



Release Notes for Cisco ACNS Software Program Manager for IP/TV, Release 5.3

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Introduction

Cisco ACNS Software Program Manager for IP/TV (commonly known as IP/TV Program Manager) is a Linux-based application that comes preinstalled on the Cisco Content Engine models CE- 565, CE-566, and CE-7305. IP/TV Program Manager is accessed from a web browser and is used by the system administrator or broadcast administrator to set up and manage IP/TV scheduled or on-demand programs, channels, recordings, and file transfers among IP/TV Servers.

You can access IP/TV Program Manager from Netscape Versions 4.5x through 4.7x, or Microsoft Internet Explorer Version 5.5 or later. The browser must have Java and JavaScript enabled.

IP/TV Program Manager helps you manage IP/TV Broadcast Server and clients such as IP/TV Viewer. It also allows you to set up interoperability with a Cisco Application and Content Networking System (ACNS) network when IP/TV is installed as part of an ACNS network.

This document describes the new features, limitations, caveats, and other important information regarding Cisco ACNS Software Program Manager for IP/TV, Release 5.3. This document also covers the documentation changes that occurred after the Cisco IP/TV Release 5.2 documentation was released.

**Note**

Read this document in conjunction with the Cisco IP/TV Documentation Release 5.2 and other documents listed in the Related Documentation section of this document.

New and Changed Information

This section describes the new and changed information in IP/TV Program Manager, Release 5.3.

Scheduled Rebroadcast of IP/TV Programs over an ACNS Network

Cisco IP/TV Program Manager, Release 5.3 introduces support for scheduled rebroadcast of IP/TV programs over an ACNS network. This support provides more flexibility for the administrators in scheduling programs for a large audience in an ACNS-integrated network.

A scheduled rebroadcast program over an ACNS network works like a file-based scheduled program in IP/TV. You can create a file-based IP/TV program with scheduled rebroadcasts over an ACNS network from the IP/TV Program Manager GUI. However, before you create a scheduled rebroadcast program for streaming over an ACNS network, you must pre-position the media file into the ACNS network.

**Note**

Only .mov and hinted .mp4 files are supported for scheduled rebroadcasting over an ACNS network.

To pre-position a media file over an ACNS network, create an on-demand program based on that media file and associate the program with an ACNS network on-demand channel. See the [“Creating an On-Demand Program to Pre-Position a Media File”](#) section on page 3.

**Note**

To enable pre-positioning of IP/TV content over an ACNS network, you must set up FTP privileges on the IP/TV Broadcast Server as described in the [“Setting Up FTP Access on IP/TV Server”](#) section of the *Cisco ACNS Software Program Manager for IP/TV User Guide, Release 5.1*.

After pre-positioning the media file on the ACNS network, you can create scheduled rebroadcast programs based on that file. For information on creating a scheduled rebroadcast program on an ACNS network, see the [“Creating a Scheduled Rebroadcast Program on an ACNS-Integrated Network”](#) section on page 6.

Creating an On-Demand Program to Pre-Position a Media File

To pre-position a media file on an ACNS network, create an on-demand program based on that file, and assign it to an ACNS network on-demand channel. This section explains the steps to create an on-demand program as part of an ACNS network on-demand channel.



Note

For detailed instructions on creating an on-demand program, see Chapter 5, [“Managing On-Demand Programs”](#) in the *Cisco ACNS Software Program Manager for IP/TV User Guide, Release 5.1*.

To create an on-demand program in an ACNS network on-demand channel, follow these steps:

-
- Step 1** In the IP/TV Program Manager main window, click **OnDemand Programs**. The OnDemand Programs window appears.
- Step 2** Click **New Program** in the banner bar.
The ACNS Network Information section of the New OnDemand Program window appears.
- Step 3** Click the **Select website** button.
The IP/TV: Browse Websites window appears, which lists all the websites for which this IP/TV Program Manager is the origin server.
- Step 4** Choose the website that has the on-demand channel to which you want to add the program.
- Step 5** Click the **Select channel** button.
The IP/TV: Browse Channels window appears, which lists all the on-demand channels associated with the ACNS website that you chose in Step 4.
- Step 6** Choose the on-demand channel to which you want to add the program.
- Step 7** Click **Create Program** to create a new on-demand program. If you want to modify the ACNS network information, click **Reset**, and repeat Step 4 through Step 7.
The New OnDemand Program window appears. The New OnDemand window displays the name of the ACNS network channel with which the program is associated.
- Step 8** Enter the name of the new program in the Program field. This field is mandatory.



