



Release Notes for Cisco Digital Media System 5.0

Revised: April 24, 2009, OL-15756-01

These release notes describe the new features, requirements, and known issues for the following Cisco Digital Media System (DMS) 5.0.x products:

- Cisco Digital Media Encoder (DME)
- Cisco Digital Media Manager (DMM)
- Cisco Digital Media Player (DMP)
- Cisco Video Portal

These release notes apply to the 5.0, 5.0.1, 5.0.2, and 5.0.3 releases.

Contents

This document includes the following sections:

- [Introduction, page 2](#)
- [New and Changed Information, page 2](#)
- [Compatibility Matrix, page 5](#)
- [DMP Feature Support Matrix, page 6](#)
- [Client System Requirements, page 6](#)
- [Installation and Upgrade Notes, page 9](#)
- [Important Notes, page 10](#)
- [Limitations and Restrictions, page 15](#)
- [Open Caveats, page 16](#)
- [Updates and Errata for Printed Documentation, page 20](#)
- [Related Documentation, page 21](#)
- [Obtaining Documentation, Obtaining Support, and Security Guidelines, page 21](#)



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Introduction

Cisco Digital Media System 5.0.x (DMS) helps organizations of any size to:

- Create, manage and deliver desktop video content (whether live or on-demand) over an IP network to any general or targeted audience.
- Filter questions (received in real time from audience members at a live event) for display in a Q&A.
- Synchronize presentation slides with video streams.
- Create, manage and deliver digital signage content (including video, audio, text, multimedia, and web pages) over an IP network to any general or targeted audience.
- Communicate with targeted customers, investors, press, and analysts.
- Deliver critical information and training to employees, suppliers, and partners.
- Deliver educational content to students.
- With the 5.0.2 release, deliver real-time emergency warnings and instructions to whomever sees your digital signs:
 - Pre-position emergency assets to the local memory storage card in a DMP or to an external web server for playback on targeted DMP groups.
 - Start emergency message playback on one or more DMP groups
 - Pre-empt all of your regularly scheduled nonemergency events with emergency messages on targeted DMP groups.
 - Declare for one or more of your affected DMP groups that an emergency has stopped.
 - After you stop an emergency message on a DMP group, its regular schedule resumes wherever the emergency message interrupted it.
 - Apply the start and stop commands for emergency messaging to a DMP group explicitly, and then all of its child groups receive the same command implicitly, due to the hierarchy of DMP groups.

New and Changed Information

Cisco DMS 5.0.x delivers new and changed features in the following components:

- [Digital Media Manager, page 2](#)
- [Digital Signage and Digital Signage Manager, page 3](#)
- [Digital Media Player, page 3](#)
- [Enterprise TV and Enterprise TV Manager, page 4](#)
- [Video Portal, page 4](#)

Digital Media Manager

- New DMS Administration (DMS-Admin) console, formerly called DMM-Admin.
- System status and alarms console, accessed from the **Dashboard** tab.
- Backup and recovery console page, accessed from the **Backup** tab.

- Built-in e-mail alerts and an optional SNMP notifications module, accessed from the **Alerts** tab.
- Centralized creation and management of users and user groups, accessed from **DMS Administration > Users**. For information about adding new users or user groups, click the Help link.
- Authentication mode selection (LDAP, Embedded or No Authentication), accessed from **DMS Administration > Settings > Authentication**.

Digital Signage and Digital Signage Manager

- Major web user interface redesign of DMM-DSM throughout, except Digital Media Players and Settings management windows
- Redesigned Schedule includes Play in Future and Play Now management, accessed from the **Schedules** tab.
- Digital Media Designer, accessed from **Digital Signage > Presentations**.
 - Support for all Cisco DMS 4.1 features.
 - Support on the DMP 4400G for scrolling ticker effects from left-to-right, right-to-left, up-to-down, and down-to-up.
- Independent playlist management
- Support for the following codecs on the Digital Media Players:
 - MPEG 1 and MPEG 2 on the DMP 4300G, DMP 4305G, and DMP 4400G.
 - MPEG 4 part 10 on the DMP 4400G.
- Support for emergency message insertions, in real time, to any number of DMP groups.

Digital Media Player

- Support for Enterprise TV on DMP 4305G and DMP 4400G
- Digital Media Player (DMP) Remote Control: Supports interactivity with Cisco Digital Media Player 4305G and 4400G systems, enabling navigation and channel selection through the Enterprise TV on-screen program guide
- Digital Media Player 4400G
 - New hardware platform
 - Different form-factor
 - Support for MPEG 1, 2, and 4 Part 10 in standard definition (SD) and HD, graphics, web content, Adobe Flash 9 animation, and tickers
 - Local storage of 4 GB capacity, which provides 2.8 GB for content storage and 1.2 GB for operating system, emergency messaging, and backup firmware
- Performance improvements for Adobe Flash (in release 5.0.2):
 - DMP support for the Flash 10 plug-in improves Flash application performance on DMPs.
 - You can choose in DMPDM whether your DMPs use the Flash 9 plug-in or a beta version of the Flash 10 plug-in. The default is to use Flash 9 because the beta version of the Flash 10 plugin might sometimes play an SWF file incorrectly.
 - DMPs that run the Flash 10 player use it whenever they play Flash presentations.

**Note**

- Because you choose for each DMP individually whether it should use Flash 9 or Flash 10 (in release 5.0.2), your DMPs might differ from one another in their performance while playing Flash presentations.
- DMPs in this release do not support wireless connections.

