Yes**, and press **Enter** to proceed.

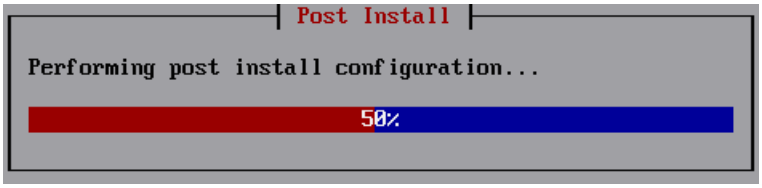
The file system formatting screen appears.



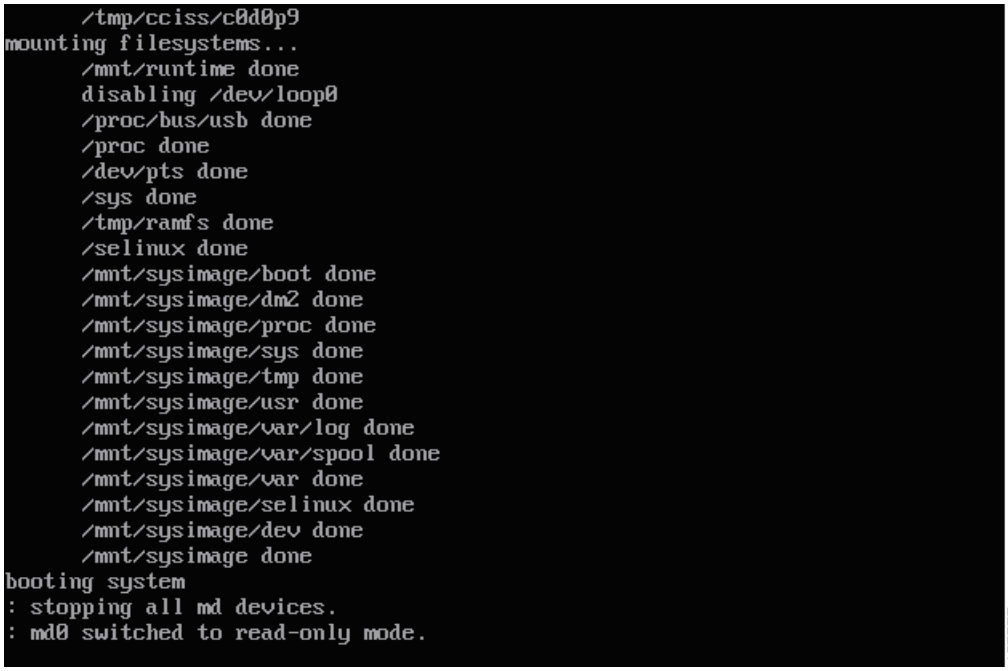
The package installation screen appears.



The post-installation screen appears.



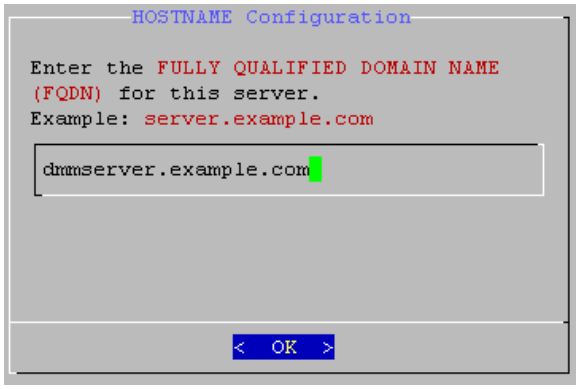
After the installation completes, the server appliance reboots and shows the booting system message.



Step 3 The first time you boot the Digital Media Manager server appliance, the first boot configuration tool starts automatically and opens the DMS appliance administration interface (AAI). Press **Enter** when the Start of First Boot screen displays.

