



StadiumVision



# Release Notes for Cisco StadiumVision Director Release 3.0

---

**First Published: May 25, 2012**

**Revised: April 10, 2013**

**Cisco StadiumVision Director Release 3.0.0-433 (Service Pack 2)**

**Table 1**      **Document Revision History**

<b>Date</b>	<b>Description</b>
April 10, 2013	Release of 3.0.0-433 Service Pack 2 (SP2) for resolved defects.
November 27, 2012	Revised the <a href="#">“DMP Maintenance Recommendations”</a> section on page 28 and added a link to additional documentation.
October 11, 2012	Release of 3.0.0-429 Service Pack 1 (SP1) for Cisco StadiumVision Director Release 3.0.0-333, which in addition to bug fixes includes the following changes: <ul style="list-style-type: none"><li>• Introduction of localization for 12 languages. For more information, see the <a href="#">“Internationalization and Localization”</a> section on page 15.</li><li>• Publication of installation and configuration information in the <i>Cisco StadiumVision Director Localization Guide, Release 3.0</i>.</li></ul>
August 20, 2012	Updated defect <a href="#">CSCtl53505—Session timeout error when log in.</a> , page 39.



---

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

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

Date	Description
August 2, 2012	<p>Cisco StadiumVision Director Release 3.0.0-333.</p> <p>The following updates were made:</p> <ul style="list-style-type: none"> <li>• Enhanced the information in the note about downloading the DMP firmware and how to locate version 5.3.4 in <a href="#">“Cisco Digital Media Player Support”</a> section on page 4.</li> <li>• Revised the <a href="#">“Cisco StadiumVision Headend Support”</a> section on page 5.</li> <li>• Added a note to the <a href="#">“Media Controller Systems Support”</a> section on page 7.</li> <li>• Enhanced the information for the <a href="#">“Media Planner Import API”</a> section on page 9.</li> <li>• Updated the <a href="#">“Verifying the BIOS Firmware Version”</a> section on page 23 to change the BIOS firmware version to 1.4.1, which is the supported and compatible version packaged with CIMC firmware version 1.4.2.</li> </ul>
	<ul style="list-style-type: none"> <li>• Added the defects list for Release 3.0.0-333 in the <a href="#">“Caveats”</a> section on page 28.</li> <li>• Added defect <a href="#">“CSCtI53505—Session timeout error when log in.”</a> section on page 39 to the open defects in Release 3.0.0-247.</li> </ul>
May 31, 2012	<p>The following updates were made:</p> <ul style="list-style-type: none"> <li>• Revised the <a href="#">“Cisco StadiumVision Headend Support”</a> section on page 5 and the <a href="#">“Unsupported Hardware Products”</a> section on page 7.</li> <li>• Added note in the <a href="#">“Important DMP 4310G Firmware Guidelines During Upgrade”</a> section on page 25 to add link to the <i>Cisco StadiumVision Director Software Installation and Upgrade Guide</i> for important information about upgrading the firmware.</li> </ul>
May 25, 2012	Initial release of Cisco StadiumVision Director Release 3.0.0-247.

# Contents

This release note includes the following topics:

- [Introduction, page 3](#)
- [System Requirements for Cisco StadiumVision Director Release 3.0, page 3](#)
- [New and Changed Information in Cisco StadiumVision Director Release 3.0, page 8](#)
- [Installation Notes, page 22](#)
- [Limitations and Restrictions, page 27](#)
- [Caveats, page 28](#)
- [Related Documentation, page 56](#)
- [Obtaining Documentation and Submitting a Service Request, page 56](#)

# Introduction

This document provides information about the Cisco StadiumVision solution for all releases of Cisco StadiumVision Director Release 3.0 cumulatively through Service Pack 2 (SP2). 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 Cisco 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 3.0

This section describes the hardware and software supported by the Cisco StadiumVision solution for Cisco StadiumVision Director Release 3.0. It includes the following topics:

- [Browser and Flash Player Support, page 3](#)
- [Cisco Digital Media Player Support, page 4](#)
- [Cisco StadiumVision Director Server Support, page 4](#)
- [Cisco StadiumVision Headend Support, page 5](#)
- [Cisco Unified Communications Support, page 6](#)
- [Commerce Integration Systems Support, page 7](#)
- [Media Controller Systems Support, page 7](#)
- [Unsupported Hardware and Software in Cisco StadiumVision Director Release 3.0, page 7](#)

### Browser and Flash Player Support

You can use an Apple Mac or Microsoft Windows PC or laptop to access Cisco StadiumVision Director Release 3.0.

[Table 2](#) describes the browser software versions that have been tested with Cisco StadiumVision Director Release 3.0, with the corresponding Flash player support.



#### Note

Unless specifically identified as unsupported, other browser versions might work, but their compatibility with Cisco StadiumVision Director cannot be assured.

**Table 2**      *Tested Browser Software*

PC or Laptop OS	Browser Version <sup>1</sup>	Flash Player
Apple Mac OS X	<ul style="list-style-type: none"> <li>• Mozilla FireFox Version 10</li> </ul>	Adobe Flash Player Version 11.1.102.55
Microsoft Windows (XP or Windows 7)	<ul style="list-style-type: none"> <li>• Microsoft Internet Explorer Version 8</li> <li>• Mozilla FireFox Version 10</li> </ul>	Adobe Flash Player Version 11.1.102.55

1. No additional browser software is tested other than what is listed in this table (for example, not Apple Safari or Google Chrome). However, other browser software might work.

## Cisco Digital Media Player Support



### Note

Beginning in Cisco StadiumVision Director Release 3.0, the Cisco DMP 4305G is no longer supported.

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

[Table 3](#) describes the Cisco Digital Media Player (DMP) hardware and firmware supported in Cisco StadiumVision Director Release 3.0.

**Table 3**      **Supported Cisco DMP Hardware and Firmware**

Hardware	Firmware Version
Cisco DMP 4310G	DMP-4310 Version 5.3.4



### Note

To download the DMP-4310G firmware, go to the Cisco Digital Media Players product page, click the **Download Software** link, and navigate to the **Cisco Digital Media Player 4310G**:

[http://www.cisco.com/en/US/products/ps7220/tsd\\_products\\_support\\_series\\_home.html](http://www.cisco.com/en/US/products/ps7220/tsd_products_support_series_home.html)

Version 5.3.4 is not the latest available version shown on the download site. Be sure to navigate to All Releases > 5 > 5.3.4 to display the supported firmware download for Cisco StadiumVision Director Release 3.0.

For information about how to upgrade the DMP firmware, see the “Upgrading a Cisco StadiumVision Director Server From Release 2.4 SP1 to Release 3.0” module of the *Cisco StadiumVision Director Software Installation and Upgrade Guide, Release 3.0*.

## Cisco StadiumVision Director Server Support



### Note

Beginning in Cisco StadiumVision Director Release 3.0, the Cisco ADE 2140 Series Appliance (CADE-2140-K9) server is no longer supported.

Table 4 describes the Cisco StadiumVision Director server hardware and software supported in Cisco StadiumVision Director Release 3.0.

**Table 4 Supported Cisco StadiumVision Director Server Hardware and Software**

Hardware Product ID	Minimum Software Version	CIMC/BIOS Firmware	Spare Hard Drives <sup>1</sup>
SV-DIRECTOR-K9 or SV-PLATFORM2=	Minimum upgrade path: 2.4.0-168 SP1 to 3.0.0-247 (64-bit)  <b>Note</b> For details about all supported upgrade paths, see the <a href="#">“Upgrade Paths”</a> section on page 24.	Cisco UCS Server Firmware 1.4(2) or later	SV-FRU2-HD3G= StadiumVision Platform2 300G R2 Disk Spare

1. Two additional 300 GB hard drives are recommended for Cisco StadiumVision Director Release 3.0 and are required to support the Self-Service Content (SSC) feature. For more information about how to install additional hard drives, see the “Installing Additional Hard Drives in the Cisco StadiumVision Director Platform 2 Server” module of the [Cisco StadiumVision Director Software Installation and Upgrade Guide, Release 3.0](#).



**Note**

For more information about verifying and upgrading the Cisco UCS Server firmware, see the [“CIMC and BIOS Firmware Installation for Cisco StadiumVision Director Platform 2 Servers”](#) section on page 22.

## Cisco StadiumVision Headend Support

Table 5 describes the Cisco StadiumVision headend hardware and software supported in Cisco StadiumVision Director Release 3.0.

**Table 5 Supported Cisco StadiumVision Headend Hardware and Software**

Hardware Device	Software Version
Cisco Catalyst 3750 E-series	IP Services image 12.2.x or above.  <b>Note</b> Release 12.2(55)SE1 and 12.2(55)SE2 should be avoided if using PoE to power DMPs with serial numbers US11434xxxx or below.
Cisco Catalyst 3560 E-Series	IP Services image 12.2.x or above.  <b>Note</b> Release 12.2(55)SE1 and 12.2(55)SE2 should be avoided if using PoE to power DMPs with serial numbers US11434xxxx or below.
Cisco Catalyst 6500 Series	IP Services image 12.2.x or above.
Cisco Atlas MKII Digital Terrestrial Receiver	The release that ships with the device is recommended.
Cisco D9022 Encoder <sup>1</sup>	V02.11.10
Cisco D9034 Encoder <sup>2</sup>	V03.03.22
Cisco D9050 Encoder <sup>3</sup>	V4.00.04
Cisco D9094 HD Encoder	V04L101
Cisco D9858 Advanced Receiver Transcoder	R03.02.00 or later
Cisco D9887 HDTV Modular Receiver	6.3.2
Cisco DCM Series D9900 Digital Content Manager (DCM) MK II 2RU Chassis	8.01.86 and later  <b>Note</b> Releases after 8.01.86 require 16GB Flash.

**Table 5** Supported Cisco StadiumVision Headend Hardware and Software (continued)

Hardware Device	Software Version
Cisco 8-VSB 4-Port or 8-Port ATSC Off-Air Reception DCM Module <sup>4</sup>	DCM Release 8.01.86 (minimum version) <b>Note</b> DCM Release 8.07.00 is recommended but requires 16 GB Flash.
Cisco Dense Receiver and Decrypter (DRD)-S2 2-Port or 4-Port DCM Module (DVB-S2 Satellite Receiver) <sup>5</sup>	DCM Release V9.10.00
Cisco Spectra QAM Demodulator	The release that ships with the device is recommended.
Scientific Atlanta Titan S2 DVB-S2 Digital Satellite Receiver	Software Version V02.01.03 Hardware Version F02 Bootloader Version V03.01.42528
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 D9022 Encoder has reached EOS/EOL.
2. The Cisco D9034 Encoder has reached EOS/EOL.
3. The Cisco D9050 Encoder has reached EOS/EOL.
4. The Cisco DCM 8-VSB ATSC Off-Air Reception Module is the replacement for the Cisco D9887 HDTV Modular Receiver for US ATSC implementations only.
5. The Cisco DCM DRD DVB-S2 Module is the replacement for the Cisco Titan DVB-S2 Digital Receiver and Cisco Indus MK II Transport Stream Descrambler.

## Cisco Unified Communications Support

The Cisco StadiumVision solution supports the Cisco Unified IP Phone 7975G only.

[Table 6](#) 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 3.0.



### Note

CUCM 6.x is no longer supported in Cisco StadiumVision Director Release 3.0.

**Table 6** Tested Cisco Unified Communications Compatibility

CUCM Version	Cisco Unified IP Phone Model	Cisco Unified IP Phone Firmware
8.6(2a) <sup>1</sup>	7975G	9.2(1)SR2
7.1(5)	7975G	9.1(1)SR1

1. CUCM 8.6 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 [such as 7.1(3)] are also likely to work with Cisco StadiumVision Director Release 3.0. Avoid trying to use any major version other than 8.5 or 7.1. CUCM 8.6 is required for IP phone localization support. For example, any other major version such as 5.1 or 8.0 is *not* supported.

## Commerce Integration Systems Support

[Table 7](#) provides information about the hardware and software for third-party commerce integration systems that have been tested with Cisco StadiumVision Director Release 3.0.

**Table 7** *Tested Commerce Integration Systems Compatibility*

Hardware Device <sup>1</sup>	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	1.5.157 Build 2
Quest Suite Catering Module	1.5.157 Build 2

1. For supported hardware configuration, contact Micros or Quest.

## Media Controller Systems Support

[Table 8](#) 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 3.0.