Note

IP/TV Program Manager permits a name up to 60 characters long. However, when the name of the program is displayed in IP/TV Viewer or in IP/TV Program Manager windows, the name may be truncated to fit within the display area. For this reason, it is good practice to use short program names.

- Step 9** Enter a description of the program in the Description field.
The Description field allows you to enter a longer description of the program than the Program Name field permits. The maximum number of characters permitted in the Description field is 512.
- Step 10** In the Keywords field, enter the keywords that can be used as search criteria by IP/TV Viewer users. Use words that are indicative of program content.
- Step 11** In the URL field, enter the URL of a website that provides additional information about the program. A user watching this program on IP/TV Viewer can click the URL and go to the website.
- Step 12** If the program contains copyrighted material, enter a copyright statement in the Copyright field.
- Step 13** If you do not want the program to be announced or to appear in program listings, but you do want to save the program information, check the **Hide the Program from Viewer/SAP Announcements** check box.



Note We recommend that you check this field when you create an on-demand program only for pre-positioning the content for a scheduled rebroadcast program.

- Step 14** In the Multimedia Information section of the New OnDemand Program window, review or enter information about the source of the program.

Table 1 *Multimedia Information Options*

| Field | Description |
|-----------------------------|---|
| Select media file | Specifies the media file to be associated with the program. Click Select media file , and choose a file from the list in the Browse Media Files window. Note To pre-position onto an ACNS network, choose only .mov files or hinted .mp4 files. When you choose a file, the Multimedia Information section is automatically populated with information about the file, such as length and bandwidth. |
| Play Video ¹ | Defines whether the program includes a video portion in addition to audio, SlideCast, or web presentation. |
| Play Audio ¹ | Defines whether the program includes an audio portion in addition to video, SlideCast, or web presentation. |
| Play SlideCast ¹ | Defines whether the program includes a SlideCast portion in addition to audio or video. |
| Media length | Displays the playing time of the file. You cannot change the value in this field. |
| Audio/Video Bandwidth | Specifies the network capacity required for transmission of the program in kilobits per second. You cannot change this value. |

Table 1 **Multimedia Information Options (Continued)**

| Field | Description |
|--------------------------|---|
| Maximum Video Frame Rate | Defines the maximum video frame rate for MPEG files only. |
| Clusters | <p>If File Present is checked, the file exists on the listed server.</p> <p>If you choose Use IP/TV, the file is served by one or more IP/TV Servers, and the load can be balanced.</p> <p>If you choose Use WMT, the file is served only by Windows Media Services. Windows Media Services does not support load balancing or proximity management.</p> <p>Note The Use IP/TV check box and the Use WMT radio button are visible only if you have checked the Interoperate with Windows Media Services option for the server in the Server Clusters window. If the Interoperate with Windows Media Services option is not checked, the Clusters field in the New OnDemand Program window shows a Play check box.</p> |

1. The Cisco Streaming Engine, which takes care of streaming in ACNS networks, does not support selection of streams. It streams all the media streams contained in the media file, irrespective of your choice.

Step 15 In the Contact section of the New OnDemand Program window (see Figure 5-15), indicate to whom users can direct questions about the program.

This information includes the name of the program administrator, telephone number, e-mail address, and name of the media producer. Administrator Name, Telephone, and E-mail are mandatory fields. You must fill in these fields to add a new on-demand program.

Step 16 Click **Add OnDemand Program** to send the form to IP/TV Program Manager.

You get an error message if there are any errors or omissions in the form. Click **OK**, and make the necessary corrections.

When you have finished correcting the errors, click **Add OnDemand Program** again to submit the corrections to IP/TV Program Manager.

If the form is properly completed, you return automatically to the OnDemand Programs window.

When you create an on-demand program as part of an ACNS on-demand channel, IP/TV Program Manager uploads the associated media file to the Content Engines that are part of the ACNS network. After the media file is pre-positioned on the ACNS network, you can create the scheduled rebroadcast program based on that file.

