



Administration Guide for Cisco Digital Media System 5.0 Appliances

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Administration Guide for Cisco Digital Media System 5.0 Appliances
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Preface

Revised: June 26, 2008

This chapter includes the following sections:

- [Purpose, page v](#)
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- [Obtaining Documentation and Submitting a Service Request, page vi](#)

Purpose

This guide describes how to set up, configure, and administer your DMM appliances and your Video Portal appliances. It also tells you how to use the *Appliance Administration Interface (AAI)*, a text user interface that helps you to administer a DMS appliance.

Audience

The intended audience for this guide is systems or network administrators who install, configure, or troubleshoot Cisco DMS appliance hardware.

Document Conventions

This guide uses these text formatting conventions:

Item	Convention
Commands and keywords	boldface font
Variables for which you supply values	<i>italic</i> font
Displayed session and system information	screen font
Information you enter	boldface screen font
Variables you enter	<i>italic screen</i> font

Item	Convention
Menu items and button names	boldface font
Selecting a menu item in paragraphs	Option > Network Preferences
Selecting a menu item in tables	Option > Network Preferences

**Note**

Means *reader take note*. Notes contain helpful suggestions or references to material not covered in the publication.

**Caution**

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

**Tip**

Means *the following information will help you solve a problem*. The tips information might not be troubleshooting or even an action, but could be useful information, similar to a Timesaver.

Related Documentation

For a list of all Cisco DMS product documentation, see the *Guide to Documentation for the Cisco Digital Media System* at the following URL:

http://www.cisco.com/en/US/products/ps6681/products_documentation_roadmaps_list.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.



CHAPTER 1

Introduction

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Cisco Digital Media System is a product family that consists of Cisco Digital Media Manager (DMM) appliances, Cisco Video Portal appliances, Cisco Digital Media Player (DMP) endpoints, Cisco Digital Media Encoder (DME) devices, and all associated software components.

This document describes how to set up and administer the following Cisco Digital Media System (DMS) 5.0 appliances:

- Cisco Video Portal 5.0 and Video Portal Reports 5.0 software preinstalled on a Cisco Media Convergence Server 7825-H3 chassis or a Media Convergence Server 7835-H2 chassis.
- Cisco Digital Media Manager 5.0 (DMM) software preinstalled on a Media Convergence Server on a Media Convergence Server 7835-H2 chassis.

This chapter includes the following sections:

- [Introduction, page 1-1](#)
- [Requirements to Set Up an Appliance, page 1-2](#)
- [Preparing to Set Up an Appliance, page 1-2](#)

Introduction

Cisco DMS helps organizations of any size to create, manage, organize, and deliver video content, whether live or on-demand, and digital signage content over an IP network to any general or targeted audience.

With Cisco DMS, you can:

- Communicate with targeted customers, investors, press, and analysts.
- Deliver live and on-demand events to audiences in any location.
- Deliver critical information and training to employees, suppliers, and partners.
- Deliver educational content to students.

To understand some of the most commonly used Cisco DMS terms, abbreviations, and initialisms, see the *FAQs and Troubleshooting Guide for Cisco Digital Media System 5.0* on Cisco.com.

Requirements to Set Up an Appliance

- To understand the client system requirements to use Cisco DMS products or to learn about known issues and late-breaking information, see the *Release Notes for Cisco Digital Media System 5.0* on Cisco.com.
- To obtain documentation that you require for other Cisco DMS components, see the *Guide to Documentation for Cisco Digital Media System 5.0* on Cisco.com.

Preparing to Set Up an Appliance

Before you set up and configure an appliance, complete the following steps:

-
- Step 1** Decide which networked computer you will use to administer the appliance remotely.
 - Step 2** On that computer, install and set up the necessary client software according to the client system requirements in *Release Notes for Cisco Digital Media System 5.0* on Cisco.com.
 - Step 3** Ensure that TCP port 22 is not blocked between the Video Portal appliance and the DMM appliance.
 - Step 4** Ensure that authorized users of your DMM appliance can send and receive packets through TCP port 8080.
 - Step 5** Ensure that authorized users of your Video Portal appliance can send and receive packets through TCP port 80 (Video Portal) and port 8080 (Video Portal Reports).
 - Step 6** Ensure that a DNS entry has been created and published for the Video Portal and DMM appliances.
-



CHAPTER 2

Setting Up and Configuring a Video Portal Appliance

Revised: June 26, 2008

This chapter includes the following sections:

- [Setting Up a Video Portal Appliance, page 2-1](#)
- [Configuring a Video Portal Appliance, page 2-2](#)

Setting Up a Video Portal Appliance

Before You Begin

- Verify that at least one computer on your network is configured for access to other networked devices through TCP ports 80 and 8080.
- Ensure that a DNS entry has been created and published for the Video Portal appliance.
- Enable popup windows in your browser.
- Determine if your network uses dynamic (DHCP) or static IP addresses. If your network uses static IP addresses, obtain the following information:
 - Learn what IP address to assign to the Video Portal appliance.
 - Learn what subnet mask (netmask) to use.
 - Learn what IP addresses are assigned to the default network gateway, the primary DNS server, and the secondary DNS server.