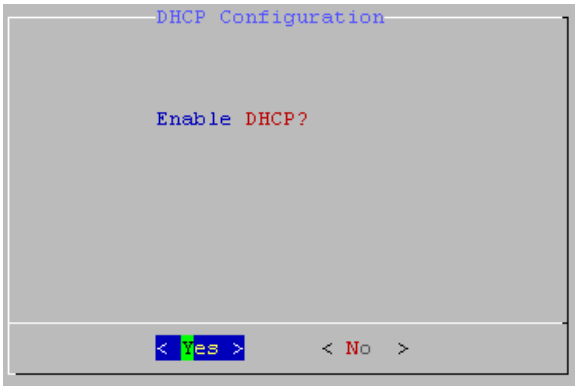
Step 4 In the HOSTNAME Configuration screen, enter the fully qualified domain name of the appliance (hostename plus the domain name).

This screen is an example of the hostname of the appliance being set to server.example.com.

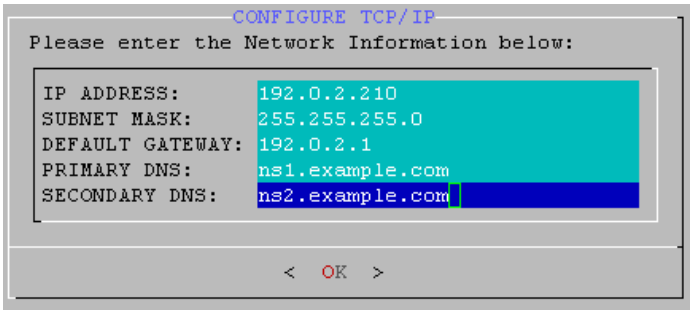


Step 5 The DHCP configuration screen displays. If the server appliance gets the IP address automatically from the DHCP server, select **Yes**.

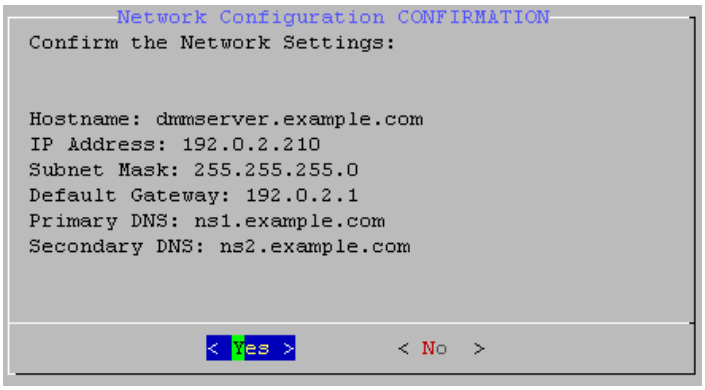
Note Cisco does not recommend using DHCP for a DMM appliance.



Step 6 If DHCP is enabled, go Step 12, time zone configuration. If DHCP is disabled, enter the IP address, subnet mask, default gateway, primary DNS and, if available, a secondary DNS in the Configure TCP/IP screen.

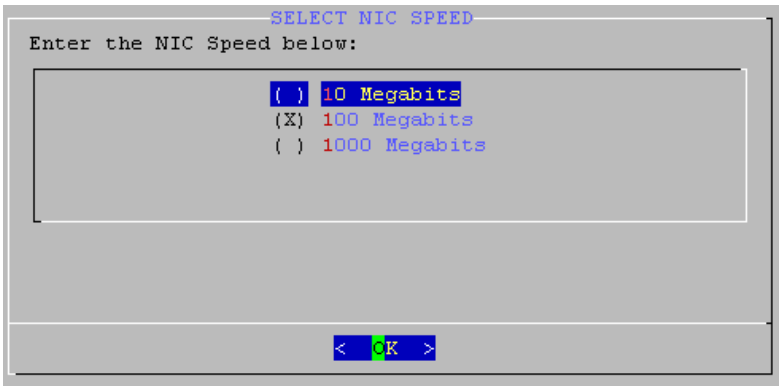


Step 7 Confirm the network settings. Press **Enter** if all the information is correct. If the information is incorrect, use the arrow keys to navigate to **No** and press **Enter** to re-configure your settings. Then, wait until the network settings are applied. The following example reflects the example configurations shown in Step 6.