**Table 8** *Tested Media Controller Systems Compatibility*

Hardware Device	Minimum Firmware Version	Custom Software Module <sup>1</sup>
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.

## Unsupported Hardware and Software in Cisco StadiumVision Director Release 3.0

This section describes the hardware products and software features that are no longer supported in Cisco StadiumVision Director Release 3.0.

- [Unsupported Hardware Products, page 7](#)
- [Unsupported Software Features, page 8](#)

### Unsupported Hardware Products

The following hardware products are no longer supported in Cisco StadiumVision Director Release 3.0:



### Note

For more information about the replacement products, see the [“System Requirements for Cisco StadiumVision Director Release 3.0”](#) section on page 3.

- Adtec DPI-1200 Ad Server
- Adtec TBGS
- Cisco ADE 2140 Series Appliance (CADE-2140-K9)
- Cisco DMP 4305G

### Unsupported Software Features

The following software features and integration are no longer supported in Cisco StadiumVision Director Release 3.0:

- Ad Insertion Manager (AIM)
- CUCM 6.x

## New and Changed Information in Cisco StadiumVision Director Release 3.0

This section describes new features, enhancements and changes in support or behavior in Cisco StadiumVision Director Release 3.0. It includes the following sections:

- [APIs, page 8](#)
- [Dynamic Menu Board, page 12](#)
- [External Content Integration, page 12](#)
- [External Triggers, page 13](#)
- [Event-Time Content Replacement, page 14](#)
- [Internationalization and Localization, page 15](#)
- [Self-Service Content, page 17](#)
- [Server Administration, page 18](#)
- [User Interface, page 21](#)
- [User TV Control—Album Control, page 21](#)

### APIs

The following reference Application Programming Interfaces (APIs) are introduced in Cisco StadiumVision Director Release 3.0:

- [Event Trigger API, page 9](#)
- [Media Planner Import API, page 9](#)
- [User Control API, page 10](#)

**Note**

---

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

---



## Event Trigger API



### Note

The Event Trigger API replaces the “Emergency Alert and TV Off/On Control” support introduced in Cisco StadiumVision Director Release 2.4.

Cisco StadiumVision Director Release 3.0 supports an HTTP-based Representational State Transfer (REST) API that a software or hardware contact closure source can use to trigger one or more actions by the Cisco StadiumVision Director software. For more information about support for external input triggers, see the [“External Triggers” section on page 13](#).



### Note

If you want to control external triggers from a software application, you can contact your Cisco Systems representative to obtain the Event Trigger API that is made available by special agreement. “TriggerSVD” is an example of a third-party demo application for the Event Trigger API on iOS (supporting Apple iTouch, iPhone, and iPad products) and is available as a free download from the iTunes store.

## Media Planner Import API

Cisco StadiumVision Director Release 3.0 supports a new Media Planner Import API to support import of external, third-party generated playlists. The API can be used to support automatic updates to an already imported playlist that has been placed in a script, or an external playlist can be manually imported.

The Media Planner API supports the following features:

### Import Playlist Functionality

- Automatically creates playlist and populates it with existing content.
- Automatically links missing content to playlist after each missing content item is uploaded.
- Updates to playlists tied to a script that have all content items requires no human intervention.

### Special User Interface Indications

- Imported playlist are easily identifiable as “external playlist.”
- Indicates playlist with missing content.
- Warn user when trying to assign a missing content playlist to template.
- Warn user when starting a script with missing content playlist.

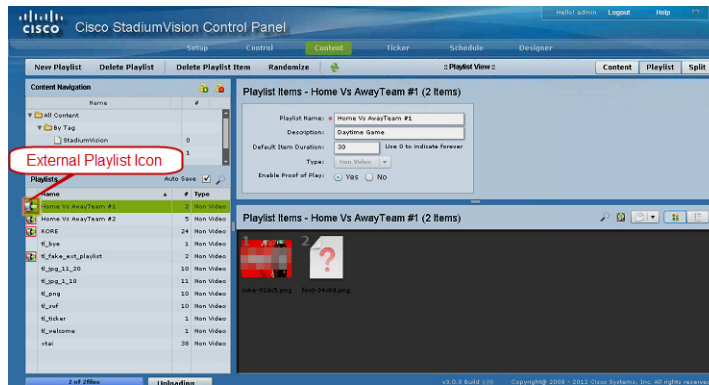
### Proof of Play Addition

- Works in the same way as a manually created playlist, but with more granularity.
- Automatic insertion of PoP tag for each time slot play.

## User Interface Example

The API automatically creates the playlist, which you can easily identify by an icon that tags it as an external playlist source (Figure 1).

**Figure 1** External Playlists in Control Panel Content Screen



The playlist is populated with existing content in Cisco StadiumVision Director, and you are alerted to any missing content in the playlist by a red box around the external playlist icon on the Content screen. The missing content item is identified with a question mark. Once you import any missing content, it is automatically linked to the external playlist.

Current proof of play reporting is fully supported for external playlist sources and PoP tags are automatically created for specified sponsor IDs. Any missing content is not included in the PoP report.

## User Control API

New functions have been introduced to the in-suite API as of Cisco StadiumVision Director Release 3.0 to add support for Self-Service Content (SSC) feature. The new API allows querying as well as sending control information to StadiumVision Director.

The API supports the following areas:

- [Album Control, page 10](#)
- [Information Retrieval, page 11](#)
- [Security, page 11](#)
- [TV Control, page 11](#)

## Album Control

The API album control capabilities for SSC include:

- Retrieve all albums available for play on a specific player.
- Retrieve common albums available for play on a one or more players.
- Retrieve all albums available for play on a one or more players.
- Retrieve the album play duration.
- Set the album play duration.
- Control album loading and unloading of content to the player.

- Control play/pause/stop/next/previous actions of the album.

## Information Retrieval

The API information capabilities include:

- Query of which suites that can be controlled.
- Query of all players that can be controlled.
- Query of all players with in a suite that can be controlled.
- Query control features that exist within all suites.
- Query control features that exist within a specific suite.
- Query control features that exist for all players.
- Query control features that exist for a specific player.
- Query A/V inputs that exist for all players.
- Query A/V inputs that exist for a specific player.
- Query of closed captioning capabilities of StadiumVision Director.
- Query the channel guide for a specific suite.
- Query the status of all players that can be controlled.
- Query the status of a specific player.
- Detailed HTTP POST response messages in XML.

## Security

The API security capabilities include:

- Unique permanent PIN for each suite in order to access and control the devices within.
- Temporary PIN for each suite that changes per event script run, can be displayed on TV. The temporary PIN is changed every day at 4 a.m. (default) based on the default scheduled task in Cisco StadiumVision Director. It also can be changed on demand using the UI.
- Common master PIN for administrative control.

## TV Control

The API TV control capabilities include:

- Power on and off of the TV.
- Channel change to a channel within the guide.
- Channel change up or down from the current channel in the guide.
- Volume change to a specific value.
- Volume change up or down from current value.
- Mute the audio with a specific on or off.
- Mute and unmute the audio with a toggle.
- Closed caption on with specific CC setting.
- Closed caption off.
- A/V input change with specific input setting.

- Show and hide of the information banner on the TV.

## Dynamic Menu Board

The following enhancements for Dynamic Menu Board support are introduced in Cisco StadiumVision Director Release 3.0:

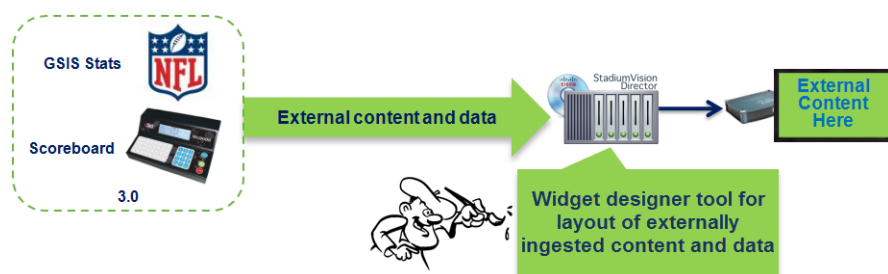
- Video on menu boards is tested and supported in Cisco StadiumVision Director Release 3.0.
- The following synchronization features have been added for Stores in the DMB application, particularly to support Micros menu board integration:
  - Ability to configure the automated store synchronization interval from 1–24 hours. The default is 24 hours.
  - Ability to view the date and time of the last update.
  - Ability to manually synchronize updates to store content in DMB by the concessionaire or an administrator.
- Internationalization and localization support has been implemented for:
  - Menu item descriptions.
  - Pricing format selection either according to locale or without formatting.
  - Ability for the currently logged in user to the DMB application to set the preferred locale based on the installed language packs.

For more information on the DMB application, see the [Cisco StadiumVision Director Dynamic Menu Board and Store Configuration Guide, Release 3.0](#).

## External Content Integration

Beginning in Cisco StadiumVision Director Release 3.0, the Cisco StadiumVision Director solution supports integration with external data sources for content ingestion and presentation. [Figure 2](#) shows a high-level overview of the new feature support.

**Figure 2** External Content Integration High-Level Overview



The following external content sources are supported in Release 3.0:

- National Football League (NFL) Game Statistics and Information System (GSIS) Cumulative Statistics
- NFL GSIS Game Clock
- Daktronics All Sport 5000 Scoreboard Controller (basketball and hockey only)

- OES ISC9000 Intelligent Scoreboard Controller (basketball and hockey only)

Once you have established connectivity to the external data source and selected and mapped the data that you want to display in the Cisco StadiumVision Director External Content Integration interface, you can use the Widgets tool on the Control Panel to design a layout of those statistics.

**Note**

The Widgets tool only supports layout design for the External Content Integration feature in Cisco StadiumVision Director Release 3.0.

From there, complete the following tasks to publish the content to a TV:

- Create a playlist from the Control Panel for the widget that you created.
- Create an event script to run the playlist.
- Schedule the script to display the content on a TV.

For more information on External Content Integration, see the [Cisco StadiumVision Director External Content Integration Guide, Release 3.0](#).

## External Triggers

Cisco StadiumVision Director Release 3.0 supports an HTTP-based Representational State Transfer (REST) API that a software or hardware contact closure source can use to trigger one or more actions by the Cisco StadiumVision Director software, such as to start an event script to control display of content for a desired “moment of exclusivity” or make an emergency notification at a venue.

Building management and life safety systems as well as the broadcast control room in a stadium typically allow external integration by using dry contact closure and/or GPIO devices. It is expected that networked surveillance cameras, video routers, and other broadcast equipment already have these input/output (I/O) modules built into the hardware.

[Figure 3](#) shows the different sources of contact closure that can be used as external input triggers to an event script on the Cisco StadiumVision Director server.

- The virtual contact closure option represents a software application that can initiate an HTTP request directly and also use the Event Trigger API for retrieval of input trigger configuration from Cisco StadiumVision Director. You can obtain a free sample third-party software application called “TriggerSVD” on the Apple iTunes site.
- The physical contact closure option represents a hardware device, such as those used for life safety or building management systems, which produce an electrical signal that requires another device to convert the signal to an IP-based HTTP request. [Figure 3](#) Option B shows this conversion being done by a GPIO gateway to initiate the HTTP request after receiving the trigger from the physical contact closure device. The Crestron QM-RMC is an example of a third-party hardware device that accepts two-wire signals and sends commands to Cisco StadiumVision Director.

**Figure 3** *Input Sources of Contact Closure to Cisco StadiumVision Director*

**Option A: Virtual Contact Closure**



**Option B: Physical Contact Closure**



Cisco StadiumVision Director can perform certain script actions or TV controls upon receipt of an input trigger. Each input trigger can be configured to have multiple actions.

You can configure the following script actions to occur upon receipt of an input trigger:

- Start a script.
- Stop a script.
- Change to an ad-hoc state.
- Leave the current ad-hoc state.
- Go to the next sequential state.
- Go to the previous sequential state.

You can configure the following TV control actions to occur upon receipt of an input trigger:

- Turn TVs off by group, zone, or device.
- Turn TVs on by group, zone or device.

Cisco StadiumVision Director has 16 default input trigger IDs (and supports a maximum of 64) that are initially disabled and serve as placeholders for a Cisco StadiumVision Director administrator to define and enable for your system. The user interface options are defined in Extensible Markup Language (XML) code that can be accessed by an application using the Event Trigger API.