Procedure


- Step 1** Unpack the equipment from its container and verify that all components are present.
- Step 2** Plug in the redundant power cables on the back of the appliance.
- Step 3** Connect a live Ethernet cable to Port 1 on the back of the appliance.
- Step 4** Connect a monitor to the VGA output on the back of the appliance.
- Step 5** Connect a standard PS2 keyboard to the purple PS2 port in the back of the appliance.
- Step 6** Power on the appliance.

The “Start of First Boot” message displays.

Configuring a Video Portal Appliance

Use the following checklist to set up a Video Portal appliance and configure its software:

✓	Task
<input type="checkbox"/>	1. After you can see and read the “Start of First Boot” message, press Enter .
<input type="checkbox"/>	<div data-bbox="203 682 251 724"></div> <p data-bbox="170 724 1487 766">Caution Do not enter an IP address when you are prompted to enter the fully qualified hostname.</p> <p data-bbox="170 787 1487 863">2. Specify the fully qualified hostname for the Video Portal appliance; then, select OK. You must enter the DNS-routable hostname, for example: <code>server.example.com</code></p>
<input type="checkbox"/>	<div data-bbox="203 871 251 913"></div> <p data-bbox="170 913 1487 1050">Caution We recommend that you do not use DHCP to obtain an IP address for your appliance due to the sometimes unpredictable expiration of IP addresses in DHCP systems and administrative overhead of reconfiguring other devices to reestablish disrupted connections for deployments. We further recommend that you do not change the static IP address that you assign to the appliance.</p> <p data-bbox="170 1081 1487 1482">3. Enter IP address and routing information. <ul style="list-style-type: none"> • If your appliance will obtain its IP address from a DHCP server, select Yes. • If your appliance will use a static IP address, select No, and enter the following static network settings: <ul style="list-style-type: none"> – Enter the IP address that your appliance should use. – Enter the subnet mask. – Enter the default gateway IP address or DNS-routable hostname. – Enter the primary DNS server IP address or DNS-routable hostname. – Enter the secondary DNS server IP address or DNS-routable hostname. – Select OK. </p>
<input type="checkbox"/>	4. Confirm if you entered the correct network settings. If the settings are correct, select Yes . Alternatively, if they are wrong, select No to go back and correct them.
<input type="checkbox"/>	5. Configure settings for the appliance network interface card (NIC) by completing one of the following steps: <ul style="list-style-type: none"> • If the NIC for your appliance should auto-negotiate the fastest possible transmission mode when it is connected to another device, select Yes. • If the NIC should not auto-negotiate, select No, select the NIC speed, select OK, select the duplex method, select OK, and then select Yes.

	Task
	<p>6. Select the time zone settings, as follows:</p> <ol style="list-style-type: none"> Use the Up/Down arrow keys to navigate through the Time Zone list. Stop when the correct time zone is displayed, and then select OK. If the settings are correct, select Yes. Alternatively, if they are wrong, select No to go back and correct them.
☐	<p>7. Select the current month, year, and day, as follows:</p> <ol style="list-style-type: none"> Use the Tab key and the Up/Down arrow keys to navigate and change the selected values. When you are done, select OK. If the settings are correct, select Yes. Alternatively, if they are wrong, select No to go back and correct them.
☐	<p>8. Select the current hour, minute, and second. Use the format for military time (24 hours that increment from 0100 to 2400).</p> <ol style="list-style-type: none"> Use the Tab key and the Up/Down arrow keys to navigate and change the selected values. When you are done, select OK. If the settings are correct, select Yes. Alternatively, if they are wrong, select No to go back and correct them.
☐	<p> Caution You must enter the instance name. If you do not, setup fails.</p> <hr/> <p>9. Enter the Video Portal instance name, and select OK twice.</p>
☐	<p>10. Enter a password for the <i>admin</i> account, and select OK. This is the default account to use when you administer the appliance. The password that you enter must contain at <i>least</i> six characters.</p> <p>Tip We recommend that you use a strong password. A strong password has at least eight characters and contains numbers, uppercase and lowercase letters, and symbols.</p>
☐	<p>11. Enter a password for the <i>pwadmin</i> account, and select OK twice. This is the account to use if you forget your password for the admin account.</p> <p>After a moment, the appliance reboots, and a login prompt displays.</p>

Your Video Portal installation will be complete after you complete the required steps to obtain a license and activate the Video Portal features. For more information, see [Chapter 3, “Setting Up and Configuring a DMM Appliance.”](#)



CHAPTER 3

Setting Up and Configuring a DMM Appliance

Revised: August 21, 2008

This chapter includes the following sections:

- [Setting Up a DMM Appliance, page 3-1](#)
- [Configuring a DMM Appliance, page 3-2](#)

Setting Up a DMM Appliance

Before You Begin

- Ensure that a DNS entry has been created and published for the DMM appliance.
- Ensure that you have obtained the license keys to unlock the software features on your DMM appliance Video Portal appliances. For information about obtaining license keys, see the *Read Me First for Cisco Digital Media Manager 5.0* and *Read Me First for Cisco Video Portal and Cisco Video Portal Reports 5.0* that shipped with your appliances or on Cisco.com.
- Complete the checklist in [Chapter 2, “Setting Up and Configuring a Video Portal Appliance.”](#) You must know the IP address and instance name for your Video Portal appliance.
- Verify that at least one computer on your network is configured for access to other networked devices through TCP ports 80 and 8080.
- Enable popup windows in your browser if they are disabled. You can complete the checklist only if popup windows are enabled.
- Determine if your network uses dynamic (DHCP) or static IP addresses. If your network uses static IP addresses, obtain the following information:
 - Learn what IP address to assign to the DMM appliance.
 - Learn what subnet mask (netmask) to use.
 - Learn what IP addresses are assigned to the default network gateway, the primary DNS server, and the secondary DNS server.