Creating a Scheduled Rebroadcast Program on an ACNS-Integrated Network

To create a program for scheduled rebroadcast over an ACNS network, follow these steps:



Note For detailed instructions on creating a scheduled program, see Chapter 6, “[Managing Scheduled Programs](#)” in the *Cisco ACNS Software Program Manager for IP/TV User Guide, Release 5.1*.

-
- Step 1** In the IP/TV Program Manager main window, click **Scheduled Programs**. The Scheduled Programs window appears.
- Step 2** In the Scheduled Programs window, click the **New Program** link in the banner bar. The New Scheduled Program Channel Selection Window appears.
- Step 3** Choose a channel, or choose **None** from the list.
- Step 4** From the Select a Program Type radio buttons, choose **Advanced Program (Show All Options)**.
- Step 5** From the ACNS Network Information section of the New Scheduled Program window, click the **Select Website** button to choose the ACNS network website.
- The IP/TV: Browse Websites window appears, listing all the websites for which this IP/TV Program Manager is the origin server.
- Step 6** Choose the website that has the channel in which you have created the on-demand program for pre-positioning the media file.
- Step 7** Click the **Select Channel** button.
- The IP/TV: Browse Channels window appears. It lists all the live and on-demand channels associated with the ACNS network website that you chose in Step 5.
- Step 8** Choose the on-demand channel in which you have created the on-demand program for pre-positioning the media file.
- Step 9** Click **Create Program** to create a new scheduled program.
- The New Scheduled Program window appears. The New Scheduled Program window displays the name of the ACNS network on-demand channel with which the scheduled program is associated.
- Step 10** Enter the program name. Use a fairly short name, such as **Third-Quarter Sales Projections** or **New Employee Orientation**. This field is mandatory.



Note IP/TV Program Manager permits a name up to 60 characters long. However, when the name of the program is displayed in IP/TV Viewer or in other IP/TV Program Manager windows, the name may be truncated to fit within the display area. For this reason, it is good practice to use short program names.

-
- Step 11** In the Program Information section of the New Scheduled Program window, enter a description of the program. The Description field allows you to enter a longer description of the program than the Program Name field permits. The maximum number of characters permitted in the Description field is 512.
- Step 12** If there is a website that provides additional information about the program, you can enter the URL in the URL field.
- If you enter a URL, a user watching this program on IP/TV Viewer can click the URL and go to the website.

- Step 13** If the program contains copyrighted material, you can enter a copyright statement in the Copyright field.
- Step 14** If you want to enable Question Manager for this program, check the **Question Manager** check box.
- Step 15** If you do not want the program to be announced or to appear in program listings, but you do want to save the program information, check the **Hide the Program from Viewer/SAP Announcements** check box.
- Step 16** In the Schedule section of the window, enter the program schedule. See [Table 2](#).

Table 2 *Program Schedule Options*

| Field | Description |
|---------------------------|---|
| Play Program Continuously | Sets the program as a continuously active program. |
| Play Program once on | Sets the date and time of the first showing of the program. |
| Length | Sets the total length of the program. |
| Do not repeat it | Limits the program to a single showing. |
| Repeat it every | Sets a simple repeat schedule. |
| Repeat it | Sets a more complex repeat schedule. |
| Last repeat ends on | Sets the end of the repeat schedule. |

- Step 17** In the Multimedia Source Information section of the New Scheduled Program window, enter information about the program. (See [Table 3](#).)

If the program is assigned to a channel, nearly all of these options are determined by the channel defaults. In this case, the only options that appear are the check boxes for video, audio, SlideCast, and web presentation.

Table 3 *Multimedia Source Information Options*

| Field | Description |
|---------------------------|---|
| Select media file | <p>Specifies the media file to be associated with the program.</p> <p>Click Select media file. The Browse Media Files window displays all the media files that are associated with the on-demand channel you have chosen. From this list, choose the media file based on which you want to create a scheduled rebroadcast program.</p> <p>When you choose a file, the Multimedia Source Information section is automatically populated with information about the file, such as length and bandwidth.</p> <p>Note If you manually enter information about a file (such as filename, length, or bandwidth), IP/TV Program Manager cannot verify the information. Enter the information accurately.</p> |
| Play Once and Stop | Sets the program to play the specified file once and stop, even if the program is defined as having a longer duration than the file. |
| Loop for Program Duration | Sets the program to loop continuously until the interval specified by the program length has lapsed. |
| Play From Start to End | Sets the program to play the entire file from beginning to end. |

