



Preface

This preface explains the objectives, intended audience, and organization of the *Cisco ACNS Software Program Manager for IP/TV User Guide*, and defines the conventions used to convey instructions and information.

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Document Objectives

This guide describes how to set up, configure, administer, and use IP/TV Program Manager, which is part of a web-based application that delivers live or prerecorded, on-demand or scheduled programs to an unlimited number of users over any IP-based local- or wide-area network.

Audience

This guide is intended for IP/TV Program Manager administrators and users who need instructions about how to create, review, edit, or delete IP/TV scheduled or on-demand programs and recordings.

Document Organization

This guide is organized into the following chapters:

Chapter	Title	Description
Chapter 1	Introduction	Describes IP/TV Program Manager and the other components of the IP/TV environment, and lists the new features of IP/TV Release 5.1.
Chapter 2	Configuring the Content Engine	Describes how to install and register the Content Engine on a network and set the device mode to IP/TV Program Manager.
Chapter 3	Setting Up IP/TV Program Manager	Describes how to configure IP/TV Program Manager; how to access IP/TV Program Manager; how to set defaults, preferences, and security; and how to define server clusters, proximity groups, and channels.
Chapter 4	Administering IP/TV Program Manager	Describes IP/TV Program Manager components, and how to stop or start servlets, send and receive sdp announcements, back up the databases, monitor server status, and use the journaling function.
Chapter 5	Managing On-Demand Programs	Describes the procedures for using IP/TV Program Manager to manage on-demand programs.

Chapter	Title	Description
Chapter 6	Managing Scheduled Programs	Describes the procedures for using IP/TV Program Manager to manage scheduled programs, recordings, and Question Manager.
Chapter 7	SmallCasting Scheduled Programs	Gives an example of a SmallCast scenario, and describes the bandwidth considerations.
Chapter 8	Managing Online Presentations	Describes how to set up and create presentations for both Web Presenter and SlideCast.
Chapter 9	Using the Web-Based Program Guide	Describes the procedures for using the web-based program guide to view program listings directly from the browser.
Chapter 10	Using IP/TV in a Web Browser	Describes the procedures for setting up, launching, and running IP/TV Viewer as a browser plug-in and helper application.
Chapter 11	Program Examples	Provides examples of on-demand programs, scheduled programs, and recordings.
Appendix A	Program Manager Migration Tool	Describes the procedures for using the Program Manager Migration Tool, the upgrade utility for IP/TV Program Manager Release 5.1.
Appendix B	Integrating IP/TV with an ACNS Network	Describes the steps involved in setting up IP/TV-ACNS network interoperability; distributing IP/TV programs over an ACNS network; and monitoring ACNS network import status for scheduled programs.

Document Conventions

The IP/TV documentation set uses the following conventions:

Convention	Description
>	Indicates movement through menu options, for example: Choose Start > Run.
bold	Indicates a button that you are instructed to click, for example: Click the Next button.
screen	Shows an example of information displayed on the screen.
boldface screen	Shows an example of information that you must enter.

Command Syntax Conventions

Command descriptions use the following conventions:

Convention	Description
boldface	Indicates commands and keywords that are entered literally as shown.
<i>italics</i>	Indicates arguments for which you supply values; in contexts that do not allow italics, arguments are enclosed in angle brackets (< >).
[x]	Indicates optional keywords or arguments.
{x y z}	Indicates a choice of required keywords (represented by x , y , and z). You must select one.
[x {y z}]	Indicates a required choice within an optional element. You do not need to select keyword x , but if you do, you must specify either argument y or argument z .

The following conventions are used to attract the attention of the reader:

**Note**

Means *reader take note*. Notes contain helpful suggestions or references to materials not contained in this manual.

**Caution**

Means *reader be careful*. In this situation, you might do something that could result in equipment damage or loss of data.

Using Online Help

IP/TV Program Manager includes online help.

The online help is a set of HTML documents that operate just like any standard web page. Many of the windows in the Program Manger application contain links to the online help table of contents. From the table of contents, you can navigate to any of the topics covered in the online help.

To contact Technical Support at Cisco Systems, go to the following URL:
<http://www.cisco.com/iptv/support.html>

Obtaining Documentation

Cisco documentation and additional literature are available on Cisco.com. Cisco also provides several ways to obtain technical assistance and other technical resources. These sections explain how to obtain technical information from Cisco Systems.

Cisco.com

You can access the most current Cisco documentation on the World Wide Web at this URL:

<http://www.cisco.com/univercd/home/home.htm>

You can access the Cisco website at this URL:

<http://www.cisco.com>

International Cisco websites can be accessed from this URL:

http://www.cisco.com/public/countries_languages.shtml

Ordering Documentation

You can find instructions for ordering documentation at this URL:

http://www.cisco.com/univercd/cc/td/doc/es_inpk/pdi.htm

You can order Cisco documentation in these ways:

- Registered Cisco.com users (Cisco direct customers) can order Cisco product documentation from the Ordering tool:
<http://www.cisco.com/en/US/partner/ordering/index.shtml>
- Nonregistered Cisco.com users can order documentation through a local account representative by calling Cisco Systems Corporate Headquarters (California, USA) at 408 526-7208 or, elsewhere in North America, by calling 800 553-NETS (6387).