Procedure

- Step 1** Unpack the equipment from its container and verify that all components are present.
- Step 2** Plug in the redundant power cables on the back of the appliance.
- Step 3** Connect a live Ethernet cable to Port 1 on the back of the appliance.


- Step 4** Connect a monitor to the VGA output on the back of the appliance.
- Step 5** Connect a standard PS2 keyboard to the purple PS2 port in the back of the appliance.
- Step 6** Power on the appliance.
The “Start of First Boot” message displays.

Configuring a DMM Appliance

Use the following checklist to set up a DMM appliance and configure its software:

✓	Task
☐	1. After you can see and read the “Start of First Boot” message, press Enter .
☐	2. Specify the fully qualified, DNS-routable hostname for the DMM appliance. Select Change , then select OK . You can enter either the DNS-routable hostname or the IP address, for example: <code>server.example.com</code>
☐	<div data-bbox="203 905 248 940">⚠</div> <p data-bbox="168 947 248 968">Caution</p> <p data-bbox="285 947 1471 1073">We recommend that you do not use DHCP to obtain an IP address for your appliance, due to the sometimes unpredictable expiration of IP addresses in DHCP systems and the administrative overhead of reconfiguring other devices to reestablish disrupted connections for deployments. We further recommend that you do not change the static IP address that you assign to the appliance.</p> <p data-bbox="168 1115 680 1136">3. Enter IP address and routing information.</p> <ul data-bbox="230 1157 1105 1178" style="list-style-type: none"> • If your appliance will obtain its IP address from a DHCP server, select Yes. <div data-bbox="203 1205 248 1241">⚠</div> <p data-bbox="168 1247 248 1268">Caution</p> <p data-bbox="285 1247 1455 1310">If DHCP fails, do not choose No when you are prompted for a static IP address. Instead, choose Yes, and verify the network connection before you continue.</p> <ul data-bbox="230 1352 1414 1646" style="list-style-type: none"> • If your appliance will use a static IP address, select No, and enter the following static network settings: <ul data-bbox="285 1394 1105 1646" style="list-style-type: none"> – Enter the IP address that your appliance should use. – Enter the subnet mask. – Enter the default gateway IP address or DNS-routable hostname. – Enter the primary DNS server IP address or DNS-routable hostname. – Enter the secondary DNS server IP address or DNS-routable hostname. – Select OK.
☐	4. Confirm if you entered the correct network settings. If the settings are correct, select Yes . Alternatively, if they are wrong, select No to go back and correct them.

	Task
	<p>5. Configure settings for the appliance network interface card (NIC) by completing one of the following steps:</p> <ul style="list-style-type: none"> • If the NIC for your appliance should auto-negotiate the fastest possible transmission mode when it is connected to another device, select Yes. • If the NIC should not auto-negotiate, select No, select the NIC speed, select OK, select the duplex method, select OK, and then select Yes.
<input type="checkbox"/>	<p>6. Select the time zone settings, as follows:</p> <ol style="list-style-type: none"> a. Use the Up/Down arrow keys to navigate through the Time Zone list. b. Stop when the correct time zone is displayed, and then select OK. c. If the settings are correct, select Yes. Alternatively, if they are wrong, select No to go back and correct them.
<input type="checkbox"/>	<p>7. Select the current month, year, and day, as follows:</p> <ol style="list-style-type: none"> a. Use the Tab key and the Up/Down arrow keys to navigate and change the selected values. b. When you are done, select OK. c. If the settings are correct, select Yes. Alternatively, if they are wrong, select No to go back and correct them.
<input type="checkbox"/>	<p>8. Select the current hour, minute, and second. Use the format for military time (24 hours that increment from 0100 to 2400).</p> <ol style="list-style-type: none"> a. Use the Tab key and the Up/Down arrow keys to navigate and change the selected values. b. When you are done, select OK. c. If the settings are correct, select Yes. Alternatively, if they are wrong, select No to go back and correct them.
<input type="checkbox"/>	<p>9. Enter a password for the <i>admin</i> account, and select OK. This is the default account to use when you administer the appliance. The password that you enter must contain at <i>least</i> six characters.</p> <p>Tip We recommend that you use a strong password. A strong password has at least eight characters and contains numbers, uppercase and lowercase letters, and symbols.</p>
<input type="checkbox"/>	<p>10. Enter a password for the <i>pwdadmin</i> account, and select OK twice. This is the account to use if you forget your password for the admin account.</p> <p>After a moment, the appliance reboots, and a login prompt displays.</p>
<input type="checkbox"/>	<p>11. To load the administrative interface for DMM (DMS-Admin) in a web browser, use the DMM appliance IP address that you saw in AAI (<a href="http://<DMM_IP_address>:8080/">http://<DMM_IP_address>:8080/).</p> <p>Alternatively, if you already loaded DMM in your browser for any reason, select Administration from the untitled list at the top far-right of any page.</p>
<input type="checkbox"/>	<p>12. Log in to DMS-Admin by entering the following default username and password; then, click Accept to agree to the terms of the End User License Agreement:</p> <ul style="list-style-type: none"> • Username: superuser • Password: admin
<input type="checkbox"/>	<p>13. Enter the following information for the superuser account to modify the default information; then, click Save.</p> <ul style="list-style-type: none"> • Email Address—Enter the e-mail address for the superuser account for system notifications. • Password and Re-enter password—Enter and confirm the password for the superuser account. <p>The license installation page displays.</p>