Table 3 *Multimedia Source Information Options (Continued)*

| Field | Description |
|-----------------------------|---|
| Play Video ¹ | Defines whether the program includes a video portion in addition to audio, SlideCast, or web presentation. |
| Play Audio ¹ | Defines whether the program includes an audio portion in addition to video, SlideCast, or web presentation. |
| Play SlideCast ¹ | Defines whether the program includes a SlideCast portion in addition to audio or video. |
| Audio/Video Bandwidth | Specifies the network capacity required for transmission of the program in kilobits per second. You cannot change this value. |
| Media length | Displays the playing time of the file. You cannot change the value in this field. |
| Maximum Video Frame Rate | Defines the maximum video frame rate for MPEG files only. |
| Server | Specifies the name or IP address of the IP/TV Server assigned to play the file. Choose a server from the list, or enter the name of a new server. |

1. The Cisco Streaming Engine, which takes care of streaming in ACNS networks, does not support selection of streams. It streams all the media streams contained in the media file, irrespective of your choice.



Note Since you have chosen an on-demand channel, the ACNS Network Delivery Mode section displays Scheduled Rebroadcast as the ACNS network delivery mode.

Step 18 In the Multimedia Address Information section of the New Scheduled Program window, enter information about the program. (See [Table 4.](#))

Table 4 *Multimedia Address Information—Advanced Program*

| Field | Description |
|--|---|
| Select Global Scoped Addresses ¹ | Determines whether globally scoped addresses will be used for the program. This option is not available unless the option to allow administratively scoped addresses is enabled globally (in the Preferences window). |
| Select Addresses Manually ¹ | Allows the user to specify multimedia address information for the program. This option is not available unless the option to allow modifications of IP addresses, UDP ports, and multicast range is enabled globally (in the Preferences window). |
| Multicast TTL Range ¹ | Sets the multicast range for the program. |
| Video IP Address ¹ | Defines the video IP address for the program. |
| Video UDP Port ¹ | Defines the video UDP port for the program. |
| Audio IP Address ¹ | Defines the audio IP address for the program. |
| Audio UDP Port ¹ | Defines the audio UDP port for the program. |
| SlideCast/Presentation IP Address ¹ | Defines the IP address for the SlideCast or web presentation portion of the program. |

Table 4 **Multimedia Address Information—Advanced Program (Continued)**

| | |
|--|--|
| SlideCast/Presentation UDP Port ¹ | Defines the UDP port for the SlideCast or web presentation portion of the program. |
| Use SSM ¹ | Enables SSM for the program when multimedia addresses are configured using the Use these Addresses option. |

1. This option is available only if the Allow modification of IP addresses, UDP ports and Multicast Range check box is checked in the Preferences window.

Step 19 In the Contact section of the New Program window, indicate whom users can contact if they have questions about the program.

Step 20 Click **Create Program** to send the form to IP/TV Program Manager.

If IP/TV Program Manager finds errors or omissions in the form, the Data Entry Errors window prompts you to return to the New Program window to modify the information.

When you have finished correcting the errors, click **Create Program** again to submit the corrections to IP/TV Program Manager.

If the form is properly completed, the program will return you to the Scheduled Programs window.

If you want to undo the changes you have made, click **Reset** to restore the original settings.

Limitations and Restrictions

This section contains limitations and restrictions for Cisco IP/TV Program Manager, Release 5.3.

Interoperability with IP/TV Broadcast Server

Cisco IP/TV Program Manager, Release 5.3 requires Cisco IP/TV Broadcast Server, Release 5.2.5 for the proper functioning of its features. You may not be able to make use of features such as the scheduled rebroadcast of IP/TV programs over an ACNS network if you are using an IP/TV Broadcast Server release lower than Release 5.2.5.

Caveats

Caveats describe unexpected behavior in ACNS Software Program Manager for IP/TV, Release 5.3. Severity 1 caveats are the most serious; severity 2 caveats are less serious. Severity 3 caveats are moderately severe caveats. Only select severity 3 and severity 4 caveats are included in this note.

Open Caveats in IP/TV Program Manager, Release 5.3

This section lists the open caveats in Cisco IP/TV Program Manager Release 5.3.

IP/TV Plug-Ins

- CSCeb09278

Symptom: The IP/TV plug-in does not function when Silent Install mode is used to install the software.