For more information about configuring external trigger support by Cisco StadiumVision Director administrators who are responsible for working with third-party developers and system integrators to establish connectivity for external input triggers, see the [Configuring Cisco StadiumVision Director for External Triggers](#) guide.

## Event-Time Content Replacement

The Event-Time Content Replacement feature is introduced in Cisco StadiumVision Director Release 3.0 to allow you to perform content updates in a playlist during content presentation. Prior to Release 3.0, content distribution and presentation were dependent operations and you could not update content while a script was already running for that content.

**Caution**

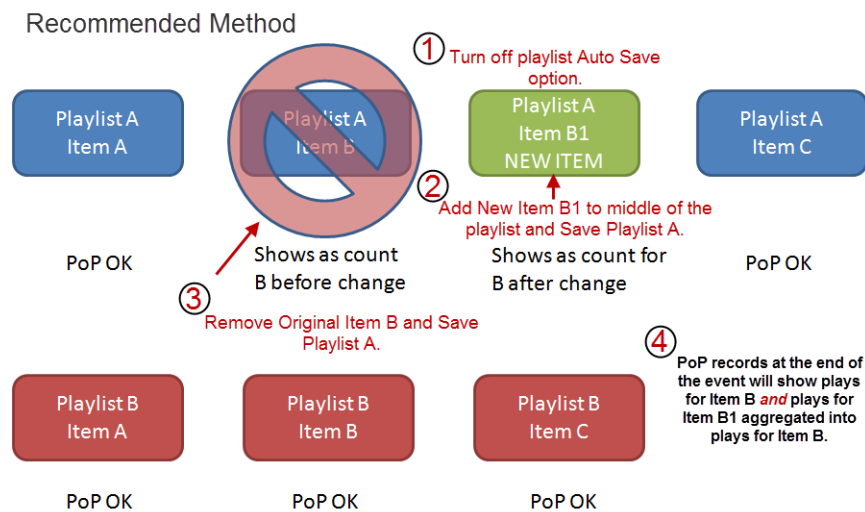
Event-Time Content Replacement should be used with care if you are using Proof of Play due to impact of Proof of Play reporting if changes are made while a script is running. The cost-benefit of replacing content versus PoP impact should be weighed. Once an updated event script has stopped running, the PoP will operate normally upon re-running of the script.

You should avoid making the following types of playlist updates when using PoP with Event-Time Content Replacement:

- Adding items to the end of a playlist—The new item will show up in the PoP raw data, but not the detailed report.
- Removing an item from a playlist—Synchronization of the PoP reporting will be mismatched.

Figure 4 shows the recommended method of performing event-time content replacement to minimize impact to PoP reporting.

**Figure 4 Replacement of Existing Playlist Item**



## Internationalization and Localization

**Note**

Cisco StadiumVision Director Release 3.0 supports internationalization and localization for the Cisco DMP 4310G only and the Cisco Unified IP Phone 7975G.

### 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 3.0 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
- 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.



### Note

Infrastructure for L10n has been implemented in Cisco StadiumVision Director Release 3.0 to support the future introduction of multiple locales. Certain locales are not supported in Release 3.0, such as right-to-left languages.

In the initial release of Cisco StadiumVision Director Release 3.0 software (Release 3.0.0-247), English is the only supported (and default) language for the Cisco StadiumVision solution. Support for other language translations are introduced as they become available in Service Packs.

## Service Packs for Localization



### Note

When a Service Pack for Cisco StadiumVision Director is installed, all languages within the SP will be automatically installed.

Service Pack 1 (Cisco StadiumVision Director Release 3.0.0-429) includes support for the following languages (associated locales are in parentheses):

- Deutsch (de\_DE)
- English (en\_US). This is the default locale in all Cisco StadiumVision Director 3.0 releases.
- French (fr\_FR)
- Italian (it\_IT)
- Japanese (ja\_JP)
- Korean (ko\_KR)
- Polish (pl\_PL)
- Portuguese (pt\_BR)
- Russian (ru\_RU)
- Simplified Chinese (zh\_CN)
- Spanish (es\_ES)
- Swedish (sv\_SE)
- Traditional Chinese (zh\_TW)



## Translated User Documents

Available versions of translated end-user documents for Cisco StadiumVision Director can be found at: [http://www.cisco.com/en/US/products/ps11274/tsd\\_products\\_support\\_translated\\_end\\_user\\_guides\\_list.html](http://www.cisco.com/en/US/products/ps11274/tsd_products_support_translated_end_user_guides_list.html)

## Self-Service Content

Cisco StadiumVision Director Release 3.0 introduces support for independent users to upload images and videos using the new Self-Service Content feature.

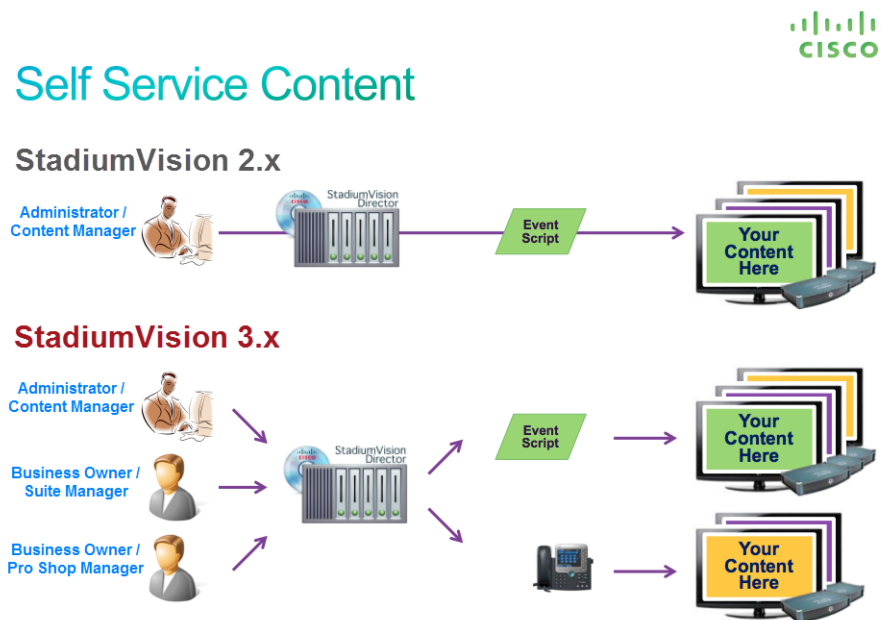


**Note**

The Self-Service Content feature requires additional hard drive space and initial configuration by a Cisco StadiumVision Director administrator to define categories in the system registry and add self-service content user accounts.

Figure 5 shows the differences in content creation abilities in Cisco StadiumVision Director Release 2 and Release 3, where only administrator and content manager roles could manage content in Cisco StadiumVision Director Release 2. In Cisco StadiumVision Release 3.0, the ability to get content into Cisco StadiumVision Director has been expanded to include users of various functional areas in a venue using an account defined for the self service content role.

**Figure 5** Content Creators in Cisco StadiumVision Director Release 2 and Release 3



The Cisco StadiumVision Director SSC feature provides a way for business users from a variety of functional areas at a venue to independently upload custom content directly to the Cisco StadiumVision Director server and assign it to suites and devices for later presentation.

The SSC feature provides a portal for each authorized user to upload and store content in folders called *albums*. This user-specific workspace is the only area of the Cisco StadiumVision Director software that an individual SSC user can access. It contains only the content uploaded by that user, and only that user can see the content. When the content is published to specific DMPs, only those areas of the venue have access to the albums.

## Ways to Use SSC

The following are some of the specific ways that you can use SSC for certain business functions at your venue:

- Back-office administrator—Display logo of a particular sponsor while meeting with them.
- Coaches—Create and display workout schedules in the locker room.
- Concessions—Update static menu boards.
- Human resources—Announce an employee of the month.
- Security office—Display lost child message.
- Suite attendant—Display personal “Happy Birthday” message.
- Suite sales—Personalize suites by suite owner.
- Team store—Create and display store promotions.

For more information about SSC, see the following documents:

- For information about how to configure Cisco StadiumVision Director for SSC support by administrators, and for details about how to do a bulk upload of content in SSC using a TSV file, see the [Cisco StadiumVision Director Self-Service Content Configuration Guide](#).
- For information about how to use the SSC portal to upload content by Cisco StadiumVision Director business users defined with the Self Service Content role, see the [Cisco StadiumVision Director Self-Service Content User Guide](#).



### Note

SSC supports control of album content on IP phones and other devices. For more information, see the [“User Control API” section on page 10](#) and [“User TV Control—Album Control” section on page 21](#).

## Server Administration

The following areas of server administration have been changed:

- [Role-Based Access Control, page 18](#)
- [TUI, page 19](#)

## Role-Based Access Control

Cisco StadiumVision Director Release 3.0 introduces a new user role called “Self Service Content.”

The Self Service Content role gives users access only to the Self-Service Content application area in Cisco StadiumVision Director when the user logs into the server. For more information about Self-Service Content, see the [“Self-Service Content” section on page 17](#).

## TUI

The following Text Utility Interface (TUI) enhancements are introduced in Cisco StadiumVision Director Release 3.0:

- On the TUI main menu, option “j” has been renamed to “Change StadiumVision user passwords” (Figure 6).

**Figure 6 Updated TUI Main Menu for Release 3.0**

```
          .       .
          |       |
          ||      ||
          ||      ||
        .||  ||.  .||  ||.
        :||| | |||:..:||| | |||:
         C i s c o S y s t e m s
StadiumVision Director Configuration Menu

Server hostname is SVD-J
Server IP address is 10.194.172.99

-----

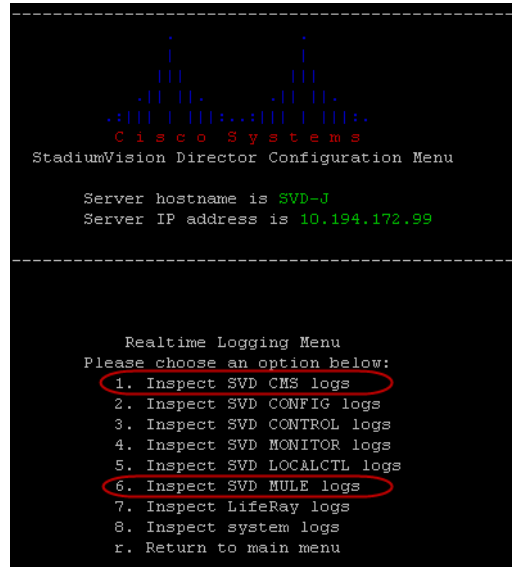
Please choose one of the following menu options:

a) Configure IP information
b) Configure DNS information
c) Configure NTP
d) Set Hostname
e) Edit hosts file
f) Start / Stop Services
g) Ping a host
h) Display realtime logging
i) Set StadiumVision user password
j) Change StadiumVision user passwords
k) Change MySQL password
l) Enable TAC user
m) Shutdown the StadiumVision server
n) Restart the StadiumVision server
o) Rerun StadiumVision initial configuration
p) Display system details
q) Upgrade StadiumVision server
r) Configure automatic backup and restore
x) Exit
```



- On the Logging menu, new options for the CMS logs (for SSC) and the Mule logs (for External Content Integration) have been added (Figure 9).

**Figure 9 Updated TUI Logging Menu for Release 3.0**



## User Interface

The following general areas of the Cisco StadiumVision Director user interface (UI) have been changed in Cisco StadiumVision Director Release 3.0:

- The background theme (color) of the UI has changed.
- The main menu on the Cisco StadiumVision Director home page has changed format and adds icons.
- The Control Panel tab bar has been extended with additional tabs and supports automatic horizontal scrolling or an optional drop-down list box for tab selection.
- The Control Panel supports maximizing the browser page view by clicking the rectangular icon at the top left of the window.

## User TV Control—Album Control

In Cisco StadiumVision Director Release 3.0, support to control the display of SSC album content has been added as a new service for the IP phone. With the album control service, you can manually select albums for display on a TV and use standard-style media player controls to play, pause, and move forward and backward in the album content.

To use an IP phone to control display of album content, the following requirements must be met:

- The SSC user has successfully published the album for the intended suite and TV.
- The IP phone has been configured by an administrator for a service type that supports on-demand content in Cisco StadiumVision Director.