Enterprise TV and Enterprise TV Manager

- Interactivity with the Digital Media Player Remote Control
- Web-based management tool, Enterprise TV Manager (DMM-ETVM), which is served from the Cisco Digital Media Manager appliance
From the DMS landing page, click **Enterprise TV** to access DMM-ETVM.
- Customizable main menu
Click **Enterprise TV > Skin Customization** to access configuration.
- Program listing and EPG
Click **Enterprise TV > EPG Providers** to access configuration.
- Customizable channel lineups
Click **Enterprise TV > TV Channels** to access configuration.
- On-demand content
Click **Enterprise TV > Video on Demand** to access configuration.
- Video program sharing: Use the same digital media video programs in your digital signage presentations as on-demand assets for users to browse and view.
Click **Enterprise TV > Video on Demand** to map video assets to categories that display in the program guide.
- Scheduled access to Cisco Enterprise TV: Define when a directed signage presentation or when Cisco Enterprise TV access is available on a digital media players when used with Cisco Digital Signage.
Click **Schedules > Play Now** or **Play in Future** to schedule an Enterprise TV event.
- Live and on-demand program previews: Preview programs or view live events while navigating the on-demand or live program listings.

Video Portal

- Detailed usage reporting in Video Portal Reports
- Content-level viewing security in Video Portal
Specify access restrictions on the Video Part pages in DMM-VPM.

- The following additional Video Portal enhancements:
 - Windows Media closed captioning
Click the CC button in the Video Portal that displays if closed caption text is embedded with a Windows Media stream.
 - Video URL sharing
Share the link that is available in the Video Info area of a playing video on the Video Portal, or embed in a web page the HTML code that is available in the Embedded Video area on the Video Part page.
 - Support for displaying Western European font characters that are included in the ISO 8859-1 standard
 - Additional support for publishing live streams from third-party encoders through the addition of a Non-DME Live Event option on the Video Part page
 - LDAP SSL support for Active Directory authentication

Compatibility Matrix

Cisco Digital Media System requires the following hardware and software components:

Supported Upgrade Path	DMM ¹ appliance	VP ² Version	VP appliance	DME ³ Version	DMEs	DSM ⁴ Version	DMP ⁵ Version	DMPs
4.1 to 5.0	7835-H1	5.0	7825-H2	5.2.187	DME1000	5.0	5.0	4300G
	7835-H2		7825-H3		DME1100			4305G
			7835-H1		DME 2000			4400G
			7835-H2		DME 2200			
5.0 to 5.0.2	7835-H1	5.0.2	7825-H2	5.2.187	DME1000	5.0.2	5.0.2	4300G
	7835-H2		7825-H3		DME1100			4305G
			7835-H1		DME 2000			4400G
			7835-H2		DME 2200			
5.0.2 to 5.0.3	7835-H1	5.0.3	7825-H2	5.2.187	DME1000	5.0.3	5.0.3	4300G
	7835-H2		7825-H3		DME1100			4305G
			7835-H1		DME 2000			4400G
			7835-H2		DME 2200			

1. Digital Media Manager (DMM)
2. Video Portal (VP)
3. Digital Media Encoder (DME)
4. Digital Signage Manager (DSM)
5. Digital Media Player (DMP)

DMP Feature Support Matrix

This Digital Media Player Model	Running This DMP Firmware Release	Works with These DMM Software Modules											
		DMM-DSM							DMM-ETV				
		3.5	3.5(1)	4.0	4.1	4.1(0)/40	5.0	5.0(2)	5.0(3)	5.0	5.0(2)	5.0(3)	
DMP 4300G	2.42	N	N	Y	Y ¹	Y ¹	N	N	N	N	N	N	N
	2.42(1)	N	N	Y	Y ¹	Y ¹	N	N	N	N	N	N	N
	2.43	N	N	Y	Y	Y	Y	N	N	N	N	N	N
	2.43(1)	N	N	Y	Y	Y	Y	N	N	N	N	N	N
	5.0	N	N	N	N	N	Y	N	N	Y	N	N	N
	5.0(2)	N	N	N	N	N	N	Y	N	N	Y	N	N
	5.0(3)	N	N	N	N	N	N	N	Y	N	N	Y	N
DMP 4305G	2.43	N	N	Y	Y	Y	Y	N	N	N	N	N	N
	2.43(1)	N	N	Y	Y	Y	Y	N	N	N	N	N	N
	5.0	N	N	N	N	N	Y	N	N	Y	N	N	N
	5.0(2)	N	N	N	N	N	N	Y	N	N	Y	N	N
	5.0(3)	N	N	N	N	N	N	N	Y	N	N	Y	N
DMP 4400G	5.0	N	N	N	N	N	Y	N	N	Y	N	N	N
	5.0(1)	N	N	N	N	N	Y	N	N	Y	Y	N	N
	5.0(2)	N	N	N	N	N	N	Y	Y	N	Y	N	N
	5.0(3)	N	N	N	N	N	N	N	Y	N	N	Y	N

1. DMM-DSM 4.1 can manage DMPs that use this firmware release. However, these DMPs cannot play presentations that you design in Digital Media Designer (DMD).

Client System Requirements

- [Digital Media Manager Requirements, page 7](#)
- [Video Portal Requirements, page 8](#)

Digital Media Manager Requirements

This section describes the requirements for client systems that access DMS-Admin, DMM-DSM, DMM-VPM, DMM-ETVM, and Video Portal Reports.