Condition: This problem occurs when the required files are not copied over to the Plugins folder of the browser. When running in Silent Install mode, the installation package fails to find the path where the browser is installed.

Workaround: Copy the following files from the [ProgramFilesFolder] \default\plugins folder from the installation package to the Plugins folder of the browser:

- npfw32.dll
- CMEvtInterface.class
- CiscoMediaPlayer.class
- CMEvtObserver.class

- CSCin43119

Symptom: The IP/TV plug-in does not play SlideCast streams from an on-demand program containing SlideCast as well as audio and video streams. The IP/TV plug-in plays only audio and video streams, whereas the QuickTime plug-in plays both SlideCast and video on top of each other in a single window.

Condition: This problem occurs when you use plug-ins to play on-demand programs that contain SlideCast as well as audio and video streams.

Workaround: There is no known workaround.

- CSCin43846

Symptom: Audio for the SlideCast stream is lost when you play a scheduled program containing a live SlideCast as well as audio and video (live or file-based) streams using the IP/TV plug-in.

Condition: This problem occurs when the audio and video streams are rendered before the SlideCast stream.

Workaround: Restore the audio by activating the video window. Use the audio control buttons to activate the window.

IP/TV Program Manager

- CSCec62492

Symptom: A configured on-demand program is not listed in the IP/TV Program Manager OnDemand Program Listings window if the associated media file is not available.

Condition: The problem occurs only when the media file associated with the on-demand program is removed from the original location.

Workaround: We recommend that you do not remove or change the media file location in IP/TV Broadcast Server after you configure on-demand programs that use the media file. If you must remove or change the media file location, then you must edit all the programs that use that file to update the file name and location. If you have accidentally removed a media file, restore the file to the original location.

- CSCec52492

Symptom: Requests for on-demand programs from clients in an ACNS network are sent to IP/TV Program Manager. IP/TV Program Manager treats these requests as standalone IP/TV on-demand program requests and directs them to the IP/TV Broadcast Server that can serve the request. This situation causes bandwidth issues and affects the functioning of IP/TV Server.

Condition: This problem occurs when IP/TV has been integrated into an ACNS network. This problem occurs when requests for on-demand programs that are exported to the ACNS network reach IP/TV Program Manager instead of being routed to the Content Engine that has the programs. This problem is related to a routing failure or a routing error.

Workaround: Configure routing correctly in ACNS networks so that on-demand requests are directed to the nearest Content Engine that is capable of serving the program. Alternatively, you can change the proximity settings in IP/TV Program Manager so that it does not redirect the on-demand program requests to IP/TV Broadcast Servers. However, the second approach can also affect the serving of standalone on-demand programs.

- CSCeg80650.

Symptom: The table of contents and the index of IP/TV Program Manager online help are not functioning. When you open the online help window, the left pane, which contains the table of contents and index, appears blank.

Condition: This problem is caused by the Windows Security Update MS05-001. This security patch prevents the creation of an instance of the HTML Help ActiveX control that is served in HTML content from outside the Local Machine zone.

Workaround: Since IP/TV Program Manager is part of your internal network, you may modify the Windows registry to allow execution of ActiveX controls that are served from within the Intranet zone. For more information on modifying the registry to workaround this issue, refer to Microsoft Knowledge Base article 892675, which is available at this URL:

<http://support.microsoft.com/kb/892675>.

- CSCeh13038

Symptom: IP/TV Program Manager returns the following error message while creating a live program:

```
IP/TV found the following errors on your New Program page:  
IP/TV is unable to allocate multicast IP for this program. Please use Advanced Option  
to create the program and allocate the multicast IP manually.  
These data entry errors need to be fixed.  
Click the Back button to return to the New Program page.
```

Condition: This problem occurs when the administratively scoped Source Specific Multicast (SSM) Address that is configured on the IP/TV Program Manager has a limited range of addresses. However, IP/TV Program Manager does not show an error until the number of live programs on a Broadcast Server exceeds half the number of SSM addresses available. For example, if your SSM range has 5 multicast addresses, IP/TV Program Manager allows you to create two live programs on a Broadcast Server but generates the error message when you create a third live program.

Workaround: There is no known workaround.