Table 9 identifies all of the service types supported in Cisco StadiumVision Director Release 3.0, and the associated services that each supports. All service types support voice.

**Table 9** IP Phone Service Types in Cisco StadiumVision Director Release 3.0

Service Type	Voice	TV / Volume	In-Suite Ordering	On-Demand Content
LuxurySuite	✓	✓	✓	✓
AdminOffice	✓	✓		
LuxurySuite2	✓	✓	✓	
ContentOnDemandVideo	✓	✓		✓
ContentOnDemandOrder	✓		✓	✓
ContentOnDemand	✓			✓

For more information about IP phone control with SSC, see the following documents:

- For information about how to configure an IP phone in Cisco StadiumVision Director for an on-demand service type, or configuring the CUCM service URL for SSC album control, see the [Cisco StadiumVision Director Self-Service Content Configuration Guide](#).
- For information about how to use the IP phone to display SSC album content, see the [Cisco StadiumVision Director Self-Service Content User Guide](#).

## Installation Notes

This section includes the following installation information:

- [CIMC and BIOS Firmware Installation for Cisco StadiumVision Director Platform 2 Servers, page 22](#)
- [Important Upgrade Notes, page 23](#)

## 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 0x0005, 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 Upgrade Notes

Consider the following important changes that are implemented in Cisco StadiumVision Director Release 3.0 for upgrades to existing Cisco StadiumVision Director sites:

- [Installation and Upgrade Files, page 23](#)
- [Upgrade Paths, page 24](#)
- [Upgrade Process, page 24](#)
- [Important DMP 4310G Firmware Guidelines During Upgrade, page 25](#)

## Installation and Upgrade Files

Cisco StadiumVision Director Release 3.0 software is available in different types of files based on the installation or upgrade environment.

### 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.

## Software Download

If you have a Cisco CCO account and a contract for software download, you can download the Cisco StadiumVision Director installation and upgrade files on the Cisco.com software download site at: <http://www.cisco.com/cisco/software/navigator.html?mdfid=283479662&i=rm>

## Upgrade Paths

The ISO upgrade for Cisco StadiumVision Director Release 3.0 is supported only for servers currently installed with Release 3.0.0-333.



### Note

Spanish localization is not supported in Release 3.0.0-247 or Release 3.0.0-333.

[Table 10](#) lists the supported upgrade paths for Cisco StadiumVision Director Release 3.0:

**Table 10**      **Supported Upgrade Paths for Release 3.0**

From:	To:
Release 3.0.0-429 (SP1)	Release 3.0.0-433 (SP2)
Release 3.0.0-333	Release 3.0.0-429 (SP1)
Release 3.0.0-247	Release 3.0.0-333
Service Pack 1 for Release 2.4.0-168	Release 3.0.0-333
Service Pack 1 for Release 2.4.0-168	Release 3.0.0-247

If your system is not already running Cisco StadiumVision Director Release 2.4.0-168 Service Pack 1, perform the appropriate upgrade process(es) from your current version before you run an upgrade to Cisco StadiumVision Director Release 3.0. For more information about upgrades for the prior Release 2.4, see the [Cisco StadiumVision Director Installation and Upgrade Guide, Release 2.4](#).

## Upgrade Process

Upgrades to the Cisco StadiumVision Director software are made available using the ISO upgrade utility available from the TUI. The ISO upload utility uses a special upgrade ISO file available from the Cisco.com software download site.

There are two upgrade environments for Cisco StadiumVision Director Release 3.0, which have different upgrade requirements:

- Upgrading an existing server from Release 2.4.0-168 Service Pack 1 to Release 3.0.  
Depending on your server environment, this requires you to upgrade DMP firmware, migrate your server environment, install additional hard drives, upgrade CIMC/BIOS, and perform the ISO upgrade.



### Note

Upgrading from Release 2.4 requires that you obtain two upgrade scripts from your Cisco Systems representative. For more information, see the [Cisco StadiumVision Director Software Installation and Upgrade Guide, Release 3.0](#).



- Upgrading an existing server already running Release 3.0 to a more recent 3.0 release.  
This environment generally requires that you only perform an ISO software upgrade.

For more details about upgrading the Cisco StadiumVision Director software for your environment, see the [Cisco StadiumVision Director Software Installation and Upgrade Guide, Release 3.0](#).

## Important DMP 4310G Firmware Guidelines During Upgrade



### Note

Beginning in Cisco StadiumVision Director Release 3.0, the Cisco DMP 4305G is no longer supported.



### Caution

When upgrading from Cisco StadiumVision Director Release 2.4 to Cisco StadiumVision Director Release 3.0, an upgrade of required DMP 4310G firmware between these releases is also required.

Therefore, a transition window will occur during the upgrade where firmware Version 2.2.2 Build 2744 for Release 2.4 is not currently supported in Cisco StadiumVision Director Release 3.0, which requires firmware Version 5.3.4.

To avoid issues during upgrade, perform the upgrade in the following order:

1. Upgrade from Release 2.4 to 3.0, leaving all DMPs with firmware Version 2.2.2 Build 2744.
2. Once the Cisco StadiumVision Director upgrade is complete, existing Release 2.4 features can be expected—but not guaranteed—to work with the Release 3.0/Version 2.2.2 Build 2744 combination.

Be sure that the following guidelines are met while in transition between supported firmware versions:

- Do not attempt to use any new 3.0 features, such as SSC or External Content Integration.
  - Do not use the system for any public events during the upgrade window.
  - Do not use the system with a mix of DMPs with firmware Version 2.2.2/b2744 and Version 5.3.4 deployed.
3. Complete the upgrade by upgrading all DMP 4310G models to Version 5.3.4.



### Note

For important information about how to perform the DMP firmware upgrade, see the “Upgrading the DMP Firmware” section of the “[Upgrading a Cisco StadiumVision Director Server from Release 2.4 SP1 to Release 3.0](#)” module of the [Cisco StadiumVision Director Software Installation and Upgrade Guide, Release 3.0](#).

## VLAN Compliance Check

A VLAN compliance check for DMPs is supported in Cisco StadiumVision Director Release 3.0. After you upgrade to release 3.0, you need to go to the Management Dashboard and change the Assigned VLAN property under Global DMP Settings for both the 4310 and 4310 v5.2.3 settings according to your DMP VLAN configuration as follows:

- If all of your DMPs are located on the same VLAN (recommended)—Type the number of the VLAN and save the configuration.
- If all of your DMPs are *not* located on the same VLAN, or you want to bypass any VLAN compliance checking—Type “`$svd_ignore`” and save the configuration.



**Note** Beginning in Cisco StadiumVision Director Release 3.0.0-429 (SP1), the default Assigned VLAN property value is \$svd\_ignore.

The value in the Assigned VLAN property in the Management Dashboard settings for the DMP 4310s is checked against the value being sent by the DMP, unless you have configured \$svd\_ignore.



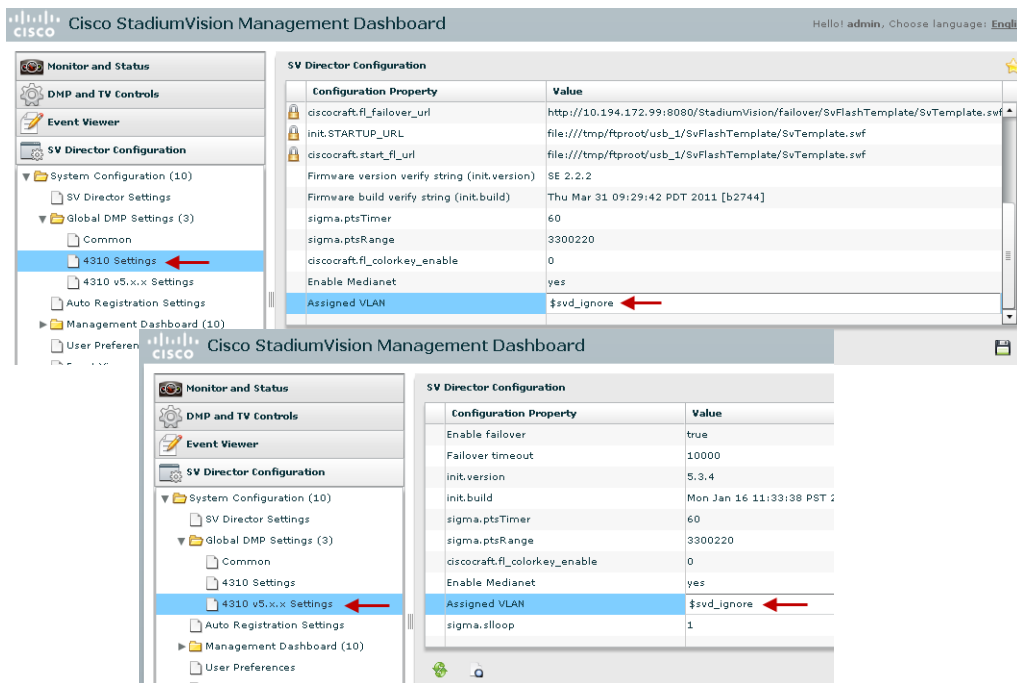
**Caution**

DMP auto-registration support requires that the VLAN value is correctly set or “\$svd\_ignore” is used.

Figure 10 shows how to configure the Assigned VLAN property under the 4310 Settings for DMPs that are not located on the same VLAN using the “\$svd\_ignore” string.

You will also need to set this Assigned VLAN property value for the 4310 v5.x.x Settings:

**Figure 10 Assigned VLAN Property Configuration for DMPs**



# Limitations and Restrictions

When using Cisco StadiumVision Director Release 3.0, be aware of the following limitations and restrictions:



## Caution

Proof of play raw data is not part of the backup process. Only proof of play *report* data that has been generated to the `/var/sv/pofp/data` directory (indicated by the green dot icon beside the script) is backed up. Therefore, it is very important that you transfer PoP messages from the raw data directory to “`data/<cookie>`” directory as indicated by a green dot next to the event, before 60 days of the event, after which time PoP messages in the raw directory will be deleted.

- 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 initial release of Cisco StadiumVision Director Release 3.0 implements the infrastructure only to support i18n and L10n to support the independent installation of other language packs with Cisco StadiumVision Director Release 3.0 as they become available.
- Cisco StadiumVision Director Release 3.0 does not support internationalization for back-end messaging or the Video Distribution Manager.
- Non-English characters are not supported as a Cisco StadiumVision Director login credential.
- Multiuser support in Cisco StadiumVision Director Release 3.0 is limited to script editing only. No other Control Panel functions for templates, zones, groups, and playlists support a multiuser 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 users 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.

- Consider the following restrictions and expected behavior when configuring playlists:
  - Single video loop—You can configure a playlist to loop continuously when you have a playlist with a *single* video content item set for a duration of zero, with the playlist duration also set to zero.
  - Single non-video loop—You can configure a playlist to loop continuously when you have a playlist with a *single* non-video content item by setting the item duration to -1 and either:
    - 1) Setting the playlist duration to zero, OR
    - 2) Setting the playlist duration to a number greater than zero.
  - All playlists will loop their content (for example, once the last item plays, the playlist restarts with the first item) *unless* a duration of zero is configured on the first playlist item.

- To run a playlist one time, you can specify a duration of zero for the last item in the playlist, *except* for a 2-item playlist. If the last item has zero duration in a 2-item playlist, then the first graphic plays and then only the last graphic continuously plays.
- A 2-item playlist will not work if both items have non-zero durations, unless the last item has a duration of 99999.
- Any playlist containing more than one item does not work correctly if the duration of any item in the playlist is zero, except for the last item in the playlist.

## Important Notes

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

## DMP 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 DMPs in your system each week. You can reboot DMPs manually or configure a periodic task to run automatically.



**Note**

---

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

---

For more information see the [“How to Configure the Reboot DMP System Task From the Management Dashboard”](#) task note.

## Caveats

- [Open Defects in Cisco StadiumVision Director Release 3.0.0-429 \(SP1\), page 29](#)
- [Resolved Defects in Cisco StadiumVision Director Release 3.0.0-429 \(SP1\), page 31](#)
- [Open Defects in Cisco StadiumVision Director Release 3.0.0-333, page 32](#)
- [Resolved Defects in Cisco StadiumVision Director Release 3.0.0-333, page 37](#)
- [Open Defects in Cisco StadiumVision Director Release 3.0.0-247, page 39](#)
- [Resolved Defects in Cisco StadiumVision Director Release 3.0.0-247, page 56](#)

## Resolved Defects in Cisco StadiumVision Director Release 3.0.0-433 (SP2)

Table 11 lists the defects that are resolved in Service Pack 2 for Cisco StadiumVision Director Release 3.0.