	Task
	<p>14. Install the license keys to activate the DMM modules that you purchased, as follows.</p> <ol style="list-style-type: none"> Click Browse, find and select the license file where you saved it, and then click Open. Click Install License. The DMM software features and modules that you purchased are now enabled.
	<p>15. Enter configuration values for the Video Portal module (DMM-VPM).</p> <p>Note We recommend that you access DMM-VPM directly only after you complete initial set up for DMM in DMS-Admin.</p> <ol style="list-style-type: none"> To load the Video Portal Module Installation Configuration page in your browser, go to <a href="http://<DMM_IP_address>:8080/DMM/">http://<DMM_IP_address>:8080/DMM/, and enter the following information: <ul style="list-style-type: none"> Server Base URL—The routable DNS name for your Video Portal appliance. DMM fills this field automatically, but you can change the URL if it is wrong. IP or fully qualified domain name—The IP address that you specified in Task 3 in “Configuring a Video Portal Appliance” section on page 2-2. Installed Instance Name—The Video Portal appliance instance name that you specified in Task 10 in “Configuring a Video Portal Appliance” section on page 2-2. VP AAI Password—The Video Portal appliance password that you specified in Task 11 in “Configuring a Video Portal Appliance” section on page 2-2. Click Proceed with DMM Installation. Wait while the database tables are created. The next page says if the database creation succeeded and summarizes the results.

Task

16. Configure values for system variables on your DMM appliance.

a. Click **Configure DMM Parameters**, and enter the following values for system variables on your DMM appliance:

- **Application Administrator Contact Email**—The email address that receives help requests from users. This field is read only in DMM-VPM, and it contains the e-mail that is specified for the superuser account in DMS-Admin.
- **Deployment CC Email Recipient**—The email address that receives a copy of every deployment and notification message that DMM sends to any user.
- **Password Retrieval Email**—The email address that receives user requests to retrieve and restore lost passwords.
- **Metadata Checkout Duration**—The duration in minutes that a user can lock metadata for editing.
- **Scheduled Deployment Interval**—The interval (in minutes) between automated cycles when DMM checks whether there are any scheduled deployments that it should process. This setting pertains only to scheduled deployments; immediate deployments start immediately.
- **Default Content Provider**—The content provider name to assign, by default, to any new program upon its creation. For example, you might enter the name of your organization.
- **E-mail Server**—The routable DNS name or IP address of the SMTP server through which DMM sends deployment and approval email messages automatically.
- **Application Server Base**—The lowest-level HTTP URL, including the TCP port number, that points to your DMM appliance, for example `http://dmm.yourdomain.com:8080`.
- **Upload URL**—The HTTP URL (including the TCP port number) that points to the subdirectory where you keep uploaded binary files temporarily on your DMM appliance, for example `http://dmm.yourdomain.com:8080/DMM/temp/video_portal/asset`.

**Caution**

Do not change the *Upload Path on Local File System* value from its default even though the field is editable. Deployments fail if you change it.

- **Upload Path on Local File System**—The complete file system pathname (starting from the root directory) that points to the subdirectory where you keep uploaded binary files temporarily on your DMM appliance, for example `/dm2/apache-tomcat/webapps/DMM/temp/video_portal/asset`.
- **Preview URL**—The HTTP URL, including the TCP port number, that points to the private staging area on your DMM appliance.

**Caution**

Do not change the *Preview Path on Local File System* value from its default even though the field is editable. Previews fail if you change it.

- **Preview Path on Local File System**—The complete file system pathname, starting from the root directory, that points to the staging area subdirectory on your DMM appliance, for example `/dm2/apache-tomcat/webapps/DMM/temp/video_portal`.


b. Click **Save Configuration Parameters**.