Java

For all client systems, ensure that Java Runtime Engine (JRE) 1.6.0 or later is installed. Also confirm that it is configured to use English as its language and that it is working correctly. The JRE 1.6.0 release is part of Java Version 6.

- To learn exactly which JRE release you are using and to confirm that it is working correctly, go to <http://java.com/en/download/help/testvm.xml>.
- To understand the Java release naming conventions, which have changed over time, see <http://java.sun.com/javase/namechange.html>.
- To obtain the required JRE, go to <http://javasoft.com>, click **Java SE**, and then download the latest JRE version.
- Apple maintains and distributes its own implementations of Java software for Mac OS users. To learn if Apple has made available any JRE that is based on JRE 1.6.0, see <http://www.apple.com/java>. Alternatively, registered Apple Developer Connection (<http://connect.apple.com/>) members might find that Apple has released a preview version of a compatible JRE. We make no claims about the suitability of such software for any purpose and recommend that you test all software thoroughly before you rely on it.

DMM-DSM and DMPDM

[Table 1](#) lists the additional client system requirements to use DMM-DSM and DMPDM.

Table 1 Additional Requirements to Use DMM-DSM or DMPDM

Component	Browser Version
Browser	<p>Windows</p> <ul style="list-style-type: none"> • Internet Explorer 6.0 or later • Internet Explorer 7.0 or later • Firefox 2.x <p>Linux</p> <p>Firefox 2.x</p> <p>Mac OS X</p> <p>Firefox 2.x</p>
DMM-DSM Dashboard and Play in Future Schedules	Mac OS X 10.4 ¹
Digital Media Designer ²	<ul style="list-style-type: none"> • Firmware version 5.0 for DMP 4400G and 4305G • Firmware version 5.0.1 for DMP 4400G
Minimum supported resolution	1280 x 1024

1. Until Apple supports JRE 1.6.0 or later, the DMM-DSM Dashboard and Play in Future Schedules might not function properly.
2. Until Apple supports JRE 1.6.0 or later, Digital Media Designer might not function properly.

Video Portal Reports

Table 2 lists the additional client system requirements to use Video Portal Reports.

Table 2 Cisco Video Portal Reports Tool Client Requirements

Component	Requirement
Browser	<p>Windows</p> <ul style="list-style-type: none"> Firefox 1.5 minimum or 2.x recommended Internet Explorer 5.5 minimum or 6.0 or later recommended <p>Linux or UNIX</p> <p>Firefox 1.5 minimum or 2.x recommended</p> <p>Apple Macintosh</p> <p>Firefox 1.5 minimum or 2.x recommended</p>
Renesis SVG Player 1.1 Internet Explorer Plugin (required only for Internet Explorer)	Renesis SVG Player 1.1 or newer Internet Explorer Plugin available at http://www.examotion.com/index.php?id=product_player_download

Video Portal Requirements

Table 3 lists the additional client system requirements to use Video Portal.

Table 3 Cisco Video Portal Client Requirements

Component	Requirement
Browser	<p>Windows</p> <ul style="list-style-type: none"> Firefox 1.5 minimum or 2.x recommended Internet Explorer 6.0 or later recommended Mozilla 1.8 or later recommended <p>Linux or UNIX</p> <p>Support for Flash VoD files only on the following browsers:</p> <ul style="list-style-type: none"> Firefox 1.0 minimum or Firefox 2.x recommended Mozilla 1.0 minimum or Mozilla 1.8 or later recommended <p>Apple Macintosh</p> <p>Support for Flash and QuickTime VoD files on the following browsers:</p> <ul style="list-style-type: none"> Firefox 1.5 minimum or 2.x recommended Safari 2.0 minimum or later recommended
Adobe Flash plug-in	Adobe Flash 8 plug-in or later recommended
Windows Media plug-in	Windows Media 9 or later required if Windows Media content is offered
QuickTime plug-in	QuickTime Player 7.1 or later recommended

Table 3 Cisco Video Portal Client Requirements (continued)

Component	Requirement
Cisco Digital Media Manager Live Event Module 1.0	<p>Windows</p> <p>Internet Explorer 6.0 or later</p> <p>Apple Macintosh</p> <ul style="list-style-type: none"> • VMWare Fusion 1.1.3 or later • Windows XP or Vista • Internet Explorer 6 or later recommended
Minimum supported resolution	1024 x 768

Installation and Upgrade Notes

This section includes the following topics:

- [Installation Notes, page 9](#)
- [Upgrade Notes, page 9](#)

Installation Notes



Caution

If you enter only an IP address during set up, Cisco DMS appliances cannot communicate with each other. Cisco DMS appliances will not work correctly without a DNS server. Please enter a fully-qualified domain name (FQDN).

- To maintain network security, your DMM appliances and Video Portal appliances use digital certificates to communicate. These certificates use the DNS-resolvable hostname to identify each appliance uniquely. Therefore, you must enter the DNS-routable hostname for each appliance during setup when prompted to enter the fully-qualified domain name (FQDN) in AAI.
- You must also configure each of your DMS appliances in AAI to point correctly to the DNS server for your network and configure that DNS server to associate the IP addresses that your DMS appliances use with the FQDNs that their digital certificates use.
- When setting up your DMS 5.0 appliances, do not use “Cisco” as the instance name for your Video Portal appliance. We reserve the use of the Cisco name for other purposes, and all deployments will fail if you use this instance name.