**Table 11** Resolved Defects in Cisco StadiumVision Director Release 3.0.0-433

Resolved Defect Numbers	Description of Original Defect
CSCuf77495	Over time VDM video logs fill up causing VDM pushes to error out.
CSCuf74153	Scheduled events fail in Cisco StadiumVision Director when Swedish and other language interfaces used.
CSCue36052	Files in /var/sv/Restore are not cleaned up periodically.

## Open Defects in Cisco StadiumVision Director Release 3.0.0-429 (SP1)

This section lists the defects that are newly opened in Service Pack 1 for Cisco StadiumVision Director Release 3.0. These defects are open in addition to those defects open in Release 3.0.0-333 that are not yet resolved in Service Pack 1.

### CSCtx35299—L10n: Spanish localization defect summary for 2.4.0-SP1 release.

**Symptom** The purpose of this caveat is to summarize the known and postponed Spanish localization issues in Cisco StadiumVision Director 2.4.0 SP1 that are also open in Cisco StadiumVision Director 3.0.0-429 (SP1).

**Workaround** There is no workaround. This is an informational caveat.

### CSCub55272—IP Phone (model 7975) reboots when using Luxury Suite service in Traditional Chinese and Korean.

**Symptom** When using Luxury Suite service on an IP Phone that is configured for Traditional Chinese (Taiwan) or Korean, the IP Phone reboots by itself after a period of usage.

**Possible Cause** This seems to be a memory issue on the IP Phone.



**Note** There are no issues with Simplified Chinese (Mainland China).

**Workaround** There is no workaround.

**CSCub76220—In Control Panel after adding item to a large playlist the list resets to the top.**

**Symptom** After the item is added to the playlist the list resets and now shows the beginning of the list, instead of your insertion point for the playlist item.

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

1. Launch Control Panel and go to Content screen.
2. Select a playlist with enough items such that when using split view, you have to scroll to get to bottom of the playlist.
3. While in split view, click and drag a new item into the playlist.

**Workaround** Manually scroll the list to the desired insertion point.

**CSCub93535—Incorrect partitioning occurs if second RAID volume built prior to full ISO installation to Release 3.0.**

**Symptom** When installing a full ISO image for Cisco StadiumVision Director Release 3.0 with the additional drives inserted into the chassis and the second RAID volume already built, the operating system does not partition the drives correctly with the standard file system layout required for Self-Service Content (SSC). Cisco StadiumVision Director will function correctly, however SSC will not work (even with the additional drives being present) due to the invalid filesystem layout.

**Workaround** Build the second RAID volume *after* a full ISO install for Cisco StadiumVision Director Release 3.0. If you re-install a full ISO image on a server already installed with Cisco StadiumVision Director Release 3.0 and after the additional RAID volumes have been installed, then you must reconfigure RAID to recognize all installed volumes using the LSI MegaRAID utility as described in the [“Installing Additional Hard Drives in the Cisco StadiumVision Director Platform 2 Server”](#) module of the *Cisco StadiumVision Director Software Installation and Upgrade Guide, Release 3.0*.



---

**Note** You do not have to physically remove the hard drives.

---

**CSCuc42948—In Microsoft Internet Explorer 9 the Cisco StadiumVision Director Control Panel does not work.**

**Symptom** You cannot click areas of the Control Panel when using Microsoft IE 9.

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

1. Login to Cisco StadiumVision Director using Microsoft IE9.
2. Click on the Control Panel button from the Home page.
3. Once the Control Panel page loads, you cannot click any tabs.

**Workaround** Use IE8 compatibility mode when using Microsoft IE9.

**CSCuc49247—Channel visibility on guide functionality not implemented on Flash template.**

**Symptom** Hidden channels appear on the channel guide, but they should not display there. This functionality was not implemented on backend even though the Cisco StadiumVision Control Panel interface gives you the option of setting a channel to be hidden on the channel guide.

**Workaround** There is no workaround.

**CSCuc51898—CMS (SSC) does not reestablish database connection automatically.**

**Symptom** Sometimes after a long period of inactivity (1 day+), the Content Management System (CMS) (Self-Service Content [SSC]) will lose connection to the mysql database. Issue usually appears as a failed publishing operation in SSC.

**Workaround** Republish the album in SSC.

**CSCuc56068—For Adobe Flash Player version 11.4 to work in Microsoft Windows with Cisco StadiumVision Director, protected mode needs to be off.**

**Symptom** When using the Mozilla FireFox browser, the Cisco StadiumVision Director UI freezes.

**Workaround** Protected mode is On by default in Adobe Flash Player version 11.4, and it needs to be turned Off in Microsoft Windows. To turn Protected mode Off in Microsoft Windows 7, open the following file: C:\Windows\SysWOW64\Macromed\Flash\mms.cfg. Set the “ProtectMode” value to “0” (ProtectMode=0). For Windows XP or Vista, the file path is C:\WINDOWS\System32\Macromed\Flash\mms.cfg.

**CSCuc60327—L10n: Localization defect summary for 3.0.0-SP1 release.**

**Symptom** The purpose of this caveat is to summarize the known and postponed localization issues in Cisco StadiumVision Director 3.0.0-429 (SP1).

**Workaround** There is no workaround. This is an informational caveat.

**Resolved Defects in Cisco StadiumVision Director Release 3.0.0-429 (SP1)**

Table 12 lists the defects that are resolved in Service Pack 1 for Cisco StadiumVision Director Release 3.0.

**Table 12** Resolved Defects in Cisco StadiumVision Director Release 3.0.0-429

Resolved Defect Numbers	Description of Original Defect
CSCt153505	Session timeout error when log in.
CSCty27558	In SSC, UI not refreshed after exiting album edit mode.

**Table 12 Resolved Defects in Cisco StadiumVision Director Release 3.0.0-429**

<b>Resolved Defect Numbers</b>	<b>Description of Original Defect</b>
CSCtz21878	Album expiration is off by the amount of daylight-saving time for those deployments with DST.
CSCub24966	If multiple DMPs are selected for an SSC album, serial commands do not work.
CSCub25014	Dashboard CPU gauge is not reliable.
CSCub29237	Staging to failover directory fails with warning message.
CSCub43834	In Dashboard the VLAN compliance setting should default to “\$svd_ignore.”
CSCub70013	Adding location to group without linkage to DMP gives duplicate host error.
CSCub70776	Device specification for AccuView touchscreen needs to be added.
CSCub90154	Inbound trigger history purged early.
CSCub97215	In Control Panel, display specifications UI should accept negative and decimal numbers.
CSCuc09291	BAT: Bulk Administration Tool should not store IP address and MAC address for a Location.
CSCuc17367	Increase SSH timeout value in the installe.pl file to 10 seconds.
CSCuc24076	The overlay.swf packaged with Cisco StadiumVision Director software causes calibration screen to be unreachable.
CSCuc27281	In Event Triggers tab, copying does not list selected DMPs.
CSCuc27314	Saving while Filter on causes all actions to disappear from zone/group.
CSCuc31110	In Luxury Suite Phone “Confirm Re-assign” dlg placeholder is displayed.
CSCuc35269	Change DMP Flash template version to “3.0.0-SP1” for SP1 release.
CSCuc35478	Red IR “B” button loads slideshow SWF.
CSCuc42234	Widget data binding name only accepts Latin.

## Open Defects in Cisco StadiumVision Director Release 3.0.0-333

This section lists the defects that are newly opened in Build 333 of Cisco StadiumVision Director Release 3.0.0. These defects are open in addition to those defects open in Release 3.0.0-247 that are not yet resolved.

**CSCub27643—DMPs in failover mode during an event cannot get content from Cisco StadiumVision Director to display, resulting in black screen.**

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

1. Fail to stage video content to DMP (with VDM).
2. Log into Cisco StadiumVision Director and start an event script and navigate to a state which shows video content.



**Symptom** When a DMP is in failover mode during an event, and should be displaying content, the TV screen is black.

**Possible Cause** Content cannot be retrieved from Cisco StadiumVision Director because it is not in the expected directory (/opt/sv/servers/control/webapps/StadiumVision/failover/content). Failover mode could be triggered by a missing video file or Flash memory failure. (However, video channels can be seen during failover because they do not depend on content stored on the file system.)

**Workaround** Turn off failover on the DMPs before the event by completing the following steps:

1. Log into Cisco StadiumVision Director as an administrator.
2. Click **Management Dashboard**.
3. Go to **DMP and TV Controls > DMP Commands**.
4. Select **Update MIB**.
5. Click **4310 Parameters** tab.
6. In the name cell, type **failover.on**.
7. In the value cell, type **false**.
8. In the Select Devices box, select all DMPs.
9. Press the Play button to execute on selected devices.
10. Turn off failover in the global MIB settings by completing the following steps:
  - a. From the Management Dashboard, go to **SV Director Configuration > System Configuration > Global DMP Settings > 4310 v5.x.x Settings**.
  - b. Find the **Enable failover** property.
  - c. Set the value to **false**.
  - d. Click **Save changes**.

#### **CSCub25014—Dashboard CPU gauge is not reliable.**

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

1. From the Management Dashboard, start a Restore task with a very large backup file.
2. After a couple of minutes, you will see the CPU gauge going to 90+ percent.
3. Log into the Cisco StadiumVision Director server using SNE TAC account and run the **top** command.
4. Confirm that actual overall CPU usage is very minimal.

**Workaround** Try the following alternatives:

- If TAC level access is available, log into the Cisco StadiumVision Director server using SNE TAC account and run the **top** command to confirm the actual CPU usage.
- Wait to see if the CPU gauge in the Management Dashboard goes down after the task finishes. If there is still concern about high CPU usage, contact Technical Support to verify the actual CPU usage.

**CSCub24966— If multiple DMPs are selected for an SSC album, serial commands do not work.**

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

1. Login as an SSC user and create an album with video content.
2. On the IP phone, touch **Album Control > All**.
3. Select an album and then touch the Play button.
4. Try to use the volume soft keys.

**Symptom** The volume bar does not appear on the display. This only applies to playing albums from the IP phone.

**Workaround** Try the following alternatives:

1. Use the Infrared (IR) remote control instead of the volume control from the SSC album on the IP phone.
2. Play the SSC album only on one display.
3. Use a device that supports the Local Control API, such as a mobile phone or tablet, to control the volume.

**CSCub13847—In Dashboard using the refresh button for “SV Director Server Locale” resets the selection to the first item.**

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

1. Go to the **Management Dashboard**.
2. Select **SV Director Configuration > System Configuration > SV Director Settings**.
3. Under Configuration Property, select **SV Director Server Locale**.
4. In the Value column, click the locale.
5. Click Refresh.

**Symptom** Regardless of the current selection, the first item in the list is selected. If the Save button is clicked, the locale will now be changed.

**Workaround** Avoid using the Refresh button. If the Refresh button is used, do *not* click the Save button and reload the user interface.

**CSCua10086—Deleting a theme from the DMB does not automatically remove it from the Contents panel.**

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

1. Create a theme in the Dynamic Menu Board (DMB) application.
2. Publish the theme.
3. Go to **Control Panel > Content** and confirm that the custom application instance for the theme is present.
4. Go back to the DMB and delete the theme.
5. Go to **Control Panel > Content** screen and refresh the page.

**Symptom** The custom application instance for the theme is still present.

**Workaround** After deleting a theme in DMB, manually delete its custom application instance from the **Control Panel > Content** screen.

### **CSCua96689—Adding new instances of widgets to a running script is not blocked.**

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

1. Assume that you begin with an Event Script “A” containing widget “A” in State “A,” and you start Event Script “A.”
2. Navigate to State “A.”
3. Add another instance of widget “A” to the state.

**Symptom** The system allows you to add another widget, which is unsupported during a running script.

**Workaround** Avoid adding instances of widgets to a running script.

### **CSCua76981—In the Serial Commands panel, using the scroll bar causes an asterisk “\*” to appear.**

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

1. Go to **Control Panel**.
2. Go to **Device > Display Specifications > Serial Commands**.
3. In the Configured Serial Commands table, either drag and release the scroll bar or click on the up/down arrow of the scroll bar.