	Task
	<p>17. Configure values for your Video Portal.</p> <ol style="list-style-type: none"> a. Click Setup > Video Portal, and then enter all the following values: <ul style="list-style-type: none"> • Video Portal Login Prompt—The prompt that displays to users when they log in to the Video Portal. • Video Portal FQDN—The same DNS-resolvable hostname for your Video Portal appliance that you defined on your DNS server and Video Portal appliance in its version of AAI. • Video Portal Instance—The instance name of the Video Portal that you defined in its version of AAI. • Video Portal Password—The same instance name that you defined for your Video Portal appliance in its version of AAI. Do not use Cisco as the instance name. • Video Portal Web Server Base—The top-level HTTP URL of the server on which your audience can find your Video Portal. • The URL to the live video portal—The HTTP URL that points directly to your public Video Portal. • Default Audio Only Image—The SWF or non-progressive JPEG image to show as the thumbnail for every audio file. You must specify a file that is 100 pixels wide and 75 pixels high or any multiple of that size. • Default Preview Image—The SWF or non-progressive JPEG image to show as a placeholder thumbnail image when no other preview image is available for a video file. You must specify a file that is 100 pixels wide and 75 pixels high or any multiple of that size. • Supported Media Formats—The formats to support. Select any combination of Flash Video, Windows Media, Real, and MPEG4/H.264. • Media Preferences by Browser— The order in which the Video Portal and Embedded Video players try to play the given media types. b. To save and commit your entries, click Save Portal Parameters.

Task

18. Configure Video Portal deployment settings. You must deploy files to at least one remote location because you cannot present them to audiences directly from your DMM appliance.

Note You cannot edit the values that pertain to Video Portal Metadata files.

- a.** To specify the deployment locations, which can differ for the different supported file types, select **Setup > Deployment Locations**, and then enter *all* of the following values for *every* supported file type that you selected in [Task 17](#). Invalid entries will cause deployments to fail.
 - **Connection type**—The protocol or method for file transfer. The options are FTP, SFTP, and SCP.
 - **Host address**—The DNS-routable hostname or IP address of the remote server where you will deploy files of the relevant file type.
 - **Login name**—A user account name that has the required privileges to access the remote server.
 - **Login password**—The assigned password for the login name that you specified. If you select the SFTP option for deployments to your Video Portal appliance, the password that you enter must be exactly the same as your Video Portal admin password.
 - **Root file directory**—The absolute directory path to files that you will deploy.
 - **Root URL Path**—The absolute URL, where the Video Portal will host and reference your files.
- b.** To save your selections and let them take effect for every file type, click **Save Deployment Locations**.
- c.** Select **Video Portal > Deployments**, and then click  **Schedule New Deployment**.
- d.** Select the **Video Part 1** check box in the “Video Part Selection” area.
- e.** To deploy the pre-loaded content and metadata immediately, check the **Schedule Immediately** check box in the “Deployment Time” area.
- f.** Click **Create Deployment**.
- g.** To ensure that the content and metadata deployed appropriately, use another computer on your network to access the Video Portal that you installed.

	Task
	<p>19. Discover the DMPs in your network. If you purchased a DMM-DS license to centrally manage multiple Cisco Digital Media Player (DMP) devices, DMM can auto-discover your DMPs and organize them into groups for simplified and remote management of your DMPs anywhere globally.</p> <ol style="list-style-type: none"> Select Digital Signage from the untitled list at the top far-right of any page. Select Digital Media Players > Advanced Tasks. From the Application Types list, select DMP Discovery, and then click  Add New Application. Enter the following required values: <ul style="list-style-type: none"> Name—A short and meaningful group name that applies equally well to every DMP in the specified range. For example, you might indicate that devices in this group are all located in Boston or Singapore. Description—(Optional) A longer description of the group, its purpose, its policies, or anything else. Discovery IP range—The range of IP addresses in which DMM should auto-discover DMPs. To save and commit your entries, click Submit, or to discard your entries, click Cancel.
	<p>20. Configure your DMP devices to recognize the authority of your DMM appliance. Do the following for each centrally managed DMP in your digital signage network:</p> <ol style="list-style-type: none"> To log in to the embedded device management software, point your browser to the DMP IP address. At the login prompt, enter the username and the password that you configured for the DMP. In the Settings area, click DMM, then enter the required values: <ul style="list-style-type: none"> DMM Host—The IP address of your DMM server appliance. Timeout (Seconds)—The maximum number of seconds that your DMP should wait for a response from your DMM appliance. To confirm your entries and to implement them until you change them or until you restart the DMP, click Apply. To make your configuration changes permanent even after you reboot your DMP, click Save Configuration, and then, after you see the Save Configuration page, click Save. Click Reboot DMP, and then, after you see the Reboot DMM page, click Reboot.

Setup and software configuration are now complete.



CHAPTER 4

Administering a Video Portal Appliance

Revised: June 26, 2008

This chapter explains how you can use AAI to administer a Video Portal appliance and includes the following sections:

- [Starting and Using AAI, page 4-1](#)
- [Performing Routine Administrative Tasks, page 4-1](#)
- [Naming or Renaming Your Video Portal, page 4-4](#)
- [Naming or Renaming Your Video Portal, page 4-4](#)
- [Changing the Network Settings for an Appliance, page 4-4](#)

Starting and Using AAI

To start AAI from the appliance login prompt, enter the username **admin** and password that you specified for the admin account when you completed the checklist of tasks in [Chapter 2, “Setting Up and Configuring a Video Portal Appliance.”](#)

To see options or change selections in AAI, do any of the following:

- To highlight an option or to navigate through the list of options, press the Up/Down arrow keys.
- To select or deselect a highlighted option, press **Spacebar**.
- To save your changes to an option that you selected for editing and let your take effect, press **Enter**.