- CSCin59664

Symptom: In some cases, IP/TV Program Manager lists files from IP/TV Broadcast Servers that are not presently managed by that particular IP/TV Program Manager.

Condition: This problem occurs when an IP/TV Broadcast Server listed in IP/TV Program Manager is no longer managed by that Program Manager.

Workaround: When an IP/TV Broadcast Server is down or not managed by a particular IP/TV Program Manager, delete the server from the list of servers in that IP/TV Program Manager.

- CSCin61218

Symptom: IP/TV generates poor-quality audio and video.

Condition: This problem occurs when you use very low values in the Audio/Video Bandwidth field of the New Program window.

Workaround: Use the values given in Appendix A of the *Cisco IP/TV Broadcast Server User Guide, Release 5.1*. The document is available at this URL:

http://www.cisco.com/univercd/cc/td/doc/product/webscale/iptv/iptv51/bcast_gd/appa.htm

- CSCin63819

Symptom: The concurrent file transfer setting in the IP/TV Program Manager Preferences window does not take effect.

Condition: This problem occurs if you attempt to specify the concurrent file transfer option through the IP/TV Program Manager Preferences window.

Workaround: There is no known workaround.

Resolved Caveats in IP/TV Program Manager, Release 5.3

This section lists the resolved caveats in IP/TV Release 5.3.

- CSCeg65939

The Apple QuickTime plug-in fails to play an IP/TV rebroadcast program that is streamed by a Cisco Streaming Engine in an ACNS network.

- CSCeg84345

When you try to revise a password-protected audio-video program that shares a SlideCast-only program, which also is protected by the same password, IP/TV Program Manager generates the following error message:

```
IP/TV found the following errors on your Edit Program page:
Password used in both the Sharing program and the Shared Slide/WebPresenter program
must be same.
These data entry errors need to be fixed.
Click the Back button to return to the Edit Program page.
In case of forwarding server related errors, you may need to open a
separate browser window to go to the Server Clusters page first
```

- CSCeh15684

IP/TV Program Manager does not allow you to edit a media file that has spaces or numerals in its file name. When you try to edit such a media file, IP/TV Program Manager returns the following error message:

```
java.lang.NullPointerException
at com.precept.cm.servlet.CMFile.editMediaFile(Compiled Code)
at com.precept.cm.servlet.IptvCM.service(Compiled Code)
at javax.servlet.http.HttpServlet.service(Compiled Code)
at org.apache.jserv.JServConnection.processRequest(Compiled Code)
at org.apache.jserv.JServConnection.run(Compiled Code)
at java.lang.Thread.run(Compiled Code)
```

Related Documentation

Use these release notes in conjunction with the following documents:

- *Cisco IP/TV Release 5.2 Addendum*
- *Cisco IP/TV Broadcast Server User Guide, Release 5.1*
- *Cisco ACNS Software Program Manager for IP/TV User Guide, Release 5.1*
- *Cisco IP/TV Viewer User Guide, Release 5.1*
- *Cisco IP/TV 3400 Series Servers User Guide*
- *Cisco Content Engine 510 and 565 Hardware Installation Guide*
- *Cisco Content Engine 511 and 566 Hardware Installation Guide*
- *Cisco Content Engine 7305 and 7325 Hardware Installation Guide*
- *Regulatory Compliance and Safety Information for the Cisco Content Networking Product Series*
- *Release Notes for Cisco IP/TV, Release 5.2.3*
- *Release Notes for Cisco ACNS Software, Release 5.2.5*

Cisco IP/TV Release 5.2 documentation is located at the following website:

<http://www.cisco.com/univercd/cc/td/doc/product/webscale/iptv/iptv52/index.htm>

Cisco IP/TV Release 5.1 documentation is located at the following website:

<http://www.cisco.com/univercd/cc/td/doc/product/webscale/iptv/iptv51/index.htm>

Cisco ACNS Software Release 5.3 documentation is located at:

<http://www.cisco.com/univercd/cc/td/doc/product/webscale/uce/acns53/index.htm>

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http://www.cisco.com/en/US/products/products_security_vulnerability_policy.html

From this site, you can perform these tasks:

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- Obtain assistance with security incidents that involve Cisco products.
- Register to receive security information from Cisco.