Notice an asterisk “\*” appears in the left panel beside the name of the display specification indicating that there is a change, but no change was made.

**Workaround** Ignore the asterisk “\*” if no changes were made to the “Configured Serial Commands” table.

### **CSCua69249—In the Widgets tool, “Show Bounding Box” only works after component placement.**

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

1. Go to **Control Panel > Widgets**.
2. Create a new widget.
3. From the **View** menu, select **Show Bounding Box** so that a checkmark appears.
4. Place either a text or graphic component on the canvas.  
Notice that the bounding box does not appear.
5. From the **View** menu, select **Show Bounding Box** so that the checkmark is removed. Then, select it again.

Notice that the bounding box appears now.

**Workaround** If a bounding box does not appear around components on the canvas, select **View > Show Bounding Box** to clear the checkmark and then reselect **View > Show Bounding Box** so it is checked.

**CSCua69192—In the Widgets tool, the “Use image original size” checkbox only works after an image has been selected.**

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

1. Go to **Control Panel > Widgets**.
2. Create a new widget.
3. Double-click the “Graphic” component, or drag it onto the canvas.
4. In the “Properties” panel select the “Use image original size” checkbox.
5. Click **Change** and select an image.  
Notice that the image is not using the original size.
6. Clear the “Use image original size” checkbox and then select it again.  
Notice that the image is using the original size now.

**Workaround** Clear the “Use image original size” checkbox and then select it again.

**CSCua66283—Publishing an SSC album multiple times causes unreliable state reporting.**

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

1. Log into the SSC portal as an SSC user.
2. Select an existing album.
3. Click on the publish button several times.

**Symptom** The album will quickly turn green suggesting that publishing was completed. However, if the user clicks Refresh, the album returns to pink, indicating that the album is unpublished.

**Possible Cause** This seems to be caused by having multiple instances of publishing being returned by the backend, where some jobs are STAGING\_WAIT, and some jobs are STAGING\_RUNNING and STAGING\_COMPLETE. The issue seems to be worsened when a user has made several publish requests and a publish queue has developed.

**Workaround** Avoid re-publishing an album when it is currently being published.

**CSCua41862—CMS content deleted are not purged until a backup is run.**

**Symptom** The Content Management System (CMS) content that is deleted from the SSC portal does not get purged from Cisco StadiumVision Director until a backup is run. The next backup file that is created will include all of the deleted contents (videos & image files) from the CMS, potentially creating a very large backup file depending on the frequency of the backup task. This could also potentially lead to the Cisco StadiumVision Director server running out of disk space if a backup task is not run for a very long period.

**Workaround** Avoid long periods of time between backups. Having a daily scheduled backup task will avoid this issue.

## Resolved Defects in Cisco StadiumVision Director Release 3.0.0-333

Table 13 lists the defects that are resolved in Cisco StadiumVision Director Release 3.0.0-333.

**Table 13** *Resolved Defects in Cisco StadiumVision Director Release 3.0.0-333*

<b>Resolved Defect Numbers</b>	<b>Description of Original Defect</b>
CSCub06457	Heap size for config server need to be increased.
CSCub06274	With large amount of data Backup process might run into Timeout error.
CSCua76180	After configuring option R in TUI tomcat server restart is needed.
CSCua71476	In “my.cnf” “max_allowed_packet” should be increased to 16M.
CSCua58677	Starting CMS can sometimes take about 20 min+ during boot process.
CSCua54017	SSC CMS staging directory missing from server on ISO install.
CSCua39467	Deletion of available serial cmds need to be deleted from device specifications.
CSCua37295	Default values for certain registry keys need to be changed.
CSCua36514	Script UI does not always reflect serial cmd selection that is on backend.
CSCua35300	If snetac shell is closed abnormally tacaccess.pl runs consuming memory.
CSCua23777	Template cannot set a region’s (x,y) coordinates to any integer.
CSCua23748	Template region width and height cannot be set to any positive int value.
CSCua23687	When copying existing templates, the source template is corrupted.
CSCua19090	DMB Theme Currency Format: Mac does not handle it correctly.
CSCua17064	Certain files do not show up under TSV file browser filter.
CSCua12465	Content update while an event script is running fails if more than one image is changed at a time.
CSCtz97126	User Control API command to set Closed Captioning does not work.
CSCtz95001	Emergency status will not show on IP Phone when it is controlling an album.
CSCtz92543	Unable to unlink a Device from the Location through the UI.
CSCtz89979	Album presentation widget will not load if the SSC album size is greater than 70 items.
CSCtz84039	An SQL upgrade script will fail if there are duplicate names in certain database tables during a software upgrade.
CSCtz70439	In VDM when a filename has more than one period character, an invalid file extension is assigned to it.
CSCtz67229	In the Display Specifications Basic Info tab the Save button is disabled and certain fields cannot be saved.
CSCtz62446	IP phone fails to load home screen when Control Server is restarted.
CSCtz53578	SSC video albums do not change to unpublished state after adding a DMP.
CSCtz39461	User is not notified if an SSC album fails to publish to a DMP.
CSCtz38926	Some video file extensions missing from the TSV file browser filters.
CSCtz38763	In SSC when using TSV for content upload, the progress bar does not show completion fraction properly.

**Table 13** *Resolved Defects in Cisco StadiumVision Director Release 3.0.0-333*

<b>Resolved Defect Numbers</b>	<b>Description of Original Defect</b>
CSCtz38685	SSC content upload never completes if TSV file maps same content twice.
CSCtz38619	Album content order not consistent with TSV import content order.
CSCtz29618	Retry/Cancel state for an SSC album that failed publish does not disappear after you cancel.
CSCtz22105	Flash template: Deleting gadget during event may lead to black screen.
CSCtz22038	Sometimes the Location Assignment tab in Luxury Suite tab fails to load data.
CSCtz19042	In Content tab renaming of Channel Name is allowed but does not work.
CSCtz18858	Password field does not have to be filled to create a user.
CSCtz17772	Copy icon in “Output fields” section of “External Content” tab is non-functional.
CSCtz13856	Restore system data might fail after a fresh ISO installation.
CSCtz13655	Wrong Phone page after channel select for luxury suites with one DMP.
CSCtz13624	Script with a widget state listed in Script Validation Error list erroneously.
CSCtz13104	SV UI: New unsaved closed script cannot be edited or saved.
CSCty99231	SV UI: Cannot save changes to configured serial commands a second time.
CSCty92768	Backup is not automatically copied to secondary server if Cisco StadiumVision Director Release 3.0 was installed through a full ISO. (Note: This issue is not relevant for upgrades to Cisco StadiumVision Director Release 3.0 from Release 2.4.)
CSCty89129	Cannot delete location from luxury suite if assigned to SSC user.
CSCtx81016	Possible to create an incompletely-specified event action.
CSCtt12540	In Dashboard, server utilization graph view mouse-over popup is blank.
CSCts68143	During start of script with large number of DMPs, script is editable without warning.
CSCts67380	Schedule a script using absolute time is offset by timezone difference.
CSCts54128	Save button not enabled right after you duplicate a luxury suite.

## Open Defects in Cisco StadiumVision Director Release 3.0.0-247

This section lists the defects that are open in Build 247 of Cisco StadiumVision Director Release 3.0.

### CSCt153505—Session timeout error when log in.

**Symptom** After logging into Cisco StadiumVision Director, you might get a “session timeout” message.

**Conditions** Clustering is used for Cisco StadiumVision Director single sign-on. User login information must populate to all Cisco StadiumVision Director processes.

**Workaround** The session timeout problem can be overcome with a low level configuration change. Please contact Cisco Technical Support to apply this workaround.

### CSCts68143—During start of script with large number of DMPs, script is editable without warning.

**Conditions** Script has to have group(s) with a large number of DMPs (test case 3000 simulated DMPs). The following steps recreate the conditions when this defect occurs:

1. User-1 starts running Script A with content staging on from **Control Panel > Control**.
2. User-2 opens Script A from **Control Panel > Schedule** to edit.

**Symptom** When a script is in the “Starting” state, another user can edit the script without triggering the “Confirm Editing Running Script” dialog box.

**Workaround** Check whether a script is in “Starting” state before attempting to modify it.

### CSCty55562—Refresh of the data source's list will show misleading message on UI.

**Symptom** When refreshing the data source's list in the External Content tab on the Control Panel several unnecessary and misleading “This field is required” warning messages appear on the UI.

**Workaround** There is no workaround. The messages will disappear automatically after several seconds.

### CSCty55694—Double-byte category names for SSC do not display correctly.

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

1. Log into Cisco StadiumVision Director as an administrator.
2. Go to **Management Dashboard > Tools > Advanced > Registry**.
3. Search for the “album.categories” registry key.
4. Using “;” as a separator, enter one or more categories using double-byte strings.
5. Save registry changes.
6. Using an SSC user account, log into the SSC portal.
7. Click on an existing album to open it for editing.
8. On the left, click on the Category dropdown box to display the categories.

**Symptom** The double-byte strings entered in the system registry do not get rendered properly in the SSC portal dropdown box, even though they are stored correctly in the registry table (which is set to UTF-8 character set).

**Possible Cause** This could be due to the fact that a non-double byte language pack has not been installed and is not in use by the UI.

**Workaround** There is no workaround.

#### **CSCty58446—Album playback gets interrupted if script starts on same endpoints.**

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

1. Using either the IP Phone or a script, start an album (number of displays does not matter).
2. Go to the Control Panel
3. Skip to Step 7 if you have an existing script that targets the same DMPs that are targeted by the album playback.
4. Navigate to Schedule.
5. Create a script that targets the same DMPs that are targeted by the album playback.
6. Save script changes.
7. Navigate to Control.
8. Start the script you just created.

**Symptom** The album presentation gets interrupted and the script is loaded.

**Workaround** There is no workaround.

#### **CSCty89129—Cannot delete location from luxury suite if assigned to SSC user.**

**Conditions** You have locations and DMPs in the system, with an SSC user defined. The following steps recreate the conditions when this defect occurs:

1. Go to **Control Panel > Setup > Luxury Suite > Info**.
2. Create Luxury suite, such as “suite1.”
3. Click on tab “Location Assignment” and assign a location/DMP, such as “loc1” to “suite1.”
4. Go to User Management and select user, such as “ssc1.”
5. Click on Edit button and assign “loc1” to self service content to the SSC user, “ssc1.”
6. Go to **Setup > Luxury Suite > Location Assignment**, and try to delete “loc1” by clicking “–” button and **Save** button.

**Symptom** The Location assignment is not deleted, and an error message appears.

**Workaround** Delete location from self service content user first. Then, delete location from luxury suite.



**CSCty92768—Backup is not automatically copied to secondary server if Cisco StadiumVision Director Release 3.0 was installed through a full ISO. (Note: This issue is not relevant for upgrades to Cisco StadiumVision Director Release 3.0 from Release 2.4.)**

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

1. On the primary server, go to **Management Dashboard > Tools > Advanced > Run a Task** and run the “BackupTask.”
2. On the secondary server, go to **Management Dashboard > Tools > Advanced** tab and run “Restore system data from backup.”
3. Look under System backup time.
4. The backup file from the primary server does not show up in the “System backup time” box.

**Workaround** Contact support for the permanent fix or manually copy the backup files from the primary server to /var/sv/RESTORE directory of the secondary server, every time the BackupTask is run.

**CSCty99231—SV UI: Cannot save changes to configured serial commands a second time.**

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

1. From Control panel, go to **Setup > Devices > Display Specifications > Serial Commands**.
2. Change anything in “Configured Serial Commands” list box or “Serial Strings of Selected Command” (for example, change value of “Input3Name” serial command)
3. Click **Save**.
4. Change anything else in “Configured Serial Commands” list box or “Serial Strings of Selected Command” (for example, change value of “Input4Name” serial command).
5. Click **Save**.
6. Refresh browser.

**Symptom** After you click **Save** in the **Serial Commands** tab a first time, you save a second change in the “Configured Serial Commands” list box or “Serial Strings of Selected Command” list box. Only the first change takes effect.

**Workaround** After the first Save operation, click Refresh before making any other changes.

**CSCtz04639—Deactivating the External Content Integration application requires a restart of the Mule server.**

**Conditions** When you deactivate the External Content Integration application from the Management Dashboard you must restart the Mule service.