Documentation Feedback

You can submit e-mail comments about technical documentation to bug-doc@cisco.com.

You can submit comments by using the response card (if present) behind the front cover of your document or by writing to the following address:

Cisco Systems
Attn: Customer Document Ordering
170 West Tasman Drive
San Jose, CA 95134-9883

We appreciate your comments.

Obtaining Technical Assistance

For all customers, partners, resellers, and distributors who hold valid Cisco service contracts, the Cisco Technical Assistance Center (TAC) provides 24-hour-a-day, award-winning technical support services, online and over the phone. Cisco.com features the Cisco TAC website as an online starting point for technical assistance. If you do not hold a valid Cisco service contract, please contact your reseller.

Cisco TAC Website

The Cisco TAC website provides online documents and tools for troubleshooting and resolving technical issues with Cisco products and technologies. The Cisco TAC website is available 24 hours a day, 365 days a year. The Cisco TAC website is located at this URL:

<http://www.cisco.com/tac>

Accessing all the tools on the Cisco TAC website requires a Cisco.com user ID and password. If you have a valid service contract but do not have a login ID or password, register at this URL:

<http://tools.cisco.com/RPF/register/register.do>

Opening a TAC Case

Using the online TAC Case Open Tool is the fastest way to open P3 and P4 cases. (P3 and P4 cases are those in which your network is minimally impaired or for which you require product information.) After you describe your situation, the TAC Case Open Tool automatically recommends resources for an immediate solution. If your issue is not resolved using the recommended resources, your case will be assigned to a Cisco TAC engineer. The online TAC Case Open Tool is located at this URL:

<http://www.cisco.com/tac/caseopen>

For P1 or P2 cases (P1 and P2 cases are those in which your production network is down or severely degraded) or if you do not have Internet access, contact Cisco TAC by telephone. Cisco TAC engineers are assigned immediately to P1 and P2 cases to help keep your business operations running smoothly.

To open a case by telephone, use one of the following numbers:

Asia-Pacific: +61 2 8446 7411 (Australia: 1 800 805 227)

EMEA: +32 2 704 55 55

USA: 1 800 553-2447

For a complete listing of Cisco TAC contacts, go to this URL:

<http://www.cisco.com/warp/public/687/Directory/DirTAC.shtml>

TAC Case Priority Definitions

To ensure that all cases are reported in a standard format, Cisco has established case priority definitions.

Priority 1 (P1)—Your network is “down” or there is a critical impact to your business operations. You and Cisco will commit all necessary resources around the clock to resolve the situation.

Priority 2 (P2)—Operation of an existing network is severely degraded, or significant aspects of your business operation are negatively affected by inadequate performance of Cisco products. You and Cisco will commit full-time resources during normal business hours to resolve the situation.

Priority 3 (P3)—Operational performance of your network is impaired, but most business operations remain functional. You and Cisco will commit resources during normal business hours to restore service to satisfactory levels.

Priority 4 (P4)—You require information or assistance with Cisco product capabilities, installation, or configuration. There is little or no effect on your business operations.

Obtaining Additional Publications and Information

Information about Cisco products, technologies, and network solutions is available from various online and printed sources.

- Cisco Marketplace provides a variety of Cisco books, reference guides, and logo merchandise. Go to this URL to visit the company store:

<http://www.cisco.com/go/marketplace/>

- The *Cisco Product Catalog* describes the networking products offered by Cisco Systems, as well as ordering and customer support services. Access the Cisco Product Catalog at this URL:
<http://cisco.com/univercd/cc/td/doc/pcat/>
- *Cisco Press* publishes a wide range of general networking, training and certification titles. Both new and experienced users will benefit from these publications. For current Cisco Press titles and other information, go to Cisco Press online at this URL:
<http://www.ciscopress.com>
- *Packet* magazine is the Cisco quarterly publication that provides the latest networking trends, technology breakthroughs, and Cisco products and solutions to help industry professionals get the most from their networking investment. Included are networking deployment and troubleshooting tips, configuration examples, customer case studies, tutorials and training, certification information, and links to numerous in-depth online resources. You can access Packet magazine at this URL:
<http://www.cisco.com/packet>
- *iQ Magazine* is the Cisco bimonthly publication that delivers the latest information about Internet business strategies for executives. You can access iQ Magazine at this URL:
<http://www.cisco.com/go/iqmagazine>
- *Internet Protocol Journal* is a quarterly journal published by Cisco Systems for engineering professionals involved in designing, developing, and operating public and private internets and intranets. You can access the Internet Protocol Journal at this URL:
<http://www.cisco.com/ipj>
- Training—Cisco offers world-class networking training. Current offerings in network training are listed at this URL:
<http://www.cisco.com/en/US/learning/index.html>