Upgrade Notes

You can upgrade from Cisco Digital Media System 4.1 to 5.0.

After you upgrade to 5.0, we recommend that you apply the patch to install 5.0.2. Direct upgrades are not possible from 4.1 to 5.0.2.

After you upgrade to 5.0.2, we recommend that you apply the patch to install 5.0.3. Direct upgrades are not possible from 4.1 or 5.0 to 5.0.3.

For more information, including requirements and procedures, see *Upgrade Guide to Release 5.0 for Cisco Digital Media System* on Cisco.com.

For information about the hardware and software that Cisco DMS supports in this release, see the “[Compatibility Matrix](#)” section on page 5.

Important Notes

Notes for all 5.0.x releases:

- [Low Memory Causes DMP 4305G Endpoints to Restart Automatically](#), page 10
- [Compatibility Limitations with Microsoft Internet Information Server \(IIS\)](#), page 15

Notes for 5.0.1:

- [Firmware Release 5.0.1 Available for DMP 4400G Endpoints](#), page 11

Notes for 5.0.2:

- [DMS Release 5.0.2 Available for All DMS Appliances and Endpoints](#), page 11
- [Limitations That Are Resolved in DMS Release 5.0.2](#), page 12

Notes for 5.0.3:

- [DMS Release 5.0.3 Available for All DMS Appliances and Endpoints](#), page 13
- [Limitations That Are Resolved in DMS Release 5.0.3](#), page 14

Low Memory Causes DMP 4305G Endpoints to Restart Automatically

Rather than crashing when they run low on memory, DMPs are designed to restart automatically, which clears their memory and causes downtime of much less than 1 minute, as opposed to the lengthy downtime that a hard crash would cause. In the rare cases when DMPs do run out of memory and restart automatically, SWF files are almost always responsible. The known scenarios when this can occur are as follows:

- The file size is greater than 500KB for your SWF file. Larger SWF files do work correctly in most cases, but we recommend as a best practice that you should always strive to use the smallest possible SWF files. Smaller files are far less likely to be burdensome to your DMPs.
- Your SWF file uses bitmapped image files outside itself that have a very large file size, either individually or collectively. Any bitmapped image files that you use in the production of a SWF file should be small files. If a bitmapped file has a large file size, it is important for you to understand that merely reducing the height and width of its placeholder on your canvas in Adobe Flash (or any similar authoring tool that you might use to develop a SWF file) will not reduce the actual file size.
- The web page that you are showing uses too many embedded SWF files.

Additionally, we recommend that you use the following guidelines when you create SWF files:

- The resolution of the SWF can be up to 1920 x 1080 if the animations that are contained within the SWF are small and are restricted to a 640x480 region.
- Avoid redraw of the whole screen in your Flash animation.

- Multiple movements on different parts of the screen cause more slowdown than a concentrated movement.
- The FLV recommended resolution should be 320x240.

Firmware Release 5.0.1 Available for DMP 4400G Endpoints

By itself, firmware release 5.0.1 for DMP 4400G endpoints is the entirety of what constitutes Cisco DMS release 5.0.1. This firmware release fixes a known problem in which DMP 4400Gs running firmware release 5.0 responded incorrectly to remote control commands for Enterprise TV.

To obtain this firmware for the DMP 4400G, log in to your Cisco.com account and then do the following:

1. Go to <http://tools.cisco.com/support/downloads/pub/Redirect.x?mdfid=281723656>.
2. Click **Expand All**, and then click **Cisco Digital Media Player 4400G**.
3. Click **Expand All**, and then click **5.0.1**.
4. Click **5.00.1_FCS_4400.fwimg**.
5. Click **Download**.

To learn how to install this firmware upgrade for DMP 4400Gs, see Chapter 2 (“Using DMPDM”) in *User Guide for Cisco Digital Media Player Device Manager 5.0* on Cisco.com, at http://www.cisco.com/en/US/docs/video/digital_media_systems/5_x/5_0/dmp/user/guide/DMPDMcfg.html.

DMS Release 5.0.2 Available for All DMS Appliances and Endpoints

These software components, which are downloadable from Cisco.com, constitute Cisco DMS 5.0.2:

Filename	Description
<i>dmm50to502.iso</i>	A software patch to upgrade DMM appliances
<i>vp50to502.iso</i>	A software patch to upgrade Video Portal appliances
<i>5.00.2_FCS_4300.fwimg</i>	Updated firmware for DMP 4300G endpoints
<i>5.00.2_FCS_4305.fwimg</i>	Updated firmware for DMP 4305G endpoints
<i>5.00.2_FCS_4400.fwimg</i>	Updated firmware for DMP 4400G endpoints

To obtain one or more of these software components, log in to your Cisco.com account and then do the following:

1. Go to <http://tools.cisco.com/support/downloads/pub/Redirect.x?mdfid=281723656>.
2. Click **Expand All**, and then click the name of the DMS appliance or endpoint type that you will upgrade:
 - Cisco Digital Media Manager
 - Cisco Digital Media Player 4300G
 - Cisco Digital Media Player 4305G
 - Cisco Digital Media Player 4400G
 - Cisco Video Portal
3. Click **Expand All**, and then click **5.0.2**.