**Workaround** Go to **Management Dashboard > Tools > Settings > External Content Integration**. Run the **Deactivate Application** command from the Management Dashboard, and then run the **Restart Application** command.

**CSCtz04762—External Content Integration is enabled by default in fresh new ISO install.**

**Symptom** In a fresh ISO install of Cisco StadiumVision Director Release 3.0, the External Content Integration feature is enabled. The desired behavior is that External Content Integration is disabled by default.

**Workaround** Manually disable the feature by going to **Management Dashboard > Tools > Settings > External Content Integration**. Run the **Deactivate Application** command from the Management Dashboard, and then run the **Restart Application** command.

**CSCtz05752—Unable to delete a PoS Store that is assigned to a Luxury Suite.**

**Symptom** When attempting to delete a PoS store that is currently in use by at least one Luxury Suite will result in an unfriendly error message being displayed.

**Workaround** Remove the PoS store from all Luxury Suites before attempting to delete it.

**CSCtz08509—Clicking System State Reports as a Content Manager opens VDM.**

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

1. Log into Cisco StadiumVision Director as a Content Manager.
2. Click **System State Reports**.

**Symptom** A page opens taking the Content Manager to Video Distribution Manager instead of the system state reporting feature.




---

**Note** This is not a security issue because a content manager is authorized to use the Video Distribution Manager.

---

**Workaround** There is no workaround.

**CSCtz13104—SV UI: New unsaved closed script cannot be edited or saved.**

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

1. Go to **Control Panel > Schedule**.
2. Click the “+” icon to start creating a new script (do not click save).
3. Click on **Close**.
4. Select the script you just created and click the pencil icon to edit it (or double-click script and click Edit).

**Symptom** Error message appears: “Cannot edit/delete selected object. New Script Thu Apr 5 11:29:37 GMT-0700 2012: script/0 was not found.”

**Workaround** There is no way to edit the script or to save it. Any data entered into the script will be lost. Be sure to save a script before clicking Close.

#### **CSCtz29274—After content import the number of items shown might be incorrect.**

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

1. Log into Cisco StadiumVision Director.
2. Click **Control Panel**.
3. Go to **Content**.
4. Click **Import**.
5. Select multiple file(s) to upload.
6. Click **Open**.

**Symptom** The Content screen does not update correctly and a smaller number of imported content appears.

**Workaround** Reload the UI.

#### **CSCtz29618—Retry/Cancel state for an SSC album that failed publish does not disappear after you cancel.**

**Conditions** You have the following configuration in Cisco StadiumVision Director:

- At least one DMP+Location in the list of devices.
- At least one luxury suite.
- A luxury suite has at least one DMP assigned to it.
- An SSC user is created and is authorized for the luxury suite.
- The SSC user has at least one published album.

The following steps recreate the conditions when this defect occurs:

1. Shut down the DMP to which the SSC user’s album is authorized and published.
2. Log into the SSC portal.
3. Perform a publish on the album that is associated to the DMP that you have shut down.  
The publish fails and two buttons appear on the album thumbnail to Retry or Cancel.
4. Start the DMP that you shut down.
5. Republish the album and verify that it is successful (green).

**Symptom** Even though an album has been successfully republished after a failure, the Retry/Cancel buttons remain on the album thumbnail in the SSC portal.

**Workaround** Reload the UI.

**CSCtz13624—Script with a widget state listed in Script Validation Error list erroneously.**

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

1. Create a script with at least one state that uses a playlist with an External Content Integration widget.
2. Notice the script is now listed in the Script Validation Error list with a “Content not ready for playlist” error.

**Symptom** When starting this script a message appears about script start being blocked by validation error(s).

**Workaround** Ignore the “Content not ready for playlist” error in the Script Validation Error list. When starting the script press **Yes** when the warning message appears to continue.

**CSCtz17772—Copy icon in “Output fields” section of “External Content” tab is non-functional.**

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

1. Go to **Control Panel > External Content**.
2. Select the **Field mapping** tab.
3. If there are no items in the Output fields section, then create a new item.
4. With an item selected, click the **Copy** icon.

**Symptom** No action occurs when the Copy icon is used.

**Workaround** There is no workaround.

**CSCtz18858—Password field does not have to be filled to create a user.**

**Symptom** When creating a user, even though the password field is shown as required, a user can be created without filling in this field. Cisco StadiumVision Director creates an automatic password that the user is unaware of.

**Workaround** Have a user with Administrator credentials reset the password.

**CSCtz19042—In Content tab renaming of Channel Name is allowed but does not work.**

**Conditions** Have at least one channel created. The following steps recreate the conditions when this defect occurs:

1. Go to **Control Panel > Content**.
2. Switch to list view.
3. Double-click Channel name.
4. Change the Channel name and press **Enter**.

**Symptom** Channel name is blank, and it is not possible to enter a name for the Channel.

**Workaround** There is no workaround.

#### **CSCtz19072—Importing into playlist not all items present after import.**

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

1. Go to **Control Panel > Content**.
2. Create a new playlist.
3. Select playlist and click button to import into playlist.
4. Select about 10 items and import.

**Symptom** All imported items do not appear in the playlist. However, all items were imported and are available in All Content.

**Workaround** Manually add missing items into playlist after import.

#### **CSCtz22038—Sometimes the Location Assignment tab in Luxury Suite tab fails to load data.**

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

1. Clear browser cache.
2. Go to **Control Panel > Luxury Suite > Location Assignment**.

**Symptom** There is location data but it does not load.

**Workaround** Do one of the following:

- Click on both green refresh buttons.
- or
- Reload the UI and go to the Luxury Suite > Location Assignment tab before visiting other tabs.

#### **CSCtz21878—Album expiration is off by the amount of daylight-saving time for those deployments with DST.**

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

1. Log into the SSC portal as an SSC user.
2. Edit an existing album and set its Expires date to a time that has already passed.
3. Save the album.
4. Using the IP Phone or user control API, query one of the DMPs for a list of available albums.

**Symptom** Notice that although the album is expired, it is not being filtered out when the list of available albums is displayed to the end user on the IP Phone or user control API.

**Workaround** Set your local computer's timezone and daylight-savings time setting to be the same as the Cisco StadiumVision Director server. To suppress albums from being shown on the IP Phone or returned by the user control API, configure the album to be inactive.

#### **CSCtz22105—Flash template: Deleting gadget during event may lead to black screen.**

**Conditions** You have an event script with a playlist with 5 gadgets in it. The following steps recreate the conditions when this defect occurs:

1. Run an event script with 5 gadgets in it.
2. During event, from content pane, delete one gadget in the playlist.
3. Repeat step 2 if necessary.

**Symptom** 2 gadgets are deleted and another gadget is created with an undefined URL and instance which displays text on the TV screen “loading menu entity url = undefined ? Instance = undefined,” and the rest of the screen is blank.

**Workaround** Restart the Flash application using the Management Dashboard.

#### **CSCtz38619—Album content order not consistent with TSV import content order.**

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

1. Create a TSV file (Unicode text encoding) with multiple content pieces identified. Note the order of the content mapped to the albums.
2. Log into the Cisco StadiumVision Director SSC portal as an SSC user.
3. Click **Upload**.
4. Select the option to create a new album using a TSV mapping.
5. Click **Browse**.
6. Select the TSV.txt file and all corresponding image and video files identified in the .txt file for upload.
7. Click **Open**.
8. If no errors are found with the TSV file, click **Upload** to continue with the upload process.

**Symptom** After the import and content upload are complete, notice that the album that was created does not show the content items in the same order as they were specified in the TSV file.

**Workaround** Manually reorder the album content after TSV upload.

#### **CSCtz38667—Attempts to delete a large number of content items immediately after import might fail.**

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

1. In Control Panel, go to Content screen and import 100 or more content items (e.g. image1.png through image100.png).

2. Leave all the items selected and right after importing (within 5 seconds) click Delete and confirm to delete all of the selected content items that you just imported.
3. Wait about 30 seconds. Notice that the content items do not appear to be deleted, and an error message is displayed.
4. Refresh the browser. Notice that some (but maybe not all) of the images are removed, depending on how many images were uploaded and how long you waited to delete them.

**Symptom** The more images you upload, and the shorter the time that you wait to delete, the more images remain undeleted. If you select a playlist that uses some of the deleted images, the name of an image might be missing but there is still an image id and duration.

**Workaround** Wait at least a minute after importing up to 100 images before you delete them. The larger the number of images imported, the longer amount of time you need to wait before being able to successfully delete them.

### **CSCtz38685—SSC content upload never completes if TSV file maps same content twice.**

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

1. Create a TSV file (Unicode text encoding) with multiple content pieces identified. Make sure that you create at least two albums and that you assign at least one item twice to each of the albums.
2. Log into the Cisco StadiumVision Director SSC portal as an SSC user.
3. Click **Upload**.
4. Select the option to create a new album using a TSV mapping.
5. Click **Browse**.
6. Select the TSV.txt file and all corresponding image and video files identified in the .txt file for upload.
7. Click **Open**.
8. If no errors are found with the TSV file, click **Upload** to continue with the upload process.

**Symptom** If you map two or more albums to the same content item, the content upload will not complete, and the album creation is not completed.

**Workaround** Break up the TSV into separate files so that no single TSV file refers to the same piece of content twice.

### **CSCtz38763—In SSC when using TSV for content upload, the progress bar does not show completion fraction properly.**

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

1. Create a TSV file (Unicode text encoding) with multiple content pieces identified.
2. Log into the Cisco StadiumVision Director SSC portal as an SSC user.
3. Click **Upload**.
4. Select the option to create a new album using a TSV mapping.
5. Click **Browse**.

6. Select the TSV.txt file and all corresponding image and video files identified in the .txt file for upload.
7. Click **Open**.
8. If no errors are found with the TSV file, click **Upload** to continue with the upload process.

**Symptom** The content upload progress bar does not properly display the count of content that has already been completed. Instead, it displays “NaN/NaN files” and no numbers.

**Workaround** There is no workaround. This is a cosmetic defect only and no functionality is affected.

#### **CSCtz38926—Some video file extensions missing from the TSV file browser filters.**

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

1. Log into the Cisco StadiumVision Director SSC portal as an SSC user.
2. Click **Upload**.
3. Select the option to create a new album using a TSV mapping.
4. Click **Browse**.

**Symptom** The TSV file browser filter does not show the following supported file extensions: \*.mpeg, \*.m2t and \*.m2ts. Therefore, user cannot include files with those extensions.

**Workaround** Rename the extension of the video file to “.mpg”.

#### **CSCtz39461—User is not notified if an SSC album fails to publish to a DMP.**

**Symptom** The SSC user is not warned when publishing of an album to a DMP fails. The user only sees the album thumbnail appearing to be stuck with the published percentage superimposed on the thumbnail. The album stays in this state and no warning is provided to the user.

**Workaround** Contact the Cisco StadiumVision Director administrator to verify the status of the DMP.

#### **CSCtz51366—PoS interval store sync fails to update if store refresh is occurring.**

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

1. Log into Cisco StadiumVision Director with a role that supports DMB configuration.
2. Click **Dynamic Menu Boards**.
3. Click **Stores**.
4. Click **Browse All**.
5. Select a store (from either Quest, Cisco, or Micros vendor).
6. Change the value of the Sync Interval (hours) option on the right side panel.
7. Click **Sync store**.
8. Click **Save Sync Interval**.
9. Click **Refresh**.



**Symptom** If a store refresh is currently occurring, the change to the Sync Interval value is not saved and returns to the last value set, and the Last updated timestamp remains unchanged.

**Workaround** Avoid saving the store sync interval while a store refresh is occurring.

### **CSCtz53578—SSC video albums do not change to unpublished state after adding a DMP.**

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

1. Log into the Cisco StadiumVision Director SSC portal as an SSC user.
2. Create at least one video and one image album.
3. Publish all albums and wait for them to successfully finish (green state).
4. Log off and log into Cisco StadiumVision Director as an administrator.
5. Click **Control Panel**.
6. Go to **Setup > Luxury Suites** and add a new DMP to the suite that the SSC albums are associated with.
7. Go to **Setup > User Management** and authorize the suite and TV for the DMP that you just added for the SSC user.
8. Log off and once again, and log into Cisco StadiumVision Director SSC portal with the SSC user account.