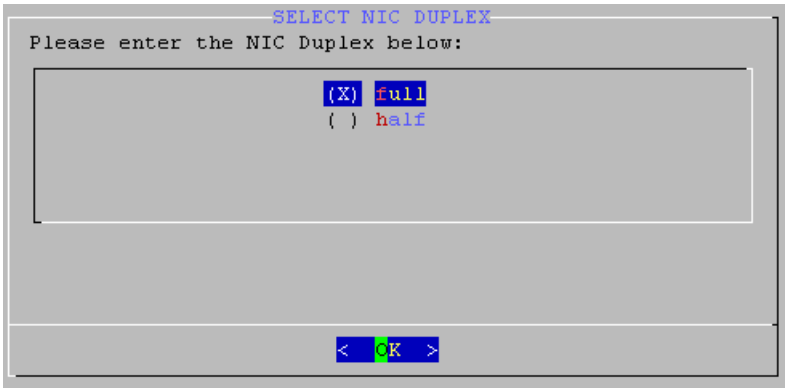


Step 8 If your network infrastructure requires you to manually specify network negotiation settings, select **No** to disable auto-negotiation.

Step 9 If you enabled auto-negotiation, go to Step 12, time zone configuration. If auto-negotiation is disabled, set the NIC speed to 10, 100, or 1000 Megabits.

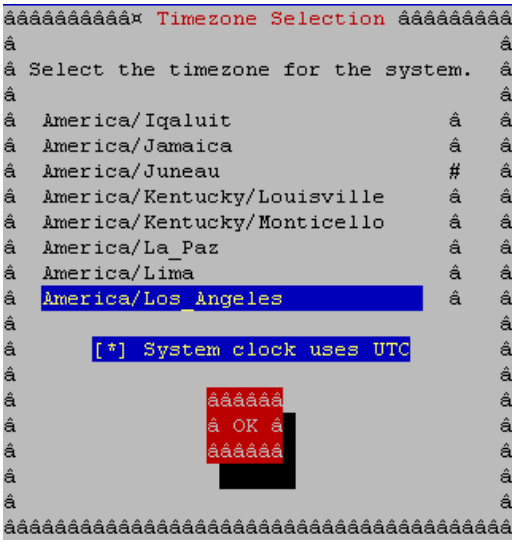


Step 10 Set your NIC to either full or half duplex.



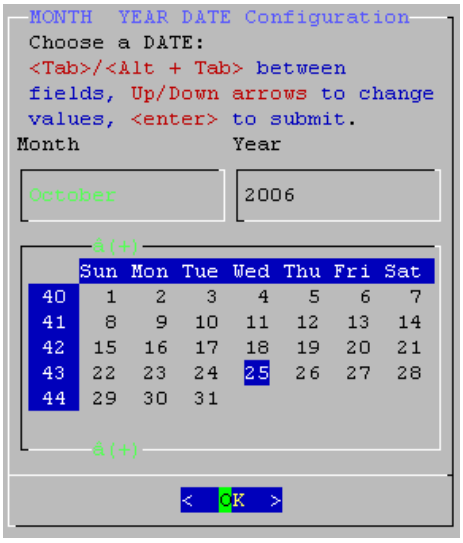
Step 11 Confirm the NIC speed and duplex settings.

Step 12 Configure the time zone. Select the time zone by using the up and down arrow. Press **Tab**, and then press **Space** to select or to deselect **System clock uses UTC**. Press **Tab** again to navigate to the **OK** button, and press **Enter**.



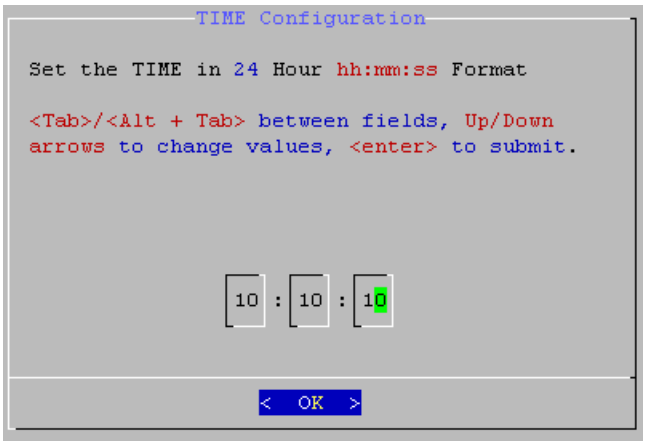
Step 13 Confirm the time zone setting. Press **Enter** if all the information is correct. If any information is incorrect, use the arrow keys to navigate to **No**, and press **Enter** to reconfigure your settings.