4. Click the name of the “.iso” software patch or “.fwimg” firmware for this device type.
5. Click **Download**.



Note

- For detailed instructions about all prerequisites and steps to complete a successful upgrade, see *Upgrade Guide to Release 5.0 for Cisco Digital Media System*, on Cisco.com.
- To learn how to upgrade the firmware for DMP endpoints, see Chapter 2 (“Using DMPDM”) in *User Guide for Cisco Digital Media Player Device Manager 5.0* on Cisco.com, at http://www.cisco.com/en/US/docs/video/digital_media_systems/5_x/5_0/dmp/user/guide/DMPDMcfg.html.
- The features to back up and restore DMS appliances are restricted to each particular DMS release. This means, for example, that you cannot use the restore feature in DMS release 5.0.2 with any backup file that DMS release 5.0 generated.

Limitations That Are Resolved in DMS Release 5.0.2

Cisco DMS 5.0.2 corrects many bugs from earlier releases, including these:

Feature Category	Defect ID	Description
Administration and Infrastructure		
Alarms and Notifications	CSCsr18875	Alerts - DMP events do not specify their source correctly.
	CSCsr27050	Alerts - Reports page lacks paging capability.
	CSCsr27135	Alerts - Reports should have dual modes.
	CSCsr75219	Alerts - Summary page omits some alerts.
	CSCsr87588	FTP to DMP internal memory fails for DMD emergency presentations that use the Alarm option.
Managing User Accounts	CSCsq99925	DMM allows login with case-insensitive username, causing HTTP 500 error.
Missing Information	CSCsr00830	The user interface for DMM does not show the appliance serial number.
SNMP	CSCsq98108	SNMP does not take a new Community string.
Digital Signage Networks and Media		
Digital Media Designer	CSCsj72828	DMD rejects spaces and special characters in paths and filenames.
	CSCsq05201	DMD designs do not position videos correctly for portrait orientation.
	CSCsq74404	DMD - Authentication dialog box Close button not work.
	CSCsq75281	DMP 4400G cannot play from DMP internal memory the SWF component in the Virtua template that DMD provides.
	CSCsq87168	DMM-DSM exception occurs when editing assets.
	CSCsr09754	White transition between HTML pages should be black.

Feature Category	Defect ID	Description
Digital Media Players	CSCsm61598	DMP display becomes white when ACNS is not used and the scheduled end of one event is simultaneous to the start of another.
	CSCso41527	Turning DMTech TVs on/off by RS232 changes their line mode to TV.
	CSCsq69782	DMTech TVs show black-and-white upon power-on.
	CSCsq94814	DMPs do not automatically restart DMTech TVs after a power failure.
	CSCsr52545	4300G and 4305G - Upgrade to 5.0 does not change sigma pre-buffer.
	CSCsq57006	4305G - The Digg.com website will not display.
	CSCsq67222	4305G - Loads previous startup URL after abnormal reboot.
	CSCsq75116	4305G and 4400G - Streaming video is slow from laptop Apache 2.2.8.
	CSCsq92923	4400G - Hangs temporarily if its startup URL is not valid.
	CSCsq45354	4400G - Browser page is flawed for defining resolution settings.
CSCsr74946	4400G - Failover and recovery URLs do not update after Apply.	
Schedule	CSCsr81933	In DMS 5.0, the Play In Future feature lost its ability to multiply tasks.
Enterprise TV		
Audio	CSCsu09404	ETV multicast channel audio continues after the Schedule should stop it.
Electronic Program Guide	CSCsr97432	After unzipping TMS files, required cleanup does not occur.
Fullscreen Mode	CSCsr07636	Toggleing fullscreen mode on and off can cause video playback to skip.
Video Portal Reports		
Authentication	CSCsq92826	Exception occurs when starting Video Portal Reports without authentication.

DMS Release 5.0.3 Available for All DMS Appliances and Endpoints

These software components, which are downloadable from Cisco.com, constitute Cisco DMS 5.0.3:

Filename	Description
<i>dmm502to503.iso</i>	A software patch to upgrade DMM appliances
<i>vp502to503.iso</i>	A software patch to upgrade Video Portal appliances
<i>5.00.3_FCS_4300.fwimg</i>	Updated firmware for DMP 4300G endpoints
<i>5.00.3_FCS_4305.fwimg</i>	Updated firmware for DMP 4305G endpoints
<i>5.00.3_FCS_4400.fwimg</i>	Updated firmware for DMP 4400G endpoints

To obtain one or more of these software components, log in to your Cisco.com account and then do the following:

1. Go to <http://tools.cisco.com/support/downloads/pub/Redirect.x?mdfid=281723656>.
2. Click **Expand All**, and then click the name of the DMS appliance or endpoint type that you will upgrade:
 - Cisco Digital Media Manager
 - Cisco Digital Media Player 4300G

- Cisco Digital Media Player 4305G
 - Cisco Digital Media Player 4400G
 - Cisco Video Portal
3. Click **Expand All**, and then click **5.0.3**.
 4. Click the name of the “.iso” software patch or “.fwimg” firmware for this device type.
 5. Click **Download**.



Note

- For detailed instructions about all prerequisites and steps to complete a successful upgrade, see *Upgrade Guide to Release 5.0 for Cisco Digital Media System*, on Cisco.com.
- To learn how to upgrade the firmware for DMP endpoints, see Chapter 2 (“Using DMPDM”) in *User Guide for Cisco Digital Media Player Device Manager 5.0* on Cisco.com, at http://www.cisco.com/en/US/docs/video/digital_media_systems/5_x/5_0/dmp/user/guide/DMPD_Mcfg.html.
- The features to back up and restore DMS appliances are restricted to each particular DMS release. This means, for example, that you cannot use the restore feature in DMS release 5.0.3 with any backup file that DMS release 5.0 generated.

