



Field Change Notice 01 for Cisco Digital Media Encoders

Revised: May 17, 2007

Background

Cisco learned recently that the motherboard manufacturer made changes to the NIC chipset for Cisco Digital Media Encoder 2000 (DME 2000) appliances without notifying Cisco. As a result of these changes, when the appliance operating system enumerates the NIC ports, it includes new port ID numbers from the new NIC chipset in addition to the expected port IDs from the original chipset.

If your appliance uses the new chipset and if you used the factory-default method when you first set up your DME 2000 appliance—so that the appliance automatically configured its TCP/IP settings for DHCP—you might be unaware that some port IDs are not valid. However, you will see an error message (for example, “Cannot set static TCP/IP setting”) when you try to configure static IP addresses from the appliance front panel.

This field notice document tells you how to learn whether your DME 2000 appliance uses the new chipset and tells you how to obtain and install a software patch (*CSCsh97505*) that causes your appliance to enumerate its NIC ports correctly.

- [Learning Whether Your Appliance Uses the New Chipset, page 2](#)
- [Obtaining the CSCsh97505 Software Patch, page 2](#)
- [Installing the CSCsh97505 Software Patch, page 2](#)



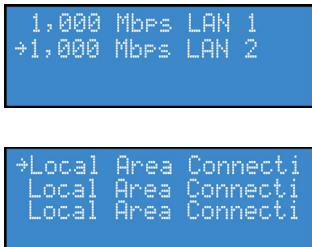


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Learning Whether Your Appliance Uses the New Chipset

Complete this procedure to learn which NIC chipset your appliance motherboard uses.

<p>Step 1 From the appliance front panel main screen (the EASE menu), select Setup System, then press Enter (↵).</p>	
<p>Step 2 From the Setup System menu, select Network, then press Enter (↵).</p>	
<p>Step 3 If you see that the selected option is:</p> <ul style="list-style-type: none"> • 1,000 Mbps LAN 2—Your appliance uses the expected chipset. Do not install the <i>CSCsh97505</i> software patch. This field notice does not apply to you. • Local Area Connection—Your appliance uses the new chipset. We recommend that you install the <i>CSCsh97505</i> software patch. 	

Obtaining the CSCsh97505 Software Patch



Tip

Only registered users of Cisco.com can obtain this software patch. Registration is free. To create your own free account, go to <http://tools.cisco.com/RPF/register/register.do>.

To obtain the the *CSCsh97505* software patch, do the following:




- Step 1** Log in to your Cisco.com account, then go to <http://www.cisco.com/cgi-bin/tablebuild.pl/dms-tac>.
- Step 2** Download **CSCsh97505.zip** to a location where you can find it easily.

Installing the CSCsh97505 Software Patch

To install the *CSCsh97505* software patch, do the following:

- Step 1** Open the compressed archive that you downloaded, then extract its contents to a USB flash drive with at least 1.5 GB free.
- Step 2** Insert the USB flash drive into one of the USB ports on the DME 2000 back panel.

Your DME 2000 appliance detects and mounts the USB drive automatically and recognizes that its contents include the software installation package. After a message tells you that an update is available, you must follow the instructions on the appliance front panel quickly; you have only 10 seconds in which to complete the next step.

Step 3 To start the update, use the   buttons to select **Yes**, then press **Enter** (.



Tip If the text in the window disappears before you have the opportunity to make your selections, simply remove the USB drive and press **Enter**. Then, reinsert the USB drive, and begin the process again.

The installation package copies the files to their required locations. It takes approximately 10 minutes to copy the files.

Step 4 After the files are copied, a message prompts you to remove the USB drive and press **Enter**. Do both, as instructed.

The *factory restore* process begins. After approximately 10 minutes, you can tell that the process has completed when you see that the LCD display on the appliance front panel has resumed its normal behavior.

Step 5 To confirm that the update has succeeded, repeat Steps 1 and 2 in the [“Learning Whether Your Appliance Uses the New Chipset”](#) procedure and confirm that the selected option begins with **1,000 Mbps**.

This document is to be used in conjunction with *Cisco Digital Media Encoder 2000 Quick Start Guide*.

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