Step 14 Select the date. Press **Tab** and use the up and down arrows to change the month. Press **Tab**, and use the up and down arrows to change the year. Press **Tab**, and use the up and down arrows and left and right arrows to select day. Press **Tab**, and select the **OK** button. Press **Enter** to submit the information.



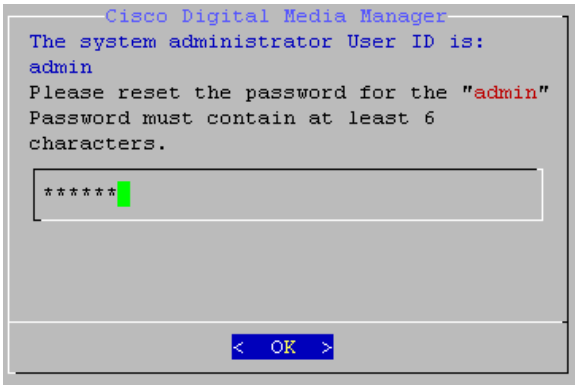
Step 15 Confirm the date. Press **Enter** if the information is correct. If you need to change the information, use the arrow keys to navigate to **No**, and press **Enter** to reconfigure your settings.

Step 16 Select the time in 24-hour format. Press **Tab**, and use the up and down arrows to set the hour. Press **Tab**, and use the up and down arrows to set the minutes. Press **Tab**, and use the up and down arrows to set the seconds. Press **Tab**, and select the **OK** button. Press **Enter** to submit the information.



Step 17 Confirm the time. Press **Enter** if all the information is correct. If any information is not correct, use the arrows to navigate to **No**, and press **Enter** to reconfigure your settings.

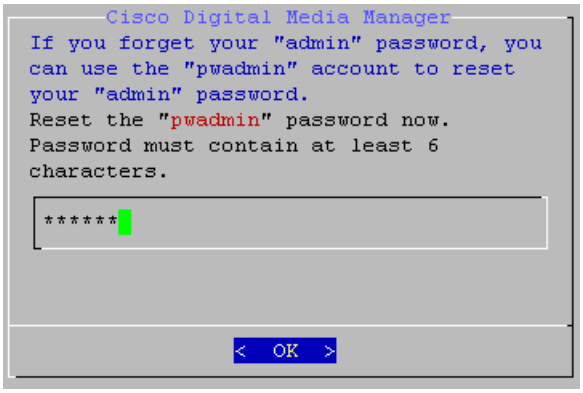
Step 18 Set the password for **admin**, the default administrator account for this appliance. Your password cannot be null and must contain at least six characters.



Step 19 Confirm the password for the **admin** user.

Step 20 A confirmation screen displays for your **admin** password change. Press **Enter** to continue.

Step 21 Set the password for **pwadmin** user. The **pwadmin** account allows you to reset your **admin** user password. The password cannot be null and must contain at least six characters.



Step 22 Confirm the password for **pwadmin** user.

Step 23 A confirmation screen displays for your **pwadmin** password change. Press **Enter** to continue.

The End of First Boot screen displays. You can now log in through the AAI as **admin** by using the new password or as **pwadmin** by using the new password.

Step 24 Proceed to the "Restore Cisco DMM Settings" procedure on page 1-11.

Restore Cisco DMM Settings

You can use AAI or Administration features of DMM to restore your server. However, AAI backup files and DMM backup files are not compatible because the files can contain different information.

Therefore, you must use the same method to restore your data that you used to back up the appliance. Refer to the following resources for information about the type of restore you must perform:

- DMS-Admin restore—*User Guide for Cisco Digital Media Manager 5.4.x*
- AAI restore—*Administration Guide for Cisco Digital Media System 5.4.x Appliances*

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