Limitations That Are Resolved in DMS Release 5.0.3

Cisco DMS 5.0.3 corrects many bugs from earlier releases, including these:

Feature Category	Defect ID	Description
Administration and Infrastructure		
Access	CSCsv18188	Disrupted HTTP access to DMM.
	CSCsv02181	Upgrading without DSM license disrupts access to DMM-DSM and DMM-ETV.
Alarms and Notifications	CSCsy83642	DMP notifications do not include DMP name.
	CSCsw41975	Email notification -- change in Subject field does not take effect.
Managing User Accounts	CSCsu90536	Incomplete support for special characters in the User Name field.
Digital Signage Networks and Media		
Digital Media Designer	CSCsk41444	DMD does not prevent you from synchronizing multiple pairs of playlists.
	CSCsx06339	User without content permissions can read/write in DMD.
	CSCsy28390	After you choose the randomize option in DMD, you cannot change it.
Digital Media Players	CSCsx11009	Power-cycling a 4300G or 4305G disrupts USB drive mounting, permissions.
	CSCsy58538	DMP 4400G fails to mount external USB drive (usb_2).
Managing DMP Groups	CSCsu10293	A DMP group name cannot be “street” in DMM.
	CSCsw32863	Multiple groups do not collapse properly.

Feature Category	Defect ID	Description
Media Library	CSCsq18552	Filenames, sizes wrong after Media Library moves assets to external server.
	CSCsu43970	Batch upload does not support filenames that contain spaces.
	CSCsy28354	The date for assets is 12/31/1969 by default.
Schedule	CSCso86417	There is no warning when the schedule overlaps for two presentations.
Video Portal		
Access	CSCsx32510	DMM-VPM is unreachable if Application Server Base entry is all-uppercase.
	CSCsk36172	Video Portal does not load correctly in Firefox with WMV plugin.

Compatibility Limitations with Microsoft Internet Information Server (IIS)

DMPs that use firmware release 5.0.x are compatible with only one version of Microsoft Internet Information Server. That supported version is IIS 6.0 for Windows 2003 Enterprise.

If you do not have the supported IIS version but want your DMPs to retrieve assets from a webserver, we recommend that you use Apache instead of IIS.

Limitations and Restrictions

Review [Table 4](#) before you begin working with Cisco DMS 5.0 components. These are known limitations that will not be fixed, and there is not always a workaround.

Also, be sure to read the “[Important Notes](#)” section on [page 10](#) section for additional information.

Table 4 *Limitations and Restrictions in Cisco DMS 5.0*

Identifier	Component	Description
Digital Media Player		
CSCsk22719	dmm-doc	All services are brought down when you start a firmware upgrade on the DMP 4305G. Workaround: Manually restart the DMP.
CSCsq29816	dmm-doc	Errors occur on DMP 4400G and DMP 4305G endpoints when video links are configured as the startup URL. Workaround: None. Use the video URL instead.
CSCsq64982	dmm-doc	Video stops playing on the DMP 4305G when you insert a flash drive into the USB interface. Workaround: Do not insert a flash drive when the DMP 4305G is active. Only insert the flash drive when the DMP is idle, and then restart.

Table 4 *Limitations and Restrictions in Cisco DMS 5.0 (continued)*

Identifier	Component	Description
Digital Signage Manager (DMM-DSM)		
CSCso63214	dmm-doc	When its resources are limited, a DMP 4305G endpoint resets without a splash screen and without illuminating the red LED that should be visible through the chassis front grille because of limited resources. Workaround: Upgrade to a DMP 4400G which is more powerful and does not exhibit this behavior.
CSCso78514	dmm-doc	Using the local file option to add a media asset that is larger than 2G causes the upload menu to remain open indefinitely. Workaround: None. This is a browser limitation. We recommend that you upload a file that is smaller than 2G and that you use an external server for large files.
CSCsq62648	dmm-doc	DMP 4305G restarts after 15 seconds when playing the emergency_animated template. Workaround: None. This template is designed for the DMP 4400G. We recommend you do not play content on the DMP 4305G that is specific to the DMP 4400G.

For information about open caveats, see [Table 5](#).

Open Caveats

[Table 5](#) describes possible unexpected behavior by Cisco DMS 5.0.x components, even after you have upgraded to 5.0.3.

Table 5 *Open Caveats for Cisco DMS 5.0.x*

Identifier	Description
Digital Media Manager (DMM)	
CSCsr81929	If DHCP fails during first boot and you choose “no” when prompted for a static IP address, the DMM appliance installation stalls after 20 minutes and is unrecoverable. Workaround: Reimage the server with DMS recovery CD.
Digital Signage Module (DMM-DSM) and Enterprise TV Module (DMM-ETV)	
CSCsj72828	When adding an asset to DSM, be sure that its name does not include any non-ASCII characters. Although DMS can store the asset successfully, its nonstandard filename prevents the content chooser in DMD from loading it. In addition, DMPs cannot play a video asset from any URL that contains non-ASCII characters. Workaround: Ensure that both the filename and the URL for a video asset contain only typical ASCII characters. This restriction does not apply to SWF and image files.
CSCsk30744	You cannot save a presentation that is the same name as the presentation template. Workaround: None.