A current list of security advisories and notices for Cisco products is available at this URL:

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

If you prefer to see advisories and notices as they are updated in real time, you can access a Product Security Incident Response Team Really Simple Syndication (PSIRT RSS) feed from this URL:

http://www.cisco.com/en/US/products/products_psirt_rss_feed.html

Reporting Security Problems in Cisco Products

Cisco is committed to delivering secure products. We test our products internally before we release them, and we strive to correct all vulnerabilities quickly. If you think that you might have identified a vulnerability in a Cisco product, contact PSIRT:

- Emergencies—security-alert@cisco.com
- Nonemergencies—psirt@cisco.com

**Tip**

We encourage you to use Pretty Good Privacy (PGP) or a compatible product to encrypt any sensitive information that you send to Cisco. PSIRT can work from encrypted information that is compatible with PGP versions 2.x through 8.x.

Never use a revoked or an expired encryption key. The correct public key to use in your correspondence with PSIRT is the one that has the most recent creation date in this public key server list:

<http://pgp.mit.edu:11371/pks/lookup?search=psirt%40cisco.com&op=index&exact=on>

In an emergency, you can also reach PSIRT by telephone:

- 1 877 228-7302
- 1 408 525-6532

Obtaining Technical Assistance

For all customers, partners, resellers, and distributors who hold valid Cisco service contracts, Cisco Technical Support provides 24-hour-a-day, award-winning technical assistance. The Cisco Technical Support Website on Cisco.com features extensive online support resources. In addition, Cisco Technical Assistance Center (TAC) engineers provide telephone support. If you do not hold a valid Cisco service contract, contact your reseller.

Cisco Technical Support Website

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

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

Access to all tools on the Cisco Technical Support Website requires a Cisco.com user ID and password. If you have a valid service contract but do not have a user ID or password, you can register at this URL:

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

**Note**

Use the Cisco Product Identification (CPI) tool to locate your product serial number before submitting a web or phone request for service. You can access the CPI tool from the Cisco Technical Support Website by clicking the **Tools & Resources** link under Documentation & Tools. Choose **Cisco Product Identification Tool** from the Alphabetical Index drop-down list, or click the **Cisco Product Identification Tool** link under Alerts & RMAs. The CPI tool offers three search options: by product ID or model name; by tree view; or for certain products, by copying and pasting **show** command output. Search results show an illustration of your product with the serial number label location highlighted. Locate the serial number label on your product and record the information before placing a service call.

Submitting a Service Request

Using the online TAC Service Request Tool is the fastest way to open S3 and S4 service requests. (S3 and S4 service requests are those in which your network is minimally impaired or for which you require product information.) After you describe your situation, the TAC Service Request Tool provides recommended solutions. If your issue is not resolved using the recommended resources, your service request is assigned to a Cisco TAC engineer. The TAC Service Request Tool is located at this URL:

<http://www.cisco.com/techsupport/servicerequest>

For S1 or S2 service requests or if you do not have Internet access, contact the Cisco TAC by telephone. (S1 or S2 service requests are those in which your production network is down or severely degraded.) Cisco TAC engineers are assigned immediately to S1 and S2 service requests to help keep your business operations running smoothly.

To open a service request 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 list of Cisco TAC contacts, go to this URL:

<http://www.cisco.com/techsupport/contacts>

Definitions of Service Request Severity

To ensure that all service requests are reported in a standard format, Cisco has established severity definitions.

Severity 1 (S1)—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.

Severity 2 (S2)—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.

Severity 3 (S3)—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.

Severity 4 (S4)—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. Visit Cisco Marketplace, the company store, at this URL:

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

- *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 at this URL:

<http://www.ciscopress.com>

- *Packet* magazine is the Cisco Systems technical user magazine for maximizing Internet and networking investments. Each quarter, Packet delivers coverage of the latest industry trends, technology breakthroughs, and Cisco products and solutions, as well as network deployment and troubleshooting tips, configuration examples, customer case studies, certification and training information, and links to scores of in-depth online resources. You can access Packet magazine at this URL:

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

- *iQ Magazine* is the quarterly publication from Cisco Systems designed to help growing companies learn how they can use technology to increase revenue, streamline their business, and expand services. The publication identifies the challenges facing these companies and the technologies to help solve them, using real-world case studies and business strategies to help readers make sound technology investment decisions. 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>

- World-class networking training is available from Cisco. You can view current offerings at this URL:

<http://www.cisco.com/en/US/learning/index.html>

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