**Symptom** The SSC albums with images reflect that they need to be published again (returned to pink state) since a new DMP was added to the set of authorized TVs for the SSC user. However, none of the video albums returned to an unpublished state (pink). Instead, they remain in published state (green).

**Workaround** Inform the SSC that a new authorized TV was added to the account and that all albums must be republished.

### **CSCtz62446 —IP phone fails to load home screen when Control Server is restarted.**

**Symptom** If an SSC album is being controlled on an IP phone when the Control Server is restarted by an administrator, the home screen on the phone cannot be displayed.

**Workaround** There is no workaround. After the initial exception is displayed, it will not be seen again after the control server cache is rebuilt.

### **CSCtz67229—In the Display Specifications Basic Info tab the Save button is disabled and certain fields cannot be saved.**

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

1. Log into Cisco StadiumVision Director.
2. Click **Control Panel**.
3. Go to **Setup > Devices > Display Specifications**.
4. Select an existing device.
5. On the Basic Info tab, change the setting for the Volume Strategy option.

**Symptom** The Save button is disabled.

**Workaround** Make a change in the Device Name field to enable the Save button.

#### **CSCtz70439—In VDM when a filename has more than one period character, an invalid file extension is assigned to it.**

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

1. Change a valid video filename (a video that would be playable by DMP) to have at least 2 periods in it. For example: homevideo.mpeg to home.video.mpeg
2. Log into Cisco StadiumVision Director.
3. Click **Video Distribution Manager**.
4. Upload the renamed video file to VDM, activate it, and assign to an existing group.
5. Navigate to the Video Activation page.

**Symptom** When video files use long filenames with more than one period in them, VDM creates an alias for the video filename that is parsed from the beginning of the character string up through the second period, dropping any remaining characters in the original filename that occur after the second period. For example, if a file is named “home.video.mpeg,” its alias [and filename uploaded to the DMP(s)] becomes “home.video.” which leaves the file without a valid video file extension.

**Workaround** Only use video filenames with a single period followed by the file extension.

#### **CSCtz71231—In Management Dashboard, DMPs will cycle between critical and normal.**

**Symptom** In the Management Dashboard, once a DMP is provisioned and appears in Normal state, it will sometimes change to Critical state for no apparent reason and then change back to Normal state again.

**Workaround** To immediately fix the issue, run a Get Status and all DMPs without problems will show the Normal green state.

#### **CSCtz80980—Template modification does not appear in Schedule tab until UI is reloaded.**

**Conditions** You have created a template with a video region and an event script is configured using the template in one of its states. The following steps recreate the conditions when this defect occurs:

1. Log into Cisco StadiumVision Director.
2. Click **Control Panel**.
3. Go to **Control**.
4. Start the pre-configured event script.
5. Go to **Setup > Template Editor**.
6. Change the tested template by modifying the video region to a non-video region.
7. Change the region name.
8. Refresh the templates screen.
9. Go to **Control** and stop the event script.
10. Go to **Schedule**.

11. Select the state for the tested template.

**Symptom** On the Schedule screen, the template's region type remains video, and the name is unchanged.

**Workaround** Reload the UI.

**CSCtz83815—After system restore video thumbnails in content manager can become orphaned due to missing actual video content.**

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

1. Upload the valid video contents/ files into Cisco StadiumVision Director using the Video Distribution Manager.
2. Perform the data backup.
3. Perform a fresh installation of Cisco StadiumVision Director.
4. Perform the restore.

**Workaround** Add the missing video files to Cisco StadiumVision Director.

**CSCtz83852—Occasionally icons for orphaned external video content are unable to be deleted in Content Manager.**

**Symptom** If the external video content icons in the Content Manager are orphaned by missing actual video content in the file system (sometimes through the backup/restore process) they occasionally become unable to be deleted.

**Workaround** Reload the UI.

**CSCtz84039—An SQL upgrade script will fail if there are duplicate names in certain database tables during a software upgrade.**

**Conditions** If there any duplicate names in the following tables, an SQL upgrade script will fail during an upgrade to Cisco StadiumVision Director Release 3.0:

- Device specifications
- Channel names
- Channel number
- Channel guide name
- Group name
- Zone name
- Script name
- Playlist name

**Symptom** The particular SQL upgrade script will fail, but the software upgrade itself will proceed.

**Workaround** Prior to upgrading from Cisco StadiumVision Director Release 2.4, verify that you do not have duplicate entries in the areas listed under the Conditions for this defect. A script is available from Cisco.com to help detect duplicate entries in your system. For more information about upgrading your

system and checking for duplicate entries, see the “[Upgrading a Cisco StadiumVision Director Server From Release 2.4 SP1 to Release 3.0](#)” module of the *Cisco StadiumVision Director Software Installation and Upgrade Guide, Release 3.0*.

#### **CSCtz84669—Widget with missing graphic component will not be displayed on DMP screen.**

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

1. Create a widget and place a graphic component on the canvas but don't assign a graphic element to it.
2. Create a script with a state that will display this widget.
3. Run the script and select the widget state.

Notice the widget does not appear.

4. Stop the script and edit the widget to assign a picture to the graphic component, and start the script again.

Notice the widget now displays.

**Workaround** Be sure that all graphic components in a widget have graphic elements assigned to them.

#### **CSCtz84745—Unable to stop event script within 5 seconds of start.**

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

1. Be sure that you have an Event script available to run.
2. From the Control Panel, start an event script.
3. Within 5 second stop the event script.

**Symptom** “Stale Data” message is displayed and the event is not stopped.

**Workaround** Wait 10-20 seconds before attempting to stop a script that you just started.

#### **CSCtz88984—In Control Panel, when you select a running script, the Control screen occasionally shows the states belonging to the previous script.**

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

1. Log into Cisco StadiumVision Director.
2. Click **Control Panel**.
3. Click **Control**.
4. Make sure a script is running or start one.
5. Select a running script other than the currently running one.

**Symptom** Occasionally the states shown on the right pane will not update and will continue to show the states belonging to the previously selected script.

**Workaround** Click on another script, and then click on the desired script again to display the correct states.

### CSCtz89886—Original method of content replacement does not always work as expected with the new Event-Time Content Replacement feature.

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

1. You have a script with State 2 using Playlist 2 with two images (1.png and 2.png,) and State 3 has Playlist 3 with two images (3.png and 4.png), all with a duration of 5 seconds.
2. Start the script and move to State 2.
3. Using the original content replacement method, select Playlist 2 and select the Content Replacement icon while the script is running.
4. Replace 2.png with 3.png and replace 1.png with 4.png:
  - Drag 2.png to the From column and 3.png to the To column.
  - Drag 1.png in the From column and 4.png to the To column.




---

**Note** 3.png and 4.png display on screens.

---

5. Update the duration of Playlist 2 to 6 seconds.  
The screens display 3.png and 1.png rotating instead of the expected 3.png and 4.png.
6. In the Content Replacement screen, remove the mappings from Step 4.  
The screens show 3.png and 2.png instead of the expected 1.png and 2.png.

**Workaround** Restart the flash template. Avoid using the old and new content replacement methods together. To replace content using the new method in 3.0, turn Auto Save off for the playlist, and add or update only one item at a time. Add the new item A1 to replace existing item A and save. Remove original item A from the playlist and save.

### CSCtz89979—Album presentation widget will not load if the SSC album size is greater than 70 items.

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

1. Log into the Cisco StadiumVision Director SSC portal as an SSC user.
2. Create a new album.
3. Upload exactly 70 items to an album.
4. Publish the album.
5. Using an IP phone, script, or User Control API for album control, select the album to load it.




---

**Note** The album loads normally and will respond to commands (play, next, previous, and so on).

---

6. Stop the album and exit.
7. Add a single content item to the album you created so that it now has 71 items in it.
8. Publish the album again.
9. Using an IP phone, script, or User Control API for album control, select the album to load it.

**Symptom** An SSC album does not load when it has more than 70 items in it.

**Workaround** Limit the number of items in an album to no more than 70.

#### **CSCtz92543—Unable to unlink a Device from the Location through the UI.**

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

1. Go to **Control Panel > Setup > Devices > Location**.
2. Select the **DMP Mapping** tab.
3. Select a location and click **Unlink**.

**Symptom** The following appears in the UI:

```
:false
Destination Device is null
```

**Workaround** Do one of the following:

- Use an exported BAT file to perform the unlink operation.
- or
- Remove the DMP+Location and then add them both back.

#### **CSCtz92581—After link/unlink operation the UI does not refresh to show changes.**

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

1. Log into Cisco StadiumVision Director as an administrator.
2. Go to **Control Panel > Setup > Devices > Location**.
3. Select the **DMP Mapping** tab.
4. Select a Location that does not currently have a DMP mapped on the right pane.
5. Select a Device in the left pane.
6. Click **Link**.

**Symptom** The UI does not refresh automatically to show the change.

**Workaround** Reload the UI by clicking the Refresh icons on both panes.

#### **CSCtz95001—Emergency status will not show on IP Phone when it is controlling an album.**

**Conditions** The following environment is configured in Cisco StadiumVision Director when this problem occurs:

- An SSC album has been created.
- An event script with an emergency state has been configured.
- An IP phone has been configured with one of the IP phone ContentOnDemand service types to support the display of SSC albums.

The following steps recreate the conditions when this defect occurs:

1. Start the event script.
2. Play the album using the IP phone touch pad.
3. Start the emergency state in the script.

**Symptom** The emergency state is displayed on the TV, but the corresponding emergency message does not appear on the IP phone as expected.

**Workaround** There is no workaround. However, the TV display will continue to display the emergency state.

### **CSCtz97126—User Control API command to set Closed Captioning does not work.**

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

1. Log into Cisco StadiumVision Director as an administrator.
2. Click **Control Panel**.
3. Go to **Setup > Luxury Suite**.
4. Create a new suite and assign at least one DMP to it.
5. Establish a Visitor or Fixed PIN for the suite.
6. Click **Save**.
7. With the User Control API, get the ID of the DMP(s) that you added to your newly created suite.
8. Using the ID info and PIN, set the DMP's closed captioning setting. For example:

```
curl -k -u "12685:"  
https://10.194.171.36/sv-openapi/ws/rest/localcontrol/control/player/cc/CC2/1036
```

**Symptom** The CC setting in the DMP is not changed.

**Workaround** Configure the CC option using the Management Dashboard or IR remote.

### **CSCua12465—Content update while an event script is running fails if more than one image is changed at a time.**

**Symptom** While an event script is running, if you add or update more than one content item to the active playlist in the Content screen, only one item is displayed on the TV.

**Workaround** Only add or update one image at a time. If you do add more than one image, restart the flash template to correct what is displayed on the TV.

## Resolved Defects in Cisco StadiumVision Director Release 3.0.0-247

Table 14 lists the defects that are resolved in Cisco StadiumVision Director Release 3.0.0-247 that were open in Cisco StadiumVision Director Release 2.4.0-147.

**Table 14** Resolved Defects in Cisco StadiumVision Director Release 3.0.0-247

Resolved Defect Numbers	Description of Original Defect
CSCts45345	Unable to delete a luxury suite if no IP Phone or 3rd Party Controller is assigned.
CSCts67455	BAT—No confirmation on status of imported devices.

## Related Documentation

For more information about Cisco StadiumVision hardware and software installation, configuration, and operation, see the Cisco StadiumVision documentation available on Cisco.com at: [http://www.cisco.com/en/US/products/ps11274/tsd\\_products\\_support\\_series\\_home.html](http://www.cisco.com/en/US/products/ps11274/tsd_products_support_series_home.html)

## Obtaining Documentation and Submitting a Service Request

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.

---

This document is to be used in conjunction with the documents listed in the “Related Documentation” section.

Cisco and the Cisco logo are trademarks or registered trademarks of Cisco and/or its affiliates in the U.S. and other countries. To view a list of Cisco trademarks, go to this URL: [www.cisco.com/go/trademarks](http://www.cisco.com/go/trademarks). Third-party trademarks mentioned are the property of their respective owners. The use of the word partner does not imply a partnership relationship between Cisco and any other company. (1110R)

Any Internet Protocol (IP) addresses and phone numbers used in this document are not intended to be actual addresses and phone numbers. Any examples, command display output, network topology diagrams, and other figures included in the document are shown for illustrative purposes only. Any use of actual IP addresses or phone numbers in illustrative content is unintentional and coincidental.

© 2012 Cisco Systems, Inc. All rights reserved.