Table 5 **Open Caveats for Cisco DMS 5.0.x (continued)**

Identifier	Description
CSCs197280	<p>In an ACNS/DMS integration, if an ACNS channel is deleted while still scheduled in DMS, the DMS playlist cannot be deleted in DMM-DSM.</p> <p>Workaround: Create the set of the channels that are used to work with DMM-DSM, and do not delete them.</p> <p>To remove a channel from ACNS, complete the following steps:</p> <ol style="list-style-type: none"> 1. Before deletion, remove all schedules that are assigned to particular channel (past/current/future). 2. Remove channel from ACNS only after you have removed the schedules.
CSCso76820	<p>The Schedules > Play Now advanced task version status does not display in a popup window.</p> <p>Workaround: Execute 'version', 'status' and 'upgrade status' tasks from DMP manager to display the status.</p>
CSCso83562	<p>On the Play in Future tab, scheduling monthly and yearly recurring jobs during a leap year results in scheduling anomalies for jobs that occur during the month of February in subsequent months and years.</p> <p>Workaround: None.</p>
CSCsq39627	<p>If you check the randomize option for a playlist in a DMD presentation, you cannot uncheck this option; therefore, if you open a presentation and the randomized option is unchecked and you save the presentation, the randomize option persists for the playlist.</p> <p>Workaround: Delete the Playlist object in the presentation, and create a new playlist.</p>
CSCsq72364	<p>The first time you open a new, blank landscape template, the resolution defaults to portrait (768 x 1366).</p> <p>Workaround: Click the Portrait tab; then, click the Landscape tab.</p>
CSCsq87168	<p>You cannot change the URL in edit asset operation after you add a URL asset; however, you can change other parameters.</p> <p>Workaround: To change the URL, delete and create the asset again. Be sure that the asset is not used in another playlist or presentation; otherwise, you will not be able to delete the asset</p>
CSCsu27675	<p>In Firefox 3, some parts of the web-based DMM-DSM user interface are misaligned and do not work properly.</p> <p>Workaround: Use Firefox 2; we do not support Firefox 3.</p>
CSCsu32056	<p>When using Virtua presentation template in DMD, with the effect of the scrolling ticker is changed to scroll (left) - The scrolling ticker freezes on flash slide transition.</p> <p>Workaround: Avoid changing scroll effect in the DMD virtual presentation template.</p>
CSCsu43970	<p>Media library batch upload does not work properly when filenames contain spaces.</p> <p>Workaround: Be sure that there are no spaces in the filenames for your assets.</p>

Table 5 *Open Caveats for Cisco DMS 5.0.x (continued)*

Identifier	Description
<p>CSCsu49007</p>	<p>If you upgrade or downgrade the firmware for a DMP group that contains more than 20 DMPs while those same DMPs are playing a DMD presentation (which uses video and Shockwave Flash assets), some of the affected DMPs might not restart automatically and their upgrade might not be completed. When this happens, you cannot access the affected DMPs through port 7777 or port 6666. However you can ping them and you can see a green light through the front grille of their chassis.</p> <p>Workaround: Before upgrading any DMP group that contains more than 20 DMPs, complete these steps to clear the content being played:</p> <ol style="list-style-type: none"> 1. In DMM-DSM, use the Advanced Tasks feature to create a new DMP Startup URL task that will clear the startup URL and restart your DMP: <ul style="list-style-type: none"> • For the task name, enter: Startup URL - Empty & Restart. • For the description, enter: Startup URL - Empty & Restart. • Do not enter anything for the Video URL. • Do not enter anything for the Browser URL. • Check the Reboot Necessary check box. 2. Save your work. 3. Under the Schedules tab, use the Play Now feature to submit the “Startup URL - Empty & Restart” task to your DMPs. 4. After your DMPs have restarted, submit the firmware upgrade or downgrade to no more than 20 of them at one time. 5. After the upgrade or downgrade is finished and the affected DMPs have all restarted automatically, use the Play Now or Play in Future method to run an advanced task on your DMPs to populate their Startup URL.
<p>Video Portal Module (DMM-VPM)</p>	
<p>CSCsu46597</p>	<p>You cannot create duplicate groups in the group management area on the Video Part page. An error message tells you, “Exception while saving group:dms.dmsadmin.cug.groupname.exists.”</p> <p>Workaround: Avoid using duplicate group names in group names.</p>
<p>Digital Media Player</p>	
<p>CSCsq26076</p>	<p>The DMP 4400G has no sound after rotating the browser angle to 180 or 270 degrees.</p> <p>Workaround: Only use 0 or 90 degree rotations.</p>
<p>CSCsq39957</p>	<p>If you play a DMD presentation on the DMP 4400G or DMP 4305G and then play a playlist, the videos will not appear full screen because the DMD-generated application changes the video dimensions.</p> <p>Workaround: Change the video settings back to full screen, and restart the DMP.</p>
<p>CSCsq57006</p>	<p>The DMP 4305G does not display correctly websites that have a User-Agent field in the HTTP header.</p> <p>Workaround: None. We do not support websites with User-Agent fields in the HTTP header.</p>
<p>CSCsq62685</p>	<p>When you submit an HTTP pulling task with a DMD presentation to a DMP, the DMP continues to play the currently playing presentation while pulling content.</p> <p>Workaround: Determine whether you want to stop the playing presentation before you submit an HTTP pulling task.</p>