Performing Routine Administrative Tasks

The following topics in this section tell you how to perform routine tasks:

- [Viewing Appliance System Information, page 4-2](#)
- [Obtaining or Transferring a Copy of the System Log, page 4-2](#)
- [Changing the Appliance Administrator Password, page 4-3](#)
- [Patching or Updating Appliance Software, page 4-3](#)
- [Restarting an Appliance, page 4-3](#)
- [Shutting Down an Appliance, page 4-4](#)

Viewing Appliance System Information

To see system information for the appliance, [log in](#) to AAI, select **SHOW_INFO**, and then press **Enter**.

Backing Up an Appliance

You can back up an appliance by using AAI. This backup creates a file that includes only database and configuration information for the appliance; it does not contain media files.



Tip

You can back up an appliance also by using DMS-Admin. This backup creates a file that includes database and configuration information for both the DMM and Video Portal appliances. For more information, see the *User Guide for Cisco Digital Media System 5.0* on Cisco.com.

-
- Step 1** Log in to AAI.
- Step 2** Select **APPLIANCE_Control**, then press **Enter**.
- Step 3** To back up DMM, select **BACKUP_APPLIANCE**, and press **Enter**.
- Step 4** To back up to a USB drive, select **USB**, and press **Enter**.
-

Obtaining or Transferring a Copy of the System Log

You can save a copy of the appliance log file to a USB drive that you attach directly to your appliance, or you can transfer a copy of the log to any SFTP-enabled server.

-
- Step 1** [Log in](#) to AAI.
- Step 2** Select **APPLIANCE_CONTROL**, and then press **Enter**.
- Step 3** Select **GET_SYSLOG**, press **Enter**, and then do one of the following:
- To transfer a copy of the log to an attached USB drive, select **USB**, and then press **Enter**.
 - To transfer a copy of the log by SFTP to a reachable server:
 - a. Select **SFTP**, then press **Enter**.
 - b. Enter the SFTP server IP address or routable DNS name, and press **Enter**.
 - c. Enter the username that you use when you log in to the SFTP server, and press **Enter**.
 - d. Enter the password that you use when you log in to the SFTP server, and press **Enter**.

A system message in AAI tells you if the SFTP file transfer was successful.

Changing the Appliance Administrator Password

You can change the appliance administrator password. The password that you enter must contain at least 6 characters.

-
- Step 1** [Log in](#) to AAI.
 - Step 2** Select **APPLIANCE_CONTROL**, and press **Enter**.
 - Step 3** Select **RESET_PASSWORD**, and press **Enter**.
 - Step 4** Enter the new password, and press **Enter**.
 - Step 5** To confirm that you typed the password correctly, enter it again, and press **Enter**.



Note You must also enter the new password in the Web-based graphical user interface for DMM.

- Step 6** Log in as an administrator to DMM; then, select **Video Portal** from the untitled list at the top far-right of the page.
 - Step 7** Select **Setup > Deployment Locations**, and scroll down to the bottom of the page.
 - Step 8** In the “Video Portal Metadata” area, enter the new password in the Login password text box.
 - Step 9** Click **Save Deployment Locations**.
-

Patching or Updating Appliance Software

You can install a software patch or a software update.

-
- Step 1** [Log in](#) to AAI.
 - Step 2** Select **APPLIANCE_CONTROL**, and press **Enter**.
 - Step 3** Select **SOFTWARE_UPDATE**, and press **Enter**.
 - Step 4** Insert the CD-ROM, and press **Enter**.
-

Restarting an Appliance

You can restart an appliance.

-
- Step 1** [Log in](#) to AAI.
 - Step 2** Select **APPLIANCE_CONTROL**, and press **Enter**.
 - Step 3** Select **REBOOT**, and press **Enter** twice.
-

Shutting Down an Appliance

You can shut down an appliance.

-
- Step 1** Log in to AAI.
 - Step 2** Select **APPLIANCE_CONTROL**, and press **Enter**.
 - Step 3** Select **SHUTDOWN**, and press **Enter** twice.
-

Naming or Renaming Your Video Portal

You must specify a name for your video portal. You can change the name at any time.

-
- Step 1** Log in to AAI.
 - Step 2** Select **VP_CONTROL**, and press **Enter**.
 - Step 3** Select **INSTANCE NAME**, and press **Enter**.
 - Step 4** Enter the name.
The name that you enter will be visible in the public HTTP URL that points to your Video Portal.
 - Step 5** When AAI shows you the name that you entered, press **Enter**.
-

Changing the Network Settings for an Appliance



Note

- We recommend that you never change the static IP address that you assign to your Video Portal appliance.
 - We recommend that you do not use DHCP to obtain the IP address for your appliance due to the sometimes unpredictable expiration of IP addresses in DHCP systems and the administrative overhead of reconfiguring other devices to reestablish disrupted connections for deployments.
 - If you use your Video Portal appliance as one of your deployment locations—even though we strongly recommend that you *never* do—and if you used IP addresses instead of hostnames when you specified your deployment locations in DMM-VPM at Setup > Deployment Locations, any changes that you make now to the Video Portal appliance IP address will cause some of your entries in DMM-VPM to become invalid. You must reenter all such values manually, including the IP addresses that you specified for deployment locations, video parts, videos, and programs. Until you correct the invalidated IP address in every location where you entered it, the corresponding deployments, video parts, videos, and programs will not run.
 - If your network uses a DNS server, you must reassociate the resolvable DNS hostname for your Video Portal appliance each time that you change its IP address.
-

You can change network settings for an appliance.