Table 5 **Open Caveats for Cisco DMS 5.0.x (continued)**

Identifier	Description
CSCsr47342	<p>Video playback ends too soon on DMP 4300G endpoints, no matter whether the video asset is included in a playlist or embedded in a web page, if you have rotated the browser plane to 180 degrees or 270 degrees in DMPDM.</p> <p>Workaround: Ensure that the DMPDM browser plane is never set to 180 degrees or 270 degrees at any time while video is playing.</p>
CSCsr49869	<p>Video performance becomes choppy on DMP 4300G and DMP 4305G endpoints while they are downloading updated RSS data for tickers.</p> <p>Workaround: None. This is the result of a processor limitation.</p>
CSCsr90758	<p>If you select the Flash 10 option instead of the Flash 9 option in DMPDM 5.0.2, DMP 4400G endpoints might exhibit choppy playback performance when playing Shockwave Flash assets.</p> <p>Workaround: Choose the Flash 9 option.</p>
CSCsr97307	<p>If you select the Flash 10 option instead of the Flash 9 option in DMPDM 5.0.2, Enterprise TV performance might be disrupted when you use any of these buttons on your remote control for DMPs:</p> <ul style="list-style-type: none"> • Show IP • Mute • VOL • Any unassigned buttons <p>Workaround: Choose the Flash 9 option.</p>
CSCsu03541	<p>DMPs cannot successfully follow an HTTP 302 redirect that changes the destination for a Video URL. This means that DMPs cannot play a video whose URL has changed, until the Video URL value points directly to the actual, changed URL.</p> <p>Workaround: Correct the Video URL so that it points directly to the video.</p>
CSCsu03553	<p>When a DMP uses Flash 10, the background color on its attached DMP display changes to white after 7 hours of continuous playback for any SWF object. After this same interval, the DMP remote control has no effect when you try to use its features to mute audio, adjust audio volume, or show which IP address the DMP is using.</p> <p>Workaround: None.</p>
CSCsu11596	<p>A DMP 4400G might stop responding to the volume control buttons on its remote control if you use the remote control to adjust the audio volume levels for assets that you are playing from local storage.</p> <p>Workaround: Do not use your remote control in this way with a DMP 4400G while any of its locally stored assets are playing.</p>
CSCsu87484	<p>DMP 4305 endpoints cannot successfully transmit RS-232 commands to control SunBrite 46" all-weather displays.</p> <p>Workaround: None.</p>
Video Portal	
CSCsk28257	<p>Video Portal client systems with low memory might hang when viewing live or VoD events that include more than 100 synchronized slides because each slide requires approximately 2MB of memory.</p> <p>Workaround: Increase memory on the client system.</p>

Table 5 **Open Caveats for Cisco DMS 5.0.x (continued)**

Identifier	Description
CSCsm62811	After you deploy and then update a video part that contains keywords, keyword searches for the video part no longer work. Workaround: None.
CSCsq95031	Synchronized slides are not backed up when you back up the DMS system and not available after you restore from this backup. Workaround: None.

Updates and Errata for Printed Documentation

Online only documents on Cisco.com for Cisco DMS are updated as needed, and we recommend that you check Cisco.com regularly for updates. This section describes errors and omissions in the documentation for Cisco DMS 5.0.

- [Remote Control Quick Start Guide for Cisco Digital Media Players, page 20](#)
- [Mounting Kit Assembly Guide for Cisco Digital Media Players, page 20](#)
- [Quick Start Guide for Cisco Digital Media Player \(4305G and 4400G\), page 20](#)

Remote Control Quick Start Guide for Cisco Digital Media Players

In some printings, the “Requirements and Limitations” section states incorrectly that the “Cisco Digital Media Player (DMP) 4400G devices, and 4305G devices after July 2008, ship with a remote control.” The remote control is an optional item that you must purchase separately.

Mounting Kit Assembly Guide for Cisco Digital Media Players

In some printings, Cisco product numbers are wrong for mount kits.

- Any use of “69-1802-01” is incorrect. The correct part number is “DMP-PRCASE-4305-S1.”
- Any use of “69-1803-01” is incorrect. The correct part number is “DMP-PRCASE-4400-S1.”

Quick Start Guide for Cisco Digital Media Player (4305G and 4400G)

Some printings of these two guides contain identical errors:

- *Quick Start Guide for Cisco Digital Media Player 4305G*
- *Quick Start Guide for Cisco Digital Media Player 4400G*

The errors are as follows:

- The Concepts text on page 3 mentions “protective case” accessories for DMPs, which discourage tampering and prevent theft. The accessory category was renamed after these guides were printed. The category name is now “mount kit.”
- Also because the accessory category was renamed, the topic “Learning About the Protective Case for DMPs” became invalidated in multiple ways after these guides were printed:
 - The topic heading should say “Learning About the Mounting Kit for DMPs.”
 - The topic text mischaracterizes the title for mount kit assembly documentation. The correct title is *Mounting Kit Assembly Guide for Cisco Digital Media Players*.
- Any use of “69-1802-01” is incorrect. The correct part number is “DMP-PRCASE-4305-S1.”
- Any use of “69-1803-01” is incorrect. The correct part number is “DMP-PRCASE-4400-S1.”

Related Documentation

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

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

Obtaining Documentation, Obtaining Support, and Security Guidelines

For information on obtaining documentation, obtaining support, providing documentation feedback, security guidelines, and also recommended aliases and general Cisco documents, 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>

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