-
- Step 1** Log in to AAI.
- Step 2** Select **NETWORK_SETTINGS**, and press **Enter**.
- Step 3** Select the type of network setting to change. The options are:
- **HOST_NAME**—To change the appliance hostname, select this option.
 - **TCP_IP**—To change how the appliance obtains its IP address (DHCP or static), select this option. We recommend that you do not select DHCP.
 - **DNS**—To change the primary or secondary DNS server for the appliance, select this option.
 - **AUTO_NEGOTIATION**—To change NIC speed and duplex settings for the appliance, including whether the speed and duplex should be autonegotiated, select this option.
 - **NETWORK_TOOLS**—To troubleshoot the network, select this option.
- Step 4** Press **Enter**.
- Step 5** Enter or select the new settings, and select the options to confirm each individual change.
- Step 6** Confirm the combination of all the network settings that you changed:
- If everything is correct, press **Enter**.
 - If anything is incorrect, select **No**, and press **Enter** to enter different settings.
-

Changing the Date and Time Settings for an Appliance

You can configure the date and time settings for an appliance.

-
- Step 1** Log in to AAI.
- Step 2** Select **DATE_TIME_SETTINGS**, then press **Enter**.
- Step 3** Select the type of setting to change. The options are:
- **TIME_ZONE**—To change the appliance time zone, or to enable or disable the appliance system clock to use UTC, select this option.
 - **DATE**—To change the year, month, or date for the appliance, select this option.
 - **TIME**—To change the hour, minute, or second for the appliance, select this option.
 - **NTP**—To enable or disable the appliance to use an NTP server, or to change which NTP server the appliance uses, select this option.
 - **SHOW_TIME**—To see what time setting is in effect on this appliance, select this option.
- Step 4** Press **Enter**.
- Step 5** Enter or select the new date and time settings, and select the options to confirm each individual change.
- Step 6** Confirm the combination of all the date and time settings that you changed:
- If everything is correct, press **Enter**.
 - If anything is incorrect, select **No**, and press **Enter** to enter different settings.
-



CHAPTER 5

Administering a DMM Appliance

Revised: June 26, 2008

This chapter explains how you can use AAI to administer a DMM appliance and includes the following sections:

- [Starting and Using AAI, page 5-1](#)
- [Performing Routine Administrative Tasks, page 5-1](#)
- [Changing the Network Settings for an Appliance, page 5-4](#)
- [Changing the Date and Time Settings for an Appliance, page 5-5](#)

Starting and Using AAI

To start AAI from the appliance login prompt, enter the username **admin** and enter the password that you specified for the admin account when you completed the checklist of tasks in [Chapter 3, “Setting Up and Configuring a DMM Appliance.”](#)

To see options or change selections in AAI, do any of the following:

- To highlight an option or to navigate through the list of options, press the Up/Down arrow keys.
- To select or deselect a highlighted option, press **Spacebar**.
- To save your changes to an option that you selected for editing and let your take effect, press **Enter**.

Performing Routine Administrative Tasks

The following topics in this section tell you how to perform routine tasks:

- [Viewing Appliance System Information, page 5-2](#)
- [Backing Up an Appliance, page 5-2](#)
- [Restoring from an Appliance Backup, page 5-2](#)
- [Obtaining or Transferring a Copy of the System Log, page 5-2](#)
- [Changing the Appliance Administrator Password, page 5-3](#)
- [Patching or Updating Appliance Software, page 5-3](#)
- [Restarting an Appliance, page 5-3](#)
- [Shutting Down an Appliance, page 5-4](#)

Viewing Appliance System Information

To see system information for an appliance, log in, select **SHOW_INFO**, and press **Enter**.

Backing Up an Appliance

You can back up an appliance by using AAI. This backup creates a file that includes database and configuration information only for the appliance; it does not contain media files.



Tip

You can back up an appliance also by using DMS-Admin. This backup creates a file that includes database and configuration information for both the DMM and Video Portal appliances. For more information, see the *User Guide for Cisco Digital Media System 5.0* on Cisco.com.

-
- Step 1** Log in to AAI.
- Step 2** Select **DMM_Control**, and press **Enter**.
- Step 3** To back up DMM, select **BACKUP_DMM**, press **Enter**, and then do one of the following:
- To back up to a USB drive, select **USB**, and press **Enter**.
 - To back up to a video portal appliance, select **VIDEO_PORTAL**, and press **Enter**.
-

Restoring from an Appliance Backup

You can restore an appliance from a backup.

-
- Step 1** Log in to AAI.
- Step 2** Select **DMM_Control**, then press **Enter**.
- Step 3** To restore DMM, select **RESTORE_DMM**, press **Enter**, and then do one of the following:
- To restore from a backup on a USB drive, select **USB**, and press **Enter**.
 - To restore from a backup on a video portal appliance, select **VIDEO_PORTAL**, and press **Enter**.
-

Obtaining or Transferring a Copy of the System Log

You can save a copy of the appliance log file to a USB drive that you attach directly to your appliance, or you can transfer a copy of the log to any SFTP-enabled server.

-
- Step 1** Log in to AAI.
- Step 2** Select **APPLIANCE_CONTROL**, and press **Enter**.
- Step 3** Select **GET_SYSLOG**, press **Enter**, and do one of the following:
- To transfer a copy of the log to an attached USB drive, select **USB**, and press **Enter**.
-

- To transfer a copy of the log by SFTP to a reachable server:
 - a. Select **SFTP**, and press **Enter**.
 - b. Enter the SFTP server IP address or routable DNS name, and press **Enter**.
 - c. Enter the username that you use when you log in to the SFTP server, and press **Enter**.
 - d. Enter the password that you use when you log in to the SFTP server, and press **Enter**.A system message in AAI tells you if the SFTP file transfer was successful.
-

Changing the Appliance Administrator Password

You can change the appliance administrator password. The password that you enter must contain at least 6 characters.

-
- Step 1** Log in to AAI.
 - Step 2** Select **APPLIANCE_CONTROL**, and press **Enter**.
 - Step 3** Select **RESET_PASSWORD**, and press **Enter**.
 - Step 4** Enter the new password, and press **Enter** three times.
-

Patching or Updating Appliance Software

You can install a software patch or a software update.

-
- Step 1** Log in to AAI.
 - Step 2** Select **APPLIANCE_CONTROL**, and press **Enter**.
 - Step 3** Select **SOFTWARE_UPDATE**, and press **Enter**.
 - Step 4** Insert the CD-ROM, and press **Enter**.
-

Restarting an Appliance

You can restart an appliance.

-
- Step 1** Log in to AAI.
 - Step 2** Select **APPLIANCE_CONTROL**, and press **Enter**.
 - Step 3** Select **REBOOT**, and press **Enter**.
 - Step 4** Select **Yes**, and press **Enter**.
-

Shutting Down an Appliance

You can shut down an appliance.

-
- Step 1** Log in to AAI.
 - Step 2** Select **APPLIANCE_CONTROL**, and press **Enter**.
 - Step 3** Select **SHUTDOWN**, and press **Enter**.
 - Step 4** Select **Yes**, and press **Enter**.
-

Changing the Network Settings for an Appliance



Note

- We recommend that you never change the static IP address that you assign to your DMM appliance.
 - We recommend that you do not use DHCP to obtain the IP address for your appliance due to the sometimes unpredictable expiration of IP addresses in DHCP systems and the administrative overhead of reconfiguring other devices to reestablish disrupted connections for deployments.
 - If your network uses a DNS server, you must reassociate the resolvable DNS hostname for your DMM appliance each time that you change its IP address.
-

You can change network settings for an appliance.

-
- Step 1** Log in to AAI.
 - Step 2** Select **NETWORK_SETTINGS**, and press **Enter**.
 - Step 3** Select the type of network setting to change. The options are:
 - **HOST_NAME**—To change the appliance hostname, select this option.
 - **TCP_IP**—To change how the appliance obtains its IP address (DHCP or static), select this option. We recommend that you do not select DHCP.
 - **DNS**—To change the primary or secondary DNS server for the appliance, select this option.
 - **AUTO_NEGOTIATION**—To change NIC speed and duplex settings for the appliance, including whether the speed and duplex should be autonegotiated, select this option.
 - **NETWORK_TOOLS**—To troubleshoot the network, select this option.
 - Step 4** Press **Enter**.
 - Step 5** Enter or select the new settings, and select the options to confirm each individual change.
 - Step 6** Confirm the combination of all the network settings that you changed:
 - If everything is correct, press **Enter**.
 - If anything is incorrect, select **No**, and press **Enter** to enter different settings.
-

Changing the Date and Time Settings for an Appliance

You can configure the date and time settings for an appliance.

- Step 1** Log in to AAI.
- Step 2** Select **DATE_TIME_SETTINGS**, then press **Enter**.
- Step 3** Select the type of setting to change. The options are:
- **TIME_ZONE**—To change the appliance time zone, or to enable or disable the appliance system clock to use UTC, select this option.
 - **DATE**—To change the year, month, or date for the appliance, select this option.
 - **TIME**—To change the hour, minute, or second for the appliance, select this option.
 - **NTP**—To enable or disable the appliance to use an NTP server, or to change which NTP server the appliance uses, select this option.
 - **SHOW_TIME**—To see what time setting is in effect on this appliance, select this option.
- Step 4** Press **Enter**.
- Step 5** Enter or select the new date and time settings, and select the options to confirm each individual change.
- Step 6** Confirm the combination of all the date and time settings that you changed:
- If everything is correct, press **Enter**.
 - If anything is incorrect, select **No**, and press **Enter** to enter different settings.
-

